



TENANCY INFORMATION PACK

Welcome!

A very warm welcome from Property Link NI to you in your new home.

This handbook outlines the conditions of residence which are detailed in your contract along with other information you might find helpful throughout your tenancy. Including what to do to ensure the full return of your deposit.



WELCOME

to Property Link NI

In this handbook, you will find an overview of what we expect from you as the tenants and what you can expect from us the letting agents. We want to make sure that your rented property is clean, safe, secure and that you enjoy yourself here in Belfast!

Should you be a student, a young professional or simply looking for a family home Property Link NI can help find the right property for you.

Property Link NI has been established since 1972, & our Managing Director, Barry Corscaden is a former chair of LANI (*Landlord Association of Northern Ireland*). We have a dedicated team to help you throughout the term of your contract which you will get to know more about. **We treat our tenants fairly and in return we expect the rent to be paid on time, our properties to be treated with respect and returned to us in the condition in which they were let.**

In this pack you will find...

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CONTACT

Property Link NI

OFFICE

36 Lisburn Road
Belfast
BT9 6AA

OPENING HOURS

Monday	09:00 – 17:00
Tuesday	09:00 – 17:00
Wednesday	09:00 – 17:00
Thursday	09:00 – 17:00
Friday	09:00 – 17:00

CONTACT

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MAINTENANCE

Information & Tips



MAINTENANCE PERSONNEL

The maintenance team changes from time to time but if there is a problem you will probably meet:

- Paul – Plumber 07859 998820
- Ben - Electrician
- Ian – General Maintenance

MAINTENANCE/REPAIRS

Should there be any maintenance issues, especially something that could cause you or your housemates harm or injury, you should report to the office using our maintenance website (see instructions below) + call the office immediately.

If you notice any faults within your property such as a broken cooker, washing machine, extractor fan etc. this is just as important and should be reported to us via our website – www.propertylinkni.co.uk – here you will click on the repairs tab. However please be advised that some landlords do request to give their prior consent before any work is carried out. If the repair is not an emergency please be fair and responsible in giving us the time to deal with these requests and to communicate with our landlords. Failure to report any faults may result in you, or the tenants, being held responsible at the end of your tenancy.

****If you live in a large household, please nominate one tenant as the ‘head tenant’.** This person can be responsible for liaising with our office about repair work. This will avoid any unnecessary duplication in reporting repairs, sending contractors and giving our staff the time to deal with the issue. Please also keep the office up to date with your contact details this is easier and quicker in case we need to contact you.**

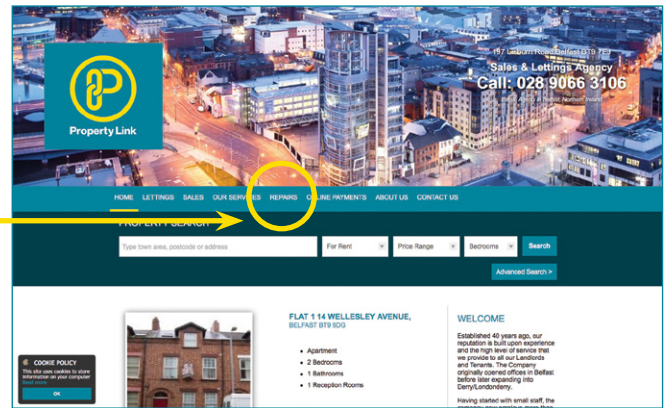
Notice of a contractor attending will be given to the lead tenant only.



REPORTING REPAIRS

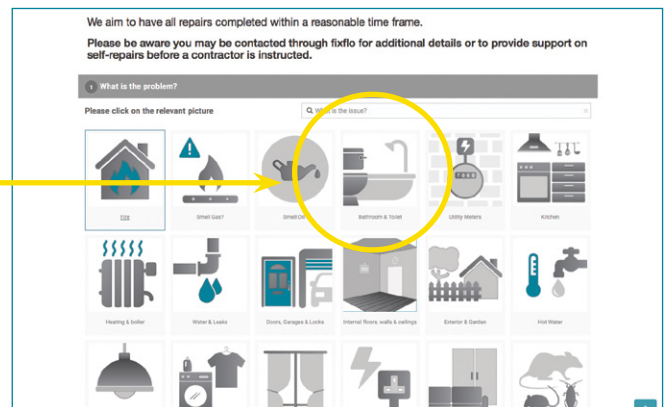
1. Navigate to the Property Link NI website – www.propertylinkni.co.uk

