



Welcome to your new home!

We most sincerely hope that you have a trouble-free move into your new home.

The Agent assisting your move will complete an Inventory with you. Please ensure you check all aspects of the property and agree with the contents of the completed form.

MAINTENANCE AND REPAIRS (INCLUDING OUT OF HOURS)

**Report all your repair requests online using
<https://redcar.fixflo.com>**

We will inform the owner first and when instructions have been received we will contact you directly to arrange an appointment for the owner/contractor to attend. If you fail to meet the contractor at the appointed time at the property, you will be charged for an abortive visit. Before arranging a repair call out, please ensure you carry out preliminary checks on the fault, otherwise you will be charged for the "no mechanical fault found" call out.

Whilst the Landlord may be responsible for certain repairs at the property, and indeed has a legal liability for some items, responsibility may not be accepted for bills created as a result of tenants calling out the contractor. As a result you may be liable for the full amount of the contractor's bill.

MAINTENANCE INSPECTIONS

Periodically, we may request an independent contractor to inspect any works carried out by our maintenance contractors as part of our monitoring procedures. Again, you will be given advanced warning of a planned inspection. As part of the same procedure, we may also telephone you to confirm that you are satisfied with any works that have been undertaken.

GAS LEAK

17/19 Cleveland Street | Redcar | TS10 1AR

☎ 01642 483 430

✉ info@redcarletting.co.uk

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Contact the local Gas Board Emergency Service immediately, the telephone number of which is National Grid UK Gas Emergencies (Formally Transco Gas) – 0800 111 999 (This is a 24 hour emergency line).

WATER LEAK

If you have a water leak turn the water off immediately by the stop tap and contact us online using <https://redcar.fixflo.com>.

NO HEATING &/OR NO HEATING WATER

If you have no heating &/no hot water and have tried all reasonable efforts to rectify the problem then please contact us the next working day. Report your repair requests online using <https://redcar.fixflo.com>.

ELECTRICAL EMERGENCIES

In the event of an electrical emergency report your repair requests online using <https://redcar.fixflo.com>.

GAS APPLIANCES

The gas appliances in the property are under contract to be checked annually. In some cases the Servicing Contractor will contact you directly to arrange access with you for servicing of the boiler, otherwise you will be contacted by us and we will advise you of the date of servicing and confirm access arrangements. May we remind you that it is a legal requirement for all gas appliances to be serviced annually and your co-operation in allowing our contractor access to undertake the necessary works would be appreciated. Do remember that failure to inspect the appliances may result in personal danger to you. In such cases where we are unable to gain access we will use our keys for your personal safety.

NIGHT STORAGE HEATING (where applicable)

Please be advised that the heating is stored overnight and is effective on the following day. The top surface of the heater must always be clear of any items and not used for drying clothes. To lay anything on the top surface is a fire hazard and can cause the heater to malfunction.

IMMERSION HEATERS (where applicable) - Faulty Thermostat Guidance

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We would urge you to watch out for any of the telltale warning signs of a faulty thermostat. These signs are detailed below and in such circumstances you should switch off the immersion heater system and alert us or the nominated maintenance helpline on the number provided.

- Excessively hot water coming out of the hot water taps
- Excessive noise or 'bubbling' from the hot water cylinder
- Hot water coming out of certain cold water tap (some storage cisterns also feed cold water taps in the bathroom)
- Steam/moisture in the roof space

IF ABSENT FROM PROPERTY

Please turn off the main water supply in the event of your absence from the Property for a period of 24 hours or more, EXCEPT in the months of October, November, December, January, February and March. During this period we ask that you provide constant minimum heating to the property and take all other reasonable precautions to prevent the freezing of the water system. Failure to do so will render you liable for all repairs to the property and contents caused by any such freezing.

TELEPHONE

If there is a telephone line in the property, it may have been temporarily disconnected and you should reconnect it in your name as soon as possible. If you do not make arrangements to have the telephone reconnected within four weeks British Telecom are likely to take the number away and the charges for introducing a new number to the property can be costly. If there is not a telephone line in the property, the connection charges will be your responsibility, unless specifically agreed with the Landlord.

INSURANCE

It is the responsibility of the Landlord to insure the building and the contents belonging to the Landlord. Your personal effects, however, are not covered under the Landlord's Insurance Policy and it is therefore in your interest to make arrangements to insure your own personal possessions against theft or damage. Please also bear in mind that the Landlord cannot insure his property against damage that you may cause to his property and you should therefore take this into consideration when arranging your personal insurance.

