

TENANT GUIDE

SouthSide Property Management



SouthSide
Property Made Simple

A step-by-step guide to your tenancy with SouthSide to help you enjoy your new home.



Chartered
Institute of
Housing



Contents

Inventory	3
Utilities	4
Council Tax	5
Insurance	5
Paying Rent /Setting up a Standing Order	6
Reporting Maintenance	6
Emergency Call Outs	6
Summary of Day-to-Day Tenant Responsibilities	7
Fire Safety	10
Neighbourly Conduct/Anti-Social Behaviour	10
Misplaced Keys	10
Routine Property Visits (RPVs)	11
Alterations to a Property/Pet Request	11
Living in a HMO Property	12
Communal Areas	12
Tenancy Swaps	12
Tenant Leaving Procedure	13
Tenancy Deposit Scheme	13
Feedback	14

Welcome

Welcome and congratulations on your new home. We understand how difficult securing and moving home can be. Please make sure you have received your giftbag of everyday items and a bottle of prosecco from your dedicated team at SouthSide.

At SouthSide, our priority is to keep you and the property safe, If you have any suggestions or improvements we can make please do let us know by emailing feedback@southsidemanagement.com

We ask that you go through your property and report any major issues to your Property Manager within the first 48 hours to allow them to be resolved timeously. Ideally via email with a photo of the issue attached.

We hope you enjoy your giftbag and tenancy with SouthSide.

Your Property Manager is:.....

they can be contacted by phone on 0131 510 0051 or

email:@southsidemanagement.com

Your property reference number and address is:

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Our office is open Monday to Friday: 8am-6pm

We are open on Saturdays between 8.30am – 1.30pm with an on-duty Property Manager for emergency maintenance that cannot wait until the Monday.

Inventory

The Inventory & Condition Report is a document that lists what is in the property and the condition. Inventories are very important as they preserve the landlord's property as well as protect your deposit.

When you receive your inventory

- You should receive your inventory within 10 working days from the start of your tenancy. If you have not received it, please email your Property Manager to let them know.
- You must carefully read through the inventory as it will be used as a basis for any claim of damage or change in condition at the end of the tenancy.
- You have 7 days to review the inventory from the date you receive the email. If you wish to make any amendments or comments regarding the inventory, they should be detailed in the template amendment document that is sent to you, supported with photographic evidence and emailed back to the inventory company. These comments will then be kept in your file for the check out.

If any amendments require attention, then please contact your Property Manager

Checking out

- You will be contacted via email with a date and time of your checkout visit. You do not need to be present for this, but please respond to advise if you will be in attendance or not.
- You will receive check out guidelines towards the end of your tenancy, which outline the expectations to ensure your deposit is returned in full once you have vacated the property.

The main inventory companies we use are:

Name	Email	Phone
Edinburgh Inventory Services (EIS)	info@edinburghinventories.com	0845 862 8620
Pinstripe Inventories	edinburgh@pinstripeinventories.co.uk	0131 564 0004

Utilities

One of the first jobs you should do when you move in is set up the utilities in your own names. We would recommend you take photos of your meter readings on the day you move in. The numbers below tell you who the current suppliers to the property are.

Gas: 08706 081 524

Electricity: 03301 010 300

It is your responsibility to contact the suppliers to inform them you are the new occupier and give your first set of meter readings. Please ensure you give them the meter readings from the day you moved into the property (if you do not have the readings to hand, they can be found on your inventory).

You are welcome to change your gas/electricity supplier at any point during your tenancy so long as you do not have any outstanding balances overdue with your current supplier. Please be sure to inform SouthSide of the new supplier so we can contact them at the end of your tenancy.

You will also need to set up your WIFI and TV license (if they are not included in your rent). Some of the main Broadband suppliers are: BT, Virgin, TalkTalk & Now TV.

It is recommended you set up a standing order or direct debit with the council and all utility companies, so payments are not missed.

