

55 Rent



Tenant *Handbook*

YOUR GUIDE TO YOUR NEW HOME



Tenant Handbook

Tenant Guidance | Welcome to Your New Home

Welcome to your new home.

We hope you enjoy your tenancy and have a positive experience living in your new property.

This guide contains the key information you'll need when moving in and throughout your tenancy. It also answers many of the questions we're commonly asked and provides guidance to help you avoid some of the most common issues that arise during a tenancy.

Please take a few minutes to read through it and keep it somewhere safe for future reference.



Your Moving In Checklist

Before you settle in, we recommend completing the following:

- ☐ Collect your keys
- ☐ Familiarise yourself with the property
- ☐ Review your photo inventory
- ☐ Set up your utility accounts
- ☐ Arrange broadband (if required)
- ☐ Apply for Council Tax exemption (students)
- ☐ Save our contact details



Step 1 - Collect Your Keys

Your keys will be available from 12:00 noon on the first day of your tenancy.

They will be waiting in the key safe at the property. We will advise you of the code in advance of your arrival.

The first tenant to arrive should collect all sets of keys and distribute them to the remaining tenants.

We recommend that each tenant keeps their own set of keys with them at all times.

If you experience any difficulty accessing the property, please contact us immediately.

enquiries@55rent.co.uk



Top Tip

Before leaving the property, always check you have your keys with you. Taking a few seconds to check can help avoid the inconvenience and cost of being locked out. It is also good practice to store a local locksmith number in your phone now.



Step 2 - Familiarise Yourself with the Property

Before unpacking, spend a few minutes getting to know your new home.

We recommend locating the following:

- Electricity meter
- Gas meter (where applicable)
- Consumer unit (fuse board)
- Water stopcock
- Heating controls
- Smoke alarms
- Carbon monoxide alarm (where fitted)
- Wheelie bins or Seagull Sack storage

Knowing where these are located can save valuable time if an emergency arises.



Top Tip

Take a photograph of your utility meters when you move in. Although we'll send you the opening readings, it's useful to have your own record.



Step 3 - Review Your Photo Inventory

Your inventory is a photographic record of the property's condition and contents at the start of your tenancy.

It forms an important part of your tenancy agreement and will be used when comparing the condition of the property at the end of your tenancy.

Please take time to:

- Review every room carefully.
- Check all photographs.
- Ensure any existing marks, damage or missing items have been recorded.

If you believe anything has been missed or recorded incorrectly, please email us within 7 days of your tenancy start date (or key collection if later), including photographs where appropriate.

If we don't hear from you within this period, we'll assume the inventory accurately reflects the condition and contents of the property.



Important

Please don't assume we'll already know about a mark or damaged item. If it's not shown on the inventory, let us know within the first seven days.

Step 4 - Set Up Your Utilities

Your electricity and gas (where applicable) will already be connected when you move in.

Within 48 hours, we'll email you your opening meter readings.

Please use these readings to open your account with the existing supplier. Please use your tenancy start date, not the date you physically moved into the property.

You'll usually need:

- Property address
- Tenancy start date
- Opening meter readings
- Bank details

We recommend paying by Direct Debit and submitting regular meter readings to avoid estimated bills.

We partner with UniHomes, who can arrange Wi-Fi and utilities for you if you'd prefer not to set everything up yourself: www.unihomes.co.uk



Top Tip

Submitting monthly meter readings helps ensure you only pay for the energy you've used and can prevent unexpected bills at the end of your tenancy.



Step 5 - Broadband

Only arrange broadband if it is not included as part of your tenancy agreement.

Some 55 Rent properties include broadband, with the service already set up in the landlord's name. If this applies to your property, no further action is required.

If broadband is not included:

- Arrange it as early as possible.
- We recommend choosing a contract with a maximum term of 12 months.
- An Openreach engineer may occasionally need to visit the property.

If you're unsure whether broadband is included, please contact us before placing an order.

enquiries@55rent.co.uk



Step 6 - Reporting Maintenance

Please report all maintenance issues using our online Maintenance Form by scanning the QR code below:



Scan to open the 55 Rent Maintenance Reporting Form

[Access the form](#)

The form allows you to:

- Describe the problem clearly.
- Upload photographs.
- Tell us which room is affected.
- Provide access information.

The more information you provide, the quicker we're able to arrange the appropriate contractor.

If you're unable to use the online form, please email:

maintenance@55rent.co.uk

Important

Please report maintenance issues as soon as you become aware of them. Prompt reporting often prevents small issues becoming larger, more disruptive and more expensive repairs.

Step 7 - Locked Out?

Please take care of your keys throughout your tenancy.

If you find yourself locked out, please don't worry — we'll do our best to help. During office hours, 55 Rent can assist with lockouts.

Outside office hours, assistance may be available until 22:00, subject to contractor availability. The call-out charge is £50, payable directly to the contractor.

After 22:00, we recommend contacting a local locksmith or arranging alternative accommodation for the night. Locksmith details are included in your check-in pack.

If locks are changed, you are required to provide us with a new set of keys within 24 hours. Any charges made by the locksmith or contractor are payable directly by the tenant.

If entry has been forced or a lock has been changed, please let us know as soon as possible so we can ensure the property remains secure and our records are updated.

Top Tip

Agree a backup plan with your housemates. If someone is likely to be home, a simple phone call could save the cost of a locksmith.

Step 8 - Fire & Safety

Your safety is extremely important to us.

Please familiarise yourself with the location of the smoke alarms, carbon monoxide alarms, fire exits and escape routes as soon as you move in.

HMO Properties

If you live in a licensed HMO, you're responsible for carrying out a weekly check of the smoke alarms and carbon monoxide alarms.

