

Occupant Handbook



A guide to your new home with



HORIZON



CONTENTS

- **WELCOME TO HORIZON PROPERTIES**
- **OUR PROPERTIES**
- **HOW TO BOOK A VIEWING / RESERVE A PROPERTY WITH US**
- **MOVING IN PROCEDURE & INFORMATION DURING TENANCY**
- **TENANT RESPONSIBILITIES**
- **RENT PAYMENT PROCEDURE**
- **MAINTENANCE & EMERGENCIES**
- **LOCK OUTS**
- **MOVING OUT**
- **OTHER INFORMATION & ADVICE**



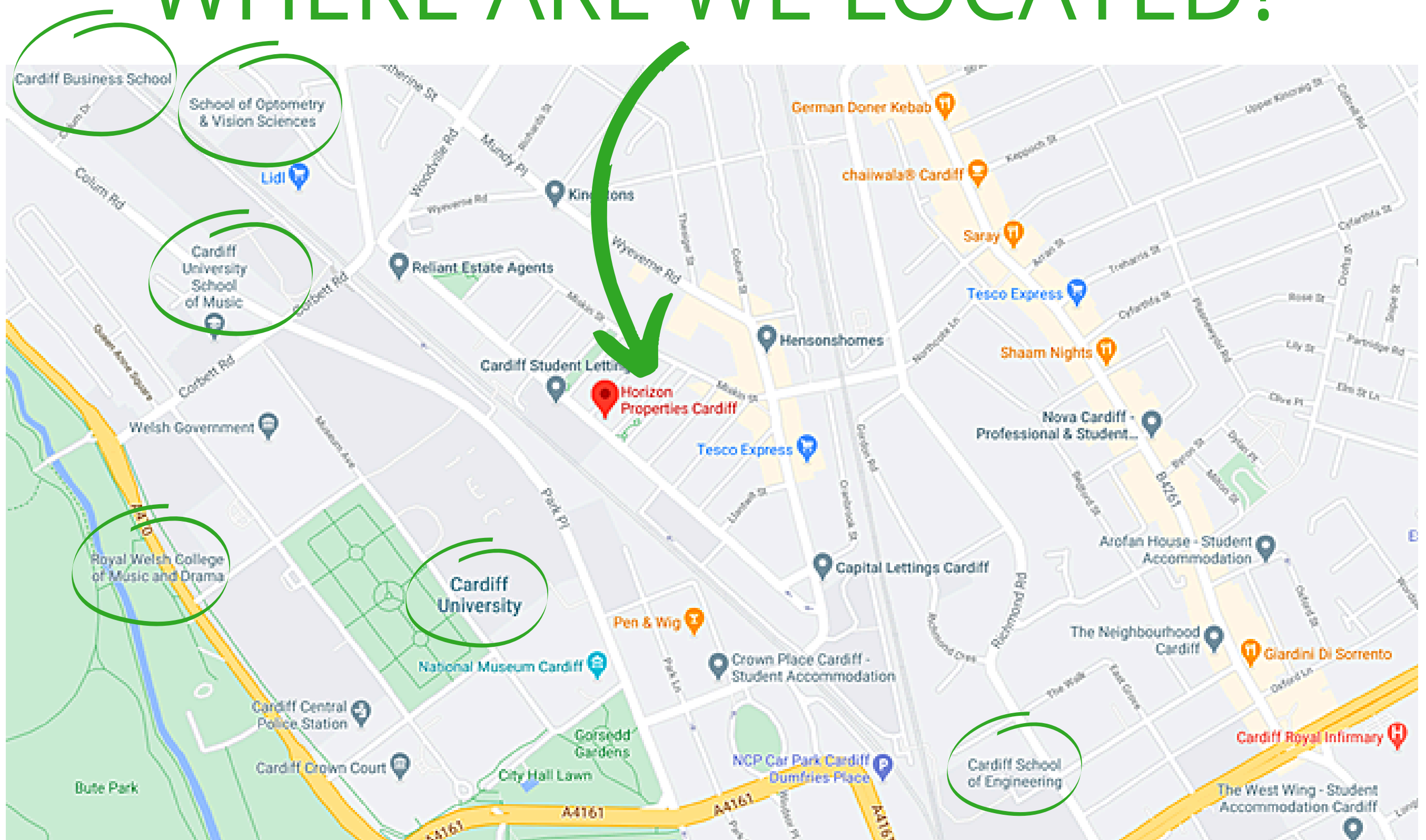
HORIZON

WELCOME TO HORIZON PROPERTIES

Horizon Properties was founded over thirty years ago in Cardiff, the capital city of Wales. We specialise in student and professional letting and have some of the highest quality accommodation in Cardiff, particularly in Cathays and Roath.

We have a very large portfolio of properties and can offer a wide spectrum of accommodation from one-bedroom apartments to large sixteen-bedroom houses.

WHERE ARE WE LOCATED?



22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

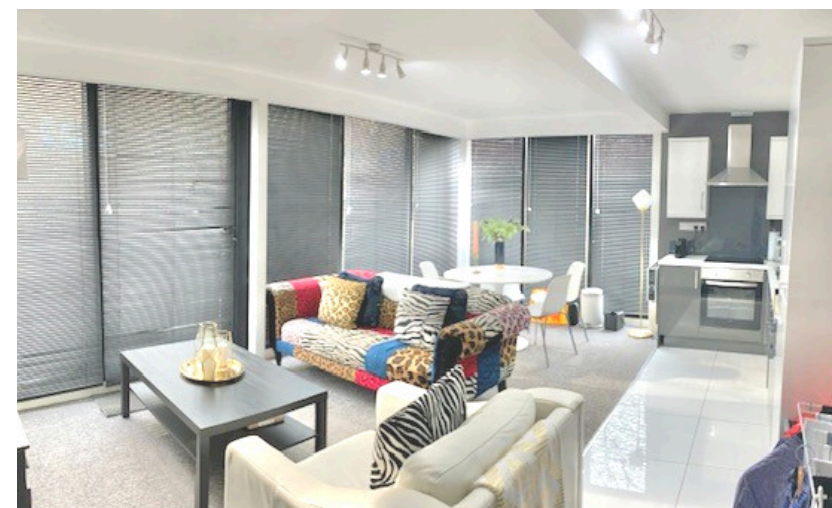
MAINTENANCE- maintenance@horizonproperties.org.uk

OUR PROPERTIES

OUR PROPERTIES ARE LOCATED ON SOME OF THE MOST DEMANDING STREETS IN CATHAYS AND ROATH INCLUDING ...

- WOODVILLE ROAD • GLYNRHONDDA STREET • LLANBLEDDIAN GARDENS • RICHMOND ROAD
- CATHERINE STREET • COLUM ROAD • NEWPORT ROAD • LETTY STREET • MISKIN STREET

AND MANY MORE ...



90% of our properties are recently renovated with a modernised finishing touch



Our homes are ideal for students or young professionals who desire an exclusive home with high-end facilities in Cardiff's best locations for commuting to the City Centre and University.

Our properties are fully furnished. Our living rooms have all essential furnishings such as sofas, coffee table/dining table & chairs. The kitchens include all essential white goods such as; modern oven & hobs, fridge freezer, washing machine & possibly a dryer. Our bedrooms have double or three quarter beds and mattresses, wardrobes, set of drawers, desk and chair.

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

HOW TO BOOK A VIEWING / RESERVE A PROPERTY WITH US

STUDENTS HOW TO SECURE YOUR PROPERTY - Speak with your friends,
decide on your group size, see our window for a selection of properties

Booking a viewing with us is a very simple procedure!

