

Renting your student property with Property People

VIEWINGS

To arrange to view a property you can call us on **0289747300**, email us on **lettings@propertypeoplebelfast.com** or simply pop in to our South Belfast office situated on **156 Ormeau Road, Belfast**. We will accompany you on your viewings and where possible show you a range of properties to suit your requirements. Please ensure that you are sure that everyone in your group has secured their place in College and that all of your group is present on the viewing as due to the high demand on viewings we do not do multiple viewings with a group. It is essential that you are all happy with the property and it's facilities before paying a deposit

BOOKING A PROPERTY

If all of the group are happy to proceed you will each need the following –

- A deposit/ holding fee (Usually the equivalent of one month's rent)
- A Guarantor
- Photographic ID

Once the holding fee is paid the property is taken off the market and viewings ceased. For this reason if for whatever reasons you withdraw from taking the property you will lose this.

What is a guarantor and why do I need one?

A guarantor is a person who signs a guarantee agreement that states that they will pay for any damage, loss of rent or any other monies due to the landlord due to the default of the tenant during the tenancy or any extension of the tenancy. The guarantor ensures that if there is any damage to the property or unpaid rent that the landlord will be paid.

What happens to my deposit?

It's the law that all deposits are protected by a tenant deposit protection scheme. All of our deposits are registered with TDSNI. We will give you information about the TDSNI, the tenant deposit protection scheme and evidence that your deposit is protected.

Lead tenant

You must nominate one of your group as the lead tenant. The lead tenant will receive communications from TDSNI regarding the return of your deposit and from Property People if we need to arrange access to the property for any reason.

Property condition reports (PCR)

Prior to you moving in all of our properties will be checked over by a member of staff or independent inventory specialist. They will complete a property condition report (PCR) recording the state and condition of the property as it is delivered into your possession. This report will clearly document every aspect of the property and will be used to compare the condition of the property when you leave. We will email you a copy of your PCR for your records.

MOVING IN

Before any keys can be handed out ALL tenants must have their full deposit paid, all documentation submitted and all guarantor agreements signed. Before you move in you all will have signed your tenancy agreement and paid your first months rent in the office. We will set up a standing order to ensure that your rent is paid on time each month. **Please ensure that you have read and understand the tenancy agreement before signing it.** If you have any questions about your tenancy agreement or your tenancy now is the time to ask. If everything is in order we can then release the keys and you can enjoy your new home.

THE ROLE OF PROPERTY PEOPLE AS PROPERTY MANAGERS

If your landlord has appointed Property People to managing your tenancy we will be your point of contact for all issues you may have with the property throughout the term. If you need to pay rent, report a repair issue or complaint you will call us or call into our office to discuss the issue. Property People as managing agents will be in touch to arrange access to the property for essential maintenance or to conduct a viewing of the Property. We may also be in touch to inspect the property as a routine inspection or to assess work requires. If there are any issues you have as a tenant please do not hesitate to call us on 02890747300 or make an appointment if you need to discuss any matters about your tenancy or rented property in person.

PAYING RENT

Your rent must be paid by the 1st of each month. Usually this is paid by standing order straight into our account. If you are going to be late with your rent due to unforeseen circumstances please let us know in advance as well as the date you expect to pay. If you do not inform us that you are going to be late or consistently late with rent you be subject to a charge due for increased administration.

REPORTING REPAIRS

Where possible all repairs are to be communicated to Property People via the lead tenant of the property. Property People discourage several tenants or tenants parents from reporting repairs as this leads to confusion and inaccuracies in reporting the repair issue. Having one point of contact for reporting repair issues is also effective in streamlining communication between the tenants, the agents and the tradesperson. You can report a repair to repairs@propertypeople.com or by the repairs section of the website or by calling the office on 02890747300.

HOW TO REPORT A REPAIR

If you have a non emergency repair issue to report during office hours this can be done by the lead tenant of the property getting in touch with Property People via the website, email, telephone or by calling down to the office. When reporting the repair please give as much detail as possible to help us send put the right tradesperson. Please ensure that you have maintained your tenant responsibilities before reporting a repair e.g. Ensure there is adequate credit in gas/ electric meters, ensure there is enough oil in a oil tank and check the filter of a washing machine. If a repairperson is called out unnecessarily you could you will be charge up to £70 for a call out.

