


Guide for Tenants

A man and a woman are shown in a bright, modern apartment, packing cardboard boxes. The man is wearing a patterned sweater and has a beard, while the woman is wearing a black jacket and blue jeans. They are surrounded by several boxes, some of which are stacked. A large potted plant is visible in the background, and a bicycle is leaning against a wall. The room has large windows and a brick fireplace. The floor is made of light-colored wood.

Do's and Don'ts
...at the start and
during the tenancy

Whether you are a regular renter or have never rented before, your tenancy agreement is a legally binding contract between you and your landlord and it is a really good idea to read it and fully understand your responsibilities from the outset.

This will help avoid potential claims for costs further down the line. Following our 'do's and don'ts' tenant guides for all stages of your tenancy will help to keep your tenancy on the right track.

The start of a new tenancy is a busy time for tenants. Whilst you might be excited at the prospect of moving into your new home, here are some key tenant do's and don'ts for getting off to a good start and enjoying a smooth and problem free tenancy.

DO

- Make sure you know your responsibilities which are written in your signed tenancy agreement
- Pay your rent every month, and on time
- Check your inventory as soon as possible and report any differences or amendments in condition or cleanliness, in writing, to your landlord/agent. If you don't have one, ask your landlord or agent to provide one
- Contact Gas, Electric, Water companies, Council Tax office and broadband/telephone provider etc with your move in date and relevant meter readings
- Respect your neighbours at all times
- If you are responsible for a garden, make sure you know if gardening tools are provided or you will need to purchase them, or pay a contractor, to maintain it
- Make sure the property is secure when you go out, as you will be responsible for any damage resulting from an unauthorised person entering whilst you are not there
- Open windows for ventilation when cooking or showering, to prevent condensation
- Follow the landlord/agent's information for reporting problems during the tenancy and make sure to report problems without delay to avoid the issue becoming worse
- Make sure you wipe down any condensation from bathrooms and kitchens. Keep an eye on it in other rooms, and think about why it keeps appearing. Follow our mydeposits Guide found [here](#).

DO NOT

- Change utility suppliers without written permission from your landlord/agent
- Smoke, or allow anyone else to smoke, in the property, unless you have permission in writing
- Take any pet into the property, without permission, in writing (*amend if your block lease does not permit pets at all*)
- Leave food lying around which might encourage vermin
- Dry washing in the property, if there is no drying machine, as this causes condensation and damage which you will be responsible for. Please use the nearest launderette
- Use blue/white-tac on the walls. You will be responsible for making good the damage which could be repainting those walls - see our mydeposits guide [here](#)
- Make any alterations to the property without the landlord's specific permission, in writing
- Force entry if you have lost your keys as this will result in you being charged for the damage including replacement locks and keys
- Employ your own contractor without the landlord's written permission
- Report problems out of hours, unless it is an emergency.

Follow the landlord/agent's information for reporting problems during the tenancy and make sure to report problems, as if these get worse, you will be responsible for the delay.



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