2. Navigate to the 'repairs' page



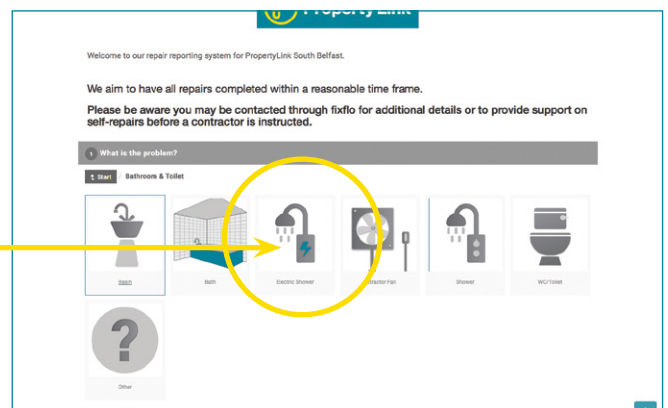
3. You should now be on the repairs page. Select from the options which type of problem you wish to report.

For example: If your shower was leaking you would select Bathroom & Toilet.



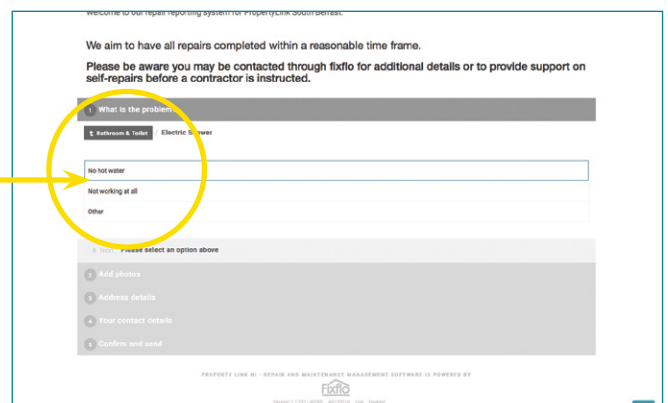
4. You will then be landed on a second page, which will ask you to select the specific repair you would like to report.

For example: If the shower is leaking you select shower. This will automatically take you to the next step.



5. The next page will further ask you to specify the problem. Now select the description which best suits the repair you wish to report.

For example: If the shower is leaking & it is through the sealant you would select sealant. If you are unsure where the leak is coming from you can select other.



6. Next will you be asked a number of questions which will help identify the severity of the issue, once you have answered these questions click next.

7. After this you will be given the opportunity to upload photos. We suggest that you do this as 90% of repairs can be dealt with much more efficiently & effectively if we can provide photo's to the contractor.

8. You will then be asked for the property address & your contact details.

9. The repair will now be sent instantly to Property Link NI.

Please note: If you are a new tenant & have just received an inventory, please do not report repairs on the inventory. All repairs must be reported to us via Fix Flo. Only comments made on the condition of the property are to be noted on the returned inventory so we can store them on file for you.

E.G.

Inventory States: 'Sofa – black – Good clean condition' BUT you have noticed upon checking in that the sofa is red then please make comment on inventory – this DOES NOT need to be reported on Fix Flo.

Inventory States: 'Fridge Freezer – Good clean condition' BUT you have noticed upon checking in that the fridge freezer door is loose & won't close – DO report this on Fix Flo – NOT your inventory.

Welcome to our repair reporting system for Property Link NI tenants.

We aim to have all repairs completed within a reasonable time frame.
Please be aware you may be contacted through fixflo for additional details or to provide support on self-repairs before a contractor is instructed.

What is the problem?

