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# TENANT GUIDE

EVERYTHING WORTH KNOWING.

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A TRUSTED, INDEPENDENT LETTINGS & PROPERTY MANAGEMENT PARTNER



## We are pleased to welcome you as a tenant and look forward to supporting you throughout your tenancy.

At Savoy Lettings, we are committed to providing a professional, reliable and responsive property management service. Our team is on hand to assist with any tenancy-related queries, maintenance requests or general advice, ensuring your experience is as straightforward as possible.

Should you need to contact us at any time, please call 0113 460 3451 or email [enquiries@savoylettings.co.uk](mailto:enquiries@savoylettings.co.uk). You can also find further information about our services by visiting [www.savoylettings.co.uk](http://www.savoylettings.co.uk).

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# GETTING STARTED

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Welcome to your new home, and thank you for choosing Savoy Lettings. We hope you settle in quickly and enjoy your new property. To help ensure everything gets off to the best possible start, please complete the following tasks shortly after moving in.

- **Review your inventory report:** Carefully inspect the property and compare its condition with the inventory provided. If you notice any discrepancies, please notify us in writing within seven working days of the start of your tenancy. Any issues reported after this period may be considered to have occurred during your tenancy.
- **Set up your utility accounts:** You are responsible for contacting the relevant utility suppliers to open accounts in your name. Opening meter readings are usually included within your inventory report. If unavailable, you will need to record and provide them directly to your utility providers.

## **ELECTRICITY**

Unless advised otherwise, your property is fitted with a standard electricity meter. You are responsible for all electricity charges throughout your tenancy. You are welcome to switch to an alternative supplier if you wish – we simply ask that you let us know so our records remain up to date.

## **WATER**

Most properties are supplied through a standard water meter or billing arrangement. Water charges are the responsibility of the tenant for the duration of the tenancy. If you change your water supplier where possible, please notify Savoy Lettings so we can update our records.

## **COUNCIL TAX**

Council Tax is the tenant's responsibility unless otherwise stated in your tenancy agreement. After moving in, contact your local authority to register as the new occupier. Check your post for council correspondence and register promptly to avoid delays or unnecessary charges.

# REPAIRS & PROPERTY CARE

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## REPAIRS & MAINTENANCE

If you experience a maintenance issue during your tenancy, please report it to your Property Manager by email as soon as possible. Reporting repairs in writing allows us to keep an accurate record of the issue and ensures your request is dealt with as efficiently as possible.

Once we receive your report, we will assess the problem and, where necessary, seek the landlord's approval before arranging any works. We encourage tenants to report maintenance concerns promptly, as addressing problems early can often prevent them from becoming more serious.

## REPORTING AN EMERGENCY

An emergency repair is one that presents an immediate risk to your safety, the property, or could result in significant damage if left unresolved – for example, major water leaks, complete loss of essential services, or issues that make the property unsafe to occupy.

During normal office hours, emergency repairs should be reported to our office immediately. Outside office hours, you may need to contact an appropriate emergency contractor to prevent further damage, or call 07456 408892 and we will assist wherever possible.

Please note that emergency contractor call-out charges are often higher outside normal working hours and on public holidays. If a contractor is instructed for a non-emergency issue, you may be responsible for the associated costs. Genuine emergency expenses may be reimbursed by the landlord where appropriate.

## **WATER ISSUES**

If you discover a water leak, locate and turn off the property's internal stop tap if it is safe to do so — this will help minimise damage until repairs can be arranged. If water is entering through the roof, ceiling or light fittings, contact your building's managing agent using the emergency number displayed within the communal areas. Should your water supply stop unexpectedly, check with Yorkshire Water (0845 124 2424) for a planned interruption or fault before reporting the issue to Savoy Lettings.

## **ELECTRICAL PROBLEMS**

Should you experience a loss of electricity, first check your consumer unit (fuse box) to see whether a circuit breaker has tripped. If the issue appears to be a local power outage, contact your electricity network operator, or call Yorkshire Electricity on 0800 375675 to check for an outage in your area. Never attempt to repair or interfere with electrical wiring or equipment yourself.

## **BURGLARY OR SECURITY INCIDENTS**

If your property has been broken into, contact the Police immediately and obtain a crime reference number. Where doors or windows have been damaged and cannot be secured, follow the Police's advice regarding emergency boarding-up or repairs. Once the property is safe, please notify Savoy Lettings as soon as possible so we can arrange any permanent repairs with the landlord.

# YOUR RESPONSIBILITIES

Keeping your home in good condition is a shared responsibility. While your landlord is responsible for maintaining the structure of the property and carrying out necessary repairs, tenants are expected to look after the property and deal with routine household maintenance throughout the tenancy.

The following items are the tenant's responsibility:

- Replacing blown light bulbs.
- Replacing fuses in plugs where required.
- Changing vacuum cleaner bags and replacing belts if applicable.
- Clearing minor blockages in sinks, basins, baths and waste pipes caused by normal use.
- Checking and cleaning washing machine filters before reporting a fault.
- Reporting any maintenance issues as soon as they arise.
- Repairing or paying for broken windows where damage has not resulted from a burglary or criminal damage.
- Maintaining door locks by applying a suitable lubricant if stiff.
- Keeping the property well ventilated to help reduce condensation and damp.
- Maintaining a good standard of cleanliness throughout, including any private outdoor areas.
- Testing smoke alarms regularly and replacing batteries when required.
- Looking after the garden, where this forms part of the tenancy agreement.

