



MAINTENANCE & MOVE IN TIPS FOR YOUR NEW PROPERTY

I'm Locked out, what do I do?

Meter Readings?

My lightbulbs have blown, what do I do?

Where is my deposit?

I have a leak, what do I do?



Something in the property is broken/not working.



rightmove **Zoopla.co.uk**  nTheMarket.com  CMP

CONTENTS

MOVING IN CHECKLIST: PAGE 2 – 3

METERS: PAGE 4

ELECTRICS: PAGE 5

LIGHTBULBS: PAGE 6

PLUMBING, HEATING & RADIATORS: PAGE 7-9

LEAKS: PAGE 10

LOCKED OUT & PEST PREVENTION: PAGE 11

APPLIANCES: PAGE 12

USEFUL CONTACT DETAILS

Office Number – 0161 2252500

Emails: lettings@ashresidential.com

Maintenance@ashresidential.com

INVENTORY: PLEASE NOTE, MOST OF OUR LANDLORDS HAVE INVENTORIES CARRIED OUT.

You will receive an email containing your inventory direct from the company we use (No Letting Go). You will be required to read through it and sign electronically. The inventory details the condition of the property along with condition of the fixtures and fittings. Should you find that any details within the report need amending, you can email back to No Letting Go and they will amend where required. Please note, meter readings will be included on the inventory, and you must give these readings to whichever supplier you decide to set up your gas and electricity with.

Please ensure you sign every page where required. This will prevent any disputes once your tenancy expires or when you vacate.

If the inventory is not signed and accepted within 48 hours, it will be deemed that the information detailed on the document is correct. When you vacate the property, the inventory will be used to determine any differences in condition of the property from décor to cleanliness.

UTILITY BILLS

Upon immediate occupation of your property, it is essential that you contact all relevant utility companies to set up your contracts with them including council tax. This will involve using the meter readings provided in the inventory as stated above or meter readings provided to you by ourselves. It is your responsibility to make sure your utilities are set up from the date of occupation. Please refer to the useful telephone numbers sheet you will also be provided to assist in setting up utilities and informing council tax.

RENT

It is your responsibility as a tenant to ensure your rent is paid on time. Please ensure you have the correct funds in your account if you have set up a standing order. If you are having any issues paying your rent or your rent has not left your account, please contact our accounts manager on the telephone number at the top of the page. Please keep on top of your rent as you can be charged for late payment of rent and over payment of rent if you do not cancel your standing orders after vacating.

SECURITY

When exiting your property, please make sure all doors and windows are locked and secure, please set security alarm if the property has one. If you are having any issues with locks not working, please contact us immediately so we can get maintenance to attend. If you leave blinds/curtains open, please make sure nothing of value is left on display.

DEPOSIT

Your deposit will be lodged and protected in line with government legislation. The deposit scheme we use is THE DPS. You will be required to sign the DPS prescribed information form when signing your tenancy agreement and a copy of the DPS terms and conditions will be given at the same time. You will receive via email and post a confirmation of your deposit being lodged from the DPS as well as a certificate containing your unique repayment ID for your deposit. Please log onto their website once you have this ID and create your account. This will make requesting the return of your deposit at the end of your tenancy quicker and easier.

INSURANCE

Although all our landlords have landlord insurance and building insurance, this DOES NOT cover your personal belongings. It is your responsibility as a tenant to ensure all your personal belongings are protected and we recommend you get yourself contents insurance.

COLLECTING KEYS

It is essential you contact us prior to attending the office to collect your keys for a property. Please note that no keys can be collected for a property if there are any funds outstanding or the tenancy agreement has not been signed by all tenants (unless prior arrangement has been agreed by our office). You will need to arrange an appointment to attend to collect keys and we recommend you call to arrange at least 48 hours before attending.

REPAIRS

All repairs must be reported to our offices as soon as possible to avoid any damage being caused to the property. You can either email the repair to maintenance@ashresidential.com or call us on the phone during our opening hours.

