

# Manolia Homes

## Tenant Handbook

We would like to take this opportunity to welcome you to your new property, we hope you will be very happy here. To help make your move and tenancy run a little smoother we have set out some important and useful information in this handbook along with contact details for our office and emergency numbers.



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## 1. Moving in

We hope you are settling well into your new home, and have started to familiarise yourself with everything. You should take a minute to make a note of your meter readings when you first move in, and call your utility companies to inform them that you have moved and are now responsible for the bills. You will also need to inform your local council, water provider and arrange for TV licence if applicable. Please also remember that even if you do not have a TV but are watching films and TV shows on the internet a TV licence is still required.



*\*\* If you forget to take meter readings yourself, don't worry, they will be taken when the inventory was completed (if you had one), you will be given a copy of your inventory as soon as we receive it.*

If you are unsure of which utility companies provide your energy or which borough council you belong to please contact our office on 0207 792 8888.

We always advise new tenants to contact your local council to find out about your bin collections and any recycling that may be mandatory in your area. In some boroughs you can be fined for taking out waste on incorrect days so it is better to check and be clear on your local council's guidelines.

Please familiarise yourself with your boiler, if you are unsure of how it works you can try searching the internet for online instructions, if you still have difficulties please contact our office and we should be able to assist you.

## 2. Paying your rent

The easiest and most efficient way to pay your rent is by standing order. We have provided you with a standing order mandate form with this handbook, which you can simply fill in and take to your bank. You can also make payment via bank transfer you will find all our bank details provided below, however please make sure you put your door number and surname as the payment reference so that we can track when you have paid.

We will accept payment via cash, cheque and debit / credit card however there will be charges for using these forms of payment

### Breakdown of Payment Charges

**Bank Transfer** – FREE

**Standing Order** - FREE

**Cash** - £1.50 for every £100 received

**Cheque** - £1.50 per cheque

**Debit / Credit Card** – 3%

#### Bank Account Details

Manolia Homes Property services Ltd

Santander PLC

**Sort Code**- 09-01-28

**Account Number**- 81395171

## 3. Deposits

As soon as we have received your deposit we will start the registration process. It is law in England and Wales to register all tenants deposits received with a government registered deposit scheme, we use a company called The Deposit Protection service, usually referred to as DPS.

Once your deposit is registered, we will send you all the necessary information which accompanies a registered deposit. This will include all of the steps we take when you are requesting repayment as well as a certificate of registration.



If you would like further information about your deposit and the deposit process please do not hesitate to contact us, or you can take a quick look at FAQ section on their website, <https://www.depositprotection.com>

## Common deposit deductions,

We have put together a list of things that tenants are most commonly penalised for during their tenancy. These damages are not covered under the wear and tear guidelines and are considered your responsibility.

1. Hot coffee and tea ring marks on tables and window ledges
2. Pin holes from hanging pictures
3. Spillages and stains on carpets
4. Washing machine drawer left soiled.



\*\*For more information on what we mean by fair wear and tear please visit this website from the Association of Residential Lettings Agents ARLA <http://www.arla.co.uk/info-guides/property-guides/deposit-protection-guide/wear-and-tear.asp>

## 4. Inventory

An inventory sometimes referred to as a “check in report” is almost always carried out on the first day of your tenancy. The process usually involves an independent inventory clerk who comes and makes a report of the condition of the property. This will usually involve lots of pictures and is very detailed. A check out report is then carried out on your last day, this is done to determine if the property has incurred any damage during your stay. Once both reports are complete you and the landlord will agree on what you both think is natural wear and tear and what if any, damage has occurred.



It is important that you take time to read your inventory to make sure you are happy with it. If there is anything you notice that has not been included in your inventory it is very important you let us know as soon as possible, as anything you fail to mention at the start, that then appears in the final report could potentially become your liability.

## 5. Property Maintenance



It is important to look after your property and remember that the day to day smooth running and upkeep is your responsibility. This includes regular maintenance such as replacing light bulbs, fuses, smoke alarm batteries, extractor filters, tightening screws, blocked drain pipes, bleeding of radiators etc. We would like to remind you that any costs incurred by your Landlord due to user error or lack of proper care and maintenance will be your responsibility.

Below we have set out some basic home maintenance know how's.

