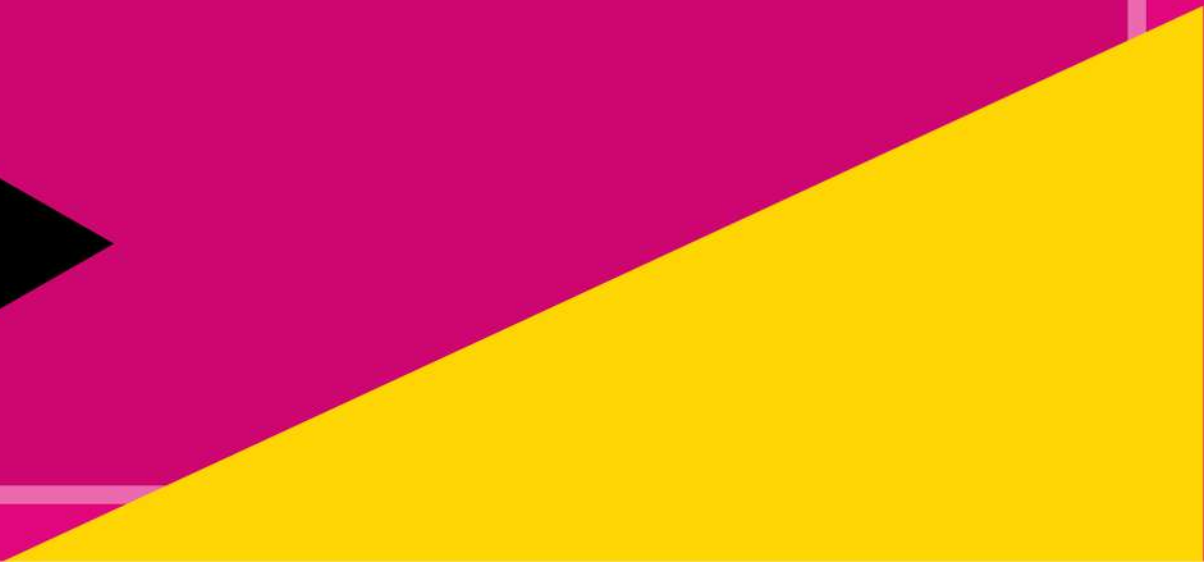
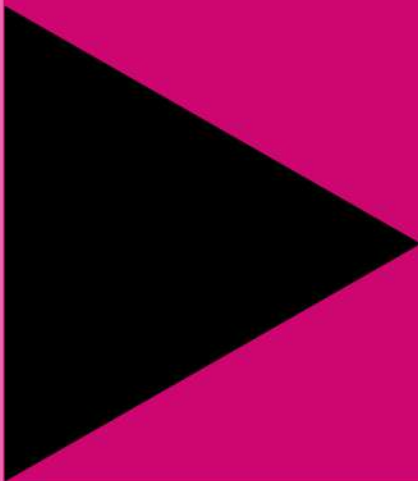




SUGAR
HOUSE
— PROPERTIES —

TENANT HANDBOOK

2023-2024



MOVING IN



- **KEY COLLECTION**

We have around 2000 tenants moving in and out over the 30th of June and 1st of July. Due to the high volume of key returns and collections over this period, we ask that only one person comes into the office from each property and that you stick to the allotted key collection time that we will send to you via email. Please ensure that the person collecting the keys brings some photo ID with them to the office.

As you are probably aware, it is likely that the previous tenants may have only moved out of your property the day before you move in. We do everything we can to ensure that our properties are left in satisfactory condition. However, on rare occasions, due to the state the property has been left in, this may not always be the case. We will, however, endeavour to ensure that the property is fully cleaned and that any emergency repairs are carried out as quickly as possible.

- **REPORTING REPAIRS/MAINTENANCE AT THE START OF YOUR TENANCY**

At the start of your tenancy, due to the number of jobs we receive, we ask that all tenants complete our initial **Repair & Reporting Form**. This form will be provided to the person who collects keys and is your opportunity to raise any issues that you find when you move in. The form should be completed and returned to us within 7 days of the keys being collected.

