



Tenant's Hand Book

Welcome to The McGranaghan Group



Are You Home Yet?

Handbook

Introduction

This handbook is designed to help you answer certain questions you may have about your private tenancy and give some general advice...

What The Handbook Contains...

Summary Of Lease Agreement

How To Report A Repair

Rent Book

Ending Your Tenancy

Costs & Deductions From Deposit

Following Tenancy Guidelines
Is The Sign To A Happy Tenancy..

General Summary Of Lease Terms

In conjunction with the tenancy application form and your lease agreement, the tenant has entered into a lease agreement, which is situated in the private sector. Please note this is only some of the key points contained in your lease agreement of which a full copy has been provided to you, in your Tenancy Starter Pack.

To pay the rent in full on the day agreed. If the aforementioned does not occur on the agreed due rent payable date, a late payment and administration charge will apply and termination of notice could be served.

To pay an administration charge if the monthly rent due is received in two parts i.e part payment from the Housing Executive and a top-up payment.

The tenant acknowledges this is a rental in the private sector and the tenant/s agrees they have an obligation to pay the rent in full by direct debit / standing order to the agent's bank account. If this does not occur and the tenant makes a payment via a McGranaghan Estate Agency Office (MEA) an administration charge will apply.

To take good care of the premises, fixtures and fittings.

Not to assign, sublet or part with possession of the premises or any part thereof or any item or make any alteration to the structure within the prior consent in writing of the Landlord and not to carry on any profession, trade or business in the premises nor to let the property or receive paying guests therein nor to place or exhibit any notice whatsoever on any portion thereof nor to use the premises or any part for a purpose other than residential purpose for one family only and will not use or permit the premises to be used for any illegal or immoral or improper purpose nor have any boarder, lodger or person of unsound mind lodge therein or resort thereto and not to hold, or allow to be held any auction of furniture or goods therein.

To permit the landlord or the landlord's agent to enter the property for inspection when given 24 Hours notice to do so.

NB: In event of a complaint from neighbours or another party, entry for inspection is to be permitted to the landlord upon immediate request.

To pay a non-attendance fee if you do not show for an arranged property inspection / maintenance appointment.

Lease Terms & Conditions (cont):

To pay all charges for gas and electric currently consumed on the premises or supplied to them; such charges being when necessary subsequently apportioned in respect of the telephone during the tenancy, any rent for a period partly during and partly after the tenancy, being when necessary subsequently apportioned. (b) Battery Operated Smoke Alarms. It is the tenant's responsibility to check their operation and replace the batteries when necessary

To allow notices "To Let" or "For Sale" to be put up in front windows or such other conspicuous parts of the premises as the Landlord may elect during the time the Notice to Quit is running and the Tenant shall grant free admittance for the purpose of inspection to any person or persons desirous of renting or buying the premises on any week day between the hours of 10 o'clock am and 5 o'clock pm and should the tenant not allow such notices to be put on the premises or not grant permission to inspect them then the Notice to Quit shall, at the discretion of the Landlord be null and void.

To maintain the gardens, pathways and paved areas in a satisfactory and trim condition.

Not to keep on the premises any animals or birds.

To admit the right of the Landlord's Agent to sign on behalf of the Landlord(s) Notices to Quit or other documents connected with the Agreement.

Not to do or suffer to be done on the premises, any act or thing which may be or grow to be a nuisance or annoyance (whether amounting to a nuisance or not) to the neighbourhood or to the Landlord, or do or suffer to be done in or upon the premises anything which is dangerous or may injure or tend to injure the character of the building, or to diminish the quietude, amenity, privacy or value of the building as a private dwelling.

Not to store any hazardous or flammable liquid or substances on the premises, nor do or permit any act which would adversely affect or invalidate the Landlord's insurance in respect of the premises.

Not to dry clothes in a non ventilated room or dry washing on radiators as this will create condensation and result in black mould growing.

To open windows on a regular basis to allow ventilation

To pay all costs occurred relating to any of the above breeches

To inform the landlord or his/her agent of any occurring problems such as broken smoke / Co 2 detectors

Not to put anything in the lavatories, sinks or electrical appliances such as washing machines or dryers that may cause obstruction or breakage. Tenant(s) will be responsible for cost of repair.

The tenant(s) shall be responsible for the keys/garage/gate fobs to the premises.

Lost or broken keys can be provided by the Landlord on request. The tenant shall bear the cost.

The tenant shall not change the locks on doors or make duplicate keys. The Tenant must pay for the cost of replacement keys. In the event that a locksmith is required to attend the premises, the tenant shall bear the cost of such attendance.

