



Looking to Rent

RESIDENTIAL, COMMERCIAL LETTING & SALES

PROPERTY MANAGEMENT & LANDLORD SERVICES

Residential Tenant
Welcome Pack

Dear Tenant,

We hope you are settling into your new home and our aim is to ensure that your tenancy is a good and enjoyable experience.

Looking To Rent is a member of The Council of Letting Agents and we pride ourselves on ensuring the safety and wellbeing of our tenants. We will always ensure that your property meets the safety and compliance standards set by the Scottish Government.

Your Tenancy

Now that you have signed all your documents and received your keys to the property, you are now officially a tenant of Looking To Rent.

At Looking To Rent we believe that communication is key to a successful tenancy. General information regarding your tenancy can be found within your "Easy Read Notes", which were emailed prior to your tenancy commencing.

If you have any further questions regarding your paperwork or responsibilities as a tenant please do not hesitate to contact your dedicated office.

Insurance

Your landlord already has building insurance cover in place however this does not cover your personal belongings or any accidental damage to the landlords fixtures, fittings and furnishings.

At Looking To Rent we feel it is beneficial for tenants not only to have contents insurance but also to have liability insurance. This helps to protect your deposit and safe guard them and their rental property against every eventuality.

To make it convenient for our tenants we have partnered with Let Alliance who can offer competitive rates for all your insurance needs.

For a free no obligation quote please click the link below:

[Let Alliance Tenant Insurance](#)

Please note that alternative policy providers can be found online.

Safety Certificates

It is your landlords responsibility to ensure that your property complies with all relevant safety legislation set by the Scottish Government.

Throughout your tenancy you will be notified of any safety works that are due to be carried out at the

property and will be provided with a copy of the certificate, where applicable, upon completion. For any works that will need to be carried out at the property, you will be given at least 48 hours notice by email.

In order to make this process as smooth as possible, Looking To Rent provide keys to our vetted contractors so you are not required to wait in the property for them, however, you are more than welcome to be present for these appointments if you wish.

Fire Detection & Carbon Monoxide Alarms

Your property is fitted with at least one smoke alarm in each hallway/landing, one smoke alarm in the daytime living area and one heat alarm in the kitchen.

It is your responsibility to check the alarms on a weekly basis to ensure they are fully operational. This test is simple, only requiring you to press the test button located on each alarm for five seconds, this will give off several loud beeps.

All alarms are interlinked therefore in the event that they are activated, all alarms will sound simultaneously. In the event that the alarms are falsely activated, the tenant should reset them by holding in the test button for five seconds on each alarm, beginning with the hall alarm.

Looking To Rent require landlords to service all alarms in a property on an annual basis to ensure they are fully operational and to limit the possibility of faults. Should your alarms intermittently beep it may mean the batteries require replacing or potentially the alarm has malfunctioned. If this happens please contact our office and we will arrange the service of these alarms. Under no circumstances should you try to replace batteries or disconnect the alarms.

Inventory

Your inventory will be emailed to you on the day of move in or the following working day.

The inventory will list all furnishings, fixtures and fittings and will contain a description of their condition. This report acts as a detailed account of the condition of your property and its contents at the point of move in.

During the first seven days of your tenancy you have the opportunity to propose any amendments which may then be added to the inventory. If any amendments are suggested they will be reviewed and possibly added to the inventory. By allowing you to propose any amendments it helps to confirm the accuracy of the inventory.

After the seven days if no feedback has been provided your inventory is considered correct and will be the supporting document used throughout your tenancy and at the point of move out.

Deposit

As you are aware a deposit is required for all tenancies. This is set at a minimum of one months rent and a

maximum of two months rent.

The deposit will be held in accordance with the Tenancy Deposit Protection Regulations. The deposit is held to cover damages, breakages and any other liabilities under the terms of the tenancy agreement and will only be refunded once the tenancy has ended.

Once your tenancy commences your deposit will be lodged with our tenancy deposit scheme within 30 working days and will remain in place with the scheme until the end of the tenancy.

The deposit paid by you acts as a guarantee against various eventualities. These eventualities may cover damage to the property, costs for any cleaning, bills that are left unpaid, as well as any unpaid rent.

At the end of the tenancy, after the move out is complete, we will request that the tenancy deposit scheme release the deposit and the amounts payable to you and the landlord should there be any deductions.

The deposit scheme will then contact the lead tenant to check whether you agree with the deduction figures. Should you not respond within 30 days, then the landlord will be paid the amount that the landlord requested to be deducted for rent, repairs and other costs - the remaining balance will then be repaid to the tenant.

Utilities

As a tenant you are liable to pay all utilities and services relating to the property, including council tax (excluding factoring). It is also your responsibility to ensure that the relevant companies have the correct information for your tenancy.