OPENING TIMES:

MON TO FRI 9AM - 6PM (SEASONAL LATE NIGHT VIEWINGS UNTIL 8PM)

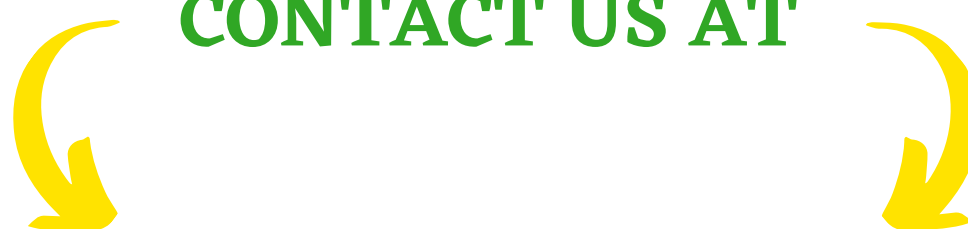
SAT - SEASONAL & BY APPOINTMENT ONLY

**Viewings can be made via phone call, text, WhatsApp or email.
We have several ways of communication to make it easier for potential and
existing tenants to contact us!**



WE OFFER BOTH IN PERSON VIEWINGS &
VIRTUAL VIEWINGS ...

CONTACT US AT



22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

HOW TO BOOK A VIEWING / RESERVE A PROPERTY WITH US

HOW TO RESERVE A PROPERTY WITH US

We do not take agency fees nor deposits, we take a reservation fee.

This reservation will reserve the property & take it off the market, this will be deducted from your rent payment.

In 14 days the remaining amount will be due along with completed forms. (LAST MONTHS RENT PAID IN ADVANCE)

At this point we require -

1. Personal details form (1 per person)
2. Form of photo identification (1 per person)
3. Reservation fee form (1 per property)
4. To read through our occupation contract also available online



When this is completed we proceed with the next steps of -

1. Signing the occupation contract and guarantor form.

PLEASE NOTE - ALL FORMS CAN BE COMPLETED ELECTRONICALLY OR IN PERSON!

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

MOVING IN PROCEDURE & INFORMATION DURING TENANCY

Tenants must ensure that all rental payments are made & all forms are completed before we can arrange an appointment to collect keys.

As per contract tenants are required to set up proof of standing order for all upcoming rent payments.
(TO FOLLOW THE RENTAL SCHEDULE ON PAGE ONE OF TENANCY AGREEMENT)



COLLECTING KEYS

BEFORE KEYS ARE ISSUED ...

- ALL PROPERTIES ARE PROFESSIONALLY CLEANED AND AN INVENTORY WILL BE COMPLETED BY HORIZON.

KEY COLLECTION IS BY APPOINTMENT ONLY, ON ARRIVAL WE REQUIRE CONFIRMATION OF CONFIRMED DATE AND TIME VIA EMAIL. THIS AVOIDS ANY CONFUSION, AND GIVES YOU THE CONFIDENCE AND PIECE OF MIND THAT YOUR PROPERTY IS PREPARED AND CLEANED FOR YOU. PLEASE BRING ID WITH YOU ALONG WITH CONFIRMATION OF MOVE IN.

YOU WILL BE REQUIRED TO SIGN THE FOLLOWING -

- INVENTORY & TIME STAMPED IMAGES
- CLEANING DECLARATION
- KEYS SIGNED OUT (DATED)
- ANTI SOCIAL BEHAVIOUR DECLARATION

NOTE:

You will be required to check the inventory & photos and to contact us via email enquiries@horizonproperties.org.uk on the same day.

GROUP KEY COLLECTION / MOVE IN

WE HIGHLY RECOMMEND THAT GROUPS ARRIVE TOGETHER ...

- PLEASE NOTE THAT THE PROPERTY WILL BE PROFESSIONALLY CLEANED FOR THE FIRST TENANT TO ARRIVE. THE FIRST TENANT WILL RECEIVE PHOTOS INVENTORY & A PROFESSIONALLY CLEANED HOUSE. THIS IS WHY WE PREFER ALL TENANTS TO MOVE IN TOGETHER, ALTHOUGH WE UNDERSTAND IT IS NOT ALWAYS POSSIBLE.

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

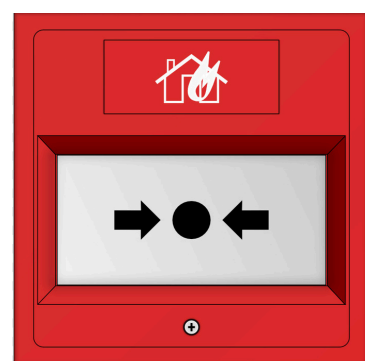
TENANT RESPONSIBILITIES

SOME TENANT RESPONSIBILITIES:

**KEYS - DOORS DO NOT LOCK THEMSELVES.
PLEASE LOOK AFTER YOUR KEYS.**

- To pay rent on time.
 - To look after your home.
 - To read your meter & pay your utilities.
 - To report any maintenance or repairs via the appropriate maintenance form.
 - To report leaks **STRAIGHT AWAY** or the building will deteriorate.
 - To allow access for repairs and inspections when pre arranged **OR** in the event of an emergency.
 - To carry out simple repairs such as changing a lightbulb.
 - To ventilate your property & not cause condensation.
 - To dispose of refuse and recycling to the correct bins provided by Cardiff Council and to put out on the correct days for collection.
 - To keep your property clean and tidy.
 - To keep noise levels to an appropriate level.
 - If problems are caused as a results of a tenants actions, the tenant will be responsible for the cost of repair.
 - Drains - please see they are free of food particles and have checked before emailing maintenance
- Please see all appliances are switched on prior to reporting faults -
- Please check consumer boxes - to see that your electricity has not tripped.

BOILER - please advise if you are unsure how to top up the boiler pressure, if this is the case then we can show you at the beginning of your tenancy.



**FOLLOW ALL RULES WITH FIRE FIGHTING EQUIPMENT -
FIRE ALARMS - DO NOT TO SMOKE IN THE PROPERTY, BROKEN BREAK GLASS, THIS IS A
TENANT RESPONSIBILITY**

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

RENT PAYMENT PROCEDURE



Rent Payment Procedure -

Rent payments will have been agreed prior to moving in.
Please be sure to pay the rent on time.

As per contract - late / unpaid rent will result in charges.
If rent is not paid on time we are legally obliged to contact your guarantor
and request payment.

Please also note on joint tenancies all tenants are legally liable and
responsible for each other and rent payments, and all rent payments to be
made as one from the lead tenant's account not multiple.

As agreed on the occupancy - Proof of standing order is required to be set up
prior to moving in & rent payments should have the agreed reference to
establish what property / rent has been paid.



22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

MAINTENANCE & EMERGENCIES

All general maintenance should be reported to via the maintenance form found on our website. Please state your name, address and reason for report - the more information you provide us with, the faster we can carry out your repair.

PLEASE REPORT ALL YOUR PROBLEMS.

YOU WILL NOT BE IGNORED HOWEVER, IF YOU DO NOT REPORT IT WE WILL NOT BE AWARE.

Please advise what the problem is:

For Example...

- Shower leaking (which bathroom, where is it leaking).
- Roof leaking (which room, where in the property).
- Broken bed (which room).
- Washing machine (what make & model is it, what are the symptoms).
- Boiler (has the pressure dropped, do you have hot water, are your radiators working).
- Lights - Please always check consumer unit to see all switches are on.



NOTE: PLEASE ALWAYS REPORT MAINTENANCE, DO NOT IGNORE YOUR ISSUE AS IT WILL WORSEN OVER TIME.

PLEASE WORK WITH US TO MAKE YOU AS COMFORTABLE AS POSSIBLE IN YOUR PROPERTY.



ALL MAINTENANCE IS REPORTED TO OUR DESIGNATED EMAIL ADDRESS, THIS ALLOWS ALL TENANTS TO HAVE A COMPLETE LOG.

EMERGENCIES

FIRE ALARMS GOING OFF -

Please go to the panel, see which zone is flashing, as long as you have checked that the zone is not on fire then proceed to reset - following panel instructions & reset.

