



Check-In Checklist & Guide

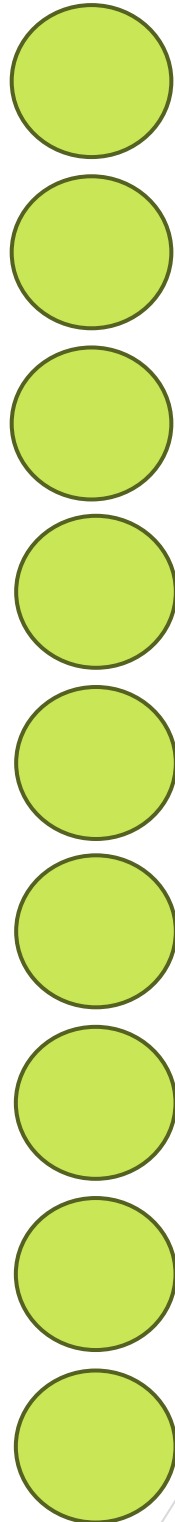
What is this document for?

- ▶ We believe that starting a tenancy off on the right foot will greatly improve the chances of a smooth experience for all involved.
- ▶ Confirming expectations with your tenant early on will set the tone going forward and avoid unnecessary issues.
- ▶ **If you use an agent** to hand the keys and copies of the inventory to the tenants, then it is best to give them a few days to settle in before conducting an in-person check-in at the property.
- ▶ **If you don't use an agent** and will be handing the keys and copies of the inventory to the tenants yourself, you may wish to conduct the check-in there and then to save you returning to the property a few days later – up to you, but it is best to let the tenants settle in and give them a chance to go through the inventory first.
- ▶ Use the Check-In checklist to run through everything in detail. The more you cover off now, the less questions later on.
- ▶ Remember to conduct all communications with your tenant in a professional, business like manner.
- ▶ The check-in should take between 30 mins and 1 hour, depending on the size of the property.



Your Check-In Checklist

- ▶ Inventory
- ▶ Maintenance & Emergencies
- ▶ Heating, Water & Power
- ▶ Keys & Alarms
- ▶ Rent
- ▶ Utilities
- ▶ Bins
- ▶ Contact
- ▶ Tenant guide



Inventory

- ▶ The inventory serves as both a list of items within the property and garden as well as their condition.
- ▶ An inventory is required whether the property is furnished or not as you will want a record of the condition of the walls, floors, worktops etc. See Ello's Inventory Template.
- ▶ 2 copies of the inventory should be provided to the tenant on the first day of the tenancy or when they collect their keys.
- ▶ They should be allowed a day or two to go through the inventory and either confirm they are happy with it or flag any discrepancies.
- ▶ During the check-in meeting you should discuss any discrepancies that may be on the inventory.
- ▶ You should agree the condition of the property and each party should sign and retain a copy of the inventory.
- ▶ This signed copy can then be used to conduct the check-out meeting. See Ello's Check-Out Guide.

Maintenance

- ▶ The check-in is a great opportunity to agree how the tenant should report issues to you.
- ▶ Provide the tenants with both your phone number and an email address.
- ▶ Set parameters around when is reasonable for them to contact you for non-emergency maintenance and faults. For example; “I am available on my phone between 09:00 am and 18:00 pm Mon-Sat unless it is an emergency. I will respond within a few hours and aim to get a contractor out within 24 hours, depending on the specific issue.”
- ▶ It is also important to set expectations around non-emergency maintenance and faults.
- ▶ A tenant should be expected to deal with simple and common household maintenance issues such as:
 - Changing lightbulbs
 - Unblocking sinks and shower traps
 - Low level garden maintenance
 - Pressuring the boiler (see **Heating**)
 - Resetting trip switches (see **Power**)
 - Basic pest control
 - Lock outs (see **Keys**)

Emergencies

- ▶ It is important to clarify what constitutes an emergency and what the tenant should do if an emergency occurs.
- ▶ An emergency could be described as something that has the potential to have an immediate and significantly detrimental effect on the property or the lives of the tenants. Such as:
 - **Fire** – call 999
 - **Gas leak** - call 0800 111 999
 - **Water leak** – whilst a water leak will require urgent attention, it doesn't necessarily constitute an emergency and the tenant should work to minimise the damage (see **Water**).
 - **Loss of power** – a power cut does not normally constitute an emergency and the tenant should do some basic investigation themselves before contacting you (see **Power**).
 - **Locked out** – the tenant being locked out of the property does not normally constitute an emergency (see **Keys**).

