



MAKE IT BIG

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**TENANTS
HANDBOOK**

BY BIG PROPERTY SCOTLAND

*Thank You for choosing
Big Property Scotland!*

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On this short guideline we will talk about what to do, generally speaking, when:

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WHO WE ARE

Established in 2006, **Big Property** are a fully compliant, experienced management team providing first class service to Landlords and Tenants through managing, maintaining and letting properties.

Big Property offer a wide range of flats and houses to rent across Glasgow and the surrounding areas including **the West End, Shawlands, Langside, Bearsden and Bishopbriggs.**



MAKE IT BIG

And a big Thank You for choosing Big Property!

The Big Property Team

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If you have any further queries, please do not hesitate to get in touch by phone 0141 337 6555 or email: info@bigproperty.net

YOUR DEPOSIT

In Scotland, your deposit must be lodged with a deposit scheme within 30 working days of the start date of your lease.

We have selected to use Letting Protection Scotland (LPS) to hold deposits. In terms with the Letting Agent Code of Practice, we will lodge your deposit within 30 working days of the start date of your tenancy. You will receive direct notification from LPS once this has been done and they will provide you with a Repayment ID.

After you move out, you should contact LPS directly to claim your deposit back using the previously provided code. Letting Protection Scotland will request the bank details to which you would like your deposit transferred to.

If **Big Property** need to make deductions for dilapidations, LPS will deduct this from your deposit unless you dispute it. Letting Protection Scotland offer an in-house, independent resolution service who will take in to account evidence provided by both parties, to make a final decision.

MOVING OUT

If you are on a 'Private Residential Tenancy' (PRT) then you must give 28 days notice to leave. If you are still on a Short-assured Tenancy then you must provide two months notice.

You are required to hand in written notice which can be done via email or letter. On receipt of your notice, we will arrange a convenient day and time to conduct your move out. An agent from **Big Property** will meet you on the day to carry out a final inspection and collect your keys. Please ensure that the property is ready to be handed back and all personal belongings have been removed.

You will be made aware of any dilapidations that we will request is deducted from your deposit. Please note that we will be unable to give prices for anything at the time of move out.

It is your responsibility to cancel any standing orders for rent payments, council tax and utility bills as there may be a charge for returning payments. You are expected to update your address with whoever necessary and we recommend that you put a redirection on your mail.

DURING YOUR TENANCY

PAYING YOUR RENT

One biggest responsibility as a tenant is to make sure that your rent is paid on time, every month. Your rent is due of the 1st of every month so you should set up a standing order for the payment to reach us automatically. You may come to the office and pay cash for your rent and we will give you a written receipt. If you are going to be late paying your rent, please let us know as quickly as possible. Paying rent late can lead to late payment charges being added to your account and failing to pay can lead to legal action being taken against you.

COUNCIL TAX & UTILITIES

We will update the local authority and utility companies on the day that you move in. It is your responsibility to ensure that the bills are paid on time. We can only set you up on a standard tariff, but you can change the supplier for your utilities without prior consent. We just ask you to let us know who your provider is when you leave.

TELECOMS & BROADBAND

We do not set up internet, T.V. and phone lines in your property. Should you require these services, please arrange this yourself. We work alongside a company called Tenant Shop who actively scour the market, finding you the cheapest deals. This is a free service for our tenants, and you are not obligated to use them.

VENTILATING & HEATING THE PROPERTY

You are required to keep the property well ventilated throughout your tenancy to help prevent the build-up of condensation and mould. You should ensure that all extractor fans at their correct capacity and open windows regularly. Let us know immediately of any issues.

It is also your responsibility to ensure the property is heated well, especially throughout the winter, to help prevent pipes bursting. If your heating system breaks down, you need to let us know immediately.

CLEANING & GARDENING

We aim to have all our properties professionally cleaned before a move in. It is your responsibility to keep the property this way throughout your tenancy and ensure it's in the same condition when you move out. If there are any concerns with the cleaning that has been carried out, you should notify us straight away.

Any gardens will be in reasonable condition (weather permitting) when you move in. You must keep on top of the gardens while residing there. Your landlord is not responsible for the maintenance of gardens.



MAINTENANCE

You are required to help and maintain the property throughout your tenancy.

You must report repair and maintenance requests via our website www.bigproperty.net. Use the 'repairs' tab at the top of the screen, select the image appropriate to your request and provide as much information as possible. Pictures are helpful as these allow us to assess the urgency of your request.

If a repair arises in the evening or at a weekend, we offer an **Out of Hours Service**. If it is safe to do so, you should report the fault using the steps noted above and our website will give you further directions. Please note that if a contractor attends and the repair request is not an emergency or it is due to tenant damage, you will be responsible for the call out and repair costs.

You are required to carry out general maintenance whilst staying in the property which includes changing light bulbs and appliance bulbs, bleeding radiators, changing batteries in smoke alarms and tightening screws, etc.

If you have an issue with an infestation, you should contact the local authority who will come

out and treat the issue. If they advise of further works that we are required to carry out, i.e. filling holes, then you must advise Big Property so we can arrange this.

INSPECTIONS

We carry out routine inspection every six months to ensure that you are adhering to your tenancy agreement. It also gives us the opportunity to pick up on any repairs and maintenance required.

Photographs will be taken at the property and your landlord will be followed up on the condition. You will receive a letter advising you of our visit. You do not need to be present.

KEYS

We will give you a set of keys for each person named on the lease. If you require more copies, this would have to be done at your expense. Big Property keep a set of management keys in the office (locked away). These keys will only be used in the case of an emergency, or with prior consent relating to repairs and maintenance.

ABOUT YOUR TENANCY

All leases in Scotland are a 'Private Residential Tenancy' (PRT). This means that there is no minimum term needed to be served by you (the tenant). You can hand in notice at any time.

Your PRT lease is a legally binding contract. You should ensure that you read this and any other documentation that is provided carefully as it outlines your rights and responsibilities as a tenant. Anyone over the age of 18 who intends to reside in the property, must be named on the lease.

If you require a guarantor, they too, will sign the lease. Your guarantor should ensure they have read all of the documentation provided so they understand their responsibilities.

You should keep your lease and any other documentation safe throughout your tenancy in case you need to refer to it.

Before leaving a property, you are required to give 28 days' notice in writing. If your landlord is looking to seek possession, they are required to give you 28 days' notice or 84 days' notice, dependent on the start date of the PRT. Your lease agreement will provide further information on this.

YOUR INVENTORY

Before your move in, **Big Property** will prepare a Photographic Inventory. This will normally be sent to you the day before you move. You should sign the inventory to confirm receipt and you will then have 7 days to check its contents. You should agree or disagree to each item, sending photos as evidence so we can refer to this at the end of your tenancy. After 7 days, the Inventory cannot be amended, and you will be expected to hand the property back in this condition.

