

TRUSTEASE
RESIDENTIAL
MANAGEMENT
LTD
GUIDE

General Information

AGENT

Trustease Residential Management Ltd has been appointed as Agents to manage the property on behalf of the landlord.

Tel: 01225 428884

E-mail: info@trusteaseproperty.co.uk

Reporting maintenance: maintenance@trusteaseproperty.co.uk

Opening hours Monday to Friday 9.15 to 5.00pm

WHAT HAPPENS IF WE ARE CLOSED

Our phones are monitored over the weekend for emergencies

An emergency is deemed to be where a problem places either you or the property in imminent danger of suffering harm, injury or damage. All other matters should be reported as soon as the office reopens.

When calling out of hours please ensure that you leave your name, address, telephone number and the nature of the emergency. (If these details are not left we will be unable to return your call.)

If you do have to call out an out of hours contractor please be aware that you will be liable for the call out charge if not an emergency.

Before placing a call for loss of power, remember to check for obvious problems such as tripped residual circuit breakers (RCB's)/ blown fuses as well as checking if other properties in the building or area are similarly affected

If you smell gas you should call the National Gas Emergency Service on 0800 111 999 and vacate the building until help arrives. Remember to ventilate the room as much as possible and not to turn on lights or electrical appliances. Do not use your mobile phone in the property.

- Always carry out a few simple checks before reporting a problem (please see section Maintenance and Information)
- Only call out of hours in an emergency or you will be responsible for the cost
- Familiarise yourself with the location of the stopcock when you first move in

RUBBISH AND RECYCLING

Please contact the Council to establish the schedule of rubbish collection in your area.

Refuse, cardboard & recyclable material (glass bottles, clean cans and paper) and garden waste (garden refuse bags can be purchased from DIY stores) should be placed on the pavement in the morning, in the recycling bins/bags provided

Please ensure that the refuse is in sealed bags placed in the wheelie bins or seagull proof bags provided

MAINTENANCE

As tenants you are responsible for the general care of the property during the period of your tenancy and should report maintenance issues promptly.

Prior to reporting your maintenance please check “Maintenance and General Information” as this may save any unnecessary call outs.

When something needs to be reported, ‘raise an issue’ on the Arthur online tenant app. Select an issue type that best describes your maintenance and fill in as much detail as applicable for us to understand the issue. From the app you will be able to track and communicate with us regarding these issues.

When a breakdown occurs, we will arrange for an approved contractor to visit your property and fix the issue. We aim to resolve your issues as quickly as we can with as little inconvenience to you as possible.

Your Safety

Smoke Detectors

The smoke and heat detectors are provided for your protection, they must not be tampered with or covered in any way.

- Test alarms weekly using the button located on the alarm
- Never block air vents in rooms containing a gas or other carbon burning appliance
- Keep alarms free from dust and other obstructions
- Alarms are provided. Whilst replacing batteries is your responsibility, faults should be reported immediately

FIRE

In the event of fire, you must leave the building without stopping, every second counts.

The highest risk of a fire is from candles, the second is smoking otherwise, it’s the kitchen that is the most likely source of a domestic fire. As a fire precaution the use of candles and incense sticks is not allowed and all properties are non-smoking.

Do not hang clothing or flammable items on or near gas fires or night storage heaters.

Make sure you are familiar with using the fire blanket in your home. Report any problems to your landlord. Do not prop open any fire doors or tamper with door closers. Do not hang hooks on the fire doors. Ensure your escape routes are clear – hallways, stairs and doorways. If there is a fire, you would easily trip over anything in your way.

Call – 999 for the fire brigade. Do not go back into the property for any personal belongings.

Legionella

Legionella bacteria, which can live in water systems, can pose potential health problems. The infection is caused by the inhalation of water droplets or spray mists which have been contaminated by the bacteria. Those most at risk include elderly people, smoker's heavy drinkers and those suffering from long term illness. Whilst such problems are rare when a system is operating normally, you should nonetheless take reasonable precautions

- Ensure the temperature of the hot water setting on the boiler is set to at least 55 degrees (but no more than 60 degrees)
- If there is a hot water cylinder ensure the thermostat is set to at least 55 degrees (up to 60 degrees)
- Showers and taps should be flushed through following a non-period of use
- Showers and taps should be regularly cleaned and disinfected
- If there are any unused taps for example and outside garden tap or unused second toilet with hand basin, these should be run weekly throughout the tenancy
- If there is a spa pool (hot tub, whirlpool bath, spa bath etc) this MUST be disinfected AFTER EVERY USE according to the manufacturer's instructions

Keep it clean, keep it moving, keep the hot, hot and the cold cold

END OF TENANCY

Preparing to leave

The highest deductions from deposits are for cleaning costs and rubbish disposal. Please do not underestimate how costly these things can be when undertaken by a professional company at a peak time of year. It is always more than you would anticipate.

