



UMEGA

TENANT HANDBOOK



Some information that you may find useful

Welcome to the Umega Family!

Hey there! We know moving into a new property is always exciting but let's face it... it's quite overwhelming. There are so many new things, and it takes time getting used to what's around. So here is something that will make your life easier!

This tenant handbook is a guide to renting a property with us and covers everything from the day you move in, until the day you move out. This guide answers all the common questions that we receive from tenants, and we highly recommend making the time to look through it on your move in date so that you are prepared.

The Umega Offices: Mon – Fri 9am – 5pm

For specific time periods (like Christmas) – check out google!

10 Lister Square, Edinburgh, EH3 9GL

We hope that this handbook answers your questions. If you cannot find the answer you are looking for, drop us a line at:

Umega Office: info@umega.co.uk or 0131 221 0888

Need some help with something not working in the property try our fantastic online reporting system: <https://umega.fixflo.com/Auth/HomeIssueCreate> (this can also be found on our website)

Emergency Repairs – Will be made safe as soon as, practically possible and normally within 24 hours of notification for example bad leaks, fire or floods.

Urgent Repairs – Where possible these issues will be dealt with within three working days of notification.

Non-Urgent Repairs – Will be dealt with as soon as reasonably practicable and in any event, within 28 days.

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1. Moving In

1.1 Checking in to your property

1. Take gas and electricity readings as soon as you enter the property, these will be needed when you are setting up your utility bills with your chosen provider.
2. We have notified the council that you are moving in. You will be responsible for setting up a method of payment for council tax.
 - a. If you have not received a bill in a couple of weeks you can update your details here: http://www.edinburgh.gov.uk/info/20005/council_tax
 - b. If you are a student or have a student residing in your property you can apply for a discount here: http://www.edinburgh.gov.uk/info/20111/discounts_and_exemptions/533/student_council_tax_discount
3. Check the inventory that we have sent you from Pinstripe/your landlord. You have 7 days to make any amendments from your perspective.
4. Familiarise yourself with the location of the water stop clock.
5. Familiarise yourself with the location of your electricity fuse board.
6. Familiarise yourself with the location of your boiler, how to work it and the top up valve.
7. Familiarise yourself with the location of the fire exit, the safety equipment provided and how to use it.
8. Contact your bank and any important post that you receive and change your address.
9. You can apply for a parking permit through Edinburgh city council here: http://www.edinburgh.gov.uk/info/20277/parking_permits/440/apply_for_a_residents_or_priority_parking_permit
You will need a copy of your tenancy agreement or council tax bill to do this.
10. Read over the next page so you are prepared in the unlikely event of an emergency.

1.2 Deposit and Safe Deposit Scotland

As detailed in your lease, your deposit payment will be lodged with Safe Deposit Scotland within 30 days of your tenancy start date. You will receive an email detailing the Prescribed Information about your Tenancy Deposit. We would recommend logging into this account as soon as you receive this email to receive your DRN and deposit certificate. This will make the return process at the end of your tenancy smoother.

2. Your rights as a tenant

2.1 Lease end

From December 2017 a new lease called Private Residential Tenancy (PRT) was introduced and it runs on a rolling contract. This means that they renew automatically every month on the rent due date. If you wish to leave your property you must give your relationship manager 28 days of notice, in writing, from every tenant named on the lease.

Prior to the PRT lease tenants were issues with another tenancy called Short Assured Tenancy (SAT) and the lease end is different. If you are on a SAT lease then you must provide 2 months notice to vacate.

Please ensure you check the type of lease you have and serve the prescribed notice as stated.

Please note tenants cannot give notice for each other and guarantors cannot give notice on behalf of tenants, you also cannot give notice as an individual if you are on a tenancy agreement with other named people, for more information then speak to your Relationship Manager.

