



SUSSEX **PROPERTY** **MANAGEMENT**

Information for tenants

Over the years, tenants renting with us have wanted to stay, and we appreciate this. They tell us they like our service. Our contractors say that when they visit to make repairs they are greeted with happy tenants. When their need is to find a larger property, or a smaller one when older children leave home, we endeavour to find somewhere suitable because our tenants want to remain our tenants. And we'd like to keep them. Renting a property should be about finding a home that you can be safe, secure and happy in. Making this your home is important to you and to us.

Renting your home through us means not needing to worry about where you are living. We won't take on a poorly maintained property to let; we have responsible landlords. Why would we expect you to live in a property that we wouldn't live in ourselves? Yes, we do turn away potential instructions that leave us feeling uneasy. We need to trust our landlords, and our tenants. And we do.

In this, we are unusual and we do take it seriously. As one of our clients – landlord or tenant, you won't ever be fobbed off with excuses or left to live in a sub-standard way. We've heard too many stories over the years about landlords or agents who just don't take interest and who don't care. Families being left without heating for far too long in a cold winter. Tenants waiting on washing machine / dishwasher / fridge repairs or replacements. It's not fair on tenants who are paying rent and it simply isn't what we are about. We endeavour to get our contractors on site as soon as possible to enable you to get on your life as soon as possible and with the least possible stress involved.

If you live in a fully managed property we will give you direct numbers for emergency repairs to your gas or electric heating. There is a button on the website to report repairs needed or property maintenance issues. This goes straight to our property manager; there's a mobile number to call as well if you are not able to go online.

We have a team of long-standing trusted contractors that we use to make repairs to our fully managed rentals. You would receive a call from the contractor to set up a suitable day and time for them to gain access to repair/replace.

If you are not able to be present, we can give the contractor an access number to the key safe fitted to the property. This would only be with your permission. Once the repair is made and the key returned our property manager will inspect the repair and change the key safe number to ensure your safety. Only we at Sussex Property Management will ever know the number of the key safe.

If you live in a rent collection only property it will be your landlord who will be responsible for any repairs/maintenance of the property.

If you take on a rental that we have simply introduced you to, the landlord will collect your rent and will be responsible for any repairs/maintenance of the property. Sometimes this landlord will belong to a deposit scheme and will look after your deposit themselves. Sometimes they don't so we perform the deposit lodging with My|Deposits for you.

In any event, whatever scheme you rent your property on we will always be there. If you cannot reach your landlord and it's an emergency – call us, we may have alternative means to reach your landlord or we will sort things out for you.

The law changed in 2019 with the introduction of the Tenant Fees Act.

The aim of the Act is to reduce the costs that tenants can face at the outset and throughout a tenancy, which has to be good news. Tenants will be able to see, at a glance, what a given property will cost them in the advertised rent with no hidden costs.

The party that contracts the service – the landlord – will be responsible for paying for that service. Fair enough.

Local enforcement authorities have primary responsibility for enforcing this legislation. The Tenant Fees Act created an independent lead enforcement authority to provide advice and information to local authorities on the Act. Bristol city council has been appointed as the lead enforcement authority for lettings.

From 1 June 2019, the only payments that landlords or letting agents can charge to tenants in relation to new contracts are:

- rent
- a refundable tenancy deposit capped at no more than 5 weeks' rent where the total annual rent is less than £50,000, or 6 weeks' rent where the total annual rent is £50,000 or above
- a refundable holding deposit (to reserve a property) capped at no more than one week's rent
- payment to change the tenancy when requested by the tenant, capped at £50 inclusive of VAT

We know that from time to time best laid plans can change. When you rent a property through us you are committed to the legal minimum 6 month's fixed term, or possibly 12 months or even longer if both parties agree.

If you need to leave the tenancy earlier than you planned, we will do our utmost to find a new tenant to be able to relieve you of your rental commitment. You remain responsible for rent during that period up until a new tenancy commences. Usually there is a week's gap between tenancies for maintenance any extra cleaning required, repairs etc.

If you can't find what you are looking for in our Property to Rent section please contact us. We may know of properties that are in the pipeline but not yet being advertised. All details you share with us will be protected under our Privacy Policy to comply with GDPR.

Sussex Property Management Limited has client money protection and our provider is Client Money Protect. www.clientmoneyprotect.co.uk



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Also at Mansell McTaggart Estate Agents, Storrington