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# TENANT HANDBOOK



LOCATE HOMES IS THE TRADING NAME OF LOCATE PROPERTIES UK LIMITED ("LPUK")  
WHOSE REGISTERED OFFICE IS 29/31 NORTH PARADE, BRADFORD, BD1 3JL, WEST YORKSHIRE.  
REGISTERED IN ENGLAND NO. 5161728



# USEFUL NUMBERS

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## PROPERTY MANAGEMENT CONTACT DETAILS:

Property Manager : Dahana Bullock  
Contact Number : 01274 720900  
Email : [info@locatehomes.co.uk](mailto:info@locatehomes.co.uk)

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## USEFUL CONTACT DETAILS

Bradford Council Tax	<a href="mailto:council.tax@bradford.gov.uk">council.tax@bradford.gov.uk</a>	01274 437866
Bradford Police	non emergencies 101	emergencies 999
Keymark Locksmiths	<a href="mailto:accounts@keymarklocksmiths.co.uk">accounts@keymarklocksmiths.co.uk</a>	07734 364233
EON	<a href="mailto:homemove@eonenergy.co.uk">homemove@eonenergy.co.uk</a>	0800 051 0760
British Gas	<a href="mailto:customerservices@centrica.com">customerservices@centrica.com</a>	0800 048 0101
EDF Energy	<a href="mailto:customerservices@edfenergy.com">customerservices@edfenergy.com</a>	0800 365 000
BT	<a href="mailto:customerservices@bt.com">customerservices@bt.com</a>	0800 800 800
Sky	<a href="mailto:customerservices@sky.com">customerservices@sky.com</a>	08442 411 653
Virgin Media	<a href="mailto:customers@virgin.tv">customers@virgin.tv</a>	0845 840 7777

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## EMERGENCY OUT OF HOURS - STRICTLY EMERGENCIES ONLY

[repairs@locatehomes.co.uk](mailto:repairs@locatehomes.co.uk)

Be aware: Tenants will be responsible for any maintenance call out fees due to wrongfully requesting a maintenance visit as a result of incorrect information or against the agent's advice.

To find out who supplies your electricity?  
Call MPAS on 0870 751 009

To find out who supplies your gas?  
Call Transco on 0870 608 1524

**Office Opening Hours: Mon – Fri 9am to 5pm Sat 9.30am to 1pm**

Please note our offices will be closed on bank holidays / bank holiday weekends.

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**Locate Properties UK LTD**

**29-31 North Parade, Bradford, West Yorkshire, BD1 3JL.**

**01274 720900**



**We would like to take this opportunity to welcome you to your new home that is managed by Locate Properties UK Ltd.**

**This booklet is an introduction to our services and explains your tenancy agreement. The information is set out in clear sections and details what you can expect of us and what we expect of you.**

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## CONTACT

You must ensure that we are always provided with your correct and up to date telephone and email contact details.

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## THE INVENTORY

The inventory and schedule of condition is the listing of the contents of your property and their condition on moving in, with accompanying dated photographs to support the document. Where an inventory is not supplied please feel free to supply your own photographs via email and a log of noted points to include any anomalies.

*Please note should you identify any differences on the inventory these must be brought to our attention within 7 days of you moving in. Any additional photographs supplied must also be provided within 7 days of your move in date.*

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## AMENITIES

We wish to advise that although phone / internet sockets and satellite TV points may be present it is the tenants responsibility to activate these. This will incur a connection fee which is the responsibility of the tenant.



## BLOCK MANAGEMENT

Locate are only responsible for the inside of your property, in the majority of instances the communal areas and building will be managed by a Block Management Company. Lifts, car lifts, all communal areas, intercom systems and other parts deemed and managed under the head lease are the responsibility of the Block Management; therefore Locate and your Landlord are unable to intervene within any areas covered by the head lease.

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## KEYS

One set of keys will be handed over for each tenant named on the tenancy agreement.

