

# Start of Tenancy Information Pack

**Your property should be ready for you to move into from the first day your tenancy starts.**

## **Inventories**

When you move in, it's really important to take an inventory. Ideally the landlord should be present but if they are not, make sure you do one yourself. Document the condition of all the fixtures, fittings, furniture and condition of the property. Make a written inventory and also take lots of video and photographs. Include as much detail as possible. If the landlord completes the inventory, make sure it is accurate and you agree with it before you sign it. If you complete the inventory email it to the landlord as soon as possible.

A downloadable template is available at:

[www.manchesterstudenthomes.com/DocumentStorage/Inventory.pdf](http://www.manchesterstudenthomes.com/DocumentStorage/Inventory.pdf)

## **Welcome Pack**

The landlord should provide you with a welcome pack and information about the property. This should include information about who to contact in an emergency, who to report repairs and information such as bin collection dates etc.

## **Appliances**

The landlord should give you clear instructions about how to use any appliance in the house such as the heating, hot water and cooker etc. or provide you with the instruction manuals. All electrical appliances should either be under 12 months old or be PAT tested to make sure they are safe. If you have gas appliances, the landlord should provide a copy of the Gas Safety Certificate.

## **Registering with a GP**

Make sure you are registered with a local GP and dental practise. You can find health services in your area by visiting:

<http://www.nhs.uk/Service-Search/GP/LocationSearch/4> .

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## Register to Vote!

Don't forget to register to vote! It's really easy and simple and can be done online at:

<http://www.gov.uk/register-to-vote>

## Setting up utility bills

The landlord should provide you with details of which companies supply the utilities to the property. If they don't have the details you can contact the following companies to find out who they are:

**Gas - 0870 608 1524** or visit [www.ukpower.co.uk](http://www.ukpower.co.uk)

**Electric - 0870 751 0093** or visit [www.ukpower.co.uk](http://www.ukpower.co.uk)

**Telephone / Internet – BT 0800 800 150** or visit <http://home.bt.com/>

**Water – United Utilities** are the only supplier of water in the North West and can be contacted on **0345 672 2999** or visit [www.unitedutilities.com](http://www.unitedutilities.com)

**TV License –** if you have a joint and several tenancy agreement you will only need one TV licence for the whole property. If you are on an individual room by room contract you will need one per person. Visit [www.tvlicensing.co.uk/](http://www.tvlicensing.co.uk/) for more information.

## Meter readings and payments

Make sure you take the meter readings and give them to the utility suppliers. Take a copy for your own records as well. Try to get the names of all your housemates on the bills if possible. Bills will normally arrive either monthly or quarterly and you should be able to pay by direct debit.

Remember to provide regular meter reading so you are not over or under paying. It's important to keep up to date with utility bill payments, some suppliers may charge late payment fees and any debts could affect your credit rating score.

There are lots of deals and special offers from utility companies; if you switch suppliers it could save you money, try comparison website such as:

[www.uswitch.com](http://www.uswitch.com).

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## Insurance

If you or your parents already have insurance, check whether the policy will cover contents in your new home. There are plenty of deals available and it is worth shopping around to make sure you get the right cover. Endsleigh specialise in student insurance and some private halls include contents insurance in their rental price.

You can find them at:

<http://www.endsleigh.co.uk/personal/home-insurance/student-contents-insurance/>

## Rights, responsibilities and repairs

### You are responsible for...

- Acting in a 'Tenant-like manner'. This means you should perform the smaller tasks around the house such as: changing a light bulb; unblocking sinks when clogged with waste; and cleaning the windows when necessary.
- Not damaging the house, if you do then you and your guests are responsible for the repairs.
- Refuse collections. Remember to find out the collection days from your local council. Put the wheelie bins out - and bring it back in again, it's illegal to leave it on the street.

### You can find your bin collection dates by going to the following websites:

Manchester City council

- <http://www.manchester.gov.uk/bincollections>

Salford City Council

- <http://www.salford.gov.uk/bins-and-recycling/bin-collection-days/>

- Securing the property when you go away; lock all the doors and windows!
- Being aware of the impact of noise and parties.
- Reporting all repairs needed to the agent/landlord (preferably in writing). The landlord's/agent's responsibility to repair begins only when they are aware of the problem. If the fault is not corrected within a reasonable period of time (dependant upon the nature of the disrepair) then seek advice from Manchester Student Homes, the Students' Union Advice Centre, Accommodation Office or Citizen's Advice.

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## Being a good neighbour

Meet your neighbours. Living in an off campus area means you are now part of a vibrant and diverse local community which extends further than your immediate neighbours. Take the time to get to know your area and introduce yourself to the people who live near you. It may be worth exchanging numbers should you need to contact each other in case of an emergency.

Consider your neighbours and the amount of noise you make, or you may be causing noise nuisance which can occur anytime of the day.

You can see look at our 'Welcome to the Community' guide for more information at:

[http://www.manchesterstudenthomes.com/Pages/Community\\_Residents](http://www.manchesterstudenthomes.com/Pages/Community_Residents)

## Fire safety

Your landlord has to provide adequate fire precautions and means of escape from fire. Manchester Student Homes works closely with accredited landlords, Greater Manchester Fire and Rescue, and Manchester City Council to ensure fire safety requirements are met in accredited properties.

### Do's

- Get together with your housemates to come up with an escape plan in case of an incident.
- Battery fire/smoke alarms are tested on a weekly basis.

### Don'ts

- Disconnect smoke alarms - this not only puts your life at risk but also invalidates the landlord's insurance.
- Prevent your landlord from entering your house (with 24 hours written notice) to service extinguishers or the fire detection system.
- Tamper with the smoke detector heads – they are wired to the mains.
- Block any passageways, the landing, hallway etc., with bikes, furniture, plants, traffic cones, etc.
- Prop your bedroom door open or disconnect the door closer.

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