

Ascend

BUILT ON HIGHER STANDARDS

Tenant Handbook

Everything you need to know



ascendproperties.com

0161 637 8336

Useful contacts

IN AN EMERGENCY DIAL 999

Ascend Property Management Centre		0161 669 4982
Spark Energy	support@sparkenergy.co.uk	0345 034 7474
United Utilities	www.unitedutilities.com	0345 672 2999
Sky	www.sky.com	0800 151 2747
British Gas Emergency	www.britishgas.co.uk	0800 111 999
TV License	www.tvlicensing.co.uk	0300 790 6130
BT	www.home.bt.com	0800 800 150
Police Non-Emergency	www.police.uk/contact/101	101
NHS Direct	www.nhs.uk/111	111

EMERGENCY OUT OF HOURS – STRICTLY EMERGENCIES ONLY – 07702 166 966

Please note: Tenants will be responsible for any costs as a result of wrongfully requesting a maintenance visit as a result of incorrect information or against the agent's advice.

Please keep Ascend updated if you or any joint tenants change any of their contact details.

May we take this opportunity to welcome you to your new home that is managed by Ascend

This is your guide to our services.

The guide is set out in clear sections and details what you can expect of us and what we expect of you.

Contact details

- > If you're changing your contact details; such as mobile or e-mail address at any point just let us know
- > Please use the tenant online login facility

Block Management

- > Whilst we manage your individual property, if you live in an apartment the development is likely to be managed by a Block Management Agent. Please see the useful contacts page
- > If you have an issue that's not directly inside your apartment it's likely to be the Block Management Agent that you need to contact first

Inventory and Schedule of Condition

You will sign a printed copy of your specific Inventory and Schedule of Condition of the property on move in just to confirm you've received it.

- > You then have 7 days in which to make any amendments to the document
- > If we don't receive any amendments you will be deemed to have accepted the Inventory and Schedule of Condition
- > This document will be referred to at the end of your tenancy in order to release your deposit

Amenities

- > BT points, TV aerials or cable points may be present, there is no guarantee they are live
- > It is the tenants' responsibility to make any of them active if required
- > This may incur a connection fee which is the responsibility of the tenant

Keys

- > One set of keys will be handed over for each tenant named on the tenancy agreement
- > If additional keys are required, these can be cut and supplied subject to a reasonable fee. This includes fobs, window keys and post box keys
- > If you want to get any additional keys, fobs or cards, you just need permission from the Landlord. Contact your Property Manager
- > All keys, fobs, access cards etc need to be returned at the end of the tenancy
- > You will be charged for any keys, fobs, access cards, etc, that are not returned at the end of the tenancy

Meter readings

- > Upon the commencement of your tenancy, meter readings will be provided by us, where possible
- > If this is not possible due to access arrangements, we will request them from the Block Management Agent
- > If you don't have access to your meters and you want a reading, it is best to contact the Block Management Agent

Utilities and bills

- > You need to contact Spark Energy to ensure the set up and payment for your electricity supply and gas (where applicable). Please see the useful contact page
- > Spark Energy will advise you who your water supplier is
- > You need to contact your local council to set up your account and payment details
- > Should you want to have a landline and/or broadband, you need to contact your preferred supplier
- > If any incoming lines are dormant, it is the tenant's responsibility and cost to make them live should they wish to
- > If you wish to have satellite television and you're in an apartment, it's down to the building management company to either provide you access to a communal system or grant permission to have a dish installed
- > If you wish to have satellite television and you live in a single private dwelling, you just need permission from the Landlord
- > All costs for the above must be met and paid in full by the tenant
- > It is the tenant's responsibility to cancel all contracts at the end of the tenancy and to pay all full and final bills

Rental payments

- > Your rent due date is the monthly date in which your tenancy started
- > Rental payments must credit the Ascend rent account on or before this date every month
- > You must use your property reference code to ensure all payments are allocated to your account correctly
- > You will be required to sign a standing order form at the beginning of the tenancy
- > If you wish to change the details you can do so with your bank
- > Any late payments will be charged at £25 including VAT and £50 including VAT for every week they remain outstanding
- > If you miss a payment you must call or e-mail us to avoid further action