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

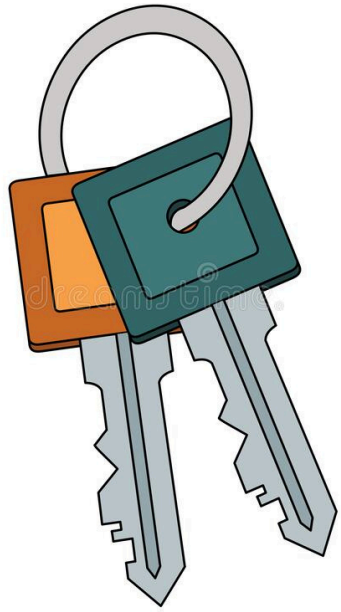
TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

LOCK OUTS



PLEASE LOOK AFTER YOUR KEYS



If you are locked out during office hours then please contact the office via our enquiries email or our telephone number.

For after hours please text with your name, address, more details e.g. front door/ lost keys/ lock out. There is a charge for a lockout as per tenancy agreement.

(PROVIDING A MEMBER OF OUR TEAM IS IN THE AREA, IF NOT THEN AS PER TENANCY IT IS TENANT RESONSBILTY TO CONTACT LOCKSMITH & TO NOT DAMAGE THE DOOR OR LOCK)

(Please do not break the door down , you will be liable for any damage caused.)

Contact us via ...

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

MOVING OUT

When you moved in : You would have been handed a professionally cleaned property.

On vacating the property : We expect to have the property returned to us in a similar condition.

(the next tenants do not want to move in to a house that has not been professionally cleaned)

If you have not provided us with proof of professional deep clean to include all white goods, ovens/hobs/bathrooms all bedrooms and communal areas, to see the outside front and back areas are clean and clear from refuse/overgrowth, cleaners will be sent in to clean and you will be liable for the invoice, so please see that you have your home cleaned on departure.

Please do not leave the property dirty.

A check out must be made prior to middle of the day departure. Otherwise the tenant agrees to the agents amounts on clear out.

Should any damages be in place, the tenant and guarantors will then be liable.



22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk

OTHER INFORMATION & ADVICE

Welcome to your new home,

We hope that your duration in your property will be happy and comfortable.

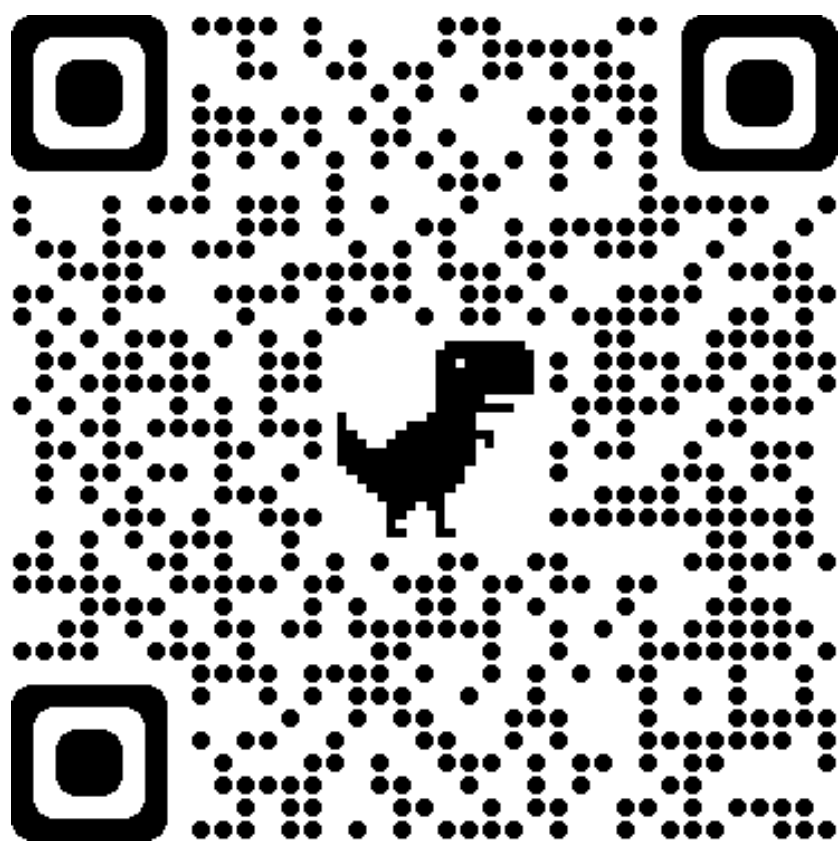
On arrival we will have handed you a professionally cleaned home and a welcome pack with basics for all our tenants.

