

TENANTS HOUSEHOLD GUIDE



Troubleshooting advice on common problems
and useful household information

****All maintenance issues can be reported
using the QR Code below****



or through our [website](http://www.purepropertymanagement.com).
Scroll down till you see 'Report Maintenance Issue'



Property Management; Pure'n Simple

WELCOME TO THE PURE PROPERTY MANAGEMENT FAMILY!

Welcome to your new home!

We know that moving into a new place is exciting—but let's be honest, it can also be a bit overwhelming. That's where this Tenants Household Guide comes in. It's designed to make your life easier by guiding you through everything you need to know about renting with Pure Property Management—from move-in day right through to moving out.

Inside, you'll find answers to the most common questions we get from tenants, plus lots of handy tips to help you settle in smoothly. We recommend setting aside a few minutes on move-in day to give it a read—you'll be glad you did!

Contents

- 1. Moving In**
- 2. During your Tenancy**
- 3. Emergencies**
- 4. Common Maintenance Problems**
- 5. Prevention is better than cure**
- 6. Condensation**
- 7. Cleaning**
- 8. How to get your full deposit back**
- 9. HMO Properties**
- 10. Complaints**
- 11. Fire Alarm Log Book**

1. Moving In

1. Take gas and electricity readings as soon as you enter the property (but first have a cup of tea!). These will be needed when you are setting up your utility bills with your chosen provider.
2. You will be responsible for informing Edinburgh City Council (council tax department) that you have moved into your property and you will be responsible for setting up a method of payment for council tax.
 - a. If you have not received a bill in a couple of weeks you can update your details here:
http://www.edinburgh.gov.uk/info/20005/council_tax
 - b. If you are a student or have a student residing in your property you can apply for a discount/exemption here:
http://www.edinburgh.gov.uk/info/20111/discounts_and_exemptions/533/student_council_tax_discount
 - c. If it's just you in the property, you can apply for a single occupancy 25% discount:
<https://www.edinburgh.gov.uk/discounts-exemptions/single-occupancy-discount/1>
3. Check the inventory that we have sent you from InventoryBase / your landlord. You have 7 days to make any amendments from your perspective. So hurry!
4. Familiarise yourself with the location of the water stop clock.
5. Familiarise yourself with the location of your electricity fuse board.
6. Familiarise yourself with the location of your boiler, how to work it and the top up valve.
7. Familiarise yourself with the location of the fire exit, the safety equipment provided and how to use it.
8. Contact your bank and any important post that you receive and change your address.
9. You can apply for a parking permit through Edinburgh city council here:
http://www.edinburgh.gov.uk/info/20277/parking_permits/440/apply_for_a_residents_or_priority_parking_permit
You will need a copy of your tenancy agreement or council tax bill to do this.
10. Read over the next page so you are prepared in the unlikely event of an emergency.

Moving In – Deposit

Your deposit will be lodged with Safe Deposits Scotland within 30 days of you moving into your property. You will receive an email detailing your Prescribed Information about your deposit as well as your Tenancy Deposit Certificate.

2. During your Tenancy

Rent Payments

It is your responsibility to ensure a standing order is set up to pay the monthly rent. Set up a standing order for three days before the rent due date as your total rent must clear into our account on, or before, the monthly rent due date. Our accounts department email is sales@ppmedinburgh.com if you have any questions regarding rent payments.

If you are sharing the property you are all liable for the complete rent payment. If one person misses a rent payment the whole flat is in arrears.

If you have any problems paying your rent, please get in touch with us to discuss your options. Our bank details are:

Account Name: Pure Property Management Edinburgh LTD
RBS Account Number: 00179507
Sort Code: 83-19-10
Please use the payment reference provided to you

Ending your Lease

From December 2017 a new lease called the Private Residential Tenancy (PRT) was introduced and it runs on a rolling contract. This means that your lease renews automatically every month on the rent due date. If you wish to leave your property you must give Pure Property Management 28 days of notice, in writing, from every tenant named on the lease. You don't need to leave the property on your rent due date, just provide us with 28 days' notice before you wish to vacate. You can email your Notice to Vacate the property to info@ppmedinburgh.com. In this email, include the property address and the date that all the tenants will be vacating the property.

