

Your Tenant Guide

Welcome to your new home. This short guide brings together the key things you need to know as a tenant of a property managed by Bright Hill Properties, and points you to the other guides we provide.

Getting started

- Set up your rent payment so it reaches us on time each month.
- Put the utilities and council tax into your name from the tenancy start date.
- Check and keep your copy of the inventory, and note the meter readings taken at check-in.
- Locate the stopcock, fuse box and gas/electric meters, and test the smoke and CO alarms.
- Consider tenant's contents insurance — the landlord insures the building, not your belongings.

During your tenancy

- Pay your rent on time and keep the property clean, well-ventilated and in good order.
- Report repairs promptly — see our 'Reporting Repairs & Emergencies' guide.
- Allow reasonable access for inspections and safety checks, with proper notice.
- Ask us before keeping a pet, making alterations, or taking in extra occupiers.
- Tell us straight away about anything that could affect the property, such as a leak or damp.

The guides we provide

Alongside this guide you'll find separate documents covering: Reporting Repairs & Emergencies; Tenant Fees & Charges; Moving In / Moving Out; Deposit Information; Right to Rent; the Government 'How to Rent' guide; Redress & Licensing; and what the Renters' Rights Act means for you. Please keep them somewhere handy.

We're here to help

If anything is unclear or you're not sure who to contact, just get in touch — we'd always rather you asked.

Bright Hill Properties

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This is a general guide for tenants in England, correct to the best of our knowledge as at 2026. Bright Hill Properties is the trading name of Bright Hill Properties Limited, registered in England and Wales, Company No. 11566868.