Please note we will not clean multiple times, if you move in weeks later then the person who collected keys. The property would have been cleaned for the key collection date. (first tenant to arrive for large groups).

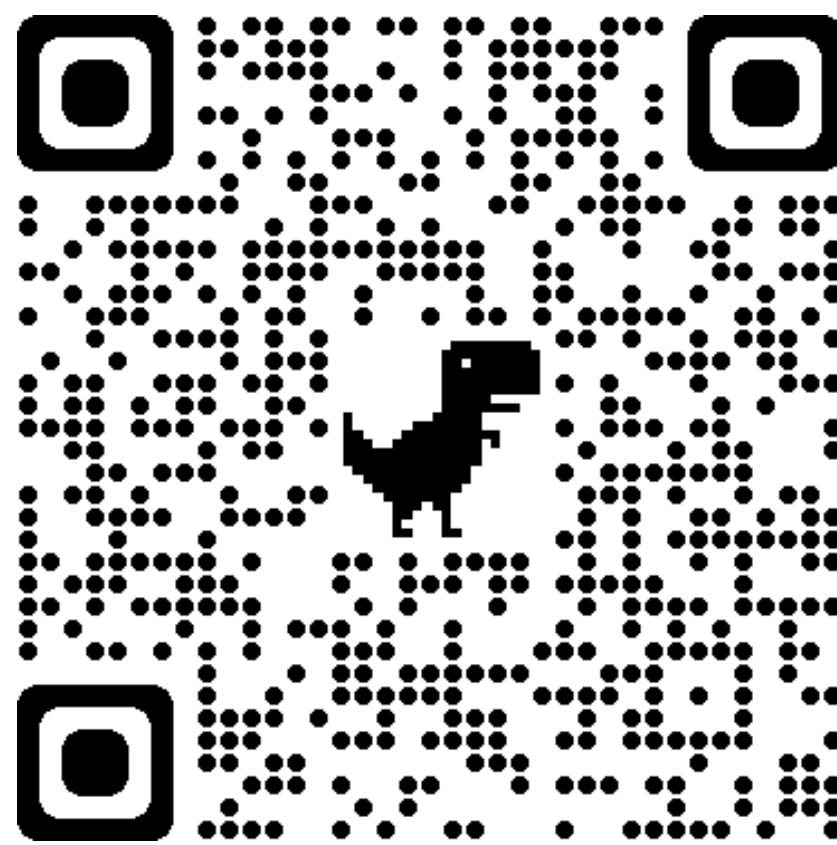
Please note that on large properties - you will be entitled to a complimentary cleaner for the communal areas throughout the tenancy. Please email our enquiries to arrange this.

We attach two maps for your convenience -

CARDIFF'S CITY CENTRE



ROATH / CATHAYS AREA



Cardiff Council - 02920872087 c2c@cardiff.gov.uk

Emergencies 999. Non Emergencies 101

Some of the most popular bars & restaurants - <https://www.designmynight.com/cardiff>

Maintenance@horizonproperties.org.uk - Report anything broken in your home

22 Senghennydd Road, Cathays, Cardiff, CF24 4BE

TEL - 02920342299

TXT - 07875693837

ENQUIRIES - enquiries@horizonproperties.org.uk

MAINTENANCE- maintenance@horizonproperties.org.uk