## PLEASE NOTE

If you arrange for a contractor to attend an issue considered to be your responsibility, or the repair is found not to require landlord intervention, you may be responsible for the full cost of the visit, including any call-out or repair charges.

## COMMUNAL AREAS

If you experience an issue within a communal area of your building, such as entrance doors, lifts, shared lighting or meter cupboards, this should be reported directly to the building's management company. Their contact information is usually displayed within the communal entrance or reception area.

## ROUTINE PROPERTY INSPECTIONS

To help ensure the property remains in good condition, we carry out routine inspections approximately every three to four months during your tenancy. These visits allow us to identify any maintenance concerns and give you the opportunity to discuss any issues. You will always receive advance notice and are welcome to be present.

## HEALTH & SAFETY

Your safety is important to us. All rental properties must meet current safety legislation, including fire safety and upholstered furniture regulations. Where applicable, landlords are responsible for ensuring gas appliances are inspected annually by a Gas Safe registered engineer. Any furniture or belongings introduced by the tenant remain the tenant's responsibility.

## PROPERTY CARE & CLEANLINESS

Tenants are expected to maintain the property in a clean and hygienic condition. If a routine inspection finds the property below an acceptable standard, we may request cleaning within a reasonable timeframe — where this is not completed, professional cleaners may be instructed and costs passed on to the tenant. Please protect flooring and surfaces from damage, and keep gardens, balconies and bin storage areas clean and tidy.

# RENTING MADE SIMPLE

## PAYING YOUR RENT

Your Tenancy Agreement is a legally binding contract between you and your landlord. Rent must be paid in full on the agreed date each month. It is your responsibility to ensure sufficient funds are available and that your payment reaches us on time.

If you anticipate that your rent payment will be delayed, please let us know immediately. Failure to pay rent could place your tenancy at risk and may result in formal action in accordance with your Tenancy Agreement and current legislation. Our priority is always to work with tenants to find a suitable solution before arrears become more serious.

## OUR RENT ARREARS PROCEDURE

- 01 We will attempt to contact you by telephone to advise that your payment is overdue and discuss the reason for the delay.
- 02 If payment has simply been missed, we will ask that the outstanding balance is transferred as soon as possible.
- 03 If we are unable to reach you by phone, we may leave a voicemail and follow up by email or text message requesting that you contact us without delay.
- 04 Your landlord will be informed that the rent is overdue and will receive updates on any progress made towards resolving the matter.
- 05 The first late payment reminder is normally issued without charge. Further reminders may incur a £25.00 administration fee, and a property visit relating to arrears may incur a £40.00 charge, in accordance with your tenancy agreement.

# KEEPING YOUR HOME CLEAN

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Condensation and mould are common issues in many homes, particularly during colder months. If left untreated, mould can damage decorations, furnishings and other surfaces, as well as create an unhealthy living environment.

## WHERE MOULD DEVELOPS

- Bathrooms, shower areas and kitchens where cooking creates steam.
- External walls and corners of rooms, and behind large items of furniture.
- Window frames, sills and poorly ventilated cupboards.

## TREATING MOULD

- Clean affected areas using a suitable mould remover or diluted bleach solution, following the manufacturer's instructions.
- Once treated, gently scrub the surface to remove any remaining residue.
- Continue to monitor the area, as mould may return if excess moisture is not addressed. Regular cleaning of bathrooms, kitchens and window frames can help prevent it reappearing.

## REDUCING THE RISK

- Dry clothes outdoors where possible, or in a well-ventilated room with a window slightly open.
- Always use extractor fans when cooking or showering.
- Keep internal doors closed when creating steam.
- Position furniture a small distance from external walls to encourage air circulation.
- Avoid overfilling wardrobes and cupboards.
- Clean bathroom sealant, grout and window sills regularly.

## PREVENTING CONDENSATION

Condensation develops when warm, moisture-filled air meets colder surfaces, such as windows or external walls, causing water droplets to form. It is most commonly found in bathrooms, kitchens, windows and poorly ventilated rooms — particularly bedrooms overnight and rooms where clothes are dried indoors.

### IMPROVE AIRFLOW

- Use extractor fans whenever cooking or showering, and open windows for a short period each day to allow fresh air to circulate.
- Keep bathroom and kitchen doors closed when generating steam, and avoid blocking air vents or trickle vents fitted to windows.

### REDUCE EXCESS MOISTURE & MAINTAIN TEMPERATURE

- Dry washing outdoors whenever practical, and cover saucepans while cooking to reduce steam.
- Wipe away condensation from windows and sills when it appears, and avoid overcrowding cupboards and wardrobes.
- Maintain a low level of background heating during colder months rather than allowing the property to become very cold before heating it. Portable paraffin or LPG heaters should not be used indoors.