White goods are only in the property as a goodwill gesture. In the event of repair the tenant will be responsible for repair costs.

In the event of a heating system running out of gas/oil, the tenant will be responsible for the maintenance charges of repair.

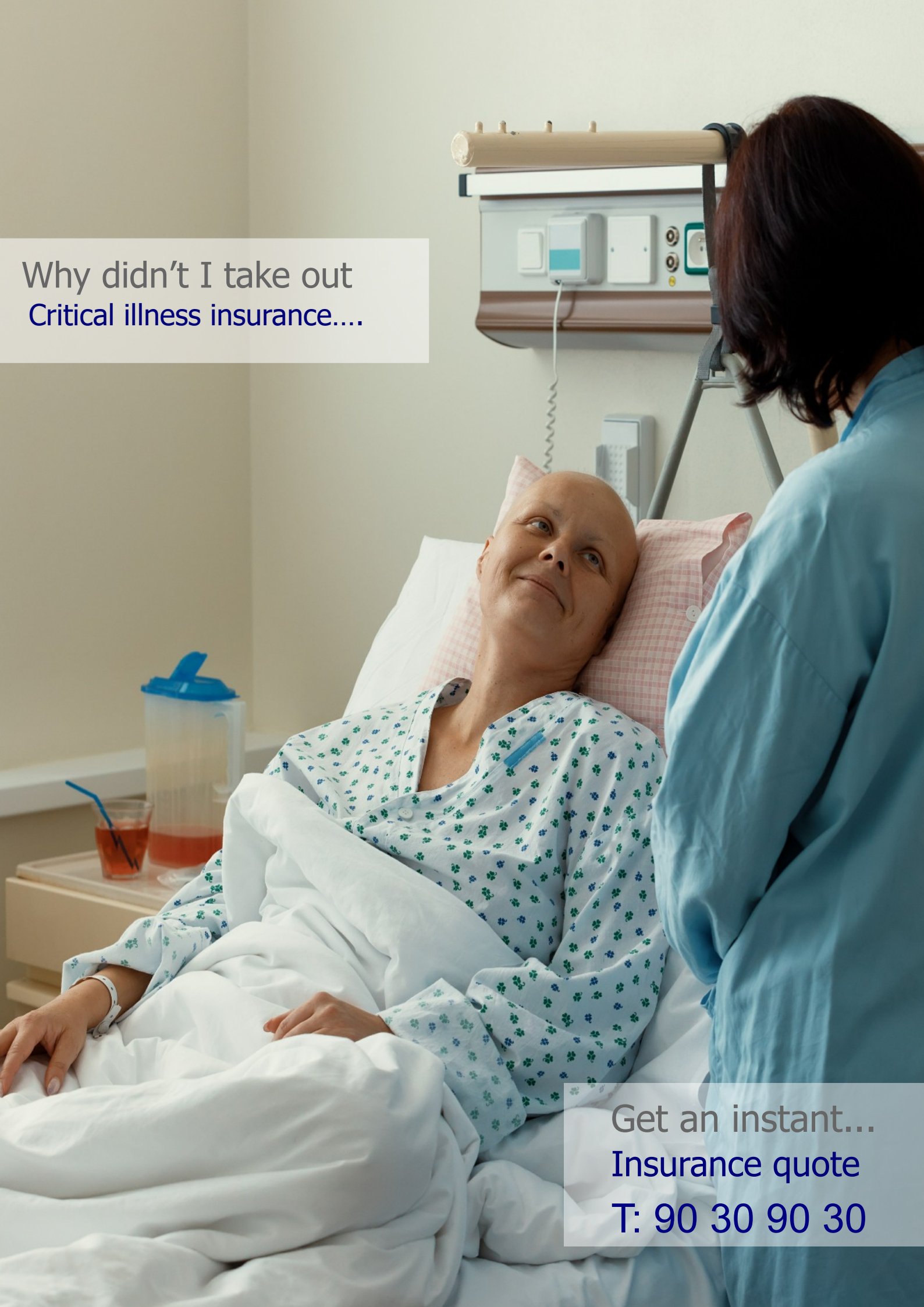
The tenants acknowledges instructions will only be taken from them and not a third party regarding rent payments or reporting repairs.

The tenant shall not permit rubbish to accumulate other than in the wheelie bin provided and shall not allow the wheelie bin to obstruct entrance to or egress from the premises. In the event that the wheelie bin needs to be replaced, for whatever reason, the tenant shall reimburse to the landlord the cost of such replacement.

