



## House Manual

*Here at Taylorred Lets, we would like to wish you a comfortable and enjoyable stay at your property. This manual provides useful information to ensure your stay runs smoothly with guidelines to cleaning, maintenance, security, safety and important contact numbers.*

### Contents: -

1. **Cleaning:** includes general guidelines and what is expected from your regular property inspections
2. **Maintenance:** a guide to our maintenance procedure and general maintenance within the property
3. **Condensation:** causes of condensation in rental properties and preventative methods
4. **Your Responsibilities:** sorting utilities, reporting maintenance, winter break etc
5. **Safety and Security:** Smoke alarms, fire procedure, house alarm, keys, faults procedure
6. **Important Contact Numbers:** includes emergency contact numbers, opening hours for the office, general contacts

## *Cleaning your Taylorred Lets Property*

- We do appreciate that most of our tenants do not prefer bare walls and like to hang pictures/canvases etc. Due to the cable and pipe runs in our properties, we request that you contact the office prior to anything being hung on the walls. At request, a member of our maintenance team can hang these for you to ensure the correct fixings are used, causing minimal damage to the walls.
- If you are planning on having telephone or satellite TV installed at the property, you must consult us to establish where the best cable routes are within the property.
- If applicable, when the electric shower is not in use, the pull cord should be pulled to isolate the electrical supply to the unit.
- To prevent unnecessary scratching of the floors, its cleanliness should be maintained through the use of a soft brush and a mop. The Hoover (if provided) should only be used on carpeted areas within the property.
- Excess liquids should be wiped off any natural wood immediately. When cleaning any solid wood, warm soapy water is sufficient. No chemicals should be used.
- To prevent scorching of kitchen worktops, hot pans should never be placed directly on to them. Hot pan trays should be used. A chopping board should also be used for food preparation to avoid any scoring of the worktops.
- As part of good hygiene practice, your household waste should be placed in the green wheelie bin located in the garden/yard. Recyclable waste should be disposed of in the appropriate 'blue' bin. Wheelie bins should never be left in back lanes and should only be placed in the lane on the evening of your bin collection. Please see your local council's website for your bin day as they differ from area to area.
- In order to ensure the optimum performance of the kitchen extractor fan, we ask on a monthly basis that you remove the grease filters and clean them either in hot, soapy water or the dishwasher (if applicable). When placing them in the dishwasher they should be placed in an upright position to prevent food remains falling on them.

## *Inspection Guidelines:*

Although these guidelines refer to the expectations of your property on inspection, we do advise that these guidelines are followed in general to ensure the property is cleaned efficiently and regularly:

It is very important that tenants look after their property during their tenancy with Taylorred Lets. This will increase your enjoyment of your home, whilst also allowing us to return more if not all of your deposit at the end of your tenancy agreement. It also makes sure that you adhere to clause 3.11 of your tenancy agreement.

Should you have any questions with the provided information, please phone Taylorred Lets on **0191 447 1718** or email [maintenance@taylorred-lets.com](mailto:maintenance@taylorred-lets.com).

## General Notes

All floors must be vacuumed/mopped, including under couches, beds and behind doors etc. Make sure that all skirting boards are wiped down. This must be done regularly to stop a significant build up of dirt that can prove hard to clean. If provided, the Hoover needs emptied on a regular basis, with the mop bucket and head cleaned out also.

The replacement of light bulbs is the responsibility of the tenants. If the light fittings are too high for you to safely reach, then please leave the appropriate number of bulbs at the property and we shall install them without charge. Changing the light bulbs makes the property brighter and more pleasant, whilst at the same time allowing safer travel around the property.

Please make sure the house manual is present at the property upon during the inspection.

## Hallways and Stairs

Remove any mail, flyers etc from front door, even if they are not yours. If the mail is addressed to someone who currently doesn't live in the property, write "no longer at this address" on the envelope and place back in the post.