- **PROPERTY SCHEDULE & CONDITION REPORTS**

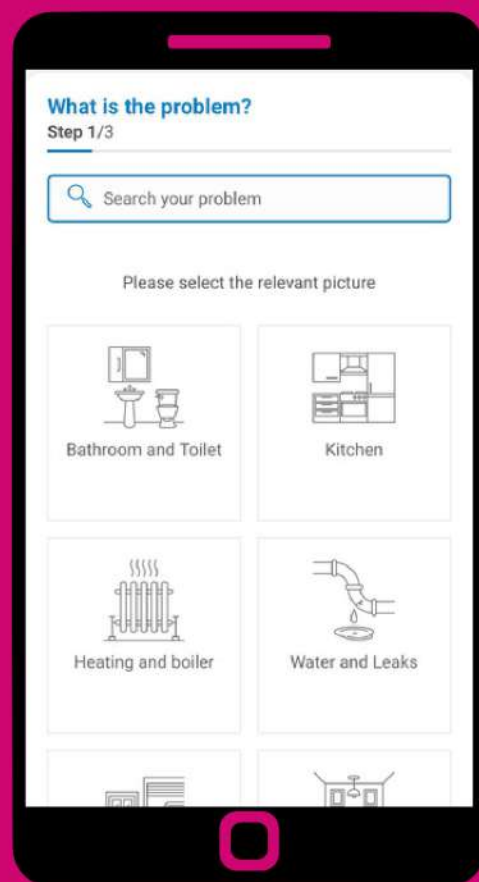
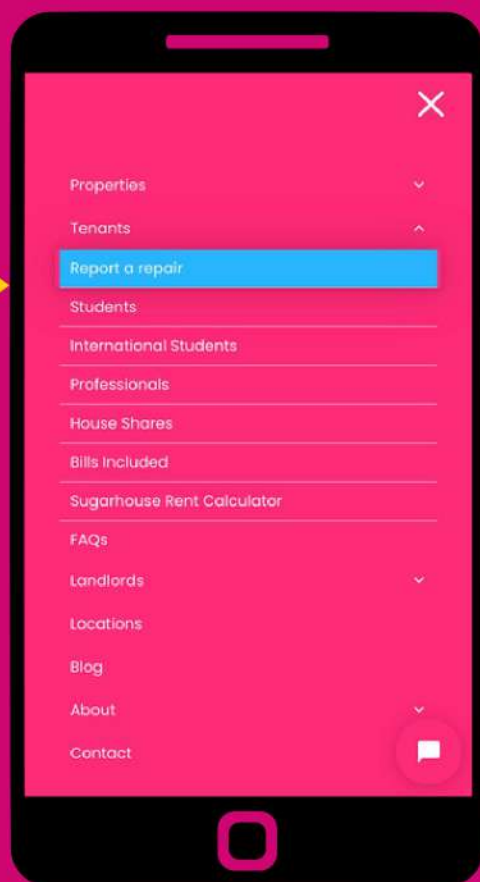
The head tenant will receive a copy of the **Property Schedule & Condition Report** within 28 days of the initial Repair Reporting Form being returned. This details the contents of the property and the condition upon the commencement of your tenancy.



• REPORTING REPAIRS/MAINTENANCE DURING YOUR TENANCY

During your tenancy, all issues should only be reported via the **Report A Repair** section of our website. This allows us to track and monitor jobs and will enable you to be updated automatically with the progress of your repairs.

For emergency repairs please report your maintenance issue in the usual way on the website. If the issue is deemed an emergency, you will be prompted with an out-of-hours emergency number to call. This number is only intended for any situations where there is a danger to the immediate welfare or safety of our tenants or where it is likely to cause damage to the property.



RENT PAYMENTS

Please ensure that your rent is paid on time. **Payments are due on the 22nd of each month** (unless otherwise previously agreed). The rent payment is paid in advance and covers the month following your payment. For example, if you pay your rent on the 22nd of June, this covers the period from the 1st of July to the 31st of July. For quarterly payments, this would cover July, August and September.

Rent is usually paid by standing order; this is a payment instruction from your bank to ours to pay a set amount on a specific date. This is something you will need to check with your bank to ensure that the payment has been made to us. Unfortunately, we cannot do this for you.

If you are aware that your bank has not made a payment to us then you need to check with the bank and find out why. You will need to contact our accounts team to arrange payment by an alternative method, which can be done over the phone via debit or credit card.

If you wish to defer the payment of your rent, you must contact the accounts department via email at accounts@sugarhouseproperties.co.uk. Once we have confirmed the agreement with you via email, you will then need to contact your bank and make necessary amendments to any standing order payments. Unfortunately, we are not able to accept deferral requests of rent over the phone.

In most cases, we are able to work with you and may be able to defer rent payment dates to coincide with when you get your student loan. You must, however, ensure that this is agreed upon by us prior to your rent due date. Please note that we are not able to defer your first rent payment.

The tenancy agreement obliges us to notify the other tenants on the tenancy if there are arrears on the account. If you don't pay your rent and we cannot reach a suitable payment plan, we may have to approach your housemates for payment towards your arrears.



SETTING UP UTILITIES

BILLS INCLUDED

Most of our properties come with a bills inclusive package that includes gas, electric, water, broadband, insurance, tv license, gardening, and window cleaning.