Heating & Hot Water

- ▶ The most common fault reporting issues are related to the heating system. Whatever type of heating you have in your property you should take the time to show your tenants how to use it. Whilst this should be done in person, it's a good idea to provide the operating manual or a you-tube video. See Ello's Property Management tips. <https://elloproperty.co.uk/property-management-tips>
- ▶ Be sure to show your tenants how to control the heating and hot water and to set "on" and "off" schedules.
- ▶ You can expect your tenants to enact basic troubleshooting techniques, rather than defaulting to calling you or a contractor out. It is reasonable to expect a tenant to pressurise a boiler, however anything beyond that will require a qualified engineer.
- ▶ If you have thermostatic radiator valves (TRVs) attached to each radiator, explain how these work and show the tenants the frost setting.
- ▶ You may choose to show your tenants how to bleed a radiator, if applicable. This will help minimise heating and boiler issues going forward.

Water

- ▶ The tenants should be shown the location of the Stop Tap and how to turn the water supply off in the event of a leak.
- ▶ If a leak occurs during unsociable hours the tenant should do what they can to contain the leak and then report it to you first thing the following day. If the tenants are unable to contain the leak they should call you so that you can arrange an emergency plumber.

Power

- ▶ Show the tenant the location of the fuse board and the circuit breakers.
- ▶ Explain that if the tenant experiences a loss of power they should check with the electricity provider to ascertain if it's specific to the property or a wider issue. If it's a wider issue, the tenant should sit it out and contact the electricity provider for updates.
- ▶ If the problem is specific to the property the tenant should check the circuit breakers on the switch board to identify where the fault is. If the switch keeps tripping, they should unplug appliances until the switch remains in place.
- ▶ If after all appliances have been unplugged and the issue still exists they should contact you to arrange an electrician to visit.

Keys & Alarms

- ▶ Go through the full set of keys with the tenants so that they understand which key is for which lock.
- ▶ All entry and alarm panel codes must be provided to the tenant.
- ▶ If the property has an intruder alarm system the tenant should be shown how to operate it and what to do should they set it off.
- ▶ If the tenant locks themselves out of the property during sociable hours then you may decide to ask them to contact you for assistance.
- ▶ If the tenant locks themselves out during unsociable hours the tenant should either source alternative accommodation until the next day or call an emergency locksmith.
- ▶ If they need to contact an emergency locksmith they will be liable for all costs (unless the fault is with the key or the lock) and 2 full copies of the new keys should be provided to you.
- ▶ Having a spare key in an externally located, coded key box will eliminate this potential problem.

Rent

- ▶ Explain how you expect the rent to be paid.
- ▶ You should insist that the tenants set up a standing order for regular payments on the 1st of the month.
- ▶ You will need to provide your bank details to the tenants to enable them to set up a standing order.
- ▶ Be 100% clear that rent is due on the 1st day of each month and should it be paid after then it will be classed as late.
- ▶ If you have multiple tenants insist that the full rent is paid by standing order from a single bank account.

Utilities

- ▶ Explain to the tenants that you have taken meter readings and given them to the utility suppliers.
- ▶ Provide the tenants with copies of these meter readings and explain that they will receive a bill directly from the utility providers.
- ▶ Show the tenants the location of the meters to enable them to read them should they wish to.
- ▶ Explain to the tenants that you have informed the Council that they are responsible for Council Tax.

Bins

- ▶ Show the tenants the location of the waste bins and explain which bin is for which type of waste.
- ▶ Provide the tenants with a schedule of waste collection days. These are available from your local Council's website.

Contact

- ▶ Ensure you swap contact details with your tenants and confirm the best way to communicate with each other.
- ▶ Remember to treat this as a professional, business relationship.
- ▶ Do not make friends with your tenant.

Tenant Guide

- ▶ Provide your new tenants with a copy of the Tenant Guide (see Ello's Tenant Guide Template).
- ▶ Show the tenants the location of the appliance manuals.