2.2 General Data Protection Regulations (GDPR)

We take the issue of security and data protection very seriously and strictly adhere to guidelines published in the Data Protection act 1998 and the General Data protection Regulation (EU) 2016/679 which is applicable from the 25th of May 2018, together with any domestic laws subsequently enacted.

We are notified as a data controller with the Information Commissioner's Office (ICO) under registration number Z2651272 and we are the data controller of any personal data that you provide to us.

Our data protection officer is Kim Craven, 10 Lister Square, Edinburgh, EH3 9GL

3. Dealing with emergencies

We recommend taking some time to familiarise yourself with this page as soon as possible so you will be able to react quickly in an emergency.

If you believe that you need assistance call:

999 for emergencies
101 for non-emergencies.

3.1 Gas escape

If you smell gas, call Scottish Gas Networks **Immediately** on **0800 111 999**. They will advise you if further steps need to be taken. Call this number and take their advice before contacting your Relationship Manager.

3.2 Water Leaking in an upstairs flat

Go upstairs and speak to your neighbour. If the owner or tenant of the upstairs flat is at home, ask them to turn their water off, if not in then please leave a note asking them to contact you. If the occupant is a tenant, ask them to contact their letting agent/landlord and take note of their name and number, then contact your Relationship Manager.

Let us know where the leak is coming from and give us details of the owner/landlord/letting agent involved. If it is out of office hours and no-one is in the upstairs property after a number of attempts to contact them then call The City of Edinburgh Council on 0131 220 2000 if the issue is causing significant damage to the property.

Do not contact our out of hours emergency number as I am afraid that we have not access to another property so they will be unable to fix the issue.

3.3 Water leaking from the roof:

If the leak is severe and during office hours then please contact your Relationship Management POD and let them know where the leak is coming from by reporting the issue through our online portal and someone will get back to you to advise you of the next steps. If the leak is severe and it is not within our office hours, please report this through the online [here](#). The emergency (out of hours) online report will be picked up by an 3rd party who will respond to you within 2.5 hours.

If the leak is not severe you can report it on our maintenance link [here](#). This will go straight through to our online service and will be dealt with asap.

3.4 Water leaking from your own property

We recommend that you familiarise yourself with your water cut-off valve on your move in date, so you can deal with this issue quickly and efficiently.

Turn off the water then report the issue through the online portal. Let us know exactly where the leak is coming from. If the leak is severe and it is not within our office hours, please report this through the online [here](#). The emergency (out of hours) online report will be picked up by an 3rd party who will respond to you within 2.5 hours.

If a pipe freezes, turn off the water and then call our office for assistance. If the leak is not severe you can report it on our maintenance link here: <https://umega.fixflo.com>. This will go straight through to our online support system and will be dealt with asap.

3.5 Locking yourself out

If you are a joint tenant, contact the other tenants to help you if possible. Within our office hours (Mon-Fri 9am-5pm) Umega Lettings can lend you a set of keys for you to gain access (if they are not booked out for another purpose) please note that there is a £20 refundable deposit for this service and you must show photographic ID. Please call in advance so we can ensure keys are available for your use. If you have lost your keys, then you can use these to get a new set cut as these keys must be returned within 24 hours. You must NOT break into the property as you will be liable to pay for any damage.

If you are locked out outside of office hours and you cannot contact another keyholder you will need to arrange an independent locksmith to come to the property. Umega Lettings will not pay for this service unless we see evidence that it is due to a faulty lock.

4. Common maintenance problems

Please remember that as a tenant, you have an obligation to look after your property. You should treat the property as if it was your own; i.e deal with maintenance issues promptly and sensibly, and you should take pro-active steps to ensure that unnecessary maintenance issues do not arise.

Here is a list of problems that you may experience and should be able to fix yourself:

4.1 Lights not working/loss of power to the property

First, check to see if there is a reason why the lights are not working. If it is just one light, there is a good chance that a bulb just needs changing. You are responsible for changing the lightbulbs throughout your tenancy.

