



May we take this opportunity to welcome you to Ash residential as your landlord's agent.
Some handy hints:

- *Please keep the emergency numbers handy. Put in your mobile.
- *You must obtain your meter readings upon taking the property and register. This will avoid any issues with unpaid bills prior to your occupation.
- * Full time students should be exempt from Council Tax. Contact them for advice.
- * Single occupiers may be eligible for a discount. Contact Council Tax for advice.
- * Washing machine/washer dryer is your responsibility to keep clean and any items that block the filters or damage the machine, will be your responsibility to pay for. Therefore before you contact us regarding an issue with the machine, check the filter and anything stuck in the drum. This is in your tenancy.
- * In the event of other items electrical. It is the tenants responsibility to check fuses firstly and with a vacuum (if supplied) that has a bag, the back is checked and the hoses for blockages. It is your responsibility to do this. This is in your tenancy.
- * Light bulb replacement is your responsibility.
- * Freezers that are left to ice up may damage the machine, keep the freezer ice free. If you do not and the machine is damaged, this is your responsibility. This is in your tenancy.
- * Make sure you clean the windows (apartments exteriors would not be expected to be cleaned by the tenant)
- * Blocked drains and toilets are your responsibility. This is in your tenancy.
- * Many of you live in a property for several months or years. Please treat it respectfully as you would expect someone to look after your own property.

Antisocial Behavior:

Should you have such issues, please contact us. Unfortunately we cannot contact occupiers of properties we do not manage. Try to obtain witnesses, photographs or any recordings etc. There is a department of Manchester City Council who deal primarily with this (0161-234-4612). Normally a letter from us is sufficient, however we are happy to help you in such circumstances as far as we can. Do not be afraid to inform us.

Complaints:

Should you have any issues with our services (please be advised that we act as your landlords agent and instructions from your landlord may be required prior to any works etc that may need to be carried out at your property), Please contact our office.

Some landlords have their own maintenance team. We pass on your requests, but do not deal with them directly. Any complaint in the first instance should be in writing to the office manager.

Emergencies:

You have a list of emergency numbers. This is for an **EMERGENCY ONLY**. We find most issues can be reported in normal office hours. Issues such as fridge not working, light bulb blown, washing machine not working and shower not working (if you have other means to wash), are not classed as an emergency. To top up your boiler if the pressure is low, is not an engineer only requirement. You can put in the make and model number to the internet and instructions are available. You also will have been given the user

manual upon taking your tenancy or one will be at the property, which may be of assistance whilst you stay at the property.

Alarm:

Your original key fob has the number, please remember this. If you change the code and do not inform us and an engineer needs to call and re-set the alarm. Their invoice will be passed onto you for immediate payment. Please use the alarm if one is at the property.

We are here to help you as much as possible relating to your property whilst there and do not hesitate to contact us.

Ash Residential Ltd