If you require assistance in arranging Insurance we are able to help.



THEFT/BURGLARY

In the event of a break-in/burglary it is important that you report the event immediately to:

The local police who should provide you with a copy of the initial crime report, a copy of which should be sent to our office. This report is essential for any possible insurance claim. If the burglary is not reported to the police you will be liable for any missing items or damage to the property and/or the contents.

INSPECTIONS

Will be carried out on the property by our staff. You will be notified of the time and date of the proposed inspection in writing, and have the option of being present at the inspection.

As you will appreciate that with a large number of properties to be inspected on an ongoing rota basis it is not always possible to negotiate revised inspection times and dates, but we will always do our best to assist if you wish to be present.

Please note there is a charge for missed inspections or in the event that we are unable to gain access. Therefore it is vital that you contact the office to re-schedule any inspection appointments you are unable to attend or alternatively ensure we are provided with a set of keys to carry out the inspection. Please also note that we will use our keys at any point during the tenancy to carry out an inspection and you will be given the amount of notice required by law. We also take photographs of the property for our records and for any maintenance issues.

JOINT TENANCIES

To avoid confusion would you please appoint a single spokesman to act as liaison with us and any maintenance contractors.

Please remember you should notify us immediately if one or more tenant moves out of the property, or you wish a new tenant to move in. Any remaining occupants will be responsible for outstanding rents or maintenance costs.

RENT PAYMENTS

Please ensure that you pay the monthly rent when due, and in full. If, for any reason, there may be a delay, in your rent payment, you must contact our accounts department on 01642 489393 or 01642 483430. If you do not inform us of a delay, a letter will be sent informing you that rent is outstanding or alternatively we may call



you. There will be an administration charge for this as per your Tenancy Agreement. If you should receive a late rent letter or telephone call you must investigate immediately as to why your rent has not been paid. Should you fail to rectify your rent arrears, a second letter will be issued along with the administration fee. At the end of the month, if rent remains outstanding, we will automatically instruct our legal advisors to contact you, outlining the procedures that could then be taken against you and a notice requiring possession will be issued. Should any situation reach this point your landlord, can request that interest be then added to the arrears, in accordance with the tenancy agreement.

COUNCIL TAX

It is your responsibility to ensure that you are registered with the Local Authority for payment of Council Tax.

TV LICENCE

It is your responsibility to arrange and obtain a TV Licence.

UTILITIES

Please ensure that you notify the gas, electric and water suppliers that you have commenced your tenancy at the property and provide them with meter readings. This is your responsibility and you are liable for all bills in respect of the utility suppliers throughout your tenancy.

CHANGE OF UTILITY SUPPLIER

Tenants who change utility companies without permission from the Landlord will incur all administrative and related expenses.

LANDLORD TERMINATING AGREEMENT

In the case of Assured Shorthold Tenancies and Company Lets, the Landlord is required to give you at least 2 months' notice to terminate the agreement.

TENANT TERMINATING THE AGREEMENT

If you wish to vacate the property at the end of the fixed term of your tenancy, you will need to give one calendar months notice of your intention. If you decide to vacate before the end of the fixed term, please note that you will be liable for the rent until the fixed term has expired.

If your tenancy is on a periodic (month to month) basis, one month's written notice in line with your tenancy date will also be required.

Remember that the biggest area of potential discontent between Landlord and Tenant is the condition of the property and items. To this end, clean curtains in accordance with the manufacturers' instructions (if you take them to a launderette they may shrink); check the cleanliness of the entire property, paying particular attention to the fridge, cooker, toilet and bath. (If you do all these you will probably find the "hand over" goes perfectly smoothly. We will also send you a Checklist for Tenants Moving Out which you will find helpful before you vacate). However, if we find the cleanliness of property is not to the required standard, the Landlord reserves the right to employ cleaning contractors, the cost of which will be deducted from your security deposit.

Please do not forget the outside as well, the garden must be left in a satisfactory condition.

Any Security Deposit that remains at the end of the tenancy after any deductions will be returned to the tenant by cheque to the tenant's nominated address. This can take up to 14 days. This deposit will not be paid at the time of hand over, nor will it be paid in cash.

You must arrange final meter readings to be taken of all utility services and telephone forwarded to your new address. This is your responsibility and failure may result in you paying charges for the period after you have left.