OUT OF HOURS REPAIRS

If you have a repair issue to report outside of office hours and it is urgent enough that you cannot wait until the next working day please contact us on the out of hours

repair line which is **07435780115**. Please note that line is for reporting an urgent repair and is not a substitute for contacting the emergency services in the event of any occurrence that is immediately dangerous or requires the intervention of the emergency services. If you require Police, Fire department or Ambulance please contact them immediately and if necessary vacate the property. If the out of hours line is not answered immediately please leave a message on the voice mail or send a text message detailing your contact details, address and nature of the problem and someone will get back to you ASAP.

SMOKING POLICY

All our properties operate a non-smoking policy. Any damage caused by tenants or tenants visitors who smoke in the property, such as damage, repainting or specialist cleaning, maybe deducted from your deposit



ELECTRICITY SUPPLY

Property People will register all the tenants names and home addresses with your electricity supplier. The electricity must be paid for by bill pay for all HMO properties of 3 bedroom's and over.

VENTLATION, CONDENSATION & MOULD

It is a tenant's responsibility to take reasonable steps to deal with condensation and ensure that the property is being heated and ventilated throughout. Condensation will not usually occur in areas that are both well ventilated and warm. In cold weather, people are understandably reluctant to open windows and let heat escape, but some level of effective ventilation must be maintained. Property must also be heated in order to help keep condensation levels at a minimum. Wipe and remove any condensation regularly, especially around windows to avoid a mould build up.

- Always use extractor fans and open any windows in bathrooms and kitchens whilst carrying out any cooking, washing or drying activities. Leave fans on and windows open until the visible steam has left the air.
- Always place lids on saucepans during cooking and turn the heat down as required.
- If you are unable to dry washing outside or in a properly ventilated dryer, choose a room that can be heated and ventilated safely and shut it off from the rest of the home.
- Never dry clothes over doors or on radiators.
- Keep furniture away from walls where possible.
- Keep a small window ajar and any window trickle vents (small vent at the top of the double glazed units) open.
- Keep any room vents open.
- Ensure the heating system is set to constant and maintaining heat at 5 degrees over winter, especially if the property is unoccupied.
- If unsure how to use the heating system in your property:
 - 1) Read the instructions
 - 2) Search for advice online

OIL FIRED CENTRAL HEATING

If your property is Oil fired central heating it is important that you get a substantial fill of oil in your tank. Although this may be a large expense at the start of the year a good way of looking at it is that this should last for several months and you will not have to spend on heating the property for a while. With oil heating it is important not to run out of heating oil as this will cause an oil lock in the system. If this occurs ask the person delivering the oil to bleed the oil boiler. This is a service many oil companies offer free of charge. If we need to send out a heating engineer to bleed the boiler there will be a fee payable by the tenants for the call out. It is also important that emergency oil drums are not used frequently as this practice can put excessive strain on the boilers pump. If this is the case the tenant will be liable for repairing the boiler.

GAS FIRED CENTRAL HEATING

Gas fired central heating is popular amongst students due to the fact that you can have a pay as you go type meter which allows you to top your gas meter small amounts on a regular basis.

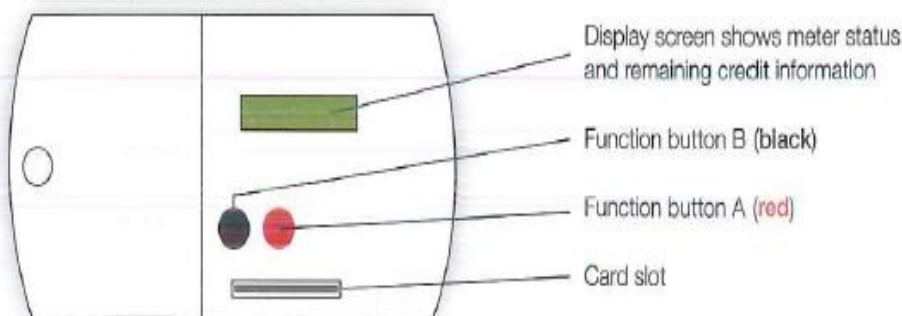
Upon renting property we would ask that if a gas or electric card is provided by previous tenants, that you do not use and contact the relevant companies and register your details with them.

Initially they will ask for a meter number or post code of the property, they will ask for personal details to process your new account, they will also give you details/numbers over the phone to buy electric or gas over the counter then within 7-10 days a new card will be provided.

A guide for your pay as you go meter

How to use your Libra 110 gas meter

Libra 110 Meter Functions



This meter is operated by a pay-as-you-go (PAYG) card provided by your supplier. Should you require a replacement card you can purchase one from any retailer displaying the PayPoint sign.

