

## **NOTES FOR TENANTS**

**WHERE REDMAYNE ARNOLD AND HARRIS ARE MANAGING AGENTS**

### ***PLEASE READ CAREFULLY***

#### **CARE OF PREMISES**

#### **THE OBLIGATIONS OF A TENANT(S) ARE SET OUT IN THE TENANCY AGREEMENT. IN PARTICULAR WE EMPHASISE:**

Do not put 'Blu Tac' or similar substances on wall or doors. This is an oil based product and any costs for rectifying the damage will be at the Tenant's expense.

Do not bring bicycles into the property as oil and grease could damage carpets and walls.

Please seek permission first before hanging pictures and only use correct picture hooks. Any holes to be made good at the end of the tenancy.

Clean the property carefully throughout the tenancy and at the end of the tenancy. Any damage to walls or carpets etc, caused by cleaning will be the responsibility of the tenants.

Do not make any changes to the property without the written consent of Redmayne Arnold and Harris/Landlord.

Failure to keep the property clean and tidy during the tenancy will result in charges being imposed upon you as a result of professional cleaners being employed, either during the tenancy or after the tenancy has expired.

## **RESPONSIBILITIES DURING A TENANCY**

### **THE OBLIGATIONS OF A TENANT(S) ARE SET OUT IN THE ASSURED SHORTHOLD TENANCY AGREEMENT. HOWEVER, YOUR ATTENTION IS DRAWN TO THE FOLLOWING:**

**REPAIRS** - If something in the house requires attention, please contact Redmayne Arnold and Harris on 01223 819300 as soon as possible.

**GAS** - If you think you can smell gas in the property, telephone TRANSCO on 0800 111 999 immediately.

**RODENTS** - Occasionally mice can enter a property, particularly during the winter months. The tenant is responsible for their removal. This can usually be achieved by placing rodent poison or traps in appropriate places. Care should be taken to follow the instructions on the product purchased.

**ANTS** - Ants (or other insects) may enter the property. Appropriate powders can be purchased to exterminate the insect.

**DRAINS** - Tenants must be careful not to block drains. This can happen if fats, oils, food stuffs and other inappropriate matter are allowed into the drains.

**FROST AND BURST PIPES** - From November to March, serious damage can arise from burst pipes. This is caused when the pipes freeze and when thawing takes place flooding can occur and damage the property. You are reminded that it is your responsibility to ensure that adequate heating is provided at all times in the property.

**IF YOU GO AWAY ON HOLIDAY OVER THE WINTER PERIOD, REMEMBER TO LEAVE THE HEATING ON AND LET A NEIGHBOUR OR FRIEND KNOW YOU ARE AWAY SO THAT THEY CAN KEEP A DAILY EYE ON THE PROPERTY.**

**MOULD** - The build up of mould on walls and windows can be unpleasant and damaging. Every care must be taken to prevent this happening, particularly in older properties and rooms in properties which are prone to condensation. Generally, mould can form quickly if there is a large build up of condensation which cannot escape and which comes into contact with cold surfaces such as windows and external walls.

**To keep mould under control, it is recommended that:**

Areas in or near kitchens and bathrooms are properly ventilated. Windows and vents must be opened.

Rooms should be kept warm to prevent condensation being able to come into contact with cold surfaces.

If mould starts to form, it should be washed down with soapy water, with care being taken to prevent damaging the surface. If a small amount of bleach is mixed with water and then using an old toothbrush can help keep window frames free of mould.

If the problem persists, or you are concerned, Redmayne Arnold and Harris should be contacted immediately.

**VACUUM CLEANERS** - At the start of the tenancy the vacuum cleaner should have a new bag in. This must be replaced at the end of the tenancy.

**FUSE BOXES** - If the electricity trips, please check the fusebox. If any of the switches are out of line, please click back over. This should rectify the problem. If the electricity keeps tripping, please notify Redmayne Arnold and Harris for advise as it may be one of the appliances causing the problem.

**LIGHT BULBS** - It is the responsibility of the tenant(s) that any lightbulbs are replaced with ones of the same wattage. All lightbulbs must be in working order at the end of the tenancy.

**CHIMNEYS** - If permission is granted for the use of chimneys, these should be swept annually at the tenant's cost.