Reporting a repair

- > If we have a set of management keys we'll advise you of a date that the contractor will attend the property
- > Where possible, the contractor will make an immediate repair
- > If parts are required this may mean the repair cannot be carried out immediately
- > If necessary you may need to authorise subsequent access to the property to fix the repair
- > We aim to deal with all repairs in a timely manner but sometimes there are situations beyond our control. We'd just ask you to be patient in these circumstances
- > We will e-mail to make sure the repair has been done and that you're happy. Please respond

Parking

- > If your property comes with parking, you need to know if it's allocated or not
- > You are only permitted to park in the allocated bay unless your parking is communal
- > You must ensure that if you need a permit, that it's displayed correctly
- > We are not liable for any penalties or fees incurred if you fail to park correctly

Insurance

- > It is the responsibility of the tenant to purchase contents insurance to protect your personal belongings and to protect the property from accidental tenant damage

Occupation of the property

- > Only those named on the tenancy agreement are allowed to live at the property
- > Any other person not listed on the tenancy agreement found to be living at the property is a breach of contract and you may be served an eviction notice
- > If you wish to add a Tenant / Permitted occupant you must contact us on 0161 669 4982
- > If you require a guarantor the first application is free. Any additional guarantor applications are charged at £60 including VAT
- > The fee to add a Permitted Occupant to an existing tenancy agreement is £120 including VAT
- > If a tenant wishes to join a contract they must pay £240 including VAT and will be subject to passing referencing before an agreement is made
- > All applications to change a tenancy agreement must be granted by the Landlord

Government Deposit Scheme

- > If you rent your home on an assured shorthold tenancy that started after 6 April 2007 then your deposit will be held in a government-backed tenancy deposit scheme
- > For further details on the particular scheme and ID reference please refer to your tenancy agreement

Your contract and the legal implications

- > Your tenancy agreement is a legally binding contract for a fixed term
- > You cannot vacate before the expiry date without the Landlord's permission. Fees will apply
- > You and any joint tenants are responsible for the rent and all terms and conditions until the contract has legally ended
- > Please refer to your tenancy agreement for the full terms agreed on giving notice

Access to your property

- > You will be provided with 24 hours' notice by e-mail if we need to access your property
- > You have agreed to not unreasonably deny access to the Landlord their Agent or any person authorised by the Agent or the Landlord to enter the property
- > In the case of an emergency, no notice needs to be provided by the Landlord or Agent and either they or an appointed contractor can attend

Tenants, please do this...



Clean regularly and dispose of rubbish frequently



Set up and pay for all of the utilities including council tax



Check and clean the washing machine filter and soap drawer regularly



Maintain any balconies or gardens belonging to the property



Change your own light bulbs



Notify Ascend if your property is going to be empty for 15 days or more

Please do not...