### **What to do with a leaking, burst or frozen pipe**

#### When pipes leak:

Place a dish or bowl underneath the leak. Lay down newspapers or towels to absorb any dampness, call our office or an emergency plumber.

#### When pipes burst:

Turn off the water at the main stopcock and switch off any radiators and heating. Open all taps to drain water from the system.

Can it be isolated? Some appliances may have their own isolation valve (either a gate valve, or a service valve). You can use these to stop their water supply.



Gate Valve



Service Valve



Stopcock Valve

**If electric fittings get wet, do not touch and turn the electricity off immediately.**

## Sink Blockages

Most blockages are caused by a build-up of foreign objects such as food, grease and fat from cooking or hair. You should make every effort to avoid these going down the sink and hair traps can be bought from most home stores very cheaply. You should also use a drain clearing product every so often to clear the drains, these are widely available in all supermarkets.

If a blockage is caused by your misuse in this way, you are likely to be held liable for the full cost of clearing the blockage. Therefore, you should try to clear any blockages yourself before calling us.

## Mould, Mildew and Lime Scale

Mould and mildew build up is unsightly and can cause a lot of damage particularly around baths, sinks and showers causing the sealant to rot away, it is important to clean these areas with the appropriate cleaners which actively target mould, mildew and lime scale.

## Condensation

This can be a real problem in certain properties, particularly where there is double glazing. Condensation is caused by a build-up of excess moisture in the air, when this hits a cold surface such as a window or wall, it condenses and creates a dew. In some properties it can be quite extreme causing pooling of water in the corners of windows and windowsills. This can then lead to black mould growing which is unsightly and unhealthy.

To avoid this happening it is important to ensure there is adequate ventilation in the property, by opening windows when showering and cooking and to avoid drying clothes on radiators.

## Bleeding a radiator:

If a radiator isn't heating correctly, the bottom half is warmer than the top half or even not heating up at all, you will probably need to bleed your radiators. Air sometimes get trapped in radiators and this causes the uneven heat desperation or even no heat at all. This problem is easily fixed by releasing this trapped air, it is called bleeding a radiator

You will need a radiator key, a small bucket and a cloth to catch any spills. To bleed a radiator you need to let the air escape through the bleed valve at the top of the radiator – it looks like a small square nut. Place the key over the valve and hold the cloth around it to catch any water.

Gently turn the key anti-clockwise until you hear a hiss – this is the air being released



When water starts to come through, turn the key back clockwise to shut the valve off. DO NOT unscrew the valve completely as the plug will come out.



## Turning off electricity

If you need to turn off all electricity (eg. because of water penetration), use the main ON/OFF switch on the electricity consumer unit (fuse box).

## Checking your fuse box

Check your consumer unit (fuse box). It will either have fuses or trip switches. Modern electric circuits are fitted with a circuit breaker fuse system (see diagram). If a fault develops, a switch is tripped and the circuit is broken, stopping power to the circuit. Older units will have fuses as in the diagram below



Older type fuse box



Modern circuit breaker fuse system



Fuse



Trip switch

## When a switch is tripped:

Open the cover on the consumer unit to expose the trip switches. Check which switches have tripped to the OFF position and put them back to the ON position.

For the older type unit pull out the fuse casing, replace the blown fuse, checking that you have the correct ampage, and replace.

**Plugs:** overloaded circuits are common causes of a trip or blown fuse. Therefore do not overload plug sockets by using multiple plug adaptors.

## **Pest Control:**

It is your responsibility to carry out pest control. Traps and bait can be bought from supermarkets or DIY stores.

Mice are one of the most common types of pest in London and it can be very difficult to exclude them from properties, particularly conversion flats and terraced houses, as there are so many points of entry. To lessen the likelihood of mice in your property you should ensure that:

- Food is stored in sealed containers and put away in cupboards / on shelves.
- Food crumbs are cleaned away immediately.
- Waste is kept in closed bins and removed from the property regularly for local authority waste collection services to remove.

## **TROUBLESHOOTING:**

### ***My electric oven has stopped working:***

You may have accidentally re-set the timer. Check and re-set your clock.

If there is no power at all, check your fuse box to be sure that the circuit hasn't been broken.

### ***My fridge isn't draining and my food is getting wet:***

Your drainage valve is probably blocked. Take a straw, or a cotton bud, and try to clear out the drainage hole located at the back inside the fridge.

