

Tenant Handbook

Flat 1, Guildford Court, 396 London Road Leicester

Contact – flatqueries@gmail.com

Phone – 07307 880499

Please note

These contact points are only monitored between 9 - 5pm on weekdays.

We will endeavour to get back to you as soon as possible but this may not be the same working day and will depend on the level of urgency of your enquiry.

Please be assured that even if we haven't responded to your message it will have been reviewed (during working hours) and will be actioned.

In the event of a true emergency please phone the relevant service using 999 or for issues in the block please contact the managing agent. Their emergency contact number is displayed on the notice boards in the ground floor hallway.

About This Manual

The purpose of this manual is to answer any basic questions you may have and as a future reference point.

This manual is not intended to override the wording on your lease. The lease is always the legal document under which all parties are bound by.

This manual sets out to bring to your attention some of the more general day to day situations that can and do occur, and the landlord's policies on certain issues.

If there is anything in this manual that you would like to discuss or do not understand please contact the landlord.

This manual is listed in the inventory of the flat. Loss, damage and defacing other than fair wear and tear will be charged at £25.

Fire



If fire is found or suspected raise the alarm any way possible. **Do not risk your personal safety.** Leave the building immediately, do not stop or go back for personal belongings. Once out of the building, call the fire services. Ensure you know your quickest means of escape.

The building has fire alarms and the flat has smoke and heat alarms. Fire alarms sounding in the building mean you should evacuate immediately.

Smoke alarms

It is your responsibility to confirm to check that the smoke alarms are working in your flat. Each month, please check by pressing the button on the underside of the alarm. It will emit a shrill beep to confirm it is working.

If the battery gets low in the smoke alarm then the alarm will emit a periodic beep. This means you need to replace the battery (9V square battery). Please do not remove the battery without replacing it as this leaves you and your flatmate vulnerable to a fire.

Carbon Monoxide Alarm

We have provided a new carbon monoxide alarm. This is in the kitchen. Please ensure it stays in there and regularly check the battery to ensure it is working.

Heaters and Fire Hazards

No gas or oil (including parafin) heaters are to be used in the flat as they are dangerous and cause excessive condensation.

Whilst candles, joss sticks, oil burners are not prohibited we would prefer you not to use them.

Smoking



There is an absolute NO smoking policy within the flat or communal halls of the building. It will cause smell and staining to the décor and furniture. If it is found that you have been smoking in the flat then a charge may be made to redecorate.

Keys

You are not permitted to have additional keys cut or hand your keys to someone else without written permission from the landlord. If additional keys are permitted they remain the property of the landlord and should be given back at the end of the lease.

Lost keys are charged at £15/key. If you lock yourself out the following charges will apply

9-5pm weekdays	No charge
5pm-9m weekdays	£20
Weekend and Bank Holidays	£25

After 9pm it cannot be guaranteed that we can be contacted or that we can attend. If you are locked out you will need to contact a locksmith and pay for their services yourself.

Legionella & Legionnaires Disease

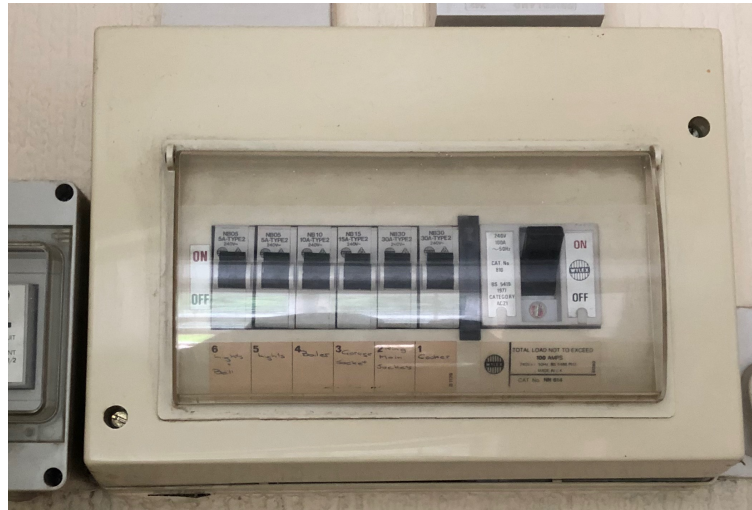
Legionnaires' disease is a potentially fatal form of pneumonia caused by the inhalation of small droplets of contaminated water containing Legionella. All man-made hot and cold-water systems are likely to provide an environment where Legionella can grow. However, the risks from hot and cold-water systems in most residential settings are generally considered to be low owing to regular water usage and turnover. Under health and safety law, landlords have a duty to assess the risk from exposure to Legionella to ensure the safety of their tenants. Given it is a small flat with a small domestic-type water system and there is usually daily water usage which is sufficient to turn over the entire system, having assessed the risk, I consider it to be very low. However, to ensure it remains so, please:

- regularly clean and disinfect the shower head;
- maintain a reasonable temperature setting for water so it is sufficiently hot (there is a knob for setting for the water temperature on the boiler in the kitchen);
- promptly inform us if the hot water does not appear to be heating properly or there appears to be any other problem with the system.