Where bills are included in your rent, please note the following

Green Gas & Electricity



We're committed to making Sugarhouse as environmentally responsible as we can do, with a portion of our energy comes from renewable sources. Please help us, where possible, to not waste energy.

Water



We don't have much choice with this one, so it's good old Yorkshire Water for us! In any case, we handle all readings, billings, and help resolve any issues.

Broadband



High speed and unlimited broadband is normally set up and installed through Virgin Media in your house.

TV License

Your property is covered under our group license policy. Should you ever need these details, just get in touch.



Insurance



If you are signed up for one of our bill-inclusive packages, we have arranged contents insurance for you with Endsleigh, the No.1 student insurance provider. It is important for you to check this cover, so please **follow the steps below** to ensure you fully understand the protection provided.

- Visit [Endsleigh.co.uk/reviewcover](https://www.endsleigh.co.uk/reviewcover).
- Enter your policy number (**HH1469**) to check your policy details.
- Visit the review cover link to check what is covered.
- Check key exclusions and limitations.
- Check your policy excess.
- Check how to make a claim, and extend and personalise your cover.

It is important to find out exactly what you are covered for as you may find that the contents cover is not sufficient and you **may need to extend** it to protect all of your possessions both inside and outside of your room. Please note that you are not covered if there is no forced entry to the property so please ensure that doors and windows are always locked and any security devices, such as burglar alarms are always set up.

NOTE: While your package is all-bills inclusive, your gas and electric supply are subject to a fair usage policy (as per your tenancy agreement) to prevent excessive usage and, if overused, charges may apply. Please be as eco-conscious as possible and avoid being wasteful.

BILLS NOT INCLUDED

Where the bills aren't included:

Make sure you register with the appropriate utility companies and arrange to take meter readings as soon as you move into the property.

You can look for your utility provider by following the links below:

1. **Gas** (MPAS): 08706081524 / www.ukpower.co.uk/mpas/
2. **Electricity** (Northern Power Grid): 0800375675 / www.northernpowergrid.com
3. **Water** (Yorkshire Waters): 0345 1 24 24 24 / www.yorkshirewater.com
4. **Contents insurance**: Your landlord will have their own buildings insurance to cover the house itself but if you are not on one of our bills packages, this will not cover your own possessions. We would recommend that tenants take out their own contents insurance cover.

COUNCIL TAX

All students will need to apply to **Leeds City Council** to receive a council tax exemption certificate. This is confirmation from the council that, as a student, you are exempt from paying council tax. You can do this by visiting www.leeds.gov.uk/council-tax/discount-and-exemption/students.

Non-student tenants are liable to pay council tax on their rental property. You will have to register with the council online at www.leeds.gov.uk or you can phone **0113 2224404** to arrange your account.



LOOKING AFTER YOUR PROPERTY

Before you report a repair to us, look through your **Tenant Welcome Pack** and our **YouTube channel** to see if the issue is something that you can resolve yourself.

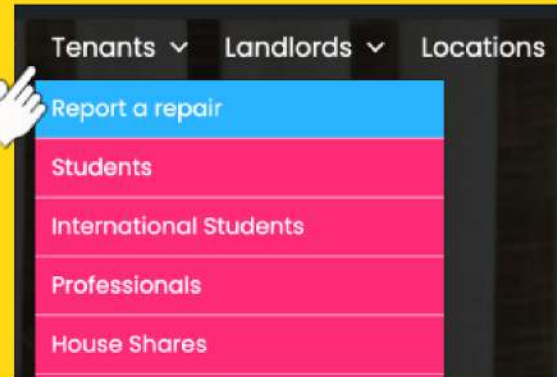
If you can't, then report the problem on the **"Report A Repair"** section of our website.



Head to our **YouTube** channel for maintenance tips and self-help videos



@SugarhousePropertiesLeeds



Below are some helpful pointers on some problems you may experience in your new home.

1. Central Heating & Hot Water



1. Read the **instruction sticker** on the front of your boiler for helpful info. Heating & shower issues are often caused by low pressure on the boiler or radiators that need bleeding.



Boiler Location:

2. Water Leaks



Step 1: To turn off the water supply to the property, locate the **stop tap** and turn it off.

Step 2: Try to capture as much water as possible in buckets etc. to avoid further damage to the building.

Step 3: Report the leak on our website.

Stop Tap Location:

3. Blocked Drains

Cause: Food (rice, pasta & fat) or hair are the main culprits for blocking sinks and pipes, leaves or debris blocking external drains.



How to prevent: Empty your drain traps frequently and clear any dirt or particles when using.

Products: Drain unblocker liquid.

4. Blocked Toilet



Cause: Putting non-flushable objects down the toilet.

How to fix: Use a plunger to create suction to remove clogs.

Note: If your toilet is a saniflo system, you need to be especially careful not to put anything other than toilet paper down the toilet (see no. 6).

