



HouseShaw Tenancy Guide

Your Complete Guide to Renting

Guide to Living

How to live comfortably together

- ✓ Be a great housemate
- ✓ Operate domestic equipment
- ✓ Be reasonable, and respectful
- ✓ Change a light bulb
- ✓ Make sure you get your deposit back



Most problems in shared properties seem to arise from tenants not taking personal responsibility for communal areas – the ‘someone else will do it’s attitude. People living together can generate some disagreements. In this case we would advise calling an informal meeting of all house mates to ensure a smooth running household. Most problems can be sorted out by talking.

Set up a “house” WhatsApp group for you and your housemates, this make communication much easier as getting everyone home for a meeting at the same time can be difficult when everyone has different commitments and lifestyles. Main criteria for living together; don’t be noisy, keep the place clean and tidy, pay the rent on time and have a mutual respect for others.

Fire Safety:

The hall, landing and stairs must be kept completely clear of any obstruction at all times. Please keep all your belongings in your room.

In the case of fire, raise the alarm (shout 'fire' as loud as you can!) call 999 from a safe place, do not attempt to extinguish the fire and ensure doors are closed behind you. Every effort has been made to install fire doors in the appropriate locations, so please use them!

This is a non smoking property, when smoking outside the property please step away and close the door to prevent smoke entering the building. Dispose of butts responsibly.

Please do not place toasters under kitchen units when in use. Do not use deep fat fryers at this property.

If you introduce any of your own furniture into the house, please ensure it complies with the safety fire regulations. All common sense!

Fire Alarm System:

The fire alarm system is very sensitive & will be activated by the slightest whiff of smoke! A false alarm in which either an engineer or the Fire Service are called out will result in a substantial payment being made by whichever tenant caused it.

Kitchen Door:

If you decide to have the kitchen door open, be aware that smoke from cooking food may set off the smoke alarms, to the annoyance of anyone else in the house!

Cleaner:

If you are in a shared house, the communal areas are cleaned every 2 weeks. Tenants are expected to maintain the property to a good standard of cleanliness and hygiene in between times. If you want your own space to be cleaned, you will need to arrange this yourself. You will be notified of the cleaner coming the evening before so you can prepare for her visit.



Bins:

Your bins will be collected on a fortnightly basis, general waste one week, alternating to recycling the next week and so on. It is important you follow the guidelines issued each day via your Tenant App before bin collection to make sure the correct waste is put in the correct bin. Failure to do so will result in the bin collection being refused & additional costs for waste collection will be passed on to you. It is also important to look after our planet, this being another important reason to get on top of waste management & recycling.

Viewings, Inspections and Maintenance:

Viewings, property inspections & maintenance will need to be carried out from time to time. There will be monthly checks of the fire alarm system. All housemates will be informed by text or email at least 24 hours in advance.

Reporting Maintenance:

Please report any maintenance issues immediately via the report a problem ticket submission in your Tenant App.

Overnight Guests:

It is common courtesy to inform other housemates if you have the occasional overnight guest. It's generally accepted that 1 night during the week and 1 night at the weekend is acceptable for overnight guests. Please inform us if you think housemates are abusing this rule, as it is not fair on you, and may be against the licensing terms of the property.

Your Contact Information:

Please inform us immediately of any change of email address and mobile number. Keep us informed so we can keep you informed. We will use push notifications through your Tenant App to keep in contact, as well as text and email.

It is important to stay connected for your safety & all tenancy related communications.

**Security:**

It is very important to close all windows and external doors securely when leaving the property unattended. Please leave a light on in either the hall or landing when leaving the house unattended for long periods. You may be liable for missing items if it is determined that it was you that left the door unlocked. Please be careful with your keys, replacement keys are chargeable, and if the locks need changing too that cost will be passed onto you as well.

What happens if you get locked out?

If you get locked out, first try and see if one of your housemates can let you in. If you cannot get in, you can contact HouseShaw by the Tenant App or telephone & we can arrange for someone to let you in, or give you the key safe code so you can access the property. There are charges for call outs, and key safe code resets, so only call as a last resort.

Electrics and Plumbing:

Please familiarise yourself with the positions of the fuse-board and stop cock for turning off water, as well as the gas meter so the supply there can be isolated too.

Energy consumption:

In a world where everyone needs to do their bit for the environment, please use energy wisely and reduce wastage. We monitor energy consumption with bi weekly meter readings, and excessive usage is chargeable. Please refer to your tenancy agreement for more information.

Blocked Drains:

Take care not to allow excess hair to clog the shower and basin. Also take care what is deposited into the kitchen sink and WC – you may have to pay for call outs and plumbers are expensive!

Heating:

In very cold weather please do not turn off the heating when the property is left empty. This is to ensure that pipes do not freeze. Failure to do so may result in tenants being charged for any subsequent damage and repairs.

Make sure you know how to turn the heating on. Check with us, or your housemates who already live there if you are not sure. All of our houses are designed so that you can turn the heating on when you are cold, but will also shut down if no one is in, this helps reduce energy consumption and has a positive impact on the environment. ELECTRIC HEATERS are not allowed in any property, as they are a fire hazard, and do not comply with our insurances.

Consumables:

You have the responsibility to replace light bulbs/batteries. Please ensure communal bulbs are replaced immediately for safety.

Anti Social Behaviour:

We do not encourage any behaviour that could be deemed illegal, or if it makes others feel uncomfortable in their own home. We welcome anyone to come to us anonymously with their concerns so we can deal them appropriately. Anti social behaviour could be anything from this list:

- Smoking indoors, or the use of drugs
- Unacceptable noise levels
- Drunk and disorderly
- Not tidying up after yourself
- Overnight guests without letting your housemates know, or more than twice a week.

You may be asked to leave the property if you cannot comply with the above or anything else that is deemed anti social.

Generally:

We find that a house runs smoother when those who live there have a little respect for each other, this could be as simple as

- Closing doors quietly
- Cleaning up communal areas after use
- Not playing music too loud
- Not having the TV too loud
- Being considerate
- Using your indoor voice when indoors
- Sharing any jobs or working out a rota
- No naked flames please
- No pets are allowed at the property

Deposits:

Your deposit will be held with DepositProtectionService (DPS). Please save your deposit protection information – you will need this when you move out.

End of Tenancy:

- Clean your room and your % of the house, including the fridge and oven.
- Remove marks, blu-tack & touch up paintwork.
- Replace broken or missing items.
- Return furniture to original position.
- Leave keys somewhere obvious in your room for us to find.
- Arrange for mail re-direct.
- We will return 100% of your deposit if the property is 100%. Once we have “checked out” your tenancy, we will notify the DPS to release your deposit & then you will be contacted to give them the bank account details you wish for them to return the deposit to.

OUR PARTNERS:

