

ELLIOTLEIGH PROPERTY MANAGEMENT LTD

TENANT INFORMATION PACK



YOUR PROPERTY MANAGER:

YOUR INSPECTING OFFICER:

Gas Meter location:

Electric Meter Location:

Stopcock location:

INDEX

ELLIOTLEIGH PROPERTY MANAGEMENT LTD CONTACT DETAILS	Page 3
USEFUL NUMBERS	Page 4
PROPERTY REPAIRS & FAULTS	Page 5
WHAT IS REQUIRED OF YOU THE TENANT	Page 6
ADDITIONAL INFORMATION	Page 8
TIPS FOR YOUR NEW HOME	Page 9
MAINTENANCE TIPS	Page 11
DATA PROTECTION AND GDPR	Page 14
LOCAL INFORMATION	Page 15

ELLIOTLEIGH PROPERTY MANAGEMENT LTD CONTACT DETAILS**OFFICE NUMBER**

Customer service

Tel: 0208 983 4444 – **Option 1****Out of Hours emergency****Tel: 07817 031587****FAX NUMBER**

Sales & lettings

Tel: 0208 981 6831

Customer service

Tel: 0208 981 8764

ADDRESS

728-730 Eastern Avenue, Ilford, IG2 6PE

WEBSITEwww.elliotleigh.com**EMAIL**info@elliotleigh.com**OFFICE HOURS**ElliottLeigh Property Management Ltd office is open **9am – 5.30pm Monday to Friday.****OFFICE LOCATION****By Tube:** Newbury Park Tube Station

10 minute walk to office.

USEFUL NUMBERS

EMERGENCY

Police	Tel: 999
Fire brigade	Tel: 999
Ambulance	Tel: 999
Non-emergency crime	Tel: 101
Cadent (Gas emergency)	Tel: 0800 389 8000

UTILITIES SUPPLIERS

Cadent (Gas emergency)	Tel: 0800 389 8000
British Gas	Tel: 0800 048 0202
EDF energy	Tel: 0800 096 9000
EON	Tel: 0845 052 0000
N Power	Tel: 0845 070 4851
Scottish Power	Tel: 0800 027 0404
Southern Electric	Tel: 0800 980 2475
Thames Water	Tel: 0845 9200 888

LONDON BOROUGHS

Tower Hamlets	Tel: 0207 364 5000
Hackney	Tel: 0208 356 3000
Newham	Tel: 020 8430 2000
Redbridge	Tel: 0208 554 5000
Waltham Forest	Tel: 0208 496 3000
Barking & Dagenham	Tel: 0208 215 3000
Havering	Tel: 01708 434343

PROPERTY REPAIRS & FAULTS

GENERAL REPAIRS AND FAULTS

If a problem occurs in the property our dedicated maintenance team will be happy to help. Please **0208 983 4444 (Option 1 for Maintenance)** to report the repair or fault to your property manager and we will endeavour to get any fault rectified in the shortest possible time.

EMERGENCIES

If there is an emergency at your property, ElliotLeigh must be contacted immediately as well as the relevant emergency service so the problem can be addressed quickly and the correct action taken.

The emergency number to call during office hours is **0208 983 4444 (Option 1 for Maintenance)**.

The emergency number to call outside of office hours is **07817 031587**.

FOR EMERGENCIES OUTSIDE OF OFFICE HOURS

1. Call emergency number on **07817 031587**.
2. Leave your name, telephone number, property address and description of emergency.
3. You will receive a call back to decide the immediate action to be taken.

IN CASE OF GAS EMERGENCIES (INCLUDING CARBON MOXIDE DETECTOR ALARM SOUNDING)

1. Turn off gas supply.
2. Call Cadent on **0800 389 8000**
3. Open all doors and windows to expel gas.
4. Put out naked flames.
5. Don't smoke.
6. Don't turn on electric switches.
7. Wait for an engineer from national grid to attend.
8. Call emergency number on **07817 031587**.

IN CASE OF FLOODS

1. Turn off water using stop-cock.
2. Call emergency number on **07817 031587**.

IN CASE OF ELECTRICAL FAILURE

1. Call your electric supplier.
2. Call emergency number on **07817 031587**.

PRIORITY REPAIR SCHEDULE

ElliotLeigh always endeavour to respond to repairs in accordance with the below timescales.

Priority 1 (Emergency): 24 Hours

Priority 2 (Urgent): 7 days

Priority 3 (Non-Urgent): 28 days

WHAT IS REQUIRED OF YOU THE TENANT

ALLOW ACCESS FOR INSPECTIONS / REPAIRS

We are required to inspect your property on a regular basis. Prior to any inspection we will contact you by telephone, Text or letter to arrange a suitable time.