We would recommend that you check your inventory that you were provided at the start of the tenancy to ensure you are returning the property in the same condition as you found it , and do not for instance inadvertently remove any of your landlords belongings.

Points to remember are:

- Have any missing or broken items been replaced?
- Have any blown light bulbs been replaced?
- Have you reported any electrical items not in working order?
- Has the furniture been returned to its original position?
- Have ALL your possessions been removed?
- Has the property been professionally cleaned?

These are all things that you can put in hand easily and fairly cheaply prior to leaving, that can be expensive to rectify later.

Ensure prior to vacating :

- Cancel broadband provider and arrange removal of hub.

- Ensure that you have arranged for your post to be redirected. We are unable to call at properties to collect any post sent after you have vacated.
- Cancel the telephone line
- Meter readings will be collected when the final inspection is carried out.

Please remember that if you are in a joint tenancy you are all responsible for how the property is found at the check-out inspection.

If you are all planning on leaving completely before the end of the contract it would be useful to undertake your final inspection at this point, which will enable us to process your deposit.

Don't forget you cannot re-enter the property once the check out has been completed

Please remember to cancel your Standing Orders in order to ensure no additional fees are raised as a result of over payment.

End of tenancy

Once you have vacated an independent inventory clerk will carry out an inspection (using the inventory you were provided at the start of the tenancy) and provide us with a check- out report and photographs. This report will note any differences which fair wear and tear aside, will form basis from which to calculate the apportionment of the deposit

Both the head tenant and Landlord are provided with a copy of this document. Working with both you and the Landlord we will do everything reasonably possible to return your deposit quickly. Once agreement has been reached we can organise for your deposit to be released.

As a general guide you will be advised within approximately ten days of the end of the tenancy, by way of a schedule of damages, whether or not your landlord proposes to make any deductions from your deposit. This figure is arrived at using the inventory and check- out report. Whilst we advise your landlord on what in our opinion is an appropriate figure, the ultimate decision as to how much is claimed rests with your landlord and not Trustease Residential Management Ltd.

All negotiations regarding Deposit deductions are negotiated with the Head tenant only. This is to help the process run smoothly and to avoid confusion.

We are unable to discuss any matters relating to the deposit return with anyone not on the Assured Shorthold Tenancy Agreement.

MAINTENANCE AND GENERAL INFORMATION

Reporting maintenance: maintenance@trusteaseproperty.co.uk

A

B

Boiler - See C for Central heating

Broadband, BT and TV

Recent years have seen significant changes with most households having a combination of mobile phones, broadband, land-line and TV packages. It is unlikely we have been informed of the last occupier's choice and what was being supplied to the property. On move-in, check mail addressed to "The Occupier" and search the house for a broadband box etc. It is likely the previous tenants will have ended their contract but it will help give an indication of what was there. If you wish to install a new satellite connection, permission must first be sought from the Landlord.

Any existing satellite dish/connection you are welcome to utilize it having been left by the supplier. If it goes wrong, you will have to arrange your own repairs and contact the supplier as it will not be the responsibility of the landlord.

C

Central heating

Most radiators are thermostatically controlled with a temperature control on the pipework leading into the radiator, enabling each room to be kept at the preferred temperature. The house is more "comfortable" if the boiler is left on for longer periods at a low temperature rather than short bursts of high temperature. One radiator, usually in the hall, should always have the temperature valve open as it acts as a temperature release for the boiler (i.e. switch/turn it up or down as you like but never completely off).

