



## **Property Maintenance & Information**

### **General Maintenance**

Whilst I make every effort to ensure that everything is working perfectly when I rent a property, maintenance issues will of course arise. It is vitally important that you make me aware immediately of any problem, or potential problem, however insignificant it may seem, in order that I can evaluate it and take action as required.

Some issues will always be a priority, so for instance I will always do my best to ensure you are not left for any long period without electricity, heating or hot water. However, I can only act if you make me aware.

Other issues may not seem important at the time, but a small problem can easily turn into a large problem if not dealt with straight away. I would rather be 'bothered' than not informed.

If a problem arises that is completely out of your control, I will of course pay for it to be rectified. If, however, something happens as a result of your own actions, or worsens due to you not informing me early enough, the financial responsibility will be with you.

### **Cleaning**

This will probably be the last the last thing on your mind when you move in, but you'll find it much easier to get yourself organised straight away.

Quite simply, if you do not keep the place cleaned (vacuumed, dusted, washed, wiped, etc.) you will give yourselves a number of problems – (1) I will be hassling you, (2) you will attract mice (if food is left out), (3) it will become an unpleasant place in which to live, (4) you will give yourselves a huge amount of work at the end of the tenancy period, and (5) allowing a build-up of dirt (anywhere) can invariably result in the need to re-decorate or renew items if they are beyond effective cleaning, the result being a significant dent in your deposit money.



On the other hand if, as a group, you are able to get organised, then the opposite of the above will be true. I would very strongly advise you to use a rota system and make sure you stick to it. Just bear in mind how you found the property when you moved in. That will be the standard I will expect when you move out, for the benefit of subsequent tenants.

## **Bathrooms / Shower Rooms and Toilets**

Apart from the obvious need to wipe floors and surfaces, the sorts of problems that can arise include blocked pipes, condensation and blackening of tile grout and silicon.

To avoid blockages, I suggest you use a simple plughole device which will catch hairs particularly. If the water does start to flow away much more slowly, then (with water in the basin/bath/tray) use the plunger to unblock. The other option is to use a standard domestic pipe de-blocking solution, available in any supermarket. If it continues to be a problem then let me know and I will organize someone to deal with it.

Condensation will occur quite obviously in steamy atmospheres, so particularly for example when a shower is used without ventilation. Over time, left unchecked, excessive condensation will cause problems such as damp walls, black mould (which you can see) and other problems, perhaps in the roof which, whilst not necessarily visible, could be even more harmful. In order to minimize condensation in a bath/shower room, and to stop the spread of condensation to other areas of the house, close the door, ensure that the fan is operational when inside the room, and preferably also open a window to allow the moisture to escape.

Discolouring of tile grout and silicon is difficult to avoid completely, but regular cleaning will help keep it in check, and should certainly avoid blackening. If you are struggling, then neat bleach is usually effective (but please take precautions before application in order that it does not make contact with your skin).

Please keep toilets cleaned, and do not flush down sanitary products and other non-dissolvable items, as they will cause a blockage.



# Richard Lee Student Accommodation

*"Not just a house... a place to call home"*

## **Kitchen**

The kitchen is another room in the house where extra attention is needed, and you will need to co-operate with each other effectively to avoid problems. You will make life so much easier for yourselves if you keep it clean and tidy, but this involves input from everyone.

When using the tumble-drier, it will only work effectively if you ensure that the filter is clear of fluff. Before you use it each time - simply open door, remove filter from bottom of circular door frame, remove excess fluff, and replace. It takes about three seconds! It will help to ensure your clothes are dried quickly and will prevent maintenance problems.

For houses with dishwashers, please remember to add rinse aid and dishwasher salt (as required) in addition to dishwasher tablets.

Please do not allow fat, oil or excess food to be poured down the sink. It will block the drain.

For fire prevention, when using toasters please do not place under the wall units, and please never use deep fat fryers in the property.

Remember that mice are attracted to kitchens where food is left out, particularly in the cold winter months.

## **Outside**

Please keep the front and back of the house clear of rubbish. Wheelie bins and recycling boxes are provided. Please use them (in the correct way) and remember to put them out the day before they are due to be collected. If you are unsure of which days boxes/bins are collected, contact the Council (01604 837837) and request a timetable for the year to be sent out to you. Also contact the Council if a bin or box is stolen, in order that a replacement can be provided. This is free of charge.

Please do not allow a build-up of rubbish outside. Apart from it looking unsightly, it may attract unwanted attention. If a house can easily be identified as a 'student house' (often by an untidy front garden littered with bottles and pizza boxes!) it may become a target for burglary by thieves attracted to the thought of a house full of laptops.

Office Address: 17 Church Road, Upper Boddington, Daventry, Northamptonshire, NN11 6DL

Telephone: 07949 078172 / 01327 263917

Email: [info@rlsa-northampton.co.uk](mailto:info@rlsa-northampton.co.uk) / [richardlee0103@gmail.com](mailto:richardlee0103@gmail.com)

Website: [www.rlsa-northampton.co.uk](http://www.rlsa-northampton.co.uk)



# Richard Lee Student Accommodation

*"Not just a house... a place to call home"*

Please ensure that drains do not get blocked. This can happen when food and other items are discarded down sinks and basins.

