



T I G E R

P R O P E R T Y



# Thank you

for choosing to rent with Tiger Property. This booklet contains important information which may help you during your tenancy with us.

P R O P E R T Y L E T T I N G S  
A N D M A N A G E M E N T

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# To do checklist

Moving home can be a stressful time. To make life easier, we have created a 'To do' checklist to ensure you do not miss out on any important tasks.

Standing order	Set up a standing order with your bank for the rent each month. This will need to be set up for the following account information: Sort Code: 20-55-59 Account Number: 90606898 Reference: Property Address Line 1 / Your Surname	<input type="checkbox"/>
Utilities	It is your choice which utility provider you set up your accounts with, however, please let us know so we can keep track of this. You will need to contact companies for gas, electric, water and council tax to set up your account as we cannot do this on your behalf.	<input type="checkbox"/>
Forwarding Address	If you have not already, remember to set up re-direction of your mail from your previous address with Royal Mail.	<input type="checkbox"/>
	You have 7 days from the start date of your tenancy to make any necessary amendments to your inventory. Please ensure you go around the property with your inventory, checking that you agree with all comments/photos. If there are any amendments to make, these will need to be put in writing to us, either by post or by email to <a href="mailto:maintenance@tigerproperty.co.uk">maintenance@tigerproperty.co.uk</a>	<input type="checkbox"/>

# Maintenance hints & tips

## Reporting a repair

During your tenancy, should you need to report any maintenance issues, these MUST be reported in writing, unless it is an emergency.

Examples of an emergency are:

- No heating or hot water
- Water leak that is causing major damage
- Security breach (broken front door lock, smashed window)

To report your maintenance using our online reporting tool, visit: <https://tigerproperty.fixflo.com> or report your repairs by email to [maintenance@tigerproperty.co.uk](mailto:maintenance@tigerproperty.co.uk)

## Your responsibilities

As a tenant, there are certain items that you would be responsible for. Below is a brief list of these items. For full information and further responsibilities, please refer to your tenancy agreement.

- **Light bulbs** – If a light bulb does not work in your property, it is your responsibility to change this with the correct replacement. If there is an issue with the light fitting itself, please report this to us.
- **Boiler** – If the pressure on your boiler drops causing the boiler to not function, it is your responsibility to re-pressurise the boiler. There are many ways to help you manage this if you are unsure. We have put together a brief guide below, however, you can go online for helpful videos or refer to the boiler manual. If you report a repair to your boiler, the contractor attends, and the issue is that the boiler needs topping up, you will be responsible to pay the call out charge for this.
- **Gardens** – If your property has a private garden, you are required to keep on top of the garden maintenance. This includes cutting the grass, weeding and trimming hedges.
- **Utilities** – Should you have any problems with your gas, electric, water or council tax bills, you will need to speak to your utility providers. We cannot act on your behalf when it comes to utility bills
- **Meters** – If you notice a problem with your meters, please report these to the relevant provider and also inform us in writing
- **Blocked drains** – Should your drains become blocked, you are required to try to unblock these using drain un-blocker before you report this to us. Please ensure no alien items are put down the drain, such as food etc.

# How to re-pressurise a boiler:



## ■ What is boiler pressure?

Your boiler heats cold water that flows around a circuit of pipes and radiators through your home. For it to work as efficiently as possible, your water pressure needs to be stable. Pressure in most modern combination boilers is maintained by a 'filling loop', which connects to your cold water pipe. We'll come back to this!

## ■ What causes a drop in pressure?

There are main causes of low water pressure:

### Leaks

There may be a leak somewhere in your boiler system. It may only be a tiny leak but, if it's gone unnoticed for some time, it could lead to a gradual drop in pressure. Check around your home for signs of damp patches, around pipes, radiators and the boiler itself. If you do find a leak, or need to top up the water pressure regularly, inform us immediately and we can send our maintenance team to investigate.

### Bleeding radiators

If you bled your radiators recently, you may have lost some pressure. That's because, when you bleed a radiator, air is released, which lowers the pressure in your boiler system.

## ■ How do I check my boiler pressure?

Usually, on the front of your boiler, you'll find a water pressure gauge. If you have a hydraulic pressure gauge, you'll see low and high pressure indicated by red sections on the dial. The position set when the boiler was installed is sometimes shown by a red indicator needle. On most digital gauges, you'll see a flashing pressure reading, if there's a low (or high) pressure warning.

If your boiler pressure reads less than 1 bar, it's possible that you might have lost water from the system, which needs to be replaced.

If the pressure gauge on your boiler indicates high pressure (above 2.75 bar), then you may need to bleed a radiator to bring the level down to around 1.5 bar. We recommend you contact us to advise us of this so we can send our maintenance team to investigate.