Bathroom & toilet Electric Shower

No hotwater

Not working at all

Other

Please select an option above

- 1 Add photos
- 2 Address details
- 3 Your contact details
- 4 Confirm and send

PROPERTY LINK NI - REPAIR AND MAINTENANCE MANAGEMENT SOFTWARE IS POWERED BY
fixflo
0800 123 45678 90123 45678 90123

TIPS

- When the weather is cold and the property is going to be empty for more than 12 hours leave enough fuel and set the timer to come on at least once a day to prevent the pipes from freezing and in some cases bursting.
- Adequately air & heat rooms, especially bathrooms, to stop the build-up of condensation.
- Regularly check that no water is running from overflows, gutters or pipes.
- Ensure that the shower curtain/door is used correctly to avoid the over spill of water into the bathroom.
- Do not put food, tampons, nappies or other obstructions down the toilet or sink.
- Clean shower heads and seals of baths/showers regularly with lime scale remover and treat mould and mildew with the necessary products.
- Gas boiler: Check credit & pressure (which should be between 1–2, and reset if this still does not work then report to the office.)
- Oil boiler: If you run out of oil and refill there will be a chance that the boiler will need to be bled. If this is the case you, or the tenants, will be **liable for the repair cost**.
- Do not pour cooking fat down the sink as this will cause a blockage which you, the **tenant will be charged for**.

TENANTS

Obligations



- ✓ To pay your rent on the 1st of every month throughout your tenancy. If there is any reason that you cannot pay on time please contact our Credit Controller as they deal with the rent arrears (Rent not received by the 7th of same month will incur a late fee of £30).
- ✓ You are responsible for payment of all utility bills during your tenancy such as gas and electric. It is also your responsibility to advise the supplier of when you leave the property to avoid any unnecessary charges.
- ✓ To inform the office of any issues concerning the property after ensuring the fault is not something easily resolved (i.e. running out of oil, tripping a fuse etc.) **A call out charge will be incurred by the tenant if unnecessary call-outs are made.**
- ✓ To keep and maintain the interior of the property in a good and clean state.
- ✓ The tenant shall at least once a week during the tenancy clean the kitchen, WC, wash hand basin, shower cubicle or bath with a bleach spray solution.
- ✓ The tenant shall NOT in any circumstances use blue/white tac or its equivalent in the property.
- ✓ To keep and maintain the garden (if any) in a good and tidy condition, cut the lawns and hedges at regular intervals & remove weeds.
- ✓ To keep and maintain the supplied wheelie bins & recycling bins.
- ✓ If you have a television you will need a television license. This is your responsibility NOT the landlords.
- ✓ **You the tenant will be responsible for paying the cost incurred due to damage to the central heating system if you have let the oil/gas run out.**
- ✓ If the tenant causes any damage to the property such as broken windows, door handles, washing machines, fire panels, blocked drains etc the tenants will be held liable for the costs.
- ✓ It's the tenants responsibility to arrange or pay for minor upkeep and repairs, such as replacing light bulbs, replacing batteries in smoke detectors.
- ✓ Without the landlords prior consent the tenant CANNOT keep any kind of pet or animal.



- ✓ The tenant CANNOT assign, sublet, charge part with or share possession or occupation of the property.
- ✓ The tenant CANNOT leave the property vacant or unoccupied for a period in excess of 14 consecutive days without formally notifying the landlord or his agent.
- ✓ To ensure the property is securely locked when unoccupied.
- ✓ The tenant CANNOT use portable appliances fueled by oil, paraffin or bottled gas.
- ✓ The tenant CANNOT use any naked flames in the property (i.e. candles).
- ✓ The tenant CANNOT smoke in the property.
- ✓ The tenant CANNOT during the course of the tenancy interfere with any smoke alarm or heat detection system.
- ✓ The tenant CANNOT make any alteration or addition to the property without the landlord's prior consent including any redecoration or painting to the property.
- ✓ To return all keys whether an original or a copy to the landlord upon vacating the property, or the tenants must pay the cost of changing the locks.



PROPERTY

Information



BATHROOMS

- Take care not to block drains or allow basins or showers to overflow.
- Shower/bath drains need to be cleaned regularly (*removal of hair etc.*) to avoid blockage.
- Mildew spray should be used once a month to avoid build up.