We would also strongly recommend that you arrange for redirection of your post. We cannot guarantee that your post will be sent on to you by future occupants. We will not be responsible for the collection and redirection of your mail.

DECORATION/ALTERATIONS

If you are thinking of decorating the property or making any changes you need to do the following:

- Inform us in writing of the changes you wish to make including the colour scheme and the rooms which will be altered.
- Inform us if you will be doing the work or if it will be to a professional standard.
- Do not make any changes without written authority from us.



We would like to wish you a happy and trouble free tenancy. Remember if there is anything you are unsure about or need assistance with then it is important that you contact us.

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Legionella and Legionnaires' Disease, Advice for Tenants

Legionella is a naturally occurring bacteria found in water and water systems. It can result in a range of diseases including Pontiac Fever, Lochgoilhead Fever and Legionnaires' Disease. It is rare, though not impossible, to contract these through a domestic water system and some simple precautions can reduce the risk further.

Those most at risk are those in the following groups: Older people, heavy smokers or drinkers, people with chronic respiratory or kidney disease, those with diabetes lung or heart disease and those with impaired immune systems.

Although common and naturally occurring, the bacteria is comparatively harmless where it exists in low concentrations. The risk increases where water is stagnant and at a temperature warm enough for the bacteria to breed. Breeding occurs roughly between 20°C and 45°C. The biggest risk comes from breathing in contaminated water droplets and for this reason a shower is probably the most risky water source in a residential property.

The more water stored in a property, the greater the risk and the longer the water takes to be used, the greater the risk. Therefore, under average conditions, a family of four children and parents living in a four bed house will have less risk of build-up than a single resident as the family would be using more water and preventing build up.

There are steps the landlord takes to ensure the risk is managed but there are things that the tenant, as the resident in the property, needs to do to help manage the risk.

1). If you have been away for a week or more, run the water through to clear the water that has been sitting in the hot and cold water system. Turning on taps in basins and baths and flushing the toilets is the most effective. To wash through the shower head, put the shower head down in the bath or shower tray to avoid too many water droplets in the air. If you have been away in the summer the cold water storage tank could have sat for the whole time at over 20°C, encouraging breeding. This is less likely to be a problem in the winter when the cold water will be stored at a cooler temperature.

2) The hot water will be set above 45°C to prevent breeding in the hot water tank. This means that each time the water is heated, it should be making it hard from them to breed.

3) Run water through unused outlets. For example, if you have an en-suite in the guest bedroom, but this is not used very often, then ensure you run water through both taps on the



wash hand basin and the toilet and shower periodically and certainly before anyone might be using those facilities.

Carrying out these simple precautions will dramatically reduce the risk of contracting any of the diseases associated with this bacteria.

Comprehensive advice is available on the Health and Safety Executive's web site and through their publication L8.

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Damp Mould & Condensation

What is damp?

Damp can cause mould on walls and furniture.

Some damp is caused by condensation. This leaflet explains how condensation forms and how you can keep it to a minimum, so reducing the risk of dampness and mould.

What is condensation?

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear. This is condensation. It is most noticeable when you breathe out on a cold day or when the mirror mists over when you have a bath or shower. Condensation occurs mainly in cold weather, whether it is raining or dry. It does not leave a 'tidemark'. It appears on cold surfaces and in places where there is little movement of air. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls.

How to avoid condensation

These steps below will help you reduce the condensation in your home.

1. Produce less moisture

Some ordinary daily activities produce a lot of moisture very quickly.

- Cover pans and do not leave kettles boiling.
- Avoid using paraffin and portable, flueless bottled gas heaters as these heaters fill the air with a lot of moisture.
- Dry laundry outdoors or put it in the bathroom with the door closed and the window open or fan switched on.

2. Ventilate to remove moisture

You can ventilate your home without making draughts.

- Keep a small window ajar or trickle ventilator open when someone is in the room.
- Ventilate kitchens and bathrooms when in use by opening the window wider. Better still, use a humidity-controlled electric fan. These switch on automatically when the air becomes humid and are cheap to run.

- Close the kitchen and bathroom doors when these rooms are in use, even if your kitchen or bathroom has an extractor fan. A door closed is advisable, as this will help prevent moisture reaching other rooms, especially bedrooms, which are often colder and more likely to suffer condensation.
- Ventilate cupboards and wardrobes. Avoid over-filling them as this stops air circulation. Leave space between the back of the wardrobe and the wall. Where possible, position wardrobes and furniture against internal walls.

