

# WELCOME GUIDE FOR NEW TENANTS



**PINNACLE**<sup>®</sup>  
Serviced Accommodation & Lettings



# HELLO

Everyone knows that moving into a new place is stressful, right? Well, this doesn't have to be the case, and here at Pinnacle we are looking to make the process as smooth and easy as possible so that you can get to enjoying your new home as soon as possible.

We've put this booklet together as a handy one-stop-shop for everything that you'll want to ask when you move.

Of course, if there is anything else that isn't covered here, there will be helpful numbers coming up at the end of the booklet.



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## RENTAL PROCESS, MOVING IN AND RENEWALS

If you have received this booklet, you've done all of the fun legal bits of the contract signing. Now all that's left is to move in and while there are many things that need to be addressed when moving into a new home, this doesn't have to become overwhelming. In this section you will find everything that you will need to make this move as easy as possible, whether you're a veteran or first-time tenant.

### UTILITIES

We often find that a lot of tenants aren't really sure about their rights when it comes to utilities and what they are responsible for.

Unless you have previously discussed the bills of the property being included in the rent, you are liable to organise and pay for all utilities in the property. Additionally, you are under no obligation to stay with the utility company that currently supply the property, and it's best to shop around and find the best deals for you.

When you first move in, you will need to take meter readings. These ensure that the utility companies that have the exact readings to allow them to calculate your bills correctly and avoid estimated billing. On the left is our handy meter reading form.

### WRITE DOWN YOUR MOVE-IN METER READINGS

Electricity

Gas

Water\*

*\* Not all houses will have a water meter*

## THINGS WE DO:

- Inform the council that you have moved into the property.
- If applicable, inform the council that you are a student (once we receive the necessary documents from you).
- Inform Welsh Water that you have moved into the property.
- Set up the bills for the property if these are included in your rent.

## THINGS YOU NEED TO DO:

- Set up bills that are not covered in your rent (this is explained in your contract). For example, TV license.
- Where present, ensure that the pre-payment meter is topped up.

## TIP:

You will need to make sure to take readings for the end of your tenancy before you leave and inform your utility companies that you are leaving! You will be liable for any costs incurred by not doing this.



In some of our student properties, the tenants will pay half rent for a set time at the beginning of the tenancy. This is to allow the landlord to undertake routine maintenance works, including cleaning and repairs. If this is a part of your contract, you are able to move your belongings into the property during this time but are not expected to stay there full time. If you do wish to stay full time during a half rent period, please speak to a member of staff.

We do our best to undertake as many inspections as possible on the first day of the tenancy, but sometimes this is not possible due to the sheer number that occur at the same time. Please try and bear with us until we get to you. We will keep you up to date as to when an inspection clerk will attend.

## **RENT**

Once you have signed your contract, you will need to ensure that you have set up a standing order for the amount of your rent. To ensure that your payment can be easily assigned to you, please make sure to put your address as a reference.

## **Bank Details**

Pinnacle Property (Cardiff) LTD, Sort Code 20-18-15, Acc No. 90991570.





If rent is not paid and we do not hear back from you, late fees will be added to your account. These are:

- **Late payment charge:** £15
- **Interest on rent payment:** 4% above bank of England base rate.
- **Cheque returned fee:** £20
- **Rent Chasing (text, call or email):** £15
- **Rent Chasing (property visit):** £30

We advise never holding back rent for maintenance issue as this constitutes a breach in the contract. Whilst we understand that maintenance issues can be disruptive and frustrating when things do not move as quickly as we would like, but we advise to pay your rent and then request a rent reduction or rebate if you feel as though you are owed this.

**Note:** Rent reductions are at the discretion of the landlord.

To contact our **Rent Management Department**, please call our office number **02920 640200** and press **option 3**.

## INVENTORIES

When you move into your property, you may receive an inventory from us outlining the items that are provided in your property (i.e. beds, kitchen appliances, sofa, etc.) and the condition of the property. Should you receive this, we strongly recommend checking that everything matches the inventory, and taking your own dated photographs. You can retain these to refer to at the end of the tenancy, and if we require copies for any reason we can request these.