Keep any pets or animals at the property



Paint or wallpaper without prior permission from your Landlord



Smoke or allow visitors to smoke within the property



Change or alter the locks without permission from your Landlord



Put up any picture hooks, pins, blue tack or similar



Annoy or upset your neighbours – anti-social behaviour is not tolerated

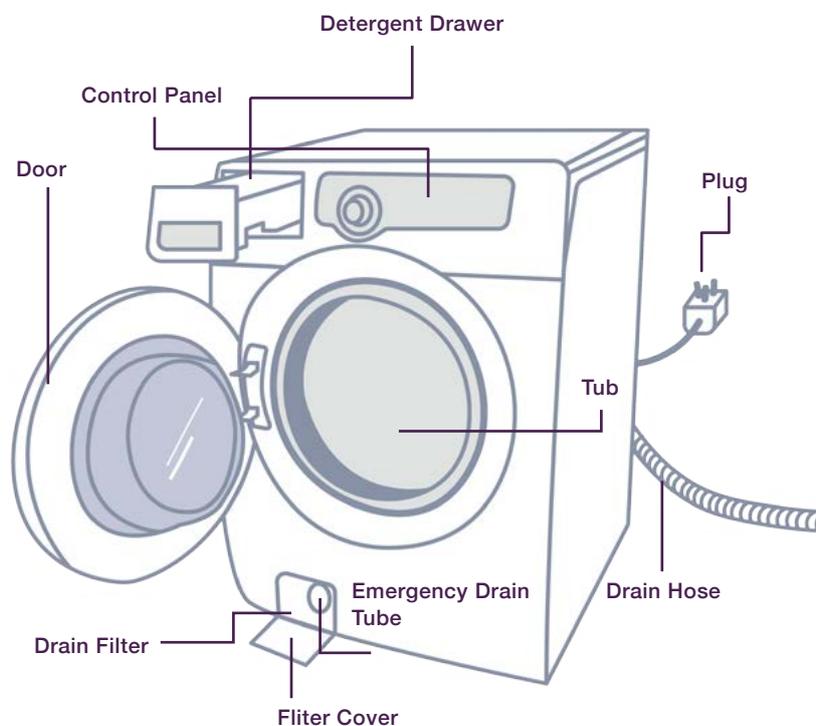
Preventing damp in your home

- 01** Avoid moisture build up!
- 02** Ensure extractor fans are switched on, working and used appropriately
- 03** Think about where the moisture is going to go when taking a bath, shower or when cooking
- 04** Ensure your rooms are well ventilated – try and open the windows at least once a day
- 05** Heat your home in accordance with the weather conditions - whilst you might want to save on bills you must ensure that your home is adequately heated to prevent damp especially in the winter
- 06** Do not dry your washing on radiators – the moisture simply goes from the washed item in to your room and if there's no escape damp will build up
- 07** Regularly clean the property including surfaces, windows and sills
- 08** Allow air to circulate in the property – this might mean moving the furniture around every now and again
- 09** Water ingress – if you can see water is coming in from outside such as a leak or broken window seal, make sure you report it
- 10** If you spot any signs of damp and you have tried all of the above, you **MUST** notify Ascend at the earliest. If there's damp in your property at the end of your tenancy you could be held liable and your deposit will be at stake

Frequently Asked Questions

How do I check my washing machine filter?

1. Look for a front or side compartment usually labelled 'Emergency Drain'
2. Make sure you have a towel and bowl in case water comes from the machine
3. Open this cover with the towel underneath the washer and unscrew the filter
4. Remove the filter, remove dirt and waste and replace the filter into the machine



How do I change a spotlight?

1. Turn off the spotlight's power source. Make sure the light is deactivated; even if the bulb is burned out, electricity flowing to the light socket can result in electric shock injury.
2. Remove the protective glass or plastic cover from the spotlight. Different lights will have different covers. Some may require simple pushing or turning in the right direction. Others may be installed with screws or hinges that must be removed with screwdrivers or pliers.
3. Set the cover and any hardware that goes with it aside in an area in which it will not get lost or damaged. If necessary for multiple pieces of hardware, label or draw out a diagram so you remember where each one goes.
4. Remove the old bulb from the spotlight. Turn the bulb counter-clockwise to remove it from its socket. Alternatively, some spotlights may be directly attached to wires by a plug; unplug the bulb to remove it.
5. Replace the old bulb with the new. Plug the new bulb into the socket or screw it in clockwise.
6. Reattach the cover and any hardware. Once everything is back in place, turn on the lights to test the new bulb.

How do I change a 2D Bathroom Light Bulb?

1. Turn off the light at the wall
2. Remove the cover:
Take out the screws remembering to support the cover

By gently pushing the cover inward, within the mounting and then slide the cover to one side, releasing the holding clips: it will release
3. Change the bulb by holding the centre point of the bulb unit (not the bulb's itself) and pulling it out of the fitting



4. Buy a new bulb: we recommend you take the old bulb with you to make sure you get the correct type. Keep a spare bulb at home
5. To replace: simply push the new bulb back into the fitting, and secure the cover with the screws or push it back on

The Bulb: Depending on the size you will need either: • 16W 2D bulb - 2 pin or • 28W 2D bulb - 2 or 4 pin.

The bulb is long lasting and 80% cheaper to run than standard bulbs.

Remember: If you are unable to change the bulb for any reason you will need to contact a contractor and pay the associated cost or you could ask a family member, neighbour or friend to help with this job.