5. Washing Machine/ Dishwasher



Don't overload your washing machine as this will cause the cycle to delay and potentially break the machine.

Make sure to regularly empty the filters on your machine.



6. Sanflo Toilet Units



These units macerate toilet waste and push it outside the drain. Putting excessive toilet tissue or any wet wipes, make-up wipes or sanitary products will cause it to block (which isn't very pleasant and could be tenant chargeable).



7. Electrical Problems

If you have a power cut or tripped circuit: Check the fuse box to see if all the switches are in the **UP** position. If you notice any of the switches pointing **DOWN**, switch them back **UP**.

If the switch trips down again, unplug or switch off the last appliance you used, then return to the fuse box to push the switch back **UP**.



Fuse box location:

8. Smoke Alarm Batteries

Smoke detectors may need their **batteries replaced periodically**. Beeping noises are an indication that the battery is running low and should be replaced. Battery replacement is usually easy and something you can do yourselves.

If you're unable to access/reach the alarm for any reason then just let us know and we'll do this for you.



9. Power Cuts



If there's a power outage in your area you will usually hear various burglar alarms going off. Visit www.northernpowergrid.com to see live updates on any power outages in your area (or check with your neighbours).

10. Fridge/Freezers



You need to regularly deep clean and defrost your fridge freezer to avoid the build of ice and dirt.

You can use the **thermostat button** inside the fridge to adjust how cold the fridge gets.

Optimum fridge temperatures should be between **2-3 Degrees** to avoid ice build-up.

11. Rubbish

Keep on top of rubbish removal to avoid any unwanted pests.

Black bins = General waste
Green bins = Recycling



Bring in your bins after collection day to avoid a fine from the council (& to keep your neighbours happy).
You can check when your bin day is on Leeds.gov.uk

12. Small Appliances

If these are not listed on the inventory, they are not supplied with the property. As these appliances may have been left behind by older tenants, they are **not subject to repair or replacement by the landlord.**



Your inventory will tell you what comes with the property.

13. Electric Storage Heaters

If you have one of these, drying clothes on an electric storage heater can be dangerous. Leaving them on and unattended for an extended period of time can pose a serious fire risk.



14. Light Bulbs

All light bulbs should be working at the beginning of tenancy. If they go out during your tenancy, then it's your responsibility to change them.



If you have the bulb but you're struggling to reach the height to attach it, just let us know and we'll do it for you.

15. Cleaning

Please keep the property **clean and tidy**; we'd advise setting up a cleaning rota with your housemates to avoid any arguments. **Periodic inspections and viewings** are carried out through the year and we ask that the property is clean and well presented for these.

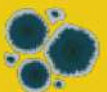


16. Condensation/Mould Build Up

Mould in the house is normally a result of **condensation** which occurs when the property is not properly **ventilated**.

To clean away small patches of mould, you can use diluted household bleach or a mild washing up liquid.

You should ensure your property is heated and well-ventilated to help remedy this.



17. Pests/Vermin

An unhygienic and dirty environment is the main reason for pests and vermin to attack your home. Amongst all pests, rodents are the most common. To prevent pest infestations, please keep your house clean and your bins empty.



18. Gardening

Routine gardening usually takes place between April and October. The frequency of visits will depend on the type of garden.



You are responsible for keeping it tidy and debris free.

FAQs



- **What Do I Do If I Lose My Keys?**

Please report this immediately and we can organise a replacement for you. There will be a charge which is dependent on the cost of the key and delivery.

- **Can We Have Locks On Our Bedroom Doors?**

Due to important fire and safety regulations, you should never fit locks yourselves to any of the doors in the property.

- **Can We Repaint Our Own Bedrooms?**

You would need to obtain specific permission from your landlord (via Sugarhouse) if you wished to do this.

- **Can I Move In Early?**

If your property is vacated early by the previous tenants, and we have had the property cleaned and checked, then we will contact you to inform you that early key collection may be possible. Please do not call the office to enquire if the property is ready; if it is we will call you ourselves. We would always recommend that you plan to move in at your agreed time as more often than not, it is not possible to turn the properties around any earlier than this.

- **My Circumstances Have Changed; Am I Able To Cancel My Tenancy Agreement?**

We know that circumstances can change, and we will always try and help you find someone to take over your place on a tenancy. It is however your responsibility to re-assign your place on the tenancy and to continue to pay your rent until a new tenant has successfully completed their application process. You can get further details on what you need to do by emailing us at info@sugarhouseproperties.co.uk

- **Can I Move Out Later Than 11 am When It's My Turn To Move Out?**

Unfortunately, due to the large number of tenants that are moving in and out of properties over this period, we are unable to allow late key returns and all keys should be returned to our office by 11am on the day of your check out.