KITCHEN

- Kitchens are fitted with an oven, hob, fridge, washing machine, sink & storage space as a minimum.
- All but a few have freezer space, some have drying facilities & a few have a dishwasher.
- Property Link NI does not supply microwaves, kettles, toasters or irons.
- Property Link NI does not supply cutlery or crockery either.
- If white goods are mistreated to a point where that they cannot be repaired; under the conditions of the guarantee the tenants may have to **pay for a replacement** (e.g. coins left in pockets which result in breaking the pump of the washer).



LIVING ROOM

- Will contain enough comfortable chairs/sofas for each tenant to sit.
- The tenant may hang their own curtains but must re-hang the original curtains at the end of their tenancy.

BEDROOMS

- Each bedroom is furnished with a bed, mattress, wardrobe, curtains or blinds, carpet, laminate or varnished floor boards.
- You will need to bring your OWN bedding, towels and other personal effects.
- Tenants are not permitted to decorate their bedroom without written permission.

HALL, STAIRS & LANDING

- These need to be kept clear of obstructions (*i.e. bikes, boxes, project work etc.*).

COMMUNAL CUPBOARDS

- Please make sure these are emptied at the end of your tenancy leaving only any landlord belongings.

YARD, OUTHOUSE & GARDEN

- To be kept clean & tidy.
- BBQ's are permitted unless otherwise stated in your contract.
- If you have a garden it is your responsibility to maintain it.

UTILITIES CONTACT INFO

- NI Electric: **08457 455455**
- NI Waterline: **08457 440088**
- Phoenix Gas: **0800 002001**

CLEANING

- The oven, hob and work surfaces in the kitchen should be wiped down after each use.
- The bath or shower should be wiped down after each use and the toilet should be cleaned on a regular basis.
- The lint trap in the tumble dryer should be emptied after each use and the washing machine tray should be kept clean and clear of any powder or water.
- You are required to keep your own bedroom clean and tidy.
- The communal areas also need to be kept clean and tidy. Consider your fellow house mates and tidy up after yourself. *There is a sample cleaning rota attached (see page 20).*

BICYCLES

- Bicycles must NOT be stored in corridors as this can cause a fire exit to be blocked. Locks should be bought with the bicycle for safe storage outdoors.

INVENTORY

- When taking up residence a detailed and photographic inventory will be provided. Any discrepancies should be noted and reported back to the office within 7 days of the original inventory being signed. **Failure to do so could result in you being charged**

for any damages noted at the end of your tenancy. We therefore strongly advise that you check the inventory thoroughly within the first 7 days.

RUBBISH & RECYCLING

- Belfast City Council is responsible for collecting your wheelie bins. To find out your collection day please contact them directly on **028 9032 0202**. Make sure you put your relevant bin out and collect it again on your collection day. If the bin is lost or stolen during your tenancy it is your responsibility and you the tenant will be liable for the **£50 charge for a new bin.**
- Depending on where you live, you may be entitled to a blue wheelie bin or a black kerbside recycling box. Please contact **Bryson House** on **028 9084 8494** for more information.
- Be proactive in preventing pest problems by keeping the property clean from leftover food and crumbs and by making sure food is stored properly.

CRIME PREVENTIONS

Whilst Belfast is generally a low crime area, crime prevention is always advisable. *Remove the temptation, remove the crime.*

- Lock all doors and windows when the property is unoccupied.
- Use your home post code and house number to mark all valuable belongings using a UV marker or engraver.
- Never put expensive items in view of the windows.
- Open and close curtains/blinds.

- Keep your cheque book and credit cards secure at all times.
- **Report crime/damage to the Police immediately. Provide the crime reference number to the office.**
- Let your house mates know if you are going away unexpectedly for a few days.
- Let Property Link NI know if the property is going to be unoccupied for more than a week.
- Get a taxi home in the early hours of the morning.

ELECTRICAL APPLIANCES

- Deep fat fryers are NOT permitted in the properties.
- All electrical equipment brought into the property should be in good working order, covered by current portable appliance test and fitted with the correct fuse. Only one appliance should be wired to one plug. Faulty fittings or damaged wiring will be removed. Multi-plugs are NOT allowed; tenants must use a plug bank, complete with fuse.
- Holes must NOT be made in furniture or fabric to accommodate wiring.

You must not carry out repairs to Property Link's electrical equipment, please report the fault to the office immediately.



