

CHECK IN ADVICE

Thank you for choosing your new home with Letting Genie. We hope your move goes smoothly and you settle into your new home quickly.

Your landlord has chosen a fully managed service, so please contact Letting Genie for all queries relating to your tenancy and to report maintenance issues.

Maintenance:

In the case of Emergency maintenance issues these **must** be reported within 12 hours of the occurrence by phone to **01908 535000**. Failure to do so may result in further problems accruing for which you could be liable.

All other non-emergency maintenance issues should be reported promptly as advised at your check in appointment. Further advice is available [here](#).

Smoke Detectors/Carbon Monoxide Alarms:

It is the tenant's responsibility (and in your interest) to check the smoke detectors and carbon monoxide alarms in the property at regular intervals to ensure that they are in full working order as per the manufacturer's instructions. If batteries need to be replaced this is the Tenants' responsibility.

Utility Service Suppliers:

Details of Utility Suppliers are contained on the Inventory. We will inform the utility companies and the local council of your occupation of the property.

Before entering a contract for satellite or cable services please contact the landlord for authorisation.

You can generally expect to be contacted within 14 days by the Council and the Utility companies. If you have not been contacted by the Council or Utility Companies within that timeframe we advise that you contact them direct.

Making changes to the property:

Permission is needed from either the landlord or managing agent to make any alterations/additions to the property which would include :-

- Decorating
- Additional shelving
- Picture/mirror fixings
- Changes to the garden(s)

Cleaning/Garden maintenance/Damage:

The property should be maintained in a clean and tidy condition, treating all fixtures and fittings with respect.

Unless advised otherwise, it is the tenants responsibility to maintain the gardens and outside spaces to the property.

Please note that BluTack on walls can cause damage which could result in tenant liability.

Rent:

Rent payments should be made to Letting Genie and unless agreed otherwise are due on the 1st day of your rent period using the account details previously provided. Please use the first line of your property address as a payment reference.

Deposit/Nil Deposit (Reposit):

If you have paid a deposit, this will be registered with the [Deposit Protection Service](#).
If you used the Reposit (Nil Deposit Option) they will contact you regarding the renewal of the Reposit warranty if you extend your tenancy.

Ending the Tenancy:

Should you wish to vacate the property at the end of the fixed term you must give notice in writing to the landlord in accordance with the terms of your tenancy agreement.

Inventory and Documents:

Prior to moving into your new home you have been provided with the following documents:

How to Rent
Gas Safety Record (if applicable).
Energy Performance Certificate
Electrical Certificate

Further information is available on our website:

[Reporting Maintenance](#)
[Managing Condensation](#)
[Legionella Advice](#)
[Check Out Advice](#)

The Inventory and Schedule of Condition will be sent separately to you for your review to be completed within 7 days.

You may also have been provided with instruction manuals at your Check In appointment.

Property Inspections:

Letting Genie conduct regular inspections of the property on behalf of the landlord. One of the team will contact you regarding the initial property inspection which normally takes place within one month of the Tenancy start date.