



The Agency of Choice

## Right 1 Lettings

Updated 27/06/2016

64 Rockingham Road, Corby, NN17 1AE

t: 01536 443377 f: 01536406300

e: [lettings@right1.biz](mailto:lettings@right1.biz) w: [www.right1.biz](http://www.right1.biz)



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# RIGHT 1 LETTINGS

## TENANT INFORMATION PACK

*This booklet is designed to help tenant's moving in to rented properties managed by Right1 Lettings Agent. The booklet explains what the tenant is responsible for and gives guidance to help*



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# Tenant Information Pack

Welcome to your new home. The following is an information pack to guide you through the moving process, contact numbers you may need and what we expect from you as a tenant.

### Utilities Moving in

On the day of taking possession of your new home, you will need to contact the utilities providers to set up an account for your gas, electric, water and council tax. **It is your responsibility to make sure this is done and the bills are all in your name within 2 weeks of moving in.** If this is not done we will charge a fee of £25 per utility that is not transferred to your name within the aforementioned period. If the property has a pre pay meter, you will need to register the card or key with the provider, the contact information is located on the meter, top ups are available at many stores all over Corby.

### **Utility Contact Numbers if you don't know who the supplier is:**

It is the tenant's responsibility to make sure they are registered with Gas, Electric and water. Right 1 cannot do this for you as they will not be the account holder. If you are not sure who the supplier is you can call the following numbers.

**Gas** - The majority of the UK's gas is delivered by National Grid, Northern Gas Networks, SGN or Wales & West Utilities. To find out who supplies your gas call the Gas Meter Point Administration Service on 0870 608 1524. Another option is to call 0845 0556 199 press option 2, then option 1.

**Electricity**- Wondering who supplies your **gas and electricity**? Have you recently moved house or about to move into a new property? - To obtain this information, **call 0800 326 5524.**

**Water**- All water supplies in Corby and surrounding areas are supplied by Anglian Water. Most properties have a water meter but because often the meter is hard to identify to a particular property tenants need to arrange a reading to be taken by Anglian Water when setting up their account.

### **Telephone Numbers of some of the suppliers**

Eon	0845 3033020	
British Gas	0800 0480202	
Anglian Water	08457 919155	out of hrs 08457145145
Corby Council	01536 464000	
Scottish Power	0845 2700700	



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### **Standing Order Setup**

The rent is payable by standing order, we will help to set this up by completing a standing order form for you to hand in to the your bank. It is however your responsibility to check with your bank to make sure it has been set up correctly and that the payment goes out on time, we recommend checking with the bank 2 weeks before the first payment is due, this will give you time to rectify any bank error well before the rent is due.

### **Insurances**

All properties have buildings insurances in place however it is your responsibility to have relevant CONTENTS INSURANCE in place to cover your belongings as the landlords insurance will not cover this.

### **Maintenance**

Any maintenance that needs to be carried out will be done using our panelled contractors and tradesmen, and will wherever possible will be made directly with you, however any appointment made and subsequently missed would incur a fee of £25

### **Defect reporting**

All defects must be reported ideally via E-mail as soon as the defect happens. Defects should NOT be left and reported during inspections or home visits. All defects should be reported by E-mailing the defects to our team [steveh@right1.biz](mailto:steveh@right1.biz) , [Jamesrutter@right1.biz](mailto:Jamesrutter@right1.biz) & [eamon@right1.biz](mailto:eamon@right1.biz) if you do not have internet then you can report this by calling Right1 on 01536 443377. Once a defect is reported Right1 have to contact the landlord before tasking a workman. When Right1 task a workman the trade's person they will be given the tenants contact number so they can call the tenant to arrange a convenient day and time so the repairs can be made. It is therefore important that Right1 always have an up to date and current contact number for the tenant. If for any reason you change your number you must inform Right1 and keep your contact details up to date at all times during the tenancy.

### **Out of hours & Emergency callouts**

For standard enquires including Billing and maintenance the office is open Monday to Friday 9am till 5pm and Saturday`s 9am to 4pm

If you have an emergency out of office Hrs and holidays, with either, plumbing, gas or electricity we have a 24hr call out number, HOWEVER THIS IS FOR EMERGENCIES ONLY, if you call out the contractor and it is not deemed an emergency you will be charged for the callout and any subsequent work carried out

**Plumbing, Gas and Electric Emergency Number 07771654495**

You can also leave a message on our answer machine and this is remotely picked up daily on holidays and weekends

**SMELL GAS STOP Call 0800 111999 immediately**



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### Inspections and home visits

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As per the Tenancy terms and conditions we will carry out periodic inspections of the property you are renting. If we write or call you to you make an appointment for a property visit and you agree to that appointment then fail to attend the appointment or give access to the property without cancelling the appointment, then a charge will be made against you. If for some reason you have to cancel a property inspection you must call Right1 on 01536 443377 not less than 1 hour before the appointment unless an emergency. If you fail to inform us the missed appointment charge is £50.00 for each missed appointment.

### Rent Arrears

If we have to write to you or call round, regarding non-payment of rent, there will be a charge of £20.00+VAT per letter/Visit. Our letters/Visit follows a strict protocol and is done as follows:-

7 days late – Telephone call/Visit – no charge

14 days late – second letter/Visit - £25.00 charge

21 days late – pre-action protocol letter - £25.00 charge

The above protocol applies for each occasion that your rent payment is late.

### Moving OUT

Before you move out of the property you should:

- **let your electricity, gas and water supplier know that you're moving** - you should give at least 48 hours' notice
- **read your meters on the day you move out** and give the readings to your supplier and Right1 lettings - keep a note of the readings and the dates you took them, in case you don't agree with your final bill
- **give your supplier a forwarding address to Right1** so they can send you the final bill - you'll have 28 days to pay, otherwise it becomes a debt

### Check out & inventory

If we write to you making an appointment to conduct a check out and you fail to have the property prepared for handover, we will have no option but to reschedule the appointment and we will make a charge of £100.00+VAT. As a check out is a lengthy procedure and can only be conducted on or after the final day of occupancy, no change to the scheduled appointment can be made. You do have the option of returning the keys in person to our office and not be present at the check out but this is not advisable.

Once a check out has been done we will gain quotes for work to be carried out and remedial work to be done within 8 working day and put forward to the Deposit Protection Scheme (DPS) the deposit repayment request, then from this point it will take a further 7 working days for the DPS to action the payment to your bank account, subject to your banks clearance timescales this will then be in your account 3 to 5 working days later, subject to there NOT being a dispute the whole process can take a maximum of 20 working days from check out to deposit reaching your account



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**Standard ways to contact us**

**Tel:** 01536 443377 out of hrs. Leave a message on voicemail  
**Fax:** 01536 406300  
**Email:** [jamesrutter@right1.biz](mailto:jamesrutter@right1.biz) , [eamon@right1.biz](mailto:eamon@right1.biz) or [steveh@right1.biz](mailto:steveh@right1.biz)  
**Facebook:** right1estateagents

I can confirm I have read this booklet and fully understand all that is required from me as a tenant renting a property with Right1.

Tenants Name (print): .....

Tenants Signature: ..... Date: .....

Witnessed by Agent: Print name: .....

Witness Signature: ..... Date: .....