MAIL

- Please mark unwanted mail RTS (return to sender), cross out the shown address and re-send. This will help cut down on the amount of unwanted post being delivered to the property for the previous tenant and help save the planet.
- When you leave the property you should arrange with Royal Mail to have your post re-directed to you for 1 month, 3 months or a year. To obtain this service go to any post office and ask for a re-direction application form, complete and return it with the fee. Mail will be re-directed within one week of the form being received.
- After you leave the property all mail for ex-tenants will be returned to sender and under no circumstance will ex-tenants be given keys to collect mail.

INSURANCE

- The building is insured by the landlord but you, the tenant, should seek to insure your belongings separately, these can be obtained from any insurance company.

Dawson Whyte: 028 9066 4414

Property Link NI do not accept responsibility for loss of, or damage to property kept on the rented premises, and shall be indemnified against any claim, by any person, in respect of injury, or loss of, or damage to property, which may arise directly, or indirectly, from the use of the rented premises, with the exception of those arising from the negligence of Property Link NI, the landlord, its servants or agents.

NOISE

- Tenants are requested NOT to make or allow excessively loud noise. Tenants are requested to use headphones when listening to music or playing computer games late at night to avoid disturbing other residents and neighbours.

PLEASE REMEMBER IT IS A RESIDENTIAL AREA AND KEEP NOISE TO A MINIMUM.

OBSCENE/OFFENSIVE POSTERS

- Sexually explicit, racist or homophobic posters, postcards and notices, or any other content which may offend others, are NOT acceptable in any communal areas and are discouraged from being displayed in individual rooms.

LIGHT BULBS

- It is the tenant's responsibility to replace light bulbs when they blow. *Property Link NI may be approached to change a light bulb if it is particularly inaccessible but reserves the right to charge for the replacement bulb.*

VISITORS

- Tenants are responsible for the behaviour of their visitors and will be held liable for any damage or disturbance caused by them.

PARTIES

- Be aware that should you hold a party YOU are responsible for the actions of your guests and will be **charged for any repairs or cleaning** that result from their actions.

KEYS

- Each tenant is issued with a set of keys. It is imperative that great care is taken of these keys. If they are lost and then found by someone with criminal intent, that person can gain access to the property and your room; putting yourself and others at risk.

If you are locked out of the property you should contact your housemates to let you in if your keys are mislaid or you know them to be inside. You may have to wait at a friend's house until your housemate comes home.

- If you can't gain access any other way, you should contact the office and if someone is available they will come round to let you in or ask you to collect the spare key from the office at a £20 deposit. If you call the emergency number at weekends or public holidays there will be a call out charge of £40.
- **Should you not return the keys at the end of the tenancy Property Link NI will charge you, the tenant, for new locks and replacement keys for the whole property.**

WINDOW LOCKS

- All windows are open and are in a good state of repair. When shut they are secure. Where there appears to be a lock fitted no key will be issued as getting out of the property in an event of a fire is paramount to your safety. If any of your windows are locked please contact the office and we will arrange for them to be opened where possible.

MULTIPLE OCCUPANTS IN ROOMS

- NO PERMANENT multiple occupants per rooms are permitted unless arranged at the signing of the contract. Tenants are allowed overnight guests but a partner moving in is unfair to other house mates.

VERMIN

- If you suspect that your property has become infested with vermin of any kind contact environmental health for advice. Tel. **028 9032 0202**

PETS

- You may ask in writing to be allowed a pet but generally no animal of any description may be kept at the property and the landlords consent is required.

DOOR CLOSURES

- Some rooms at the properties have been fitted with automatic door closures. These are fitted as a fire precaution, to reduce noise or to retain heat. They are often considered a nuisance but must NOT be pinned open.

SMOKING

- Smoking is NOT permitted within any of Property Link NI's properties. Should you smoke within the property you may incur extra charges for cleaning/ staining or fire damage. **TAKE IT OUTSIDE.**



EMERGENCY SERVICES

- Should you need assistance of one of the emergency services always call 999, DO NOT hang up until you have given your name, location and are sure they are on their way. If you need to contact the Police regarding a NON-EMERGENCY then dial **101**.

