IMPORTANT NOTES FOR NEW OCCUPIERS

Welcome to your new home and thank you for choosing to rent through Cauldwell Property Services. Please find included in this pack some **very important procedures and contact details** for all our managed properties. If your property is managed by the landlord directly you will have been provided your landlords details whom you should contact directly with any problems.

How Do I Set Up My Utility Bills?

As new tenants you will be expected to contact the Utility Companies supplying your property to inform them of the change of occupier on the day you move in. Your meter readings will be located on your inventory (if supplied before move in day). You will be expected to contact the utility companies once again to inform them of the readings when you vacate the property.

It is obviously very important that you do contact the utility companies as it avoids any complications regarding any charges.

PLEASE NOTE: WHEN YOU VACATE THE PROPERTY, FINAL BILLS FOR ELECTRIC AND GAS MUST SHOW THE AMOUNT TO BE £0 OWED OR ANY OUTSTANDING BILLS TRANSFERED TO YOUR NEW ADDRESS BEFORE CAULDWELL WILL AGREE TO RELEASE ANY DEPOSIT MONIES.

HELPFUL TELEPHONE NUMBERS

SERVICE PROVIDERS

British Telecom Customer Services – 0800 800150

Anglian Water – 0800 919155

Anglian Water Emergencies – 08457 145145

Milton Keynes Council Tax Enquiries – 01908 253794

National Grid (Transco) – Gas Leak Emergency only– 0800 111999

www.tvlicensing.co.uk

All other numbers can be found in the local telephone directories, yellow pages which may be in your property or through the internet.

MAINTENANCE AND EMERGENCY PROCEDURE

In the event of any repairs being necessary during our normal office opening hours, Cauldwell Property Services Ltd **MUST** be informed immediately. Please contact the branch on the details below. Unauthorized repairs, i.e. not approved by Cauldwell Property Services Ltd will be investigated and may be referred to the tenant for payment.

If possible you must Report Property Maintenance at https://cauldwell.fixflo.com/

CAULDWELL PROPERTY SERVICES LIMITED CONTACT DETAILS:

OPENING HOURS:

Monday – Friday	9:00am – 18:30pm
Saturday	9:00am – 17:00pm
Sunday	11:00am – 15:00pm (General enquiry only)
Bank Holidays	11:00am – 15:00pm

Christmas opening hours will vary and further details will be sent closer to the time

CALL 01908 304480 OR EMAIL

What Do I Do If You Are Closed And I Have An Emergency?

In an emergency out of hours please contact the relevant service provider required to repair your problem, if your heating is gas operated and not working a gas safe registered engineer MUST be used to either make a temporary repair or supply heaters until we are instructed by you the next working day. If you need to instruct a contractor please arrange payment to them directly and ensure you keep the invoice so we can arrange reimbursement to you if applicable. Please see below some useful numbers of qualified contractors who may be able to assist you.

Please be advised that any works required MUST be of an urgent nature otherwise you will personally be liable for the invoice. A general emergency will mainly include: a gas leak, a flood, full electrical failure, a break in or no heating. You cannot arrange for any major repairs e.g. replacement boiler.

Some landlords may have taken a form of 24 hour cover for the property and in most cases this will have been advised to you previously. **Before instructing any contractors (some useful numbers are listed below) please call British Gas in the first instance to check if you are covered on 0845 6005100**. If your property does not have cover please try the contractor list below or contact a relevant qualified service provider.

G. Rosser Heating – 07783697618

Woburn Heating - 07731467111

Electrician – JCS Sparks 07706555950

PLEASE ENSURE IF INSTRUCTING A GAS ENGINEER, THAT THEY ARE GAS SAFE REGISTERED (should have a gas safe card) AND HAVE PUBLIC LIABILITY INSURANCE. WITH ELECTRICAL WORKS THE CONTRACTOR MUST BE NICEIC or ELECSA REGISTERED AND HAVE PUBLIC LIABILITY INSURANCE.

Locksmith – Brinnick Locksmiths (24 hours cover) – 01908 617575

* Pursuant of the Estate Agency Act 1979 we would like to advise that some of our contractors may be related to our employees, if you feel there might be a conflict of interest, please contact us to check the contractors relationship to any of our employees.*

Cauldwell
PROPERTY SERVICES

Report repairs online:
https://cauldwell.fixflo.com/

We've made it quick and easy for you to report repairs

Our repair reporting system is available by smartphone, tablet and computer without download.

