



Taylorored Lets

Below is some useful guidance for you to refer to during your stay in a Taylorored Lets property. For a more comprehensive guide please download the Household Manual from the Tenant Services page at Taylorored-Lets.com

Appliances

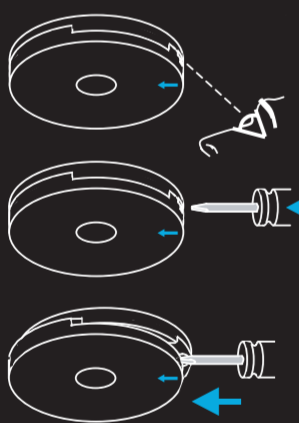
- If we have provided you with appliances as part of your tenancy, in the event a fault develops please report the issue through the Tenant Services section of our website and our maintenance team will be in touch to rectify the problem.
- When cleaning appliances please be sure to use non-abrasive materials and products.
- If the property has been supplied with a washing machine please make sure the pockets on all garments have been emptied before they're loaded into the machine and the wash cycle commences. Failure to do so could result in filter blockages and charges being applied.
- Only ever use the appliances in strict accordance with manufacturer's guidelines.

Electricity

- The details of your energy supplier will have been provided within your property inventory, along with your opening meter reading. Charges will apply in the event you change your energy supplier without our prior written consent.
- It is Taylorored Lets policy to carry out electrical hardwire testing every five years, which exceeds expected standards. A certificate is issued by the electrical contractor and a copy should be made available to you. If you do not have the most recent safety certificate, please contact us and a copy will be provided.
- If you ever have a complete power outage, please contact Northern Powergrid to confirm whether they're aware of a fault in the area prior to contacting us.
- Should you encounter an electrical fault, please go to the fuse board and follow the instructions provided. If you are still unable to resolve the fault please [contact us as an Emergency](#).

Fire Safety

- The property is designated a no smoking property. A breach of this regulation will result in charges being applied to reflect the damage nicotine staining and tobacco smells cause within a property.
- The use of candles is strictly prohibited in the property due to the serious fire risk they pose. A breach of this regulation will result in charges being applied to reflect the damage candle soot causes to the decorative finishes within a property.
- The property is equipped with smoke detectors and it is your responsibility to test these on a weekly basis using the test function on the detector. Please report any faults through the Tenant Services section of our website.
- If the smoke detector is beeping intermittently it is because the 9v battery back up has failed. You will need to replace the battery and should follow the instructions below to avoid damaging the detector head. Please note failure to maintain the detectors in working order will result in our maintenance team attending, remedying any fault and a charge being applied.



- 1. Locate removal slot**
Locate the arrow on the front face of the alarm. The slot is located directly above the arrow.
- 2. Insert screwdriver**
Insert a flat-bladed screwdriver horizontally. Approx. 1cm into the centre of the removal slot.
- 3. Slide alarm off base**
With the screwdriver still inserted, push the lower half of the alarm away from the screwdriver.

- Your property has been provided with a fire blanket and extinguisher for use in an emergency. Any misuse of these items will be chargeable. In the event you have to use this apparatus we should be notified immediately.
- If your property is fitted with door closers or fire seals to door frames, it is imperative that these are not interfered with as they are there to provide protection in the event of a fire. If you notice any defects in these items please contact us immediately.
- In the event of a fire please follow the fire safety instructions provided and report the matter to us immediately.

Gas

- Where applicable the details of your gas supplier will have been provided within your property inventory, along with your opening meter reading. Charges will apply in the event you change your gas supplier without our prior written consent.
- If your property is supplied with gas we must carry out an annual safety inspection and hold a valid safety certificate. If you do not have an up to date copy of your certificate, please contact the maintenance team and a copy will be issued.
- When your gas safety inspection is coming due we will advise you of the date we plan to attend the property. If you have a pay as you go meter it is your responsibility to have sufficient credit on the meter to allow the engineer to test the system. An abortive charge will be applied if we are unable to carry out this inspection.

If You Smell Gas

- Call 0800 111 999
- DO NOT create a flame or operate electrical switches.
- DO put out flames, open doors and windows, keep people away from the area and turn the gas off at the control valve located next to your gas meter.
- Contact us as an [Emergency](#) to make us aware of a fault.

General Maintenance

- We know things can sometimes go wrong so if you do encounter a problem in your property please report the fault through the Tenant Services section of our website or follow the link listed within the useful links section below.
- It is important that you report maintenance in a timely manner as minor faults can often develop into something more substantial and costly. Failure to keep us adequately informed could lead to consequential damage charges being applied to your account.
- General maintenance will typically be attended to and resolved within 7 days where matters are within our control. For [emergencies](#) however we operate a 24hr callout service. This is for genuine emergencies only and should not be abused as it could result in charges being applied if you provide misleading or erroneous information simply to get a quicker response.
- You are welcome to remedy any Tenant Fault maintenance yourself, or at your own expense, provided the works are carried out in a timely manner and to a good and workmanlike standard. However, we reserve the right to carry out the works ourselves in the event the fault poses a risk to the health and safety of the occupants, with such works then being chargeable.
- If we attend to your reported maintenance and identify the issue as Tenant Fault, a charge may apply even if you subsequently remedy the defect yourself. On this basis please rule out obvious faults prior to contacting us.
- We'll always inform you of the day we're attending and where possible will provide a 4hr window for an appointment. We can attend with or without keys, but if you advise us that you will be available to provide access and on attendance are not in, an abortive charge will apply.
- If your maintenance has been booked in and you need to rearrange the appointment, please call us and where possible provide 24hrs notice. In the event insufficient notice is provided a charge may apply.

