

Moving In:

“We aim to make the moving process a seamless as possible”

On moving in to the property at the start of your tenancy we ask that you live in the property for at least a couple of weeks and compile a list (if applicable) of the issues that need addressed. We ask that 1 list of all or any issues is compiled by one person within the property and this list emailed to LPG Property paul@lprproperty.com . This will assist you in your initial moving in period and reduce the number of phone calls you have to make on daily basis reporting issues that can in fact be explained in the office.



Inventories and Inspect Reports on issues within the property:

“We are here to help you protect your deposit”

Before your tenancy begins a copy of the inventory for your property will forwarded to you via email (if applicable i.e. completed by a landlord). This is for your records for you to keep safe if you ever need it for referencing and most importantly for you to print off and amend if you feel there any differences from what is written down on the document and then for you to return the amended signed document to LPG Property office. When collecting you keys on the 1st day of your tenancy you will be asked to sign a copy of the inventory. This copy will remain at the office of LPG Property and will be deemed as the given inventory (thus the landlord will be entitled to use same to check off the premises at the end of the tenancy) if it is not return within 2- 3 weeks of collecting your keys with an amended copy signed by all tenants. We ask all of our tenants to spend a couple of weeks going through the inventory and taking the time to note down or photograph any marks or defects that might affect their deposit at the end of their tenancy. We also ask that any photographs that are taken of damages or defects within your property are emailed to paul@lpgproperty.com and we forward these onto the landlord.

Repairs:

“We aim to have all repairs addressed within 24 hours”

Our aim is to have all of our repairs addressed within 24 hours of them being reported to our office. To enable a quick response we ask that if you have access to the internet to email paul@lpgproperty.com the problem you are encountering, explaining specifically what is wrong and where exactly it is located within your property. If you do not have access to the internet then we ask that you phone the office **02870833641** with your enquiry. Those enquiries received before 12pm have a realistic opportunity of being addressed before the close of play on the same day. Those enquiries received after 12pm may not be addresses on the same day and will be addressed the following morning. On moving in to the property at the start of your tenancy we ask that you live in the property for at least a couple of weeks and compile a list (if applicable) of the issues that need addressed. We ask that 1 list of all or any issues is compiled by one person within the property and this list emailed to LPG Property paul@lprproperty.com . This will assist you in your initial moving in period and reduce the number of phone calls you have to make on daily basis reporting issues that can in fact be explained in the office.

Keys:

“if you forget your keys we have a master set to let you in out of hours”

A front door and a bedroom door (if applicable) will be supplied to you for your use during your tenancy. We do not carry spare keys we carry a master set to be used only in emergencies. It is the responsibility of the tenant to ensure that the keys supplied at the start of their tenancy are returned **TO LPG PROPERTY OFFICE** no later than 10am on the last day of their tenancy. Failure to return your keys will result in a standard fine being applied and the possibility of a charge to have all of the locks replaced within the property.

Electricity or NIE:

“We contact NIE for you to ease the moving in process”

We assist all of our tenants in this particular area, will take an electric reading of your property the day before your tenancy starts and supply this to you and the NIE (08457 455 455 08457 455 455) along with your contact details from the

tenancy agreement. You will receive a bill from NIE that will have all of the tenant(s) name(s) and the meter will be read by the NIE and posted to your rental address on a quarterly basis. If your property has wired in smoke / fire alarms then it is against the law to have a *Pay as You Go Meter*. If during your tenancy your lights go out please check all trips in the fuse box are facing in the same direction and have not tripped. If a switch has tripped off, turn it back on. If the power keeps tripping when an appliance is used, stop using the appliance. If the appliance in the property belongs to the owner, such as a cooker or washing machine then contact the office paul@lpgproperty.com or **02870833641** of the fault.

Central Heating Oil: <http://www.uelsfuels.co.uk/>

“Please never let your oil run out”

I would like to remind you that as a tenant, central heating oil is your responsibility and if you let the oil run out the system will need to be bled at a cost of £20. Anything less than 6-8 inches will indicate that you have run out of oil. During extreme cold periods failure to leave enough heating oil will result in you having burst pipes which will likely lead to your personal items being destroyed due to water damage and the possibility of the property being uninhabitable during your examinations and the disruption associated.

Bins and Removal of Household Rubbish:

“2 empty bins will be provided at the start of your tenancy”

Your property will be supplied with 2 bins (we aim to have them both empty at the start of your tenancy) a **Black Bin** for household rubbish and a **Blue Bin** for recycled rubbish (contents that are allowed in your **Blue Bin** are as follows): <http://www.colerainebc.gov.uk/show.php?id=921>

Please ensure that all rubbish is placed in the wheelie bin serving the property and the same placed on the footpath adjoining the property for the local authority to empty on the relevant day either Wednesday or Thursday for Portstewart. BIN MEN WILL NOT COLLECT RUBBISH LEFT IN BAGS BESIDE YOUR BIN. THERE IS A CHARGE FOR REPLACING LOST BINS. Should there be no space left in the bin, surplus rubbish is disposed of forthwith at a local authority disposal site ensuring that rubbish does not remain anywhere on the property. Please see the following link for the nearest refuse site to Portstewart: [Click Here](#)

Fire Extinguishers and Smoke Alarms:

“Your safety is our number one aim”

This equipment is there for your safety, and they are checked on a yearly basis on all HMO (House of Multiple Occupancies) properties. Any fire equipment that is found to be faulty must be reported immediately to ensure that the associated faulty device can be rectified or replaced immediately. If fire equipment is found to be tampered with the cost of replacing will be applied.

Deposit Refund:

“We work on your behalf to ensure it is returned in full”

At the end of the tenancy the sum is returned to the tenant(s) home address or forwarding address, less any deductions, as determined by the tenancy agreement.