Faster Fixes. Detailed reports help us fix your issues quickly and efficiently

Easy tracking. You get a time and date stamped record of your repair request

Clearer communication. Report in your native language with 40+ languages

Please go to our repair reporting system now to bookmark the web page in case you need it in the future

What Are The Tenant/s Expected To Maintain?

Landlords are not expected to repair or maintain any items that the tenant has broken through negligence (being careless) or misuse, or if the tenant has not kept the property in a 'tenant-like manner'. The landlord is not expected to rebuild or reinstate the property if it is destroyed by fire or flood, etc.

The phrase 'tenant-like manner' relates to a court case of Warren vs Keen in 1953 and is still applicable today, subject to health and safety conditions.

In summing up of the case, Lord Denning stated that

"The tenant must take proper care of the premises. He must, if going away for the winter, turn off the water and empty the boiler; he must clean the chimneys when necessary and also the windows; he must mend the electric light when it fuses; he must unstop the sink when it is blocked by his waste. In short, he must do the little jobs around the place which a reasonable tenant would do. In addition, he must not, of course, damage the house wilfully or negligently...
But, apart from such things, if the house falls into disrepair through fair wear and tear or lapse of time or for any reason not caused by him, the tenant is not liable to repair it"

This means that, under case law, the tenant is expected to look after the property and carry out small jobs around the property.

WHAT SHOULD I DO WITH MY INVENTORY?

It is our usual practice to carry out a check in procedure with you and this will be arranged on your move in day. Our Check-in Clerk will go through your inventory with you and amend any changes, we will ask you to sign the inventory and a copy will be sent onto you for your records. If no suitable time can be arranged the inventory given to you must be checked by you and any changes must be amended on the inventory and then sent back to us for our signature and agreement within seven (7) days of your move in date. If we do not receive the inventory back within seven (7) days then the copy we have on file will stand without any amendments.

It is important that you keep your inventory copy in a safe place as this will be required at the end of your tenancy as proof of the condition of the property upon your move in.

COMPLAINTS PROCEDURE

Cauldwell Property Services prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Making a complaint - Residential Sales

Cauldwell Property Services is a member of The Property Ombudsman (TPOS) and aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One – Branch Manager

All complaints should, in the first instance, be directed to the Branch Manager/ Assistant Manager. He or she will endeavour to resolve your complaint immediately, and no later than fifteen working days of the first notification.

Stage Two – Sales Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Sales Director. You must write to them within one month of receiving the Branch response. The Branch Manager / Assistant Manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three – The Property Ombudsman

If you remain dissatisfied, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at http://www.tpos.co.uk Please note that you must do so within twelve months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.
Making a Complaint - Residential Lettings

Cauldwell Lettings is a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings customers. In order to ensure that your interests are safeguarded, we have put in place a complaints procedure, which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible, in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

Stage One - Lettings Branch Manager

All complaints should, in the first instance, be directed to the Lettings Manager. Complaints made in writing will be acknowledged within three working days. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification. We do recommend that where possible you outline your complaint in writing, especially if it appears a complex issue.

Stage Two –Lettings Director

Should your complaint remain unresolved, then you can refer it on to the Lettings Director. The Branch Manager will provide you with the Lettings Directors name. The Lettings Director will acknowledge your complaint within three working days of receipt of your letter and provide you with a written response within 15 working days.

Stage Three - The Property Ombudsman

After you have received a response from the Director and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service. Details of how to do this are contained within the Managing Director's final view point letter, The Property Ombudsman consumer guide or online at www.tpos.co.uk

Please note that you must do so within twelve months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted.

Guidelines for Vacating Property

These notes have been compiled to assist you in the procedures for vacating the property. Please remember that the Landlord, or another Tenant, may need to occupy the property immediately after your departure and will expect the property and garden in the same good condition that you found when commencing the Tenancy.

You will be required to hand over ALL keys belonging to the property, whether you have had them cut yourself or not, to have removed all personal effects from the property and have finished any cleaning or repairs to the property that may have been needed.

CLEANING
One of the most common causes for deductions is failing to leave the property in a clean condition. Please ensure that you clean thoroughly, washing paint work and removing finger marks etc.