Prior to this, we had Short Assured Tenancies (SAT). If you are on a SAT lease, then you must provide 2 months' notice to vacate. Please ensure you check the type of lease you have make sure you give us the correct notice. Please note tenants cannot give notice for each other and guarantors cannot give notice on behalf of tenants, you also cannot give notice as an individual if you are on a tenancy agreement with other named people, for more information, email us on info@ppmedinburgh.com

Please always refer to your lease for the prescribed notice to be provided. You will receive an email notifying you that your notice has been accepted and checkout paperwork will be sent to you (please note that you must receive notification from us before the notice is valid so if you have not heard back from us within 2 working days or you receive a bounce back email, please follow this up to sales@ppmedinburgh.com).

Once You've Moved Out

1. Ensure the property is cleaned to a professional standard.
2. Check your inventory and ensure all damaged/missing items are replaced with an equivalent.
3. Hand all sets of keys back into the office (this includes entry fobs and car parking passes). If our office is closed please post all keys through our letterbox (in an envelope with your name and part of the address (do not write the full address on the envelope for security reasons).
4. Ensure all utility companies have been notified of final meter readings and provided a forwarding address.
5. Close your account with council tax office, TV license etc.
6. Set up mail forwarding with royal mail.
7. Cancel your rent standing order with your bank (otherwise they will continue to pay us monthly rent).
8. A checkout inspection will be scheduled for the next business day after you move out of the property (this inspection will include checking of the items in the inventory including cleanliness). If items are missing or damaged or if the property is not cleaned to the required standard we will rectify these issues for the new tenants and charge your deposit accordingly.

Refunding Your Deposit

When you have vacated the property the deposit refund process will start. For your deposit to be refunded the following actions must take place:

1. The checkout inspection must take place.
2. All sets of keys must be returned to Pure Property Management and NOT left in your property (if none of the keys have been returned on the vacating date then we will change the locks and charge your deposit for this).
3. You must provide proof of utility bills showing the accounts have been closed (with meter readings from your vacating date) and all amounts paid in full.
4. We require invoices from contractors, for any work carried out following your departure this must be in our office (cleaning, remedial work etc). This lets us chase up any work that is not to our standard rather than charging it to your deposit.

We do our best to refund your deposit with 10 working days of you vacating the property if there are no deductions to be made. We will report back to you with any issues, prior to refunding the deposit however this will make the deposit refund process a lot longer. Your deposit is held by Safe Deposit Scotland therefore if you are not happy with our intended deductions, we will then pass all evidence onto SDS who will then assess what deductions should be made, based on the evidence provided.

3. Emergencies

999 for Emergencies 101 for Non-Emergencies

3.1 Gas Escape:

If you smell gas, call Transco immediately on 0800 111 999. They will recommend a suitable course of action. Call our office immediately to report the problem.

3.2 Crime/Vandalism

If you witness, or are aware of, any crime in or around your property, immediately make the police aware.

If the crime is related to the property, e.g. a burglary, broken windows or anti-social behaviour, call the police (999 for emergencies & 101 for non-emergencies) in the first instance & make sure they give you a crime incident number. Then report the incident to PPM (Pure Property Management), with the crime number.

3.3 Fire

It only takes an unguarded or careless moment for a fire to start. A couple of minutes later & your home could be filled with smoke. Smoke & fumes can kill. You will only have a short time to get out. Use it wisely & try not to panic. Make sure you know your shortest escape route in advance. Have a pre-planned system to make sure everyone gets out quickly and knows where to meet outside so that a headcount can be done. If your smoke alarm goes off in the night while you are asleep, do not investigate to see if there is a fire.

- 1) Shout and wake everyone up
- 2) Get everyone together and make your way out
- 3) Follow your plan and get out
- 4) Get everyone out as quickly as possible
- 5) Do not try to pick up valuables or possessions

If possible close the door of the room where the fire is and close all doors behind you as you leave. This will help delay the spread of fire and smoke. Before opening a closed door use the back of your hand to touch it. Do not open it if it feels warm; the fire could be on the other side. If there is a lot of smoke crawl with your nose close to the floor, the air should be better and clearer there. If you live on a ground floor then it will be easier to get out. If you need to break a window, do so safely and cover any edges with towels or bedding to cover sharp or broken glass. If you need to get out higher than the ground floor then throw some bedding on to the ground to break your fall. Never jump from the window, lower yourself down and then drop at arms length.

