



Your Tenancy

You have a Scottish Secure Tenancy with us. Your Tenancy Agreement sets out your rights and responsibilities as a tenant and ours as your landlord.

Your Tenancy Agreement includes important information about things like:

- Rent
- Service charges
- Use of your property
- Succession
- Sub-Letting and taking in lodgers
- Joint tenancies
- Ending your tenancy

You will have been given a copy of your Tenancy Agreement when signing up. Please make sure you keep it in a safe place.

Please also let us know if there are any changes to your household (such as if anyone moves in or out). You can also contact us if you want to know anything about your tenancy.

Moving into your new home

You must move in to your new home at the start of your tenancy and start paying rent as soon as you sign up. If you don't you could lose your home.

When you know you are moving you should make the following arrangements:

- If you have been receiving Universal Credit or Housing Benefit at your previous address, you must inform the Department of Work and Pensions (DWP) or the Housing Benefit Office that you are moving. Benefit money will only be paid for your new home from the day you move in
- Contact electricity, gas, telephone and other utility companies to confirm when you want them to provide services to your new home
- Tell the Council Tax office that you are moving
- If you claim other benefits, tell the DWP that you are moving
- Arrange for your mail to be redirected to your new address
- Arrange insurance for the contents of your home

If you already rent a house you must tell your landlord that you are moving. You may have to pay rent for two homes if your tenancies overlap.



Your gas and electricity supply

We have switched off the gas to your property and carried out a visual check.

We have not switched off the electricity but have carried out a full safety check.

You must make it a priority to follow the steps below before you move in:

- Contact gas and electricity suppliers to create accounts in your name. Make sure you give a meter reading so that you are not held responsible for any debts left by the former tenant
- Arrange to switch on the gas

Once you've moved in you can then pick your own gas and electricity suppliers.

Arrange to switch on the gas

Only after you have sorted your bills and debts can you arrange to get your heating switched back on. Phone our gas contractor on 0131 654 2733 during office hours (9am-5pm) to arrange a suitable day and time to switch on your heating. They will respond within 24 hours and work will only be carried out during office hours. This does not include weekends.

OUR CONTRACTORS ARE THE ONLY ONES WHO CAN SWITCH ON YOUR HEATING. YOUR SUPPLIER WILL NOT BE ABLE TO DO THIS.

If you don't know how to operate the heating system, please contact us and we can arrange for our gas contractor to show you.

Keys

You have been given two sets of keys for your property. If you need extra copies you will need to get them cut yourself.

We can hold a spare set of keys securely for you in our office. This means that if you lose your keys you can come to us to let you in, rather than facing a significant bill from a lock smith. It would also save you money should we ever need to force entry to your property, to carry out a gas service or alarm test for instance.

If you live in a Melville flat you will have been given two key fobs for the door entry system. You must return both fobs at the end of your tenancy. We charge for each lost fob but you can buy replacements from our office.

Ventilation

There is a British Standard Specification requirement that all gas heating systems must have an adequate air supply. Your home has a vent which will be found either in the window, on an outside wall, on the floor or on a wall to a pipe which vents into the roof space.

FOR YOUR OWN SAFETY, THIS VENTILATOR MUST NOT BE SEALED OR RESTRICTED IN ANY WAY.

Gas meter box keys and repairs

If you do not have a key for your gas meter box, contact your supplier who will provide one free of charge. If the gas meter box has been damaged, please phone your supplier or contact us to arrange a repair.

Gas meters, like most things, can wear out over time so for every Melville household we're happy to replace one free of charge. However if you need a second replacement within five years then, in order to protect our planned maintenance budget, we will have to bill you for the additional meter.

For more information or help with any of this please contact Property Services.

Gardens

If you have a garden you must:

- Keep it tidy and free of rubbish
- Make sure that shrubs and hedges do not become a nuisance to neighbours
- Cut back trees when they need it

To help you look after your garden we can lend you a strimmer or electric lawnmower from our office, free of charge, but on payment of a refundable deposit of £5 (£10 for the lawnmower).

We are responsible for maintaining door steps, boundary walls and any paths that lead to your front and back door, but not any general paths outside your garden.

We are not responsible for driveways or any other paths. Your local council is responsible for the general maintenance of open plan areas.



Keeping pets

Pets are allowed in Melville properties as long as they are not banned by the Dangerous Dogs Act 1991 or any other law. Pets must be kept under control and should not cause a nuisance. According to the terms of your tenancy agreement we can ask you to remove any pet that is a nuisance.



Parking and garages

You must not park vehicles on pavements, footpaths, verges or open areas nor should open spaces be used to clean or maintain motor vehicles. If you wish to lay a driveway you must get our permission first in writing.

We have garage plots for rent. Please contact Property Services for more information.

Communal areas

All residents of flats are jointly responsible for looking after communal areas, but tenants that stay in the bottom flat are also responsible for maintaining the front garden.

Please note that trampolines are not allowed in communal areas.

If your block of flats has a door entry system please use it correctly and make sure that doors are not wedged open. If there is a problem with the door entry system you should contact Property Services.

To ensure the safety of everyone, you must:

- keep landings and stairs clear of any obstruction
- never leave or store any of your belongings outside your flat
- never leave fuel or bottled gas in any internal area or on the balcony
- not allow anything to be thrown or dropped from balconies
- show consideration and respect for neighbours. Noise can travel easily between floors and walls, therefore we recommend that you do not lay laminate flooring if you live in a flat

Bins and recycling

Your local council, not Melville, is responsible for all bins and recycling. They supply your wheelie bins and provide a regular waste collection service. Please make sure you put your bin out on the correct day and bring it back in once emptied.

Your local council also provides recycling boxes and kerbside collection.

If you have bulky items to get rid of that won't fit in your bin then you can arrange a special uplift from your council. There may be a charge for this.

If you live in a flat it is your responsibility to move your bin to the kerbside on the day of collection and to put it back once emptied.