

Your New Home is Managed and Let By



Your Tenancy Guide

A guide of useful tips, advice for emergencies and useful contact details

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WELCOME



You now have the keys to your new home. We have put together this guide especially for you, to help answer any questions and queries you may have during your tenancy. We have also provided a helpful list of local companies and emergency contact numbers as you may be new to the area.

On behalf of myself and Mortimers we would like to thank you for choosing our company to find your home and wish you a very comfortable and enjoyable stay in your new home.

We are always very happy to guide and help you any time of the day or evening, we are only a phone call away.

Best wishes,

Kerry Coyne
MARLA

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Mortimers Lettings and Property Management have become one of the areas' leading independent Lettings Agents specialising in Lettings and Property Management in Aylesbury and the surrounding area.

Our dedicated team have years of experience and extensive knowledge of the local area and are therefore ideally placed to help whatever your property needs may be. Dealing with small studio apartments right up to extensive 5 bedroom country properties, Mortimers have the experience and expertise to help you make the right choices at every step.

For your peace of mind, Mortimers are proud to be members of the major professional bodies that regulate the property industry including The Property Ombudsman and the Association of Residential Letting Agents (ARLA Propertymark).

The Property Ombudsman

Mortimers is a member of the TPO Independent Redress Scheme and the TPO Code of Conduct can be found on our website via the following link: <http://www.mortimersaylesbury.co.uk/wp-content/uploads/2019/10/TPO-Code-of-practice-1-June-2019.pdf>



YOUR NEW LOCATION

If you are new to the area

Mortimers have listed below some contact numbers for Services you may require: -

Local Council – Aylesbury Vale District Council – 01296 585858

<https://www.aylesburyvaledc.gov.uk/>

Local Authority – Buckinghamshire County Council – 01296 395000

<https://www.buckscc.gov.uk/>

Local Refuse & Waste Depo - 01296 585858

<https://www.aylesburyvaledc.gov.uk/section/recycling-and-waste>

Citizens Advice Bureau – 0344 411 1444 <http://www.aylesburyvaleadvice.org.uk/>

Hospital: - Stoke Mandeville Hospital

NHS Online – 111

Doctors: -

Meadowcroft Surgery – 01296 337546

Fairford Leys Surgery – 01296 424488

Mandeville Surgery – 01296 337546

Poplar Grove Surgery – 01296 468580

Whitehill Surgery – 01296 424488

Dentists: -

Fairford Leys Smile Centre – 01296 398180

Eastgate Dental Centre – 01296 433222

Temple Square Dental Clinic – 01296 434848

Emergency Services: - (Dial 999)

National Grid/Transco: - 0800 111 999 (gas leak or emergency)

NOTIFYING YOUR UTILITY SUPPLIER

As your property is managed by Mortimers, we will be responsible for contacting your utility suppliers with your meter readings at the outset of the tenancy.

However, if you change supplier at any time please ensure you notify us before doing so, as we will need to get the expressed consent from the landlord before any action is taken. It is also very important that you never have the services disconnected at the end of the tenancy as in most cases a new tenancy will take place. You will only be billed for what you have used in accordance with the meter readings taken.

Sometimes it is not always possible to read the water meter at check-in, therefore when you contact the water supplier, they may need to attend the property for this purpose. It is not uncommon that your first water bill may be estimated.

If you have a pre-payment meter with a top up card or key, you will need to call the energy supplier to let them know you are a new tenant. They will update their records and make sure that you are on the correct rate.

Insert the key or card into the meter to check if a previous tenant has left a debt on the meter.

Tell your supplier if they have and they should issue you with a new key or card and start a new account.

Some important numbers: -

British Gas – 0333 202 9802

Eon – 0345 052 0000

N Power – 0800 073 3000

Southern Electric – 0345 026 2658

Thames Water – 0800 316 9800

Council Tax – 01296 585858

BT – 0800 800150

Sky – 0333 759 1018

Virgin Cable – 0345 454 1111

WHAT YOU NEED TO DO NOW, IF...

You need to report anything relating to your rental payment

You will be responsible for setting up a monthly standing order payment from your bank to Mortimers for your payment to be received in accordance with your legal tenancy obligations.

A standing order is different from a direct debit payment, it is controlled by you, it is for a set amount of money and it will come out each month until you cancel it (so remember to do this when you move out of the property or you will continue to pay rent).

Your bank may need a short period of time to set this up, so make sure you don't leave it too late or your rent payment could be missed. Alternatively, you can set up an internet payment via your bank, online or using your banking App.

Any tenancy arrears may affect you when applying for a future property to rent or purchase, so its important to always ensure any rental payments or invoices are paid promptly.

Please do not hesitate in contacting us, if you have a rent payment query or issue. We can be contacted on: -

Phone: 01296 398555

Email: hello@mortimersaylesbury.co.uk or kiera@mortimersaylesbury.co.uk

Remember to use the first line of your address as a bank reference because we have hundreds of rents coming into our Mortimers rent account and need to be able to identify your payment and allocate it to the correct property!

SO, WHEN TO CALL...