3.4 Pan Fire

- 1) Turn off the heat – this is perfectly safe.
- 2) Use a fire bucket or a damp tea towel and throw it over the pan to cut off the oxygen. Place it over the pan by holding it up and laying it away from you so that you do not fan the flames towards you.
- 3) Monitor it closely to ensure the fire is out but do not touch the pan for at least 30 minutes. If you take the cloth off before then, it could burst into flames again.

3.5 Water leaking from an upstairs flat

- 1) Go upstairs to speak to your neighbour. If the owner or tenant of the upstairs flat is in, they are in the best position to stop the leak. If the occupant is a tenant, ask them to call their landlord/letting agent and take a note of their name and number.
- 2) Call PPM. Let us know where the leak is coming from and give us details of the owner/landlord/letting agent involved.
- 3) If it is outside office hours and no one is in upstairs, call the City of Edinburgh Council on 0131 200 2000. They can turn off the water in the empty flat.

3.6 Water leaking from the roof

- 1) Call PPM. Let us know where the leak is coming from.
- 2) If it is outside office hours, PPM – Tel: 0131 656 0390, an emergency 24hr number will be given on the recording. Please note that you should only call this number in an emergency. A small drip of water can wait until our office is open. Place a bucket under the drip to protect the carpets.

3.7 Water leaking from within your own property

- 1) Turn off the water. Familiarise yourself with the location of the stopcock before an emergency situation arises.
- 2) Call PPM. Let us know exactly where the leak is coming from.
- 3) If it is outside office hours call our office & get the after hours emergency number from the recording. **PLEASE NOTE THAT YOU SHOULD ONLY CALL THIS NUMBER IN AN EMERGENCY.** A small drip of water can wait until the office is open.

3.8 You are locked out of a property

- 1) If you are a joint tenant, contact the other tenants to help you if possible.
- 2) Within office hours (Monday to Friday – 9am to 5pm), PPM will loan you a set of keys for you to gain access to the property. If you have lost your keys you can then get a new set cut. Please note that keys signed out for this purpose must be returned within 24 hours. You will need to give us photographic ID or leave a £50 fully refundable deposit until the keys are returned. You must not break in to the property; otherwise, you will be liable for any damage. If a member of staff needs to come out to the property to open it for you, there WILL be a callout charge of £30.
- 3) If it is outside office hours and you cannot contact another key holder, call PPM & get the emergency number. A member of staff will come to open the property for you, but there will be a callout fee of £60.

4. Common Maintenance Problems

Most maintenance problems will require a visit from a contractor sent by Pure Property Management. Here is a list of problems you may be able to fix yourself. Try these before logging a maintenance issue at <https://purepropertymanagementltd.fixflo.com/issuereport/CreateInfo>

4.1) Lights not working/Loss of power to the Property

First, check to see if there is a reason why the lights are not working. If it is just one light, there is a good chance it is just a light bulb that needs to be changed. You are responsible for changing the light bulbs in your property. There should be ladders in the property, if not we can ask your landlord to provide these. If it is more than one light that is not working and/or there is a loss of power to part of the property, it may be that one of the main electrical switches has tripped. These are usually located at the fuse box. Familiarise yourself with its location. Some trip switches may need to be just switched back on again; some may be RCD switches which have a button which needs to be pressed first and then the switch put back to the on position. Older fuse boards may need the fuse to have a new wire fitted. If this is the case then call PPM

4.2) Loss of power to the whole property

Check with your neighbours to see if they have a problem too; it may be that there has been a power cut. You can call Scottish Power on: 0845 2727 999 to check if there has been a power cut and when the power is likely to be back on.

If your electricity meter runs on power cards, you will need to buy a new card or top up your existing card. This can be done at the Post Office and various other locations where there is a PayPoint facility.

If there has not been a power cut and it is only your property that has a problem, try switching off the main power switch, followed by all the other switches on the fuse board. Then put them all back on again, starting with the main switch, one at a time. This quite often solves the problem but if not please let us know and we will call an electrician.