Please Note: Not all landlords opt for an inventory of the property, so do not be concerned if you do not receive one. If there is an issue that you are concerned about when you move in, please report this via our website, but do not be concerned if we close this job, as we may already have this in hand through our inspection teams reports.





# INSPECTIONS, CERTIFICATES, SAFETY AND VIEWINGS

During your tenancy, you will receive messages informing you that a member of staff will be attending the property to undertake an inspection. We undertake interim inspections regularly to ensure that the property is safe and well maintained. These benefit both the tenant and the landlord, as it allows us to keep a record of the property throughout the tenancy, not just at the beginning and the end.

These inspections could be:

- **Routine:** to check in on safety matters such as the fire alarms, fire blankets and boiler.
- **Maintenance:** to follow up on a reported or currently occurring maintenance issue at the property reported by either tenants or landlord. This can also be in relation to the '*special condition*' works at the beginning of the tenancy.
- **Cleanliness:** these follow previous inspections where cleanliness was highlighted as an issue, or a report from a tenant, landlord, or contractor.

- **Council and HMO:** requested by the council to review the property for any works that they believe are necessary.

## CERTIFICATES

Law requires certain certificates are needed on properties in Wales. These are:

- HMO (Houses in Multiple Occupation) License
- Fire Alarm Test
- Gas Safety Check
- Emergency Lighting Certificate
- Unvented Cylinder Test
- EICR (Electrical Installation Condition Report)
- PAT (Portable Appliance Test)
- Fire Extinguisher Check
- Legionella Risk Assessment

These depend on a variety of factors and not all will be applicable to all properties. We will be in touch to advise you of contractors attending to undertake tests for the above certificates.

## **SAFETY**

There are certain safety procedures in the property that tenants are responsible for. These are:

- Not propping open fire doors.
- Ensuring that fire door closers are intact and reporting any damage that occurs.
- Not moving or removing any fire alarms or safety equipment from the property, including fire blankets and fire extinguishers.
- Read instructions for all safety equipment in the property.

## **VIEWINGS AND RENEWALS**

We will contact you approximately two months before the end of your tenancy (although sometimes earlier) to see if you would like to renew your tenancy at the property. If you would, our lettings team will be on hand to guide you through the renewal process. If not, we will begin advertising the property to let and begin viewings.

Sometimes viewings may be inconvenient for you, and you are well within your rights to deny us access when this occurs. However, we ask that you do your best to allow us to undertake viewings as much as possible, as the sooner we can do these, the sooner we can finish and you can continue your tenancy in peace.

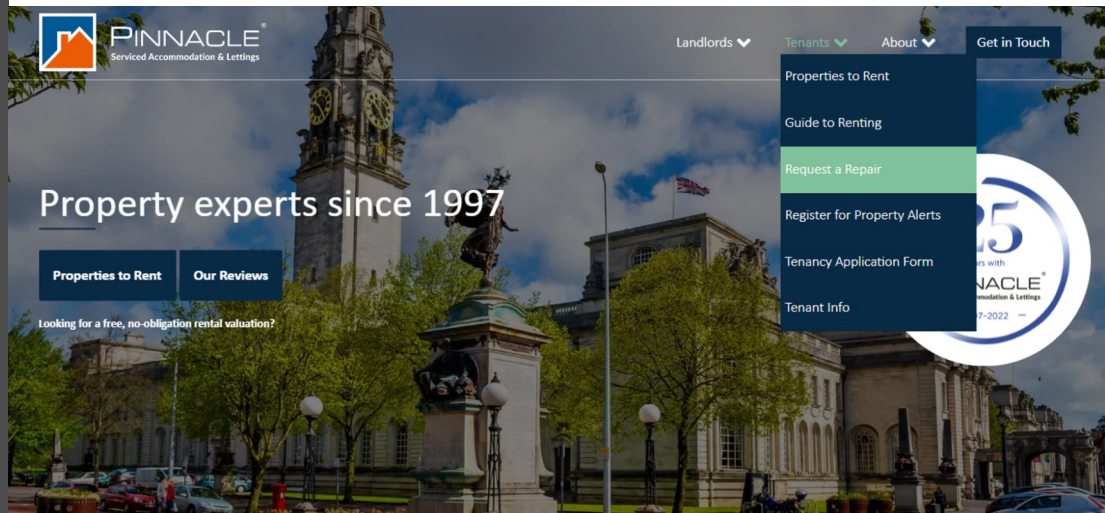




## MAINTENANCE

If you do experience maintenance issues at your property, we ask that you report these as soon as possible via our website. Every report helps us monitor your property and ensuring that it is in good condition.