You need to report anything related to property maintenance

It is imperative that you notify us if there is anything you feel to be an issue at the property, however small. Often tenants leave small problems rather than 'bothering' the landlord, and then they turn out to be major problems. You will be charged for issues you do not report in accordance with Schedule 1, Clause 4 of your tenancy agreement.

So, how do I contact you with a maintenance issue...?

If you are a 'Managed' tenant, please contact Mortimers as soon as any maintenance issue arises.

If you are a 'Let Only' tenant, please contact the Landlord directly.

You can email nicole@mortimersaylesbury.co.uk or call the office on **01296 398 555**.

In EMERGENCIES only you can contact our emergency number: **07540 722394**

If you are experiencing an active leak, please turn off the mains water supply and open all the water outlets within the property i.e. bath and basin taps, this will allow the water to drain down from the water tank and potentially prevent substantial damage to the property.

For Fire emergencies contact 999, and always plan an escape route at the start of your tenancy.

If your enquiry is routine (not urgent) then please report the problem during working hours. Generally, contractors are available during these hours and we want to get your problem resolved at the earliest opportunity.

All our contractors are fully vetted and will access your property, with your consent, using the management keys provided to Mortimers. It is entirely your decision if you wish to be present during the contractors visit. Mortimers do not accompany contractors into the property. If you have any concerns about the repair, please notify us immediately and we will take the appropriate course of action.

The contractors will not be permitted to enter the property to anyone under the age of 18 years, so please ensure an adult is present, during the visit.

SO, WHEN TO CALL...

Your landlord's repair obligations

Legally your landlord has an obligation to make repairs to the property, including the exterior of the property, for the following: -

- Drains, gutters and pipes
- Installation for the water supply
- Installations for electricity and gas
- Sanitary appliances – basins, sinks and baths
- Installations for heating the property (radiators, electric storage heaters etc)
- Items included in the tenancy and listed on the inventory

However, please note that your landlord's obligations to repair arise after written notice has been given by the tenant as set out in clause Schedule 2, Clause 3 of your tenancy agreement.

Your repair obligations

The obligation on the tenant is to act in a "tenant-like manner" was summed up by Lord Denning in the court case of Warren v Keen (1953) as follows:

"The tenant must take proper care of the place: He must clean the windows; He must mend the electric light when it fuses; He must unblock the sink when it is blocked by his waste.

In short, he must do the little jobs about the place which a reasonable tenant would do. In addition, he must not damage the house, wilfully or negligently and he must see that his family and guests do not damage it. If they do, he must repair it".

Therefore, if your lightbulb blows and it fuses your circuit, please do not contact us for a repair unless you are prepared to pay the contractor to visit. Most properties have a fuse box. If the switches are positioned downward it will indicate where the problem lies, and you should rectify the situation by turning off the relevant appliance and the changing the light bulb before switching the fuse back up onto the ON position.

Similarly, if you find that your sink or toilet is blocked, please ensure that you or a visitor has not emptied something down the drain which may have caused the blockage. If the contractor finds this to be the cause of the blockage, then you will be charged for the cost of the call-out and any repair. A major culprit is pouring hot oil down the sink which solidifies when it cools and blocks the drain; wait for oil to solidify in a container after cooking and then scrape into the waste bin.

Section 33 of the Deregulation Act 2015 seeks to provide tenants with protection against retaliatory evictions by requiring the landlord to show evidence that they have resolved (or are in the process of resolving) the issue before allowing them to issue a Section 21 notice. To activate this protection a tenant is required to put any complaint of disrepair in writing to the landlord, who is then required to issue the tenant with an adequate response in writing within 14 days that provides a description of the proposed action to address the complaint and sets out a reasonable timescale within which that action will be taken.

Please ensure we are made aware of any historic maintenance issues that may have previously been overlooked. We want to ensure that the property is in a good state of repair and that you are comfortable and safe during your tenancy. We request that all repairs are reported in writing so that we have a concise and accurate audit trail in respect of all communication between yourselves, us and your Landlord.

Emergencies

Gas leak

If you feel that there is a gas leak (gas has a smell that is very distinctive and is similar to rotten eggs) turn the gas supply off at the meter immediately. Do not smoke within the property, do not light candles or use any other naked flames and if at all possible, try to avoid switching on the lights, as an electrical spark could ignite a severe gas leak. Contact us immediately, AND call: **National Gas Emergency to attend the property on 0800 111 999**



Example of a gas meter with shut of valve located on pipework (red handled lever)

Electricity Failure

Turn off the electrical supply at the mains. Try to ascertain if it is an area power failure (check whether neighbours have their supply intact or if streetlamps are on) or whether the failure is confined to your property. Contact us immediately.



Example of a modern "Consumer Unit"

Water leak

In the event of a water leak, turn off the stop cock – this could be located under the kitchen sink or, in older properties, in the road outside the house. Either way we do request that this is recorded on your annual Gas Safety Report, so it is worth familiarising yourself with the exact location from the outset of the tenancy. Open all the taps within the property until the water tank and system are empty – it is worth collecting the water into a bucket as you may need a supply to use whilst waiting on a repair. Switch off all the electrical immersion heaters and boilers as they could be damaged without the water supply. Call us immediately, or for external mains leaks you should contact Thames Water “leak spotter” line on 0800 316 9800 or <https://www.thameswater.co.uk/help-and-advice/leaks>



Example of “External Stopcock Cover”

Boiler breakdowns

You should note that in the event of a boiler breakdown it is very unlikely that a repair could be completed until stockists and suppliers are open for business trading hours or until authorisation is gained from any relevant insurance company. You should, therefore, not use an emergency call out for this purpose. It is inconvenient to be without hot water or heating, especially during the winter months, and temporary measures should be used (i.e. plug in heaters, kettles, extra blankets). Of course, priority will take place for Tenants that have young children and elderly parents or occupants.

