



TENANT INFORMATION PACK

Welcome to your new home. We have set out below some information to assist you during the period of your stay. We want to ensure that you have a happy stay so please let us know if you have any concerns or queries.

Contact Details

For unmanaged and rent collection properties please contact the landlord direct on any matters relating to repairs.

Otherwise contact us;

0115 9455553

4 Albert Road, West Bridgford, NG2 5GQ

General Enquiries: info@rexgooding.com

Office Opening Hours

Monday – Friday 9.00 am – 5.30 pm

Saturday 9.00 am – 4.00 pm

Outside of office hours we can be contacted on info@rexgooding.com or 01159455553 where messages are frequently picked up. Our emergency contact number is available on the answer machine.

Inventories

For managed properties, and those where we have been instructed to carry out an inventory, the paperwork should have been emailed to you. This document will also be uploaded to your online PropertyFile, let us know if you have not received a login. This will note meter readings, utility providers and the location of the consumer unit and stop tap. Please go through this carefully when you move in and let us have any comments before signing to confirm your approval. If there are any discrepancies or you notice a repair that needs actioning please contact your dedicated property manager or info@rexgooding.com.



Repairs

Please report to us any internal and external repairs that are required as soon as possible so we can rectify these for you. Non emergency repairs are best reported via your PropertyFile login or on email to info@rexgooding.com. PropertyFile is available on a phone app and enables easy reporting of repairs. You are also able to view important info about your Tenancy Agreement here 24 hours a day.

At the bottom of this document are details of any maintenance contracts i.e. British Gas Homecare and what is covered, but unless it is an emergency, we will require you to come via us to raise a job initially.

Kindly let us know of any issue within a timely manner in order that further damage doesn't occur as a landlord may legally be entitled to hold you partly responsible for.

If you are having issues with no heating or hot water please follow the below checklist;

- 1) whether the boiler is turned on.
- 2) that the thermostat or timer is correct
- 3) that enough time has passed to heat the water
- 4) if you have a pre-paid meter that there is money on the account
- 5) the boiler is correctly pressurised, please see video on how to re-pressurise a boiler

For more information check these video links ;

<https://m.youtube.com/watch?list=PLUbxnTyy5NQIVe0VN8wg0-t792xXNLqdp&v=LhryscYx8Nc>

<https://m.youtube.com/watch?v=rr6k8eBqoOg>

If you are struggling to get heat from your radiators they may need bleeding with a radiator key. We would recommend only doing this if you are confident and have plenty of towels to catch any offshoot water. More details here - <https://m.youtube.com/watch?feature=youtu.be&v=c-0ABc6dAF8>.

If your power goes off please check if this is isolated to your property. If it is a power cut at home, check your fuse box switches. If the power continues to turn off, please unplug all appliances and



try to reset the switches. You will need to systematically add appliances until it become obvious which appliance is affected. There is more info here on power cuts <https://www.britishgas.co.uk/the-source/beat-the-weather/what-to-do-if-you-have-no-power.html>.

For some other common problems see the following;

No water - <https://www.britishgas.co.uk/the-source/no-running-water.html>

Thermostat issue - <https://m.youtube.com/watch?feature=youtu.be&v=XmcdtwoK4zo>

Leaking pipe - <https://www.britishgas.co.uk/help-and-support/breakdowns/fixing-leaking-pipes>

If you have issues with drainage, smells or not flowing properly, please firstly check the removable traps of the sinks and showers to ensure they are clear of hair/soap/food residue and try some drain unblocker. If the problem persists please contact us. Please see that you run taps and flush toilets at least once a week, this is important to avoid bacteria build up as well as issues with drainage smells.

Mould forming around the property may be considered a tenant responsibility. Please ensure you ventilate the property when bathing, cooking and drying clothes. Mould around the grout and sealant in the bathroom will be a tenant responsibility, please ensure you regularly clean this to keep it clean. See the below section on condensation for more information.

