

Tenant Handbook

Flat 10, Oakwood House, Leicester

Property Manager 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.

Emergency number - 07474 864395 and leave a voicemail

Please only use the emergency number if it is an emergency and cannot wait until the next working day

What is an emergency repair?

Risk to life or substantial damage to the property, a major water leak resulting in flood and immediate danger to the structure, services or fixtures and fittings, major loss of power, total loss of heating and hot water (from November to February)

Useful emergency numbers:

Smell of Gas – call National Grid 0800 111 999

Power cut to street – call Western Power distribution on 0800 6783 105

Fire, Police or Ambulance – call 999

No water supply – call Severn Trent on 0800 783 4444

For issues in the block (excessive noise from other flats, water leaking in) please contact the block manager . 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 and 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.

There are smoke alarms in the front room and hallway. There is a heat alarm in the kitchen

Carbon Monoxide Alarm

We have provided a 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 paraffin) 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 found to the right of the main doorway to the flat, near the ceiling. To reach this please use the telescopic ladder that is in the cupboard next to it. 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 into the 'on' position. The fuse box is as shown below. The labels should give you an indication of where the issue lies.

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 one floor down, through the door to the right of the lift, on the right behind a coded door. The code for the door can be provided by the Property Manager.



This is your meter - please make sure you are reading the correct meter, labelled 10.



Water

Water is not metered.

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'.

Your main stop cock to the flat to the right of the kitchen in a cupboard as shown below. To turn the water off please open the cupboard and turn the tap clockwise.



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.

Gas

The gas meter is found outside the block of flats in the first brown box on the floor by the main entrance under the letterboxes (circled below)





Paying your bills

You are jointly responsible for paying your utility bills – electricity, water, gas, TV licence, broadband and council tax. Students do not pay council tax (see below).

We will read all utility meters with you on the day you move in and take photographs of these for everyone's record. We will then inform all utility providers of your names and that you've moved into the property. They will write to you to set up accounts, although you're welcome to use any utility provider you like.

Whilst every group of tenants is different, in our experience the main source of disagreement in shared houses is managing the utility bills! Arguments over usage and chasing each other for payments does not make for a happy household.

We will also ask for proof that all utility bills have been paid before we refund your deposit at the end of your tenancy.

For this reason, we would **strongly recommend** you use an unlimited all-inclusive bill service such as split the bills (www.splitthebills.com) or glide (<https://glide.co.uk/>). That way there is one fixed payment for each tenant paid directly and they'll be no unexpected costs or surprises at the end of your tenancy.

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 email the council and inform them you're students too as otherwise there is a strong chance you'll get inadvertently charged. We see this happen every year.** council.tax@leicester.gov.uk

Energy saving

It is in your interest to keep the amount you spend on bills down. In our experience, the main reason for costly bills is careless or over use.

Here are some tips to save energy and water:

- Limit time spent in the shower
- Take a shower instead of a bath
- Wash clothes on a short cycle at a low temperature
- Only fill the kettle with the amount of water you need
- Use the kettle to boil water for pasta/rice/veg instead of the hob
- Do your washing up in a bowl to save on running water
- Report a leak/continuously running water in your toilet/dripping tap
- Ask your energy company for a smart meter to help monitor your energy use
- Wrap up warm instead of immediately turning on your heating
- Use a low setting on your heating
- Make sure windows are closed when your heating is on
- Turn off heating at night and use extra blankets if necessary
- Turn off heating when you are out

Hot water and heating

These are controlled by the boiler found in the cupboard of the bedroom to the left of the front door.





The heating can be set to come on by adjusting the timer (large grey central dial) on the front of the boiler. Use the right hand dial to switch the boiler on and off and for heating/hot water or both. The thermostat for the property is found in the hallway, to the left of the bedroom doorway.



Hot water will be supplied 'on demand' as long as the boiler is on.

Phone/Internet

The telephone/Internet point is directly in front of the main door to the flat.



Visitors

Your flat has an intercom opposite 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.



Pets

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

Subletting

It is against the terms of your tenancy agreement to sublet the property whilst you are not occupying it. **Any subletting will be a breach and will lead to a termination of your tenancy.** See clause 9.32 - 'Not to assign sublet or part with or share possession of the Premises or any part of it nor allow the Premises to be occupied by anyone other than the Tenant (and the Permitted Occupier) and no more than the maximum number of permitted persons (the Occupancy)'

Rubbish disposal

Please dispose of your rubbish regularly into the bins provided in the bin room on the ground floor. Go through the door next to the lift and the bin room is to the right. 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 or 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.

Please keep all rooms and furniture clean to avoid damage. There will be a mid-term inspection halfway through your tenancy where your flat will be inspected to ensure everything is working as it should be and to check the condition of the property.

Light bulbs

All light bulbs are checked when you first move in. You are responsible for replacing any blown light bulbs. 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. You also need to inform them if you are not watching TV - <https://www.tvlicensing.co.uk/>

Post/Parcels

Your post will be delivered through your postbox which is outside the main door to the flat. You will be provided with a key for this. Please make sure you check your postbox regularly. 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.

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 all items belonging to the property are returned to their original places. The flat was professionally cleaned before you moved in so please leave it as you found it. If you would like the number of a cleaner, please contact us using the details above.

Make sure all light bulbs are working. Ensure that the fridge, freezer and all dustbins are empty. If rubbish is left in the flat, a charge for its removal will be deducted from your deposit.

The flat will be thoroughly inspected.

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