4.3) Central heating/hot water not working

Check your boiler is switched on. There will be a power switch on the boiler itself or on the wall near to it. If you have a modern/combi boiler, check the boiler pressure gauge. This is located on the front of the boiler and is sometimes behind a removable panel. The gauge should be between 1.0 and 1.5 bar. If it is lower than this, then you will need to top up your boiler. The boiler will automatically stop working if the pressure gets too low (below

approx. 0.5 bar). To top up your boiler you will need to know the location of the top up valve. The valve is either a small black lever that you turn to be parallel with the pipe to open it, or it may look like a tap and turn anti-clockwise to open. You will need **to open this valve for long enough for the boiler pressure to reach 1.5 bar.** This job may take two people as the top up valve may be in a different location to the boiler. **REMEMBER TO TURN THE TAP OFF AGAIN ONCE THE PRESSURE IS AT 1.5 BAR!! FAILURE TO DO SO WILL RESULT IN EXTENSIVE DAMAGE TO THE BOILER.** If it starts losing pressure again after you have topped it up then do not top up again. It means that there is a leak somewhere; call PPM and we will organise a plumber to attend. **DO NOT TRY TO MAKE ANY REPAIRS TO THE BOILER YOURSELF!**

4.4) Electric Storage Heaters

These heaters automatically switch on at night when the electricity changes over to a cheaper tariff, usually around 10 or 11 pm and then they switch off in the morning around 7.30 to 8am. They heat up overnight and slowly release the heat the following day. You cannot turn the heater on and get instant heat and you must ensure that it is left switched on at night in order for the heater to work the following day. If the heaters are not working, check the settings and that they are plugged in and turned on. Some are wired into a fused point at the wall; check the fuse. The trip switch at the main fuse-board should also be checked. If it is still not working then log a maintenance issue: <https://purepropertymanagementltd.fixflo.com/issuereport/CreateIssue>

4.5) Blocked Sink

Bail out the water with a small bucket or jug. Pour some drain unblocker down the drain, such as 'Mr. Muscle', leave for the desired time. If this doesn't clear it after a couple of attempts then you will need to use a plunger. To use the plunger, smear the rim of the plunger with 'Vaseline' to get an air tight seal, place over the plughole and run the water until the plunger head is covered. Pump the handle up and down repeatedly. If you cannot clear the blockage log a maintenance issue and we will send a plumber. If putting something down the sink, i.e. food, cooking oil, or hair etc has caused the blockage, you will be liable for the cost of the repair.

4.6) Blown Fuse

You'll need a replacement fuse with the correct rating. This might be marked on the appliance (e.g. underneath the kettle), in the instructions, or on a sticker on the plug. Do not assume a 13 amp plug needs a 13-amp fuse, or that the blown fuse was the correct type. Unplug the appliance and take out the blown fuse with a screwdriver. Put the new one in. If the fuse blows again fairly quickly and the appliance is on your inventory then log a maintenance issue and we will arrange for its repair or replacement. If it is your own appliance then you should get it checked out by a competent repairer.

5. Prevention is Better than Cure

Many maintenance problems arise from misuse of equipment or tenant negligence. Pure Property Management will charge you for repairs of this nature.

The guidelines below will help prevent any unnecessary repairs to your Property.

5.1) Washing Machines

Check the pockets of your clothes before putting them in the washing machine. Items such as coins can become lodged in the machine and stop it from working and can sometimes cause a tear in the plastic drum. This can then lead to a costly repair and can sometimes result in the machine being replaced. Wash bras in a pillowcase as the underwire can come out and become lodged in the machine. Check the filter to make sure that there is nothing in the machine causing the problem. If the washing machine is not draining or spinning, it could be that the machine has a crease-guard or rinse-hold facility and that this is switched on, switch this off. If the machine is still not working call PPM and we will send an engineer. If however, he finds that there is something in the filter or you have crease-guard or rinse-hold switched on you, will be liable for the cost of the repair.

5.2) Vacuum Cleaners

Vacuum cleaners are designed to pick up dust and crumbs. They become blocked when unsuitable items such as hair, elastic bands, paperclips and animal bedding are picked up. If the vacuum cleaner is not picking up either from the hose or the base, it is probably just a blockage; check to ensure that there is nothing stuck in either the base, the hose or any pipes. If the vacuum cleaner is not switching on at all, you may need to change the fuse. You should be able to do this yourself, please ensure you use the same size fuse as the one already in the vacuum cleaner. If there is still a problem, log a maintenance issue and we will send an engineer. If the problem is due to the fuse needing to be changed or a blockage, you will be charged for the cost of the repair.

5.3) Mice/Vermin

Many infestations result from poor hygiene. Any crumbs or food that may be left around attracts mice. Keep your home tidy and hopefully rodents will not visit. If you find that there is a problem with pests within the first month of moving into a property, the landlord will usually pay for the pest control. If a pest problem arises after the 1st month, then any pest control measures will be for the account of the tenant.

