New Resident Welcome Guide

LEADERS
Romans
GROUP

THREE SIXTY SPACE
An LRG Company

Contents

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Welcome to your new home

Dear Resident,

We would like to take this opportunity to welcome you to your new home and we do hope that you will find your new Property comfortable and your stay will be a pleasant experience.

The Leaders Romans Group (LRG) have been Letting and Managing properties for over 35 years. Our companies Core Values shown below, help us to achieve our two main priorities which is your safety and happiness in your new home.

We have created this resident guide to provide you with important information, running you through the life cycle of moving home and the services we provide at LRG.

Our job as your property manager is to be ready to act in a swift and professional manner at all times and we achieve this by providing many contact methods across our platform for your convenience. We do understand that you lead very busy lives and it's our primary job to support you as smoothly and as responsively as we can to resolve any issues that may arise.

Of course, we are always open to receiving feedback, good or bad, on your experience with LRG service, so please feel free to drop us a line or speak to your property manager, as we would genuinely like to hear from you and this helps us to continue to improve our service to all our customers.

To further support your move, this residents guide will provide you with important, easy to refer to information on our service, this includes helpful tips and advice. So do please take some time reading this handbook.

Welcome to LRG and we hope you enjoy your new home.

Yours faithfully,

Andrew Jones
Group Director Corporate & Build to Rent

Our Core Values

Passion
We love what we do

Bravery
We are courageous

Integrity
We act with integrity

Respect
We respect each other

Key Contact Information

Corporate Mainline Number
01344 835 700

Corporate Email Address
PropertyManagementCorporate@lrg.co.uk

Report Maintenance
https://leaders.fixflo.com

Emergency Out of Hours
01623 287 997 (please refer to page 11 for what constitutes an emergency)

Your Property Manager will be on hand to help and will be in touch in due course to confirm their contact details.

Their key responsibilities are detailed below but are not limited to: -

- Introductory calls on new tenancies
- Maintenance issues/requests
- Property visits
- Tenancy renewals
- Deposit release and end of tenancy process

As a resident you will also have access to your Resident Portal, this allows you to access all those important tenancy documents in one place. You can also make payments through the portal and it is available anytime, anywhere via mobile, tablet or desktop.

The registration email would have been sent to you when you first started viewing properties through LRG, if you did not register at that point you can do so at a later date by clicking here.

Please ensure, when registering you use the primary residents email address. If you encounter any issues whilst registering please contact your Property Manager who can assist.

Help to Rent guide

Click here

If the link button doesn't work, try this:
www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england

Checking In

Our aim is to ensure when you move in the property is presentable and everything is working as it should be. We understand that your moving day will be a busy one and you will be getting used to your new home, therefore your property manager will be in contact over the next 48 hours to introduce themselves and answer any queries you may have.

We would recommend that you establish the location of the water stop cock, fuse boxes and gas supply (if applicable) saving time should an emergency occur.

With reference to water hygiene, at the start of the Tenancy please ensure all taps are run for a short period and WCs flushed. Prior to taking the first shower, and when a shower is not being regularly used, please run on a hot setting for a reasonable period of time. After any absence from the Property, please ensure taps and showers are run and WCs flushed before use.

Keys

- We will supply one set of keys for each person named on the tenancy agreement
- LRG will retain one set of master keys for emergencies or for access if permission is given
- If keys are lost and require replacement you will need to pay for their replacement
- Your tenancy agreement does not allow locks to be changed without permission
- Ensure at the end of the tenancy all property keys are returned

Inventory

An inventory clerk will have carried out an inventory prior to your move in. Please ensure that you thoroughly check your Inventory and Schedule of Condition as soon as you move into the Property. This document confirms the condition of the Property at the commencement of your Tenancy. Where possible, this will be provided electronically.

You will receive a copy of the inventory report and will have five days from your move in date to raise any issues which may not be documented on the inventory. If you do not contact us within that time, we will assume that everything is as it should be.

Please do keep a copy of the inventory to refer to at the end of your tenancy, allowing you to compare the condition. It is very important to take a note of all meter readings on the day of move-in for water, electric and gas (where applicable). These meter readings will be needed for your utility supplier from the start of your tenancy.

