



Tenant Handbook

We have put together this helpful handbook full of useful advice, repairs information, and clear language about tenant and landlord responsibilities.

You can report **non-emergency** repairs using your phone or computer via:

 <https://www.homesureproperty.co.uk/repair> 

Remember to include **photos** and a **detailed description** so we can fix it more quickly.

You can report an **emergency** repair out of office hours by calling the usual number of **0151 722 22 22** and listening to the available options.

Our Mission: Make Housing Work

For **tenants, landlords, communities**, and the **environment**.

For you, our objective is to provide a **safe, healthy, & happy home** while protecting your landlord's asset. We aim to create long-term relationships that lead to building **local communities** and creating a sustainable **environment**.

To help create a fair, transparent, and positive relationship, we have put together this handbook to inform, explain, and educate you on '*How to Rent*'.

Landlord's Repair Responsibilities

The **landlord** is responsible for the upkeep of:

- The **structure** of the building
- The **outside** of your home, which includes the **communal** areas
- The **plumbing, electrical and heating systems** that were originally provided (not including those that you have installed yourself).

Some **examples** include:

- The roof, drains, gutters and outside pipes
- Outside walls, doors, windowsills, window frames & glass
- Outside painting and decoration
- Internal walls, skirting boards, doors & door frames, thresholds, floors and ceilings (but not internal painting & decor)
- Fences, pathways, boundary walls, steps, and ramps
- Garages and outbuildings (where provided)
- Water pipes & tanks, gas pipes and electrical wiring
- Electrical sockets, smoke detectors, and light fittings (excluding consumables such as bulbs & fuses)
- Basins, sinks, baths, toilets, flushing systems and waste pipes
- Water heaters, boilers, fireplaces, fitted fires and radiators

These lists are neither exhaustive nor exclusive.

If any repairs are necessary under the landlord's obligations, please contact us immediately.

You must take reasonable care of your property, both inside and out, and **report any repairs immediately**.

Please take all reasonable steps to mitigate further damage while awaiting the contractor's arrival, such as turning off water, gas, or electricity supplies where safe to do so.

Rechargeable Repairs

We advise against arranging repairs yourself as you may be liable for the cost or correction of works.

If there is evidence of intentional or accidental damage, misuse or neglect, you must pay for the cost of the repair. Ordinarily, this will occur before the work is carried out.

However, occasionally any damage will only be evident once work has commenced. Contractors may carry out any rechargeable repair, which has not been rectified within a reasonable period, and recover the cost from you.

Tenant's Repair Responsibilities

You, the **tenant**, are responsible for:

- Making good of **damage** caused by you
- Maintenance of **appliances** and fittings that have been **installed by you**
- **Reporting damage** early to avoid preventable, or further, damage.
- **Cleaning** and **avoiding** damage through correct maintenance of the landlord's fittings.

Some **examples** include:

- **Replacing** lost or damaged **keys** including providing a new copy to the landlord/us
- **Replacing** electric plugs, fuses & light bulbs
- The **upkeep** of your **garden** and **outside** areas
- Replacing **batteries** in smoke & carbon monoxide alarms, wireless heating thermostats, key fobs etc.
- **Ventilation** to allow fresh air from outside to avoid condensation, by opening windows and ensuring airbricks and extractor fans are always in use
- **Removing** moisture & condensation from windows, silicone seals, & surfaces which causes mould growth
- Avoiding mould growth to bathrooms by **rinsing down bathing areas** with cold water immediately after use
- Keeping **drains** clear by ensuring only appropriate items are sent through the drains, and clearing any blockages immediately
- Avoiding damage to laminate floors by ensuring water is kept to a minimum (e.g. when mopping, spillages)
- Keeping the property **secure**, such as ensuring windows & doors are locked when leaving.

How to Report a Repair

You can report **non-emergency** repairs using your phone or computer via:

 <https://www.homesureproperty.co.uk/repair> 

Remember to include **photos** and a **detailed description** so we can fix it more quickly.

You can report an **emergency** repair out of office hours by calling the usual number of **0151 722 22 22** and listening to the available options, or visiting the website link above.

Information to provide when reporting a repair

The **more** information you provide, the **faster** your repair will be carried out.

1. Your **name** and property **address**
2. **Phone** number & **email** address
3. **Photos/videos** of the problem/repair
4. Background **information**, such as the cause; where the issue is; when the problem started, whether it's happened before etc.

