



FRANCIS LOUIS

WELCOME TO YOUR NEW HOME



YOUR GUIDE TO A SMOOTH TENANCY WITH FRANCIS LOUIS

www.francislouis.co.uk

01392 243077

info@francislouis.co.uk

WELCOME TO YOUR NEW HOME

Your Guide to a Smooth Tenancy with Francis Louis

We're delighted to welcome you to your new home. At Francis Louis, we want your rental experience to be simple, stress-free, and enjoyable.

What's Inside

- **Before You Move In** – Key documents & responsibilities.
- **Living in Your Home** – How to report issues & maintain the property.
- **Keeping Your Home Safe** – Fire safety, gas checks & security.
- **Ending Your Tenancy** – What happens when you move out.
- **Common Issues & Solutions** – Condensation, maintenance & emergency contacts.

*Keep this guide handy for quick
reference throughout your tenancy.*



BEFORE YOU MOVE IN

Your Essential Move-In Checklist

Before you settle in, make sure you have:

- **Signed tenancy agreement** – Your legal contract
- **Deposit Protection Information** – Your deposit is protected with the DPS. (Deposit Protection Service)
- **How to Rent Guide** – A government-issued document with important rental advice.
- **Energy Performance Certificate (EPC)** – Shows your property's energy efficiency.
- **Gas Safety Certificate** – Confirms your gas appliances are safe
- **Electrical Inspection Condition Report (EICR)** – Ensures wiring is up to standard.
- **Inventory & Schedule of Condition Report** – Check and return this within 7 days if anything needs amending.
- **Legionella Advice & Condensation Guide** – Tips for a safe and healthy home.




LIVING IN YOUR HOME

Your Responsibilities as a Tenant

- ✓ **Pay rent on time** – Use your full name & property address as a reference.
- ✓ **Keep the property in good condition** – Report issues early.
- ✓ **Be considerate of neighbors** – No excessive noise or disruptive behavior.
- ✓ **Check smoke & carbon monoxide alarms monthly.**
- ✓ **Follow maintenance guidelines** – Proper ventilation prevents mould & condensation.

Report maintenance issues as soon as possible via our Property Portal or contact us directly.

A close-up photograph of a hand pulling down a white window blind. The background is a blurred view of green foliage outside the window. The image is partially overlaid by a dark green geometric shape at the top and a yellow-orange geometric shape on the right side.

MAINTENANCE & REPAIRS

How to Report an Issue

- **Non-urgent repairs:** Report via the **Francis Louis Property Portal**
- **Urgent repairs:** Call our office **01392 243077** during working hours
- **Out-of-hours emergencies:** Call the same number and your call will be redirected

What We Cover

- **General repairs** – Plumbing, heating, electrical issues
- **End-of-tenancy cleaning** – Available as an additional service
- **Gas & electrical safety checks** – Scheduled as required
- **Legionella & PAT Testing** – Ensuring compliance with safety regulations



KEEPING YOUR HOME SAFE

Fire & Gas Safety

Fire Safety

- Keep escape routes clear.
- Never block smoke alarms or fire exits.
- Test alarms **every month**.

Gas Safety

- If you smell gas:
Call National Grid – 0800 111 999
Open windows, turn off the gas supply, and leave the property.



AVOIDING MOULD & CONDENSATION

What Causes Condensation?

Warm air meets a cold surface → Water droplets form → Mould grows
Where? Windows, walls, behind furniture, in kitchens/bathrooms.

How to Prevent It

Ventilate – Open windows & use extractor fans.

Heat your home – Keep a consistent temperature.

Avoid drying clothes indoors – Use a ventilated space.

Wipe condensation daily – Prevents mould growth.