How do I change a fuse in a plug

1. Unplug the device

If an appliance stops working, the first thing to check is the fuse in the plug. Before you can change a fuse, switch the socket off before removing the plug. Once the plug is removed you'll need to find a screwdriver to unscrew the cover

2. Unscrew the back of the plug

Look for the main retaining screw that holds the back cover of the plug in place. Using the right sized screwdriver, gently unscrew the back cover on the plug until it becomes loose

3. Remove the backing plate

Take the backing cover off the plug and put this somewhere safe, you'll need to reinstate this once you have changed the fuse

4. Unclip the fuse from its holder

Look at the wiring inside the plug and in particular pay close attention to the brown or 'live' wire. Just next to the brown wire is the fuse holder and the fuse simply clips into the two metal prongs. Use your fingers or the end of a flat screwdriver to tease the fuse out of the holder

5. Replace the fuse like-for-like

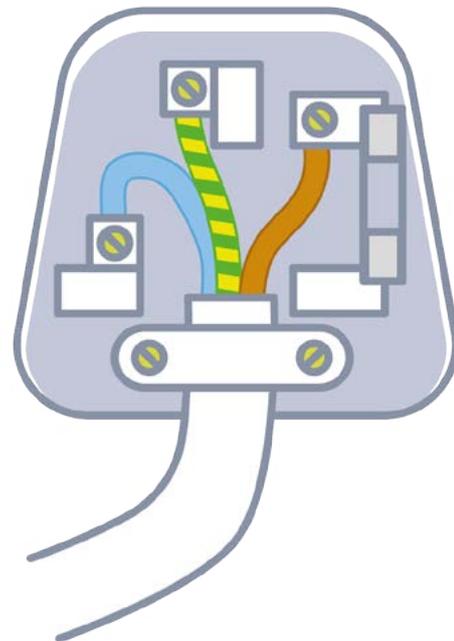
When you are replacing a fuse it's important you replace it with the same type that was already there. Look the amp rating on the fuse. This is clearly displayed on the side of the body. Replace a 3amp with a 3amp, 5amp with a 5amp etc simply by pushing the fuse back into the retaining clips

6. Put the cover back on

Once the fuse is in place, clip the cover back onto the plug and tighten up the retaining screw. You don't have to over-tighten the cover but make sure the lid isn't loose

7. Plug it in and turn it on

Push the plug back into the socket and press the inlet switch to the on position. Now turn on the appliance and it should work straight away. If the fuse has been replaced and the appliance still doesn't work then it's likely to be fault with your appliance



What should I do if my electricity goes off?

1. Firstly you need to check if the issue relates to just your property. Look at neighbouring properties
2. If it's a power cut you may wish to wait a while (it happens) or you can contact your electricity supplier
3. If it's just your property, it is likely to be a faulty appliance that causes your electricity to trip. Check your fuse box to see if the trip switch has flicked to off. This is usually the main red switch as seen below
4. Unplug all of your appliances
5. Flick the trip switch back on
6. Begin to plug in your appliances one by one and eliminate if it is an appliance that's causing your electricity to trip. If an appliance is deemed as faulty it will need to be replaced



Drainage and blockages

Blockages have been caused by flushing unsuitable items wipes, cotton wool, buds, razors, sanitary products and nappies down the toilet.

What not to flush:

Only human waste and toilet paper should be flushed down the toilet. For everything else, residents must use a bin.

Please help keep your drainage system healthy by following these simple tips:

- Have a bin in the bathroom, so nobody's tempted to flush
- DON'T flush wipes, cotton wool, buds, razors, sanitary products and nappies – use the bin

- NEVER put food scraps, fat or oil down the sink or loo
- DON'T pour used oil and hot fat down the drain
- DO wait for fats to cool and solidify and dispose in the bin
- DO bag up your bathroom rubbish and dispose in the bin

Please respect your fellow neighbours by disposing of items responsibly to avoid any further issues within the building. If you are identified to have caused a blockage by the above then you will be invoiced for the remedial works accordingly.

What to do when you're vacating

Packing: Don't leave this until the last minute. If your worldly belongings aren't moved before your checkout appointment, or you're not ready for us to inspect the property, we'll have no alternative but to cancel the appointment. Additional appointments will cost £54.00 including VAT. You'll also be liable for rent during this time, up until the point you are fully moved out and the property is ready for inspection.