The process of repairing an issue

1. **You** provide all the information we need (including when we request further details)
2. **We** log the repair onto our system
3. **We** seek approval from your landlord to instruct a repair or obtain estimates to repair
4. The **landlord** approves the request, or chooses to use their own contractor
5. **You** provide access during office/working hours for estimates and works to be carried out

Access for repairs

Most contractors operate an 'AM' (morning) or 'PM' (afternoon) appointment scheme for most repair requests and will contact you directly to arrange access at your convenience.

We appreciate that you may be at working during standard working hours (Monday-Friday, 9am-5pm); however, these are also contractors' working hours too.

They will likely need access during these hours so, if you are unable to provide access, they will use our management set of keys to gain access (providing at least 24 hours' notice, or with your express permission). Contractors shouldn't be expected to attend outside of standing working hours unless they are attending an emergency repair.

⚠ Please note: If you arrange an appointment with a contractor and then fail to allow access, the contractor may charge you for their time.

All contractors are approved sub-contractors and will carry identity cards which are welcome to request sight of upon their arrival. Contractors try to cause as little mess and disruption as possible and clear up when they are finished.

If you repair a repair and do either do not respond or allow access within 14 days, the job will be cancelled.

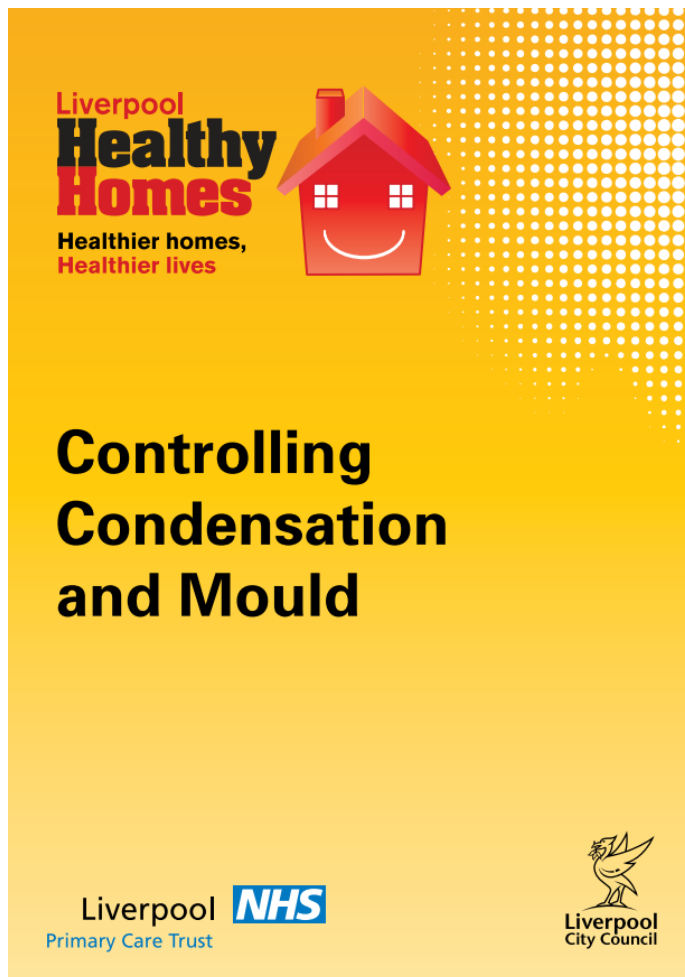
We would love to hear your feedback about the contractor who attended to your repair, so please feel free to get in touch.

Reports of Damp, Controlling Condensation & Mould Growth

One of the most common problems we encounter is reports of 'damp', which is actually mould growth caused by excessive condensation.

Here are our **best tips** on avoiding excessive condensation, which leads to mould growth

- **Wipe away** the first signs of condensation
- **Open your windows** in the bedroom when sleeping
- **Move furniture** away from the external walls of your rooms
- Rinse down the shower with **cold water** when you've finished
- Don't dry your washing on the radiators. If you must, **open the windows** to allow the evaporated moisture to escape
- Keep the **temperature constant** by avoiding turning your heating on and off (it'll save you money too!)
- Ensure you use the **extractor fans** in the bathroom & kitchen, and **open an outside door** when cooking



Upon move-in, you have been provided with the '**Healthy Homes - Controlling Condensation and Mould Guide**' which explains how you can ensure your property is properly ventilated in order to avoid excessive condensation and resultant mould growth.