If it is more than one light that is not working and/or there is a loss of power to part of the property, it may be that one of the main electrical switches has tripped. These are usually located at the fuse box. Some trip switches may need to be pressed first and then the switch put back to the on position. Older fuse boards may need the fuse to have a new wire fitted. If this is the case, can report it on our maintenance link here: <https://umega.fixflo.com>. This will go straight through to our service team and will be dealt with asap.

4.2 Loss of power to the whole property

Check with your neighbours to see if they have a problem too; it may be that there has been a power cut. You can call 105 (which is a free phone number) and they will connect you to the correct local distributor to check if there has been a power cut and when the power is likely to be back on.

If your electricity meter runs on PAGYE (pay as you go), you may have run out electricity (Please check your meter) If you have no electricity on your meter you will need to purchase credit using your top up key. This can be done at the post office and various other locations where there is Pay Point facility. Googling Pay Point will give you the nearest one to your property.

4.3 Blocked Sink

Blocked sinks can be easily prevented by buying a sink trainer for your plug hole and ensuring that no food goes down the drain.

If your sink is blocked, empty out the water with a small bucket or jug. Pour some drain un-blocker down the drain (available from all supermarkets / convenience stores i.e. Mr Muscle) then leave for the instructed time. If this does not clear the block after a couple of attempts, you will need to use a plunger (also available from Supermarkets or DIY stores).

To use the plunger, smear the rim of the plunger with 'Vaseline' to get an air tight seal, place over the plughole and run the water until the plunger head is covered. Plunge the handle up and down repeatedly. If you cannot clear the blockage report it to our service team via <https://umega.fixflo.com>. If the blockage has been caused by something put down the sink i.e. food, cooking oil etc *you will be liable for the cost of the repair.*

4.5 Blown fuse

You will need a replacement fuse with the correct rating. This should be marked on the appliance (e.g underneath the kettle), in the instructions, or on a sticker on the plug. Do not assume a 13-amp plug needs a 13-amp fuse, or that the blown fuse was the correct type.

Unplug the appliance and take out the blown fuse with a screwdriver. Put the new one in. If the fuse blows again fairly quickly and the appliance is on the inventory, then contact your Relationship Manager team and we will arrange for its repair or replacement. If it is your own appliance, then you should get it checked out by a competent contractor.

4.6 Central heating/hot water not working

Check your boiler is switched on. There will be a power switch on the boiler itself or on the wall near to it. Different types of boilers require different steps to be taken: Please also reset the boiler first (this can be done by holding the reset button for 5-10 seconds) please also check that is you have a PAGYE gas meter that you have credit in the meter to use, if you run of gas then this will stop the gas boiler from working so please check first because if this is the cause of the issue you may be charged for the engineers call out charge.

Google, Google, Google – Honestly you can find all user manuals online by putting in the name and make of the boiler and there are also helpful videos on Youtube..... you will feel like a superhero if you fix a simple issue yourself!

4.7 Boilers

Check the boiler pressure gauge (if it is has one). This is located on the front of the boiler and is sometimes behind a removable panel. The panel may have operational instructions on it to guide you, otherwise type the boiler make and model into google to search for the instruction manual. The gauge should read between 1.0 and 1.5 bar. If it is lower than this then you will need to top up your boiler. The boiler will automatically stop working if the pressure gets too low (below approximately 0.5 bar).

To top up your boiler you will need to know the location of the top up valve. The valve is either a small black lever that you turn to be parallel with the pipe to open it, or it may look like a tap and turn anti-clockwise to open. You will need to open this valve for long enough for the boiler pressure to reach 1.5 bar. This job may take two people as the top up valve may be in a different location to the boiler. **Remember to turn the tap off again once the pressure is at 1.5 Bar!!** Failure to do so will result in extensive damage to the boiler. If it starts losing pressure again after you have topped it up, then *do not* top it up again. It means that there is a leak somewhere contact our If this is the case, can report it on our maintenance link here: <https://umega.fixflo.com>. This will go straight through to our service team and will be dealt with asap.

