**FOR THE ATTENTION OF ALL ABLE PROPERTY TRUST TENANTS**

Hello

I am Jez Tribe, the Managing Director of Able Property Trust. I am always here for you as a tenant with our company for the duration of your stay with us.

Firstly, thank you for choosing to rent your property with Able Property Trust. We hope you will be very happy during your stay.

Whilst you are a tenant of ours if you have any issues at all please do not hesitate to contact me or if you have a maintenance problem, our maintenance team.

Now that you are getting moved in, we would like to let you know some basic ground rules that are mostly common sense, but we want to let you know these things at the start of your tenancy so that everything has been clearly explained to you at the outset.

**SMOKE ALARMS AND CARBON MONOXIDE DETECTORS**

During the course of your tenancy never remove smoke alarms that may have faults – especially ones where the battery may be failing. **IT IS VITAL** that you report any issues that you are having with your smoke alarms. Smoke alarms and carbon monoxide detectors are a legal requirement in all rented properties and are installed in all of our properties for your health and safety and it is imperative that you let us know if they stop working or are faulty. Do not just take them down and not let us know! Please report any faulty installed equipment to our maintenance team and they will come and replace them. It is also very important that during your tenancy you do regular checks on the smoke alarms and carbon monoxide detectors to ensure that they are working properly – they could just save your life in the event of a fire or a gas escape.

**MOULD AND DAMP ISSUES**

If you are experiencing any mould or damp issues you must report them and clean down the affected areas immediately you notice a problem. Remember that ventilating your property properly by opening windows, using extractor fans, not drying wet washing on radiators and regular cleaning with bleach based products can reduce the likelihood that you will get mould and damp issues. If the issue is not lifestyle and a structural issue with the gutters, facias, or brickwork, again inform us immediately and do not just leave the problem as it will only get worse if left.

**GARDENS**

If your property comes with a garden, it is part of your contractual agreement that the garden is maintained **at all times**. Gardens cannot just be left to become like a jungle. Under landlord selective licensing, as your agent, we can get potentially get prosecuted if a garden is deemed untidy or unkempt. It is your responsibility to keep the garden tidy and free of any waste, unwanted household items or rubbish at all times. Enjoy your garden and make the most of it. Cut your lawn, weed paths and driveways, and cut hedges and bushes back.

**GENERAL MAINTENANCE ISSUES**

During the course of your tenancy, it is likely (as with any and all properties, rented or owned) that you will have a maintenance issue that needs fixing, replacing, or repairing. Please immediately report any problems that you have. That is why we have a maintenance team. Leaving problems and hoping that they will go away is not the answer. Leaving a problem can end up being far more costly for a landlord than acting quickly. Your deposit is not at risk if you have a maintenance problem, owners want to know and so do we, so report problems immediately you see or spot them. **DO NOT LEAVE THEM**.

**PETS**

We want to be fair and reasonable about this issue but if you did not have a pet when you moved in and did not pay a higher deposit **YOU MUST** request in writing to see if a pet is allowed before just getting one. It is also not fair to get permission for a cat or a dog and then get 3 cats, 2 dogs and other animals without written permission from us. It is the owner’s decision to accept pets and please do not just take it upon yourself to get pets without consent.

**SUB LETTING**

This is a definitely prohibited. We understand that of course you may have friends or family come to stay with you during the term of your tenancy and this is absolutely fine but under no circumstances must you take it upon yourself to move a friend or a partner into your property without informing us. Sub-letting is strictly forbidden under the terms of your tenancy agreement and can cause us serious legal issues and invalidate the owner’s insurance. If you want to add someone to your tenancy agreement, please contact us and we can take the necessary steps to make this happen but once again do not just move someone in without informing us.

I am sorry of some of the items listed above seem obvious, but it is vital that during your stay all parties are happy with the rental arrangement. I trust that you will be very happy during your stay with us, and we look forward to you being our tenant/s. We are here to help and pride ourselves on providing the best possible service to all of our tenants.

Yours sincerely

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