

# TENANT HANDBOOK



**FLEMINGS**  
SIMPLY LETTINGS

# Welcome to your new home

Congratulations on moving in to your new home! All of us at Flemings hope you'll be very happy.

Now that you've moved in, we want to provide you with this simple guide to being a tenant with Flemings.

We aim to provide you with a premier service, and this easy-to-read handbook is designed to give you tips and guidance on how to get the most out of your new home, at the same time, helping you to do all you can to protect your bond.

## How to contact us

Tel: **0113 204 0025**

e: **[enquiries@flemingslets.co.uk](mailto:enquiries@flemingslets.co.uk)**

Web: [www.flemingslets.co.uk](http://www.flemingslets.co.uk)

Our address is:

14 Robin Lane

Pudsey

LS28 7BN

We are open Monday–Friday 09.00–17.00, Saturday 09.00–13.00

## What you can expect from Flemings

Our specialist lettings team will:

- Seek to understand your needs and respond accordingly
- Treat you with respect and courtesy
- Communicate with you in down-to-earth plain English
- Set out clearly and concisely what to expect from Flemings in any situation
- Listen to your views and suggestions

## Paying your rent

Your rent is due for payment as set out in your tenancy agreement. It is your responsibility that your rent payments are up to date, otherwise you could lose your home.

Payment of rent by standing order is by far the most preferable method, as this is hassle-free, and you don't run the risk of forgetting to pay at any time. Flemings bank details are:

Sort Code: 56-00-36

Acc No: 28660137

Acc Name: Flemings

If you ever experience difficulties regarding rental payments, please call us; we're here to help.

## Repairs

We work with a number of personally vetted contractors to ensure quality of work done.

Once we have agreed with the landlord for work to be carried out, a member of our specialist letting team will be in touch to arrange for the contractor to call you directly to organise the work at a convenient time for you.

For emergencies (gas, water or roof leaks) contractors will endeavour to attend the job within 24 hours of being notified.

For non-emergencies, the contractor must book the job in within 7 days of notification.

## Gas safety

If there is gas at your property, then the gas safety record must be renewed annually. This is entirely for your safety. We will contact you at the same time every year, to organise this. It is in your interest to allow the contractor access to your property to carry out this work, and in any event, this is a condition of your tenancy agreement.

# Your garden

You are expected to look after your outside space as well as the inside. That way, you can enjoy your garden to the full (when the weather allows!). you need to maintain boundary hedges and walls in good condition too.

If you want to put up a shed in your garden, you must contact our specialist lettings team, and get our written permission beforehand.

If you share areas outside your home with neighbours (such as a driveway), you have a shared responsibility with them to maintain these areas.

# Caring for your home

There are a number of areas where basic maintenance and repair is your responsibility. Examples include:

- Re-pressurising boilers – Google/You Tube can help with this
- Replacing broken windows
- Cleaning external windows and frames
- Replacing toilet seats or bath panels if you break them
- Filling small cracks in plaster
- Maintaining own appliances
- Other minor repairs such as replacing sink plugs or light bulbs
- Replacing tiles that you break
- Internal doors, handles and locks
- Keeping laminate flooring dry
- Carpet cleaning
- Doing everything reasonable to prevent pipe blockages; (don't pour grease down the sink or put nappies etc. down the toilet. You will be charged if a contractor is called out and finds this type of thing to be the cause).
- Pest control
- Keeping the property aired & warmed
- Prevention of frost damage & burst pipes

## Re-chargeable repairs

**Unauthorised alterations** You must seek written permission from Flemings before starting any alterations / improvements. If we need to carry out any work resulting from such alterations, you will be charged.

**Moving out** When your tenancy expires, we will explain your responsibilities. Upon vacating, the property should be clear of all rubbish, personal possession, and be in a good state of repair. All keys should be handed back to our specialist lettings team at the agreed date and time.

**Emergency repairs** If these are needed due to deliberate damage, substandard DIY or neglect, Flemings will carry out repairs and recharge you.

We often get asked about problems with condensation. Below are some facts about how to identify condensation and tips on how to combat it.

### What is condensation?

There is always moisture in the air, but basic household chores (such as cooking, taking baths, showers and drying clothes indoors) can produce up to 20 pints of water vapour each day within your home. It is important to remove this water vapour before it forms condensation. Poor ventilation and inadequate heating can increase the amount of condensation.

Examples of amounts of moisture produced in a 24 hour period include:

- Washing clothes- 1 to 2 pints
- Drying clothes - 6 to 12 pints
- Cooking - 3 to 7 pints
- Bathing and showering - 1 to 2 pints
- Washing dishes - 1 to 2 pints

Two people at home all day will also produce three to five pints of moisture, while two people asleep for a night will produce another one to two pints.