Registering Your Card

- 1 Insert your PAYG card fully into the card slot with the gold chip facing up.
- 2 Wait 30 seconds - 1 minute until the meter beeps to confirm registration.
- 3 Now that the card is registered it can be used at any PayPoint to top up. (minimum of £5, maximum £49)

Transferring Credit To Meter

- 1 Insert your PAYG card fully with the gold chip facing up.
- 2 The meter display will confirm the amount of credit on the card and update the credit total.

Restoring Gas Supply and Emergency Credit

If credit runs out or runs too low, the meter will notify you by closing the gas valve and stopping supply. If this happens the meter will display 'Reserve avail OFF LOW 15m³'.

- 1 **Before attempting to restore the gas supply, you must switch off all appliances.**
- 2 Insert your PAYG card fully with the gold chip facing up.
- 3 Press and hold the **black button B**. After approx 5 seconds 'let go' will appear on screen.
- 4 Release **black button B** and in approx 30 seconds 'OFF' will be replaced with 'ON' at bottom left of display. The screen will also display 'LOW'.
- 5 The gas valve is now open and all appliances are safe to use.

Having problems with your natural gas PAYG meter?



Topping up with PayPoint
You can easily top up with PayPoint anywhere you see the symbol. Find your nearest outlet at paypoint.co.uk

Handy Hints

- Your meter will fail if it gets wet. Ensure your external meter box remains intact and keeps the internal meter apparatus dry.
- When you top-up make sure your heating is switched off.
- When inserting your card please be patient. It can take up to 30 seconds to transfer the credit.
- Try not to run out of credit on your meter as this can close the internal valve.

Step by Step Guide

- 1 Identify your meter
- 2 Are you using the correct card?
- 3 Have you registered the card?

Libra 100 PAYG

Located beneath the module display screen you will see a serial number. This will start with 'S' followed by 12 digits.

Your gas supplier will initially provide you with a payment card. Cards are branded with the name of the supplier. If you lose your card or it becomes damaged you can purchase a new one at the PayPoint outlet.

Remember to register your new card in your meter before attempting to purchase credit.

Note: Meter ID to purchase credit before registering your card.

- 4 Have you transferred the credit?

Insert your payment card fully into the card slot.

Wait 1 minute until meter beeps to confirm registration.

Your card is now registered and credit can now be purchased at any PayPoint.

- 5 Has the gas supply shut off?

Insert your Quantum card fully into the card slot.

Wait for 1 minute until meter beeps to confirm registration.

Your card is now registered and credit can now be purchased at any PayPoint.

- 6 Need to restore your supply?

If credit runs out or credit runs too low the meter will close off the gas supply. If you have a Libra 100 meter the display will flash between 'OFF' and '15m3'. There will also be a 'C' displayed at the bottom left hand side of screen. This indicates that the valve is closed. If you have a Libra 110 meter it will display 'Reserve Avail OFF LOW 15m3'.

Before attempting to restore your supply, ensure all appliances are switched OFF. Insert payment card fully, then press and hold black button B. After approximately 5 seconds the display will advise 'let go'.

Release button B and in approximately 20 seconds 'C' will be replaced with 'O'.

Before attempting to restore your supply, ensure all appliances are switched OFF. Insert Quantum card fully, then follow the 'on-screen' instructions. 'ON' will now display and the gas valve is now open.

Card errors on Libra 100 and 110 meters

Error 01 Call 03454 55 55 55*	Error 06 Call 03454 55 55 55*	Error 07 Call 03454 55 55 55*
Error 02 Purchase new card at PayPoint and register in meter.	Error 08 Wipe the card strip with a dry cloth. Ensure card is inserted with chip facing up. If problem persists, please call 03454 55 55 55*.	Error 08 Contact your gas supplier.
Error 03 Call 03454 55 55 55*		Error 09 Call 03454 55 55 55*
Error 04 Let credit reduce before topping up.		

*Call to 0345 numbers are charged at the same rate as calls to standard landline numbers (starting with 0 & 8). The cost will be the same if you are calling from a landline or mobile. If you are calling from a mobile, the standard mobile tariff from cable to 0345 numbers should come out of that and there should be no additional charges on your bill.

