



IMPORTANT INFORMATION – PLEASE READ CAREFULLY AND KEEP IN YOUR PROPERTY

LOCKS AND KEYS

At the commencement date of this tenancy the agent shall give to the tenants, a single copy of the keys to the Premises of which they may obtain more copies, however should a mastersuite system have been installed within their flat or the building they will be occupying, then they will each be given a key. You should ask the agent if your property has a mastersuite system. Please note that if any of the keys are lost during the term or not returned by 10.00am on the final day of the tenancy that all locks shall be required to be changed and the charge levied against the tenant. The tenant also agrees to pay for any reasonable charges incurred in securing the property against re-entry where keys are not returned on time.

INVENTORY AND CONDITION REPORT

You will have (or will within one month will be) been supplied with an Inventory and Condition Report of the furnishings in the property with the particulars of the condition of the premises as to the decoration, etc., when collecting your keys in the office. You will have been asked to sign one copy and take away the other two to check and amend. You should check off both copies once in the flat and return one copy to our office within 7 days. The other copy should be held by the tenants for their own records. In the event that the inventory is not ready on key collection day and the tenants fails to call upon reasonable demand to the agents office to sign and collect their copies of the Inventory and Condition report, then the landlords agents shall deliver / post copies to the premises, and should a copy still not be amended and returned within 7 days, then the landlord shall deem the delivered / posted copy to be a true and accurate record of the furniture and effects therein and shall be entitled to use same to check off the premises at the end of the tenancy. **ANY REPAIRS / MAINTENANCE REQUIRING ATTENTION SHOULD NOT BE NOTED ON THE INVENTORY BUT ON A SEPARATE SHEET AND LEFT INTO THE OFFICE.**

REPAIRS

On moving into the property it is possible that you will discover certain items that you feel require attention. Firstly we would suggest that you spend a little time in the property in order to make a finished note of all items requiring attention, rather than reporting an item one day, then having to make another report the next day after discovering something else. All repairs or defects must be promptly reported to the landlords agents by way of WRITTEN LETTER OR NOTE stating clearly and concisely the nature, extent and location of the defects within the property and should any of the defects remain outstanding after a reasonable period of time has elapsed bearing in mind the nature and extent of the defect then the tenant(s) shall be required to contact the landlords agents again by way of written letter or note immediately thereafter, to confirm the defect requires further attention. Should the defect be of an emergency nature the tenants while being required to put a note of the defect in writing to the landlords agents, should first telephone the landlords agents at the earliest possible opportunity to again confirm the nature and extent of the defect.

HEATING

OIL: Ensure you always have oil. If you let the oil run out any time the heating system will need bled at a cost of £50.00. Anything less than 6-8 inches in a tank will be deemed as having run out. **NEVER ALLOW THE TANK TO RUN EMPTY.**

GAS: Gas meters are usually located at the front of houses or in the communal hallway of properties split into flats. Gas cards if not left by the previous tenants can be obtained by telephoning Phoenix Gas on 08454 555555. Once you have a card for your own meter, you must buy credit. After buying credit ensure the heating system is completely off at the boiler, then insert the card into the meter and hold the card in until you hear a beep. The screen will read "O" for Open. If the screen reads "C" and flashes "OFF" then hold down the black button until it stops flashing and "O" appears on the screen. If this still does not work, then contact the office. Please note that should an engineer be called to the property because tenants have run out of credit or have not followed the instructions properly, then a charge of £35.00 will be charged. Instructions on how to operate the boiler are on the boiler door. If you smell gas telephone 0800 002001. **NEVER ALLOW THE METER TO RUN OUT OF CREDIT**

ELECTRICITY

Meter: If your property has an electricity meter tenants are required to contact NIE to register for the supply on 08457 455455. If your property is a single house (not flats), with a fire or burglar alarm you CAN NOT get a pay as you go meter.

Pay as You Go: Pay as you go meters will be located in the main electricity cupboard in the communal hallway or on the wall in the flat itself, usually in the hallway. Electricity cards if not left by the previous tenants can be obtained by telephoning 08457 455455.

Power Failure: Ensure that you have not run out of credit. Check all trips in the fuse box are facing in the same direction and have not tripped. If a switch has tripped off, turn it back on. If the power keeps tripping when an appliance is used, stop using the appliance. If the appliance in the property belongs to the owner, such as a cooker or washing machine then advise the office of the fault.

APPLIANCES

Do not overload washing machines or tumble dryers. Regularly clean your oven / hob and grill pan. Report any appliance faults to the office in writing.

CONDENSATION

The cause of condensation is lack of heat and ventilation. To minimize and prevent condensation:

1. Produce less moisture – Cover boiling pans, do not dry wet clothes on radiators.
2. Ventilate – Open windows when the room is in use and ensure trickle vents where in effects are always open. Always use the extractor fans in the bathroom and kitchen when cooking and showering. Keep kitchen and bathroom doors closed when cooking and showering so that moisture does not travel. Ventilate cupboards and wardrobes by not putting too many things in them.
3. Heat – In cold weather keep low background heating on all day, even when there is no one at home.
4. Mould – If you prevent condensation you should not have mould in your property, if you do not mould will appear and reappear even after being treated. To kill and remove mould, wipe down walls and window frames with a fungicidal wash. The only lasting way of avoiding severe mould is to eliminate dampness through condensation.

FIRE ALARMS AND FIRE EQUIPMENT

If you live in a single house, i.e. **NOT FLATS / APARTMENTS** and you have a mains operated fire alarm system, it is not possible to have a pay as you go electricity meter installed in your property. If the previous tenants have had one installed you should telephone NIE immediately to organise it getting changed to an ordinary meter. You should report the misuse of any fire equipment immediately. There will be a charge for replacing fire equipment if tampered with.

BINS

You should ensure that your bin is presented for collection on evening before collection is due, and returned securely and properly once emptied. There will be a charge to replace a missing or stolen bin.

NOISE AND NUISANCE

All noise and nuisance calls should be reported direct to the Noise Hotline on 02890 373006. Once the call has been registered with the Noise Department, you should advise the office in writing so they can follow up the complaint too.