

Moving in 2017

Dear Tenants,

We would like to take this opportunity to introduce ourselves; we are RNL Property Management; we will be looking after you for the duration of your tenancy.

We hope you find your new home well and are able to get settled quickly. Should there be any issues once you get there please know that we are here to help you. You will find a handy checklist overleaf offering guidance on the important things you need to do to ensure a smooth move in process. We also offer a Tenant Handbook with further information, which is available to view at any time via the Tenant area of our website.

If you would like to speak to us concerning maintenance or rent, or any other matters regarding your property, please feel free to contact us:

RNL Property Management

Victoria House

2 Victoria Road

Hyde Park

LS6 1AT

Telephone: 0113 322 9169

Email: info@rnlpropertymanagement.com

Out of Hours Emergencies Only: 07584 022 800

Please note that we are based in a shared office block, so if you wish to arrange to see us in person to discuss any matters please contact us to make an appointment.

As a treat for you, we have teamed up with various businesses local to the area to give special offers and discounts, exclusive to RNL Tenants! See the RNL Property Management Area Guide for details of participating businesses. You will need to show your RNL keyring to claim your offer.

Wishing you all the best in your new home!

RNL Property Management

Requirements Checklist:

- Check the condition of the property. **If cleaning is required, you must notify us within 48 hours** of collecting your keys. We will instruct cleaners to attend within 14 days, which is dependent on cleaning priority i.e. if the property is unclean to the point where you cannot unpack your items we will treat this as a high priority.
- Complete your tenant condition report within 48 hours of collecting your keys.** This can be done by logging in to your tenant area via our website www.rnlpropertymanagement.com. If you are unable to log in, please contact the office. If you do not have internet access, please give us a call as we can arrange for you to complete this at our office. Ensure you check all items including electrical sockets and light bulbs, kitchen appliances, and your water supply and drainage. If you notice any maintenance issues you can log a request from your tenant condition report by adding note on the item detailing the issue and checking 'Yes' to log a condition task. You may also wish to take notes/pictures for your own records.
- If you need to log any further maintenance this should be done via our website, under the 'Tenants' tab. We cannot accept requests via email or telephone unless your request is an emergency.
- Switch on your fridge and freezer ready for use. The previous tenants should have left these clean and defrosted. Fridges can sometimes smell if they have been turned off and left with the door closed; to eradicate the smell try cutting up a lemon and leaving it in a bowl of water inside the closed fridge.
- Familiarise yourself with the location of the water stop tap, main gas shut off tap, and the fuse box – these will be essential in the event of an emergency.
- You should also locate your gas/electric/water meters (where applicable) and take meter readings on the date you move in to ensure that you are not making yourself liable for the previous tenant's usage! To find out who supplies your utilities please contact National Grid UK (gas) – 0800 111 999 and MPAS (electric) 0800 320 2000. You then need to contact the supplier to set up your account. If you wish to change supplier you can obtain a reference number from the above companies, and then contact your chosen supplier to have this changed over. Your water supplier will remain as Yorkshire Water: 0845 124 2424. You will be liable for any utilities from the date your contract begins, not the date you move in. Some energy suppliers charge a standing fee whilst the property is vacant.

*NB. If you have signed up with **Bills Inc.** we have already organised the above for you, so you don't need to do anything!*
- All tenants must register their details with Leeds City Council and arrange for payment of council tax. This should be done promptly, as the government are strict in issuing fines and legal proceedings. You can set this up online for your property by visiting: <http://www.leeds.gov.uk/residents/Pages/MovingintoLeeds.aspx>

If you are a student you will be exempt from payment but by law you still need to give your details and obtain an exemption certificate. Please visit: <https://secured.leeds.gov.uk/Pages/CTStudentDiscount.aspx>
- Check whether your property has a black wheelie bin outside. If this is missing you can order a replacement from Leeds City Council: 0113 222 4406. You can find out your bin collection day via the Residents section of the Leeds City Council website (as above). Your bin should only be put out shortly before collection, it is illegal for this to remain on the street and fines from Leeds City Council will apply.
- You can set up internet at the property if you wish, however please be aware that if this is a new installation and the supplier needs to carry out any drilling you must first gain consent from your Landlord. Contact the office and we will do this on your behalf.
- If you have a TV, you will need to obtain a TV licence – you will not be covered by anyone else's licence. Visit www.tvlicensing.co.uk for more information.
- Have your mail redirected from your old address. You can do this by visiting: www.royalmail.com/redirection.