Some of the main utility suppliers are:

British Gas	0333 202 9802	Avro Energy	0330 058 2005
EDF Energy	0333 009 7155	NPower	0800 073 3000
EON	0345 052 0000	OVO Energy	0330 303 5063
Scottish Power	0800 027 0072	Bulb	0300 303 0635
Shell Energy	0330 094 5800	Octopus Energy	0808 164 1088
So Energy	0330 111 5050	SSE	0345 026 2658

Should you have any trouble setting up your accounts please contact your Property Manager without delay and they will help you where they can.

Council Tax

The City of Edinburgh Council (ECC) should be contacted on 0131 200 2000. Unless agreed otherwise, you will be responsible for council tax payments whilst in the property.

If all tenants are full-time students be sure to apply for an exemption from Council tax from ECC. You can do this online via:

<https://edinburgh.erevenues.co.uk/rev/studentStart> - you will need your matriculation number. In some cases, you may need to email: incomeandbenefits@edinburgh.gov.uk - see the website for further information.

If the property you are renting is not in central Edinburgh, please ensure you contact the correct council e.g. Midlothian Council, East Lothian Council etc.

Insurance

IMPORTANT

Contents Insurance

Contents insurance is there to make sure that, should your possessions be damaged or stolen, you're not left counting the cost. It protects the possessions you would take with you into a new house. For example, clothes, jewellery, electricals (like TVs and laptops)

The landlord will have their own insurance for the property, which does not cover tenants' contents and accidental damage. We strongly recommend that you take out contents' insurance.

Tenants liability insurance

Tenants legal liability coverage is insurance for loss or damage resulting from an action of a person renting that property. This insurance, when purchased by the tenant, pays for the cost of the loss or damage caused by the tenant such as leaving a tap on and flooding the property. It will also cover accidental damage to the landlord's property, e.g. staining the carpet or a broken appliance.

Paying Rent /Setting up a Standing Order

Your rent must be with us by the 1st of each month. The easiest way to do this is to set up a standing order to reach our account by then. This can be done with your bank to the account details that are in your tenancy agreement. If you are unsure what those bank details are, please contact your Property Manager who will pass this onto you. It is important that you use your unique property reference number when you are transferring any monies to us. This is also in your tenancy agreement.

If you are late paying your rent, late fees as detailed in your PRT apply.

Reporting Maintenance

You should report any maintenance issues as early as possible so that SouthSide can get them fixed timeously for you.

This can be done through the repair reporting system on our website, with photos of the issue: www.southsidemanagement.com/report-maintenance-issues/

For emergencies, please call the office on 0131 510 0051.

Please refer to our trouble shooting guidance below if your issue can be dealt with first.

Emergency Call Outs

For emergencies, please call our office directly on 0131 510 00 51 during office hours or 0131 510 2424 outside office hours. Emergencies are deemed fire, flood, property damage or being locked out of your property. Please be aware that tenants may be charged for call outs that are not deemed an emergency if they could have been resolved during normal office hours.

Gas Leak: If you smell gas or think that you may have a gas leak somewhere then you should call Transco Gas Emergencies line straight away on 0800 111 999. Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible. Do not turn lights on or off and avoid using other electrical switches and appliances. Do not smoke, light a match or any other naked flame.

Summary of Day-to-Day Tenant Responsibilities

Please note this is not exhaustive, it is a guide in order to help resolve most issues as quickly and hassle-free as possible and avoid any issues where we need to pass on the cost of a repair to you.