If you all leave the house empty in cold weather (or if the weather might change) e.g. over Christmas, Easter, holidays etc. leave the heating on very low 24/7 to ensure there are no freezing/burst pipes – frozen pipe and subsequent leakage has been determined as Tenant's responsibility

The majority of our properties have Gas Central Heating, and will be checked annually. However, all mechanical things eventually break down. If this should happen we will arrange for a Central Heating Engineer to look at the installation, repairing it as soon as practically possible. It is impossible to predict when your boiler will breakdown, what spare part will be needed and how long it will take to get that spare part. Very frustrating for both

you and us. We know a couple of good engineers who will do their best to help but, if the boiler breaks down on an evening you should expect to wait until the next working day for confirmation of an appointment. If your boiler breaks down on the weekend you will wait until Monday.

The bottom line is that we can almost certainly arrange for a Central Heating Engineer to visit the next **working** day (severe weather dependant) and in most cases have a repair in 48-72 hours. Sadly, there is nothing else that can be done but accept the situation, keep warm and wait.

If your boiler has a pressure gauge (clearly visible on the underside of the boiler or next to the boiler controls) and it drops into the red zone or to one bar for any reason, we must be informed

Central heating - Faults

When reporting a fault with your central heating we will need to know as much information as possible. On occasions simply by carrying out the following checks you can prevent an unnecessary call out and a charge. (Boiler manuals are available on line)

Is pilot light on

Has the power to the boiler been switched off in error?

Check the fuse board, the electricians may have tripped

If you have a key meter has the meter ran out of gas/ electric

Check if the boiler is flashing a failure

If only hot water is not working or only heating

Check the boiler is on the right setting

Are radiators turned up at the thermostats on the actual radiator

Cold weather.

Set central heating set to a low heat for long periods, not high heat short periods.

Council Tax

If you do receive any letters from the Council Tax office that isn't addressed to you, please drop it into us at Trustease it may be correspondence for the Landlord

D

Drains

Clearing blockage of any drainage run whether it is the hand-basin/shower/bath/WC outlets within the house or the waste/soil drain/pipe from the house to the public sewer is the responsibility of the tenant. Any slowness/indication of a fault must be reported on arrival so that we can inspect, thereafter repairs are at your own cost. If the outflow starts to slow down or there are indications of a potential problem/blockage, please call us we can give you advise and hopefully prevent the need to call out a specialist. (Please do not use Caustic Soda as this can cause more serious problems)

As a preventative course of action we would recommend purchasing sink plug covers to reduce the amount of hair, soap, food etc entering the pipework.

Damp, mould and condensation

Please read the separate information sheet provided.

E

Electrics – Faults

If a fault should occur with the electric's below is a list of basic checks that you can carry out.

No lights on one level - check the fuse board

All sockets not working - Check the fuse board

(When a light bulb blows this can cause all electrics to trip)

Electrics keep tripping -turn off all appliances and remove from sockets, replace and turn on 1 at a time (normally it is a problem with an electric appliance not the mains electrics)

Please do not be tempted to tamper with any electrical appliance or socket. We have specialist for this. If you have carried out the checks and this has not resolved the issue, please contact us.

F

Fire

In the event of fire, you must leave the building without stopping, every second counts.

The highest risk of a fire is from candles, the second is smoking otherwise, it's the kitchen that is the most likely source of a domestic fire. As a fire precaution the use of candles and incense sticks is not allowed and all properties are non-smoking.

Make sure you are familiar with using the fire blanket in your home. Report any problems to your landlord. Do not prop open any fire doors or tamper with door closers. Ensure your escape routes are clear – hallways, stairs and doorways. If there is a fire, you would easily trip over anything in your way.

G

Garden maintenance

Is the tenants responsibility

Where front or rear gardens are laid with chippings or hard landscaped it is your responsibility to keep them weed and litter free.

The grass should be cut at regular intervals through the growing season.

H

Heater – Fault

Here are a couple of checks to undertake with an electric heater prior to contacting us to arrange a contractor:

Ensure the appliance is switched on at the wall
Ensure that the heater is on the right settings
Finally check the fuse board to see if the electrics have tripped

If you have carried out the checks and this has not resolved the issue, please contact us.

I

Inspections

During your tenancy we will visit the property to carry out superficial check for obvious signs of deterioration. You will be given notice of the intended visit and it is not necessary for you to be at the property.

Access – You are under a statutory and contractual obligation to allow your landlord and his representative's access subject to being given twenty- four hours' notice.

Your wishes will be accommodated wherever reasonably possible; however, failure to provide access is viewed as a serious breach of your obligations.

