

Tenants Welcome Pack

Important Notes

Insurance—The tenant is responsible for insuring his/her own personal effects and furnishings and the policy is also required to cover accidental damage to the landlord's property.

Rental Payments—All rent is payable in advance by standing order. Please note that all standing order payments should be made 4 days prior to your rent due date to allow for clearance.

Please ensure that rent payments are received on time. Failure to pay the rent due may incur a charge.

Gardens—unless maintained by the landlord, the gardens are the responsibility of the tenants. They must be kept in good order and left neat and tidy.

The property—Please treat the property as you would expect your own property to be treated. Many properties are the owner's homes. Do not attach items to the wall. You could be charged for redecoration. Blue Tack does remove paint and should not be used.

If you go away during the winter months, please let us know. The temperature could change dramatically while you are away, and no one would know that the house was empty.

Important Documents

The following documents are very important and should be kept safe throughout the tenancy. If you require a copy of them, please request in writing or through our website.

- Tenancy Agreement
- Guarantor agreement (where applicable)
- Energy Performance Certificate
- Electrical Installation Report
- Gas Safe Certificate (Where applicable)
- DCLG Booklet: how to rent in England
- Tenancy Deposit scheme leaflet
- Tenancy Deposit prescribed information
- Property inventory
- Standing order form

Our Contact Details

Office Address: 61 Market Street, Torquay, Devon, TQ1 3AW

Office Email: lettings@harmonyproperty.co.uk

Office Number: 01803 363578

Emergencies: report through the maintenance form on the website or email or leave answerphone message

Website: www.harmonyproperty.co.uk

On our website you can report maintenance issues and request documents directly through the tenant page.



Complaints Procedure

We pride ourselves on a high level of customer service but understand that occasionally there can be issues and you may want to complain. In such circumstances, please follow the complaints procedure outlined below.

Stage 1

In the first instance please call the office on 01803 363578 and speak to the office manager to try and resolve the complaint. They will endeavour to resolve the complaint immediately and contact you no later than 5 working days after being first notified.

Stage 2

If you are not satisfied with the outcome you may escalate your complaint by putting it in writing and sending it to Harmony Property Lettings, 61 Market Street, Torquay, TQ13AW or email it to lettings@harmonyproperty.co.uk. This must be done no later than 1 month after the initial complaint was raised and you will receive confirmation of our receiving the complaint within 2 days of receiving it. You will receive a written response within 7 days of the written complaint being received.

Stage 3

We hope to have resolved any complaints by this stage but if you are still dissatisfied you can approach the ombudsman. We are a member of the Property Redress Scheme and the details of how to contact them are on the PRS leaflet information.



Extra charges

- A change to the tenancy requested by the tenant - £50
- A default fee of £10 to replace keys, if we need to replace the locks you will be charged the reasonable costs involved
- Interest charges payable on late payments over 14 days - 3% above the BOEBR
- You will be charged for any damage caused to the property

Your Agent is a Member of the
PRS
Property Redress Scheme



If you have been unable to resolve your formal complaint with your Agent, then you can visit our website and lodge a complaint

Before raising a complaint, make sure you have:

1. Sent a Formal Complaint to your Agent
2. Waited a minimum of 8 weeks for the Agent to investigate and resolve
3. Contacted the Scheme within 12 months of the incident

The Property Redress Scheme is a government authorised Consumer Redress Scheme for Lettings, Property Management and Estate Agents and other Property Professionals

0333 321 9418
info@theprs.co.uk
www.theprs.co.uk
[@PropertyRedress](https://twitter.com/PropertyRedress)

Authorised by



Department for
Communities and
Local Government

**NATIONAL
TRADING
STANDARDS**
Estate Agency Team
Protecting Consumers
Safeguarding Businesses

Do we pass your data to any third parties?