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## METER READINGS

Locate will initially register you with your utility providers. If a welcome pack is not received within 21 days please contact your provider to chase this up.

*Please note that some meter reads are only accessible via Block Management and may result in delays providing them.*

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## RENT PAYMENTS

Your rent due date is the 1st of each month unless otherwise stated. Rent must be credited to the Locate account on this date every month using either your full name or property address as a reference.

It is your responsibility as tenant to set up a standing order with your bank to ensure payments are made on time. Late payments will incur a penalty fee. At the end of the tenancy it is your responsibility to cancel your standing order.

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## UTILITIES

As a tenant you are responsible for all payments in respect of gas, electricity, water, council tax, satellite TV services and any other services and supplies to the property, including all telephone charges during your tenancy.

It is your responsibility to cancel amenities like phone lines and Sky TV when vacating.



## REPORTING REPAIRS

All repairs must be emailed to **repairs@locatehomes.co.uk** where they will be classed as either urgent or non-urgent. Urgent repairs will be instructed on the same day and none urgent will be dealt with the next day.

Urgent repairs include leaks, boiler faults, non-urgent would include washing machine faults and door handles etc.

The appropriate contractor will be given a date to visit and will be provided with a set of management keys, we will email you to confirm when access will be given.

To ensure we achieve the best levels of service, Locate will inspect a number of sub contracted repairs each week. As a result, we may require access to your property following completion of works.

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# TENANTS DO'S AND DON'TS

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## DO'S

- Regularly check the washing machine filter- the filter will need cleaning if the machine is not draining.
- Ensure the shower heads are cleaned regularly to prevent build-up of lime scale.
- Open windows when showering and cooking to give ventilation.
- Wipe condensation away from window frames.
- Ensure extractor fans are used where possible and kept clean.
- Clean the toilet, bath sealant and grouting at least once per week.
- Change your own light bulbs, this is a tenant responsibility.
- Ensure carpets are regularly cleaned and vacuumed.
- Maintain gardens and balcony areas where applicable.
- Maintain silicone bath seals. Use of Dettol Mould & Mildew cleaner is advised for prevention of black spores.