MOVING OUT

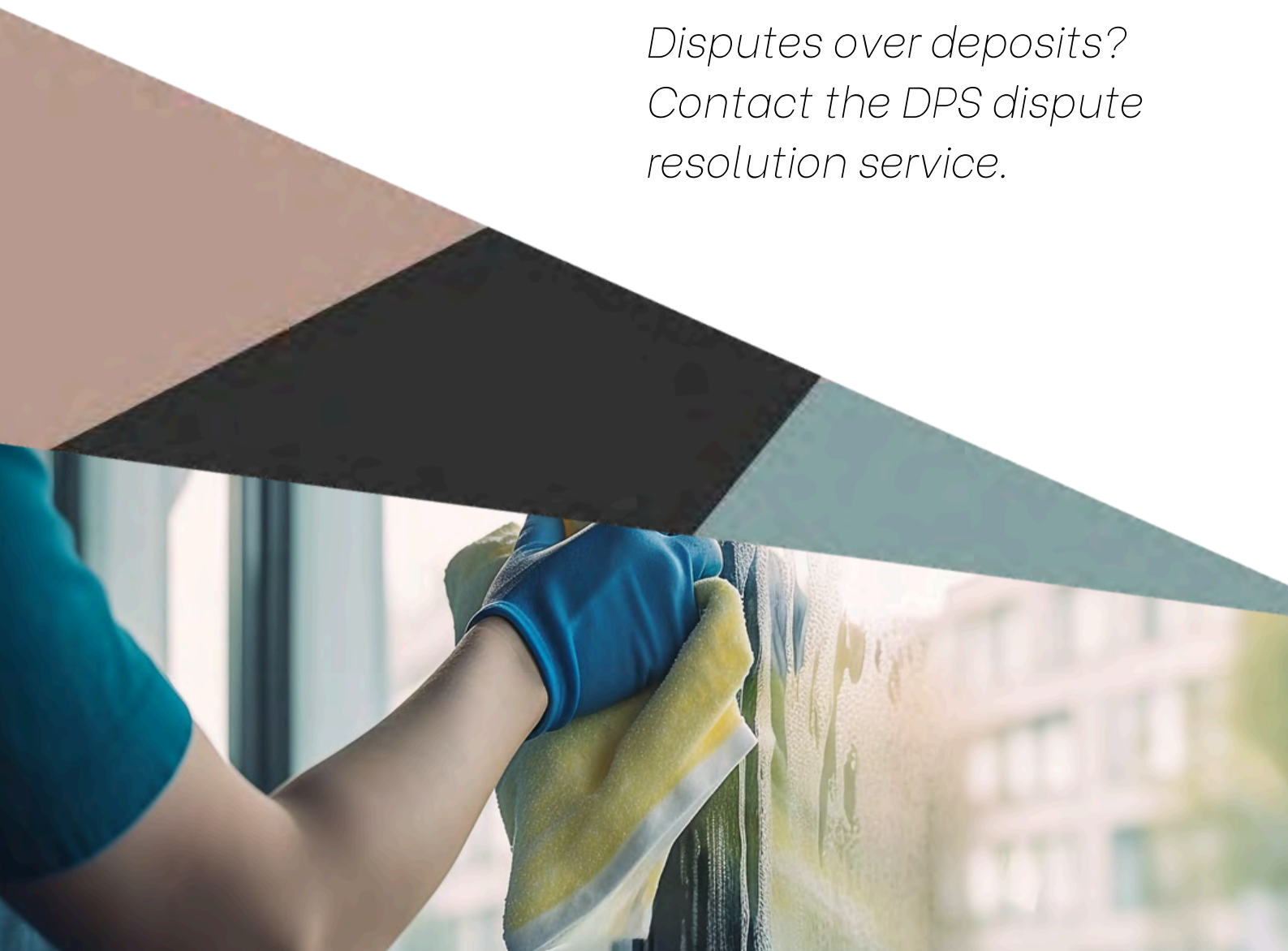
What Happens at the End of Your Tenancy?

- **Notice Period** – Usually **one month**, check your contract.
- **Final Inspection** – Ensure the property is in the same condition as when you moved in.
- **Return all keys** – To avoid additional charges.
- **Deposit Return** – If no deductions, deposits are refunded via the **DPS**.

How to Get Your Full Deposit Back.

- ✓ Clean the property thoroughly.
- ✓ Ensure no unpaid rent or outstanding bills.
- ✓ Repair any damages beyond fair wear & tear.
- ✓ Remove all personal belongings.

