

# start of tenancy factsheet

lawsonthompson  
student lettings

STUDENT LET

01334 845 145

lawsonthompson.co.uk



/lawsonthompsonlettings



6

# what you need to bring

All Lawson & Thompson properties are provided fully furnished. This includes furniture (including bed, wardrobe, desk, lamps, bins etc) along with 'essential' items including a vacuum cleaner, iron, ironing board, mop, dustpan and brush etc. **You will need to provide your own duvet, pillows, bed linen and towels.**

A basic **kitchen inventory** is provided to get you started, consisting of the items below:

**Surface appliances:** microwave, kettle and toaster.

**Cutlery:** knives, forks, dessert spoons, teaspoons (2 per tenant).

**Crockery:** mugs, dinner plates, side plates, cereal bowls (2 per tenant).

**Utensils:** cork screw / bottle opener, scissors, tin opener.

**Sundries:** washing up basin, place mats, chopping board, bin.

The following items are **NOT** provided and need to be supplied by you:

**Tableware & cooking equipment:** frying pan, small and large saucepans, baking tray, wok, microwaveable bowl, mixing bowl, measuring jug, oven gloves, glasses (wine glasses, pint glasses, tumblers), salt and pepper shakers.

**Kitchen utensils:** chopping knives, wooden spoon, cheese grater, vegetable peeler, masher, colander, sieve, spatula / fish slice, scales.

**Personal items:** duvet, pillows, bed linen and towels.

# collecting keys

We shall hand over **ALL SETS** of keys to the first tenant to arrive. Thereafter it will be up to you to liaise amongst yourselves regarding arranging entry to the property.

Keys can be collected from our office between 9am - 5pm Monday to Friday. If you are arriving out with these hours, please contact us in advance and we shall do our best to accommodate you. Our office address is The Malt Barn, 205b South Street, St Andrews, KY16 9EF.

We need to have received full and cleared payment of the deposit and first payment of rent before handing over any keys.

# inventory report

The property will have been thoroughly checked and cleaned prior to your arrival, and the condition of the property at the start of the tenancy will be detailed in the **inventory report**. This report also details the items within the property and which room they are in.

This report will be emailed to you before the first day of tenancy. It is the responsibility of the lead tenant to check the contents are an accurate representation of the property. If you disagree with anything stated in the inventory, you are required to inform us via the inventory report online system **within 7 days of the start of tenancy**. If you do not do this, we shall accept the inventory as being correct.

# broadband, phone and television

You will need to set up a home telephone and broadband service as this is not provided in your rent (note: you usually require a telephone line to receive broadband). This can be arranged by you in advance so it is ready when you arrive at the property. BT is the largest provider in the UK and the company the majority of tenants appoint, though it is up to you who you go with. Ensure you opt for a contract with a minimum term of **no more than 12 months** to minimise termination fees for ending the contract early.



We recommend the following steps to set up your phone and broadband:

1. Visit the BT website at [www.bt.com](http://www.bt.com) and select which phone / internet service you want. Have the property address ready to know what packages are available in your area.
2. When you have selected a package, call BT on +44 (0)179 359 6931 and speak to someone about the set up / installation.
3. They will tell you if the property has an existing BT line installed or if one needs to be installed.  
***If there is already a BT line installed:*** BT will be able to post the equipment to you so it is ready for you to set up when you arrive at the property.  
***If there is no BT line installed:*** an engineer will need to visit the property following your move in.

Please note, providers often require a UK bank account in order to process the setup. If you are a foreign student coming from abroad with no UK account, you may have to wait to set up broadband until you arrive.

## gas and electricity

You will inherit the electric and gas supply from the existing supplier at the start of the lease. We shall provide the supplier with the meter readings we will have taken on the first day of your lease, and these will be used to open your account. Within 2 weeks, the energy provider will write to you with your welcome letter explaining what you must do to complete the setting up of your account.

If more than 2 weeks pass without any sign of the letter, please call the supplier. Have the following information to hand:

- **Property address;**
- **Lease start date** (note: this is the start date listed on your tenancy agreement, NOT the date you actually moved in to the property);
- **Meter readings from the day your lease started** - this will be provided by us on your inventory document.
- **Your bank details for payment.**

Where there are multiple tenants living at a property, one tenant usually takes responsibility for the payment of the bills and in turns requests the appropriated divided funds from the remaining tenants. Some students decide to open a bank account (in all the tenant names) for payment of the shared household bills. We recommend signing up for e-billing and pay by direct debit.