Do not try to make any further repairs to the boiler yourself!

4.8 Electric Storage Heaters

These heaters automatically switch on at night when the electricity changes over to a cheaper tariff (normally around 10 -11pm) and then they switch off in the morning (around 7.30 – 8am). They heat up overnight then slowly release the heat the following day. You cannot turn the heater on and get instant heat and you must ensure that it is left switched on at night for the heater to work the following day. If the heaters are not working, check the settings and that all heaters are plugged in and turned on. Some are wired into a fused point at the wall: if so, check the fuse. The trip switch at the main fuse board should also be checked. If it is still not working then please report it on our maintenance link here: <https://umega.fixflo.com>. This will go straight through to our service team and will be dealt with asap.

Please note when you first switch on a storage heater it takes around 24 hours to heat up the unit before it lets out heat.

5. Taking care of your property

Many maintenance problems arise from misuse of equipment or neglect. Please see below some guidelines to help you prevent unnecessary repairs. Please note that Umega lettings will charge you for any repairs that are deemed to be necessary due to misuse or neglect.

5.1 Washing Machines

Check the pockets of your clothes before putting them in the washing machine. Items such as coins or hair ties can become lodged in the machine and stop it from working and can sometimes cause a tear in the plastic drum. This can then lead to a costly repair and can sometimes result in the machine needing to be replaced. Wash bras in a pillowcase as the underwire can come out and become lodged in the machine – this will also protect your bra's from getting ruined.

If the washing machine is not draining or spinning, it could be that the machine has a crease-guard or rinse-hold facility and that this is switched on – switch this off. If the machine is still not working contact our maintenance team and we will send an engineer. If, however, he finds that there is something in the filter or you have the crease-guard or rinse hold switched on you will be liable for the cost of the repair. Check the filter to make sure that there is nothing in the machine causing the problem (the filter is normally located at the bottom of the washing machine at the front which can be hidden by a removal panel) put a towel, bowl etc down before opening it as water will escape (DO NOT OPEN THE FILTER IF THE MACHINE IS FULL OF WATER AS THIS MAY RESULT IN A FLOOD)

5.2 Vacuum Cleaners

Vacuum cleaners are designed to pick up dust and crumbs. They become blocked when unsuitable items such as hair, elastic bands, paperclips and animal bedding are picked up. If the vacuum cleaner is not picking up from the hose or the base, it is probably just a blockage; check to ensure that there is nothing stuck in either the base, the hose or any pipes. If the vacuum is losing suction, check that it does not need emptied. Instructions of how to do so can easily be found online if you google your vacuum cleaner's make and model.

If the vacuum cleaner is not switching on at all, you may need to change the fuse. You should be able to do this yourself, please refer to notes above re: changing fuses. If there is still a problem, contact your Relationship Manager who can discuss with the landlord a replacement.

5.3 Mice/Vermin

Rodents (primarily mice) are a common problem in flats. Rodents may be; isolated to your flat, roaming in other flats in the stair, within the fabric of the building or coming in from outside. We ask our landlords to fill up any holes and gaps in flooring and skirting to minimize the chances of rodents entering. However, they are a communal problem which should involve everyone in the stairwell, and unfortunately, as we are only responsible for one flat, this is not something we can organize.

We advise;

- Keeping your flat tidy, don't leave crumbs lying around,
- Sealing any foodstuffs in containers,
- Putting down traps and/or poison (available cheaply from any DIY store),
- Sealing any holes which you think the rodents are using with wire wool,
- Using a sonic deterrent (available from most DIY stores or Amazon)- these work really well.

If, after taking these basic steps, you still feel that there is a problem please feel free to contact the Council Environmental Health department for further information or contact your Relationship Manager.