Issue	Contact/Action
Smell of Gas	Contact the National Gas Emergency Service: 0800 111 999 and then contact the office on 0131 510 0051.
Gas central heating/hot water not working	Check boiler pressure, if below 1, top up. Please check your boiler manual or online how to do this. Check if you have a prepay meter and if there is credit. If still not working contact the office during working hours.
Electricity failure	Check your fuse board has all the switches facing the correct way. If one has tripped, turn off all the items on this circuit and retry. Check if you have a prepay meter there is credit. If all ok at the fuse board, confirm with a neighbour if local supply fault. If supply fault contact SP energy network – 0800 092 9290, who will update you when supply will return.
Loss of water supply	Check the water stop cock is not turned off. Contact Scottish Water to confirm when supply will return – 0800 0778 778.
Leak from neighbour above	Speak to your neighbour above to make them aware, request them to have a plumber attend and turn off water, take their contact details and report to the office. If no response from neighbour, contact the council's public health department on 0131 529 3030, also report to the office. Collect water and if plaster board ceiling, put screw driver hole to allow water to freely come through into bucket and reduce damage.
Leak into neighbouring property	Identify issue where possible, e.g. just used bath/shower and leak has come through, do not use this item again until repaired, call the office. If no obvious cause (e.g. shower not recently been used) and water is consistent, locate stop cock and turn off water. Call the office. If out of working hours call 0131 510 2424.
Leak from roof	Please collect the water where possible and pierce a hole in the ceiling with a screwdriver
Water leaking from external pipe	Confirm which property the pipe originates; if from your property, please contact the office to report.
Toilet blocked	Please call the office to report and do not use in the meantime. If level in toilet is rising and out with office hours call our emergency number - 0131 510 2424.

Toilet not flushing	Please call the office to report, you will still be able to use the toilet by manually flushing away by using a bucket or basin to pour water down the toilet. Whilst not ideal, this is not an emergency.
Saniflo Toilet	A saniflo toilet will block if they have strong/thick paper, sanitary towels, wipes and any other material that does not break down in water. If you have put these items down and your saniflo is no longer working, you will be responsible for the cost of the repair. Please call the office or email your property manager for further information and contact details to arrange repair.
Shower/Bath blocked	This is ordinarily caused by hair. In the first instance, please use drain unblocker along with a plunger or pour a bottle of bleach down and leave overnight. If still not able to clear please contact the office.
Leaking shower hose/shower head	Contact the office, it is ordinarily possible to unscrew and replace yourself and submit the receipt to the office for the cost of the materials.
Bath sealant mouldy/loose tiles	This can cause issues where water will leak from your shower, please notify the office by way of sending a picture to your property manager.
Bathroom lightbulb blown	The bulbs are available at any good hardware store. Southside can arrange to replace this for you however as tenant's responsibility there will be a cost.
Mould/condensation	Mould is usually caused by condensation due to lack of proper ventilation and heating. In order to prevent condensation, you need to ventilate by leaving windows ajar as safe and comfortably possible. Please use mechanical ventilation to remove excess moisture where possible. The fan should run for a while after the light is turned off, if not, please contact your Property Manager. Also adequately heat the property evenly to reduce the cold surfaces where condensation can form.
Legionnaires Disease	In order to minimise the risk of legionnaires disease in the water system, it is the responsibility of the tenant to clean showerheads and taps (including removeable parts, heads and hoses). They should be dismantled, cleaned and de-scaled quarterly or as necessary to remove build-up of scale.
Mice	Ensure the property is clean with no bin bags or food waste around. Place mousetraps that are available from most hardware stores around the property. Seeing 1 mouse on a rare occasion is not an infestation. Please monitor and if it persists, speak to your Property Manager.