Missing items: We're quite an understanding bunch. If anything listed on your inventory (belonging to the property / Landlord) has been accidentally lost or broken, we'd recommend you replace it now with an item of the same quality. It's much easier and cheaper for you this way; otherwise you might get charged a call out fee for someone else to replace it for you. Just a helpful tip from us.

Painting: we know that walls get marked from time to time but if you have marked a wall, be it intentionally or not, then you must first try and remove the mark. If this doesn't work then you may need to fill and sand the affected area and then repaint the whole wall in the same type and colour of paint. Patch painting just stands out and we will have to get a professional painter in which we would rather avoid.

Cleaning: Not everyone's favourite part of moving out, but make sure you give the place a good clean before you leave. This includes the cooker filters, oven, microwave, fridge/freezers and the inside of cupboards. You will be charged if we have to call in a professional cleaner, so getting those marigolds on and giving everywhere a good scrub could save you forking out additional fees on cleaning.

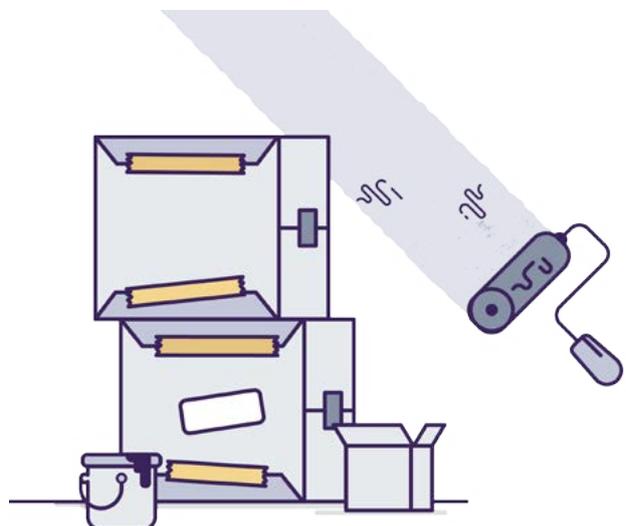
Fridge freezers: Need to be empty, defrosted, cleaned and turned off with the doors left open. This prevents the mould taking over and gives the appliance a good airing.

Washing machines: Need to be empty and you should clean the inside of the door, the outside of the appliance and one not to forget is the soap drawer. No-one wants to see dry, stuck on old washing powder even if it does smell quite nice.

Windows: You'll need to clean the insides of the windows yourself and either clean, or organise for someone to clean the exterior windows too (unless they're covered by the building management company).

Light bulbs: All light bulbs need to be working properly. Again it's easier if you do this yourself, otherwise you'll get charged for replacements and a call out fee.

Carpets: We'll take into account wear and tear on the carpets, but you'll be charged for a professional clean if we spot any stains or spillages.



Furniture: If you've had a re-shuffle of the furniture during your time at the property, this all needs to be moved back to its original place.

Bathroom: you can't get clean in a dirty bathroom so make sure you give it a deep clean paying attention to the taps, shower screen, toilet seat and cupboard (if there is one). Make sure that the tiles, grout and seals are all free from mould. One last thing is to clean the extractor fan from all dust. It's your dust so make sure you clean it before you go.

Bedding/Curtains: Any bedding (including mattress covers) or curtains provided by the property will need to be washed and ironed. This way they're nice and fresh for the next tenant to use.

Switches, sockets, skirting boards and window sills: it's often the last item but the one that gets forgotten the most. We don't want to have to send a cleaner just to clean your light switches because you forgot so get a clean cloth and give them all a wipe.