5.4 Windows

It is your responsibly to clean the windows during the time of your tenancy, I would recommend a window cleaner carry out these works unless your windows have a mechanism for opening the windows fully! **please ensure your safety when carrying out these works.**

If a window has a safety catch it is there for a reason. The glass or the window mechanism can break as a result of the wind catching an open window that has had the safety catch removed, if you remove the safety catch and damage is caused you may be held liable for any damage caused.

5.5 Beds

Some of the beds have a central support underneath the slats. This can sometimes be knocked over by placing items underneath the bed or moving the bed itself. Once the support is moved, the slats can easily break. If this happens due to tenant negligence, you will be charged for the cost of repair.

5.6 Baths & Showers

Please check your bath and shower sealant regularly and ensure you clean it regularly to stop mould forming. If you notice signs of the sealant breaking down, or water seeping through and causing damage the to the floor or wall, please can report it on our maintenance link here: <https://umega.fixflo.com>. This will go straight through to our service team and will be dealt with asap.

When showering please make sure the curtain or door is pulled or closed fully to ensure water does not drip onto the floor as this will damage the floor. If such damage occurs due to tenant neglect, the tenant will be responsible for the cost of any repairs.

Always read the manufacturer's instructions on any cleaning products that you use. Some are not suitable for use on enamel baths and can damage them. Do not use any abrasive materials such as scouring pads on an enamel bath.

5.7 Saniflo toilets and regular toilets

Saniflo toilets are not like a standard toilet as they do not connect to the main waste water pipe and require electricity to push the waste product out through the pipe work (they are normally found in a toilet which is located in the middle of a property and not an exterior wall). Do not flush any other material down the toilet other than toilet paper. Rim blocks, face wipes, sanitary aids, condoms, tampons, cotton buds etc will block the drains. You will be charged for blockages unless it can be clearly identified that there is a malfunction with the equipment not resulting from misuse.

There is normally a separate power switch for Saniflow toilets so if your toilet is not working, check that the power switch is turned on before contacting our maintenance team, if you hear a loud grinding noise when you flush the toilet then please turn the power off immediately and refrain from using the toilet as this may cause the toilet to flood.

For a mains connected toilet this does not have a power source and the flush acts as the only facility to flush away waste products, again as with the Saniflo toilet you should flush only waste product and toilet paper. **DO NOT FLUSH ANYTHING ELSE DOWN THE TOILET AS IT BLOCKS THE COMMUNAL DRAINS.** For more information on this please refer

5.8 Bed Bugs

Bed bugs are very easy to pick up. They can be transported on clothing, bedding, and furniture. Houses are attractive to bed bugs as they provide warmth and areas to hide. Common areas of infestation include cracks and crevices in walls, furniture, behind wallpaper, behind wood panelling, and under carpeting. The bedroom is a common place because they have a tendency to like bed mattresses and bed frames to feed on humans when they sleep. This is one of the reasons they were given the name "bed bug.". To find bed bugs; inspect your mattress seams, bed frame, head board and other bedroom furniture and pay particular attention to the side of the furniture facing the wall.

To prevent bed bugs; check your house periodically. If you were travelling, examine all the luggage, if you have recently moved check all the boxes and bags and examine any used furniture or clothing you may have. Do not put boxes and suitcases on the bed when returning from your travels.

To treat bedbugs; purchase bed bug spray and spray the infected areas, wash any materials that have come into contact with the bed bugs, by washing the items above 60 degrees this will kill all bugs at the different stages of growth.

5.9 Smoke Alarms

Only remove the batteries from your smoke alarm if you are replacing them. Do not remove them to use for something else. If the alarm is making a beeping noise, it could mean that the battery needs to be changed even if it is a mains wired alarm, it will have batteries as a backup. Test your smoke alarm once a week by pressing the test button on it. If the battery needs to be replaced it is your responsibility to do this.

5.10 Bins

Not taking your bins out can escalate into more serious issues such as vermin, mould and unpleasant smells. Please ensure that bins are emptied regularly and not left tied in your flat or on the common stairwell. If you have moved into your property and require to know the location of the bins then please refer to your local authority website.