### NEED FURTHER HELP?

If you continue to experience condensation or mould after following this guidance, or believe it is being caused by a defect within the property, please contact Savoy Lettings so the matter can be investigated.

# TENANT PORTAL

At Savoy Lettings, we use the Street platform to give you easy access to everything you need throughout your tenancy. Designed with convenience in mind, the app keeps all of your tenancy information in one secure place, making it simple to stay informed and connected.

Using the app, you can view important tenancy documents, check your rent schedule, report maintenance issues and monitor the progress of any repairs — all from your phone or tablet. You'll also receive updates as your requests are processed, keeping you informed every step of the way.

Your dedicated Property Manager remains on hand to support you throughout your tenancy, while the Street app provides quick and convenient access to the information you need, whenever you need it.

## DOWNLOAD THE STREET APP

Scan the QR code, or search 'Street' on the App Store or Google Play, to manage your tenancy anytime, anywhere.



# LEAVING THE PROPERTY

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From 1 May 2026, assured tenancy agreements can no longer be granted with a fixed term or predetermined end date. Instead, all new and existing assured tenancies will operate as periodic (rolling) tenancies, continuing until either the tenant or landlord brings the tenancy to an end in accordance with the relevant legal requirements.

As a tenant, you may end your tenancy at any time by providing your landlord with at least two months' written notice, either by letter or email. Your notice must expire on the day your rent is due, or the day immediately before your rent due date, unless otherwise agreed.

Once you have given the required notice, we will begin marketing the property to secure a new tenant. We may need to arrange viewings during this period – we will always contact you in advance to agree a suitable time and will provide a minimum of 24 hours' notice before any viewing takes place.

## END OF TENANCY PROCESS

As your tenancy comes to an end, a final check-out inspection will be arranged to assess the condition of the property against the original inventory. If you would like to attend, please let us know within seven days of receiving your End of Tenancy confirmation – where possible, the inspection will be scheduled for the final day of your tenancy.

If you choose not to attend, or we do not receive a response, the inspection will be carried out once all keys have been returned to our office. We will keep you informed throughout the process and explain any proposed deductions from your deposit, where applicable.

# MOVE-OUT CHECKLIST

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## DEPOSIT RETURN

To help ensure the prompt return of your deposit, please make sure your tenancy obligations have been met before moving out. Any outstanding rent or other agreed charges should be settled beforehand, and please provide us with a forwarding address so we can contact you after you have vacated. Your deposit will be reviewed following the final check-out inspection and compared against the original inventory; any proposed deductions will be discussed with you before release.

## BEFORE RETURNING YOUR KEYS

- ☐ Leave the property clean, tidy and free from all personal belongings.
- ☐ Thoroughly clean all kitchen appliances, including the oven, hob, extractor fan, microwave, fridge/freezer, washing machine and filters.
- ☐ Defrost and switch off the fridge/freezer, leaving doors slightly open to prevent odours.
- ☐ Wipe down all cupboards, worktops, skirting boards, doors, door frames, light switches and internal surfaces.
- ☐ Dust light fittings and remove any marks from painted walls where possible.
- ☐ Clean all internal windows and, where safely accessible, external glass.
- ☐ Replace any blown light bulbs before vacating the property.

- ❑ Replace or reimburse any damaged, broken or missing items supplied with the property.
- ❑ If the property has a garden, ensure it has been maintained — lawns mowed, weeds removed and outdoor areas left neat and tidy.
- ❑ Wash or professionally clean curtains and blinds where necessary.
- ❑ Leave carpets in the same condition as at the start of the tenancy. Where your tenancy has lasted 12 months or longer, professional carpet cleaning may be required in accordance with your tenancy agreement — please retain your receipt as proof if requested.
- ❑ If pets were permitted, any additional cleaning requirements in your tenancy agreement, including professional carpet cleaning and flea treatment where applicable, must be completed before you move out.
- ❑ Notify your utility suppliers and the local authority of your moving date and arrange final meter readings and account closures for electricity, gas, water, broadband and Council Tax.
- ❑ Return all sets of keys, fobs, parking permits and access cards to Savoy Lettings on or before the final day of your tenancy.

## BEFORE YOU LEAVE

Please arrange a postal redirection service with Royal Mail before vacating — Savoy Lettings cannot accept responsibility for post delivered after your tenancy has ended. If you have changed the alarm code during your tenancy, please provide the updated details when returning your keys. If your rent is paid by standing order, you must contact your bank directly to cancel future payments, as Savoy Lettings is unable to do this on your behalf.

# GET IN TOUCH

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We are always looking for ways to improve the service we provide – if there is anything you feel would have been helpful to include within this guide, we would welcome your feedback.

Thank you for choosing Savoy Lettings, and we wish you every success in your new home. Should you have any questions during your tenancy, please do not hesitate to contact our team.

## EMAIL

[enquiries@savoylettings.co.uk](mailto:enquiries@savoylettings.co.uk)

## PHONE

0113 460 3451

## EMERGENCY (OUT OF HOURS)

07456 408892

## WEBSITE

[www.savoylettings.co.uk](http://www.savoylettings.co.uk)

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*With best wishes, Savoy Lettings.*