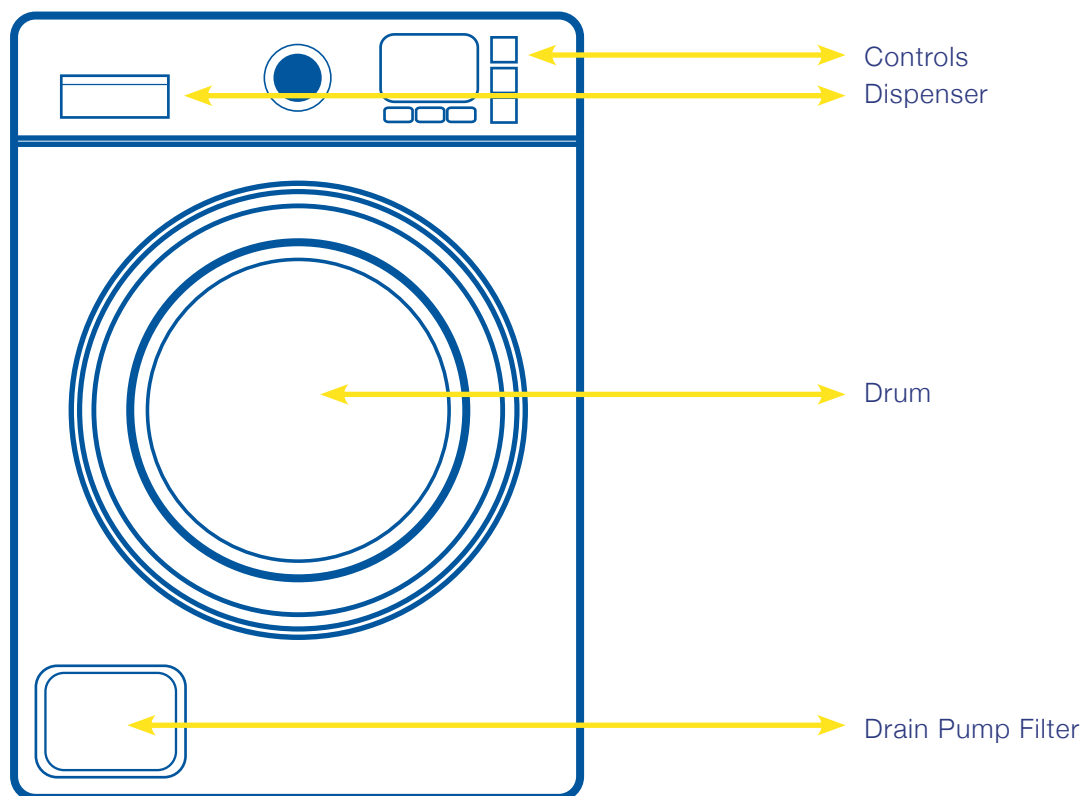


## DON'TS

- Smoke or permit guests to smoke tobacco or any other substance in the property.
- Keep pets in the property.
- Instruct contractors without prior agreement with ourselves.
- Force entry if you have lost your keys, any damage will be payable for by you.
- Dry washing on radiators – this causes condensation.
- Use tape or blu tac on walls.
- Repaint any areas or over any marks without prior agreement with ourselves.
- Drill holes in any walls or furniture.
- Play loud or excessive music or cause disruption to neighbours.
- Failure to comply will result in the tenant being charged for any works required.



# HOW TO CHANGE A WASHING MACHINE FILTER



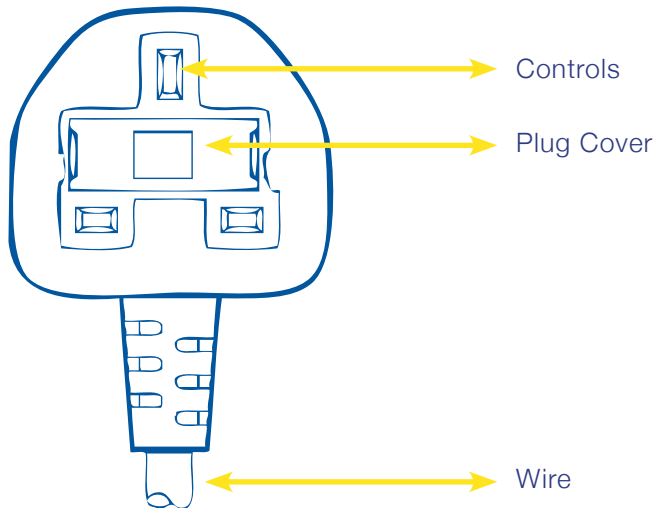
- 1.** Make sure you have a towel and bowl to hand in case water comes from the machine
- 2.** The filter is usually located at the front of the machine at the bottom and may be labelled emergency drain.
- 3.** Open the cover with the towel underneath the washer and unscrew the filter.
- 4.** Remove the filter, remove the dirt and waste and replace the filter into the machine.

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## HOW TO CHECK THE FUSE IN A PLUG?



1. Remove the plug cover by unscrewing it.
2. Remove the blown fuse. You can tell if the fuse is blown by examining the glass tube. It will be dark or the visible wire will be broken.
3. Insert a replacement fuse with an identical amp rating into the metal brackets of the fuse housing.
4. Replace the plug cover.



## HOW TO CHANGE A SPOTLIGHT?

1. Turn off the power to the spotlight as electricity flowing to the light socket can cause an electric shock injury.
2. Remove the protective glass or plastic cover from the spotlight. Different lights will have different covers. Some may require simple pushing or turning in the right direction. Others may be installed with screws or hinges that must be removed with screwdrivers or pliers.
3. Remove the old bulb. Turn the bulb anti clockwise to remove it from its socket. Some spotlights may be directly attached to wires by a plug, unplug the bulb to remove it.
4. Replace the old bulb with the new.
5. Reattach the cover and any hardware.



