

Welcome home

A simple guide to renting well, looking after your home and knowing what to do when something goes wrong.

WE'RE HERE TO HELP

We want you to feel comfortable in your home and confident contacting us. If something does not look right, you are unsure about anything, or a repair is needed, please tell us early. Small problems are usually much easier to solve before they become big ones.

The basics that make a tenancy run smoothly

Pay rent on time

Rent should reach the agreed account by the due date each month. If you think you may have a problem paying, contact us as early as possible - avoiding the issue usually makes things harder.

Report repairs early

Please report all maintenance through the tenant portal. Include clear details and photographs or video where useful. Early reporting helps us respond properly and protects the property.

Look after your home

Treat the property as you would your own. Keep it reasonably clean, ventilated and heated, and let us know promptly about leaks, damage, damp, mould or anything unsafe.

Keep in touch

Tell us if your contact details change, you will be away for an extended period, or there is anything affecting access for inspections, safety checks or repairs.

Reporting maintenance

Please report **all maintenance through the tenant portal**. This gives us a clear record, lets you upload photographs, and helps us send the right information to the landlord or contractor.

- Explain what has happened, when you first noticed it and which room or area is affected.
- Add clear photos or a short video where this helps show the problem.
- Tell us if the issue is getting worse, causing water damage, affecting heating/electricity or creating a safety concern.
- If a contractor contacts you, please respond so access can be arranged as quickly as possible.

OFFICE HOURS

Monday to Friday
9:00am - 5:00pm

OUT OF HOURS

If something is genuinely urgent, contact us and we will do our best to respond and deal with the problem as soon as possible.

WINTER, DAMP & MOULD

A little prevention helps - but if you see damp or mould, please report it.

Ventilate Use extractor fans, open trickle vents and open windows for short periods when cooking, showering or drying clothes. Keep internal doors closed while producing lots of steam.	Heat steadily Where possible, keep a reasonable background temperature rather than allowing rooms to become very cold for long periods. Cold surfaces attract condensation.
Reduce moisture Use lids on pans, avoid drying large amounts of washing on radiators, and wipe away heavy condensation from windows and sills.	Give air room to move Avoid pushing large furniture tightly against cold outside walls. Leaving a small gap can help air circulate and reduce condensation.

PLEASE REPORT EARLY

Mould is not always caused by lifestyle or condensation. Leaks, penetrating damp, ventilation faults, insulation problems and other property defects can all contribute. If mould returns, spreads, smells strongly, follows a leak, or you are worried about it, report it through the portal so we can investigate.

Things to report straight away

- Water coming through a ceiling, wall, floor or around windows.
- A leaking pipe, toilet, bath, shower, radiator or boiler.
- No heating or hot water, particularly during cold weather.
- Burning smells, sparking, damaged electrical fittings or repeated tripping of electrics.
- Loose ceilings, unsafe flooring, broken external doors/windows or anything affecting security.
- A smoke or carbon monoxide alarm that is not working.
- Damp or mould that is spreading, returning repeatedly or appears linked to a building defect.

Routine inspections

Routine inspections are there to help us spot maintenance early and protect both you and the property. They are not designed to catch you out. We may take photographs of the property's condition and note repairs or improvements that could be helpful. We will always aim to give appropriate notice and arrange access reasonably.

STUDENT TENANTS

Where your tenancy includes a dedicated property manager or out-of-hours contact number, keep those details saved in your phone. Use that contact for genuine urgent issues outside normal office hours.

RENT, YOUR DEPOSIT & MOVING OUT

Your deposit

Where a tenancy deposit is taken, it will be protected in a government-authorised tenancy deposit scheme and you will receive the relevant protection information. The deposit is your money, held against the tenancy, and is not an extra fee.

The best way to give yourself every chance of receiving the full deposit back is simple:

- ✓ Pay all rent and other agreed tenancy charges in full.
- ✓ Report repairs and leaks promptly rather than allowing damage to become worse.
- ✓ Keep the property reasonably clean throughout the tenancy.
- ✓ Do not make alterations, decorate, remove fixtures or install items without permission where permission is required.
- ✓ Take care of keys, fobs, furniture, appliances and any items listed on the inventory.
- ✓ Use the property in a tenant-like way and avoid damage beyond normal fair wear and tear.
- ✓ At move-out, remove your belongings and rubbish, clean the property properly, return all keys and provide any requested final meter readings.
- ✓ Check your inventory and move-in condition report. If something was already damaged or marked when you moved in, make sure it was recorded.

FAIR WEAR & TEAR

You are not expected to return a home in brand-new condition after normal use. Any deposit deductions should take account of fair wear and tear, the age and condition of items, and the evidence available at the beginning and end of the tenancy.

If you are struggling with rent

Please contact us early. We cannot promise a particular outcome, but an early conversation gives everyone more chance to understand the situation and discuss the next steps. Do not wait until several payments have been missed before getting in touch.

Before you leave

Give the correct notice Follow the notice requirements for your tenancy and make sure the notice is given in writing in the correct way.	Arrange the check-out Respond to any requests about access, final inspection or return of keys.
Leave it ready Remove possessions and rubbish, clean all rooms and appliances, and leave outside areas reasonably tidy where these form part of your tenancy.	Keep evidence It can be helpful to take dated photographs when you leave, particularly after cleaning and once your belongings have been removed.

WHAT TO DO IN AN EMERGENCY

First protect people, then protect the property where it is safe to do so.

Fire / immediate danger Leave the property, move to a safe place and call 999. Do not re-enter until it is safe to do so.	Smell gas / suspected gas leak Do not use switches or naked flames. Open doors/windows if safe, leave the property and call the National Gas Emergency Service on 0800 111 999.
Power cut Check whether neighbouring properties are affected. For electricity network power cuts in Great Britain, call 105.	Major water leak If safe and you know where it is, turn off the internal stop tap to limit damage. Keep away from electrics affected by water and report the issue urgently.

What is usually an emergency?

- A serious risk to life, health or safety.
- A major uncontrolled leak or flooding.
- A suspected gas leak or carbon monoxide concern.
- A dangerous electrical fault, burning or sparking.
- A property that cannot be secured after a break-in or serious door/window failure.
- Complete loss of essential heating in severe cold, particularly where vulnerable occupants are affected.

Out-of-hours contact

Our normal opening hours are Monday to Friday, 9:00am - 5:00pm. If a genuine emergency happens outside these hours, contact the emergency / property manager number provided for your tenancy. We will do our best to respond and arrange the appropriate action as soon as possible.

Tenant portal	Report routine maintenance here
Nexgen office	Monday-Friday, 9:00am-5:00pm
Out-of-hours / property manager	Use the number provided for your tenancy

IF IN DOUBT, ASK

You are never bothering us by reporting something you are genuinely concerned about. Good communication helps us look after the property properly and helps you enjoy a safe, comfortable home.

Nexgen Lettings & Management Ltd | info@nexgenlettings.co.uk

This guide is general practical information. Your tenancy agreement and any property-specific instructions still apply.