Meter Readings

For managed tenancies we will endeavour to take meter readings and notify the utility companies and local council of your occupation via our partnership with a utility switch company. Please ensure you take your own meter readings to verify these figures and speak to the utility company to arrange your payments. More info on how to take meter readings https://m.youtube.com/watch?index=16&list=PLUbxnTyy5NQkFDQ56Cm-0I_2NFya4WaGr&v=xo0BHCsmEJc. If you do not wish the utility switch company to be involved in finding you a better deal on your utilities please advise them to remove you from their contact list.



Operating Manuals

We request that our landlords leave any manuals at the property but this is often not possible. If there are no manuals, we would advise using the model details to search the internet for the operating instructions. If you are struggling please advise and we will assist.

Appliances

The landlord may not be required to repair appliances under your agreement. Most will be straightforward but where you are unsure on the operation of an appliance please download details online. Tumble dryers should have the fluff build up removed regularly to avoid the risk of fires. Washing machines will need the drum, seal and drawers cleaning to avoid build up of soap scum which will mould.

Emergencies

If you smell Gas call National Grid 24 Hour Emergency Service immediately on 0800 111999 and notify us as soon as you can. In modern properties the gas meter will normally be outside. Please see the attached for more info on how to turn off you gas - <https://www.britishgas.co.uk/help-and-support/breakdowns/turning-off-your-gas>

If you have a water leak, turn the water off at the stop tap immediately (the location should be noted in your inventory but would normally be under a sink) and contact the office in order that we can arrange for the problem to be remedied. If turning off the stop tap does not stop the leak, or the problem is with the main supply to the property, please call Severn Trent immediately on 0800 783 4444. For more info on leaks <https://www.britishgas.co.uk/help-and-support/breakdowns/fixing-leaking-pipes>.

For power cuts see the attached advice - <https://www.britishgas.co.uk/the-source/beat-the-weather/what-to-do-if-you-have-no-power.html>.

If you experience a break in – contact the police and obtain a crime number for the purpose of your insurance claim.



Our emergency contact number is available on our answer machine. If you have any issues contacting the contractor please contact info@rexgooding.com. Please note our contractor will not have access to keys. If you lock yourself out please contact a locksmith.

Gas Safety

Gas safety inspections are carried out annually. Should the certificate be due to expire during your tenancy we will contact you to arrange for one of our GasSafe registered contractors. Access can either be by arrangement with yourself, or by duplicate key if you cannot be available.

Electrical Safety

Landlords must carry out 5 year Electrical Installation Condition Reports and encourage Portable Appliance Testing (PAT Testing) but the latter is not a legal requirement yet. PAT Testing is the electrical safety testing of portable electrical equipment i.e fridge, microwave. It consists of a visual inspection and various electrical tests carried out using test equipment. We would recommend you arrange PAT testing on your own appliances. Always ensure you buy appliances from a reputable retailer. A regular visual inspection of cables and plugs is important to identify damage or signs of overheating.

Don't create hazards by overloading sockets, and never ignore warning signs like burning smells, sounds of arcing (buzzing or crackling), fuses blowing or circuit-breakers tripping. Electrical accidents are most likely to happen when equipment is damaged or misused. Failure to correct the problem could have devastating effects. For more advice see <http://www.electricalsafetyfirst.org.uk/guides-and-advice/around-the-home/how-safe-is-your-home/>

Legionella

We encourage landlords to carry out legionella tests prior to letting their property.

Legionella is a naturally forming bacteria commonly found in domestic hot and cold water systems. When found in sufficient concentrations it can cause Legionellosis, a range of respiratory diseases of which Legionnaires disease is one of the more serious.



To avoid the risk of build-up in concentration levels of Legionella bacteria the Tenant should:

- Run on a regular basis (we suggest weekly) any taps or showers not regularly used.
- Flush on a weekly basis any toilets not regularly used.
- On return from holiday or any prolonged time away from the property run all taps and showers and flush all toilets to disperse any build-up of bacteria.
- Where possible, set the hot water thermostat, either at the hot water cylinder or at the boiler to a minimum temperature of 51 degrees centigrade.
- On a regular basis, clean shower heads and taps to prevent any build-up of lime scale.