The tenant cannot use the roof area / attic, known as a space directly below the pitch roof, as a bedroom/living accommodation area. They acknowledge this area is only to be used as a storage room only and note they must receive written approval from the agent/landlord before use of the aforesaid.

The tenant (s) shall ensure that wheelie bins are kept in a designated secure location and are returned to that location when empty. They are not the Landlords responsibility and if stolen or lost will be paid by tenants for cost of replacement. Landlord will not be responsible for any fines if a bin has been supplied at the commencement of the lease.

A full copy of your lease agreement is already supplied in your tenancy welcome pack

A photograph of a woman lying in a hospital bed, looking up at a doctor who is standing by her side. The woman is wearing a hospital gown with a green floral pattern and has a medical ID band on her wrist. The doctor is wearing a light blue lab coat. In the background, there is a medical monitor and a bedside table with a pitcher and a glass of orange juice.

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Report A Repair

Repairs are categorized into 3 areas

Each have a response time to the job.

- 1 Emergency – 48 hours**
- 2 Non- Urgent – 10 working days**
- 3 Routine – 20 working days**

Emergency repairs are those which affect your immediate health and safety, or will severely damage the dwelling if they are not dealt with promptly. McGranaghan Estate Agents.com contractor's will try and respond to emergency repairs within a maximum of 48 hours.

Information:

Depending on the repair type, our Property Management Department may have to carry out an inspection before the repair is undertaken.

Once a maintenance issue is reported, McGranaghan Estate Agents.com will contact the landlord for permission to carry out the repair. Please note the landlord may choose to deal with the aforesaid.

Should the contractor fail to carry out the repair within the prescribed period, the tenant should contact our property management department in writing to maintenance@mcgranaghanestateagents.com.

Please note the majority of suppliers will be closed at weekends and during holiday periods, such as Easter & Christmas. It will be extremely difficult to source parts for repair during this period.

How To Report An Issue:

Report the maintenance issue in writing to maintenance@mcgranaghanestateagents.com

Before reporting a repair, please refer to Tenants Responsibilities.

When reporting your repair in writing please provide the following information:

Your name, address and a telephone number.

Description and location of repairs. Please give as much detail as you can.

Access details to your home must be mornings or afternoons to allow contractors a reasonable and practical time frame to do the work.

Some repairs may require a visit by our Property Management Department. If this is necessary, an appointment will be made within 10 working days of your initial correspondence.

If our contractor calls to the property during the period you have **CONFIRMED** for access but finds no given entry, a non-attendance charge will apply.

Examples

Example of repairs categorised as emergencies are:

Complete breakdown of heating system (no heat)

Major structural damage

Complete breakdown of electrical services (no lights and no power)

Leaks from plumbing that cannot be contained, e.g. a burst water storage tank

Smoke detectors not working

Examples of repairs categorised as routine are:

Internal or external doors to be adjusted

Repairs to gutters and down pipes

Repairs to kitchen units

If any other problems arise please contact your provider directly;

Ni Water: 03457 440088

Phoenix Gas: 08454 555555

Power Ni: 03457 455455

Airtricity: 0843 5060344

If you smell gas, please contact the NI Gas Emergency Service Immediately:

T: 24hr NI Gas Emergency: 0800 002001

Email

maintenance@mcgranaghanestateagents.com

Name:

Address:

Tel No:

Full Details:

Rent Book

The Rent Book Regulations (NI) 2007

DATE DUE	AMOUNT DUE	DATE PAID	AMOUNT PAID	BALANCE	RECEIVED BY

As stated in the terms & conditions of your lease agreement, rent will be paid by direct debit. Any rent payments received at branch level will be subject to a £25.00 administration charge. Duration of lease will be 6 months unless stated in your lease agreement. Length of notice to quit is 28 days in writing before the termination date of the fix tenancy. Your rent book must be kept up to date.

Details

Tenant(s) Name:

Property Address:

Rent Due:

Rent Due Date:

Lease End Date:



A photograph showing two individuals in grey hoodies and black gloves, likely burglars, exchanging a white laptop through an open window. The window is set into a brick wall. The person on the left is inside the room, and the person on the right is outside. The scene is dimly lit, suggesting it might be nighttime or in a poorly lit area.

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Ending Your Tenancy

When you wish to end the tenancy, the correct procedures must be followed.

A 28 day notice to quit is required.

This must be submitted in writing, 28 days before your lease agreement expires.