## WHAT NOT TO FLUSH – DANGER OF BLOCKAGES

Blockages have been caused by unsuitable items being flushed down the toilet these include wipes, cotton wool, buds, razors, sanitary products and nappies.

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## WHAT CAN BE FLUSHED

Only human waste and toilet paper can be flushed down the toilet, for anything else tenants must use a bin.

Please keep your drainage system working by following this advice:

- Have a bin in the bathroom, so nobody is tempted to flush
  - NEVER flush wipes, cotton wool, buds, razors, sanitary products and nappies –
  - always use the bin.
  - Don't put food scraps, fat or oil down the sink or toilet
  - DO NOT pour used oil or hot fat down the drain
  - DO wait for fats to cool and solidify and then dispose of in the bin
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## ELECTRICITY TRIPPING?

The first test to complete before emailing the office is to check all appliances and sockets; this will clear the issue 90% of the time. Normally a faulty plug on the appliance is the cause of the issue.

- 1.** Start by unplugging all sockets in the property.
- 2.** Flick the master switch on the fuse board back up
- 3.** Gradually plug each appliance back in until the faulty appliance trips the electric.

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# MOULD GROWTH, DAMPNESS & CONDENSATION

Mould growth, dampness and condensation are very common problems in UK homes. There are five main causes of Mould Growth, Dampness and Condensation:

- 1. WATER INGRESS** – Ingress of water into the building due to structural defects and maintenance problems such as leaking roofs, gutters and sprouts, blocked or inadequate drains, leaks from pipework, doors and windows and water in walls or under the flooring.
- 2. INSUFFICIENT INSULATION** – Where the building itself is not insulated to modern standards, particularly in older properties with solid (not cavity) walls, the structure of the building including walls, floors and roof spaces presents cold surfaces which exacerbates condensation and mould problems.
- 3. INSUFFICIENT VENTILATION** – Due to design or maintenance problems allowing stagnant air pockets in some rooms.
- 4. INADEQUATE EXTRACTION** of moist air (steam) from kitchens, bathrooms and clothes drying.
- 5. INSUFFICIENT HEATING** – Where a house is left without heating or has inadequate heating for prolonged periods, the building becomes cold and absorbs moisture at a much higher rate.

The first three are building related and come down to maintenance and repairs on the part of the landlord. The second two cases are caused by the tenant.

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## THE EFFECTS OF CONDENSATION

All modern houses will have some condensation but excessive condensation is often caused by the lifestyle of the tenants rather than any serious defects in the property. Tenants will often point the finger directly at the Landlord when in fact their condensation problem is their fault, caused by:

- Too little time is spent in the property so it is not adequately heated.
- Cooking without adequate ventilation.
- Washing, showering, and drying clothes without adequate ventilation.

Condensation occurs when warm moist air comes into contact with cold surfaces or cooler air. Warm, moist air will travel towards colder air, and particularly upstairs to bedrooms. Bedrooms and confined spaces such as wardrobes are particularly affected as these areas are the coldest and have no air circulation.



## PROPERTY INSPECTIONS & VISITS TO THE PROPERTY

As part of our duty to your Landlord, we are required to conduct regular property inspections. Your Landlord or any person authorised by your Landlord may at any reasonable time of the day give 24 hours' notice (unless in case of emergency) enter the property to inspect its condition and state of repair.

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## PARKING

Should your property come with an allocated car parking space you will normally be allocated with a permit and a bay number. It is your responsibility to ensure the permit is displayed, and you are parking in the correct bay. Locates are not liable for any penalties incurred by failure to ensure any of the above is executed correctly.

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## INSURANCE

It is the responsibility of the tenant to purchase contents insurance to protect your personal belongings and the property from accidental tenant damage.

