

## Renting with Griffin – A Guide For Tenants



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**PROTECTED**

## Company / Contact Details

Griffin – 4/6 Queensgate Centre, Orsett Road, Grays, Essex, RM17 5DG  
01375 382666 / 01375 397872 Option.1 Viewing booking / General Enquires

### **Option 2. Property Management / Rental Payments**

Option 3. Residential Block Management

Option 4. Sales Progression

Griffin Residential Group LTD is a company registered in England & Wales. Company  
Number 10660879 – Registered Company Address – 93 Cotman Dene Close,  
Orpington, BR5 2RA

*Professional Bodies: NAEA PROPERTYMARK AND ARLA PROPERTYMARK*

*Redress Scheme: The Property Ombudsman*

*Client Money Protection: Propertymark (CMP certificate located in office)*

*Registered Safe Agent*

Web: [www.griffin-grays.co.uk](http://www.griffin-grays.co.uk)

Email: [grays@griffin-grays.co.uk](mailto:grays@griffin-grays.co.uk)

Opening Hours – Monday to Friday 08:45 – 18:00pm Saturday 08:45 – 16:00pm

### **Useful Numbers:**

Thurrock Council ( New Road, Grays, Essex, RM17 6SL) - 01375 652652

TRANSCO – 0800 111 999 ( For Gas Emergencies)

UK POWER NETWORKS – 0800 783 8866 ( For Electric Supply Failure)

ESSEX AND SUFFOLK WATER – 0345 782 0111 ( For Fresh Water Supply)

ANGLIAN WATER – 03457 145 145 ( For Sewerage)

## Introduction

We would like to welcome you to your new home and thank you for renting with Griffin Residential.

We have generated this brochure to provide you with a quick reference guide for your period of tenancy via ourselves so please keep it in a safe place.

Should you have any queries which cannot be answered using this guide please contact one of the Lettings team who can be of assistance to you.

If you have any concerns outside of our office opening hours, you are able to leave a message on our answerphone. The next available colleague will then call you upon our return to the office.

For any non-urgent matters please contact us during office hours or via our website <http://www.griffin-grays.co.uk/> or email [grays@griffin-grays.co.uk](mailto:grays@griffin-grays.co.uk).

We will always attempt to deal with any queries you have with the upmost diligence, should you have any concerns as to how you are being dealt with please ask a member of staff for our complaints procedure.

We are members of the Association of Residential Lettings Agents and The Property Ombudsman and we endeavour to supply a level of service that is consistent with their best practices.

We look forward to our future together.

## Move In Checklist

On your moving day we would have provided you with a copy of your Tenancy Agreement along with a copy of your Inventory.

**Inventory** - please ensure any discrepancies with the Inventory are noted and signed within 48 hours of moving in, the original inventory was undertaken by our clerk on an independent basis to remain impartial as the agent. The refunding of the dilapidations deposit will be reliant on the Inventory agreed when you moved in. For further terms with regard to the deposit please see the relevant terms in the Tenancy Agreement.

**Utilities** - you will be responsible for the payment of the utility bills moving forward with the meter readings being listed on the Inventory, we contact the relevant providers with your details.

**Tenancy Agreement** - please make sure you are conversant with the terms of the Tenancy Agreement to ensure compliance, should you have any questions please contact a member of the Lettings team.

**Fixtures and Fittings** - please check you have been provided with any requested during the offer and referencing stage, no additional will be provided.

**Smoke Alarms and Carbon Monoxide Alarms** – A fitted smoke alarm/s will be provided in your rented accommodation through Griffin. This is now a legal requirement. The up-keep of the alarm will fall with you. Make sure you TEST the alarm on a regular basis.

## Tenant's Requirements

As the Tenant you **must..**

**Pay the rent on time** – if you don't you could lose your home because you have broken your tenancy agreement, if you have problems please contact a member of the Lettings team to discuss your options. Late rent payments may result in additional charges.

**Look after the property** – general upkeep of the property is down to the Tenant to avoid excess wear and tear and avoid malicious damage where possible. Before attempting any major repairs or decorating you require the Landlord's permission.

**Insurance** – The Landlord will provide cover for the building but will not cover Tenant's contents, you should obtain insurance cover to avoid losing your goods in the event of an issue, this cover should also provide relocation in the event the property becomes uninhabitable and the tenancy cannot continue.

**Be considerate to the neighbours** – please act and treat other local residents as you would wish to be treated, you could be evicted for anti-social behaviour if you aren't.

**Not take in a lodger or sublet** – any subletting of the property is strictly prohibited without the Landlord's written consent.

**Make sure you know how** – to operate the heating and hot water controls, appliances and to locate the stop cock, fuse box and utility meters.

**Regularly test** – smoke alarms and carbon monoxide detectors at least once a month.

**Report** - any need for repairs to us as soon as possible, there will be a risk to your deposit if a minor repair turns into a major problem because you did not report it.

## Landlord's Requirements

The Landlord **must..**

**Maintain** – the structure of the property along with any appliances and furniture they have provided, unless specified on the inventory.

**Carry out** – most repairs, once reported by the tenant. Any malicious damage or unquantifiable repairs reported will be contra charged to the Tenant.

**Arrange an annual gas safety check** – using a qualified Gas Safe engineer (only where gas supply exists)

**Property Visits** – to give the Tenant at least 24 hours' notice of visits.

**Pay** – any ground rent or service charge payable (for leasehold).

## At the end of the Tenancy Term

Your tenancy agreement will roll onto a Periodic Tenancy if it is not renewed for a further fixed term or notice has not been given. To terminate the tenancy, you are required to provide a minimum one month's written notice due on a rent due date (notice cannot be given to terminate during a period of fixed term).

Should the Landlord require the property back they are obliged to provide a minimum of two months written notice to expire at the end of the fixed term.

Your Landlord may wish to increase your rent which can only be done after every 12 months of residency and can be served by way of a notice or agreed for a further fixed tenancy term.

## Move out checklist

**Rent** – please ensure that your rent payments are up to date, do not keep back rent because you think that it will be taken out of the deposit.

**Bills** – do not leave bills unpaid, this may have an impact on your references and credit rating.

**Clear up** – clean the house and tidy any gardens, remove all of your possessions, keys and provide a forwarding address. The Landlord is entitled to dispose any possessions left in the property after 14 days of vacation.

## Return of Dilapidations Deposit

Griffin will undertake an independent checkout once the property has been vacated and keys have been returned, the Landlord will then be invited to check the property.

Notification of any deductions to be claimed from the deposit will be advised within 10 working days of vacation and in line with the Deposit Scheme terms which can be found in the tenancy agreement and the Prescribed Information.

Any disputes to be raised for deductions made to the Deposit will be mediated by Griffin (except for Let Only properties) and reported to the Deposit Service Adjudicator if required.

## *If things go wrong..*

Speak to one of our Team, we will always try and help you as much as we can, if you remain unsatisfied please request our in-house complaints procedure. Griffin is a member of The Property Ombudsman service who will provide independent resolution if required under the terms of the Consumer Contracts Regulations 2013.

If you wish to report a maintenance issue in a property that Griffin Manage, please contact Karen Webster on 01375 382666 (option 2). We can take full details of the repair and begin to assist you.

If the office is closed, please visit: <https://www.griffin-grays.co.uk/Property-Management>