To make it convenient for you, whilst compiling the inventory Looking To Rent will take meter readings which are then passed on to the appropriate utility companies. At this time the local council will also be notified of the change in tenancy.

We are unable to inform any other suppliers with the exception of the electricity, heating (gas, biomass etc) and the local council of the change in tenancy as this must be done by the user of the service.

Additionally, upon move out, you must ensure that you inform your provider when you no longer require this service at the property.

Should you wish to change a supplier for heating or electricity then please feel free to do so, however, you must notify your dedicated Looking To Rent office, in writing, of the change.

Property Visits

Looking To Rent conduct regular inspections of all tenanted properties. These inspections allow us to check that the property is being maintained to a satisfactory standard.

Your dedicated office will email you with the scheduled inspection time and date giving you at least seven days notice. We do not require you to be present during these inspections however we are happy for you to be present if you wish. If you are unable to be present and you wish to bring something to our attention, then please email your dedicated office in advance of the scheduled inspection.

Once the inspection has been completed a report will be emailed to your landlord and notification of any repairs/maintenance that are required. During the inspection should we have to bring any issues to your attention, we will also email you regarding this. We may have to arrange another inspection to review any issues that we have raised.

Please note advising of repairs/maintenance early can help to reduce the risk of the problem escalating and the potential cost increasing.

Tenant Responsibilities

As tenants you are responsible for the replacing of consumables and maintenance of the property such as changing light bulbs, fuses etc.

Please see below an example list of repairs suitable for tenants to carry out at the property:

- Replacing Light Bulbs.
- Replacing Batteries in doorbells and thermostats.
- Tightening loose screws, for example in door handles.
- Checking fuses when they trip.
- Bleeding Radiators.
- Cleaning of mould if formed.
- Re-pressurising the boiler.

If there are any items that you are unsure about then please contact your dedicated office for further information and clarification.

Repairs & Emergencies

Properties at some point may require some remedial work and it is important that you let us know immediately when this happens. Please note this is a condition of your tenancy agreement to do so. Delay or even failure to inform us about repairs may result in you being held responsible, especially if the delay results in additional deterioration or damage.

Once you have informed us of any repairs, faults or problems, we will contact your landlord and act upon their instructions. We ask that you do not instruct a contractor to undertake any work. If you do, it will be at your own expense.

If a repair is due to any tenant negligence, the tenant will be required to pay the cost at the time. Outstanding balances may be deducted from your deposit.

In the event of an emergency, Looking To Rent has a 24 hours emergency contact number for all existing tenants.

GAS EMERGENCY:

If you smell gas you must call the National Grid on 0800 111999 and then notify your dedicated office.

WATER EMERGENCY:

Should you have any water issues (not including water leaks or burst pipes inside the property) please call Scottish Water on 0800 077 8778.

If you do not have a gas or water emergency and you feel that your emergency poses:

- A serious and imminent risk to health and safety.
- A serious and imminent risk to the structure of the building.
- A serious and imminent risk to the security of the property.

Please contact your dedicated office emergency number:

Glasgow East: 0141 550 2255

Glasgow West: 0141 959 4455

Ending Your Tenancy

Ending your tenancy must be done in writing in accordance with your required notice period stated in your lease. Once you submit this in writing, a pre move out inspection and move out date will be scheduled. Please note, all named tenants on the lease are required to give written notice.

The re-marketing of the property will commence at the time of notice and we will arrange a suitable date and time to erect a To Let board.

As the property will be advertised during the notice period, access for viewings is required. We do not require you to be present during these viewings however we are happy if you wish to be present. All viewings will be arranged with at least 48 hours written notice sent to you via email. For the viewings we ask that the property is clean, tidy and all personal belongings are stored away as neatly as possible.

The pre move out inspection will be scheduled approximately two weeks before move out. This inspection is to allow us to assess the property and advise you of any required maintenance/repairs that will have to be carried out prior to the move out. We will note any findings during the inspection and email them to you for your records.

On the move out date we will meet you at the property where the pre move out inspection notes and original inventory are checked and final property inspection is carried out.

Meter readings and forwarding addresses for all tenants will be taken and keys must be returned at this point.

Letting Agent Code of Practice (Scotland) Regulations 2016

All letting agents in Scotland from the 31st January 2018 must comply with "The Code". Should you require a copy of "The Code" please request this from our office in writing.

Finally

We look forward to managing your tenancy and should you have any questions please do not hesitate to contact your dedicated office.

Kind Regards



Pauline Macnair
Director



Warren Crawford
Director



Follow us on social media:

-  [instagram.com](https://www.instagram.com)
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