## Bathrooms / Toilets

The tiles need cleaned down with the appropriate sprays on a regular basis. If kept on top of, this will prevent the tiles needing to be regouted / resealed at the end of the tenancy, the cost of which will be the responsibility of the tenants.

Empty shampoo bottles etc need removed and disposed of correctly.

The tenants must make sure that the shower tray / bath is regularly wiped out. This is most straightforward when rinsed immediately after use.

The toilet needs cleaned regularly, including wiping the underneath of the toilet and the underneath of the seat too. Bleach should be put down the toilet on a regular basis, to stop the build up of dirt.

## Bedrooms

All floors need swept and mopped or hoovered. Clothes should be placed in the provided furniture, with your bed made. During the inspection it would be appreciated if the blind could be open.

## Kitchen

The oven and hob need cleaned on a regular basis, to stop the build up of dirt. Tenants should try their best not to spill food on the hob and in the oven. If this does happen then it needs wiped up, when it is sufficiently cool enough to be done safely. The grease filters in the extractor fan need regularly cleaned. Hot soapy water can be used, or by putting them in the dishwasher.

The microwave needs wiped out, including the roof of the inside of the microwave. Tenants are advised to put a cover (non metallic!) over any cooking items in the microwave, so to stop it spitting up the sides. If this does happen, wiping out the microwave as soon as it is safe to do so will make cleaning it easier.

Dirty dishes etc need washed / put in the dishwasher. When putting items in the dishwasher, they must be rinsed before hand, to make sure that the dishwasher cleans them thoroughly. Make sure that the dishwasher is not over filled, as this will reduce the chance of the items coming out clean. When dishes are clean, they need dried (if necessary) and put away.

No rubbish bags should be left in the property. Once full, they need tied up and placed in the appropriate bin outside. The kitchen bin should be emptied regularly, to stop old food etc smelling.

A chopping board should be used during food preparation to prevent scoring of the worktop.

Taylorred Lets encourage tenants to recycle. The items to be recycled need placed in the recycling bin outside on a regular basis. A build up of items to be recycled in the kitchen is not acceptable.

### Living Room

The floor in the living needs swept and mopped on a regular basis.

No dishes should be left in the lounge and should dealt with as per the instructions above. Tenants personal belongings should not be left all over the lounge. If belongings are in the living room, they need to be left there neatly.

### Back Yards

Make sure that the back yard is clear of any rubbish, including kitchen bin bags waiting to be put out. Pay special attention to make sure that no cigarette butts are left outside. If tenants wish to smoke outside, then they must make sure that the butts are disposed of in a clean and safe manner.

### Fire Safety

Smoke / head detector heads must be present and attached correctly during the inspection. If during your tenancy they start to beep, please contact Taylorred Lets, who will replace the battery as required.

## *Maintenance: Reporting and managing maintenance issues in your property*

- Due to the nature of the light fittings in the property, we would advise that when changing light bulbs you give the lamp time to cool down as they get extremely hot when in operation.
- Should light bulbs within your property be too high or too difficult to change yourself, our maintenance team can fit these for free if bulbs are supplied. If you are unsure which light bulbs to purchase, contact the office.
- We encourage our tenants to report all maintenance issues to our office in order. All non-emergency maintenance should be reported via the website. Our maintenance day is a Friday and we will contact you the day before to advise of maintenance calling out.
- To assist in the good operation of all waste and drainage facilities, we would ask that the following practices are adhered to: -
  1. Food scraps should be removed to the bin prior washing of crockery etc.
  2. Cooking fats should not be poured down kitchen sinks. Fats should be poured into a suitable receptacle and disposed of with household waste.
  3. In the instances of toilet facilities, drainage systems are only suitable for the disposal of tissue paper. Sanitary products should be placed into a suitable receptacle and disposed of with household waste. This must not be disposed of down toilets.

Failure to follow this advise could result in the drains becoming blocked, posing a health risk, and the likelihood of a charge being levied as per your tenancy agreement.