Refuse Collection

You have been provided with a Food (where relevant), Recycling and General waste bin, please refer to your local authorities' guidelines on what they accept in each bin. As this is a community, please do not neglect the state of your bin, by doing so this can lead to an influx of mould and bacteria. This can not only leave you with an unpleasant smell in your bin, but also in the surrounding area of wherever you store them.

Using anti-bacterial spray or diluted anti-bacterial solution along with a long-handled brush or mop, you can clean down to bottom of the bin, removing anything attached to dispose of in a bin bag once the bin is clean Finally, always remember to keep the bin lids closed.

Checking In continued

Utilities and Resident Bill Responsibilities

You will be responsible for paying the following bills: -

- Gas (if there is a gas supply)
- Electric
- Council tax
- Water
- Phone, and any reconnection fee
- Broadband
- Television License & other subscriptions (please check the property yourself to see what's available)

At the start of your tenancy, the intention will be for the gas and electric will be provided by OVO Energy Ltd, but don't worry, if you want to switch providers you are more than welcome to.

As the resident you are responsible for obtaining a TV licence (if applicable).

This can be obtained either at a Post Office or online. Should you wish to install Satellite or Cable TV at the property, please contact your local office as we can arrange contact for you as well as requesting consent from your Landlord should it be required.

Parking

You may have allocated parking spaces provided with the property and these details will be confirmed within your tenancy or licence agreement. It is requested that residents adhere to their allocated spaces and are respectful of their neighbours in relation to parking their vehicle.

Rental Payments

Your tenancy agreement explains how your rent is calculated and when your rent is payable, it will also detail how to pay your rent. Many residents find it easier and a time saver to set up payments by standing order, this way the payments are automatic, you don't have to worry about remembering to pay and there is no risk of making late payments.

The standing order mandate should be dated three days prior to the rent due date to allow for the transfer of funds to reach our account on the correct date. A Standing Order is your instruction to your bank to make a payment and remains your responsibility throughout the Tenancy term. You are the only person who can change, amend, or cancel a Standing Order Mandate payment.

We also have an online payment portal should you wish to make payment online and this is available on our website https://pay.leaders.co.uk.

Should you have any questions about this then please either email PropertyManagementCorporate@lrg.co.uk or phone the team on 01344 835 700 and they will be happy to assist.

Potential Challenges

If in the future, should you encounter any unforeseen circumstances which leads you to have concerns regarding your rental payments, please do contact your Property Manager or if you have been contacted by them the Credit Control team.

Should you fall behind on rental payments you will receive communication from our Credit Control team, please do not ignore these reminders or calls. The sooner we can reach you to discuss any issues the sooner we can work together and offer advice as to the best way forward to resolve the problem.

Deposit

Your deposit is protected with the Tenancy Deposit Scheme (TDS) Insured scheme and will remain protected for the term of your tenancy; we will hold the deposit as stakeholder.

Should you wish to obtain more information on what the TDS do, please refer to their website www.tenancydepositscheme.com.

There they have helpful guides for residents explaining how they can assist should you require it. We will also supply a scheme leaflet giving you more information alongside your deposit protection certificate.

Maintenance Reporting & Repairs

Whilst LRG are responsible for repairs in the property, there are some maintenance issues which are resident responsibility.

These are listed below: -

- Replacing lightbulbs/batteries/fuses in plugs
- Unblocking sinks or toilets
- Pressurising the boiler
- Keeping downpipes and gutters clear (if safely accessible)
- Changing tap washers
- Cleaning windows (inside and if safely accessible, outside)
- Testing smoke alarms and carbon monoxide alarms and replace batteries where necessary

Report & Repair Service

Click here

If the link button doesn't work, try this:
www.leaders.fixflo.com/Auth/HomeIssueCreate

In the event that you need to raise a maintenance issue during your tenancy you can report these online via our Report & Repair service. This can be done 24 hours a day, 7 days a week via our website, please click here. It is very easy to use, and it may even help you resolve the problem without someone needing to attend, Report & Repair has handy hints on how to resolve simple issues as well as multiple language options.

Our Property Management team will assess the situation and, where appropriate, a suitably qualified contractor will be instructed to attend the Property. Your cooperation with respect to access is assumed. If the cause of any repair is found to be the responsibility of the resident (refer to the Tenancy Agreement) or is as a result of negligence, you will be held responsible for the cost of the repair. If you are unable to report the issue via the link, please contact your Property Manager who will be happy to assist.

