

Peter Clarke

TENANT HANDBOOK

Residential Sales and Lettings
Property Management
Land and New Homes
Commercial
Chartered Surveyors

Regulated by RICS

WELCOME

As your letting agents, we would like to welcome you to your new home. We hope you settle in well to the property and are happy there.

This handbook is designed to provide useful information to assist you during your tenancy.

PETER CLARKE

Monday to Friday, 9:00 - 5:30 Saturday, 9:00 - 2:00
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Account: 936 218 68 Sort code: 60 - 20 - 41

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EMERGENCIES

FIRE - Dial 999 Get everybody out and do not go back for any reason. If you live in a block of flats set off the communal fire alarm.

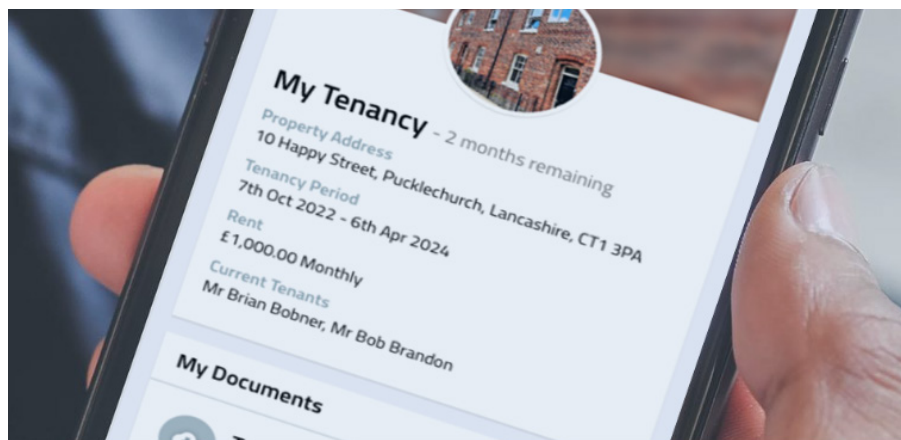
SMELL GAS Open the doors and windows. Check to see if the gas fire or cooker has been left on unlit, or the pilot light has gone out. If so, turn off the appliance, and do not try to relight it until all smell of gas has been cleared from the property.

If the leak cannot be stopped by turning off an appliance, or you are uncertain whether it has been stopped, turn the main gas supply off at the meter and phone the gas emergency service immediately

National Grid 0800 111 999 Do not turn any electrical light switches or sockets on and off. Do not use the door bell. Do not smoke. Do not use matches or naked flames.

BURST OR LEAKING PIPES Turn off the water at the mains. If electrics are affected, turn off the electricity at the fuse board. Inform your property manager or landlord.

NO ELECTRICITY Call the electricity provider if it appears to be an issue in your street. Check your fuse board to see if a switch has tripped or a fuse blown.



REPORT MAINTENANCE

At the start of your tenancy you will have received an email with a link to PropertyFile, our maintenance reporting software.

It's important to create a free account to enable you to report any maintenance issues that may arise. Plus you'll be able to track the progress which saves you having to call in to find out what's happening.

A well reported issue is significantly more likely to be resolved quicker. Give photos to help the agent understand the problem. Get help and advice on common issues not covered by the tenancy agreement. As the work progresses we keep you informed. You can use the messaging system to keep us updated of any extra details. Reporting issues properly ensures you don't incur costs from unreported issues becoming worse and causing more damage that you may become liable for.

**scan QR code
to create account
or to login**



UTILITIES

Please ensure you set up accounts for the following where required: Water, Electricity, Council tax, Gas, TV license, Contents insurance.

We advise all tenants to take their own meter readings at the start and end of their tenancy. Tenants should inform the relevant suppliers of this information.

We would also advise you familiarise yourself with the location of the gas, electrical fuse board and water stop tap at the property.

TENANT RESPONSIBILITIES

Please note that tenants are responsible for general minor maintenance tasks, and for regular cleaning of your home.

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- Gardening: if the tenancy includes a garden, you are responsible for mowing the lawn, weeding, and the garden's up-keep (unless stated otherwise).
- Pest control: it is often a tenant's responsibility to address minor pest infestations like ants.
- Replacing light bulbs.
- Checking smoke alarms operation.
- Bleeding radiators.
- Clearing Blockages: in most cases, blockages are caused by a build up of foreign objects, such as food, grease or hair in your drains. You should use a drain cleaning product on a regular basis to clear the drains, these can be purchased from most supermarkets and DIY stores. If a blockage is caused by tenant misuse, you will be liable for the full cost of clearing the blockage.