## How to reduce condensation

Condensation that doesn't dry out or escape through adequate ventilation can cause mould to form on walls, windows sills, furniture, clothes, and cold water pipes, and can rot timber.

The following tips will help you to reduce condensation in your home.

### Ventilate to remove moisture

- Keep a small window ajar when someone is in a room (some UPVC double glazed windows have a trickle ventilator you can use instead). Some windows can be locked slightly open to allow ventilation.
- Open windows when cooking, drying clothes and taking a bath or shower to allow fresh dry air to circulate through your home.
- Ventilate cupboards and wardrobes by leaving them open for a while or cutting a ventilation slot in the back of each shelf or behind each drawer.
- Avoid putting too many things in cupboards and wardrobes as this stops the air circulating.
- Leave a space between the back of the wardrobe and the wall to allow air to flow.
- Where possible, position furniture against warmer internal walls.
- Vent tumble dryers to the outside, unless it is the self-condensing type.
- If you don't have extractor fans, open bathroom and kitchen windows when in use and leave them open for a short time once you have finished bathing or cooking to let the moisture escape.

### Controlling the moisture

- Cover pans and simmer when cooking, and do not leave kettles boiling - this will also cut your fuel bills!
- Where possible, dry your clothes outside on a line or in a well-ventilated room (with an open window or an extractor fan turned on).
- Don't dry clothes on your radiators as this puts large amounts of moisture into the air. If you do have to use them, open as many windows as possible. Remember, covering radiators stops your room getting warm and dry.

- Close kitchen and bathroom doors when in use to prevent steam going into colder rooms.
- In cold weather, keep your heating on low all day throughout your home - this is important to help prevent condensation build up.
- Wipe down surfaces where moisture settles.
- Where fitted, use an extractor fan in the kitchen and bathroom as these are effective and cheap to run.
- Ensure you use bottled gas heaters in a well ventilated room, as they put a lot of moisture into the air. Remember, you need to get written permission from your housing officer to use Calor gas bottles and heaters in your home.

## Things to avoid

- Don't block airbricks or vents in the wall.
- Don't completely block redundant fireplaces - a hole the size of two bricks with an open louvered ('hit & miss') vent covering it will keep the chimney aired and dry.
- Don't draught-proof rooms where there is condensation or mould.
- Don't draught-proof a room where there is a cooker or fuel burning fire, such as a gas fire.
- Don't draught-proof windows in the bathroom and kitchen.
- Generally, draught-proofing your home is not a good idea if it is prone to condensation - it stops air circulation, increases condensation and it is not healthy for you and your family.

## How to treat mould

To kill and remove mould, wipe down walls and window frames with either a weak bleach solution or a fungicidal wash, which is available from most DIY shops.

Dry-clean mildewed clothes and shampoo carpets. Avoid disturbing mould by brushing or vacuum cleaning as it can make existing respiratory problems worse.

After treatment, redecorate using a good quality fungicidal paint. This helps prevent mould re-occurring.

## Living in your home

**Gas & Electricity suppliers** If you wish to switch suppliers, you are free to do so. However, please notify us so that we can contact the correct supplier when you leave, in order to finalise your account(s).

**Pets** You must not keep pets of any kind without written consent from Flemings. Without such consent, the introduction of pets is a direct breach of your tenancy agreement, which could result in notice being served on you.

**Business** You must not conduct a business or trade from your home

**Living with neighbours** You're expected to live alongside your neighbours peacefully and without nuisance, in an environment of mutual respect.

**Antisocial behaviour & Harassment** If any of these behaviour types is caused by you, members of your household, or visitors to your home, you will be in breach of your tenancy agreement and could lose your home.

**Noise** You should not create noise that can be heard outside your home between 22.00 & 08.00

## Use of outside your home

**Parking** You should use the parking facility that comes with your home. If this does not include parking, then please park considerately.

Caravans cannot be parked on or outside your property.

## Holidays

You must inform our specialist lettings team if you plan to be away from your home for more than 21 days.

## Useful contacts

For problems with street lights, council drainage, pavement fouling and pest control, local council number is: 0113 222 4444

**Water** Yorkshire Water on: 0845 1 24 24 24

### **Energy**

Transco-Gas for emergency/leaks: 0800 111 999

To discover who supplies gas to the property: 0870 608 1524

To discover who supplies electricity to the property: 0845 601 3268

### **Police**

Emergency: 999

Non-emergency: 101

**TV Licensing:** [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

**Citizens Advice Bureau:** [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

**Samaritans:** [www.samaritans.org](http://www.samaritans.org). Tel: 0113 245 6789



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