Smoke/ Fire & Carbon Monoxide Detectors

There should be one smoke alarm per every floor of living accommodation and every home with at least one fuel-burning appliance/heater, attached garage or fireplace should have a carbon monoxide alarm. For your own safety please ensure you test your alarms at regular intervals. It is the tenant's responsibility to replace batteries. If you become aware of a fault please notify us immediately.

Blinds

Looped blind chords represent a strangulation risk to young children. We endeavour to ensure blind chords are secured with the use of cleats or tension restrictors. If you notice these are missing or break during your tenancy please contact us asap. We advise that you keep any furniture that children might climb on, away from blind chords.

Refuse

Nottinghamshire operates a successful recycling scheme. You can find your collection dates for each type of bin on your local council website. <http://www.nottinghamshire.gov.uk/waste-and-recycling/waste-collection/bin-collections>. Bins must be out from 7am on collection day and placed at the nearest point of your property to the footpath or highway, closest to where the refuse vehicle passes. Once your bin is emptied, please move it off the footpath back onto your property promptly. Extra sacks/bags of waste left next to or on top of your bin will not be collected. Bin lids must be closed. If you put the wrong item in one of your bins it will not be emptied. If you need help moving your bin, contact your local council.



You should make arrangements for any extra rubbish that cannot fit in the bins to be collected within seven (7) days and/or disposed of as soon as is reasonably practicable and ensure that such rubbish, where practicable, is stored at the rear of and within the boundary of the property until collection/disposal. For locations of the area's rubbish tips visit; <http://www.nottinghamshire.gov.uk/home/environment/recycling/recyclingcentres/locations.htm>

Parking Permit

If you live in a resident parking permit area only, each car owner will have to apply to the local council. There will be a limited number of permits available at each address.

Mail

It is an outgoing tenant's responsibility to redirect mail. If they have not done so you are entitled to mark it as no longer known at the address and post it back in the post box. If you are receiving unwanted mail or mail addressed to someone who no longer lives at the property, you may want to register on the mailing preference service – www.mpsonline.org.uk

Condensation

Every home gets condensation at some time – usually when lots of moisture and steam is being produced – for example, at bath times, when a main meal is being cooked or when clothes are being dried. It is important not to dry clothes on radiators as this will affect the wall decorations.

It is quite normal to find your bedroom windows misted up in the morning after a cold night. There is not much you can do to stop this.

Condensation is usually at its worst during the winter. It can result in black mould growing on walls and other surfaces. This is usually not a cause for concern and can be wiped off. Do talk to us if you are concerned that there may be a leak or another cause for mould.

The four main ways to deal with condensation are:

- 1) Produce less water vapour or steam in your home – don't leave kettles or pans boiling longer than necessary and cover pans. Hang washing outside to dry. Use an externally vented tumble



dryer. If you have to dry washing inside, do so in the bathroom, keep the door shut and window open. DO NOT hang washing on radiators around your home.

2) Don't let the water vapour and steam that is produced spread all round the house i.e. close the door and open a window when using kitchen or bathroom.

3) Keep your home ventilated – keep a window ajar and open trickle vents. When cooking or bathing open a window.

4) Keep your home warm - keep the heating on but set it to provide just a minimum of background heating. This will warm the whole building up and keep it warm, so there are no cold surfaces. If condensation is a problem and you only put the heating on for an hour in the morning and an hour at night, only the air is warmed, and building fabric itself stays cold, so there's more chance of warm wet air being in contact with cold surfaces.

Rent payment

For managed or rent collection properties, a standing order should be set up for rental payments, as explained in your tenancy agreement. You may have already completed a Standing Order Form or set this up online, but if you have not, please use the details below to set up your account or request a new form from our office;

Rex Gooding LLP

Nat West

54 21 47

29595665

Please ensure the below is used as the reference - without this we will not be able to identify your payments.