You can find more helpful guides and information on our website at www.homesureproperty.co.uk/tenants

Repair Response Times

To ensure repairs are prioritised according to how urgent they are, all reports are allocated a category, with response times as follows:

<u>Category</u>	<u>Target Timescale</u>	<u>Example</u>
Emergency Repairs	24 hours to make safe/isolate	<i>Loss of electricity due to water leak</i>
Urgent Repairs	7 days	<i>Loss of cooking facilities</i>
Routine Repairs	28 days	<i>Clearing of gutters to prevent penetrating damp</i>

A 'response' is not the same as a repair.

'Response' means that the landlord (or us on their behalf) will acknowledge the report and attempt a repair if appropriate.

Sometimes it is not possible to complete a repair immediately, for reasons such as:

Extreme weather conditions

Example: during a storm, a roofer will not be able to get up on a roof to carry out a repair.

Availability of parts

Example: to repair a boiler, a part has to be ordered & delivered by a supplier.

Complexity of work

Example: a 'simple' repair of a loose floorboard may be a symptom a wider rising damp issue. Therefore, the symptom cannot be treated in isolation from the cause of the underlying problem.

Insurance Procedures

Example: if a repair forms part of an insurance claim, a loss adjuster will need to inspect the damage and approve proposed works before they can be carried out.

Access difficulties

Example: a simple roof leak may require gaining access of a neighbouring property, or instructing a third party, to carry out or allow access to the affected area.

If you live in an Apartment

Neither your landlord, or us as agents, are responsible for the maintenance and repair of common areas of apartment blocks. That means that, as much as we'd like to, we are simply not allowed to touch other peoples' property. As such, all reports of repairs in the common area must be reported to the appointed managing agents of the Management Company. You will be able to find contact details inside your building, usually on a noticeboard in the entrance hall.

Certain agents will only be able to deal with your landlord (who is *their* client). In these cases, you can report issues to your landlord/us, for us to liaise with the block managers.

Examples of **Emergency** Repairs

An emergency is defined as something which could **cause danger** to health, tenants' safety, or **cause serious damage** and destruction to property.



Emergency call-out contractors will usually only be able to isolate & make safe, to enable full and proper repairs to be undertaken later, during normal working hours.

The emergency contractor will use discretion to determine if the situation is a true emergency. If it is not deemed an emergency, you will be informed, and the appropriate repair protocols will apply, such as reporting the non-emergency during standard opening hours.

The types of work they attend include:

- Severe roof leaks (which risk affecting electrical wiring, or serious damage)
- Burst pipes (unstoppable leaks)
- Blocked drains (leading to being unable to use sanitary facilities)
- Total loss of ALL electrical power or light
- Total loss of gas supply (only if it leads to being unable to heat the property)
- Total loss of ALL heating during cold weather where no other form of heating is available
- Emergency door/window repairs when there is a threat to safety or property.

⚠ Please note: If you request an emergency repair, which is later discovered to be a non-emergency, you are liable to be charged for all costs incurred.

Examples of **Urgent** Repairs

These are repairs which materially affect the comfort or convenience of the tenant and/or, if left, will lead to an emergency repair in the near future.



In certain circumstances, such as severe weather or the vulnerability of the tenant, these repairs could be treated as emergencies.

The list includes:

- Partial loss of electrical power or light (such as no lights downstairs)
- Unsafe power, lighting socket or electrical fitting (but the rest of the circuits are working)
- Partial loss of water or gas supply (only some of the appliances are working)
- Repairs to washing machines, dishwashers, fridges and cookers (if there are no alternatives)
- Loss or partial loss of space or water heating (one appliance is working, the other isn't)
- Blocked or leaking drains
- Toilet blocked or not flushing (a temporary solution, such as using a bucket, is available)
- Leak from water or heating pipe, tank or cistern (which requires constant attention)
- Leaking roof
- Insecure external window, door or lock (is able to be locked, but is materially affected)
- Loose or detached stair handrail
- Rotten timber floor or stair tread, which is getting steadily worse
- Extractor fan not working in a kitchen or bathroom, when there is no other ventilation.