Fire

In the event of a fire please vacate the premises and contact 999 immediately. As part of your legal duties and responsibilities, please ensure that you test your Smoke and Carbon Monoxide alarms (if required) on a regular basis. You must notify Mortimers immediately if the appliance is not operating or needs replacement. DO NOT remove the batteries from any device situated within the property, this could have irreparable consequences and cause loss of life. It is also your responsibility to ensure that batteries are replaced and installed into the devices for the duration of your tenancy.

Burglary or Vandalism to the premises

Call police immediately on 999. Take photographs if possible and contact Mortimers so we can put the insurance company on alert for a claim pending the police crime reference incident number.

Accidental damage caused by you

Unintendedly, accidents can occur in the home by either yourself or your visitors. Do not be tempted to cover these up and it will be picked up and documented on the inventory check-out report. Landlords in general are far more lenient if you are upfront and honest. You have the option of protecting your deposit and avoiding unnecessary court action and costs if you take out a suitable insurance policy that protects your own contents and accidental damage to the landlord's property and possessions.

Availability for repairs

You must make yourself available for so that contractors can gain access to carry out repairs and regular servicing (gas boilers, as this a legal annual requirement).

TAKING CARE OF YOUR NEW HOME

Cleaning

The property should be clean when you move in. If you have any comments regarding the cleanliness of the property, these **MUST** be reported & documented on the inventory check-in or within 24 hours to Mortimers in the unlikely event you do not have an accompanied check-in at the outset of the tenancy. After this time, it will not be possible to address any matters relating to cleaning of the property.

You should note that marks on walls, paintwork etc. which cannot be easily cleaned off, will form part of the schedule of condition for the property and will not be addressed as part of the cleaning remit. You will not be charged for any marks, which appear on the inventory and schedule of condition as at the outset of the tenancy.

It is important that you take into consideration the general condition of the property and **ENSURE** that you ask the inventory clerk to report anything you can see, onto the inventory schedule of condition, because this is the report to be used to ascertain deductible costs from your deposit at the end of the tenancy.

NB. Please note that Mortimers can only advise your landlord on the standard of cleaning required at the outset of the tenancy but have no authority to insist on further cleaning. However, the initial cleaning standard will be reflected in the inventory schedule of condition which forms part of the tenancy agreement.

During the course of your tenancy and when you vacate, you are expected to maintain the garden to a good standard, and you should attend to the following: -

- **Keep the grass cut during the growing season**
- **Clearing up the leaves at the end of the growing season**
- **Cutting back perennial plants and removing dead plants**
- **Keeping flower beds free from weeds and dug over**
- **Keeping lawn edges cut**
- **You are expected to cut back high hedges, large shrubs, trees and plants but not to lop them down or alter them significantly from the outset of the tenancy**

You have a duty as a tenant to report to the landlord any deficiencies in the garden relating to wind damaged trees, bushes, hedges etc. or if you feel that plants are growing out of control and you are unable to tend to them yourself. Mortimers have suitable gardening contractors available upon your request, please note that, unless specified otherwise in your tenancy agreement, you will be liable for any cost of the gardening required.

Appliance Guidelines

Electric cookers

Electric cookers (if supplied with the property) are generally reliable and usually problems are with the timer clock, so make sure you have set this correctly before reporting a fault to us.

Gas cookers

Gas cookers (if supplied at the property) must be fully fitted or chained to the wall for safety purposes. They will be checked on an annual basis as part of the landlord's gas safety report. If you suspect that there is a fault with a gas appliance, please contact us immediately. Do not use anything abrasive to clean the gas hob with as this can damage the enamel or scratch the stainless steel. Also cleaning products can build up in the ignitors which will cause them to fail, so clean them with care. If all the ignitors fail, please check the electric mains is switched on as this may be the cause of the problem.

Fridges

Fridges are normally reliable, however, if you have a small freezer compartment then you will need to defrost this on a regular basis to ensure that the ice does not build up forcing the door to open. Make sure that the temperature dial is sufficiently turned up and if you suspect that there is a fault with your appliance, please call us.

Freezers

Some freezers need to be de-frosted to stop a build-up of ice. This involves making sure that the appliance is empty and switched off at the mains supply. Obviously, the build-up of ice will melt, so you need to ensure that the water does not flow onto the floor and cause damage to the property, or you will be responsible for this. At the end of the tenancy, the freezer should be defrosted and clean.

NB.

Please ensure that you take good care of the landlord's appliances and possessions during your tenancy. The appliances need to be treated with care and cleaned on a regular basis. Failure to clean the landlord's appliances can result in a dispute and a claim for damages. It is recommended that the oven is professionally cleaned to fulfil your tenancy obligations.