5.11 Going on holiday

If you are going on holiday in winter, please keep your heating on a timer to prevent your pipes from freezing and causing a flood. If this happens due to negligence you will be charged for any damage caused. You must let us know if you are going away for 14 days or more.

5.12 Bathroom Extractor Fans

Check the isolator switch is turned on. We find most of the problems with extractor fans are due to the switch being turned off. If we call an electrician and the switch is off, we still incur a call out charge and this will be passed on to the tenant. Leaving your extractor fan can increase the likelihood of damp and mould developing in your bathroom. If mould does develop, you can buy mould cleaner from your local hardware store to clean it up. If this does not work, you will need to contact the service team with details of the issue and they will let you know what to do next. If damage to the property is caused by damp which is deemed to be because of tenant negligence you will be charged for any repairs made.

5.13 Kitchen extractor fans:

If your kitchen is smoking up when you are cooking, and your extractor fan is turned on, it may need cleaning. Over time oil and dust build up and block extractor fans. You can clean them by soaking them in hot, soapy water, scrubbing with a sponge then leaving to dry overnight or you can replace the filters, these can be found at any good hardware stores or online

5.14 Condensation

Moisture in the air increases if high amounts are generated over a short period of time from cooking, drying clothes etc, particularly if this happens in only one room. Kitchens and bathrooms are the rooms most likely to suffer from condensation. The moisture can travel around the house due to air movement, or it may condense in the room in which it is generated.

To spot condensation; black spots and mould growth are often associated with condensation, and it is often obvious from the mist which forms on walls and particularly windows, as it usually forms on cold surfaces (windows, ceiling etc) in the coldest months. There are common places where condensation might occur – bathrooms, kitchens, on windows and cold surfaces generally. The latter includes exposed corners of rooms and exposed solid floors. It may also be found in cupboards and wardrobes on external walls, caused by a combination of poor ventilation and low temperature.

To prevent condensation; keep your property at a constant temperature – short blasts of heat can cause condensation. Do not keep your property too warm – the warmer the air, the more moisture it will hold. Do not cover any vents in your property; they are there for a reason, so leave trickle vents (found at the top of the window) open. Open your windows regularly especially in the kitchen and bathroom and if possible, dry your clothes outside. Do not dry clothes on a radiator or heater. Use a drying frame. Air needs to be able to circulate around clothing for it to dry without it smelling. Close the kitchen door when cooking and ventilate the kitchen. Close the bathroom door during and after showering and ventilate well by either opening the window or using the extractor fan.

During the winter months is the most common time that there is excess moisture in the air due to it being cold outside and warm inside so we would recommend that you use purchase something to assist in removing the moisture, we recommend a product called a moisture catcher and can be found online or your local hardware store.

6. During your tenancy

6.1 Rent payments

It is your responsibility to ensure a standing order is set up to pay the monthly rent. Set up a standing order for three days before the rent due date as your total rent must clear into our account on, or before, the monthly rent due date. Our accounts department email is accounts@umega.co.uk if you have any questions regarding rent payments.

If you are sharing the property, you are all liable for the complete rent payment. If one person misses a rent payment the whole flat is in arrears.

If you have any problems paying your rent, please get in touch with us to discuss your options. Our bank details are:

SORT CODE: 50-00-00
ACCOUNT NUMBER: 29779294
BANK NAME: National Westminster Bank Plc
ACCOUNT NAME: Umega

You will be provided with a payment reference to use when you pay your first months rent, this is to be used throughout your tenancy

Do not avoid speaking to us and risking issues escalating. If you do not communicate with us, we will be forced to raise legal proceedings against you for outstanding amounts.