Examples of Routine Repairs

These are less urgent repairs that are either an inconvenience, or restricted to a cosmetic issue, such as:

- Minor plumbing works (leading to use of alternative)
- Repairs to doors, windows and floors (such as draughty windows)
- The door entry phone not working
- Plumbing repairs, where no damage is involved (such as a loose/stuck tap)
- Repairs to walls, brickwork and slates or tiles
- Painting/decorating following a previous repair
- Adjustment of doors & windows
- Repairs or clearing of gutters and downpipes.



Planned Works

We advise our landlords to schedule improvement or preventative works from time-to-time, such as:

- Replacing or installing heating systems
- Installing insulation
- Adding mechanical extraction
- Replacing windows & doors, roofs, appliances etc.



Landlords choose to carry out these works to both protect their investment and improve your enjoyment of the property. These optional works do not form part of any landlord obligations and are expected to be accommodated by you for your mutual benefit.

Energy & Power Supplies

Landlords are responsible for ensuring everything is working, but they have no control over the mains supplies. In the event that you are receiving no electricity (power), gas, or water, you must contact the supplier directly.

Think you can smell gas?

If you think that you have a gas leak, can smell gas, or think that you or any of your family are suffering ill effects caused by fumes from a gas appliance, you should take the following actions:

- Don't light any naked flames (lighters/matches, gas hob) and switch off electric fires
- Check that all cooker knobs are turned off
- Turn off your boiler
- Turn off the gas supply at the meter (located on the side of your gas meter)
- Do not operate anything electrical (switches, sockets, appliances etc.)
- Open all windows and doors to air your home
- Leave the property and (from outside) call **TRANSCO** – Freephone **0800 111 999**.

Gas Safety Inspections

By law, landlords must carry out a safety check of the appliances at least once a year to make sure they are safe for you to use.

A contractor will make an appointment to visit your home to carry out this safety check.



There is no extra cost to you for this service. You **must** allow our contractor into your home so that they can carry out important work.

Compulsory Certificates

In addition to gas, a landlord must (by law) carry out other inspections and provide relevant safety certificates for your protection.

If you fail to allow access for any and all inspections, the landlord will be forced (by law) to either gain entry to carry out the work or regain possession of the property from you in order to provide a safety certificate to the relevant authority.

Further Helpful Information & Guides

When you rent a property in England, you are provided with additional documents to help you navigate your tenancy correctly, legally, and fairly.

You have been provided with a '**How to Rent Guide**' as created & published by the UK Government. You can find more information at <https://www.gov.uk/government/publications/how-to-rent>

You have been provided with the '**Healthy Homes - Controlling Condensation and Mould Guide**' which explains how you can ensure your property is properly ventilated in order to avoid excessive condensation and resultant mould growth.

Privacy Policy & Your Data

We take the protection of your personal data very seriously and work hard to make sure our services are safe for you to use.

We are committed to complying with statutory data protection requirements. This data protection policy describes the type of data that we collect from you, how and for what we use it, and how we protect it.

What are your rights?

When reading this notice, it might be helpful to understand that your rights arising under Data Protection Legislation include:

- The right to be informed of how your Personal Data is used (through this notice)
- The right to access any personal data held about you
- The right to withdraw consent at any time, by emailing admin@homesureproperty.co.uk

- The right to rectify any inaccurate or incomplete personal data held about you
- The right to erasure where it cannot be justified that the information held satisfies any of the criteria outlined in this policy, or where you have withdrawn consent
- The right to prevent processing for direct marketing purposes, scientific/historical research or in any such way that is likely to cause substantial damage to you or another, including through profile building
- The right to object to processing that results in decisions being made about you by automated processes and prevent those decisions being enacted

Personal information we collect about you

We may collect and use the following personal information about you:

- Your name and contact information, including email address and telephone number and company details if applicable
- Information to enable us to check and verify your identity, e.g. your date of birth
- Your gender information, if you choose to give this to us
- Your billing information, transaction and payment card information
- Your professional or personal online presence, e.g. *LinkedIn* profile, if you share it with us
- Your contact history, transaction and instruction history with us
- Your nationality and immigration status and information from related documents, such as your passport or other identification, and immigration information, e.g. if you are a potential tenant applying for a tenancy
- Information to enable us to undertake Anti Money Laundering and Terrorist
- Financing electronic checks on you
- Information about how you use our website, IT, communication and other systems
- Your responses to surveys, competitions and promotions
- This personal information is required to provide our services to you. If you do not provide personal information we ask for, it may delay or prevent us from providing services to you
- The purposes of processing your personal data