### ***My washing machine is not draining, or has stopped mid cycle:***

Your pump filter is probably blocked. Drain the machine and check the filter for foreign objects.

### ***My clothes are coming out dirty after I have washed them:***

Your washing machine is probably dirty and needs to be washed. Run a cycle on the highest temperature without any clothes in.

### ***My sink is draining slowly / not draining at all:***

This is likely to be caused by a build-up of food and lime scale. Buy a sink / drain unblocking liquid to remove the blockage.

### ***My dishwasher isn't washing my crockery properly:***

You may need to replace your rinse aid or dishwasher salt. Both can be bought from supermarkets and are easily topped up.

### ***My radiators aren't hot all the way up:***

There is too much air in the system. You need to bleed the radiators.

### ***My central heating isn't working properly:***

Have you checked that the thermostat isn't set too low and that the timer is set correctly on the boiler?

## 6. Emergency Protocol

Emergencies happen, we realise that, and often these can occur out of our normal business hours. Should any incident or emergency occur whilst our office is open please contact us immediately, however should there be an emergency out of our normal working hours we have dedicated emergency contractors, locksmiths, plumbers and electricians on hand to help you, all numbers are provided in section 8 – Contact Numbers. Please be mindful that if it is established that an emergency call out was needed because of a fault due to the tenant or as a result of lack of care or maintenance then you will be liable for the cost.



### Emergencies

#### **FIRE**

Get everyone out and do not go back for any reason.  
Close all doors and windows.  
Warn your neighbours if any of them might be in danger.

#### **SMELL OF GAS**

Do not turn any electrical switches on or off.  
Do not use the doorbell.  
Do not smoke.  
Do not use matches or naked flames.  
Open the doors and windows to get rid of the gas.  
Check to see if the gas has been left on unlit or the pilot light has gone out. If so, turn the appliance off and do not relight until the smell of gas has been cleared from the property.  
If you are in any doubt contact your gas supplier or the emergency gas line 0800 111 999

#### **BURSTING OR LEAKING PIPE**

Turn the water off at the mains, to do this you need to locate your stopcock, they are often located under your kitchen sink, we have provided a link from Thames Water to help you locate yours in section 8 – Useful Websites  
If electrics are affected, turn off the electricity at the consumer unit.  
Call the property manager or out of ours emergency

#### **LOSS OF ELECTRICITY**

If neighbours are also affected, call your electricity company (check your electricity bill for the number)  
Check your fuse box to see if a switch has tripped or a fuse blown.  
If none of the above apply and the problem persists call the property manager.

## 7. Moving Out

As per your tenancy you are required to give us notice before you plan to leave, this might be one month, two months or other period as previously agreed. You will need to give us your notice within your notice period in writing, an email will do.

Once we have received this we will begin preparing your property to be marketed, we might need to come over and take some pictures. When we begin advertising online we will need access to the property to conduct viewings. We will always ask your permission to hold viewings at least 24 hours before we would like access.

*If you need to leave before your break period or the end of you tenancy, please call us to discuss.*

On the day of your move out it is important to take meter readings, just as you did when you moved in.

You will need to notify your utility companies, water and council to inform them you will be leaving and to provide them with final readings and a forwarding address, this will make it easier for them to contact you for your final bill or if there are any overpayments to be refunded to you.

We will arrange for a check out inventory to be completed on your final day, this will be used to compare with your check in inventory to decide if any deductions need to be made against your deposit. For further information please see our deposits section.

Normally we will meet you at the property to complete the check-out process, however we might ask you to come to our office to hand the keys back.

## 8. Contact Numbers

**Office – 020 7792 8888 open hours Monday to Friday 10:00am to 18:30pm  
Saturdays by appointment only**

Gas Emergency Number: 0800 111 999  
Police, Fire and Ambulance Emergency: 999  
Non-Emergency Police: 101  
Manal Shaker: 07939815113  
Narin Shaker: 07713186982  
Emma Crabbe: 07449760351

Emergency Plumber: Ebrahim - 07747093218  
Emergency Locksmith: Bijan - 07713344334

## 9. Useful Websites

Deposits

<https://www.depositprotection.com>

Locating your Stopcock

<http://www.thameswater.co.uk/help-and-advice/12915.htm>