We recommend that you take suitable insurance cover for eventualities that may occur following an electrical power failure. Your landlord will not be responsible for the replacement of any food that may have to be disposed of in the fridge or freezer, if it is not due to a repair or ineffective appliance.

Washing machines

Washing machines (if supplied at the property) should not be overloaded. If you use liquid detergents this must be used within a ball provided by the manufacturer and put into the drum. Under no circumstances should a liquid detergent be poured into the powder drawer or directly into the drum (unless stated on the instruction manual). Most washing machines have universal symbols that can be found in your clothes, to determine the wash programme to be used. Your landlord will not be responsible for any damage to your garments caused by the incorrect use of the washing machine or the incorrect selection of the wash programme.

Here are some tips for caring for the washing machine: -

- Never overload the washing machine, too much weight can throw it off balance.
- Pay attention when you put the cleaning detergent in, more is not always better.
- The knobs are fragile and should not be spun with force. You can damage the timer or break the plastic dial off.
- Do run the machine empty with hot water and a quarter cup of baking soda to help clean the inside of the drum. Run the machine with an extra rinse to get all the baking soda out.



- Black mould tends to form when low temperature (non-bleach) detergents are used, when moisture is left on the seal and glass and when oxygen is reduced by having the door shut. It is a good idea when the machine is not in use to leave the door and detergent drawer slightly open.
- The detergent drawer should be cleaned and rinsed regularly to stop blockages caused by a build-up of soap residue or powder.
- Should your washing machine stop working mid cycle, this can be for a number of reasons, but one that you can check is if the filter for the drainage pump is blocked. This will require you to access the filter to clear any blockages. Please refer to the appliance manual for instructions on this and ensure you have a container and plenty of towels to catch any water that may escape the machine when clearing the filter.

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- If you do not have a user manual for the appliance, please let Mortimers know the make and model of the appliance and we will happily locate a user manual for your use.

Tumble Dryers

Do not overload the machine. Clean out the lint trap so the unit can breathe and check the hose for the vent to make sure it is clear and venting correctly. If you have a 'Condenser dryer' you MUST empty the water container after each use and clear out the build-up of fluff out of the inside of the machine casket. Failure to do this could cause a house fire. NEVER put a tumble dryer on before going to bed!

Property Visits

During your tenancy, Mortimers will carry out scheduled property visits, which will be arranged with you in advance.

During the visit, we will be noting and taking photographs of the overall condition and presentation of the property. A copy of this report will be sent to you and the Landlord for your own reference and safekeeping.

Central Heating

Digital central heating clocks can be difficult to set. The vast majority are, however, fitted with instructions to the door panel so they are always present! Old fashioned clocks are usually easy to set and may have pins that need to be pushed in or pulled out to ascertain when the system comes on or goes off, or they may have sliders which may be moved along to alter the settings. Always check the thermostat is on, and check the temperature is on and set to the required temperature before calling us for a repair. Also please remember, that during winter months, should you be leaving the property for any period of time or at the end of the tenancy, in sub-zero temperatures, the heating needs to be set to a minimum of 17 degrees, to avoid the pipes freezing.



Condensation

Please note that when heating a property, bathing /showering, and/or drying washing indoors, it is very important that the property is adequately ventilated in order to avoid a build-up of condensation leading to the appearance of unsightly black mould. If you notice that mould is growing around the windows or other areas of the property, it is your responsibility to clear this and make sure the property is adequately ventilated in the future.

Please take the following steps to reduce the moisture in the air and thus reduce condensation and any possible mould growth:

- Cover pans when cooking.
- Dry clothes outside or in a well-ventilated room.
- Ventilate the property to let moisture out, open kitchen and bathroom windows when in use. Open windows in the property for a short period each day to allow moisture to leave the property.
- Keep your home warm, this does not require the property to be heated to excess but it is useful to ensure there is 'background' heat in the property to stop moisture settling.
- Wipe regularly all areas where moisture does settle, i.e. windows, window sills etc.

All of the above should assist in reducing condensation and mould in the property. Should you notice any mould growth in the property, please wash it down with a diluted bleach solution or an anti-fungal wash that can be purchased from any supermarket or DIY store.

If you feel that it is impossible for you to provide proper ventilation to the property, you should discuss the situation with us regarding the possibility of fitting airbricks to the outside walls.



Appliance instructions

We endeavour to supply instruction manuals for all appliances found in the property. This is unfortunately not always possible as they become lost over the course of time or have not been provided to Mortimers by the landlords. If you have access to the internet, most appliance booklets are obtainable on the web, providing you know the make and model of the item.

DO NOT CONTACT MORTIMERS UNTIL YOU HAVE CHECKED THE APPLIANCE MANUAL. IF A CONTRACTOR ATTENDS YOUR PROPERTY AND THERE IS NOT A FAULT WITH THE APPLIANCE...YOU WILL BE CHARGED THE CALL OUT FEE. YOU WILL ALSO BE EXPECTED TO SETTLE THE CONTRACTOR INVOICE IN FULL (INC VAT WHERE APPLICABLE).

Guttering

It is important that gutters are kept clear to allow rainwater to drain away. Where a gutter is blocked with leaves or debris, the flow of water cannot drain away easily, and this can cause the gutters to overflow. Overflowing gutters can lead to damp problems within the property, as excess water penetrates the brickwork.

