

BAYCITYLIVING

LETTINGS | INVESTMENTS | MANAGEMENT

Bay City Living Ltd
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www.baycityliving.co.uk

RENTING WITH BCL

We are delighted that you have chosen to rent through BCL. Now that you are about to move in there are a few things that we would like you to be aware of.

Your occupation contract contains all the legal stuff but here is the simplified version and please do take as much time as you need to read through the contract. We have highlighted a few of your obligations and also what you can expect from us as your managing agent. Who you need to speak to and where you go if you have any problems. If there is anything that is not clear then please call one of our team who will be happy to hear from you.

Contact us

Office: 02921 202060 :
admin@baycityliving.co.uk nick@baycityliving.co.uk

Maintenance LINK – TENANTS FOR ALL MAINTENANCE PLEASE USE THE LINK BELOW TO REPORT IT – IT IS ALSO ON OUR WEBSITE AND ALL OF OUR EMAIL SIGNATURES .

[Bay City Living 1090 Maintenance](https://baycityliving-maintenance.10ninety.co.uk/)
<https://baycityliving-maintenance.10ninety.co.uk/>



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**The Property
Ombudsman**

If there is an emergency that simply cannot wait at the property outside of office hours then please contact the following contractors:

Electric:

If you have an electrical emergency or dangerous situation, call Western Power Distribution on 0800 052 0400. For a power cut call 105

Electrician

GJP John Pahl info@gjp.co.uk 07495421305

Gas:

IF YOU SMELL GAS AND YOU THINK THERE MAY BE A GAS LEAK THEN CALL THE NATIONAL GAS HELPLINE ON 0800 111 999 IMMEDIATELY

Gas engineer and Plumber

LIMEGREEN 02920666622 gwyn@limegreenuk.com

Water:

Welsh Water www.dwrcymru.com 0800 052 0130

Locksmith:

Out of Hours PPM Phil PPM 02920 231717

Anylocks : Mike 07800604893

Waste Collection

Please download the Cardiff Gov App for all information on Recycling and Waste collection dates as well as other useful information on things like Council Tax

Keys

It is your responsibility to look after the keys to the property at all times. If your keys are lost, then it is your responsibility to get a copy cut from management keys held by us

If you are locked out of your property you can collect our managed set of keys from our office during opening hours. Out of hours you will need to contact a locksmith again at your own expense initially.

The locks to the property cannot be changed unless pre-authorised with BCL and therefore only in an emergency situation. An average call out cost is £75 (no vat) for Anylocks and out of office hours call out for PPM is anything upwards of £150 + vat (£150 + £30) £180 inc vat + the cost of keys/lock. Please check with the locksmith on costings before proceeding.



Register for utilities

If you do not receive any welcome letters to set up accounts within a few weeks of your occupation/start date it is your responsibility to chase up the utility companies to make sure accounts are set up and you set up payment schedules. It is also your responsibility for TV/broadband/virgin/sky subject to landlord consent.

Inventory and Schedule of Condition

The inventory is prepared by BioRisk shortly before the start of your occupation and details, not only items left at your property, but it will also list any damage. This inventory will be relied on in the future and when you eventually vacate so it is important that you take the time to check its accuracy now. We have supplied you with a copy of this inventory for you to highlight anything you wish to comment on. Please return this copy to us within 14 days from receipt if there is anything you want to bring to our attention. Unless such notification is received this inventory and Schedule of Condition will be considered to represent a true reflection of the property.

Interim Inspections

6 monthly inspections will be conducted at the property by ourselves or Biorisk. We will give a minimum of 7 days in writing that we will be attending. You don't need to be in attendance as these visits only last 15 minutes but obviously more than welcome to be present. These visits are just to make sure everything is in order.

Maintenance/Repairs

We want you to enjoy living in your property and whilst there might be times when things need attending to we will always do our best to do so as soon as we can. You must report any problems to us as soon as they become apparent. A delay can sometimes result in more damage and increased costs of repair. You must not arrange a repair yourself as this will be an unauthorised repair and we cannot guarantee that your landlord will cover any costs that you may have incurred.

[Bay City Living 1090 Maintenance](https://baycityliving-maintenance.10ninety.co.uk/)

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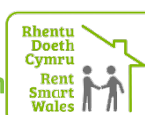
In Order to report maintenance please follow the link above

Gardens & Exteriors

If you are lucky enough to have a garden or outside space with your property it is your responsibility to look after it. The grass will need cutting regularly and any flower or shrub beds will need weeding. Patios and pathways will also need to be kept free of weeds. It is extremely important that if you are



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responsible to take care of a garden or outside space then you need to do so. A garden that is left unattended can become a time consuming and expensive exercise to bring it under control. We don't want to be discussing this when you are leaving as this may delay or affect the return of your deposit. So look after your garden and enjoy it throughout your occupation.