Some words of warning

- Do not block permanent ventilators.
- Do not draught proof a room where there is a cooker or a fuel-burning heater, for example, a gas fire
- Do not draught proof windows in the bathroom and kitchen.

First steps against mould

- Firstly, treat any mould you may have in your home. If you deal with the basic problem of condensation, mould should not reappear.
- To kill and remove mould, wipe down walls and window frames with a fungicidal wash which carries a Health and Safety Executive 'approval number'. Follow the manufacturer's instructions precisely. Dry-clean mildewed clothes and shampoo carpets. Do not brush or vacuum mould.

Key points to remember

The only long-lasting way to avoid severe mould in your home is to eliminate dampness.

- Reduce the amount of moisture you produce.
- Improve ventilation.

Please contact us for further advice or if the problem persists or gets worse.



Checklist for Tenants Moving Out

General

Furniture

Any furniture as supplied by the Landlord to be present in sound & clean condition. Please ensure that everything is returned to the same location as at the beginning of your tenancy.

Woodwork

Doors and all interior paint work to be wiped clean. Skirting boards & radiators to be dusted.

Walls & Ceilings

Walls and ceilings to be dusted and any cobwebs removed.

Please ensure all walls and ceilings are re-painted where appropriate if damaged or marked.

Please ensure any holes/damage are refilled and painted. For further clarification please contact your Agent.

Light Fixtures

To be dusted and wiped clean

Floors

Carpets to be thoroughly vacuumed and carpets professionally cleaned, giving particular attention to any spots or stains. Any hard floor covering to be washed or dusted as appropriate, according to material. PLEASE NOTE: as part of your Agreement all carpets must be cleaned and an invoice produced on move out.

Windows

Interior and Exterior to be cleaned.

Wardrobes

Airing cupboards etc must be emptied of all tenant's belongings and the interior should be cleaned.



Lights Bulbs & Smoke Alarms

Smoke alarm batteries to be present and in working order. All bulbs should be in working order.

Linens

Any linens supplied by the Landlord should be laundered, pressed and returned to their original location.

Kitchen / Utility Area

Walls, worktops & other surfaces to be thoroughly washed and free from grease.

Drawers, shelves and cupboards

All interior drawers, shelves and fittings as supplied to be present and undamaged. Exterior surfaces wiped clean.

Cupboards: to be emptied of all tenant's foodstuffs, interior dusted and thoroughly cleaned, exterior doors to be wiped clean.

Pots, pans, cutlery, etc (if supplied by Landlord) to be returned in a clean condition. Any breakages to be replaced by items of same or equivalent quality

Meters

If you had an electric and/or gas payment meter installed at the property, this/these must be returned to a standard quarterly gas and/or electric meter

Appliances

Oven

Hob and interior of oven to be thoroughly cleaned. Exterior surfaces to be wiped clean.

Washing machine, dryer, dishwasher and any other appliances as supplied

To be cleaned inside and out and with all fittings in sound condition.



Where appropriate;

All appliances to be pulled away from wall and floor areas cleaned.

All exterior surfaces of appliances wiped clean.

Refrigerator and freezer:

Interior to be emptied of all food, defrosted and thoroughly cleaned inside.

Bathroom/WC

Toilet

All exterior surfaces including U-bend to be cleaned; all interior surfaces thoroughly cleaned paying particular attention to inside of seat and lid.

Bath & washbasin (& shower cubicle if applicable)

All surfaces to be thoroughly cleaned and taps wiped down.

All tiled surfaces to be clean & free from soap scum, with no mould present.

Cabinets/cupboards to be emptied of all tenant's toiletries, interior & exterior surfaces wiped clean.

Shower curtain & bath mats (if supplied by Landlord) to be returned in clean condition.

Exterior Of Property

Garden

Grass to be cut, borders to be tidy and weed-free.

Windows to be cleaned.

Exterior paint work to be wiped down.

Garage to be swept & empty save for any property belonging to the Landlord.

Wheelie bin – interior to be emptied & cleaned.



This checklist is here to help ensure the full return of your bond.

If we are not satisfied with the condition in which you leave your rented accommodation then we will give you 48 hours to resolve any issues raised. Anytime after that you must pay a daily rent.

If the property is not brought back up to standard or if you would prefer our contractors to carry out any necessary work then this will be deducted from your bond in accordance with the tenancy deposit scheme.

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