5.4) Windows

If a window has a safety catch it is there for a reason. The glass or the window mechanism can break as a result of the wind catching an open window that has had the safety catch removed. Sash and case windows have weights to assist with keeping them in place. PPM (assuming windows have been used in accordance with their design) will replace broken sash cords. Simplex hinges are there to assist with cleaning only. Do not remove safety catches or any other part of a window mechanism.

5.5) Beds

Some of our beds have a central support underneath the slats. This can sometimes be knocked over by placing items underneath the bed or moving the bed itself. Once the support is moved, the slats can easily break.

5.6) Enamel Baths

Always read the manufacturer's instructions on any cleaning products you use. Some are not suitable for use on enamel baths and can damage them. Do not use any abrasive materials such as scouring pads on an enamel bath.

5.7) Saniflo Toilets

Do not flush any other material down the toilet other than toilet paper. Rim blocks, face wipes, sanitary aids, condoms, cotton buds etc. It will block the drains. You will be charged for blockages unless it can be clearly identified that there is a malfunction with the equipment not resulting from misuse.

5.8) Smoke Alarms

Only remove the batteries from your smoke alarm if you are replacing them. Do not remove them to use for something else. If the alarm is making a beeping noise, it could mean that the battery needs to be changed. Test your smoke alarm once a week by pressing the test button on it. If the battery needs to be replaced it is your responsibility to do this.

5.9) Bathroom Extractor Fans

Check the isolator switch is turned on. We find most of the problems with the extractor fans are due to the switch being turned off. If we call an electrician and the switch is off, we still incur a call out charge and this will be passed on to the tenant.

5.10) Kitchen Sinks

Do not allow dirty dishes to pile up or dispose of food or cooking oil/fat down the plug hole. Waste food should be scraped into the bin before washing the plate. Excess waste food in the sink can lead to blocked pipes.

5.11) Dishwater

As for sinks, ensure waste food is disposed of before putting crockery and cutlery in the dishwasher.

5.12) Spillages

Always mop up spills on carpets, floors and work surfaces immediately. The longer you leave them the harder they will be to remove.

6. Condensation

6.1) Condensation

Air can hold varying amounts of moisture, depending on its temperature. The higher the air temperature the more moisture it can hold. Moisture in the air occurs due to natural conditions but is added to by people breathing and activities such as washing and cooking. The amount of water generated in an 'average' family house can be as high as 14 liters a day. The problem is aggravated if high amounts are generated over a short period of time from cooking, drying clothes etc, particularly if this happens in one room. Kitchens and bathrooms are the rooms most likely to suffer from condensation. The moisture can of course travel around the house due to air movement, or it may condense in the room in which it is generated

6.2) How to spot condensation

- 1) Black spots and mould growth is often associated with condensation.
- 2) Condensation is often obvious because of the mist which forms on walls and particularly windows.

- 3) Condensation usually forms on cold surfaces (windows, ceilings etc.) in the coldest months.
- 4) There are characteristic places where it might occur – bathrooms, kitchens, on windows and cold surfaces generally. The latter includes exposed corners of rooms and exposed solid floors. It may also be found in cupboards and wardrobes on external walls, caused by a combination of poor ventilation and low temperature.

6.3) How to prevent Condensation

- 1) Keep your property at a constant temperature – short blasts of heat can cause condensation.
- 2) Do not keep your property too warm – the warmer the air, the more moisture it will hold.
- 3) Do not cover any vents in your property they are there for a reason. Leave trickle vents (found at the top of windows) open.
- 4) Open your windows regularly especially in the kitchen and bathroom.
- 5) If possible, dry your clothes outside. **DO NOT DRY CLOTHES ON A RADIATOR OR HEATER.** Using a drying frame. Air needs to be able to circulate around clothing for it to dry without becoming smelly.
- 6) Close the kitchen door when cooking and ventilate the kitchen.
- 7) Close the bathroom door during and after showering and ventilate well by either opening the window or using the extractor fan.

7. Cleaning

Cleaning

Lack of hygiene can result in health problems and damage the property. The most common deduction from a tenant's deposit is for cleaning. Keep to a cleaning routine from the start. Do not leave cleaning to the last minute as you may find you run out of time. Remember that you have rented the whole property from us. If one tenant leaves their bedroom dirty, all tenants are still liable for this. The most common deductions from deposits are for cleaning windows, carpets, cookers and ovens. Do not forget these tasks. Better still, arrange for them to be cleaned professionally.