EMERGENCY REPAIRS

Should you encounter an important maintenance issue out of our office hours, we have a dedicated team of 24-hour emergency repairs engineers. Their numbers can be found on the TELEPHONE NUMBERS sheet you will be provided when signing the tenancy. Please note they can only assist with emergency repairs which cannot wait for our offices to re-open e.g. leaks, no heating or hot water or locked out. If you are locked out of a property or the engineer attends to find it is not an emergency, it will be your responsibility to pay their call out fee. This is the case with all call outs if you are locked out of a property. You will be expected to pay the contractor on attendance if any repair is deemed to be your fault.

IF YOU SMELL GAS CALL TRANSCO IMMEDIATELY ON 0800111999

IF YOU HAVE AN EMERGENCY WITH YOUR WATER SUPPLY CALL UNITED UTILITIES ON 08457462200

IF YOU HAVE A POWER OUTAGE OR A PROBLEM WITH YOUR ELECTRIC METER, PLEASE CONTACT YOUR ELECTRICITY PROVIDER

METERS



There are quite a few different types of gas and electric meters, from standard direct debit meters to pay as you go meters. There are standard versions of the named meters as well as newer "Smart Meter" versions.

Standard Meters – it is your responsibility to regularly check your meter readings and provide them to your supplier/s so that they can bill you accordingly for your usage. If you do not provide them with meter readings, they will send you an estimated bill which generally is higher.

Pay as You go meters – you will set up an account as normal with your chosen supplier and they will send a gas card out in the post to you for you to top up and use accordingly. They will also tell you which local shop supplies the plastic key needed for the electric meter. Your supplier will talk you through the activation process of the gas card and electric key.

Smart Meters – a lot of people now are swapping their current meters to Smart meters. Again, there are 2 types, standard meters and pay as you go. The only difference with a smart meter is that your supplier can automatically get the meter readings without you having to provide it and if you have pay as you go, you can top up on your phone without having to go to a local shop and no need for a card or key.



Please note, top ups can be bought at any shop containing these logos.

ELECTRICS

WHY DOES MY ELECTRICITY AUTOMATICALLY TRIP OUT?

Modern consumer units (fuse boxes) are designed to look out for abnormal electrical currents and shut off the power supply once this is detected on a circuit (hence why one of the fuse switches flicks down to the off position).

HOW TO TURN THE ELECTRIC BACK ON

Find where your fuse box is located, all the switches would normally be flicked up to the on setting (please note there are labels under each switch to show what circuit that particular switch controls the current of e.g., BEDROOM SOCKETS or BEDROOM LIGHTS), locate the switch which has automatically turned itself to the off position (switch down) and switch it back to the on position. In some circumstances, the switch will not stay in the ON position after you have flicked the switch back up. If this is the case, please check the following.

1. When did the problem begin to occur? Had you plugged in an appliance, had you plugged in a phone charger or perhaps it happened after turning on a light switch. If you have plugged something in and it tripped the fuse, please unplug what ever the item is and try flicking the switch on the fuse box again. If this fixes the issue, then you know it's a faulty plug you have plugged in.
2. Are you overloading a circuit? If you are charging your phone, charging your laptop, running an extension lead, running a Hoover all at the same time through the same socket simultaneously, this is a prime example of overloading the electric circuit. This is a dangerous thing to do which could consequently lead to an electrical fire. AVOID doing this at any time.
3. Still can't narrow down the problem? Then the fun begins! You will have to unplug absolutely everything in the property. Go back to the fuse box and flick the switch back up on the tripped fuse, go round and plug everything back in one at a time until you find the faulty plug that is causing the circuit to trip.

If you have tried all the above and there is still an issue, you can contact the office during office hours or email our maintenance department and we will arrange for an electrician to attend.



LIGHT BULBS

First and foremost, it is stated in your tenancy that if a lightbulb blows, it is the tenants' responsibility to replace it. When you enter a property, all lightbulbs will be in working order and when you vacate, they are expected to all still be in working order. There are many different types of bulbs available, and this guide will illustrate some of the most common types you will find in the property you have rented.



Bayonet
Fitting



Large Screw
E27



Small Screw
E14

The above bulbs are most used in pendant/batten lamp holders. The screw bulbs are self-explanatory, simply unscrew the old bulb and then screw in the replacement. The bayonet fitting, you must gently push the bulb and twist to release it and again with the new bulb, push and twist to secure in the fitting. Always remember to allow for a blown bulb to cool down before touching it!