Anti Social Behaviour Policy

If you need to report any form of anti-social behaviour that you believe is taking place in a property that we manage, please contact our office on 0115 945 5553 or info@rexgooding.com.



If urgent attention is needed please contact the Police non-emergency number 101.

At Rex Gooding we want to ensure that occupants of Properties we manage do not cause a nuisance to those living around them. This policy provides full details of how we will deal with reports of anti-social behaviour (ASB).

When a complaint is made we will take measures to check its accuracy. We will, where possible, identify the basis of the complaint and how it relates to the occupants of the Property and the Tenancy. If we find the complaint is false or malicious it will not be recorded. If the complaint made is non-urgent we will make our Tenants aware of the issue via a telephone call or, where more suitable, in writing. If we are unable to establish contact in these methods we will arrange to visit the Property. If the complaint is criminal in nature or involves vulnerable individuals we will notify the relevant bodies to inform them of the incident.

Tenants will be given 7 days to acknowledge and respond to an ASB complaint made. This will be requested in writing or email. Suitable parties may also respond on behalf of the Tenant if this is appropriate. If a complaint is found to be accurate and a response is provided from the Tenant we will consider both aspects when attempting to reach a solution to the problem. These solutions may include the following:

- *If a Tenant accepts the complaint as fact and ensures us that it was an isolated incident no further action will be taken. The complaint will be recorded on file and the matter will be considered as closed.*
- *If the complaint made is serious in nature and the response from a Tenant is not sufficient we will contact relevant authorities to bring the concern to their attention. This may include the Police or local Council.*
- *The Tenancy may not be renewed on its expiry, but kept on a periodic contract in order for reported ASB to be monitored. This enables a Landlord to take further action to end the tenancy if the matter is not resolved in a timely and effective manner.*
- *If the complaint is not resolved and the response given by the Tenant is not sufficient the Landlord may look to terminate the contract under Section 8 of the Housing Act 1988/1996.*

If the complaint received is found to be unreasonable, false or malicious in nature we will write to the complainant to explain why we have reached this conclusion. We will provide them with the opportunity to submit further evidence/information to support their complaint. This letter will be held on our records.

Persistent breaches of ASB laws and policies will be recorded on our records and escalated accordingly. Tenants will be made aware in writing of any steps taken in the process of doing this. Possession may be sought under Section 8 of the Housing Act 1988/1996 in conjunction with sanctions from involved authorities and/or regulatory bodies. Tenancy termination will be carried out in the most expeditious method available within the law. Tenants will be made aware of this possibility as well as the risks such action has on their ability to gain a tenancy in the future.



Appropriate authorities, regulatory bodies and persons will be kept fully informed of any progression made in regards to any ongoing ASB investigations and cases. This may include the Police, local Councils or neighbours. This will continue until the behaviour stops or the tenancy is brought to an end.

Complaints

We hope you will be very happy with our service but we would like to hear any feedback on how we can improve our service. Please ask to speak to our office manager if you wish to escalate a concern or complaint. Thereafter if you do not feel this has been satisfactorily resolved please make detail your complaint in writing to Chloe Gooding who can be contacted at our office address or at chloe@rexgooding.com. Chloe Gooding will contact you in writing within seven days giving an our understanding of your case. We will also invite you to make any further comments that you may have in relation to this. Within twenty-one days of receipt of your written summary, Chloe Gooding will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have or will take. Where a full response cannot be given within 28 days an update will be provided to the client advising upon the progress of any investigation. If you remain dissatisfied after we have indicated that the first stage of the complaints handling procedure has been exhausted or you have not received a response from the principal within 8 weeks, you may wish to approach the following redress provider - The Property Ombudsman. The Property Ombudsman – Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Telephone: 01722 333306. Website: www.tpos.co.uk

Repairs managed by	
Rent paid to	
Payment Reference	
Service Contracts i.e. British Gas Homecare	