Remember, you have entered into a signed lease agreement and unless permission is granted by the landlord you must serve the full term of your lease agreement.

Example

C/o McGranaghan Estate Agents.com
260 Ormeau Road
Belfast
BT7 2GB
1st February 2018

Dear Sirs,

I, Mrs Julie McFerron, tenant of 123 Rush Street. BT34 9BW, hereby submit 28 days notice to quit. The lease agreement is due to end on Tuesday 28th February 2018.

Yours faithfully,

Julie McFerron



Leaving the Property

- Vacate & return all keys to our office (MEA) before 12 noon
- Re-direct all post to your new address
- Cancel your direct debit / standing order rental payments
- Leave the property as you found it. Otherwise you will be charged for cleaning or the removal of any goods left behind
- Cancel any wifi, telephone etc
- Do not leave any external rubbish or goods, as a removal / clean up charge will apply

Tenant/s TDS Acknowledgment / Declaration:

The tenant/s acknowledges any monies paid to McGranaghan Estate Agents .com (MEA.) in relation to their deposit, which has been transferred to TDS (NI) under The Tenancy Deposit Scheme (NI) 2012, who will be solely responsible for any monies due at the end of their tenancy term. The Tenant also acknowledges it is their responsibility to cancel any rental payments transacted by standing order/ direct debit to MEA and failure to do so will result in an administration charge for the aforesaid return.

At the end of the tenancy the deposit will be allocated between the tenant and landlord in accordance with the procedures set down in the tenancy agreement. The tenancy agreement sets out the circumstances under which the landlord may retain some or all of the deposit. These are to be found in the sections of the tenancy agreement:



NI:

In the custodial scheme, the landlord will apply to the scheme to seek the repayment of the deposit. If the tenant agrees, the Scheme will repay the deposit in accordance with that agreement. If the parties disagree, then the matter may be referred to the dispute resolution mechanism and an adjudicator will decide how the deposit should be repaid. In the custodial scheme, if the tenant is not in contract at the end of the tenancy, the landlord can apply to the scheme setting out what deductions should be made from the deposit. In the event that the tenant is not in contract at the end of the tenancy, the landlord should apply to TDS Northern Ireland to return the deposit. If the tenant does not respond within 30 working days of receiving the landlord's proposal, the deposit will be paid out in accordance with the landlord's proposal within a further 5 working days



Charges


Charges will apply if the property is not returned in the condition it was first obtained.

These charges will be deducted from your deposit and if the amount exceeds the deposit held then you and your guarantors will be liable for full costs due.

General Charges

Tenancy Application Form	Free Of Charge	Average size room carpet clean	£35.00
Non Attendance Of Inspection	£25.00	Large size room carpet clean	£70.00
Late Payment Of Rent	£25.00	Landing & Hall Clean	£130.00
Administration Forms & failure to set up standing orders	£25.00	To remove black bags	£10.00 per bag
Light Clean	£65.00	Out of hours call out to bleed boilers, no credit in gas, etc	£90.00
Deep Clean	£130.00	Call out during office hours to bleed boilers, no credit in gas, etc	£45.00
Oven Clean	£55.00	Medium Size Skip	£150.00
Fridge Clean	£25.00	Builders Skip	£190.00
Hob Clean	£25.00	Labour	£35.00 per hour
Windows Cleaned	£20.00	Replacement Keys	£20.00
Any overpayment due to failure to cancel standing orders at end of tenancy	£25.00	Voluntary surrender of lease the tenant shall pay the estate agents letting fee	£395.00

All charges are subject to V.A.T

A modern living and dining room with a flooded floor. The room features a light-colored sofa, a wooden dining table with white chairs, and three large pendant lights. The floor is covered in water, with some furniture and cushions partially submerged. A text overlay in the top left corner reads "Why didn't I take out Tenancy insurance....". A text overlay in the bottom right corner reads "Get an instant... Insurance quote T: 90 30 90 30".

Why didn't I take out
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The McGranaghan Group

West Belfast Office 1	South Belfast Office	West Belfast Office 2	North Belfast Office	Mortgage Head Office
151 Andersonstown Road Belfast BT11 9BW T: 90 30 90 30	260 Ormeau Road Belfast BT7 2GB T: 90 30 90 30	239 Falls Road Belfast BT12 6FB T: 90 30 90 30	293 Antrim Road Belfast BT15 2HF T: 90 30 90 30	260 Ormeau Road Belfast BT7 2GB T: 90 30 90 30

We property manage & rent houses...It's What We Do Best!!