Property Visits

As part of our ongoing management of your rental property we will conduct property visits to ensure that the property is well maintained, allowing our Property Managers to rectify any issues that may be apparent following the visit. It also gives you as the resident a further opportunity to highlight any queries or concerns you may have regarding the property maintenance to us.

The initial visit will occur within the first 3 months of your tenancy, to ensure you are settling into your new home. From here on out, we will conduct them 6 monthly. Please be aware, you will be given a minimum of 24 hours' notice in writing to inform you of the visit.

Emergencies

In the event of an emergency please do not hesitate to contact us directly on 01344 835 700, however if an issue does occur outside of our standard working hours and requires immediate attention, we do operate an emergency line, the number to call is 01623 287 997.

Please be aware, if the incident is not deemed an emergency, you may be liable to a call out charge.

Certain emergencies such as fire, a break-in or gas leak require that you immediately contact the appropriate public emergency service. Please use your judgement in such cases and notify us after the emergency service have been notified.

What constitutes an emergency?

An emergency is defined as an unforeseen event that if not dealt with immediately could render the property unsafe/insecure, cause further damage to the property or cause personal risk to the resident.

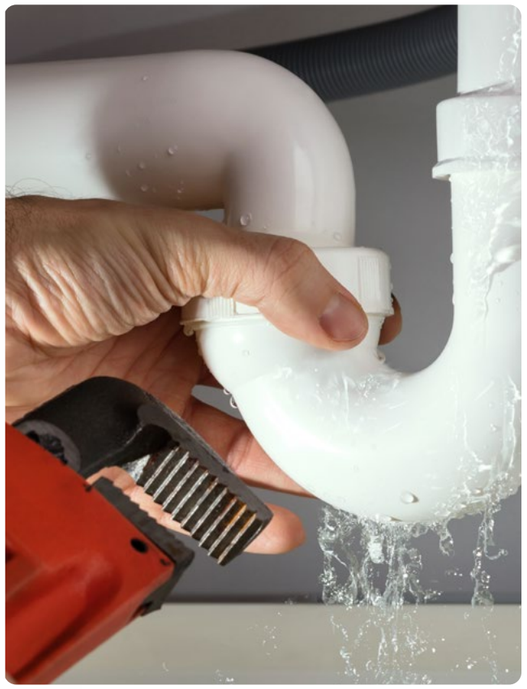
What to do in case of an emergency? Who do you contact?

Gas

If you can smell gas or are concerned about exposure to carbon monoxide shut off the gas supply immediately and phone the National Gas Emergency Service on 0800 111 999. Please also inform LRG, the Property Manager will arrange for any works required once the property is declared safe.

Fire and Accident

Call the emergency services immediately on 999. Then contact us on 01344 835 700 when possible.



Electricity

In the event of an electrical emergency the supply to the whole building should be switched off. Please inform the electrical supplier and us. If the issue occurs outside of office hours and you believe the issue to be dangerous, please contact the out of hours team on 01623 287 997.

Water

In case of water emergencies, turn off the water supply at the main stop cock and notify us immediately. On all emergencies our out of hours team are trained on how to triage the situation so please do contact them on 01623 287 997.

Information on housekeeping

As a resident in your new home, you have the right to quiet enjoyment of the property, and we will work hard to ensure that your enjoyment is not affected. Should you have any concerns regarding this please do contact your Property Manager and they will work with you to reach a resolution.

Below details some of the guidelines as set out in your tenancy agreement obligations -

Pets

Under the terms of the tenancy, pets are not allowed at the property. If you decide you wish to welcome a pet into your home, you must let us know first in order that we can seek agreement from your landlord. Should your landlord approve, terms and conditions will apply.

Assignment

Please be aware, as detailed within your tenancy agreement the rental property cannot be assigned, sublet, or share the possession of all or part of the property with any person(s) other than those named on the tenancy agreement. This includes lodgers, paying guests and guests staying for longer than 3 consecutive weeks. Should you wish to discuss adding an additional resident onto the tenancy agreement, please contact your Property Manager and they will advise should this be possible the process to proceed on that basis.

