

Haywoods Group Tenants Guide

For a copy of your tenancy Agreement please contact caroline@haywoodsgroup.com

After receiving your “Check in report” you will be expected to sign and return within three working days. Please ensure if you have any queries we must be made aware of these at the time. Please remember to keep a copy for yourself.

Gas, Water, Refuse & Electricity etc.

- The tenant is responsible for the payment of any utilities bills that are incurred during the period to which the property is occupied.
- It is the tenant’s responsibility to keep the communal area’s clean and free from rubbish. Please liaise with the local council regarding any refuse collection queries.
- In the event of a water leak, please be aware that most ‘Stopcocks’ (*Tap to turn off mains water into the property*) are located either under the kitchen sink or in the communal hallway.
- If you need to read your water meter and you are unable to locate it please contact Thames Water. www.thameswater.co.uk
- In the event that you loose electricity it may be that a fuse has blown, most fuse boxes are located either above your front door, under the stairs in a cupboard or in the main building hallway. It is usually just a matter of flicking the fuse back to the ‘on’ position.
- Any problems with your boiler please refer to your ‘Boiler user manual’ this is usually located in a kitchen draw. If you are unable to locate this manual please call the Haywoods Group during office hours with details of your appliance and we will send a duplicate copy.
- The most common fault with heating systems is down to a loss of pressure – please refer to detailed guide for resolving this problem. Please refer to this guide before contacting the maintenance department.
- Please note that written approval must be granted for the installation of any aerials, satellite dishes or cabled services.
- It is the responsibility of the tenants to change light bulbs, fuses & smoke alarm batteries.
- Please do not flush any sanitary items, face wipes, plastic or metal items down the conventional toilet or toilet with a pump.
(*Please note toilets with electrical pumps are very expensive to unblock/repair – the tenant will responsible for these costs if a plumber has to be called to the property*)
- Drains should be cleaned on a regular basis – (we recommend every two months) you may use drain cleaner, bleach or crystal soda.
- **Please note extractor fans should never be switched off at the isolation switch – the result in doing so will cause damp to the property to which you will be held liable.**

- Washing machine filters should be cleaned on regular bases (every two to three months) this is located at the bottom of the machine either in one corner or a panel that covers the length. Any damage caused by not cleaning this filter may result in a charge to the tenant.
- In hard water areas Lime scale removing products should be used regularly on shower heads and taps. Failure do so may result in damage.
- Before the winter period tenants are advised to bleed all radiators, this will result in a more efficient heat distribution throughout the property. (See separate guide on how to do this)
- It is prohibited and breach of contract to keep any animals or pets in the property or garden without permission of The Haywoods Group.
- The tenant is responsible for organising their own insurance for personal possessions, Haywoods Group take no responsibility for any losses.
- For maintenance issues please email maintenance@haywoodsgroup.com.

All maintenance issues have to be addressed in writing or by email as soon as they occur to avoid further damages. Please be aware that if you do not notify us you will be charged for costs incurred to us.

Security

- Please note it is a breach of your contract to install any extra locks or change the existing locks in any way.
- If a tenant is locked out of their property or loses their keys please call **Saxon Security Keys – 0208 7676281** 208 c-d Mitcham Road, London, SW17 9NN or an independent locksmith. **THE TENANT IS RESPONSIBLE FOR ANY COSTS!**
- If extra / replacement keys are required they may be obtained with permission of the Haywoods Group.
- The costs of the extra security keys are charged at £20.00 per key.
- **PLEASE NOTE... WHEN A CONTRACTOR CARRIES OUT ANY MAINTENANCE WORK, ON EXIT HE/SHE WILL ALWAYS SECURE ALL AVAILABLE LOCKS IN AND OUT OF THE BUILDING. (UNLESS DIRECTLY SPECIFIED)**

If you have an emergency please contact the office number 0208 8751919

**PLEASE KEEP OUR PROPERTY WITH RESPECT.
THANK YOU**