USE OF THE PREMISES

- Furnishing and equipment are provided for the benefit of all tenants and must NOT be removed from communal rooms. This applies to table and chairs.
- Dart boards, ball and frisbee games along with food and water fights are NOT PERMITTED nor are other dangerous forms of horseplay.
- Should tenants leave collections of empty cans, bottles, road traffic signs and cones in the property at the end of their tenancy **they will be charged for its removal**.
- It is NOT permitted for the tenants to use the property for business purposes.



CONDENSATION

- Condensation forms because the moisture in the air can no longer be held as vapour, so it returns to liquid form. This occurs when the warm air comes into contact with cooler air or surfaces. Condensation is obvious when it occurs in surfaces such as windows, cold water pipes and tiles. However it will also form on absorbent surfaces such as paint, plaster and wallpaper. Although this is not obvious at first, it becomes visible when disruption, damage and mould growth occurs on that surface.



- To minimise the risk of condensation it is necessary to drive out the moisture through careful heating and ventilation.

PRODUCE LESS MOISTURE

- Cover boiling pans.
- Do not dry clothes over radiators.
- Keep kitchens and bathroom well ventilated whilst cooking and showering etc.

HEAT YOUR HOME SUFFICIENTLY

- Provide a reasonable level of heating throughout.
- Remember the best way to heat a room and avoid condensation is to maintain a low level of heat throughout the day.
- Time the heating to come on while you are away from the property.

VENTILATE YOUR HOME

- Please ensure bedroom windows are set using the night lock function at night. This will allow circulation.
- Leave open any trickle vents in double glazed units.
- Leave windows open to air the property as much as possible. Condensation will build up in stuffy, airless rooms.

Contact Belfast City Council for more information **028 9032 0202**.



FIRE SAFETY

& Evacuation Procedures



Fire hazards such as candles, oil/essence burners and deep fat fryers are NOT PERMITTED in the property. Also any furniture that does not comply with the Furniture and Furnishing (Fire Safety) Regulations 1988 cannot be brought into the property.

All electrical equipment brought into the property by the tenant should be in good working order, covered by current portable appliance test and fitted with the correct fuse. Only one appliance should be wired to one plug. Faulty fittings or damaged wiring will be removed.

Firefighting equipment is there for your safety. It is only to be used to tackle a small fire or aid an escape in the event of a fire. **ONLY TACKLE THE FIRE WITH THE EQUIPMENT AVAILABLE IF YOU ARE NOT GOING TO PUT YOURSELF OR OTHERS AT RISK.**

Ensure that you know where the equipment is located and that you are familiar with the instructions for its use. Familiarise yourself with all the escape routes out of the property including routes that you may not normally use.

KEEP CORRIDORS CLEAR OF ALL ITEMS.

DO NOT allow combustible materials such as old newspapers, bags of rubbish/recycling, etc. to accumulate in the property.

SMOKE/HEAT AND CO DETECTORS are supplied within the properties. It is the TENANT'S RESPONSIBILITY to replace batteries if needed and check on a monthly basis that they are fully functional.

If the CO DETECTOR goes off, you should immediately turn off any gas or oil supply, extinguish any solid fuel fire, open all windows, leave the property and report to the office. Do not re-enter the property until it is safe to do so and do not use any of the heating appliances until it has been checked by a qualified engineer and the problem is rectified.

If the smoke / heat detector goes off in the event of a fire you should:

- ALERT EVERYONE IN THE PROPERTY
- VACATE THE PROPERTY AS QUICKLY AS POSSIBLE. DO NOT STOP TO COLLECT ANY PERSONAL BELONGINGS.
- IF THE PROPERTY HAS A FIRE ALARM. SET THE ALARM AT THE CALL POINT SITUATED AT THE EXIT AS YOU LEAVE.
- **CALL THE EMERGENCY SERVICES ON 999** DO NOT HANG UP UNTIL YOU HAVE GIVEN THE ADDRESS AND ARE SURE THE FIRE SERVICES ARE ON THEIR WAY.
- CALL PROPERTY LINK NI.
- DO NOT RE-ENTER THE PROPERTY UNTIL INSTRUCTED IT IS SAFE TO DO SO BY A FIRE OFFICIAL.