UTILITIES

Electricity

Your flat has a consumer unit with circuit breakers. This is to be found in the kitchen on the wall above the fridge. These circuit breakers are designed to cut out rather than 'blow' like out fashioned fuses did. Should they cut out then push the relevant breaker back up (as show below) into the 'on' position. They seldom 'blow' for no reason and an appliance must have caused it. Try and work out which appliance is causing the issue and then stop using it. If this does not resolve the issue please contact your landlord.



Your electricity meter is situated outside the flat, in the hallway on the left hand wall as you exit the flat. It is the cupboard on the left .Your meter looks like this – check the serial numbers match when you take the reading.



Water

Your main stop cock to the flat is found in the main bathroom, in the hidden cupboard to the bottom right of the sink. Please ensure you know where it is and in an emergency where there is flooding please turn the water to the flat off using this:



Stop cock

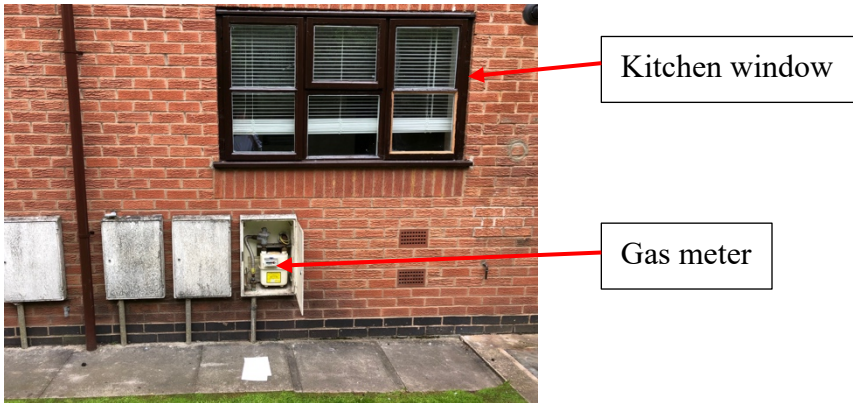
The water is metered, the meter can be found as is shown below



You will need to register with Severn Trent water - <https://www.stwater.co.uk/my-account/overview/>
Either click on 'Open an account' in the 'New to the Severn Trent Area' section, or if you already have an account with Severn Trent from a previous rental, click on 'Moving house'

Gas

Your gas meter is situated on the external wall of the kitchen. To access, you will need to exit the building via the front door and walk around into the garden. The gas meter for Flat 1 is on the far right.



Hot water

The heating and hot water is controlled by the gas boiler in the kitchen. To operate, read the instructions supplied. The thermostat is situated on the wall outside the kitchen.



Ventilation

All flats are prone to accumulation of damp from time to time. Both the bathrooms and the kitchen have been fitted with extractor fans in order to reduce the moisture in the air. Please **do not turn these off.**

Pets

Animals and pets of any kind are not permitted to be kept in or about your flat without written permission of the landlords.

Rubbish disposal

Please dispose of your rubbish regularly into the bins provided in the car park to the right of the front door. It is a health risk to leave rubbish lying around and can cause infestations of flies and mice.

Maintenance and decoration

This will be carried out by the landlords only, unless you are given written permission to undertake the work yourself.

You are not permitted to fix anything to the walls, doors ceilings floors on any other part of the flat or common area. If you need any fixing of any sort please contact us to discuss your requirements. Damage caused by DIY fixings will be deducted from your deposit.

Lightbulbs

All lightbulbs are checked when you first move in. You are responsible for replacing any blown lightbulbs. Any bulbs that need replacing when you leave the flat will be taken out of your deposit.

Neighbourly conduct – Noise

Please keep noise to a minimum between the hours of 11pm and 8am, to be considerate to your neighbours.

TV Licence

If you are watching TV then it is your responsibility to have a TV licence.

Council Tax

If you are students then you are exempt from council tax but you have to inform the council that this is the case. **Please speak to your university students' services department about council tax as they will be able to inform the council that you're a student and you're exempt. However, we'd strongly recommend you also telephone the council and inform them you're students too as otherwise there is a strong chance you will get inadvertently charged. We see this happen every year.**

Post/Parcels

Post for each flat is placed in the boxes to the left of the main entrance. If you are not in when a parcel is delivered, a card will be left in your post box advising you on how to have the parcel redelivered or where to collect it from. You can also use one of the local collect/pick-ups depending on who/what you are ordering.

Visitors

Your flat has an intercom to the right of the front door. When you have a visitor, they will press the call button for your flat; you can speak to them using the intercom and press the button to open the main door for them.



When you leave

Please make sure all bills are paid up to the date you leave. Your deposit will only be returned once this has been confirmed. Please return all sets of keys and ensure that the flat is thoroughly cleaned and all items belonging to the flat are returned to their original places. Make sure all lightbulbs are working. The flat will be thoroughly inspected.

PLEASE LET US KNOW OF ANY ISSUES AS SOON AS THEY ARISE USING THE CONTACT DETAILS ABOVE