Maintenance needs to be reported at <https://pinnacle-agents.fixflo.com> or on our website under the *Tenant* section > *Request a Repair*. These pages will give you further information or the issue will be passed along to the maintenance team to be addressed.



While you are more than welcome to contact us via phone or directly by email, we advise reporting all maintenance through our Fixflo system, which you can access through our website. This makes sure that the report will be dealt with quickly, and that we have all of the information that is necessary for us to get it done.

When you reach our Fixflo system you will be shown a variety of maintenance issues. Once you have selected the correct one, it will ask you for more information, photos and your details. Please fill this in with as much detail as possible to speed up the process.



When reporting maintenance, please bear in mind the following timelines (set out in the *Rent Smart Wales* 'Code of Practice'):

### **Emergency Repairs**

- Attend within 24 hours or as soon as possible.
- Boiler breakdowns, leaks, no electricity, front or back door locks, toilets/showers (where it is the only one in the property), fleas or bedbugs.

### **Urgent Repairs**

- Attend within 72 hours.
- Damp and mould, appliance breakdowns, internal locks and doors, bed/mattress replacements, curtains and blinds (on ground floor), fire alarm issues, structural and roof issues, toilets and showers (where others are available), rodents.\*

### **Routine Maintenance**

- Advised 30 days although we aim for within 14 days
- Cosmetic issues (e.g. painting), gardening, non-essential furniture requests, curtains and blind replacements, carpet replacement, and other minor repairs where not causing damage.

\* Please be aware that many of these issues cannot be rectified on the day and will need to be quoted, may need parts ordered, and may not be completed within the 72 hour timeframe.



## TENANT RESPONSIBILITY AND WALKTHROUGHS

There are some minor maintenance works within the property that fall under the responsibility of tenants and 'acting in a tenant-like manner'. These will be listed in this section, with tips and walkthroughs on how to address them.

### Re-pressuring a Boiler

- One of the most common reports that we receive is that the boiler has lost pressure. The boiler's pressure gauge should be between 1 and 2. Anything outside of this can be addressed easily by tenants.

- If the gauge shows a reading above 2, you can reduce this through bleeding radiators in the property. You can do this with a radiator key bought at any supermarket or hardware store. If you do not know how to do this, you will be able to find a walkthrough on YouTube.
- If the pressure is low, you will be able to top this up using the filling valve which is the black hose that is usually found underneath the boiler. If you use your boiler's make and model, you will be able to find a comprehensive walkthrough of this online.
- If this does not work or occurs again without obvious cause, please let us know.



## Condensation, Mould and Damp

- Knowing the difference between damp and condensation can be very helpful in knowing how to deal with the issue that is occurring and can speed up the process, ensuring that your property is in a good state as soon as possible.
- Black mould occurs most often due to condensation, which builds up when there is too much moisture in the air. This often see this on ceilings, around doors and windows, and in the corners of rooms. You can help fight this by using extractor fans and trickle vents, not drying clothes inside, and by making sure that the property is well ventilated and heated appropriately. **This falls under tenant responsibility, and it is down to you to minimise it and clean it off if it does happen.**
- Damp can be identified through damp patches on the walls that are wet to touch, or look so, peeling or flaking paint, or a 'tide mark' in ground floor rooms. If you believe that this is what is in your property, please let us know and provide us with photographs.