If tenants or a tenant's guest sets a fire extinguisher off, breaks the break glass or causes damage to the fire panel unnecessarily the tenant will be charged for the repair or replacement of that item.



FEES

& Deposits

- The rent charge entitles you to your room/house/flat for the dates stipulated on your contract and includes the Christmas and Easter holidays. All rent is **due on the 1st** of every month up until the last day of your lease. This is the tenant's responsibility to pay NOT the landlords to collect.
- There are four ways to pay;
 - Cash and card in the office
 - Online
 - Standing order
- You will be provided with a rent book at the start of your tenancy this is your choice to use as you wish.
- Failure to pay your rent by 7th of the month will result in a **late fee being incurred of £25 plus VAT (£30 total)**.
- The deposit paid at the time of application will be held until the final inspection is complete.

TENANT ANTI-SOCIAL BEHAVIOUR POLICY FOR PROPERTY LINK NI LTD.

Property Link NI Ltd ensure that the following checks are carried out prior to granting any tenancy:-

A reference is obtained from the previous landlord where a tenancy has been held. This reference is certified by contacting the landlord in all cases and documented. Where no previous tenancy has been held, prospective tenants will be required to supply details of any previous addresses they have lived at in the last 12 months. Please provide a personal reference and proof of identity. Photo ID is required and VISA/ work permits if applicable. If required we will review open source information, Google and social networks. A short personal interview is conducted on viewings to cover tenants financial/ employment status and discuss any issue that may affect their tenancy. If tenants refuse to provide the required information above, the tenancy will not be offered. All tenancy agreements include a clause in respect of anti-social behaviour (clause 26)
Examples of anti-social behaviour:-

Violence or threatening violence; Hate crimes; Hosting noisy parties, having music or television turned up very loud or otherwise causing a noise disturbance; Having unsightly rubbish, litter or discarded items left around the property and its exterior; Offensive drunkenness; Intimidating or harassing other people; Use of the accommodation for unlawful purposes, such as selling or using drugs.

Upon receipt complaints of anti-social behaviour we record the details of the complaint and undertake an investigation with assistance from agencies e.g. PSNI and council. Following an investigation of a complaint where anti-social behaviour is identified, we will take appropriate action outlined in the tenancy agreement. This may range from verbal/written warnings, follow up visits, issuing a notice to quit, or action through the courts.

We manage each case until it is fully resolved. At the end of a tenancy reference requested from tenants/other parties will provide details of the tenants conduct during the tenancy and include any incidences of anti-social behaviour, damage to property, or rent arrears.

INSPECTIONS

Mid-term & Final Inspections, Departure...



MID-TENANCY INSPECTION

- The property will be inspected half way through your tenancy. Although your presence is not required for the inspection you are entitled to come and go as you please. Access to all rooms will be required therefore if your room has a lock please ensure that this is left unlocked on the day of the inspection.

FINAL INSPECTION, DEPARTURE...

- Property Link NI will carry out a final inspection at the end of your tenancy.
- Your deposit is NOT to be used as your last month's rent.
- Failure to be out of the property on time will result in a **£100.00+ VAT charge**.

KEYS

- All keys must be returned to the office in an envelope (clearly marked with the tenants name and the property address) by 12pm on the final day of your tenancy agreement.
- **Failure to return all keys issued on time will result in the tenant being charged for replacing the lock and keys of the property.**
- Returning the keys is the only acceptable proof of vacating the property.

UTILITIES

- Inform all suppliers (gas, electric, sky, etc) that you are leaving the property and cancel your account to avoid any unnecessary bills.