You must allow us access to the property to carry out inspections/Repairs and you must not miss a pre-arranged appointment, if you do miss a pre-arranged appointment you may be charged.

NOT KEEP PETS

No pets are allowed to be kept in the property. This is stated in your tenancy agreement.

DO NOT MAKE CHANGES TO THE PROPERTY WITHOUT PERMISSION

Should you wish to make changes to the property you must first request permission from ElliotLeigh, below are examples of items you must seek permission to change. If you are authorised to change the below items you will be required to pay a deposit of £25.00 for each item / room, this will be returned when you leave the property.

- Decorating
- Changing curtains
- Installing pictures / TV's / shelves / etc on walls
- Installing satellite dishes

PAY BILLS

As a tenant you are responsible for paying the below bills:

- Gas
- Electric
- Water rates
- Council tax
- Telephone / broadband

LOOK AFTER THE PROPERTY

You must ensure that you look after the property and gardens.

Properties must be kept clean and tidy.

Windows and curtains should be cleaned on a regular basis.

Grass must be cut on a regular basis (at least every 2 weeks during summer months)

Garden vegetation / shrubs must be cut back and not allowed to become overgrown.

ABIDE BY THE RULES OF YOUR TENANCY AGREEMENT

It is important that you observe the below terms and conditions of your tenancy agreement. Failure to abide by these obligations may result in further action taken against you by the landlord or the council.

1. No more than the permitted number of people can live at the property.
2. You must not make excessive noise or a nuisance or allow other members of the household or visitors to make excessive noise or cause a nuisance.
3. You must pay all water, gas, electric, council tax and phone bills.
4. You must not keep pets at the property.

5. You must keep the property including the garden in a good and clean condition.
6. You must not cause damage to the property and you must immediately repair any damage that is caused.

YOU WILL BE CHARGED FOR ANY DAMAGE CAUSED BY ANY MEMBER OF THE HOUSEHOLD OR A VISITOR.

7. You must not carry out illegal activities in the property.
8. You must report repairs to the ElliotLeigh immediately.
9. You must allow access to ElliotLeigh when requested.
10. You must ensure that when you move out:
 - a. The property is left in clean condition
 - b. All belongings / rubbish are removed
 - c. The garden is tidy with vegetation / grass cut back
 - d. All bills are paid
 - e. Any damage is repaired
 - f. No items are missing

ADDITIONAL INFORMATION

FURNITURE

If you have been housed by a London Borough's housing and homeless accommodation section, the property will be provided as un-furnished. We are only required to provide a fridge freezer and cooker. Any furniture left in the property is left as good will and must not be removed unless this has been authorised by the office.

If these items of furniture or your washing machine break during your tenancy will are not responsible for repairing or replacing these.

You are still responsible for ensuring that these items are looked after whilst you live at the property.

COMPLAINTS

ElliotLeigh are committed to improving the quality of service to our customers and welcome any feedback you may have to help us do this. Should you wish to make a complaint please write to us, email us or request a customer complaints form, we will then respond within 14 days.

LOCAL INFORMATION

You will be provided with information relating to the local area of your new home.

MOVING OUT

When you have been informed that you will be moving out of the property you must contact us as soon as possible so a convenient time can be booked to arrange a 'check out'. When you move out you must ensure:

1. Any damage to the property caused by you has been rectified including excessive wear & tear. **YOU WILL BE CHARGED FOR ANY DAMAGE DONE TO THE PROPERTY THAT HAS NOT BEEN RECTIFIED.**
2. The property has been thoroughly cleaned.
3. Rubbish / personal belonging have been removed from the property.
4. No Items are missing from the property.
5. All bills have been paid and you have informed the supplier you are moving out and no debt has been left on the meter.

ITEMS YOU ARE RESPONSIBLE FOR IN THE PROPERTY

As a tenant you are responsible for certain items in the property, these include:

- Blocked sinks / baths / toilets caused by tenant misuse.
- Changing locks / cutting additional keys due to lost keys.
- Damaged caused by the tenant or visitors.
- Clearing gardens should they become over-grown.
- Removal of tenant owned furniture.
- Changing light bulbs.

SATISFACTION QUESTIONNAIRE

You will be provided with a satisfaction questionnaire twice a year. Please can you take the time to complete the questionnaire and return it? You may choose not to provide your details, but providing this information

will ensure that we are able to follow up on any comments you have provided regarding any particular problems you may have.