Water not draining from washing machine	Check there is no obvious debris in the drain strainer – clean the internal filter as described in the instruction book. You can normally find an instruction book online. Call the office if not
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	successful. If foreign items found in pump such as coins etc., the tenant may be responsible for the cost of the technician.
Water on floor from washing machine	Do not use. Call the office to report on 0131 510 0051
Door does not open or close on washing machine	Ensure clothes are not obstructing door. Allow time for interlock mechanism to release at end of cycle, do not force doors open. If full of water and cycle finished, please report to office.
Oven not heating up	Check timer/alarm is on correct setting. Refer to instructions in first instance. Check power to oven is on. If clock is flashing, then needs reset – push 2 buttons at the same time to reset.
Oven lightbulb out	Unscrew cover inside oven and replace small bulb. Refer to instruction for more details, available online.
Oven is smoking	Please clean your oven (when not electrical fault).
Extractor hood bulb	Remove filter and replace bulb.
Hobs not heating up	Please check switched on at power switch. Call office if on and not working.
Ignition spark not working on gas hob	Check power supply is switched on, ensure clean. Report to office.
Smoke/heat alarm beeping intermittently	Replace battery. Use flat screwdriver to insert into slot and slide alarm off ceiling (for most common type)
Fridge/freezer not cold	Ensure appliance switched on. Ensure doors are closed and sealing. Keep the fridge/freezer closed as much as possible to preserve your goods. Try defrosting freezer and make sure the drain hole at the back is not blocked. If still not working, call the office
Ice forming on freezer	Ensure door is closing fully, may need to defrost to full check.
Dishwasher	Important to use salts every 3-6 months – see instruction manual.
Dishwasher not draining	Clean filter from bottom of dishwasher.
Electric shower	If not sure if power shower or electric, please Google make and model of shower or send picture to Property Manager when reporting.
Electric shower not turning on	If there is no power to shower unit (no lights coming on unit) check that the main power switch for the shower is turned on. This may be a pull cord or switch just outside the shower room door. If still not working, please check your fuse board to confirm no issues and call your property manager.
Cold water from electric shower	Please report to the office.

Fire Safety

Please ensure you test all smoke alarms on a weekly basis to ensure they are fully functioning at all times. If they are beeping intermittently, the battery will need replaced, please see the troubleshooting guidance above on how to do this.

Storage of combustible materials in the hallway is not permitted. E.g. boxes, washing lines, bikes.

Neighbourly Conduct/Anti-Social Behaviour

SouthSide Property Management and the local council have a strict no tolerance for any disturbances caused by our tenants and any of their guests. Please be polite, respectful and understanding of neighbours.

Misplaced Keys

Locked out of your property during office hours:

Call the office to confirm keys are available on 0131 510 0051. Providing they are available, you can collect keys upon payment of £30-£40 deposit, depending on the type of keys, during working hours and return them the following day.

Locked out of your property out with working hours:

Call the emergency number 0131 510 2424. If available, the on-call duty manager or contractor may be able to meet you, providing keys are available for a cost IRO £40+VAT. A refundable key deposit of £30-£40 is required on top if keys are taken away.

If the on-call Property Manager or set of keys is not available, the alternative is to contact a locksmith of your choosing, the cost of this is payable by you.

Routine Property Visits (RPVs)

- Routine Property Visits (RPVs) are in place to look for recommendations/upgrades and repairs that the property requires or may require in the future. They also make sure the property is safe for tenants and is being maintained to a good standard.
- The first RPV generally happens 4-6 weeks after moving into a property and gives opportunity to repair any snagging and non-urgent repairs. Thereafter RPVs are carried out every few months.
- We check the condition of the walls, flooring, fixtures, fittings, furniture (if applicable), smoke detectors, CO detector, seals, windows, cleanliness, fans working etc. We don't check inside drawers, cupboards, kitchen cabinets, inside appliances, sheds. We also don't check if appliances, lights, boiler etc are functioning as that's for tenant to report faults.
- If you wish to book an estimated time, then we can offer 2-hour slots if you call the office or email your Property Manager. You will be given a minimum of 48 hours' notice and you must contact us at least 24 hours before the visit is due to take place to reschedule.

Alterations to a Property/Pet Request

If you wish to alter any part of your property or tenancy agreement, including redecoration and keeping pets, please complete the Alteration to Property form and send back to your Property Manager. You can download this from our website under the tenant section → viewings and applications → printable forms → variation to tenancy form: <https://southsidemanagement.com/wp-content/uploads/2018/08/VTC-Request-Form.pdf>

Living in a HMO Property

A House of Multiple Occupation (HMO) property holds a licence from Edinburgh City Council (ECC) allowing 3 or more unrelated persons to live together. The property must be maintained and kept at a much higher standard with the licence assessed and renewed by ECC typically every 1-3 years. The council will visit the property to ensure these standards are met.

Please read the HMO handbook for tenants carefully when you move in and are particularly aware of all the fire safety measures. This will be attached to your welcome email.