Please:

- Press the test button on each alarm.
- Complete the Fire Safety Check Record kept within the property.
- Report any faults immediately using the **Maintenance Form** or by emailing maintenance@55rent.co.uk.

Please do not:

- Remove batteries.
- Cover alarms.
- Tamper with fire safety equipment.
- Wedge fire doors open.
- Remove any fire doors.

55 Rent carries out regular inspections of HMO properties, including checks of smoke alarms, carbon monoxide alarms, emergency lighting and firefighting equipment.

Non-HMO Properties

We recommend testing smoke alarms and carbon monoxide alarms once each month by pressing the test button.

If an alarm doesn't operate correctly, please report it immediately using the **Maintenance Form**.

 Important

Never ignore a fault with a smoke alarm or carbon monoxide alarm. Please report any issues immediately.

 Step 9 - Looking After Your Home

Looking after your home throughout the tenancy will help keep it in good condition and minimise tenancy deposit deductions at the end of your tenancy.

Please Do

- Keep the property clean and tidy.
- Open windows regularly and use extractor fans when cooking or showering to reduce condensation.
- Report maintenance issues promptly.
- Put your bins or Seagull Sacks out on the correct collection day.
- Take regular utility meter readings.
- Use a mattress protector on every bed from the day you move in.

 Important

Mattress staining is one of the most common reasons for tenancy deposit deductions. Even accidental staining may require professional cleaning, sanitising or replacement.

Please Don't

Please avoid:

- Using Blu Tack, White Tack, Sellotape, drawing pins or nails on walls.
- Using candles or naked flames.
- Flushing wipes, sanitary products or other unsuitable items down toilets.
- Placing hot pans directly onto kitchen worktops.
- Ignoring leaks or maintenance issues.

Important

Damage to walls caused by Blu Tack, adhesive products, drawing pins and nails is one of the most common causes of tenancy deposit deductions. If you'd like to display lightweight pictures or decorations, we recommend using 3M Command™ Strips in accordance with the manufacturer's instructions. Please note that any damage caused by their use remains the tenant's responsibility.

Step 10 - Waste & Recycling

You're responsible for ensuring rubbish and recycling is presented correctly for collection.

Properties with Wheelie Bins

- Put bins out on the correct collection day.
- Return bins to the property as soon as possible after collection.
- Ensure lids are fully closed, as overflowing bins may not be emptied.

Town Centre Properties

Some town centre properties use Fife Council Seagull Sacks instead of wheelie bins.

If your property uses Seagull Sacks:

- Only use official Fife Council Seagull Sacks.
- Place them on the street only on your scheduled collection day.
- Do not leave sacks on the pavement before collection day, as they may attract birds and vermin.



Scan the QR code to check your collection day



Top Tip

If you're unsure which collection day applies to your property, use the Fife Council Bin Collection QR code before putting your rubbish out.



Step 11 - Council Tax

If everyone living in the property is a full-time student, you're normally entitled to Council Tax exemption.

Each eligible tenant must complete the exemption process with Fife Council.



Scan the QR code to apply online

If your circumstances change during your tenancy, please let us know as soon as possible.



Step 12 - Your Tenancy Deposit

Your tenancy deposit is protected by MyDeposits Scotland throughout your tenancy.

At the end of your tenancy, the property will be compared against the photo inventory completed at the start of your tenancy, allowing for fair wear and tear.

Where cleaning, damage, missing items or outstanding liabilities are identified, appropriate deductions may be proposed from your tenancy deposit.

The most common reasons for deductions are:

- Cleaning required to return the property to the same standard of cleanliness recorded at the start of the tenancy.
- Mattress staining where protectors have not been used.
- Repairing and repainting walls damaged by Blu Tack, White Tack, drawing pins, nails or adhesive products.
- Damage caused through misuse or neglect.
- Missing keys or inventory items.
- Outstanding utility charges where tenants remain responsible.



Top Tip

Most end-of-tenancy issues can be avoided by reporting maintenance promptly, keeping the property clean, using mattress protectors and avoiding damage to walls and furnishings. By following the guidance in this welcome guide, you'll maximise the likelihood of receiving your tenancy deposit back in full, subject to fair wear and tear and the terms of your tenancy agreement.



Useful Contacts

We're here to help throughout your tenancy. To ensure your enquiry is dealt with as quickly as possible, please use the appropriate contact details below.

General Enquiries

For tenancy queries, key queries, documents and general assistance.

enquiries@55rent.co.uk

Out of Hours Emergency

07368 369134

This number should only be used for genuine emergencies outside normal office hours.

Examples include:

- Significant water leaks causing damage.
- Complete loss of heating during very cold weather.
- Serious electrical faults affecting the whole property.
- Property security issues following a break-in or damage.

Please do not use the emergency number for:

- Locked out of the property.
- General maintenance requests.
- Lost keys.
- Routine enquiries.
- Appliances that have stopped working but are not creating an emergency.

Routine issues should always be reported using the Maintenance Form or by email during office hours.

 Emergency Telephone Numbers	
Service	Telephone
Emergency Services	999
Police Scotland (Non-Emergency)	101
NHS 24	111
National Gas Emergency	0800 111 999
Electricity Power Cuts	105
Scottish Water Emergencies	0800 0778 778

Thank You

Thank you for choosing 55 Rent.

We hope you enjoy living in your new home and wish you every success during your tenancy.

If you have any questions or need assistance, please don't hesitate to contact us. We're always happy to help.

Need Help?

If you have any questions about your tenancy, we're here to help.



General Enquiries

enquiries@55rent.co.uk



Report Maintenance

Report any maintenance issues using the 55 Rent Maintenance Reporting Form.

[Access the form](#)



Tenant Information Centre

Visit our website for additional guidance, FAQs and useful information.

www.55rent.co.uk