As mentioned above, we may need to provide your details to third parties for several reasons. This may be to enable us to carry out our business such as maintenance of the property or other third-party agencies such as legal, financial or IT services. When we need to do this, we will ask those agencies to agree to protect your data in similar terms as our own company uses. We may also need to provide your information to Local Authorities or other government agencies for legal reasons. When doing so this will be processed under the lawful reason of 'legal obligation'.

What are your rights?

Your right of access

You have the right to ask us for copies of your personal information. This right always applies. There are some exemptions, which means you may not always receive all the information we process.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete. This right always applies.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the right to object to processing if we are able to process your information because the process forms part of our public tasks or, is in our legitimate interests.

Your right to data portability

This only applies to information you have given us. You have the right to ask that we transfer the information you gave us from one organisation to another or give it to you. The right only applies if we are processing information based on your consent or under, or in talks about entering into a contract and the processing is automated.

PRIVACY NOTICE

We at Harmony Property Lettings take the collection and processing of your data very seriously. As such we have provided a summary of what we take, when and how to enable you to understand clearly what is being done with your data.

Who are we?

We are Harmony Property Lettings. We are the controllers of your data for the purposes of data protection legislation.

Who can you contact if you have a data protection query?

If you have a query regarding data protection, please email us on at lettings@harmonyproperty.co.uk or call us on 01803 363578.

What is personal data?

Personal data is any information which makes a person identifiable. This could be your name, address, phone number, date of birth etc.

Why do we take personal data?

We take personal data from individuals for the purpose of allowing us to operate as a letting agent. We do not take the processing of data lightly, we will only take it when it is to assist the operation of our business.

What Lawful Basis do we have for taking personal data?

We do not rely on consent on its own for taking personal data. We rely on a number of lawful basis' as below to why we take personal data to allow us to operate our business. For all data one or all of the following apply as will be described in further detail below.

- (a) *Consent*: the individual has given clear consent to process their personal data for a specific purpose.
- (b) *Contract*: the processing is necessary for a contract with the individual, or because they have asked the relevant entity to take specific steps before entering into a contract.
- (c) *Legal obligation*: the processing is necessary for an entity to comply with the law (not including contractual obligations).
- (d) *Vital interests*: the processing is necessary to protect someone's life.
- (e) *Public task*: the processing is necessary for the relevant entity to perform a task in the public interest or for their official functions, and the task or function has a clear basis in law.
- (f) *Legitimate interests*: the processing is necessary for an entity's legitimate interests or the legitimate interests of a third party unless there is a good reason to protect the individual's personal data which overrides those legitimate interests.

If you have any questions in relation to your personal data and how we deal with it, please contact us on the above contact details and we will do our best to assist.

Your Personal Data

| What personal data do we take? | Why do we take it? | What do we do we do with personal data? | Do we have a lawful reason for taking it? | How long will we keep it for? |
|--|---|--|---|--|
| Full Name Address Phone Number Email Bank Details Previous Property ownership details Next of Kin Medical Information Criminal history | To enable us to: - a) let you know about properties, b) provide a letting service to you, c) To enable us to make relevant checks on you to assess suitability for properties, d) to enable us to manage the property, e) to process payments, f) prepare a tenancy agreement and other related documents, g) Monitor and track your tenancies, h) discuss with the Landlord any relevant information to your tenancy, i) share with contractors in the management and maintenance of the property j) Share with Local Authorities or government agencies such as the inland revenue if required by law | Store the information in our case management system to enable us to market properties to you or provide an ongoing service to you. Provide the information to third parties who require the information to enable them to carry out work for us, for example your name and address may be given to a contractor who will come to fix a broken item in the property. Keep a physical record of your data. | Legitimate Interests (for the purposes of running our business) Performance of a contract Vital Interests (medical data) Compliance with legal obligations | We will only keep your information for as long as we legitimately need it but for up to seven years after our last contact with you ie 7 years after initial contact with no further contact provided or 7 years after your tenancy has ended. |