Contact details of the main providers in the UK are:

**Scottish Power** – 0845 515 6434

**Eon** – 0345 303 3020

**SSE / Scottish Hydro** – 0800 107 9639

**British Gas / Scottish Gas** – 0800 048 0202

**nPower** – 0800 316 8558

**DON'T KNOW WHO YOUR SUPPLIER IS?** Check your inventory for details of who currently supplies the gas/electricity to your property. If you are unsure, call 0330 101 0300 (electricity) or 0870 608 1524 (gas).

**WANT TO CHANGE SUPPLIER?** You are free to change supplier after the lease has started. We ask that you let us know which company you are switching to.

**ACTUAL METER READINGS:** It is important you take actual meter readings of both the electricity and gas meters on a regular basis (we recommend monthly) and forward these to your utility provider to ensure you are receiving accurate bills during the tenancy period. Fail to do this and the utility provider will estimate your readings, giving rise to the possibility of receiving a large bill at the end of the tenancy when the actual closing meter readings are provided, should they be higher than the estimated readings. The location of the meters can be found on your noticeboard.

**ASSISTANCE WITH CENTRAL HEATING / HOT WATER CONTROLS AND TIPS ON SAVING ENERGY:**

If you are having difficulty operating the central heating and/or hot water controls, check the product manual (there will either be a paper version in the property or it will be available online by searching the make and model of the control unit and/or boiler). There is ample information online for tips on saving energy and lowering your bills, including a factsheet on our website. If you continue to have difficulty operating the

central heating / hot water, or would like any further advice, please do not hesitate to contact us. We are happy to visit the property in person to provide instruction if required.

## council tax

You need to register with Fife Council for Council Tax. If the property is inhabited entirely by students in full-time education, they will award you a full exemption (including water and sewage provision).

Register by calling Fife Council (council tax) on **03451 55 11 55**, or by visiting the Council Tax office next to the Students Union on St. Marys Place. You can also email them at [benctax@fife.gov.uk](mailto:benctax@fife.gov.uk)

## television licence

If you watch or record television programmes as they are being shown on TV (watching either on a television, a computer, or any other device), you need to purchase a TV licence. One licence covers the whole property. Visit [www.tvlicencing.co.uk](http://www.tvlicencing.co.uk) for more information and to purchase a licence.

IMPORTANT NOTE: if your property was supplied with a TV, your landlord may already hold a TV licence covering all tenants at the property. Please confirm this with the agent before hand.

## contents insurance

The landlord holds an insurance policy which covers the building against fire, flood and storm. However the policy does not extend to tenants personal belongings. We recommend all tenants take out separate insurance to cover their personal belongings whilst in the property as the landlord or agent will NOT be liable for any damage to these items caused through things like theft, fire, flood or storm.

## waste and recycling

Take time to familiarise yourself with the rules on waste and recycling collection – **THIS IS VERY IMPORTANT**. You are responsible for ensuring your bins are placed on the roadside and retrieved from the roadside at the appropriate times. Failure to do this can result in a fine being imposed by the council and/or additional charges should we need to appoint a contractor to removed any overflowing rubbish on your behalf.

Many homes in St. Andrews have FOUR bins (though this may vary depending on property location):

1. **Black Bin:** paper and cardboard (emptied every four weeks).
2. **Green Bin:** cans and plastics (emptied every four weeks).
3. **Brown Bin:** food and garden waste (emptied every two weeks).
4. **Blue Bin:** landfill waste (emptied every two weeks).

If your property does not have space for wheelie bins, Fife Council provide 40 sacs (2 per week x 20 weeks) and these are collected once per week.

Ensure all waste is securely bagged and the **wheelie bin lid closes completely**, otherwise the council will refuse to empty it. Place the bin on the kerbside (not on the steps) by 07:30 on the relevant collection day. Ensure you return the bin to it's storage area later that day (otherwise the council may remove it and charge you for doing so).

**To find out which day your rubbish is collected:** check the calendar on your property noticeboard OR visit [www.fifedirect.org.uk/wasteaware](http://www.fifedirect.org.uk/wasteaware) NOTE: Fife council will send you a free bin collection calendar on request.