All information provided is handled with strict confidentiality, and will be used to improve our service.

TENANT GUIDE ON PROPERTY RATING SYSTEM & DAMAGES

Depending on the condition you will receive a rating of 1 to 5, the rating will be based on cleanliness, tidiness and damages and will be as follows:

5 = Very Good	Property very clean, very tidy and very well looked after with no damages.
4 = Good	Property clean and tidy with no damages.
3 = Average	Property looked after by tenant but heavy wear and tear noted.
2 = Poor	Property requires cleaning, tidying and there are minor damages (such as drawing on walls). Property will need improving on next visit and warning letter will be sent.
1 = Very poor	Property in poor state and there are damages. Will require urgent making good by tenant and the council will be notified immediately.

WE WILL NOTIFY THE COUNCIL IF THE PROPERTY IS RATED 2 AND NO IMPROVEMENT IS SEEN ON THE NEXT VISIT AND ALL PROPERTIES THAT HAVE A RATING OF 1.

PLEASE NOTE THAT YOU HAVE AN OBLIGATION UNDER YOUR TENANCY AGREEMENT TO KEEP THE PROPERTY IN A GOOD CONDITION AND FAILURE TO DO SO COULD RESULT IN YOU BEING EVICTED FROM THE PROPERTY AND THE COUNCIL DISCHARGING DUTY AGAINST YOU.

You will also be responsible for rectifying all damages caused to the property, including drawing on walls, failure to clean ovens, failure to cut gardens, holes in doors, etc.

TIPS FOR YOUR NEW HOME

AVOIDING CONDENSATION

Condensation is a result of warm wet air meeting a cold surface. You can avoid condensation build up by:

- Not blocking air-vents.
- Keeping kitchen windows open and the door shut when cooking and for at least 60 minutes after.
- Keeping bathroom windows open and the door shut when bathing and for at least 60 minutes after.
- Keep window vents open at all times.
- Do not dry your clothes on any radiators or heaters.
- Do not place furniture or other items in front of radiators.
- Ensure mechanical ventilation is switch on.
- In the winter months keep the heating on constantly at a low temperature.
- Do not place furniture against external walls.

SAVING ENERGY

The below tips provide advice on how to reduce energy bills:

- Set you heating up on a timer.
- Make sure radiators are not obstructed by furniture or curtains.
- Keep curtains drawn at night.
- Use energy efficient light fittings.
- Turn appliances / chargers off at the socket when not being used.
- Ensure lights are turned off when leaving a room.

SPARE KEYS

When you receive a set of keys we advise that you get a spare set cut and keep these safe with a friend or family member. We will not change locks or provide a locksmith service.

If you borrow a set of keys off ElliotLeigh you will be asked to leave a deposit of £10.00 per year and £20 per fob which will be returned when you hand back the keys.

SAFETY IN THE PROPERTY

- Please ensure you check the smoke alarms and CM detectors every week.
- Please keep the communal areas clean and tidy.
- Do not block fire exits and escape routes.
- Do no overload power sockets (e.g. 1 socket per plug)
- Do not smoke in the property.
- Keep fire doors shut.

INSURANCE

We would recommend you take out adequate contents insurance for your belongings in the property.

MAINTENANCE TIPS

Boiler not working



1. Check your gas supply. Is your meter topped up (in credit)?



2. Check your thermostat temperature is turned up.
3. Check your boiler is on (check the switch is on)



4. Check the pressure on your boiler. The pressure should be between 1-2 bars.

Electrics tripping fuse board



1 – Check the fuses are in the up (on) position.

2 – If a fuse is down (off) this is the circuit that is tripping.

3 – Unplug or turn off all appliances on that circuit and plug back in and / or turn back on one at time.

If the fuse trips after an appliance is plugged back in or turned on then it is likely that appliances is causing the issue and will need to be repaired.

Blocked toilets / sinks / baths / showers

To avoid blockages:

- 1 - Do not allow food or fatty oils to be put down the sink
- 2 - Do not put excessive items down the toilet (nappies, sanitary towels, baby wipes, ear buds, etc)
- 3 - Pour bleach and boiling water down the plugs on regular basis or if the sink is running slowly or has a bad smell.

If you do have blockage you will need to dry and clear this yourself initially:

- 1 – Check there are no items stuck causing the blockage
- 2 – Use a plunger to clear the blockage
- 3 - Use a drain u-blocking chemical to try and clear the blockage.

If it is found that excessive items or food / fat are in the sink you will be responsible for the cost of clearing this.