## Pests

- It is possible that you may experience pests whilst in your property. The most common are rodents, carpet moths, and bedbugs.
- If you believe there are rodents at your property, please ensure that all food is stored appropriately, nothing is left out on surfaces or in bedrooms, and rubbish is stored properly and put out on time. Once you have done this, please report the issue online and the maintenance team will be in touch.
- Ants, woodlouse, flies etc. are not pests that your landlord is responsible for unless there is an uncovered opening that they are using to gain access. You will be able to buy bug repellent/killer at any supermarket.
- Bedbugs are often unintentionally brought into the property by tenants on textiles, clothes or furniture. We are able to put you in touch with a pest control contractor to spray for these, however you may be liable for the costs.

- Carpet moths are small bugs that (as the name suggests) live and consume carpet fibres. If you notice small white rice-like bugs on a threadbare area of carpet, please let us know as soon as possible.

## Garden

- If you have a student or shared accommodation, you are expected to undertake standard maintenance to the garden, and report to us if the garden reaches an overgrown state so that we or the landlord can address this. **If appropriate equipment has been provided to tend the garden, you will be expected to do so.**
- Tenants in unfurnished properties are expected to maintain the garden to a good standard.

## Clearing Drains

- The clearing of drains within the property is tenant responsibility.
- For internal drains, ensure that all waste is

removed from this, and use store-bought drain unblocker. If this does not work, try and rod the drain (rods available from most hardware stores)

- For external drains, please ensure that these are clear of general waste such as rubbish or leaves.

### **Tripped Electrics**

- If your electricity has tripped, you will need to unplug all electronics within the property and reset the trip switches on the fuse board. This is usually found in the front hall.
- You will then need to go through of the electronics one by one and plug them back in, this will allow you to identify what caused the issue.
- If you are unable to turn the electricity back on with the trip switches, or the issue is with something that belongs to the landlord (e.g. appliances or electric shower) please let us know as soon as possible and do not use the appliance.
- If all electrics are off but the trip switches are in the correct position, check the main switch near

the meter and check for local issues on the Western Power website (the website address can be found at the back of the booklet).

If you have urgent maintenance issues outside of office hours (9.30am to 5.30pm Monday to Friday), you will need to report this to our **out of hours maintenance service**. If you ring the office number and stay on the line through the recorded messages, it will transfer you through to the service and they will be able to help you.

If you have a non-urgent maintenance issue outside of these hours, please report it online with our Fixflo service, as explained in this brochure.

### **COMPLAINTS**

If you have a complaint, please send this in writing to: [enquiries@pinnacle-group.com](mailto:enquiries@pinnacle-group.com). For any escalated complaints, please see our website [www.pinnacle-group.com](http://www.pinnacle-group.com) for the official procedure.



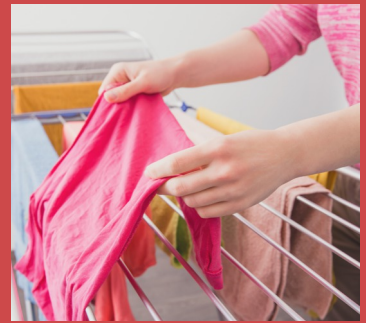
IMPORTANT THINGS TO  
**REMEMBER**

YOU DON'T WANT THIS  
TO LEAD TO THIS



**Wipe down windows and mirrors to remove moisture.**

**Don't dry clothes indoors unless you open a window nearby. This will improve ventilation and reduce moisture.**



**If you have extractor fans installed, make sure to use them.**

**Don't vent your tumble dryer internally. Always ventilate to the outside of your property.**



**Use trickle vents if your windows have them. On dry days, open windows to let fresh air blow into your home.**

**Don't let your home get too cold. The drop in temperature causes water to form on surfaces.**



## TIP:

As soon as you hand in your keys, you will not be allowed to return to the property, so make sure that everything you need is taken from the property before this.



## CLOSING INSPECTION, MOVING OUT AND DEPOSIT PROCESS

We are always sorry to see you go, but below we have explained the processes for the end of your tenancy, and a list of things that are commonly missed when tenants move in.

### LEAVING PROCESS

As soon as the keys are handed back in at the end of the tenancy, we begin working on everything that will bring your tenancy to a close. We begin with the closing inspection, where a member of staff attends the property as soon as possible to record the standard of the property. This report will be sent to you as soon as it is typed up. This is for your reference and does not represent any charges that may be proposed against your deposit. After this, we will begin the deposit process, which is described below.