# How to re-pressurise a boiler:



This indicates that there is not enough pressure



When the radiators are cold this is normal pressure



When the radiators are hot this is normal pressure



This indicates too much pressure

## Can I fix the boiler pressure myself?

Boiler pressure systems differ, so it's always best to check your manual. Your boiler may also have instructions on the rear of the control panel.

**(IF YOU NEED ANY TOOLS TO REMOVE THIS PANEL, DON'T TOUCH IT! GET IN TOUCH WITH US.)**

## Top tip!

Visit your boiler brand's website, to see if they have helpful tutorials and videos about topping up pressure on their systems.

Below is the basic re-pressurising process:

- Switch off and allow your boiler to cool
- Double-check that both ends of the filling loop are securely attached
- Open both valves, to allow cold mains water into the system (you should hear it)
- Wait for the pressure gauge to read 1.5 bar
- Close both valves, one after the other
- Switch the boiler back on and, if needed, press the reset button
- Undo both ends of the filling loop and remove. Be careful to catch any water spillage and keep the filling loop in a safe place!

# How to change a light bulb



## How to change a light bulb

Changing a light bulb is something that most of us take for granted. Please find below our step by step guide to help.

### ■ **Step 1:** Turn Off The Power

Never attempt to change a light bulb with the power still connected. Remember, safety first!

### ■ **Step 2:** Allow The Bulb To Cool

Remember that incandescent light bulbs run very hot, so give them a chance to cool down before you start touching anything.

Fortunately, you won't have this problem with LED light bulbs, as they produce very little or no heat.

### ■ **Step 3:** Use A Ladder

Generally speaking, light bulbs are found in hard-to-reach locations. This means it's probably a good idea to use a ladder to replace them.

### ■ **Step 4:** Remove The Old Bulb

The way you do this will depend on whether your bulb has a bayonet, screw or a push-and-twist fitting. For bayonet mounts, and for GU10-type fittings, hold the bulb lightly but firmly, and gently push upwards whilst turning it anticlockwise until it comes out of the socket.

For screw fittings gently twist the bulb anticlockwise until it comes out.

### ■ **Step 5:** Insert The Replacement Bulb

Gently but firmly push the bulb into the socket and turn clockwise until you feel it lock into place.

### ■ **Step 6:** Switch On The Power

### ■ **Step 7:** Dispose Of Your Old Bulb

Always dispose of old light bulbs responsibly.

# How to unblock a drain



## How to unblock a drain

We have all had those moment of doing the dishes and emptying the sink only to find that it drains more slowly than you ever thought possible. Or it simply doesn't drain at all. This means your drain is blocked and something is caught somewhere in the pipes, causing an obstruction.

There are a few things you can try to unblock this before contacting us:

- 1) Once of the oldest tricks in the book, boiling water. This is self-explanatory but we will explain it anyway, just to be clear. Boil the kettle with as much water as it will hold. Then pour it slowly down the drain in a couple of stages, waiting a couple of seconds between each pour. The boiling water will travel through the pipes, dissolving any obstructions in its way. Generally, this is the fastest and easiest way to unblock a drain.
- 2) Plungers are a brilliant mechanism for sucking up any blockages in your drains. They do require some strength and persistence at time. It may take a few tries, but they have been successful for decades in clearing household drains.
- 3) If you have tried all of the above methods without success, your drain may require something a little stronger such as a chemical cleaner. You can buy chemical drain cleaners in most supermarkets. Pour it down your drain, leave it to sit and work for a couple of hours or overnight. Run hot water down the sink to finish the process and you should have a lovely, working, unblocked drain.

Note: It is always important to follow the instructions when using heavy duty cleaning products.

# During your tenancy



## Inventory

Before you move into the property, you will be asked to sign an inventory. This includes photos and descriptions of the property and its contents.

When your tenancy starts, you have 7 days to make any amendments to this inventory, should you disagree with the condition detailed. When you vacate the property, we will carry out a check out inspection.

We will use the original inventory to compare the condition of the property against and any differences/damages will fall to you as the tenant, unless you have pointed these out in your amendments.

If you do wish to make any amendments, these need to be sent to us in writing (you can email [info@tigerproperty.co.uk](mailto:info@tigerproperty.co.uk)). You will also need to send photos showing your amendments.

Please note, these cannot be accepted after the initial 7 days of your tenancy.

## Personal details

It is essential we are able to contact you, Please ensure you advise us if you change your contact details.