6.2 Antisocial Behaviour

Under the terms of your tenancy agreement you have an obligation not to act in an antisocial manner in your property and in the surrounding neighbourhood. “Antisocial behaviour” includes; Making excessive noise, failure to control pets, allowing visitors to be noisy or disruptive, using the property for illegal or immoral purposes, vandalising the property or neighbourhood, leaving rubbish at inappropriate times and harassing, threatening or assaulting anyone in the neighbourhood. If you are deemed to have acted in an antisocial manner you will be in breach of your tenancy agreement and may be asked to vacate.

Similarly, your neighbours have an obligation to treat you with the same respect. If you are having problems with the behaviour of your neighbours or others in your neighbourhood you should report it to the Council on 0131 529 7050 or; antisocialbehaviour@edinburgh.gov.uk After you report antisocial behaviour to the Council they will get in touch with you to talk about what has been happening and how they can help you find a solution. If someone’s life or health is in danger call the emergency services on 999.

6.3 HMO Properties

House of Multiple Occupants (HMO) properties are those where 3 or more unrelated people share a flat or house (often common for student properties). Tenants in HMO properties have a duty to carry out regular checks of smoke alarms and to log these checks.

HMO properties will be inspected periodically by council HMO Officers and tenants should allow routine access for these inspections.

Furniture should not be rearranged within HMO properties. Furniture including sofas and dining tables should not be placed in the hall, where they may potentially block fire escape routes. Tenant’s should not tamper with fire safety equipment in the property and should familiarise themselves with its whereabouts. Furthermore, tenants should not tamper with smoke alarms, fire extinguishers and door closers (these must remain attached).

7. Leaving your property

7.1 Serving your notice to quit

If you wish to leave you property you must notify your Relationship Manager in writing, please refer to your lease for the prescribed notice to be provided. You will receive an email notifying you that your notice has been accepted and checkout paperwork will be sent to you (please note that you must receive notification from us before the notice is valid) so if you have not heard back from your property manager within 2 working days or you receive a bounce back email, please follow this up to info@umega.co.uk).

7.2 On your vacation you must:

1. Ensure the property is cleaned to a professional standard (we recommend Velvet Cleaning - **07542 037 203** to carry out a professional clean).
2. Check your inventory and ensure all damaged/missing items are replaced with an equivalent and please return the property and items back to the places as noted on the inventory.
3. Hand all set of keys back into the office (this includes entry fobs and car parking passes). If our office is closed please post all keys through our key drop off point at our office in an envelope with your name and part of the address so we are able to identify the keys.
4. Ensure all utility companies have been notified of final meter readings and provided a forwarding address.
5. Close your account with council tax office, TV license etc.
6. Set up mail forwarding with royal mail.
7. Cancel your rent standing order with your bank (otherwise they will continue to pay us monthly rent).
8. A checkout inspection will be scheduled for the next working day after you move out of the property (this inspection will include checking of the items in the inventory including cleanliness). If items are missing or damaged or if the property is not cleaned to the required standard will rectify these issues for the new tenants and charge your deposit accordingly.

7.3 Deposit refund

When you have vacated the property the deposit refund process will start: for your deposit to be refunded the following actions must take place:

1. The checkout inspection must take place.
2. All sets of keys must be returned to Umeqa and NOT left in your property (if none of the keys have been returned on the vacating date then Umeqa will change the locks and charge your deposit for this).
3. You must provide proof us with utility bills showing the accounts have been closed (with meter readings from your vacating date) and all amounts paid in full.
4. We require invoices from contractors, for any work carried out following your departure, must be in our office (cleaning, remedial work etc). This lets us chase up any work that is not to our standard rather than charging it to your deposit.

We do our best to refund your deposit with 10 working days of you vacating the property if there are no deductions to be made. We will report back to you with any issues, prior to refunding the deposit however this will make the deposit refund process a lot longer. Your deposit is held by Safe Deposit Scotland therefore if you are not happy with our intended deductions, we will then pass all evidence onto SDS who will then assess what deductions should be made, based on the evidence provided.