Bleeding radiators



Key to use when bleeding a radiator which can be purchased from any hardware store

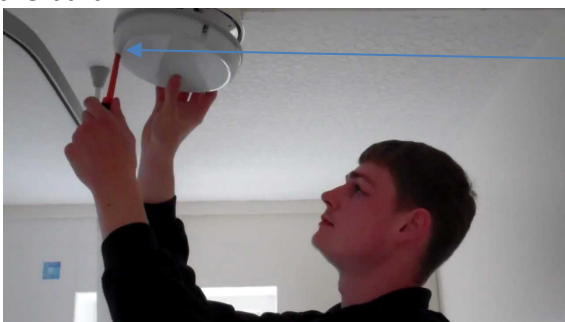


- 1 – Insert key into end of radiator.
- 2 - Place cloth or cup under the radiator.
- 3 – Slowly and gently turn the radiator key until you hear air coming out.
- 4 – When water appears turn the key in the opposite direction to stop the water and air.

Changing light bulbs

Tenants are responsible for changing light bulbs in properties.

Some properties have enclosed light fitting in bathrooms where the cover needs to be unscrewed to change the bulb.



A Bathroom light fitting normally has 3 screws to remove from the cover to change the bulb.



The bulb needed for these light is a 16w 4pin 2D Lamp shown to the left.

How can you reduce the condensation in your property

1. If you have a washing machine or tumble dryer in your property, ensure that it is vented correctly. From just one load of washing two litres of water is emitted into the air.
2. Where possible, try to dry clothes outdoors to prevent excess moisture escaping into your property. If you have no choice but to dry clothes inside we would always advise that you open your doors or windows in these rooms.
3. When cooking, boiling a kettle, taking a shower or bath, ensure that your kitchen or bathroom door are kept closed to prevent steam going into colder rooms which will cause condensation to form.
4. When cooking ensure that you cover your pans with a lid to reduce moisture. Also ensure that you have opened a window or you are using an extractor fan if you have one fitted. Don't turn off the extractor fan or close the window as soon as you finish cooking - leave it open for 15-20 minutes afterwards to clear the air.
5. Similar to when cooking in the kitchen, when you are taking a shower or a bath ensure that you turn on an extractor fan or open a window to get rid of the steam that is created when running warm water in a cold environment. This will help reduce the amount of condensation that appears on your bathroom windows but won't eliminate the problem.
6. Portable gas bottles and paraffin heaters produce a lot of moisture, along with a lot of toxic fumes. Not only is this form of heat causing excess condensation in your property, it is also a health and safety hazard and is stated in most tenancy agreements as not allowed in rented flats.
7. Many families have house pets and plants which produce moisture. Make sure you cover fish tanks and if you are suffering from excess condensation look to move your plants outdoors.
8. If you don't have an extractor fan in your bathroom or kitchen then make sure that you wipe down the surfaces in the bathroom and kitchen when you have been cooking or taking a shower to remove any moisture that has settled on the surface. This excess moisture that sits on the surface will quickly turn to mould which is difficult to completely remove.
9. Do not overfill your bedroom wardrobes and kitchen cupboards. With lack of ventilation and trapped warm air your overfilled cupboards are a breeding ground for mould as the air is not able to circulate freely inside.
10. For the same reason as above, make sure that your furniture is at least 50mm away from the surrounding walls so that air can move around the property. Also try to put wardrobes against internal walls in your bedroom which will be less cold than external walls.
11. Ensuring an adequate amount of heating in your property will improve the internal temperature of surfaces in the house and reduce the likelihood of condensation.
12. If you use a room on a regular basis, such as a living room, open a window slightly to improve the ventilation in the room. Breathing is a major cause of condensation so this will help to improve the ventilation in your property.

13. Double glazing, loft insulation and draft proofing will help to reduce the amount of heat that is lost from a property. Installing insulation will help to keep the temperature of the surfaces inside your property high.
14. Adequate ventilation is essential to allow the moisture to escape from a property before it turns into condensation. Installing an energy-efficient extractor fan in the kitchen and bathroom can improve the humidity levels and prevent condensation.

DATA PROTECTION AND GDPR

Whilst you are a tenant in one of our properties, we keep your contact details, so that we can provide you with our services. As a property management company, we have legal and contractual responsibilities to do this and we do not have to ask for your consent. However, we take our role as a data controller very seriously and only collect what information we need to deliver your contact, we only keep it as long as we need it and we do not share it, unless it is necessary to discharge our contractual, legal and professional obligations. We have secured our data from unauthorised access. We have further information on this topic in our 'Data Protection Policy' and our 'Tenancy Privacy Notice', both of which are available on request from: info@elliotleigh.com