If a tenant does not clear the gutters and damp occurs as a result, the cost of any repair work will in most cases fall to the tenant.

We strongly recommend you check the gutters during your tenancy and ensure they are cleared as necessary.



Blockages

The common cause of a blockage is foreign objects such as food, grease or hair. Every effort should be taken by you to avoid any such items going down the sink. Hair traps can be purchased from a DIY store to help stop hair blocking drains. You should use a drain clearing product regularly to avoid any blockages.



If Mortimers send a contractor to a report of a blockage and the cause is found to be as a result of “misuse”, you will be held liable for the cost of clearing the blockage. Please endeavour to clear any blockages yourself, prior to calling Mortimers to avoid any such costs being levied against you.

If more than one fitting is blocked and your attempts to clear the blockage have not been successful, please let Mortimers know.

Bleeding a radiator

If you notice that the top part of your radiator is cold whilst the bottom is warm, this means there is air trapped in the system where water should be. This requires you to bleed the radiator to release the air.

Before you bleed any radiator, check the following:

- If the whole of a radiator is cold, check the radiator valve is turned up.
- If more than one radiator is cold, it may require the whole heating system to be checked by a qualified heating engineer, call Mortimers.



If the above does not apply and you have a radiator that is cold at the top and hot at the bottom, then please follow the process below:

- Turn off the heating system and allow to cool. If you do not allow the system to cool, the water that escapes when you bleed the radiators could scald you.
- Check the bleed valve on your radiator to find the correct bleed key required. (The bleed valve is usually found at the top of the radiator. Bleed keys can be purchased from any hardware store).
- Use a bowl to catch any spilled water and use a rag to wipe away any spillages.
- Insert bleed key into the valve at the top of the radiator.
- Turn anti-clockwise until you hear a hiss (this is the air escaping the radiator).
- When water starts to come through turn the key clockwise to close valve.

DO NOT UNSCREW VALVE COMPLETELY AS THE PLUG WILL COME OUT.

Toilet Overflows

If you notice that there is a constant flow or trickle of water in the toilet pan this may be down to a fault with the flush valve within the cistern.



Example of supporting a “Ball Valve” float to stop overflow

To stop an overflow, lift the float up to close the ball valve. If this stops the overflow, support the float by using string and a piece of wood to tie it in place. Report the issue to Mortimers.

Changing fuses

It may from time to time be necessary to change a fuse on an appliance plug.

This can be done quite easily and swiftly by unplugging the appliance in question, opening the plug and removing the fuse from the plug and replacing with the correct amp replacement fuse. Please take note to ensure the correct fuse is fitted in terms of “amps”.

Moulded plugs cannot be fully opened but have a removable cover for access to the fuse.



Two-part plug with screws to open plug fully for access to the fuse.



Changing light bulbs

It is your responsibility to change any light bulbs in your property. Standard and halogen light bulbs are readily available at any hardware store or supermarket.

Please take care to ensure that the light is turned off and any bulb has cooled before attempting to change the light bulb.

Standard bulbs consist of two types:



Bayonet Light bulb



Screw cap Light bulb

Both of the above are simple to fit and require little effort to change.

In terms of the Bayonet bulb, you will see two “hooked catches” within the bulb Fitting. The pins on the bulb should be aligned with the catches and pushed up, and then twist the bulb until it is secure in the fitting.

The Screw cap bulb requires the bulb to be screwed into the fitting until secure, making sure not to turn the bulb too hard to avoid damaging the glass and the screw cap becoming stuck in the fitting.

Please note both of the above bulb types can be purchased as an “energy saving” bulb from any hardware store or supermarket.

(Energy saving bulbs do not work in dimmer light fittings. If lights are dimmed these can cause flashing in the room).

Halogen Bulbs

Like standard bulbs, there are two common types of halogen bulb. Changing the GU10 Bulb requires the bulb to be inserted into the fitting and turned clockwise until secure. It is best to use a cloth glove or any other soft cloth to avoid getting “body oil” on the glass surface.

To change a G9 Bulb, grip the bottom of the bulb and pull directly down, do not twist.

Fit the new bulb by aligning the pins with the slots in the fitting and push in.



GU10 Halogen Lamp



G9 Halogen Lamp

Pest Control

The most common cause of pests in the home is food debris not being properly cleaned away, open food left out and rubbish not being properly stored and discarded.

For the above reasons, the responsibility of controlling a pest issue sits with the tenants. Traps, baits and other pest control products can be easily purchased from a hardware store or supermarket.

Your landlord may take steps to proof the property where necessary, such as covering obvious holes that could be a point of entry for pests.

The most common pests are mice and it is often very difficult to exclude them from properties. It is understood that a mouse can gain entry through a gap the diameter of a pencil (6mm).

To reduce the likelihood of mice coming into your property you should ensure that:

- Food is stored in sealed containers and put away in cupboards or shelves.
- Food debris is cleared away immediately.
- Waste is kept in closed bins and discarded regularly for the local authority waste collection services to collect.



TROUBLE SHOOTING

My electric oven is not working:

- Check the clock on your cooker as this could have accidentally been reset.
- If there is no power at all, check the consumer unit to see if the circuit has tripped off.