- For emergency maintenance e.g. boiler fault, water leak etc. please call us on 0191 447 1718. Our office opening hours are 10am until 6pm Monday to Saturday. For emergencies outside of office hours, please see our emergency contact details further on.

## Condensation: A Guide

Generally in the colder months of the year, tenants will often experience mould in a property. This is caused by condensation in the air and can be avoided by following these guidelines.

Condensation is caused by moisture in the air condensing on cold surfaces within a property. This is most commonly seen on windows and outside walls of a property.

### Heating

It is appreciated that energy prices are going up, but it is important that your heating is used and especially important that it is used correctly to reduce condensation. From experience, often tenants run the heating at a high temperature for a short period of time, when the property feels cold.

Although this will make the air within the property warm up, the windows and the outside walls will not have the opportunity to heat up. The moisture within the air will then condense on these and hence why you get condensation. Running your heating on a constant low temperature will keep the building at a warm constant temperature, which will reduce condensation. Running your heating like this is as cheap, if not cheaper than running it powerfully for a short period of time.

Do not dry wet towels on the radiators, as it will not allow a constant temperature to occur in the room.

### Reducing Moisture In The Air

It is impossible to completely remove moisture within the air. Common causes of moisture creation within a property are as follows;

- Cooking • Bathing • Showering • Drying Washing • Breathing!

It is possible to reduce the amount of moisture in the air though.

Keeping the property well ventilated is essential to reduce condensation. Where possible keep your windows open, of course making sure that your security is not compromised. The majority of windows will have a night latch setting that will allow a little air to come in, whilst also making sure that the window is secure. If you wish to be shown how to do this on your windows, please do not hesitate to contact the office.

Keeping doors open in the property will allow air to move around within it. Do not keep bathroom doors open when showering etc.

Make sure that when showering, that the fan is running and the door is closed. This will allow the moisture from the shower to be removed from the property and extracted outside.

The extractor fan should always be used when cooking.

Where possible try to dry washing outside. It is understood that this is not easy with the weather worsening, but it is still possible on some days to do so. Keeping windows and doors open when drying washing inside will also help. Again make sure that there is not a security risk when doing this.

## Cleaning

The results of condensation can be the growth of black spots of mould. This can be washed down with bleach. Make sure that the appropriate care is taken when using bleach.

## Further Information

Condensation is a problem throughout the country. The links below from Newcastle City Council provides further information and help.

<https://www.yhn.org.uk/wp-content/uploads/2016/05/Condensation-guide-update-DEC-2013-draft4.pdf>

If the above information does not help, or you would like a member of the Taylorred Lets team to meet you at your property, then please do not hesitate to contact us [maintenance@taylorred-lets.com](mailto:maintenance@taylorred-lets.com) or phone 0191 447 1718



### *Your Responsibilities:*

- It is up to you, the tenant(s) to report maintenance appropriately. Any damage caused to the property that has not been reported correctly could incur a charge.
- Unless utilities are included in your rent and are the responsibility of the landlord, you will be responsible for the utilities in the property.
- A TV licence must be purchased. Should you live under a joint tenancy and there are TVs in the bedrooms, the purchase of one TV licence is adequate (unlike halls where rooms are classed as separate dwellings).
- If you are part of a student household, you are entitled to a full exemption from council tax. If stated in your tenancy agreement that you are responsible for council tax (students or not) it will be your responsibility to contact your local council with your tenant details. These can be submitted online or visiting the Civic Centre.
- Unless stated otherwise in your tenancy agreement, it will be your responsibility to contact utility companies and set up the account for your property with bills paid accordingly. If you need advising of your gas and electric suppliers, please contact our office.
- If you wish to change supplier, you must inform the office for permission.
- Your water supplier is Northumbrian Water Ltd.
- In order to make your time in the property as enjoyable as possible we would request that you give consideration to your neighbours with regards to your behavior and any noise generation. We take noise complaints very seriously and pursue it further if it is flagged up on more than one occasion.

