

Tenant Information During Tenancy

Your Responsibilities

Your obligations are fully set out in your tenancy agreement but will usually include:

1. Pay the rent
2. Keep the property clean and tidy
3. Don't change the fabric of the property without permission
4. Abide by the Tenancy Agreement
5. To behave in a tenant-like manner - i.e no nuisance, noise, disruptive behaviour etc

Repairs

If you are aware of a matter requiring urgent attention, contact us at the earliest opportunity and we will arrange for contractors to attend. You have a responsibility as a tenant to report any problems promptly to avoid the increase in any cost of repair.

Damp and Mould

Some homes can become damp which can cause mould to grow on walls, furniture and rot window frames. Most damp is caused by condensation, although some is caused by leaking pipes, rain seeping in or rising damp.

Condensation occurs mainly during cold weather. It does not leave a tidemark like other causes of damp often do. Proper steps need to be taken to deal with condensation but there are some measures you can take right away:

Wipe down the windows and sills every morning

Produce less moisture:

Cover pans of boiling water while cooking

Put washing outside to dry, or put in the bathroom with the door closed and the window open or extractor fan on. Do not dry clothes on radiators

Ventilate:

Keep some windows ajar, all the time if possible or particularly when someone is in the room. More ventilation is needed when cooking, washing up, bathing and drying clothes

Heat the property a little more. In cold weather, the best way to avoid condensation is to keep low background heating on all day

Dehumidifiers will help dry out damp in newly built houses

Manage Mould:

Treat the mould already in the property. If the basic problem is dealt with, mould should not reappear

To kill and remove the mould, wipe down with a fungicidal wash

Shampoo carpets. Brushing or vacuum cleaning can disturb mould and increase the risk of respiratory problems

Emergencies

If you have an emergency (i.e. threat to life or damage to the property) please call property management on 07480 774775 – the line will be connected after 30's so keep on the line until its picked up .

An emergency is something that could not have been foreseen, and which could cause serious damage to the property. For example:

Severe leaks that can not be stopped and are damaging the property or a risk to life – Have you turned off the stop cock.

If you smell gas or detect a gas leak call the National Gas Emergency service on [0800 111 999](tel:0800111999)[^]

Loss of electrical power or light – call 105 to check if a power cut

Loss of heating or hot water that will affect your health or damage the property until working hours

Broken windows or doors following a break-in – after calling the police

Please remember that if a contractor is called out as an emergency when a repair is not justified, you will be liable for all costs.