My fridge doesn't drain, and my food is wet:

- Check the drainage valve in your fridge as this can become blocked. Use a straw or cotton bud and try to clear the valve. Drainage valves are usually found at the back of the fridge.

My dishwasher is not cleaning my crockery properly:

- You may need to replace the rinse aid or salt in the dishwasher. These can be purchased from any DIY store or supermarket.

General Tips

- Wipe all windows that are affected by condensation. If any mould has formed wash it down using a diluted bleach solution or a suitable product from a DIY store or supermarket.
- Remove lime scale from taps, showerheads, baths and sinks using a de-scaler product. De-scaler can be purchased from any supermarket or DIY store.
- To avoid blockages in sink waste pipes, use a drain clearing product on a regular basis. These can be purchased from any DIY store or supermarket.
- External gullies and gutters should be kept clear of leaves and debris to ensure water can drain away properly. This is the responsibility of the tenant and should blocked gutters and gullies cause damage to a property you will be held liable for the cost of repairs.
- As the tenant it is your responsibility to change all light bulbs in the property.
- Be sure to locate your mains water stopcock. This can usually be found where the mains water pipe enters the property or around the kitchen sink.
- Ensure you know the location of the Electricity and Gas supply to the property; you will need to know this in case either should need to be turned off.
- Carry out regular "maintenance washes" using a soda crystal product to help keep the washing machine clean and in good running order.
- If you have a kitchen waste disposal unit, be sure to run water through it regularly to reduce the risk of the appliance seizing up.
- For any queries you may have, please do contact Mortimers who will be

- happy to go through any issues you may be having and assist where they can.

User manuals should be located in your property for all appliances. If there are any user manuals you require that are not in the property, you can locate these by searching on an internet search engine using the make and model of the appliance. Alternatively, Mortimers can assist.

Legionella

Legionella is a bacterium found in water. Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection. The disease affects the lungs. It is rare and can only be caught by breathing in water vapour. The risk increases with age but some people are at higher risk including:

- Young children
- People over 45 years of age
- Smokers and heavy drinkers
- People suffering from chronic respiratory or Kidney disease
- Diabetes, lung and heart disease
- Anyone with an impaired immune system

The risk of Legionella causing illness in small domestic properties is exceedingly low. Possibly the biggest risk is when you have been away from the property for more than a week or so, e.g. on holiday, or there are additional taps/showers/toilets that are not used daily. Good practice in this situation is simply:

- If the property is unoccupied for periods of longer than 2 weeks all hot and cold outlets should be flushed through for at least 2 minutes
- Spray/aerosol production should be minimised during this process
- Any dead-legs should be flushed through on a weekly basis
- Spa pools/hot tubs and whirlpool baths should be cleaned and disinfected in accordance with manufacturer's guidelines along with regular visual inspection
- Flush shower heads for a minimum of 60 seconds (to do this, remove from holder before turning on the shower, then hold down over plug hole to lessen risk of inhaling sprayed droplets)
- Shower heads should be dismantled and cleaned of scale and debris every 3 months
- Ensure that the boiler/water heater is set at 60°C so that water reaches outlets at 50°C and do not alter settings
- Inform the landlord if the hot water is not heating properly.

Burst or Leaking Pipe

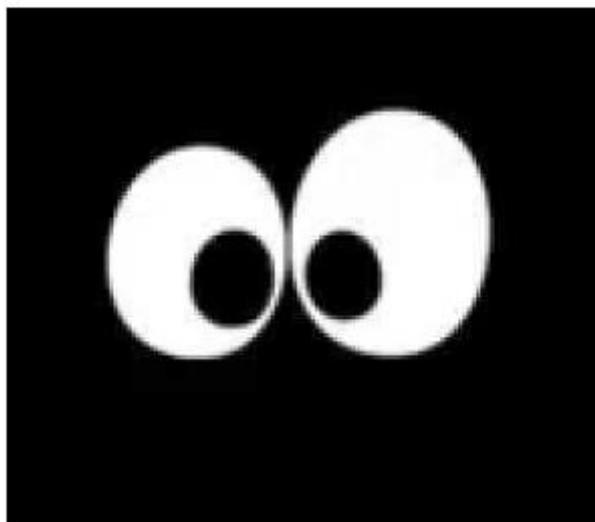
In the event of a leaking pipe or burst pipe, turn off the mains water supply (see leaks section).

If the electrics are affected, turn off the electricity at the consumer unit (see electricity section) and call Mortimers.



Loss of Electricity

- Check your fuse box to see if the power has tripped out.
- If neighbours are affected, speak to your electricity provider.
- If none of the above applies, call Mortimers.



SOME HELPFUL HINTS

Gas Heating System / Hot Water Not Working

If the boiler has a permanent pilot light – check that it is lit, if not follow the lighting procedure in the instruction manual. It may be worth rebooting the power supply by switching the electric power supply off and then on again, this can often be a successful way to resume the central heating.

Check that the boiler thermostat is on and that the programmer is set correctly so that it is calling for the heating and/or the hot water. Check that the main supply switch (normally located by the side of the programmer) is on and that the room thermostat (if applicable) is set to approximately 20 degrees Celsius.