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## OCCUPYING THE PROPERTY

Any person on the tenancy agreement may occupy the property, along with any permitted occupier. The tenant understands that under no such circumstances may any other person occupy the property. It is illegal to sublet any part of the property.

All our tenancies are fixed term tenancies and you are legally liable for the rental payments to the end of the fixed term agreement.

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## GOVERNMENT DEPOSIT SCHEME

Where the tenancy is an Assured Shorthold Tenancy the deposit will be logged in accordance with the Deposit Protection Scheme regulations that came into force on the 6th April 2007.



## VACATING THE PROPERTY

Your tenancy agreement is a legally binding contract; it is for a fixed duration and you cannot give notice to vacate before the expiry date. One calendar months' notice must be given to terminate the tenancy even at the end of the initial term.

Please ensure when notifying for the settlement of your council tax, final end date of your rent cycle should be provided.

**Notice must be given in writing or emailed to [noticeletters@locatehomes.co.uk](mailto:noticeletters@locatehomes.co.uk)**

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## CHECKOUT INSPECTION

On your final day we will need to meet you at the property to do the checkout inspection. We have compiled the following list to help make your move as easy and stress free as possible.

1. **PACKING:** Make sure you do not leave this until the last minute. Tenants often have more belongings than originally thought and packing takes more time than planned.
2. **MISSING ITEMS:** If during the course of the tenancy you have accidentally lost or broken items belonging to the property / landlord, we would advise that these are replaced with the same quality items. It is considerably cheaper for you to do this as you would also incur a call out charge if we instruct someone on your behalf.
3. **CLEANING:** We expect you to clean your property thoroughly. If we have to organise additional cleaning by a professional company you will be charged in full. Be sure to pay attention to cooker filters, ovens, microwaves, the inside of cupboards, fridge/freezers.
4. **FRIDGE FREEZERS:** These should be defrosted, cleaned and left turned off with the doors propped open (otherwise they will mould and need to be re-cleaned).
5. **WINDOWS:** The insides of the windows are your responsibility to leave clean, if you live in a house it is also your responsibility to keep the outside of the windows clean.
6. **LIGHT BULBS:** You must ensure that all light bulbs are in working order for your checkout inspection.
7. **CARPETS:** Whilst we take into account wear and tear, all stains and spillages will need a professional clean and this would then be charged to you.
8. **FURNITURE:** All furniture must be replaced in its original position within the property.

9. **BEDDING:** Please ensure any bedding supplied at the property has been washed and ironed and is ready for the next tenant to using including mattress covers and duvets. Purchase of Mattress Protectors is advised.
10. **STANDING ORDER:** Remember to cancel your standing order once you have made your last payment. You can do this by contacting your bank. Your bank will not allow us to do this for you and so it is essential that you take responsibility for this.
11. **UTILITIES:** Contact all utility companies and advise them when you will be vacating the property, final meter reads will be provided to you at your checkout inspection.
12. **DEPOSIT RETURN:** We will require a forwarding address in order to return your deposit. We also require to see evidence that you have closed your utility accounts. Following your checkout inspection you will receive confirmation of any deductions (if any).



## SALE/ RE-LETTING THE PROPERTY AND VIEWINGS

At any time during the last month of the tenancy agreement we will require access to accompany prospective tenants to view the property and will give you at least 24 hours' notice for this. This may be by telephone call, email or text message, it is the tenants' responsibility to check for all forms of communication.



## FAIR WEAR AND TEAR

It is expected that over time fixtures and fittings will deteriorate during every day normal use. Excessive deterioration will be settled from the deposit once the property has been vacated.



## SCALE OF FEES

Late Rent Payment Fee	£25 (£50 Maximum charge per week)
Duplicate requested paperwork	£25 + VAT
Tenancy Amendment Fee	£100 + VAT





[www.locatehomes.co.uk](http://www.locatehomes.co.uk)