Decoration

Should you wish to decorate, this would need to be agreed with the landlord and is entirely their decision on whether they are happy for this to occur or not. Please discuss this with your Property Manager and they will confirm how the landlord would like to proceed.

Smoking/Vaping

All LRG properties are non-smoking/non-vaping premises.

Satellite Dish/Aerials

Personal dishes are not permitted without prior landlord consent, please discuss with your Property Manager should this be required.

Communal Spaces (if applicable)

Please do not leave any personal items in the common areas as this can be deemed a potential hazard. An Emergency Fire Action Plan will be in the communal area, please do ensure you familiarise yourself with this.

Appliance Care

We recommend that you download any user manuals for appliances located in the property (if applicable) and follow the instructions on how to use the appliance.

Neighbour Disputes

We hope these will not occur, however in the unlikely event that they do please try to resolve with a friendly word and potential compromise in the first instance. Should the matter not be resolve then please contact us to help assist and we will work with you to find a resolution.

Information on housekeeping continued

Smoke and Carbon Monoxide Alarms

To test all smoke and carbon monoxide alarms in the Property at least once a month and to notify the Landlord or the Landlord's Agent promptly of any defect or lack of repair.

It is the responsibility of the Resident to ensure that batteries are always operational in the smoke and carbon monoxide alarms; and to replace any battery promptly when it becomes defective or reaches the end of its useful life; and to make and keep a record of the tests noting down the time and the date of the testing and the current satisfactory operational state of the alarms.

Should you have any difficulties testing the smoke or carbon monoxide alarms please do notify your Property Manager, your safety is our number one priority, and we will work with you to assist.

Condensation and Ventilation

It is important to ensure that the property is always adequately ventilated to prevent condensation, in most cases this is not a fault with the property and is a result of the way the property is used.

We advise that the following guidelines are followed to prevent it: -

- Good ventilation in your home is important. Try to keep a fanlight (top window) at least partly open in each room
- Open windows regularly, even if its cold outside. Opening a window for just 5-10 minutes at a time will greatly reduce moisture levels without lowering the temperature in the property too much
- Always ensure extractor fans are used
- Ensure too much furniture is not crammed into a confined space restricting airflow. Leave a gap between the wall and the furniture
- After showering or bathing open a window or use the extraction fan. Keep the door to the bathroom closed to direct the moisture out of the property, instead of circulating it within the property
- Avoid drying washing indoors as far as possible. If you have a tumble drier always use a ventilation pipe to the outside air, as unvented driers are a major source of condensation.
- Keep your home as warm as you can for the warmer it is, the less likely it will suffer from condensation provided the rooms are adequately ventilated
- Should mould growth occur, make sure it is completely killed off by thoroughly cleaning the surfaces with an antiseptic or fungicidal solution

For further tips and advice on condensation please refer to your tenancy agreement.

Winter Protection

Below are some simple suggestions to keep the property warm and safe during the winter months.

- Locate the internal stop valve and make sure you can turn it off in an emergency. Most stopcocks are fitted under the kitchen sink and close by turning clockwise.
- If you go away during the wintertime:
  - Set your heating to between eight and ten degrees Celsius.
  - Leave the cupboard door open under the sink. This will let warm air move around the pipes.
  - Arrange for someone to regularly check the Property on your behalf whilst you are away.

Contents Insurance

In line with HM Government advice, it is strongly recommended that residents have insurance cover in place when renting a property.

As a resident you are liable as part of your tenancy agreement for accidental damage to the home and landlord's fixtures as well as your own possessions.

And in line with Government advice, Leaders Romans Group recommends that all residents maintain adequate insurance cover to include damage to the property and any resident's occupier's liability.

Energy saving & eco tips

The below tips can help save you money throughout the year and allow you to make more eco-friendly choices!

- Draught proofing to prevent heat escaping, you can do so by blocking unwanted gaps
- Switch to energy saving lightbulbs
- Close curtains and blinds at night which can help prevent warm air escaping through windows
- Full vacuum cleaners use more energy than an empty one
- Wash clothes at a lower temperature
- Turn appliances off at the socket and your TV off standby
- Make sure radiators that are not used or those used less are turned down
- Don’t block your radiators, allowing heat to move freely around the room
- Using eco balls in a tumble dryer will separate your clothes allowing them to dry quicker
- Turning water off when brushing your teeth
- Reduce your shower time

For further advice on what could help you save money on energy bills GOV UK have a webpage click here which has additional tips.

