

WELCOME TO YOUR NEW PINK
FORTRESS PROPERTY!

WELCOME PACK

YOUR GENERAL GUIDE
FOR MANAGING LIFE IN
YOUR NEW HOME.

REPORTING ISSUES DURING THE TENANCY



WHEN YOU MOVE IN:

WHEN YOU MOVE IN IT IS WORTH NOTING THE LOCATION OF:

- WATER MAINS SUPPLY STOP COCK (VALVE) AND SECONDARY SHUT OFF VALVES TO APPLIANCES.
- GAS METER AND GAS SHUT OFF VALVE TO MAINS SUPPLY (ONLY OUR PARKSIDE PROPERTIES HAVE GAS).
- ELECTRIC METER AND FUSE BOARD TO MAINS DOMESTIC RINGS.

YOUR RESPONSIBILITIES

YOU ARE EXPECTED TO TREAT THE PROPERTY WELL AND ARE RESPONSIBLE FOR THE DAY TO DAY RUNNING OF THE PROPERTY AND ASSOCIATED COSTS.

YOU ARE BOUND BY THE TENANCY AGREEMENT TO COMPLY WITH THE TERMS E.G. AS REGARDS TO NOISE, PAYMENT OF RENT ETC. THE FOLLOWING IS A GUIDE TO THESE RESPONSIBILITIES.

WHEN TO REPORT ISSUES

IF THERE IS A GENUINE FAULT, IT NEEDS TO BE FIXED AND SHOULD BE REPORTED PROMPTLY. YOU SHOULD REPORT ANYTHING THAT NEEDS ATTENTION DIRECTLY TO THE LANDLORD. IT IS ALSO ADVISABLE TO KEEP US INFORMED OF ANY ITEMS OF CONCERN TO PREVENT FURTHER DETERIORATION.

YOU CAN CONTACT US BY PHONE OR EMAIL, DEPENDING ON HOW URGENT YOUR ISSUE IS. ALL CONTACT INFORMATION CAN BE FOUND ON THE FINAL PAGE OF THIS BOOKLET.

PLEASE BE AWARE THAT AS PART OF YOUR TENANCY, YOU ARE OBLIGED TO **ALLOW ACCESS** TO YOUR LANDLORD AND/OR HIS CONTRACTORS TO FIX THE PROBLEM.

MOST CONTRACTORS ONLY WORK DURING NORMAL BUSINESS HOURS E.G. 8AM TO 6PM MONDAY TO FRIDAY AND YOU WILL NEED TO ALLOW ACCESS TO THE PROPERTY DURING THIS PERIOD. **IF YOU ARE NOT ABLE TO BE AT HOME, YOU WILL NEED TO PROVIDE THE LANDLORD WITH PERMISSION TO ENTER WITH THEIR KEY TO ENABLE THE PROBLEM TO BE FIXED.**

CONTRACTOR'S WORKING HOURS VARY AND **UNLESS IT IS AN EMERGENCY**, YOU MAY HAVE TO WAIT UNTIL AN APPROPRIATE CONTRACTOR IS AVAILABLE TO RESOLVE THE ISSUE.

YOU SHOULD ALSO BE AWARE THAT CONTRACTORS ARE UNABLE TO CARRY AN EXTENSIVE STOCK OF PARTS IN THEIR VANS FOR EVERY EVENTUALITY. IT MAY BE THE CASE THAT IF THEY DO ATTEND, A PART MAY HAVE TO BE ORDERED. A TEMPORARY FIX WILL ALWAYS BE ATTEMPTED WHERE POSSIBLE, BUT PLEASE BEAR THIS IN MIND WHEN MAKING THE CALL.



A GUIDE TO GENERAL MAINTENANCE



DISHWASHER

PLEASE ENSURE THAT THE SALT AND RINSE AID LEVELS ARE KEPT TOPPED UP AND A DESCALING SOLUTION IS RUN THROUGH THE MACHINE EVERY MONTH. YOU MUST ENSURE THAT THE FILTER, DRAIN AND WATER SPRAYERS ARE CLEANED/CLEARED REGULARLY AS BLOCKAGES CAUSED BY FOOD/LIMESCALE BUILD UP ARE NOT THE RESPONSIBILITY OF THE LANDLORD

FRIDGE FREEZER

PLEASE DEFROST REGULARLY. NEVER TRY TO SPEED UP THE DEFROSTING PROCESS BY USING A KNIFE TO SCRAPE ICE AWAY (THIS WILL CAUSE DAMAGE AND YOU WILL BE CHARGED FOR A NEW FRIDGE/ FREEZER).

SINK & SURFACES

PLEASE USE THE CORRECT CLEANING MATERIALS TO AVOID SCRATCHING, AND USE HEATPROOF MATS AND CHOPPING BOARDS. **PLEASE DO NOT PUT ANY FATTY SUBSTANCES DOWN ANY DRAINS, AS THIS WILL CAUSE THEM TO BLOCK,** AND YOU WILL BE LIABLE FOR THE COST OF UNBLOCKING.