Instruction Manuals

If an instruction manual is missing copies are often available on line

Insurance

Your belongings are your responsibility. The landlord's insurance would cover the building and contents but cannot extend to your belongings wherever the fault may lie.

J

K

L

Light bulbs -

Light bulbs are a consumable item and therefore a tenant's liability.

M

Mail

Receiving mail for previous occupiers is inevitable. Write "Moved, return to sender" on the envelope and put into the post box, this reduces junk mail. If there is anything that looks important or addressed to the landlord let us know for collection or bring it into our office on the Lower Bristol Road.

To reduce junk mail register at <http://mpsonline.org.uk/mpsr/>

N

Neighbours

Noise is always a contentious issue, if you reduce sound to a nominal talking level by 10pm,

Remember washing machines vibrate and should not therefore be used regularly at night.

If you are disturbed by noise from your neighbours, we suggest you first speak to them and if this doesn't work don't hesitate to contact either Bath and North East Somerset Council, Environmental Health officer on tel: 01225 477000 or the police.

O

Oven - Faulty

Something as simple as the **clock not being** set or **the oven timer not on** will cause the oven to stop working. Check this first before making that call

P

Post - see M for Mail

Posters

If you wish to put posters or pictures on the wall permission from the Landlord must be sought. If permission isn't given and there is damage to the wall, this can affect your deposit.

Q

R

Rental Payments

Your rent is due monthly by Standing Order.

- This is an instruction from you to your bank to Pay Trustee. We are unable to take money from your account.
- If there is any problems with your rent payment , contact your bank to ensure they have the correct information and that there is sufficient funds available
- If there are any issues with payment please contact us immediately. Please do not bury your head in the sand hoping it will go away. We can often help.
- At the end of the tenancy it is your responsibility to cancel your standing order with the bank.

Repairs and maintenance

For all maintenance enquires we must be advised as soon as possible. In the first instance you should telephone 01225 428884 and if there is no reply then you must leave a message. We will endeavour to arrange for works to commence as soon as possible.

S

Saniflows

Please take extra care with Sani Flows. Please follow the above guide lines but please also do not use quilted toilet tissue. If these products have been used and the motor burns out it can be extremely costly and the charge will have to be met by you

Shower - Faulty

If you find your Shower (if it's not an electric one) has no water or no hot water, check to see if all the hot water has been used up. (Leave for an hour to test if water has heated up).

If your Electric shower is not working, ensure it has not been switched off at the isolator switch/cord

Check fuse board to see if anything has tripped.

If the pressure has dropped check the shower hose hasn't split.

If the above don't solve the issue, please contact us.

Please ensure that the shower head and hose is lime scale free, this can cause low water pressure and other faults with the shower units. De-scaler can be bought from any hardware store or supermarket

Smoke alarms -

If a smoke detector keeps bleeping then the battery is low. You should ensure you regularly keep an eye on the smoke alarms to ensure the lights are still on. If they are not, contact us straightaway. At no point should you cover a smoke alarm.

T

U

Utilities

You are liable from start to finish of your tenancy **not** how long you live here. **You must contact your gas and electricity supplier as soon as you arrive.**

Meter readings are supplied on the inventory given to you. Supplying these figures and the start date of your tenancy, should ensure a smooth transfer.

To find out who your supplier is try: Check for mail. Gas - National Grid 0870 60801524, Electricity - probably EDF on 0870 905 0806, (gas and electricity may be found under www search TRANSCO) and Water - Wessex Water 0845 600 3600.

V

Ventilate.

It is a condition of your tenancy that the property is kept ventilated so as to avoid the build-up of condensation and mould. This is particularly important in well insulated properties.

To help avoid claims against your deposit for unreasonable deterioration always use

extraction fans and ventilation systems whilst regularly opening windows to allow fresh air to the property.

W

Water

Establish the location of the external and internal water stop taps/switches. Most taps and appliances are provided with a stop valve in the pipe leading to it.

Ensure you have a screwdriver (often a coin or knife will suffice – check now) so in the event of a water leak, you can switch the water flow off immediately to limit damage.

No hot water – Fault

If water is from an Immersion tank and you have no hot water, check has all the hot water been used.

Check that the Immersion tank is switched on and also check the fuse board for a tripped switch

If hot water is from a boiler check under central heating

X

Y

Z