We use your personal data for the following purposes

- To correspond with you
- To offer our services
- To enter into contract negotiations
- For the performance of any contract with you
- To send out invoices to clients and follow up on payment of these
- To make payments to suppliers
- To maintain our own accounts and records
- To adhere to legal requirements
- To inform individuals of news, events or activities

How your personal information is collected

We collect most of this personal information directly from you—in person, by telephone, text or email and/or via our website.

However, we may on rare occasions also collect information from publicly accessible sources, e.g. Companies House or HM Land Registry. We may also collect information from other publicly accessible sources such as:

- Directly from a third party, e.g. credit reference agencies, customer due diligence providers
- From cookies on our website

How long will your personal data be kept?

We hold different categories of personal data for different periods of time. Wherever possible, we will endeavour to minimise the amount of personal data that we hold.

If 'consent' is the basis for our lawful processing of your data, we will retain your data so long as both the purpose for which it was collected and your consent, are still valid. We review the status of your consent every

twelve (12) months and treat non-response to our requests for renewal of consent as if they were your request to withdraw consent.

Occasionally, we might identify a legitimate interest in retaining some of your personal data that has been obtained by consent. If we do, we will inform you that we intend to retain it under these conditions and identify the interest specifically.

If we process your data on the basis of 'legitimate interests', we will retain your data for so long as the purpose for which it is processed remains active. We review the status of our legitimate interests every twelve (12) months and will update this notice whenever we determine that either a legitimate interest no longer exists or that a new one has been found.

All categories of personal data that are held by us because they are essential for the performance of a contract, will be held for a period of six years, as determined by reference to the Limitations Act 1980, for the purposes of exercising or defending legal claims.

Who we share your personal information with?

We routinely share personal information with:

- Third parties we use to help deliver our services to you, e.g. payment service providers, tenants' vetting companies, electronic search providers, maintenance contractors, inventory companies etc.
- Other third parties we use to help us run our business, e.g. website suppliers, case management system providers etc.
- Third parties approved by you, e.g. social media sites you choose to link your account to or third-party payment providers
- Credit reference agencies
- Our banks
- Other companies within our group, to provide you with the same or closely related services
- We only allow our service providers to handle your personal information if we are satisfied, they take appropriate measures to protect your personal information. We also impose contractual obligations on service providers (where possible) to ensure they can only use your personal information to provide services to us and to you
- We may disclose and exchange information with law enforcement agencies and regulatory bodies to comply with our legal and regulatory obligations
- We may also need to share some personal information with other parties, such as potential buyers of some or all of our business or during a re-structuring. The recipient of the information will be bound by confidentiality obligations

Security

We ensure that any personal information collected is safely secured. Suitable procedures and policies are in place to prevent unauthorised access to our website including a security certificate for our website and individual usernames/passwords for those who update this website.

Who can you complain to?

You have the right to obtain information about the personal or company-related data that we process about you and may request their correction, deletion or restriction of processing. You also have the right of objection and the right to data portability (which means you have the right to receive the data in a structured, common and machine-readable format). If you believe that the processing of your personal or company-related data violates the EU General Data Protection Regulation, you have the right to lodge a complaint at the Information Commissioner's Office (<https://ico.org.uk/>) or a supervisory authority of another EU Member State.

Our contact details for this purpose are: admin@homesureproperty.co.uk; 0151 722 22 22;
21-22 Tipton Way, Wavertree Business Village, L13 1DA.

Frequently Asked Questions (FAQs)

You can find the answers to our tenants' common questions on our website at <https://homesureproperty.co.uk/frequently-asked-questions/>

If you can't find the answer you need, feel free to get in touch!

We want your opinion on our service

We're always looking for ways to improve all aspects of our service and your comments are most important in helping us achieve this. Please send us your comments and let us know how we can improve our services by contacting us at lettings@homesureproperty.co.uk.

Complaints Procedure

If you think something has gone wrong, we need to know so that we can put it right. There is a formal complaints procedure online at www.homesureproperty.co.uk/contact.