MR16 (GU5.3) 12V



GU10 240V AC

Spotlight bulbs as shown above, come in 2 variations, MR16 and GU10. The GU10 is removed by twisting the bulb slightly out the fitting. The MR16 is removed by gently pulling the bulb out the fitting. Please note it can be a bit tricky getting an MR16 out of a fitting, a handy tip can be to use a small suction cup to help. Again, always remember to allow a blown bulb to cool down before touching. Spotlight bulbs get extremely hot extremely quickly!

PLUMBING & HEATING

Prevention of blocked Drains – it is not uncommon for kitchen or bathroom drains to block at any point during your tenancy. Kitchen drains usually get blocked due to food waste going down the plughole and getting stuck in the pipe. Bathrooms generally tend to get blocked drains due to hair going down the plug hole and getting stuck. These are just examples of blockage causes.

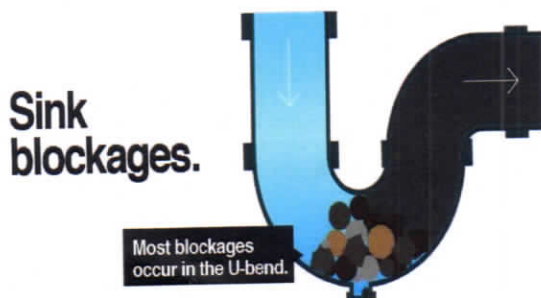
Tips to prevent blockages:

1. Ensure there is no food waste left on plates before washing. If there is no food on the plate, then there is no food to accidentally get washed down the plug hole.
2. Buy a strainer to cover plug holes. This prevents any bits of food or large bits of dirt being able to get down the plug hole.
3. Don't pour oil or grease down the drain. They can end up sticking to the insides of pipes and cause blockages. Any grease or oil should be disposed of properly.
4. As mentioned above, hair is the biggest culprit of blocked bathroom sinks, showers and baths. After use you should check the plug hole and remove any hair that is stuck. This will prevent hair balls building up and clogging the drains.
5. Don't flush anything down the toilet apart from toilet tissue or specific moist toilet tissues. Baby wipes and sanitary towels are not to be flushed down the toilet and should be disposed of properly in the bin.

Please note that if you experience a locked drain and our engineers find it to be caused by you, then you will be responsible for paying the bill and not the landlord. If you experience a blocked drain, there are plenty of domestic products found in shops you can use to try and unblock the drains yourself before calling.



Sink strainers as shown here can be purchased at most shops.



Most blockages occur in the U-bend of a drain. This diagram is to show how easy it is to block a drain.

PROGRAMMING THE CENTRAL HEATING TIMER - The diagram below outlines the basic timer and on/off settings of most manual timer boilers. Although some systems do vary on different makes and models. Along with the diagram above for reference, you will also receive a user manual specific to your boiler when you move into the property. Should you require any further assistance you can call and discuss with us during office opening hours. Please note that not knowing how to work your boiler is not deemed as an emergency and so, please do not contact our out of hours emergency line unless your boiler is leaking, or you have no hot water or heating.

The clock allows you to set the times at which the boiler will operate to provide central heating. It does not affect the supply of domestic hot water, which is always available whatever the setting of the clock.

1. TO SET THE TIME

Turn the outer dial clockwise to set the clock hands to the correct time.
(Ensure the time indicator corresponds with the correct time on the 24hr dial as shown in Fig. 2, e.g. 3.00pm = 15 not 3).

NOTE: Do not rotate the dial anti-clockwise

2. TO SET THE ON/OFF PERIODS

Select the ON times by pushing the tappets in.
Select the OFF times by pushing the tappets out.