Help for Households

Click here

If the link button doesn’t work, try this:
www.helpforhouseholds.campaign.gov.uk/energy-saving-advice

Your feedback matters

At LRG we want to ensure that we are providing our residents with the highest levels of customer service, therefore from time to time throughout the various stages of your tenancy we would like to contact you to get your feedback on our service.

We do this via an online feedback platform called Stella Connect and would welcome your thoughts on how we are doing and appreciate all your feedback so we can improve our service through the feedback you supply.

When dealing with property we know from time-to-time things don’t always go as smoothly as we’d hope.

The Leaders Romans Group will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly.

Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

In order to work with you to resolve any mistakes made, we need to know what’s gone wrong. To resolve your issue quickly please contact your Property Manager as they will have a detailed knowledge of you and your property. They will work with you to try to put things right.

Occasionally the local team can’t help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with the Leaders Romans Group Customer Care team, customercare@lrg.co.uk.

If you have a complaint relating to the return of your deposit, then please refer to the Tenancy Dispute Service at the following address –

The Dispute Service Ltd
West Wing, First Floor
The Marylands Building
200 Marylands Avenue
Hemel Hempstead
Herts HP2 7TG

Phone: 0300 037 1000
Email: deposits@tenancydepositscheme.com

End of tenancy

We are sorry to see you go. Once you have vacated, please return your keys to your local office on or before the day of your checkout. We will arrange to visit the property to compile a detailed checkout report. Please be assured that once the checkout report has been completed, we will send a copy to you in order to discuss our findings.

Fully trained Inventory Clerks carry out all check outs. If you have any questions on how the checkout process will work without you being present, please contact us.

Most properties are cleaned to a professional standard before you move in so we just want to remind you that you need to ensure the same high standards are met when vacating.

We will advise you of details of local cleaners, should you wish to use them.

However, if you intend to carry out the cleaning yourself bear in mind that professional cleaning is of a higher standard than normal domestic cleaning.
Should you instruct your own cleaning company and there are oversights, they will not be permitted to re-enter the property for any rectification works required. Please also refer to your tenancy agreement as a reminder of your obligations.

If we manage the property for your landlord then the deposit negotiations are managed via our Deposit Portal when the deposit is registered with the TDS Insured Scheme. This means that you and the landlord can log into the portal at any time to see where we are with regards to negotiations (if any) and the release of your deposit allowing for transparency and access 24/7.

If you do decide to move to another property, we have provided the checklist below to help make that move as straightforward as possible for you.

- Dust, polish and remove cobwebs throughout
- Arrange professional steam cleaning and stain removal of carpets and soft furnishings
- Wash down all paintwork including skirting boards
- Clean and dust light fittings & replace all bulbs and smoke alarm batteries as necessary
- Clean marks off walls and paintwork
- Clean inside and outside of all windows
- Clean all surfaces as appropriate
- Clean inside and outside of kitchen cupboards and contents, walls and floors
- Clean all kitchen appliances to include soap dispensers, door seals and filters
- Defrost and clean fridge and freezer. Leave switched off and DOORS OPEN

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- Clean inside and outside of cooker, cooker hood and change filter
- De-scale and clean sinks, baths, bidets, showers, shower screens, toilets and tiles, wash or replace shower curtains
- Clean upholstery and mattresses (professional steam clean only)
- Arrange professional cleaning of curtains, duvets, pillows (dry clean unless otherwise stated)
- Launder and press linens and towels
- Clean the garage, shed, garden equipment and furniture
- Tidy garden, mow lawns, weed borders, sweep paths and patios
- Remove all rubbish from the Property inside and outside, including emptying dustbins
- Return access keys to the local branch
- Leave all other keys inside the Property in the locks to which they belong and manuals on the kitchen worktop
- Close your telephone account and remove any Sky/Cable decoder according to the terms of your Tenancy Agreement
- Cancel any deliveries
- Arrange Post Office mail redirection
- Provide the Leaders Romans Group with a forwarding address
- Cancel your Standing Order Mandate after your final rent payment

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