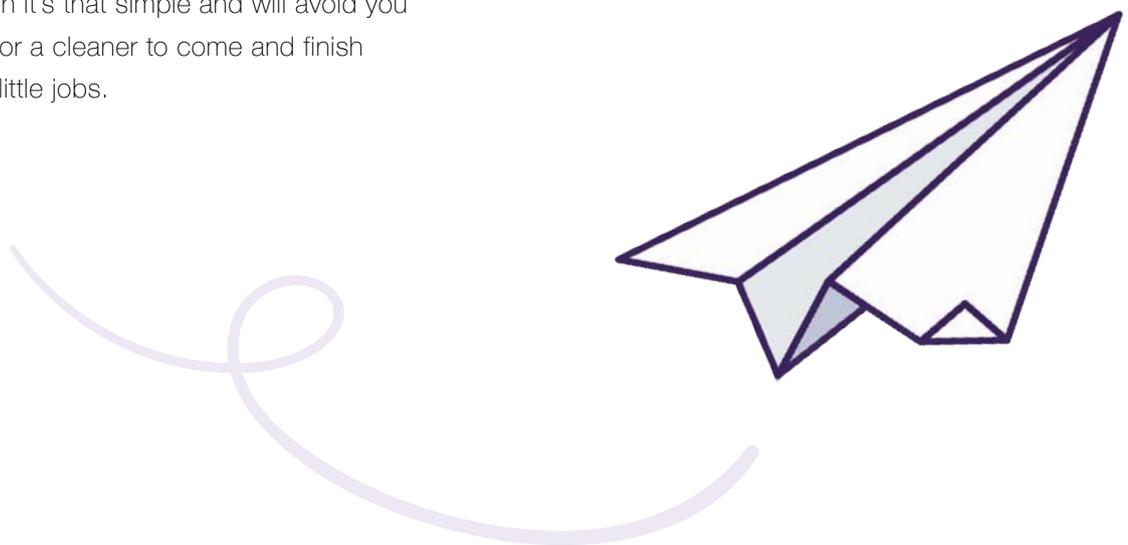
Drawers and cupboards: clear out and wipe out. Once again it's that simple and will avoid you having to pay for a cleaner to come and finish those last few little jobs.

Utilities: You'll need to get in contact with the utility companies and let them know when you'll be leaving the property. This includes Water, Electricity, Council Tax, Gas and Telephone. You'll also have to send us proof that your utility accounts have been closed down/moved, along with proof that your council tax is up to date.

Deposit Return: We'll need your final bills so we can confirm final meter readings and the last date of tenancy. After we have these (and your forwarding address) we can return your deposit.

Timescales: The amount of time it takes to get your deposit back depends on how you leave the property and how long it takes for us to receive your final bills. Once we have everything sorted, we can usually get your deposit back to you within 10 days.

Forwarding Address: Before you leave, remember to leave us with your forwarding address.



Deposit returns

- Once the keys have been returned to an Ascend office, please ensure that you obtain a receipt from us
- We will then carry out the checkout appointment
- Your checkout appointment is usually carried out within 7 working days after you have vacated the property
- If you wish to be present at the check-out please call your Property Manager to arrange
- We will contact you within 10 days from the checkout
- We will compare your check-in (Inventory) and check-out report
- You must ensure you have fulfilled all of your tenant obligations in accordance with your tenancy agreement
- Any proposed deductions and fees incurred will be sent by e-mail to all tenants
- You must reply by e-mail with your comments and how you wish the deposit to be split and returned
- Any disputes need to be mutually agreed between you and us
- Any disputes that cannot be mutually agreed will be referred to the appropriate adjudication scheme
- The House of Lords defines fair wear and tear as: "Reasonable use of the premises by the Tenant and the ordinary operation of natural forces"

Fees

All fees include VAT

Current Tenancies & Company lets Signed Before 1st June 2019

Renewal Fee	£180
<hr/>	
Company Let Application Fees	£300
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Company Let Renewal Fee	£180
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Fees

All fees include VAT

New Assured Shorthold Tenancies (ASTs) Signed on or After 1st June 2019

Holding Deposit (per tenancy)

One Week's rent. This is to reserve a property and will be offset against 1st months Rental. Please note: This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right-to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and/or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing).

Security Deposit (per tenancy. Rent under £50,000 per year)

Five weeks' rent. This covers damages or defaults on the part of the tenant during the tenancy.

Unpaid Rent

Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.

Lost Key(s) or Other Security Device(s)

Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing lost key(s) or other security device(s).

Variation of Contract (Tenant's Request)

£50 (inc. VAT) per agreed variation. To cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

Change of Sharer (Tenant's Request)

£50 (inc. VAT) per agreed variation. To cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

Early Termination (Tenant's Request)

Should the tenant wish to leave their contract early, they shall be liable to the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy.

Ascend

Built on higher standards

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