

SEAL Membership Number: _____

Tenant Welcome

Welcome to your new tenancy which is managed by a member of 'SEAL' – the South East Alliance of Landlords, Agents & Residents – in partnership with Southend-on-Sea Borough Council. This information pack is to help make your tenancy with us as straightforward and hassle free as possible. Please take the time to read the information on this cover page and useful leaflets within this pack to ensure that should you have any questions, or should problems occur, you are aware of where you should go for assistance.

More useful contact telephone numbers and emails are provided on a separate sheet, however the two following numbers are of particular importance:

To find out who currently supplies the **electricity**, call: **0845 601 5467**
To find out who currently supplies the **gas**, call: **0870 608 1524**

Important Information for Tenants

Check in, Inventory & end of Tenancy

An inventory & photographs are provided and your signature(s) of acceptance of the condition of the dwelling will be required. It is in your interests to ensure you are fully aware of the condition & contents of the property at the commencement of this tenancy. Please report any damages, repairs or replacements immediately. We recommend you take out contents insurance.

The inventory will be thoroughly checked at the end of the tenancy. Any furniture or property belonging to the landlord should be in the position as indicated on the inventory.

Where applicable, tenants must arrange to close accounts in respect of gas/electricity/water/landline services & we are happy to assist in this process. We request that you provide us a forwarding address for correspondence.

Your Deposit

The deposit will be held and returned in accordance with a tenancy deposit protection scheme, either the Deposit Protection Service (DPS), MyDeposits or Tenancy Deposit Scheme (TDS). For more information, visit www.direct.gov.uk

Repairs

Do not attempt to undertake repairs yourself! Except in a real emergency (for example burst pipes or blocked drains), you must contact your landlord or the managing agent to arrange repairs. If you do need to contact emergency services, please also inform your landlord/agent. You must not contract your own repair work nor withhold rent for the costs of such unauthorised work. Once you contact your landlord or agent, they will make the necessary arrangements to ensure works are completed in a timely manner.

The Property

You are responsible for keeping the dwelling clean and tidy. Should any cleaning be required at the end of the tenancy it will be undertaken by a professional cleaning service and charged to your deposit. Any damage to furnishings will be recompensed in the same manner.

Cold Weather Conditions

Cold weather & insufficient heating & ventilation of the property can result in condensation, damp and mould problems. Please ensure you adequately ventilate and heat the property, especially during the colder months.

Garden Areas

If garden areas are included within this tenancy, you the tenant are expected to maintain the garden in a tidy condition similar to that which existed at the commencement of this tenancy. If this tenancy applies to a shared house or house in multiple occupation, your landlord or agent is responsible for garden areas and will make arrangements for the maintenance & upkeep of these areas.

Inspections

Property inspections will be made on a periodic basis. Notice will be given in writing a minimum of 48 hours in advance and we will always aim to arrange the inspection at a mutually convenient time.