Heating & Ventilation

- It is a condition of your tenancy that you keep the property adequately heated and ventilated. Failure to do so can lead to serious damage and significant costs that would be recoverable from you.
- To help counter the effects of condensation in the colder months, you should maintain your heating at a constant low temperature rather than short sharp periods of high intensity heat. This is not only more cost effective, but also allows the fabric of the building to warm up and prevent condensation forming. More detailed guidance is available within the Tenant Services section of our website.
- It is essential that you keep your property adequately heated over the winter months, even if you're not there. Failure to do so could lead to pipes freezing and bursting, causing major damage and consequential loss charges being applied to your account.

Inspections

- It is Taylorored Lets company policy to regularly inspect our properties to ensure they are being kept to a good standard and are safe for you to reside in. You will always be given notice of the date of inspection and provided with guidelines of what we expect when attending.
- If we attend a property and it falls significantly below the appropriate standard we'll have no choice but to arrange a re-inspection and apply a charge for doing so. If we find the odd minor issue we'll simply ask you to send some follow up photos showing the issues resolved.
- The inspections, guidelines and feedback are there to ensure the property is well maintained and assists in ensuring any damage and subsequent charges are kept to a minimum.

Lost or Misplaced Keys

- If you lose your keys, please inform us immediately as this threatens the security of the property. We may have to change the locks to the property and get new keys cut, which unfortunately would be chargeable.
- If you find yourself locked out of your property, a temporary key can be collected from Taylorored Lets during office hours, but it must be returned within 4hrs. If you fail to return the key in the allocated time we reserve the right to change all appropriate locks and keys, with the cost of doing so fully recoverable from you.
- If we have to attend the property to provide access a charge will apply. This charge varies depending on the time of day so please take care with your keys.

Tenancy Renewals

- We really hope you enjoy living in your Taylorored Lets home and would be delighted to hear you want to renew your tenancy. To arrange a new tenancy simply contact a member of the team who'll help you extend your stay in your current home or show you the other great places we have available.
- If you like your Taylorored Lets home so much that you tell your friends about us, we'll pay a referral fee if they sign up to one of our properties (T&Cs apply).

Security

- It may sound obvious but when leaving your property vacant please ensure you lock all windows and doors and where applicable use your security alarm. If you fail to do so it may lead to charges being applied for any consequential loss incurred.
- If your property is fitted with a security alarm you should have been shown its operation and been provided with the security code on move in. If you're unsure how it works or have forgotten the code please contact us and we'll help resolve your query.
- If your alarm develops a fault [contact us as an Emergency](#) as erroneous alarm sirens are a public nuisance and need resolving immediately.
- Any damage to windows or doors must be reported immediately and where appropriate a crime reference number should be obtained from the Police. Failure to provide a crime reference number may lead to the cost of repair being charged to you.

Water

- The details of your water supplier will have been provided within your property inventory, along with your opening meter reading where applicable.
- On moving into the property you should have been provided with a Legionella Risk Assessment. It is important you follow the guidelines contained within the assessment for your own wellbeing.
- Your inventory should contain the details of the location of your stop tap and it is essential you familiarise yourself with this in case you need to isolate the water supply in an emergency. If you have any doubts about its location, or operation, please contact the maintenance team and they'll advise you accordingly.
- Never leave a running tap unattended as the damage that can be caused in a very short space of time is both significant and expensive and you would have the cost of remedying the damage applied to your account.
- It is your responsibility to ensure the waste outlets do not become blocked through the build up of hair or other miscellaneous items. Please be sure to check this prior to reporting a blockage as costs may apply if we attend and identify such a fault. For the avoidance of doubt this includes the waste outlets to kitchen sinks, basins, baths and showers.
- The disposal of any inappropriate items into the drainage system is strictly prohibited. A breach of this regulation will result in charges being applied in the event of a blockage. If in doubt, check with your water supplier whether such items can be disposed of into the drainage system.
- If water is leaking from a kitchen sink, basin, bath or shower waste pipe when the tap is running, cease using the outlet immediately and report the fault through the Tenant Services section of the website.
- If the water supply to an appliance or outlet is leaking, please turn your stop tap off and [contact us as an Emergency](#).
- If you notice water leaking from a radiator, or water staining appearing on walls or ceilings, please [contact us as an Emergency](#).
- If you have a complete water outage, please contact your water supplier first to confirm whether they're aware of a fault in the area prior to contacting us.

Emergencies - Tel: (0191) 447 1718

- Please call us immediately for any genuine emergency and we'll arrange urgent assistance. Outside of office hours the Taylorored Lets voicemail will provide the mobile phone contact details for all members of the team on call at that time.

Taylorored Lets Contacts

General Enquiries	info@taylorored-lets.com	(0191) 447 1718
Maintenance Enquiries	maintenance@taylorored-lets.com	(0191) 447 1718
Rent Enquiries	credit.control@taylorored-lets.com	(0191) 447 1718

Taylorored Lets Useful Links

Homepage	www.taylorored-lets.com
Opening Hours	www.taylorored-lets.com/get-in-touch
Rent Payments	www.taylorored-lets.com/tenant-services/make-a-payment
Reporting Maintenance	https://taylorored-lets.fixflo.com/Auth/HomelssueCreate
Tenant Services	www.taylorored-lets.com/tenant-services

Other Useful Contacts

Gateshead Council	www.gateshead.gov.uk	(0191) 433 3000
Newcastle Council	www.newcastle.gov.uk	(0191) 278 7878
North Tyneside Council	www.northtyneside.gov.uk	(0345) 2000 101
Police	www.northumbria.police.uk	101
TV Licensing	www.tvlicensing.co.uk	(0300) 555 0286
Northern Powergrid	www.northernpowergrid.com	105
National Grid	www.nationalgridgas.com	(0800) 111 999

