



## **Tenants FAQ's**

**Q: I have a problem with Utilities, Council Tax or letters being received – What should I do?**

A: Utilities and Council tax are the responsibility of the Tenant. If you have a problem with information on any correspondence then please call the council or utility provider to clarify. If you are receiving letters that are not addressed to you then please you may keep them aside or mark as 'not known at this address' and returned to a post box

**Q: My utilities bill is quite high, why is this how and how can I reduce the costs?**

A: You can take a common sense approach to reduce your utility costs, a good start would be to ensure that heating is set on an appropriate timer if possible or only used when required. Turn it off overnight if not needed and especially when you are not in the property. The same applies for electrical items.

If you have an electric storage heater then ensure you either use the boost function or timer setting so that it is not constantly heating the water tank for no purpose. You can also liaise with your utility provider to check if there's any way to reduce your costs of even switch provider to a cheaper alternative. You can compare various tariffs using Uswitch

**Q: I have a problem with a neighbour or a communal issue like refuse storage/collection, bin collection etc, what should I do?**

A: If you want to know about the bin stores, or recycling you can check with us about the arrangements in your block or ask a neighbour. For more details on what can be recycled etc please contact the Council or check their website for more specific information

[www.galluslettings.com](http://www.galluslettings.com)

E: [info@gallusproperty.com](mailto:info@gallusproperty.com)

T: 0141 212 0825



If you have a problem with neighbours or issues in the communal block like broken doors etc then please contact ourselves so we can contact the Factor on your behalf to report any problems

**Q: Can I hang up pictures, make changes to the layout, add/remove furniture?**

A: It's better to check with us and the Landlord before any major changes, we want you to feel at home as much as possible so you are more than welcome to change the layout and add furniture, we would request that if you want to replace items or hang things on walls etc that we first confirm that's ok with the Landlord. Unless otherwise specified the Landlord will expect all furniture included in the inventory to be returned on departure

**Q: I have a maintenance issue or other problem to report**

A: Please see our Maintenance guide for more details of common problems. Also beware that as a Tenant smaller maintenance issues such as blown lightbulbs are the responsibility of the Tenant.

Please report any other repairs or issues to ourselves using the contact form as soon as possible. Please do so in a timely manner to ensure that we can see to any problems as quickly as possible. If out of office hours and urgent then please contact your Property Manager on the mobile number given so we can arrange an engineer to attend

For anything time sensitive like gas problems or leaks it is essential that they are reported immediately. Please bear in mind we have a legal obligation to protect people and property, in such circumstances it may be required for us to attend the property with a contractor at short notice. An example of this would be a major leak where another property may be affected

**Q: I want to end the Tenancy agreement, how do I do so and get the Deposit back?**

A: Please inform us in writing with at least 28 days-notice that you wish to end the Tenancy agreement. After the keys have been returned and a check-out inspection

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completed we will start the process of returning the Deposit. If there are any deductions we will advise you in writing, we encourage Tenants to be present during the check-out process to discuss any potential damages and deposit deductions

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