Check the radiators don't require bleeding.

If the system is making a loud noise, please turn it off completely and call us.

Electric Heating System Not Working

Electric heating systems may be via panel radiators and these will normally have a timer and can normally be controlled in the same way as gas central heating. They provide instant heat.

Night storage heaters are normally large, floor standing units, screwed to a wall with two dials reading "boost" and "input" and usually they do not have timers. These units will heat up overnight using cheap rate electricity with a boost in the afternoon. They need to be left on for 24 hours before any heat will be felt and they are not controllable in the same way as a panel radiator in order to provide instant heat, but they are, usually, more cost effective. If you have this type of heating system, please ensure that the system has been switched on for a 24-hour period before reporting a fault. If an electrical contractor is sent out to the property to attend to a night storage heater, which has not been switched on for 24 hours, you will be responsible for the call out charge.

Holidays / absence from the property

If you are leaving the property vacant you are advised to turn off the water at the main stop cock to limit the escape of water, if there is a leak. During the winter months ensure the heating system is on a constant low setting to avoid burst pipes. Tenants visiting from abroad may not be accustomed to the British weather, which can change overnight from mild to being extremely cold!

Remember you must notify your landlord if you intend to be away from the property for a period longer than 14 days, although it is advisable to always notify someone to keep an eye on the property (and have a spare key...) in the event of an emergency.

If you fail to notify the landlord of your absence and a problem occurs, which requires an insurance claim; it is possible that the insurance company will refuse liability and it could fall for you to settle the claim.

Below are some guidelines, although you should always use common sense and adopt normal safety standards and procedures when dealing with appliances, i.e. if you suspect there is a fault then turn off the electricity or gas or oil and immediately call us. Do not attempt to repair appliances or installations yourself.

Floods

Turn off the water at the mains. Contact us and arrange a visit for repairs.

WHAT HAPPENS AT THE END OF YOUR TENANCY?

We will write to you prior to the end of your tenancy to advise whether your landlord is happy to renew the tenancy, or whether they require the property back.

At this stage we will ask whether you wish to extend the tenancy for a further term, or whether you would like to notify us in writing, of your intentions to terminate the tenancy and vacate the property.

If both you and your landlord wish to extend the tenancy, terms will be mutually agreed, and new tenancy agreements drawn up. Prior to this we will need to re-establish if you have a Right to Rent in the UK, therefore, please inform us of any change to your personal circumstances in respect of residing in the UK.

If you wish to end your tenancy, we will advise you of how to serve notice, notify you regarding the check-out process, the process for remarketing and acquiring access to the property during your notice period and explain how your deposit will be returned.

If your landlord wishes to terminate your tenancy agreement, you will receive a Statutory Notice requiring possession. Do not be alarmed by this as it is a formality and we will be available to answer any questions or queries you may have.

If you choose to vacate the property prior to the termination date, please note that you remain liable for the property and all the outgoings until the legally binding tenancy has ended. Any issues at the property are your responsibility as we do not accept the property keys to be returned until this time.

Staying Put

If it is agreed that both you and the landlord are happy to extend the tenancy, the new tenancy agreements will be drawn up for you to sign.

These are sent to you to sign and return (submit) electronically.

A property visit may take place at this time to ensure that the property is being well looked after and to report any issues that you may have to your landlord.

We may also write to your employers to check that your circumstances remain the same as at the start of the new tenancy in order to renew the landlord's insurance policy.

The new tenancy agreement will be sent to you soon after the extension has been finalised for your own records and safekeeping.

Moving On

We ask that whenever possible, you provide two months written notice in order to vacate the property.

As Mortimers manage the property, you just need to write and tell us directly.

When you check-out, there will be an inventory check-out appointment, which is a comparison report based on the ingoing inventory, compared with the out-going condition of the property.

Any dilapidations will be based on the report and will be agreed with yourselves.

At the end of your tenancy, your Deposit will be returned to you (less any deductions agreed) once we have received the Check-out report and any queries arising have been resolved. This may take some time particularly if quotes for work are required. You should not rely on your deposit being returned within a specific timescale (for example to make other payments).

Where Mortimers are holding your Deposit, we will liaise between you and your Landlord to establish if any deductions are necessary. Once we have written agreement from both Landlord and Tenant of any deductions to be made, the balance of Deposit will be sent to via an online transfer. At the end of your tenancy, please provide confirmation of the account details to which this transfer should be made. We cannot divide the Deposit into more than one payment.

Where Mortimers do not hold your Deposit, you will need to liaise directly with your Landlord to finalise the return of the Deposit.

If your Tenancy Agreement had provision to settle any deposit disputes via the 'Tenancy Deposit Scheme', this scheme will apply if agreement cannot be reached between Landlord and Tenant.

Using the break clause

As above, but you need to comply with the break clause contained within your tenancy agreement (towards the end of your document).

The landlord cannot serve Notice prior to the first six months of the tenancy, therefore a mutual break clause allowing either party to terminate the agreement will take place after a six-month period.

Once you have served your notice, as set out and agreed with the wording contained within the break clause, we will arrange the check out as normal.

Royal Mail Redirection

If you want to redirect your mail from your old address to your new home, you may want to use the redirection service from the Royal Mail.