Particular attention should be paid to the kitchen – washing of cupboards, cookers, refrigerators etc. and bathrooms – especially toilet bowls and shower cubicles. Carpets must be professionally cleaned prior to returning the keys.

Window cleaning is also an integral part of your agreement. Please ensure that windows are cleaned both inside and out.

HOLES/MARKS ON WALLS
If during your tenancy you have affixed items to the walls, you must ensure that you restore the condition of the walls by plugging holes and redecorating as necessary. This applies even where we have given permission for items to be fixed to walls and doors.

BREAKAGES
Windows or breakages in general are your responsibility. Should you break a window, crockery or glasses etc. then you must replace the item yourself. Failure to do so will result in a deduction from your deposit to pay for replacements.

PETS
Problems have been experienced where pets have been allowed to freely roam properties and thus resulted in damage to doors, walls and furniture. Please be advised that it is your responsibility to put right any damage caused by your Pet prior to vacating the property.

It is now standard practice that all carpets are treated for flea infestation and odour and are professionally cleaned on the day of departure – the cost for this is in the region of £200.00. **There are no exceptions and this charge will be made to all Tenants who have Pets. Please note the pet fee is given to the landlord for allowing a pet in the property, this fee may be used to clean the carpets and fumigate the property at the end of the tenancy – this fee is non-refundable in any circumstances.**

You should ensure that there is no animal waste left in gardens.

CURTAINS
You must arrange to have all curtains and net curtains at the property cleaned or washed prior to departure.

GARDENS
You should carry out any weeding, hedge cutting and pruning as necessary. All lawns should be cut as near to the end of the tenancy as possible, weather permitting.

REFUSE
Please dispose of all garden/household refuse, you will be charged for the removal of this if it is left at the property or not in the correct bin cupboard.

TERMINATION OF SERVICES
You will need to arrange final readings of all relevant services at the property and for final accounts to be sent to your new address.

REFUND OF DEPOSIT
The deposit will be protected by Deposit Protection Service in accordance with the Terms and Conditions of The DPS. The Terms and Conditions and ADR Rules governing the protection of the deposit including the repayment process can be found at www.depositprotection.com. We will not pay you any interest for this amount.

Your deposit is held to cover damages and cannot be used to substitute non-payment of rent. You must ensure that when moving out your standing order for your rental payments is cancelled.

Deposit returns are normally carried out within 14 days of moving out. This will not be the case should any works be required at the property which are your responsibility or the proof of your final bills have been proven as paid or transferred to your new address.

Deposits are always returned via the Deposit Protection Service usually by BACS payment within 10 days of any compensation agreement.

CONDENSATION AND MOULD GROWTH IN YOUR HOME

CONDENSATION AND MOULD GROWTH
Condensation may be the cause of dampness in your home, resulting in patches of mould on walls, clothes and furnishings. This advice could assist in solving the problem.

WHY DO I GET CONDENSATION
The amount of water vapour that air will hold is dependent on the temperature; the warmer it is the more it will hold. When the moisture laden air meets a colder surface, for example a window, mirror or even a wall, the water vapour will appear as drops of water – condensation. So, you are less likely to get condensation in your home, the warmer you keep it.

WHEN CONDENSATION BECOMES A PROBLEM
All homes suffer condensation at some time, usually when excessive amounts of steam and moisture are being produced, for example, when you are preparing the main meal of the day, having a shower/bath, or washing and drying clothes. It is quite normal to find windows misted over in the mornings, especially after a cold night. However, if your home is always suffering from condensation the following advice will improve the situation.

HOW DO I KNOW IF IT'S CONDENSATION
Other kinds of dampness are often confused with condensation. Rain penetration, leaks from your plumbing system and central heating, or rising damp often leave a stained line. Condensation will often be found on the colder walls, outer corners of rooms, in unventilated cupboards, under work tops, near cold water pipes, and in places where there is little or no air movement.
It is worth checking all pipes for obvious leaks particularly under the sink, overflows from cisterns and tanks, behind the WC and radiator connections. Have a good look outside for missing roof tiles, leaking gutter joints and loose fitted rainwater down pipes. Don't forget a new or an extensively improved home may not have fully dried out. According to the time of year the work was completed, drying out could take up to 18 months, probably require additional heating for that period.