Tenants are responsible for promptly reporting any maintenance/repair issues to the property manager via PropertyFile login. This must be done when they arise so that the appropriate action can be taken.

If you wish to make changes within the property you will need to seek permission from the landlord prior to making any changes.

CONDENSATION & MOULD

Water is always in the air, even if not visible. If the air gets colder, or warm moist air contacts cold surfaces, the air releases its moisture and tiny droplets of water form, this is condensation.

Condensation can appear in properties on colder wall and window surfaces and in areas where there is little movement of air, for example behind beds, kitchen cupboards and in the corners of rooms. It usually occurs when moisture that can't escape has been produced. If condensation cannot dry out, it will cause mould on walls, in cupboards and on windowsills, and mildew to form on clothes and upholstery.

Preventing condensation forming is to produce less moisture.

Cover pans when boiling, dry clothes outside or in a well-ventilated room. Ensure you are opening your kitchen and bathroom windows to allow steam to escape. Open the windows each day allowing air to circulate.

Keep your home warm. Drastic changes in the temperature in your home can lead to more condensation. Wipe down anywhere where moisture settles.

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LEAKS

If pipes begin leaking: try and control the leak, place a bowl underneath the area, lay down towels to absorb any liquid.

When a pipe bursts: locate the main stop-cock and turn off any water heaters. Some appliances may have their own isolation valve which can be used these to stop their water supply.

If electric fittings get wet, do not touch them. Turn them off at the fuse board.

ELECTRICITY

Should you need to turn off all the electricity in an emergency, for example due to a leak, use the main on/off switch on your electricity consumer unit / fuse board.

When a switch is tripped: go to your fuse board, check which switches have tripped to 'off', you should be able to put these back to 'on'.

If the electricity supply trips, it may be due to a faulty appliance belonging to you, this should be checked prior to reporting as you may be liable for the cost a contractor attending if this is found to be the case.

Common causes of an electricity trip is a light bulb blowing, water spilt onto an electric kettle, overloading plugs and blowing fuses. Do not use multiple adaptors on a single plug socket. If a contractor is called out due to this kind of misuse, you may be liable for the cost.

CENTRAL HEATING

During the colder months when temperatures reach freezing, please keep the heating on to prevent the pipes freezing.

Controlling the temperature: for most thermostats you will need to turn a dial to the temperature desired, to set them. On most individual radiators you should be able to set the temperature by the adjusting the control valves on the side.

Setting a digital timer: check the clock is showing the correct time. If not, put the timer switch to 'clock' and change the time. Reset the timer, switch to 'auto' and set the 'heating' and 'hot water' switches to come on when you require.

Setting a clock timer: turn the clock and set to the correct time. Choose when you would like the heating to turn on and off and arrange the pins or markers for those times.

If in doubt, always refer to your heating systems manual. These can often be found on the internet.

KITCHEN EXTRACTOR FAN

The filters on kitchen extractor hoods should be cleaned on a regular basis to ensure that they continue to work properly. You will notice discolouration when the filter needs to be replaced. If you don't clean and maintain the filter, grease will build up around the cooker which can be a fire hazard.

WASHING MACHINE

It is your responsibility to ensure you are maintaining the washing machine in good working order. Carry out a maintenance wash once a month.

Issues such as the washing machine not draining properly or completing its cycle are often caused by foreign objects in the pump area. You should ensure that all objects are removed from the pockets of clothes to prevent this from occurring. Please refer to the appliance handbook to gain access to the pump area and remove the object, any damage to the appliance caused by user error will be charged to you. The tenant is responsible for appliance repairs through tenant misuse or damage.

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COMMON ISSUES & SOLUTIONS

'My washing machine has stopped draining, or has stopped mid-cycle'
Your pump filter is probably blocked. Drain the machine and check the filter for foreign objects

'My electric oven has stopped working'
The timer may have accidentally been re-set. Check and re-set your clock. If there is no power to the oven at all, check your fuse board to be sure that the circuit hasn't been broken.

'The water is draining slowly/not draining at all'
This is likely to be caused by a build up of food, limescale or hair. Buy a sink/drain un-blocker to clear the blockage.

'My radiator is only partially heating up'
There may be too much air in the system. You may need to bleed your radiators.

REPORT A MIANTENANCE ISSUE

scan QR code
to login and report a
maintenance issue



CONTACT US

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Valued opinion,
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