DEPARTURE

Checklist



AREA	TODO
<input type="checkbox"/> Walls Doors Ceilings	<ul style="list-style-type: none">• If you have used blue tac throughout your tenancy this will need to be removed, as this may cause damage to the walls tenants will be liable for a repainting charge.• Wipe down all walls where condensation has grown with a water bleach solution, again if this is present the tenant will be liable for the cost of re-painting.• If any damage has been caused to the walls/doors throughout your tenancy you will be charged if you do not rectify.
<input type="checkbox"/> Kitchen	<ul style="list-style-type: none">• Work surfaces, cupboards and drawers should be completely emptied and cleaned inside and out.• Kitchen floor should be swept and then washed using a cleaner e.g. Flash.• Carpeted areas should be thoroughly vacuumed. This includes under dining tables, chairs, etc.• Kitchen bin should be empty and clean – disinfected inside and out.• Empty bottles should be recycled.• Oven should be cleaned with a specialised cleaner. Spray onto sides, doors, floors, shelves and leave over night for maximum effect. This cleaner should not be used on self-cleaning liners.• The hob should be cleaned using cream cleanser, also the exterior and surrounding areas, but be careful not to scratch the surface. Brillo pads should only be used to clean the inside of cookers and the metal surrounds on the electric cooker rings.• Fridge & freezers to be switched off, defrosted and cleaned, replacing all shelves and drawers, at least 24 hours before departure. Leave the doors propped open. If the door closes when the appliance is switched off, mould will form and further cleaning will be necessary.• Windows to be cleaned and left secure.• Vacuum cleaners left with the bag emptied (if applicable).

AREA	TO DO
<input data-bbox="135 302 204 369" type="checkbox"/> Bedroom + Living Room + Halls Stairs & Landing	<ul style="list-style-type: none"> • Carpets should be vacuumed, including under the bed, etc. If badly stained they should be shampooed. If your vacuum does not have the attachments, a stiff hard brush or damp cloth should be used to clean edges, skirting, etc. • Drawers, cupboards and storage areas are to be cleared of all belongings and left clean. • Woodwork should be wiped, particularly window sills and skirting boards, where dirt builds up. • Heating is turned off. • Curtains/blinds hung properly. • Windows to be left clean and secure.
<input data-bbox="135 880 204 947" type="checkbox"/> Bathroom	<ul style="list-style-type: none"> • Basins, baths, showers and surrounding areas are clean and mildew free. • Toilets should be cleaned inside and out with cream cleanser and the seat/lid cleaned with a disinfectant. Clean the bowl with a toilet brush and pour specialised toilet cleaner. If the toilet seat is broken then please replace. • Bathroom floors should be swept and then washed using a floor cleaner.
<input data-bbox="135 1328 204 1395" type="checkbox"/> Garden, Yard, Out House, Shed	<ul style="list-style-type: none"> • The garden/yard needs to be cleared of all weeds and rubbish. • Sheds, out house, garage, etc. needs to be cleared of all belongings and rubbish. • All bins should be present, in good working order and empty. If the bin for the property is missing or broken a charge will be applied to replace it.
<input data-bbox="135 1686 204 1753" type="checkbox"/> Lights	<ul style="list-style-type: none"> • Tenants are responsible for replacing light bulbs throughout their tenancy and will be charged for replacing them at the end of their tenancy if they are not working.



DAMAGES

& Charges



YOU are financially responsible for damages (other than fair wear & tear) throughout the property.

TOP CHARGES FOR DEPOSITS

Cleaning	£15 per hour
Fridge Freezer	£50
Oven	£50
Hob	£50
Extractor	£20
REMOVAL OF RUBBISH	
TV's or Monitors	£30 per item
Electrical Items	£20 per item
Bin Bags	£5 per bag
REDECORATION	
Patch Paint	£30 minimum
Room Redecoration	£100 minimum
CARPETS	
Burns/Indelible Stains	Replacement cost
Cleaning to remove Stains	£50 per room
Unblocking Pipes/Drains/Sinks	Full cost of work
Replacement of Wheelie Bin	£50
Replacement Locks & Keys	£80 minimum
Replacement Furniture	Full cost of replacement
Air Lock to Boiler	£55 minimum
FIRE EXTINGUISHERS	
Re-fill	£30
Replace	£40
Break Glass	£45
Bulbs	£15 for first bulb and £10 for each bulb after

*For further information on charges
please see your contract.*

CLEANING ROTA

Week	KITCHEN GENERAL Cooker, grill, oven, hob, surfaces, cupboards, microwave, floor etc.	BATHROOM Bath/shower, wash basin, toilet, floor & surfaces.	LOUNGE Dust, vacuum, polish surfaces etc.	HALL/STAIRS/LANDING Vacuum/brush, dust skirting boards, wipe marks from walls etc.	BIN DUTY Bag up/take out rubbish, disinfect bins, check/empty vacuum bag.
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