



riverside
property

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*Your guide to your
New Property*

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Do you have a leak?

Be Ready.

- When you move into your property make sure you are aware where your stop cock is for the water supply.



Leaking or Burst Pipe.

- Use a suitable container to capture the leak and protect flooring by using towels.
- Turn off the mains water supply.
- Open taps to drain down remaining water in the system.
- Can you isolate the appliance affected?



Has the electric shut off?

Be Ready.

- When you move into your property make sure you know the location of the mains electric box.
- **To turn off the electricity in case of emergency use the main fuse box.**



Check your fuse box first if an electrical item is not working.

- Check to see if any switches are in the off position.
- Turn switches back on
- If the switch turns back off do not try a second time.
- Do not overload sockets or extension leads

Gas Shut off Valve.

- When you move into your property you should also make sure you know where the gas shut off valve is.
- **To turn off the gas in case of emergency use the gas shut off valve.**

Better Safe Than Sorry!

As a tenant you have a responsibility to take care of the property you live in, some basic guidelines can help you maintain your home.

Condensation

What is condensation and what causes it?

Everyday things like cooking, washing, bathing and even breathing cause moisture, which is released into the air. The air can only hold a certain amount of water vapour - the warmer it is, the more it can hold. If this is cooled by contact with a cold surface such as mirror, a window or even a wall, the water vapour will turn into droplets of water - condensation. This is what happens when the mirrors mists up in the bathroom. If the condensation cannot dry it will cause mould.



What can you do to reduce it?

1. Produce less moisture

- Complete extra spin on all washing
- Dry your washing outside the property whenever you can. You can also hang it in the bathroom, keeping the door closed and the window wide open or extractor on.
- Permanently vent your tumble drier to the outside of your home, using a suitable kit recommended by the manufacturer of the appliance.
- While cooking, always cover pans and don't leave kettles boiling. Use extractors where fitted.

2. Ventilate well to remove moisture

- Ventilate bathrooms and kitchens.
- Keep bathroom and kitchen doors closed even if they have extractor fans.

3. Heat your home

- A constant, low-level form of heating provides the most economical form of heat and reduces the likelihood of condensation.

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Blockages

Blockages are usually caused by:

- Fat, oil and food leftover from cooking that congeals in pipes setting hard
- Hair in plug holes
- Wipes – even ones that say ‘flushable’ don’t break down and block pipes.
- Sanitary items.



Top tips to keep your drains flowing

- Bin it – don’t block it: Wrap up sanitary items, nappies and wipes and put them in the non-recycle bin.
- Leave leftover cooking oil, fat and food to cool and put it in the bin
- Chemicals, solvents, engine oil and paint should be taken to your local refuse or recycling site
- Medicines, tablets, syringes and needles should be taken to your pharmacist, hospital or health authority for safe disposal.

Remember you are responsible for basic maintenance so if any issues are caused by your misuse in this way could result in a costly repair, which you will be required to pay if we have to get the blockage removed.

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Pest Control

What to do next?

- It is your responsibility to carry out pest control, traps and bait are available in most supermarkets or DIY stores.
- If the problem requires the property to be modified in any way (blocking holes etc) please inform the office so we can advise your landlord.



Mice

Almost everyone knows the feeling of unease that accompanies finding mice or rodents in your home. Whether in the kitchen, lounge, bathroom or dining room. Unfortunately mice are a very common problem, there are however some simple steps to help prevent them:



- Store food in airtight containers and dispose of garbage regularly.
- Try to clear crumbs effectively.
- Install door sweeps on exterior doors and repair damaged screens.

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Exterior

Whose responsibility?

- You are responsible for the continuous upkeep of the external areas. You have a responsibility to return the garden to your landlord in the same condition as that in which you found it.
- The garden should be kept litter-free, reasonably tidy and not overgrown. If there are hedges they should be kept trimmed, especially if they are likely to encroach onto neighbour's properties or public areas. Grass should also be cut regularly, particularly in spring and summer.



Communal Gardens

- If you live in a block of apartments the communal areas and gardens will be maintained by the Management Company.

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Light Bulbs

Whose responsibility?

- You are responsible for changing bulbs as they fail. You should always change the bulb like for like and always make sure the power is turned off before starting.



How to change a GU10 spotlight bulb

- Turn off the lights
- BE CAREFUL the bulb may still be hot
- Wear gloves if needed.
- Press inward on the GU10 halogen bulb that is already screwed into place in your light fixture using both thumbs.
- Pull the bulb straight out of the socket
- Press the new bulb inward into the socket.



How to change other bulbs

- For further guides on how to change bulbs visit www.wikihow.com

Everyday Maintenance

As a tenant you have a responsibility to take care of the property you live in, some basic guidelines can help you maintain your home.