SHOWER HEAD

PLEASE DESCALE REGULARLY.

FLOORING

STAINS AND BURNS TO THE CARPETS AND FLOOR COVERINGS MAY NECESSITATE THE COMPLETE REPLACEMENT OF THE STAINED OR DAMAGED ITEM, FOR WHICH YOU WILL BE HELD RESPONSIBLE.

WALLS

PLEASE DO NOT USE BLU-TAK OR ADDITIONAL PICTURE HOOKS WITHOUT PRIOR CONSENT FROM THE LANDLORD, AS THIS MAY DAMAGE THE DECORATION. WE DO NOT CONSENT TO HEAVY OBJECTS SUCH AS SHELVING, LARGE MIRRORS AND TELEVISIONS BEING ATTACHED TO THE WALLS.

IF YOU ATTACH ITEMS SUCH AS LIGHT PICTURE FRAMES TO THE WALLS, YOU ARE WHOLLY RESPONSIBLE FOR ANY DAMAGE THAT YOU CAUSE. YOU MUST TAKE CARE NOT TO DAMAGE ANY SERVICES/PIPES/WIRES WITHIN THE WALLS AND THE WALLS MUST BE PROFESSIONALLY FILLED, SANDED AND PAINTED AS PER THEIR ORIGINAL CONDITION, WHEN YOU VACATE THE PROPERTY. YOU WILL LIKELY NEED TO REPAINT THE ENTIRE WALL AS PATCH PAINTING GENERALLY LEAVES VISIBLE PATCHES.

HEATING

IF YOU ARE AWAY DURING THE WINTER MONTHS PLEASE ENSURE THAT THE HEATING IS MAINTAINED IN ORDER TO AVOID FREEZING PIPES.

VENTILATION

THE PROPERTY SHOULD BE ADEQUATELY VENTILATED TO AVOID CONDENSATION AND THE FORMATION OF MOULD, PARTICULARLY IN THE BATHROOM. MAKE SURE WINDOWS ARE OPENED REGULARLY. IF AN EXTRACTOR FAN CEASES TO WORK, PLEASE REPORT THIS IMMEDIATELY.



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PESTS

OCCASIONALLY MICE, ANTS AND OTHER PESTS CAN ENTER A PROPERTY. THE TENANT IS NORMALLY RESPONSIBLE FOR THEIR REMOVAL.

THIS CAN BE ARRANGED BY PLACING TRAPS OR APPROPRIATE POWDERS IN RELEVANT PLACES CARE SHOULD BE TAKEN TO FOLLOW MANUFACTURES INSTRUCTIONS AT ALL TIMES. IN ADDITION YOUR LOCAL COUNCIL WILL HAVE A PEST CONTROL DEPARTMENT WHO CAN ALSO ASSIST YOU.

GARDEN

WHERE APPLICABLE THE GARDEN SHOULD BE MAINTAINED IN A GOOD SEASONAL ORDER.

RUBBISH

PLEASE ENSURE ALL RUBBISH IS DISPOSED OF REGULARLY AND DOES NOT ACCUMULATE IN THE PROPERTY. FIND OUT WHICH DAY RUBBISH IS COLLECTED BY GOING ON LINE AND VISITING YOUR LOCAL COUNCIL'S WEBSITE.

UTILITIES

YOU MUST TRANSFER THE GAS, ELECTRIC, WATER AND COUNCIL TAX INTO YOUR NAME AT THE COMMENCEMENT OF THE TENANCY. THIS IS A TENANT RESPONSIBILITY.

WATER SOFTENER

PLEASE ENSURE THAT THE SALT LEVELS ARE KEPT AT THE CORRECT LEVEL AS PER INSTRUCTIONS.

GENERAL

PLEASE NOTE THAT TENANTS ARE RESPONSIBLE FOR KEEPING THE PROPERTY CLEAN AND FOR DOING ANY MINOR JOBS, WHICH A HOUSEHOLDER WOULD NORMALLY EXPECT TO UNDERTAKE THEMSELVES E.G., REPLACING LIGHT BULBS, BATTERIES, OR ELECTRIC FUSES; BLEEDING CENTRAL HEATING RADIATORS; UNBLOCKING THE SINKS/BATH/SHOWER DRAIN WHEN BLOCKED.

WHERE A BLOCKAGE IS DUE TO FOOD, FAT, SOAP, HAIR ETC., STUCK IN THE FIRST PART OF THE DRAIN/PLUG AREA, THIS IS NOT THE LANDLORD'S RESPONSIBILITY. WE RECOMMEND THAT YOU USE A DRAIN WEASEL TOOL FOR CLEARING THE DRAIN/ PLUG, SO PLEASE TRY THIS BEFORE CONTACTING US. ALSO KEEPING GUTTERS AND DOWN PIPES CLEAR OF LEAVES ETC. IS YOUR RESPONSIBILITY (IF YOU'RE IN A HOUSE). IF WE ARE CALLED TO CLEAR A DRAIN AND THE BLOCKAGE IS DUE TO TENANT USAGE, THE TENANT WILL BE CHARGED FOR THE CALLOUT.