## **DEPOSIT**

Deposits can be considered stressful for a lot of tenants, but over the last few years, we have been working to make this more streamlined and a lot easier.

At the beginning of your tenancy, we protect your money with TDS (Tenancy Deposit Scheme) Custodial, who protect and hold your money during your tenancy. You will be emailed by the TDS with all of the details that you need to access this.

Once your tenancy ends, you will need to log in to the TDS using the details sent to you via the TDS email at the beginning of your tenancy. You can then request the return of your deposit.

Following the end of your tenancy, a member of staff will attend to inspect the property and we will then respond to your request. If there are no charges, the deposit will be returned to you in full. If there are

charges, you will be able to see these through the TDS portal where you can accept them or dispute them.

Issues with maintenance during your tenancy cannot be taken into account during this process as this is considered a separate issue.

Please note that all charges will be compiled in line with the TDS guidelines.

## COMMONLY MISSED

The deposit team find that often the same things are missed every time when a tenancy ends, and that many of these are easily avoidable. These are listed below to make sure that you get as much of your deposit back as possible.

- Lightbulbs: Make sure that every **lightbulb** in the property is in place and **working**. These include oven and extractor hood lights. If these stop working during your tenancy, please let us know!
- **Remove all rubbish** and personal items from the property as we will have to arrange a contractor to remove these.
- It may sound inconsequential but, **wipe down skirting boards!** If not, these will be picked up and a contractor sent to clean them.
- Remove any Blu Tack from **walls**, and any residue **cleaned** away.
- Make sure any items provided by the landlord (mattress protector, light shade) are clearly

visible and in the same room as they were at the beginning of the tenancy.

- If applicable, make sure that the **garden is tended**.
- If you have taken any of your own furniture, you will be charged to remove these.

If you have any questions about your deposit, please feel free to contact the deposit team at [deposits@pinnacle-group.com](mailto:deposits@pinnacle-group.com).





## USEFUL NUMBERS AND WEBSITES

So hopefully this booklet has helped make your tenancy run a little bit smoother, but if there is anything else that you would like to ask, please see below for a list of useful numbers and websites.

### PINNACLE BRANCH

30 Richmond Road, Cardiff, CF24 3AS

### FIND MY SUPPLIER

To find your gas supplier, go to:

[www.findmysupplier.energy](http://www.findmysupplier.energy)

### WESTERN POWER DISTRIBUTION

To find your electricity supplier, go to:

<https://supplier.westernpower.co.uk>

### SMELL GAS?

If you can smell gas, call 0800 111 999.

## WELSH WATER

**For submitting meter readings:**

0800 052 0140

**Emergency flood or burst pipe:**

0800 052 0130

**Sewage emergency:**

0800 085 3968

### TV LICENCE

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

### TDS

[www.tenancydepositscheme.com](http://www.tenancydepositscheme.com)

## **RUBBISH**

**Cardiff:** [www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/Pages/default.aspx](http://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/Pages/default.aspx)

**Rhondda Cynon Taff:** [www.rctcbc.gov.uk/EN/Resident/BinsandRecycling/BinsandRecycling.aspx](http://www.rctcbc.gov.uk/EN/Resident/BinsandRecycling/BinsandRecycling.aspx)

## **COUNCIL TAX**

**Cardiff:** [www.cardiff.gov.uk/ENG/resident/Council-tax/Pages/default.aspx](http://www.cardiff.gov.uk/ENG/resident/Council-tax/Pages/default.aspx)

**Rhondda Cynon Taff:** [www.rctcbc.gov.uk/EN/Resident/CouncilTax/PayyourCouncilTax.aspx](http://www.rctcbc.gov.uk/EN/Resident/CouncilTax/PayyourCouncilTax.aspx)





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enquiries@pinnacle-group.com



Please keep this booklet in a safe place for future reference. Whilst efforts are made to ensure things do not change mid-tenancy, if they do then the most up-to-date information can be found on our website: [www.pinnacle-group.com](http://www.pinnacle-group.com)

Information in this booklet is correct as of July 2022.