Communal Areas

Your PRT may state you need to contribute to communal repairs such as stair cleaning and garden maintenance. Repairs required in the communal area such as lighting and door entry systems are more often than not covered by the landlord or property factor. Communal works require all property owners within the building to agree to the work and can vary in length of time to resolve.

You need to put your rubbish and recycling in the bins provided by the council which are usually found outside your building. If your rubbish is improperly disposed of you could be fined by the local council. Please never leave rubbish in stairwells as this is a fire risk.

Tenancy Swaps

A tenancy swap is when one tenant would like to leave the property, and the other(s) remain. The person planning to leave will need to let their Property Manager know they are planning to leave, it is their responsibility to find a replacement tenant for their room. We will then send the required forms to be completed to proceed with the tenancy swap. The replacement tenant will need to apply for the swap, and an overview of this will be sent across to the landlord for approval. Once we have heard back from the landlord, we will finalise the swap by creating a new PRT Agreement and Tenancy Swap Mandate for signing electronically. A new inventory is not carried out between the swap, as there is no vacant period in between the tenancies. Only once the PRT is signed will the swap be complete. The tenancy swap form can be found here:

<https://form.jotform.com/193453771214357>

Tenant Leaving Procedure

As per your tenancy agreement **ALL TENANTS** are required to give at least 28 days' notice in advance to end the tenancy. We do ask that you give as much notice as possible.

The written notice must state that all tenants (not just one or some) are agreeing to end the tenancy on the date specified. Please refer to section 24 – Ending the Agreement within your PRT. Email notice is fine and **MUST** be sent separately by all tenants stating the same end date. All tenants must be included in the email, otherwise it won't be valid notice.

The tenant leaving form is here: <https://form.jotform.com/193433151449357>

Your Property Manager will send you further instructions.

Tenancy Deposit Scheme

All tenancy deposits received by landlords and letting agents must be protected in a Scottish Government approved tenancy deposit scheme to be safeguarded for the duration of your tenancy. The deposit will be repaid at the end of the tenancy when both parties have reached an agreement on its distribution.

Your deposit will be placed in a deposit holding scheme within 30 working days of your tenancy start date. Landlords decide who to use such as Letting Protection Scotland, Safe Deposits Scotland or My Deposits Scotland, you will be advised by you Property Manager who is holding the deposit however SouthSide usually use Letting Protection Scotland (LPS).

Deposit Return

We start the deposit return process with Letting Protection Scotland (LPS) within 10-15 working days from receipt of the documents requested (in the email you receive once notice to leave is received) or from when the tenancy officially ended, whichever is later.

When a submission is made to LPS by us to release your deposit, they contact the **LEAD TENANT** only. They will receive an email to confirm the return of the deposit and input the account details for where it is to be returned to. When SouthSide release the deposit on their side, your deposit account will show as 'awaiting tenant response'. The lead tenant will need the email that they would have received at the

beginning of the tenancy from LPS with the repayment ID. If you have lost the email or are still having issues you need to contact LPS directly on either 0330 303 0031 or <https://www.lettingprotectionscotland.com/>

Checklist to ensure you get your deposit back:

1. Take meter readings, close accounts and provide copies of all bills
2. Close any phone/internet/TV accounts and provide copies of all bills
3. Close Council Tax account and provide copy of bill; if you are a student provide exemption confirmation
4. Clean the whole property
5. Replace any light bulbs throughout and batteries in smoke alarms that are required
6. Return all furniture to original rooms as per the inventory
7. Remove all belongings

Your deposit will not be processed until leaving forms are received from each tenant. Should the items noted on the checklist not be completed by the final inspection, SouthSide will arrange and deduct costs from the deposit.

Feedback

At SouthSide our goal is to provide the best service possible and we are always looking for ways to improve.

If you have received outstanding service from a member of the team or service that has fallen short of your expectations, please let us know by emailing your Property Manager or feedback@southsidemanagement.com

If you wish to raise a formal complaint, our most up to date complaints procedure can be found on our website: www.southsidemanagement.com



SouthSide Property Management UK Ltd
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Letting Agent Registration Number: LARN1806025