*Disputes over deposits?
Contact the DPS dispute
resolution service.*

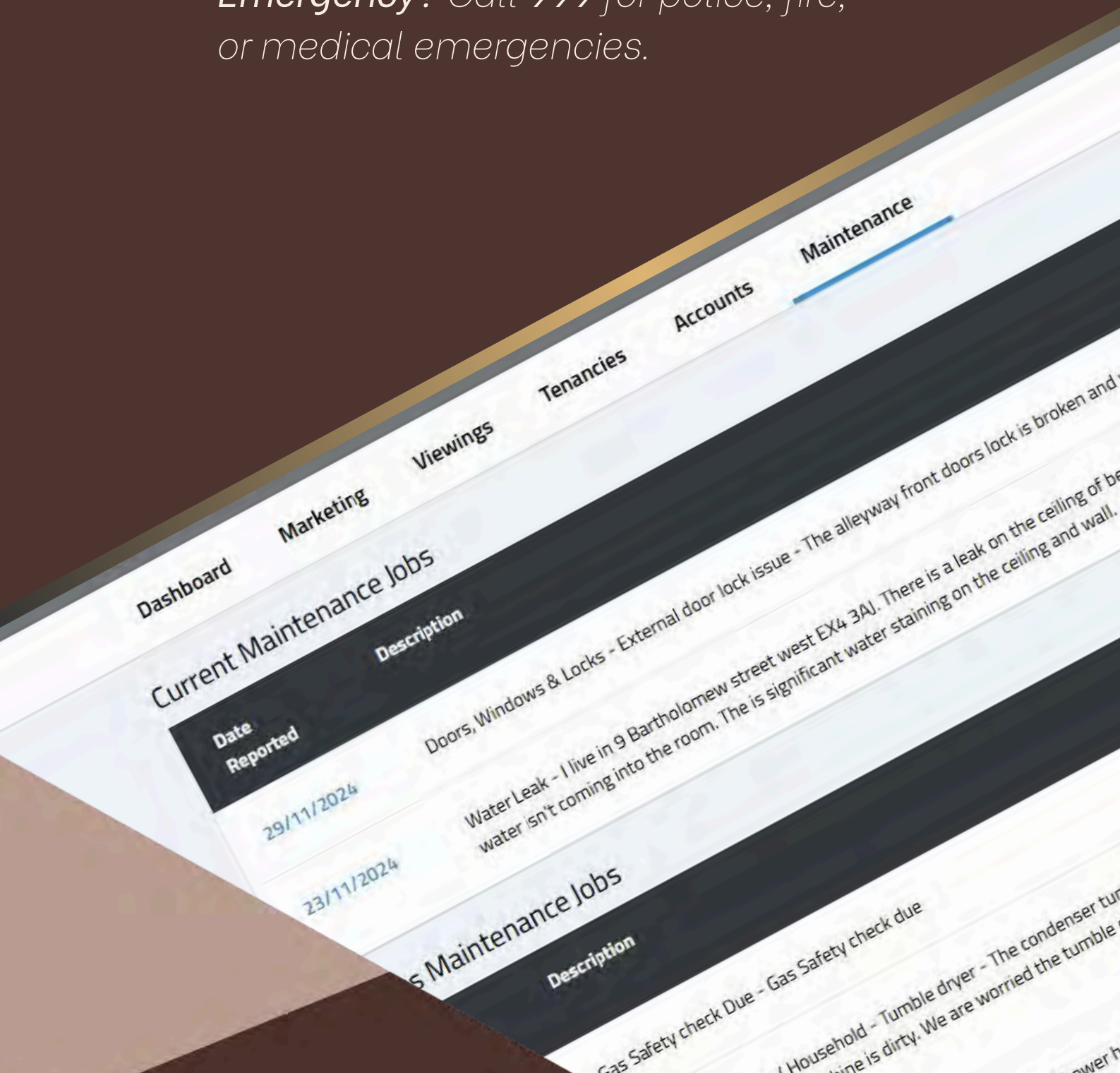


IF THINGS GO WRONG

Who to Contact

- **General Issues?** Contact us via email or our Property Portal.
- **Financial Problems?** Speak to us early—we may be able to help.
- **Safety Hazards?** Contact your local authority if there are serious concerns.

Emergency? Call 999 for police, fire, or medical emergencies.



USEFUL CONTACTS



Francis Louis House, Belmont Road, Exeter, Devon, EX1 2HF



01392 243077



info@francislouis.co.uk

For full tenancy rights & responsibilities, visit GOV.UK's "How to Rent" guide.

*At Francis Louis, we aim to make renting
stress-free and straightforward. If you have
any concerns, **we're here to help.**
Enjoy your new home!*