A GUIDE TO GENERAL MAINTENANCE



LOSS & DAMAGE

YOU ARE RESPONSIBLE FOR INSURING YOUR OWN PERSONAL POSSESSIONS AS THESE ARE NOT INCLUDED IN THE LANDLORD INSURANCE POLICY.

SMOKE DETECTORS

IT IS A LEGAL REQUIREMENT THAT ALL RENTED PROPERTIES ARE SUPPLIED WITH A SMOKE ALARM ON EACH FLOOR OF THE PROPERTY. IT IS THE TENANT'S RESPONSIBILITY TO ENSURE THESE REMAIN IN WORKING ORDER AND THAT BATTERIES ARE CHANGED WHEN NEEDED.

PLEASE CHECK YOUR SMOKE ALARMS REGULARLY.

FAULTY APPLIANCES

BEFORE YOU REPORT A PROBLEM TO YOUR LANDLORD/AGENT PLEASE CHECK THAT THE PROBLEM CANNOT BE EASILY RESOLVED E.G. PLEASE CHECK FUSES ARE WORKING: THAT THE TIMER ON THE OVEN IS NOT OVERRIDING THE FUNCTION TO WORK; THAT THE FILTER HAS BEEN CLEANED ON THE DISHWASHER. YOU COULD BE HELD LIABLE FOR THE COST IF THE REPAIR IS REQUIRED DUE TO ONE OF THE ABOVE.

CONDENSATION

PLEASE REMEMBER TO ENSURE THAT YOU VENTILATE THE BATHROOM, SHOWER ROOM AND KITCHEN REGULARLY. CLEAN SHOWER HEADS REGULARLY WITH LIME SCALE REMOVER AND TREAT MOULD AND MILDEW WITH THE APPROPRIATE PRODUCT.

LOCKS

THE TENANCY AGREEMENT WILL PROHIBIT THE CHANGING OF LOCKS AT THE PROPERTY (APART FROM IN AN EMERGENCY). IF THIS IS DONE PLEASE ENSURE A NEW KEY IS PROVIDED TO THE LANDLORD AND/OR AGENT.

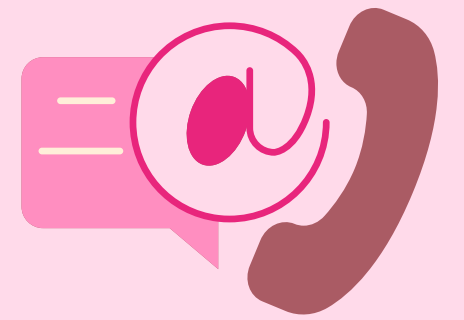
INSURANCE

YOUR LANDLORD IS RESPONSIBLE FOR INSURING THE BUILDING AND CONTENTS THAT ARE INCLUDED IN YOUR TENANCY AGREEMENT.

IT IS HOWEVER STRONGLY RECOMMENDED THAT YOU INSURE YOUR OWN BELONGINGS. THIS SHOULD INCLUDE ACCIDENTAL DAMAGE TO THE LANDLORD'S POSSESSIONS. REMEMBER THAT THE LANDLORD IS NOT RESPONSIBLE FOR ANY LOSS OR DAMAGE TO YOUR OWN PERSONAL POSSESSIONS.



EMERGENCY CONTACT DETAILS



WITHIN NORMAL WORKING HOURS

T: 01344 371984 AND LEAVE A MESSAGE WITH YOUR NAME, CONTACT NUMBER, AND PROPERTY ADDRESS (NUMBER AND BUILDING NAME)

E: [INFO@PINKFORTRESS.ORG.UK](mailto:info@pinkfortress.org.uk)

OUTSIDE NORMAL WORKING HOURS:

T: 07734914115

PLEASE DO YOUR BEST TO MITIGATE THE EMERGENCY I.E. TURN OFF THE WATER SUPPLY IN THE EVENT OF A WATER LEAK. PLEASE MAKE SURE THAT THE PROBLEM IS A REAL EMERGENCY BEFORE DOING SO, AS EMERGENCY CALL OUTS ATTRACT HIGHER CHARGES.

IF THE CONTRACTOR REPORTS THAT THE MATTER COULD HAVE BEEN DEALT WITH SAFELY DURING NORMAL OFFICE HOURS YOU MAY BE HELD RESPONSIBLE FOR THE EMERGENCY CALL COST. THE LANDLORD WILL NOT RECOMPENSE YOU FOR CALLING OUT A CONTRACTOR WITHOUT PRIOR PERMISSION UNLESS IT IS A GENUINE EMERGENCY AND THEIR RESPONSIBILITY.

IF THE EMERGENCY SITUATION REQUIRES, PLEASE CALL THE RELEVANT EMERGENCY SERVICE ON 999 BEFORE CALLING THE LANDLORD.