Fig. 2 shows the clock set as follows:-

ON	3.00pm	to	10.00pm (15 - 22)
OFF	10.00pm	to	5.00am (22 - 5)
ON	5.00am	to	8.00am (5 - 8)
OFF	8.00am	to	3.00pm (8 - 15)

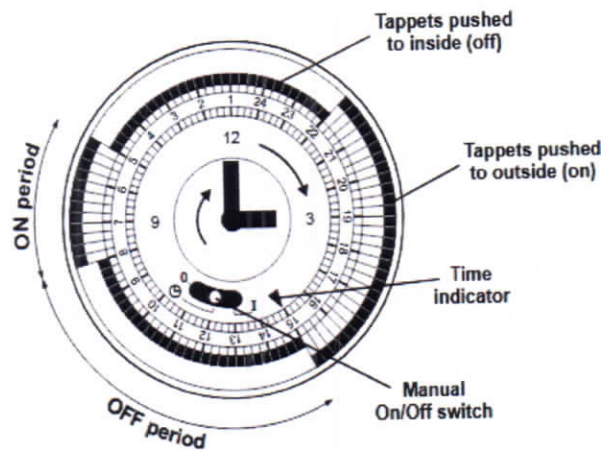
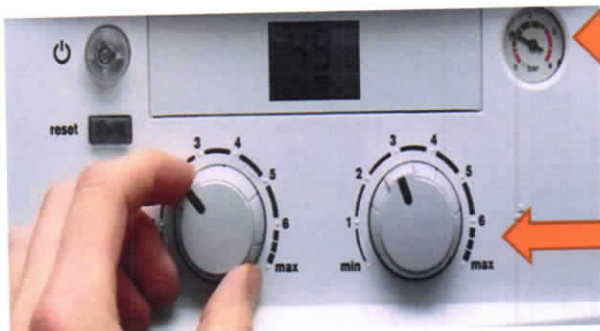


Fig. 2



Location of manual timer on a boiler



Pressure gauge. Always make sure the water pressure is in the green

Temperature controls.

One for heating and one for hot water.

RADIATORS

Central heating systems work by forcing hot water round an array of pipes and radiators to heat your homes. It is not uncommon for air to get trapped inside the central heating system causing radiators on the circuit to not get hot and have 'cold spots' (usually occurring at the top of a radiator). The way to get rid of trapped air in the system is to 'bleed' the radiators, this essentially means letting the trapped air escape.

How to bleed a radiator:

1. Make sure your heating is turned on and all radiators are warm so you can identify all the radiators that need bleeding.
2. Once you have identified the radiators with cold spots, you need to find the pressure release valve which can be located on either side of the radiator in one of the top corners. See image below:



3. You will need to have a radiator key to slot in the valve. Turn the key anti clockwise until you hear a hissing sound. The hissing sound is the pressure releasing out of the radiator. Once the hissing has stopped you must quickly tighten the valve to stop water leaking out of it. The radiator keys can be purchased from your local hardware store. Please see image below:



4. Once you have bled the radiators, you must go to the boiler and check the water pressure. Please refer to previous page to show where the pressure gage is located. If the pressure is low (not in the green) then your central heating will not work. This means the boiler needs topping up. If you are unsure how to top up a boiler, please contact us at the office. Incorrect use can cause damage to the boiler.

LEAKS

Leaks can cause major damage to a property, and it is important you contact us should you see any leaks appearing. Until someone can attend, please turn off any taps or showers and place something under the leak to catch the water to avoid damaging furniture, floors or your own personal items.

Leak from the roof – if there is a leak on the roof, we will endeavour to get a contractor there asap. Please note that in bad weather or the dark, contractors are not insured to climb onto a roof. Should a leak occur, they will get on the roof to repair the leak as soon as there is a “dry day” when it is safe to do so.

Leak from taking a shower or bath – should you live in a house or a duplex apartment and notice a drip on your head downstairs after taking a shower or a bath, please **DO NOT** use the bath or shower again until one of our contractors has attended.

Leak from flat above – if you are unfortunate enough to encounter a leak from another property above, please contact them directly straight away. Ask them to cease using anything water related and have them arrange for a plumber to attend. If you live in a block which is fully managed by us, please still approach the tenant but also inform our office straight away so we can arrange our contractors to attend both properties to fix the leak and assess any damage.

Please note, it is also possible to have a leak internally from a radiator pipe or somewhere else not mentioned above. If not dealt with, these kinds of leaks can cause an enormous amount of damage to the property. Should such a leak occur, it's important to know where the stopcock for your property is located. A stopcock is a tap which controls the mains supply of water coming into your property. If you have an internal leak, it is essential to close the stopcock to prevent any more water entering your property and essentially “feeding” the leak. Please see image below of a typical stopcock:



Your stopcock could be located in a number of places:

- Underneath your kitchen sink
- In the main bathroom
- Under the stairs
- Utility room
- Cellar (if applicable)
- Gas/electric meter cupboard
- In a corridor cupboard (usually applicable in a block of apartments)

LOCKED OUT

If you are locked out of your property because you have left your keys inside or lost them whilst out, you will be responsible for any costs associated with getting back into your property. This includes you snapping a key in the lock.

