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Golden Care is a property management company. We manage properties on behalf of the local authority and act on behalf of private landlords. Please note that Golden Care Estates is your link to your landlord, please do not attempt to contact the landlord yourself unless authorised by us to do so.

General Responsibility

As a tenant in a property we expect you to treat the property with the up most care and respect. Golden care will hold you liable for any neglect, action or omission, which results in damage to the property, this includes accidents. Any damage should be brought to Golden Cares immediate attention either by telephone or email, additionally, when and why the damage occurred should also be noted together with a description of the extent of the damage. If it so happens to be criminal damage this needs to be reported to the police immediately in order for a crime reference number to be issued, this is so you will not be held liable for damages. For example, an attempted break-in causes damage to the front door; If this hasn't been reported to the police and had a crime reference number reported, you will have to pay for the cost of having it repaired.

In case of an emergency

Please be aware we are only a property management agency, we are not the police, Ambulance, social services, fire service or removal services. If there is an emergency please contact the emergency services on telephone number 999 immediately. Golden Care should be notified as soon as it is practical thereafter.

Removals and Furniture.

The property is furnished with a bed, table and four chairs, wardrobe, sofa, fridge freezer, cooker oven and nothing more (a washing machine is not compulsory but may be provided at the discretion of the landlord) nothing less. As an agency we are not responsible, for tenants not having enough space for your own personal items; neither is it the responsibility of the landlord (the landlord may be willing to remove certain items but this is a matter of discretion).

Decoration

Properties are already decorated and tenants are not expected to add personal touches in any way. If fittings are removed they must be kept and replaced before you vacate the property. Pictures may be hung on walls provided that picture hooks are used, but consent from Golden Care must be sought first. No other modification should be made to the property without the express consent and approval of Golden Care

Inspection

Properties must be inspected regularly this is compulsory. If you are Living in supported living accommodation you will be visited 2- 3 days a week. This enables the agent to ensure that the property is being maintained in good order, inspections also provide an opportunity for tenants to voice concerns about matters relating to the property. If for any reason you miss two inspections consecutively, this may lead to your agreement being terminated. Inspections are normally arranged by Golden Care but tenants are welcome to request inspections at any time.

Vacations and Visitors

Tenants must notify Golden Care Estates in advance of any prolonged periods of absence from the property i.e. staying with family for a couple weeks or holidays for two weeks or more. Tenants are welcome to have friends and family visit the property but extended long stays or any signs of residency of persons whom are not on the tenancy agreement is forbidden. *NB this can lead to your tenancy agreement being forfeited.*

Bills

If you are in receipt of benefits you may be exempt from part or all of your Council Tax for the property, please ensure that you find out whether or not you are entitled to such exemptions. Should you not qualify for an exemption then Council Tax together with Gas, Electric and Water bills are your responsibility.

Keys

Golden Care Estates keep spare keys for every property this is in case of emergencies. Golden Care Estates will if necessary provide new keys but with a charge and they have to be collected from the Golden Care Estates offices, we will not bring them to you.

Should you have any concerns about any of the information provided above please do not hesitate to contact us.