## Keys

We will provide you with one set of keys for each person named on the tenancy agreement; Tiger will keep one set of master keys for management, emergencies or gaining access with your permission. If you lose or damage any keys, fobs, access cards etc you must pay for their replacement; Your tenancy agreement does not allow you to change the lock(s) without our prior permission.

Deposit protection - At the start of the tenancy you will be required to pay a security deposit which will be held against any damage that is not considered 'fair wear and tear'. For all tenants on an assured shorthold tenancy that started after 6 April 2007, your deposit will be held in a government-backed tenancy deposit scheme. Please refer to your deposit certificate and AST for further details.

## Insurance

Your property will have building insurance so this isn't something you need to worry about. It is your responsibility to purchase the relevant contents insurance to protect your personal belongings and protect the property from accidental damage.



# During your tenancy

## Reasonable care & Reporting a repair

As part of your tenancy you are required to take reasonable care of the property and its contents and should not allow it to fall into disrepair. You can be charged for any damage to, or deterioration of, your property through negligence if you have not taken reasonable care. Please ensure you report all maintenance as soon as possible via fixflo.

## Rental payments

It is your responsibility to pay your rent payments in advance on the agreed date using your property reference and by the agreed method. You must advise us immediately if you are likely to get into difficulty paying your rent. It is our responsibility to offer help and advice if you get into financial difficulties and to take appropriate action to recover any outstanding rent. Any late payments will be charged at £30 per week added to your account for every week the arrears remain outstanding

## Block management

If you live in an apartment, the building will be managed by a block management company, please refer to the development brochure provided on move in, which provides further information. Alliance city living manage your individual property, any issues outside the property will fall under the block management responsibilities. This includes the upkeep of all the communal and external areas.

## Access to your property

We will always provide you with 24 hours' notice if we need to access your property. Please be aware in the case of an emergency no notice needs to be provided by the agent or the landlord and either they or an appointed contractor can attend.

## Occupation of the property

As a tenant you have responsibilities to us and to your neighbors. It is important that you understand what you've agreed to do and keep to the rules set out in your tenancy agreement. We will take a firm approach to any breaches of your tenancy. Only those named on the agreement are allowed to live at the property.



# End of your tenancy

## Renewal

Around two months before the end of your tenancy, Tiger Property will send you the renewal application by email. You will need to complete this with your renewal confirmation. We will then speak with your Landlord to confirm the renewal term etc. Once the renewal fee is paid (see schedule of fees below), you will receive a new agreement to sign.

## Moving out

Your tenancy will come to an end at the end of the fixed term when either:

- A new tenancy is not available; or
- You do not wish to remain for a further term.

We understand that moving can be a stressful and busy time. However, there are some important items to consider when moving out. You will be provided with vacate notes along with acknowledgement of your notice, these notes will assist you. If you have any questions, please contact your property manager.

## Deposit return process

Once keys are returned or within 7 days of your end date we will complete a checkout at your property. This will be a full photographic report, the same format as your inventory. Please do be aware if keys are not returned rent will be charged daily, if the property is found to be vacant at the checkout we will change the locks at a cost to yourself.

We will write to you within 10 days detailing any deductions to be taken from your security deposit based on the 'Check Out' report

If you agree, we will return your deposit or the agreed balance after receiving written confirmation from you. Any disputed amounts need to be mutually agreed between both parties, if this cannot be done, the dispute will be referred to the appropriate adjudication scheme.

# Additional fees & contacts

## Additional fees (during your tenancy)

Deposit Holding fee (TDS insured scheme)	£30 Inc. VAT
Check in fee	£50 Inc. VAT
Additional fee if Saturday move in is required	£30 Inc. VAT
Checkout fee	£50 Inc. VAT
Late Payment Charges	£30 Inc. VAT (added every week until the arrears are cleared)
Late Payment Charges (additional)	£50 Inc. VAT if a legal notice has to be served e.g section 8
Reference request (per tenant)	£50 inc. VAT
Renewal Fee	£100 + VAT
Additional tenant (adding to AST)	£250 Inc. VAT
Additional Permitted Occupier (adding to AST)	£150 Inc. VAT

## Useful Contacts

### British Gas Emergency

[www.britishgas.co.uk](http://www.britishgas.co.uk) 0800 111 999

**BT** [www.home.bt.com](http://www.home.bt.com) 0800 800 150

**NHS Direct** [www.nhs.uk](http://www.nhs.uk) 111 - 111

**Police Non-Emergency**  
[www.police.uk/contact](http://www.police.uk/contact) 101 - 101

### Sky

[www.sky.com](http://www.sky.com) 0800 151 2747

### TV License

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) 0300 790 6130

### United Utilities

[www.unitedutilities.com](http://www.unitedutilities.com) 0345 672 2999



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