WHAT CAN I DO ABOUT IT?
By keeping your home warm the conditions for condensation will be reduced. In the coldest weather do not let the temperature of the home drop away. Maintain a background heat, as once dwellings get very cold, they can take a long time to warm up, which can be costly. The following tips are worth considering helping keep costs down:-

- Ensure that your heating system or appliance are regularly checked, and services, to ensure that they are working efficiently.
- Check that insulation is in place and is adequate, particularly in the roof space.
- If you experience difficulty in meeting fuel bills, or affording adequate heating, your fuel supplier, gas board or electricity board, maybe able to assist, for example, saving stamps or tokens, budget schemes, etc., this would help spread the cost of fuel.
- Ensure that you are getting any assistance or benefits that may be due to you. Your area housing office will be pleased to advise.

VENTILATION
The prospect of condensation forming in your home is greater when moisture is produced, unless adequate ventilation is provided. Drafts are unwelcome, but some ventilation is essential. Try to remember the following:

- Even in winter, when the glass is misted over, open the window a little until it is cleared. Don't let it build up.

- Try to ensure that draft stripping to doors and windows allows a small amount of air to get through.
- Where ventilations to windows are provided, particularly of a “hit and miss” type, make sure they are opened at night when you are asleep.
- Ventilate kitchens and bathrooms when in use.
- If you are removing a fireplace do not block off the flue. Allow some ventilation by fitting an air vent.
- Do not use paraffin or bottle gas heaters in unventilated rooms. You will need to provide extra fresh air ventilation if you use one. These flue less heaters can produce equal amounts of water to fuel used.

You can easily control the amount of condensation without drastically altering your habits, by following some very basic steps …

Drying Clothes
When drying clothes indoors, you should open windows to increase air circulation. If you are using a tumble dryer which is not permanently vented to the outside, additional ventilation is essential.

Extractor Fans
If you have an extractor fan fitted, use it as soon as you start cooking, washing clothes or bathing and when windows start to get steamed up.

Cupboards and Wardrobes
Try not to overfill, allowing some air space between stored items and at the back of shelves. Fit ventilations to doors. Allow air circulation space to the rear of free standing wardrobes etc.

Doors
Keep kitchens, utility rooms, bathrooms and shower room doors shut, particularly when in use, with plenty of ventilation, otherwise the moisture saturated air will spread throughout the home. Contain the water vapour at source.

Kettles & Pans
Don’t boil kettles and pans for longer than necessary.

MOULD GROWTH
Mould growth usually appears as a direct result of condensation and lack of ventilation. This can be removed by washing down the affected areas with a propriety fungicidal solution, available at your local DIY store. Special paints are also available which may help to prevent the mould re-appearing. It is important with any specialist product to carefully follow the manufacturers’ instructions.

FOR FURTHER INFORMATION ON PREVENTING MOULD GROWTH PLEASE LOG ONTO:
www.milton-keynes.gov.uk

PREVENTION AND SAFETY FROM LEGIONNAIRE'S DISEASE

WHAT IS LEGIONNAIRE'S DISEASE

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria.

WHO IS AT RISK

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. Not everyone exposed to legionella bacteria becomes ill. Legionnaire's disease is not contagious and you cannot get it from drinking water.

On average there are approximately 500 reported cases of Legionnaire's disease a year.

The symptoms of Legionnaire's disease are similar to those of flu:

- High Temperature
- Fever or chills
- Headache
- Tiredness
- Muscle pain
- Dry cough

AM I AT RISK

There is no need for concern. Legionnaire's disease is easily preventable by putting in place some simple control measures.

WHAT PRECAUTIONS CAN I TAKE

Taking the following simple precautions will help keep you safe:

- Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or if a room is not in regular use)
- Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth (regular bleaching every 3 months will help sterilise and kill any bacteria)
- Keep the hot water on your boiler system at a temperature of 60°C or greater. **WARNING: BE AWARE OF SCALDING!**
- Report any deposits such as rust or any unusual matter flowing from your water outlets.

WHAT TO DO IF YOU THINK YOU MAY HAVE CONTRACTED LEGIONNAIRE'S DISEASE

If you suspect that you or someone in your home has contracted Legionnaire's disease, contact your doctor immediately.
You should also contact your Landlord or Letting Agent so that appropriate measures can be taken.

Further advice and information can be viewed at the Health & Safety Executive website:
www.hse.gove.uk/legionnaires