## *Safety and Security in your Property*

- Due to fire safety regulations, the property is a no smoking zone. Should this be ignored, every smoke alarm in the property will be activated until the smoke has cleared. Please note it is a breach of tenancy if discovered that smoking has been permitted within the property.
- We must remind tenants to keep all fire doors closed at all times for your safety. In the event of a fire, your personal contents insurance could be affected if doors are unnecessarily wedged open.
- The emergency lighting, smoke alarms, door closers and cold smoke seals should never be tampered with.
- Whilst the smoke alarms are mains powered, they should be tested regularly to ensure they are in full working order. This is done by pressing the button located on each individual alarm. On inspection, the Taylorred Lets representative will test these and log the check although it is advised tenants do this regularly.
- It is the responsibility of tenants to change the batteries in their smoke alarms. Should you require instructions on how to do this, please contact the office.
- As the smoke alarms are interlinked, in the event of an alarm, it can be established which detector caused the activation by going to the locator switch and following the instructions provided.
- Unless already provided with a door lock, tenants are not permitted to fit any locks to any of the doors.
- Use of the fire fighting equipment provided must be reported at the earliest opportunity. Misuse will render you liable to replace the equipment.
- In the unlikely event of fire breaking out in the property, please follow any instructions provided.
- When the property is left vacant, the alarm provided (if applicable) must be used at all times. Please contact office should you ever need reminding of your alarm code.
- In the unlikely event of a burglary, your personal contents insurance could become void if the property is vacant and the alarm is switched off. Any loss/damage to items provided by the landlord may incur a cost to you the tenant(s).



- If applicable, the camera entry system at the property is able to view on all of the televisions provided by switching to channel 9 on the analogue frequency.
- If provided, we still advise that tenants take their keys with them at all times regardless of the door entry system in case of failure.
- Extra keys to the property must not be cut. Should you lose your keys, contact the office and we will get new keys cut at a charge of £20.00 per key. (As per the key sign out sheet, a charge of up to £200 can be applied for changing the locks if keys are not handed in at the end of the tenancy).
- The door entry code/house alarm code should not be given to anyone not living in the property.

- **If You Smell Gas**

Call 0800 111 999

- DO NOT create a flame or operate electrical switches.
- DO put out flames, open doors & windows, keep people away from the area and turn the gas off at the control valve located next to your gas meter at the bottom of the stairs.
- **Electrical Fault**
- Go to the fuse board (located under the stairs to the loft) and follow the instructions provided.
- **Water Leak**
- If water is leaking from a sink, bath or shower waste pipe when the tap is running, stop running the tap and please report the fault.
- If a pipe to one of the washing facilities is leaking, please go to the stop cock (tap), located in the kitchen base unit directly under the sink, and turn the water supply to the property off. Contact us and we will respond immediately.
- Should water be leaking from a radiator contact us immediately.
- Should water marks appear in walls or ceilings contact us immediately.

## Appliance Fault

- Should you suffer any faults with any of the appliances provided, please report them at your earliest opportunity and we will coordinate engineers to rectify the problem.

## Important Contact Numbers

- Taylorred Lets Office: (0191) 447 1718 (Monday – Saturday 10am-6pm)
- Newcastle City Council: (0191) 278 7878
- North Tyneside Council: 0345 200 0101
- Gateshead Council: 0191 433 3000
  
- Northumbria Police: 101 or text service 07786200814
  
- TV Licensing: 0300 790 6071
  
- General enquiries to Taylorred Lets: [info@taylorred-lets.com](mailto:info@taylorred-lets.com)
- Reporting maintenance: <https://taylorred-lets.fixflo.com/Auth/HomelssueCreate>
- For any emergency maintenance, please call 0191 447 1718. If your emergency is out of office hours, you will be provided with an emergency number on the Taylorred Lets voicemail.