You will need at least five working days until the day you move to set up your redirection.

Look up your postcodes by visiting www.royalmail.com/postcode-finder if you supply an incorrect postcode this can delay your application.

Dates and duration are important – they will need to know how long you want the redirection service for.

Visit www.royalmail for further information or visit your local post office to pick up a redirection form.

Please note: Mortimers are not responsible for redirecting mail. If post is received at a rental property which is not addressed to the current tenant, it should be marked return to sender marked “no longer at this address”.

Your legal obligation as a tenant is to forward correspondence addressed to the landlord within a reasonable time, including any notice, order or proposal affecting the property or its boundaries.

REMINDER OF YOUR LEGAL REQUIREMENTS

- Payment of: -
 - Rent
 - Council Tax
 - Utilities (gas, electric and water) and
 - Any other bills relating to the property such as telephone, cable, satellite (other than ground rent and maintenance for leasehold properties).
- Observe all the terms of your tenancy agreement
- Not to use the security deposit in lieu of rent
- Do not sub-let without informing the landlord of such, additional occupants over the age of 18 will be required to sign a tenancy agreement and be fully referenced
- To take care of the property, not to cause any damage to its structure, its contents or fixtures and fittings
- Pay the landlord for any damage (beyond normal wear and tear) at the end of, or during the tenancy
- Not to allow anyone else to damage the property or its contents
- Not to create a nuisance to the neighbours
- To report any problems to the landlord or agent as soon as possible
- Not to use the premises for any purpose other than residential accommodation
- Not to keep pets, unless the landlord has agreed and provided their expressed written consent, which must be contained within the tenancy agreement

COMPLAINTS PROCEDURE

In the first instance, please state your complaint, in writing, to Kerry Coyne using the following contact details

Mortimers, Midshires House, Smeaton Close, Aylesbury, Buckinghamshire, HP19 8HL

Telephone: 01296 398 555

Email: kerry@mortimersaylesbury.co.uk

Receipt of your complaint will be acknowledged within 2 working days, and full response provided within 10 working days

If you are not satisfied with the response given, please state your complaint in writing to: -

Claire Lloyd, Mortimers, Midshires House, Smeaton Close, Aylesbury, Buckinghamshire, HP19 8HL

Telephone: 01296 398 555

Email: claire@mortimersaylesbury.co.uk

Again, response will be made in accordance with the guidelines in point (2). It may be prudent to arrange an appointment to discuss the matter in person or a conference call facility can be organised if you are further afield and unable to attend a meeting.

If you remain dis-satisfied, we strongly recommend that you forward your complaint to The property Ombudsman using the following contact details:

The Property Ombudsman, 43-55 Milford Street, Salisbury, SP1 2BP

PLEASE NOTE

If a letter is delivered by hand to our office at Midshires House, Smeaton Close, Aylesbury, HP19 8HL and evidence is kept of its delivery, the letter will be deemed delivered the next working day (which excludes Saturdays, Sundays and Public holidays).

If the letter is sent by registered or recorded delivery post, it will be deemed delivered upon proof of delivery being obtained.

If the letter is sent by ordinary first-class post (and reasonable evidence is kept of delivery) it will be deemed delivered 2 working days later (excluding Saturdays, Sunday and Public Holidays).

PRIVACY POLICY

Data controller

Mortimers (Aylesbury) Limited
Suite 28, Midshires House, Smeaton Close, Aylesbury, Buckinghamshire, HP19 8HL
hello@mortimersaylesbury.co.uk, 01296 398 555
ICO Registration Number: Z3323236

Your Personal Data

We will hold and process your personal data for a legitimate reason to ensure that we are able to fulfil all our contractual obligations to you. Therefore, your personal data will be shared with third parties to include but not limited to the tenants, contractors, software providers, tenancy deposit schemes, local council and utility companies to ensure the efficient management of your property. We will also hold and process your personal data for any lawful reason required such as a law enforcement or a HMRC request. We will not share your personal data with any other third party not connected with the management of your property without your explicit consent.

Client Money Protection Insurance

Mortimers is a member of the Propertymark Client Money Protection Scheme, Main Scheme Member, Scheme Ref: C0122797.

Right to Deletion

You have the right to request that all your personal data we hold is deleted. Such a request can be sent to the above address or contact email, where we will confirm deletion or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

Right to Rectification

You have the right to request that we amend any personal data we hold for you if you believe it is incorrect. Such a request can be sent to the above address or email, where we will confirm rectification or if not possible, explain the legitimate or lawful reasons why such a request cannot be actioned within 7 working days of receipt.

Subject Data Access Request

You have the right to request at any time, confirmation of the actual personal data we hold for you, and how this has been processed. Such a request can be sent to the above address or contact email which will be actioned within 7 working days of receipt.

Complaint

In the first instance, if you have any complaint about how we hold or process your personal data, then please contact us at the above address or email. If you are still dissatisfied with our response, then you have the right to contact The Property Ombudsman at the following website <https://www.tpos.co.uk/>

CONTACT US

Mortimers
Midshires House
Smeaton Close
Aylesbury
Buckinghamshire
HP19 8HL

hello@mortimersaylesbury.co.uk
01296 398 555



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