## **Bedrooms**

Your bedroom is your own space. My only real concern is that it is left in the same condition as you found it. Whilst the tenancy agreement includes a clause about sellotape and blu-tak on walls, I recognize that you may want to personalise your room, so I will be reasonable about the odd poster. I just expect you to use some common sense, and ask me if you are not sure about something. On the one hand I want you to feel like it is your home, but if I have to re-decorate the room after you've left it will come out of your deposit money.

In the winter months, condensation can be an issue, causing damp walls and even black mould. To avoid this, do not cover radiators (e.g. with damp towels/clothes), ensure nothing is in direct contact with external walls, keep heating at a reasonable level, and ensure adequate ventilation. For instance, when you are in the property, open bedroom doors to allow good air circulation. If windows are fitted with trickle vents, ensure they are open. Otherwise, opening windows (even slightly ajar) can help. If you find moisture on window panes and sills, always wipe up with a cloth.

## **Neighbours**

Your neighbours could be owner-occupiers, renters, or even students. The likelihood is that there will be a mixture. Therefore some people will work during the day, some may work shifts, and some may be at home, perhaps looking after children. As such, please be aware that others may not necessarily live in the way you do.

Please be considerate, particularly when it comes to noise. For instance, do not play loud music late at night, particularly on weekdays. If you are planning to have people round, please inform your neighbours as a courtesy. Ultimately, simply be reasonable, and use common sense.

Office Address: 17 Church Road, Upper Boddington, Daventry, Northamptonshire, NN11 6DL

Telephone: 07949 078172 / 01327 263917

Email: [info@rlsa-northampton.co.uk](mailto:info@rlsa-northampton.co.uk) / [richardlee0103@gmail.com](mailto:richardlee0103@gmail.com)

Website: [www.rlsa-northampton.co.uk](http://www.rlsa-northampton.co.uk)



# Richard Lee Student Accommodation

*"Not just a house... a place to call home"*

## **Guests Sleeping Over**

You will note that the tenancy agreement does state that this is not allowed without the prior permission of the landlord. However, in the interests of reasonableness and practicality, I will not enforce this so long as tenants do not abuse the system.

If you want your boyfriend/girlfriend to stay over on a very occasional basis, I do not have a problem in principle, so long as there is no objection from other tenants. I do not specifically require to you to inform me in advance. I just expect you to be sensible and consider the other tenants.

Of course, if the system is abused, I will be forced to stipulate the rules of the contract.

## **Heating – Periods of Non-occupation**

To avoid the heating of an empty house, before you go away (e.g. for Xmas/Easter holidays) please ensure that the 'Hive' control system is set to 'Holiday' mode for the dates the house is empty.

Please also ensure that receiver remains connected to the internet and that power is not turned off. This ensures that Hive is still active so it can be accessed and monitored remotely. It will also therefore be able to activate the heating automatically should the temperature fall dangerously low while you are away, thus preventing the threat of frozen and burst pipes.

## **Fire Safety**

Within the information file I have provided a 'Risk Assessment' for each house. Please read this. It is fairly straightforward, and largely relies on common sense in the event of an emergency and also with regard to basic fire prevention.

Smoke detectors are fitted throughout the house. They are mains-operated with a battery back-up. If one detector goes off for any reason, they should all go off. It is your responsibility to check them, by pressing

Office Address: 17 Church Road, Upper Boddington, Daventry, Northamptonshire, NN11 6DL

Telephone: 07949 078172 / 01327 263917

Email: [info@rlsa-northampton.co.uk](mailto:info@rlsa-northampton.co.uk) / [richardlee0103@gmail.com](mailto:richardlee0103@gmail.com)

Website: [www.rlsa-northampton.co.uk](http://www.rlsa-northampton.co.uk)



# Richard Lee Student Accommodation

*"Not just a house... a place to call home"*

the 'test' button, once a week. If you find (or even suspect) a fault with any part of the fire alarm system, please let me know as soon as possible.

## **Crime Prevention**

The risk of crime against the property and your possessions will be minimized if you follow some very basic rules. Firstly, do not draw attention to the property, particularly the fact that it is a 'student house'. This will largely be achieved by keeping the front of the house tidy. Secondly, keep the front door locked at all times (but do not leave the key in the lock). Thirdly, make sure that any other means of access are denied when you are out, e.g. windows, back door, side/back gates, shed door, etc.

In the unlikely event that you are subject to burglary, please ensure that you have the appropriate contents insurance in place to cover your own specific requirements.

## **Other information**

More information can be found by visiting [www.rlsa-northampton.co.uk](http://www.rlsa-northampton.co.uk).

In addition, each house has a ring-binder containing key contact details, legal certificates, operating instructions and other house information.

Each house also contains a blue box file containing instruction books.

Office Address: 17 Church Road, Upper Boddington, Daventry, Northamptonshire, NN11 6DL

Telephone: 07949 078172 / 01327 263917

Email: [info@rlsa-northampton.co.uk](mailto:info@rlsa-northampton.co.uk) / [richardlee0103@gmail.com](mailto:richardlee0103@gmail.com)

Website: [www.rlsa-northampton.co.uk](http://www.rlsa-northampton.co.uk)