**If you have any items too large for the bins,** either take them to the free recycling centre (behind Morrisons supermarket) or call the council to arrange a special uplift (cost £25 for up to 8 items) on 08451

## tenancy deposits

Scottish Law requires that security deposit is held by an independent third party – in our case this is Safe Deposits Scotland ([www.safedepositsscotland.com](http://www.safedepositsscotland.com)). Upon paying your deposit to Lawson & Thompson, we transfer these funds to Safe Deposits Scotland within 30 days of the tenancy start date. We are required to provide Safe Deposit Scotland with your personal details so they can contact you directly to confirm safe receipt of the deposit along with information on how it is to be repaid at the end of the tenancy.

Where a tenancy involves more than one tenant, we are required to nominate one of the tenants as the **lead tenant** to act on behalf of all joint tenants when communicating with Safe Deposit Scotland. The lead tenant will be the first person named in the lease.

For information on what happens at the end of the lease with regards to the deposit, please refer to the separate '**end of tenancy factsheet**' (available to download on the Tenants page of our website).

## weekly safety checks

If you live in an HMO property (i.e. a property containing three or more unrelated people), you are required to conduct a weekly test of the smoke alarms, carbon dioxide alarms and heat detectors plus a visual check of the fire fighting equipment. **The log sheets on your main noticeboard require to be signed each time this is done.**

We will give you training on how to do this when you move in, including details of what to do in the event of a fire. This training will be repeated every six months. We will conduct our own safety checks (including tests to the emergency lighting) during our monthly visits. More information can be found in our **fire safety and carbon monoxide poisoning** fact sheet.

## do's and don'ts

### DO NOT:

- stick posters or hang pictures to the wall (blu-tack, white-tack sellotape, pins etc are BANNED as these damage the wall);
- use door stops (do: keep fire doors closed at all times);
- use candles or fairy lights (do: use LED alternatives);
- move furniture (do: ask us to arrange this for you);
- fail to report damage or maintenance (do: report this to us immediately);
- place hot pans directly onto kitchen worktop (do: use heat mats);
- overfill your external bin (do: ensure the lid closes fully);
- store rubbish in your property (do: place bags in external bin);
- forget to place your bin on the street at the appropriate time;
- allow water to sit around bath and shower seals (do: wipe away any standing water);
- leave any obstacles or combustibles in common areas (including stairwell).

## cleanliness

We expect the property to be kept to a high standard of cleanliness and tidiness throughout the term of the lease. We inspect properties on a **monthly basis** to monitor this. Whilst we allow a reasonable amount of tolerance, we do expect certain baseline standards to be adhered to. For instance:

- dishes in the kitchen are to be washed and put away after use (for the courtesy of the other tenants);
- household rubbish bagged and removed from the property;
- clothes removed from floors (a cause of damp / moth infestations);
- flooring vacuumed regularly;

- work surfaces wiped;
- any blackness / mould removed using a mould-inhibiting spray (particularly in bathrooms).

Lawson & Thompson are always on hand to assist you and offer advice, so please do not hesitate to call us with any queries or questions... we have seen it ALL before!

## maintenance

It is your responsibility to report any maintenance issues as and when they occur. We aim to attend to all issues within 24-48 hours (depending on how urgent the issue is).

IMPORTANT NOTE: we endeavor to provide tenants with at least 24-hours notice of a contractor arriving at a property to undertake maintenance or safety-related work, however due to the unpredictable nature of contractor schedules in St. Andrews this is not always possible.

## agent inspections

We carry out inspections on all our properties on the **last Thursday and Friday of every month** between the hours of 9am to 6pm (we are unable to specify what time we will visit the property due to the unpredictable nature of these inspections).

These inspections are for us to conduct safety checks, inspect for maintenance issues and ensure any problems relating to the tenancy are addressed.

If you have any maintenance issues you would like to bring to our attention, please leave a note clearly visible on the kitchen worktop, or email us in advance.

**Address:** Lawson & Thompson Ltd, The Malt Barn, 205b South Street, St Andrews, KY16 9EF

**Tel:** 01334 845 145 | **Email:** [info@lawsonthompson.co.uk](mailto:info@lawsonthompson.co.uk) | **Web:** [www.lawsonthompson.co.uk](http://www.lawsonthompson.co.uk)

**Facebook:** [facebook.com/lawsonthompsonlettings](https://facebook.com/lawsonthompsonlettings) | **Twitter:** [twitter.com/lawsonthompson\\_](https://twitter.com/lawsonthompson_)