ALWAYS FOLLOW THE MANUFACTURERS INSTRUCTIONS ON ALL CLEANING PRODUCTS.

Pure Property Management does not accept liability if any accidents occur due to a tenant not taking care whilst cleaning any part of a property. You should not place yourself in any unnecessary danger by hanging out of any upstairs windows whilst carrying out any cleaning – if necessary, employ professional contractors.

8. How to Receive Your Deposit Back

6.1) Pay attention to the inventory that was sent to you

The first tenant(s) to move into your property will be required to check everything with the inventory emailed to you, make notes, take photos and return within 7 days.

You should be able to set your heating and use every electrical or gas appliance in the flat.

Any issues not noted at the check-in may be charged against your deposit.

One of the most common complaints at check-outs is that "It was like that when we moved in!"

If you point out any problems at the check-in, we can put things right at the start. Then we expect you to keep it that way!

6.2) Do not smoke in the property

SMOKING IS STRICTLY FORBIDDEN AS PER THE CONDITIONS STATED IN YOUR LEASE EITHER IN THE PROPERTY OR STAIRWELL. If there is evidence that smoking has taken place in the property you will be charged for any work necessary to eliminate the smell. This normally means cleaning of carpets and soft furnishings, and redecoration of affected areas. Do not drop cigarette ends on your neighbors' property.

6.3) Clean your property

Do not leave cleaning to the last minute as you may find you run out of time. A full list of cleaning tasks for the end of your lease is provided in your exit documents.

Remember that you have rented the whole property from us. If one tenant leaves their bedroom dirty, all tenants are still liable for this. The most common deductions from deposits are for cleaning windows, carpets, cookers and ovens. Do not forget these tasks. Better still, arrange for them to be cleaned professionally.

6.4) Do not use Blu-Tack

Blu-Tack leaves marks on walls and damages paintwork. If you damage the paintwork you must arrange for each affected wall to be redecorated in its original colour. Touching up patches of paintwork is not acceptable. If a patch of paintwork is damaged, the entire wall needs to be painted.

6.5) Replacing inventory items

If you break any items listed on your inventory they should be replaced by you. Most items can be purchased at your local supermarket or sourced online and delivered to your door. If items are missing or broken at your exit inspection, you will be charged for supply and delivery/installation of the items.

9. HMO Properties

House of Multiple Occupants (HMO) properties are those where 3 or more unrelated people share a flat or house (often common for student properties). Tenants in HMO properties have a duty to carry out regular checks of smoke alarms and to log these checks.

HMO properties will be inspected periodically by council HMO Officers and tenants should allow routine access for these inspections.

Furniture should not be rearranged within HMO properties. Furniture including sofas and dining tables should not be placed in the hall, where they may potentially block fire escape routes. Tenants should not tamper with fire safety equipment in the property and should familiarise themselves with its whereabouts. Furthermore, tenants should not tamper with smoke alarms, fire extinguishers and door closers (these must remain attached).

10. Complaints

We hope that during your tenancy everything will run smoothly, however sometimes things can go wrong. We will make every effort to ensure that your tenancy runs smoothly, but if it doesn't here's what you can do:

8.1) Contact your property manager & tell them what you are unhappy about. Please do this in writing so we can refer back to it if necessary. The property manager will endeavour to respond as soon as possible but within 10 days. Please be patient, as sometimes we need to get feedback from contractors or instruction from your landlord.

8.2) If you are not satisfied with the outcome & you believe that it is necessary to escalate the complaint you can:

a) Send an email to the company director at ashley@ppmedinburgh.com or

b) make contact through our online contact form on our website

<https://www.purepropertymanagement.com/contact/> which will go through to the director. We may get back to you requesting further information or even ask to meet with you in person to try to resolve the complaint.

We like it when our tenants are happy but we recognise that everyone has differing expectations. Please help us to understand your needs but at the same time be aware that we are property managers. We will endeavour to manage your property as best as possible, but the ultimate decisions quite often lie with the property owners.

11. Fire Alarm Log Book

If you are in an HMO property, your fire alarms must be tested on a regular basis. In fact, it's good practice to test your fire alarms even if you are not in an HMO property! We recommend setting up a reminder on your phone to do this i.e. on the first of every month. It is your responsibility to ensure that batteries are changed, however if there are any other issues please contact your property manager.

Move in Date:[illegible]