Payments

You will know by now the rent that has been agreed, your rent will be payable on a specific date each month as per your agreement. Unless otherwise agreed a standing order payment needs to be paid into our 'Clients' account to clear on the date that your rent is due. If your rent is due on the 10th of each month then a payment needs to be set up to reach our account by the 10th of each month. We so allow for 3 days grace giving considerations therefore to weekends and bank holidays.

Alternatively, a transfer can be made to the same account either as an instant transfer on the day or as a Bacs payment at least three days prior to your due date. Please use your surname and as much of the first line of your address as the payment reference, so we can identify that the payment has come from you. These are our bank details.

RBS

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16 29 33

10139758

Ref:

Late Payments

Rental payments overdue by more than seven days will be subject to interest at the rate of 3% over the Bank of England base rate, calculated from the date the payment was due, up until the date payment is received. For example Rent at £700 pcm would be 6.75% per day (Current bank of England base rate as of April 2026 is 3.75%) Rent per day is £23.01

Deposit

Your Occupation Contract will provide details of the deposit scheme where your deposit is protected. You will receive an email from the scheme advising you that your deposit has been protected. If there are any issues with the property when you vacate then we will discuss these with you within 10 days and come to an agreement. If there is no dispute the agent will repay the Deposit, according to the agreed deductions and the conditions of the Occupation contract. Payment of the Deposit or any balance of it will be made within 10 calendar days of the landlord and the contract holder agreeing the allocation of the Deposit. If we cannot come to an agreement then the scheme will mediate and arrive at an outcome. This can delay your deposit return so it is always better to come



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to an agreement prior. Currently our Deposit Scheme is as follows: Deposit Protection Service (DPS), The Pavillions, Bridgewater Road, Bristol BS99 6AA

Giving notice to end your contract

When you sign your Occupation Contract you agree to take the property for an initial fixed term period, normally six or twelve months. At the end of this term you can leave but you need to write to us giving not less than one month's prior notice that you want to end your Occupational Contract. If you wish to stay longer, then either your landlord will grant you another fixed term contract or your current Occupation Contract will just continue as a periodic contract until you serve a notice of two months (in line with the rent due date) or your Landlord serves you six months notice to bring the contract to an end.

When we receive this notice we will write to you to inform you of the checkout day and time. We will also remarket the property and will carry out viewings, giving you at least 24 hours' notice to enter the property.

Early Termination

If you wish to terminate a fixed term occupational contract earlier than the ending date of the existing contract, and if, the landlord agrees to an early release, both parties must agree in writing that the following terms apply:

The contract holder(s) remain fully responsible under the terms of the Occupational contract until such time as the property is re-let and new occupational contracts signed with the new parties, or the ending date passes, whichever is earlier.

If a new contract holder is found prior to the occupational contract ending date, the outgoing contract holder(s) maybe required to shall pay the landlord's costs for setting up the Occupational Contract. This would be a maximum of 75% + VAT of one months rent. For example if the rent is £900 the fee would be £675.00 + VAT (£135) = £810.00 inclusive of VAT.

Preparing to vacate

When we have received your notice we will write to you to inform you of the checkout day and time. When the time has come for you to move out of your property there are things that need to be done. Firstly, you need to check your inventory and make sure that everything that was there at the beginning of the occupational contract is still there now. Furniture also needs to be located in the same room as it was in the first place. All your possessions need to be removed from the property and it should be left in a clean and tidy condition. Any rubbish inside or outside needs to be removed, any garden needs to be in a maintained condition and the keys need to be returned to our office. You also need to take meter readings for all your utility suppliers and advise us who your suppliers are. As soon as we have received the keys we will carry out an inspection and assuming everything is in order and there are no other monies outstanding in rent or any other charges then we will arrange for the return of your deposit. Please read the deposit section above for further information on the deposit return process. We also offer a 'pre exit inspection' so we can give pointers for what is expected. Please refer back to your inventory and any questions just ask.



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Mail

When you do vacate the property you will need to arrange to have your mail redirected as we cannot guarantee that mail will be forwarded to you after you have vacated the property.

Guarantor

In consideration for the landlord granting the contract-holder an occupation contract of the dwelling, the guarantor agrees to pay the principal contact for any reasonable losses suffered as a result of the contract-holder failing to fulfil any of their obligations under either of these two contracts or failing to pay rent or other monies lawfully due. The guarantor agrees to pay, on demand and in full, any overdue rent or other monies lawfully due under these two contracts, until vacant possession is given to the principal contact. The guarantor agrees to make payments lawfully due under this guarantee even after the contract-holder has returned possession of the dwelling to the landlord or the occupation contract has ended.