Property Maintenance

As tenant you are responsible for:

- Looking after your home in a 'tenant-like' way
- telling your landlord about the repairs that are needed
- Providing/allowing access to have any repair work done
- having a duty of care to your visitors



Looking after your home

The law implies a condition into every tenancy agreement that the tenant must use their home in a 'tenant-like' way. This applies whether you have a written or an oral tenancy agreement.

Using your home in a 'tenant-like' way generally means:

- doing minor repairs yourself, such as changing fuses, changing toilet seats, cleaning washing machine and dryer filters regularly, securing loose door handles and other small repairs.
- keeping your home clean
- not causing any damage to the property and making sure your visitors don't cause any damage
- using any fixtures and fittings properly, for example, not blocking a toilet by flushing something unsuitable (see previous page)

What to do in an Emergency

Emergency procedures.

Fire

- Call 999
- Set off any communal alarms in apartment blocks
- Get everyone out of the building and do not re enter
- Warn any neighbours if they may be in danger

Smell Gas

- Check gas appliances to see if the gas is on. DO NOT TRY TO LIGHT IT
- If the leak cannot be stopped by turning of the appliance or you are uncertain try to turn the gas off at the meter
- Open doors and windows to ventilate
- Do not turn any electric switches on or off
- Do not use the door bell
- NEVER SMOKE
- Call National Grid on 0800 111 999

Loss of Electricity

- Check the credit on your meter if you are pay as you go
- Check with your neighbours to check they have supply
- Check the fuse box for tripped switches
- Call your electricity supplier

Loss of Gas

- Check the credit on your meter if you are pay as you go
- Check with your neighbours to check they have supply
- Check the stop valve
- Call your gas supplier

Water Leak

- Turn off the water at mains
- If water has reached the electrics turn off also

Water Ingress from elsewhere

- Make source of the leak aware
- Inform the office

Paying your Rent

Paying your rent.

- Must be paid on or before your rent due date
- Your rent can be paid in a number of ways, the preferred method is with a regular bank transfer direct to our bank. We can help you to set up a standing order for this. We never use direct debits, we never take money from your account your bank pays us.
- You can also pay your rent each month with your debit card in the office or over the phone, or with cash in the office.



Communication.



- Please understand our team have a job to do, they fully understand that sometimes banks aren't the easiest to communicate with and will work with you to set things up.
- Remember they have dealt with many tenants in many different situations so be honest with us and they will be honest with you.
- After all, they have probably heard many excuses for late or non payment before but they are tasked with collecting the rent and that is what they will endeavour to do.

Late payment fees.

- As with most financial transactions, failure to deliver usually comes with added costs. Late payments will incur additional charges.

Vacating the Property

At the beginning of the tenancy you will have paid a deposit, we like to get this back to you as quickly and easily as we can once you vacate. These simple tips should help!

The Inventory

- At the beginning of your tenancy you will be provided with an inventory, it is your responsibility to make sure you check this carefully and make sure everything is listed correctly.
- Return your signed copy within one week. If not, you may be charged for any items missing or damaged.



Redirect your post.

- You will need to notify us and everyone of your new address. For a small charge you can arrange for your mail to be redirected and can download an application form from www.postoffice.co.uk.
- You can also register with www.iammoving.com. This site has a large database of utility suppliers, banks, store cards etc. who can notify them of your change of address free of charge.



Clean the property.

- To avoid any cause for complaint you should arrange the end of tenancy cleaning as close to your key return as possible.
- If you are using a professional company ensure they have an exhaustive task list, everything is completed to a high standard, and keep a copy of the invoice for reference.
- If you are completing a domestic clean, allow enough time to hire equipment, buy the right products, have things dry cleaned, and replace/repair items. Be thorough, tick things off your list as you go.
- The property must be returned in the same cleanliness as you found it.

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Minor Repairs

- Make sure minor repairs (stated previously) are carried out as well as light bulbs and smoke alarm batteries replaced.
- If you would like any help with maintenance or cleaning please contact us for a list of recommended contractors.

Rubbish

- Remove all rubbish from the property.
- Any waste left will be removed and the cost of this may be taken from your deposit.

Gardens

- Please make sure that you leave the garden tidy, with lawns mowed and weeds removed from borders.
- Bag and dispose of any garden waste at your local household waste site.



Keys.

- Please make sure all keys/fobs/passers are returned on the last day of your tenancy.
- Rent will be charged until your keys are returned, this includes additional days spent rectifying issues after your tenancy end date.



Meter Readings

- You should take meter reading and pass these to your suppliers to ensure an accurate bill.
- Be sure to tell all utility suppliers that you are vacating the property and provide them with your forwarding address for future correspondence.

