

SIMPSON & MARWICK

Simpson & Marwick & You

WELCOME TO YOUR NEW HOME

Residential letting
& property
management





Dear Tenant

Welcome to your new home. We would like to introduce ourselves as your property managers. Our aim is to make your tenancy as enjoyable and carefree as possible.

Moving in

Your tenancy documents are important but that's not all. Here are details of what else you need to know.

Tenancy Documents

Along with this welcome pack, you will have received your tenancy agreement and standing order mandate. These should be signed and emailed back at your earliest convenience. If you have any queries regarding them, please get in touch immediately.

Insurance

Although it's the landlord's responsibility to insure the building, this does not cover your personal contents or damage to the landlords fixtures, fittings or furnishings.

We highly recommend tenants take out their own contents and accidental damage cover before the tenancy begins.

Safety Certificates

The landlord is responsible for ensuring that all safety certificates are up-to-date.

- EICR
- Gas safety certificate
- PAT testing
- Legionella assessment.

We will inform you of any safety inspections that are due to be carried out and we will endeavour to make appointments at a convenient time. For any work in the property you will be given at least 48 hours' notice but we will try to give as much notice as possible.

Fire Detection and Carbon Monoxide Alarms

Your property is fitted with at least one smoke alarm in each hallway/landing, one smoke alarm in the living/daytime area and a heat alarm in the kitchen.

It is your responsibility to check the alarms on a weekly basis to ensure they work.

Should there be a problem with any of the alarms, please contact the office and we will arrange the service of the alarms.

Inventory

The inventory will be sent to you by email within two days of moving in for signing.

The inventory will list all furniture, fixtures and fittings and will describe their condition. The inventory acts as a detailed account of the condition of your property and its contents at the point of move in.

During the first seven days of your tenancy, you may propose any amendments to the inventory report. These amendments will be checked and if agreed, added to the report.

If no feedback is reported within seven days then your inventory will be considered correct and will be used as the supporting document used throughout your tenancy and on move out.

Deposit

As you have been informed, all tenancies require a deposit which will already have been agreed.

The deposit will be held with Safe Deposit Scotland within 30 days in accordance with one of the accredited tenancy deposit schemes. The deposit is held to cover damages and any other liabilities under the terms of the tenancy agreement and will only be refunded once the tenancy has ended and a check out visit has been completed.

The deposit also acts as a guarantee against various eventualities. These may include such things as damage to the property, cleaning costs on move out and unpaid bills including unpaid rent.

Upon move out, the check out visit will be completed and the deposit scheme contacted if there are any deductions to be made. You will then have 30 days to respond. After that, the landlord will be paid any deduction to cover rent, cleaning or damages and the rest will be refunded to you.





Utilities and more

More information to always keep in mind.
Here at Simpson & Marwick, we look forward to managing your tenancy

Utilities

The payment of all utilities and services relating to the property (excluding factoring), are the responsibility of the tenant. This includes council tax. Meter readings will be taken during the inventory and these will be passed on to the appropriate utility companies. We will also inform the local council of the new tenancy for council tax purposes.

Upon move out, you must ensure that all utility companies are informed. Meter readings will be obtained at the check out visit.

Should you wish to change a utility supplier, please notify us of this in writing.

Property Visits

Simpson & Marwick will conduct inspections every six months throughout each tenancy to allow us to check that the property is being maintained and looked after to a satisfactory standard.

We will inform you of the inspection date and time, giving you at least seven days' notice. We do not require you to be present for the inspections but you are very welcome to be. If you are unable to be present for the inspection then please let us know if you wish to bring something to our attention.

Once the inspection has been completed, a report will be emailed to your landlord and notification of any maintenance or repairs required. If there are any issues we need to bring to your attention, these will be emailed to you. We may have to arrange another inspection to check on any issues raised.

Early reporting of required repairs/maintenance can help stop the problem escalating and can keep costs down.

Tenant Responsibilities

As tenants, you are responsible for the replacing of consumables and day to day maintenance of the property such as changing light bulbs, fuses etc.

Examples of repairs/maintenance which would be expected to be carried out by the tenants:

- Replacing light bulbs
- Replacing batteries in doorbells and thermostats
- Tightening loose screws, for example in cupboard hinges or door handles
- Bleeding radiators
- Cleaning of mould if formed
- Re-pressurising the boiler

If unsure about any issue, please contact us for more information or clarification.

Repairs and Emergencies

Properties may require some repairs or remedial work and it is very important that you tell us straight away if this is the case. It is a condition of your tenancy agreement that you do so. If a delay in alerting us to any required repair leads to further deterioration or damage then you may be held liable.

Once you have informed us of a problem, we will contact your landlord and act upon their instructions. We ask that you do not instruct a contractor yourself as if you do so, this will be at your own expense.

Available at all times

Simpson & Marwick are always here for you 24/7.

If a repair is due to tenant negligence, the tenant will be required to pay the cost at the time. Outstanding balances may be deducted from your deposit.

In the event of an emergency, Simpson & Marwick are available at all times 24/7 to existing tenants.

Gas Emergency

If you smell gas, you must call the National Grid on 0800 111999 and then notify Simpson & Marwick.

Water Emergency

Should you have any water issues (not including water leaks or burst pipes inside the property) please call Scottish Water on 0800 077 8778.

If you have any other emergency which you feel poses a serious and imminent risk to health and safety, the structure of the building or the security of the property then call Simpson & Marwick on 0330 127 2660 immediately. If there is a security concern then the police should be notified.

Ending your tenancy

Ending your tenancy should be done in writing in accordance with your required notice period as stated in your tenancy agreement. Once you submit this, a check out visit and a move out date will be scheduled. All named tenants are required to give written notice.

The re-marketing of the property will take place before check out and a "To Let" board may be erected.

As the property will be advertised during the notice period, access for viewings is required. We are happy should you wish to be present for the viewings although this is not a requirement. You will be given a minimum of 48 hours notice by email before a viewing.

For the viewings we would expect the property to be clean and tidy.

There may be a inspection scheduled two weeks before move out to allow us to assess the property and advise of any required maintenance and repairs that will need to be carried out.

A pre move out inspection may not always be possible but a check out visit will always be carried out either on the move out date or shortly after, when again, the property will be assessed and any repairs or maintenance required will be identified. On the move out date, the inventory will be checked and any discrepancies reported.

Meter readings and forwarding addresses for all tenants will be taken and all keys must be returned at this point.

Letting Agent Code of Practice (Scotland) Regulations 2016

Should you require a copy of the Letting Agent Code of Practice which all letting agents must comply with, please request this in writing.

We look forward to managing your tenancy and we are always here to help with any queries or problems you may have.

Mike Hutchison
Head of Property Management and Lettings
Simpson & Marwick

Laura Hutchison
Property Manager
Simpson & Marwick

Simpson & Marwick registered
as letting agents (LARN: 2101002)



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