If this incident occurs during our office hours, you can contact us to ask to borrow our spare set of keys for the property to let yourself back in or get a replacement set cut. There will be a £20 deposit payable upon collection of the spare set, this will be given back to you upon return of the keys. You must call ahead to make sure we have the spare set available for you and must bring photo ID.

If this is outside of our office hours, you can contact our 24hour emergency maintenance team (number can be found on the telephone numbers sheet attached to this guide). There will be a fee payable to the contractor upon attendance, they will discuss the cost on the phone when you call them, and payment will be expected at the property. Please note, our out of hours emergency team are not directly affiliated with the office and so offering to pay the next day to the office is not accepted. If we didn't have an emergency maintenance team you would have to find a locksmith who again would expect payment on the day.

If you are locked out of a property due to a lock failure, please contact our office (during opening hours) or our 24-hour maintenance team to get you back in your property. Note, there is no charge to yourself for this if the lock has failed.

PEST PREVENTION

Pests can enter your property at all times of the year. Usually, pests will be more prevalent during winter times (as the weather gets colder, they look for warm places). They can chew through wires, boxes, clothes, contaminate your food and leaving droppings. To make your property less desirable to pests:

- Clean your kitchen immediately after cooking. Make sure all food waste is cleaned up and put in the correct bin as quickly as you can. Pests are attracted to food waste and will choose properties where they have food source.
- Buy food in packaging that isn't easy for pests to gnaw through e.g., tins and jars.
- Keep as much fresh food or meat in fridges and freezers. Pests generally cannot find their way into these appliances.
- Insect your cupboards frequently. Any food that has fallen out of packaging etc is a welcome invitation to your unwanted visitors. Remember food spills in cupboards can lead to pest droppings in cupboards, contaminating your pots, pans and plates.

A clean kitchen keeps the pests at bay. Do not keep rubbish bags in your yard exposed as it invites them onto your property. If there is waste food outside the back door, there must be more inside.



APPLIANCES

Most of our rented properties come as either fully furnished or part furnished. This includes kitchen appliances such as oven/hob, fridge freezer, washing machines etc. over time, most user manuals for appliances get lost or accidentally disposed of. Most manufacturers have all the required user manuals available on their websites. The make and model number can be found on the appliance itself. Please note for fridges and freezers the sticker with make and model can usually be found behind the bottom drawer or behind the salad crisper. On ovens the sticker is usually located on the rim of the oven cavity which you can see when the oven door is open.

If you have any issues with one of your appliances not working, please contact our office during office hours. Note: this is not an emergency scenario so please do not contact our out of hours maintenance as they will not be able to assist, and you could incur a charge.

SMOKE ALARMS

Your property will come with smoke alarms in situ. It is important to regularly test your smoke alarm to make sure it's working correctly. All smoke alarms have a button on which says "test". If your smoke alarm starts intermittently beeping, the battery needs replacing. It states in your tenancy that it is your responsibility as a tenant to replace batteries in smoke alarms. The main battery used in them is a 9v battery, see image below. Please don't use cheap batteries in the smoke alarms, this is for your safety.

If you are struggling to replace the battery, please contact our office. If you buy the battery, we can arrange for someone to come and put it in for you.



FIRE ALARM SYSTEMS

Larger properties will contain a fire alarm system which has an alarm panel usually situated in the entrance hallway. All the smoke alarms are linked and connected to the panel. These smoke alarms do not contain batteries, and everything is controlled through the panel. The panel has instructions marked on the box, should you accidentally set the smoke alarms off, please refer to the box before calling us.



CARBON MONOXIDE DETECTOR

if your property has a gas supply, then there will be a carbon monoxide detector located in the same room as the gas appliance. Whether that be a gas boiler or a gas hob. Please regularly test the carbon monoxide detector as you would with a smoke alarm.