Card errors on Libra 200 and 210 meters

Call Help Call 03454 55 55 55*	Card Fail 3B Wipe the card strip and chip with a dry cloth. Ensure card is inserted with chip facing up.	Frozen screen Call 03454 55 55 55*
Card Fail 04 Call 03454 55 55 55*	Card not accepted Please contact your gas supplier.	Noisy meter Call 03454 55 55 55*
Card Fail 19 Call 03454 55 55 55*	Blank screen Call 03454 55 55 55*	M Call 03454 55 55 55*

HOLIDAYS AND WINTER HEATING

If the property will be completely unoccupied for more than 14 days at any one time, you must let us know in writing. This may affect the landlords building and contents insurance, and we may need to take additional steps to secure the property. During winter months (nov-march) your heating should be left on a constant setting, at a minimum of 5 degrees, to avoid burst pipes

INSURING YOUR BELONGINGS

It is your landlord's responsibility to insure the building and his furniture. This insurance does not cover accidental damage of your belongings. We recommend that you take out insurance to cover your own possessions. If you are interested in a quote to insure your belongings let us know.

TELEPHONE AND BROADBAND

The property will have a telephone and broadband line in the property however you are responsible for any connection charges and/ or bills. Property People customers and benefit from a preferential rate with Virgin Media to find out more call 01415348715 quoting 37690.

BINS

What happens if my black bin is lost or stolen?

All tenants will be provided with a black wheelie bin at the start of the tenancy. It is the responsibility of the tenant to ensure that the bin is left out and brought back into the property at the appropriate times therefore if the black bin is lost or stolen it is the tenants responsibility to replace it.

Report a problem with your bin

You can report a:

- missed bin collection
- lost, stolen or burnt bin
- damaged bin
- bin spillage
- bin wasn't returned to its collection point

Missed bin collection

If you think the council have missed your bin, please call them as soon as possible so they can investigate. If appropriate, they will arrange another collection.

They may not have collected your bin because:

- it wasn't left out on time. Leave your bin out by 7am and keep it out until 8pm if it hasn't been collected.
- you've put the wrong materials in your bin.
- your collection is on a public holiday when collection times change. See holiday bin collections.
- your bin was too heavy.
- it had no lid or the lid was not fully closed.

- our bin lorry has broken down.
- bad weather stopped us collecting your bin.

To report a missed bin collection:

- phone **028 9027 0230**.

Lost bin

If you lose your bin we can check to see if it can be tracked down.

To report a lost bin:

- phone **028 9027 0230**

Stolen or burnt bin

If you think your bin has been stolen, please contact the police. If it has been stolen or burnt as a result of antisocial behaviour, you may be entitled to a new bin free of charge.

You will need a PSNI reference number to order a new bin. Once you get this number, select the burnt or stolen option in the order a new bin online form.

If you need help, please phone **028 9027 0230**.

Damaged bin

If you think your bin has been damaged by one of the Council lorries, the Council can investigate further.

To report a damaged bin

- phone **028 9027 0230**.

If you think your bin has been deliberately damaged or vandalised you should report it to the police.

If the bin can't be used because of the damage you'll need to order a new bin. You will need a PSNI reference number to order a new bin. Once you get this number, select the burnt or stolen option in the order a bin online form.

Bin spillage

To report a bin spillage on your street or entry:

- phone **028 9027 0230**.

Bin wasn't returned to its collection point

If you report that your bin hasn't been returned to its collection point, the council will try and return it to you within one working day. To report a bin that hasn't been returned to its collection point:

Phone **028 9027 0230**

POST

Should tenancy end – Re-Direction of Post

We would ask that all tenants use Royal Mails Re-direction system, as agents/new tenants can not Collect nor be held responsible for loss of mail. This is a tenants responsibility at end of tenancy.



Use the following e-address for re-direction:-

<https://www.royalmail.com/personal/receiving-mail/redirection>

USEFUL CONTACTS

Property People

028 907 47300

www.propertypeoplebelfast.com

advice@propertypeoplebelfast.com

Property People repairs

07435780115 repairs@propertypeoplebelfast.com

NI electricity

08457 455 455

Power NI

03457 455 455

Phoenix Gas

0845 900 5253

Airtricity

Electricity customers:0345 601 9093

Gas customers:0345 900 5253

City council bulky waste

028 902 70230

Housing benefit

028 903 17000

Advice NI

028 906 45919

Housing Rights Service

028 902 45640

North Belfast Advice

028 907 46665

N.I Water Board

08457 440088

Virgin Interactive

01415348715

quote **Scheme No.** 37690