

# TOMLINSON

## ESTATE MANAGEMENT

Dear Tenant(s),

We would like to take this opportunity to thank you for choosing to rent with Tomlinson Estate Management. This handbook contains important and useful information which you will need during your tenancy. Please read the main section on 'Tenant Responsibilities' carefully and refer to it for advice throughout the year.

## *Moving in*

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### *When you first enter your property, there are a few things you must do*

- Familiarise yourself with the location of the water stop-tap, main gas shut-off tap, and the fuse box.
- Notify us as soon as you move in if there is anything you feel we need to know about the property – if something is not clean enough or does not work, for example. Of course, we try our best to have everything ready for you, but if we have missed something we need you to let us know. If any further cleaning does need to be done, it will be carried out within 14 days of notification.
- Complete the inventory form with any relevant amendments within 48 Hours of key collection. This must be done online using your tenant login.
- Read the gas and electricity meters and inform the supplier of the readings. Remember to also record the readings on the inventory form.
- If you need to know the current utility providers for the property you can call the national helpline numbers:

0845 603 0618 for Electricity Suppliers and 0870 608 1524 for Gas Suppliers

- Check the property for maintenance issues. If there are any problems with the property then you must inform us immediately. (See the section on 'Maintenance Issues' on page 3.) **If you fail to notify us of any issues then you could be held responsible for any problems inherited from the previous tenant(s). We want to avoid this.**

## Contact info

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### *Email is our preferred form of contact for enquiries*

- [enquiries@tomlinsonstates.co.uk](mailto:enquiries@tomlinsonstates.co.uk)  
Contact this address if you have queries about your house, or any other general questions. You can contact this address if you have any maintenance issues. However, we would prefer it if you could report the issues on our website, by filling in a 'Repair Form' (see the section on 'Maintenance Issues' on page 3 for guidance).
- [accounts@tomlinsonstates.co.uk](mailto:accounts@tomlinsonstates.co.uk)  
Contact this address if you have queries regarding finances.

### *Useful numbers*

- Tomlinson Estate Management office: 0115 824 0368
- Emergency numbers (for out of office hours): 07590 821 838  
07778 518 691

Our normal office hours are Monday to Friday, 09:00am until 4:30pm. Please do not hesitate to come in and see us.

## Tenant Responsibilities

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### *Inventories*

You will find your house inventory in your welcome pack. It is your responsibility to verify and/or amend your house inventory and complete online within 48 hours of receipt. Please be aware that if the inventory is not completed within the designated time, the form as it stands, without any amendments you may wish to make, will be deemed correct.

## *Maintenance Issues*

Maintenance issues should be reported via the 'Repair Form' section on our website, [tomlinsonstates.co.uk](http://tomlinsonstates.co.uk). Click 'Tenants' and then select 'Report a problem'. Please submit requests individually so that we can assess and deal with them accordingly.

The emergency number provided on page 2 should only be used in **emergencies**. An emergency is a situation such as:

- A continuous water leak
- A break-in where the property cannot be secured by yourselves (the "tenant(s)"), i.e. a broken window or insecure door
- Severe flooding
- No heating (winter only)

If we are called out for emergency assistance and find that it is not an emergency, you may be issued with a charge. For example, whilst we appreciate that it is inconvenient to be locked out of your house, call-outs of this nature will be charged.

From time to time, specific problems and general up-keep of your property may result in building work being conducted during your tenancy. We will do our best to cause as little disturbance to you as possible. We try to achieve this by working with tenants to find a time best suited to them, such as University holidays.

## *Noise*

Please show consideration and respect for your neighbours when playing music or using amplified equipment. If you intend to have a party, it is courteous to let them know beforehand.

## *Cleaning*

It is your responsibility to clean your house. If you clean it **regularly** it will make the upkeep much more manageable.

Here are a few simple suggestions to help you ensure that your house stays in good condition, which will make final cleaning easier:

- Regular cleaning of the toilet prevents build-up of limescale. Bleach or limescale removers are both very effective when used regularly.
- Bathrooms need airing regularly. Constant use of baths and showers creates a lot of steam. If the bathroom is not aired, a build up of 'black-spot' mould will occur. This is unsightly and its presence could result in some of your deposit being withheld. By simply opening the bathroom window or leaving the fan running (if

one is installed) for a short time after using the bathroom, this can be easily prevented.

- Your cooker needs cleaning regularly, both inside and out. Special products can be bought for this purpose. We recommend that this is done at least once every two months. Please be aware that cooker cleaning is one of the most regular reasons for deposit deductions, as specialist cleaners are often needed for the job.

Please take care when using cleaning products. Not all products are suitable for all surfaces; always check the instructions before use.

If your property is unclean at the end of your tenancy then cleaning charges will be applied.

### ***Drains and Toilets***

Drains can become blocked by hair and food scraps. Please ensure that any foodstuffs are not put down the sink and that the plug holes are kept free of hair. (It is recommended that you have a plunger in the property in case of blockages.)

Another major and more serious cause of blockages is sanitary wear. Please make sure that you dispose of such waste in the correct manner. We will come out to repair blocked drains, but if it becomes a persistent problem and is caused by tenant negligence, you may be charged.

### ***General Household Waste***

All household waste must be bagged and put in the outside bins provided. If we find that you are not doing this, you will be charged for removal. Waste left in gardens or houses can attract vermin, which can cause infestations and other larger complications. If such a problem occurs and is considered to have resulted from your neglect of proper rubbish disposal, then charges will be incurred.

If you need to contact Nottingham City Council to find out bin collection days, or to order a bin, they can be contacted on 0115 915 5555.

### ***Redecorating and Pictures***

If you wish to redecorate your house (this includes installing picture hooks and nails), you must have written permission from Tomlinson Estate Management. As part of the written permission, you will be asked to sign a form to accept responsibility for any damage caused to the property. If permission is granted for repainting your rooms then you will be required to do it in a neutral colour and carry out the task to a good standard. If the room needs repainting by us once you leave, charges will be made.

### ***Electrical Items***

Items such as washing machines, dishwashers and fridge-freezers are property of Tomlinson Estate Management or your landlord. If one of these appliances breaks down, you must inform us immediately, so that we can assess it for either repair or replacement. If it becomes apparent that the fault is due to misuse or abuse, then you will be charged for the total cost of the repair or replacement, as well as any call-out charges.

### ***Electrical Blackout***

In the event of an electrical blackout, firstly check the fuses. These can be found in the fuse box and should all be pointing upwards; if they are not, they can easily be flipped back into position. If the electric power still does not come on, please contact your supplier to check if the problem affects the area. If it is none of the above, then please contact us on the appropriate number to report the problem.

### ***Light Bulbs***

You are responsible for maintaining all light bulbs throughout the property for the duration of the tenancy. If we find that you persistently do not replace your bulbs when they have expired and we have to write to you to request that you do so, this will incur a charge of £10 per tenant.

Light bulbs are particularly important during the time we conduct viewings. Lack of light can create a health and safety hazard to you, potential tenants and Tomlinson Estate Management employees. It is also important that potential tenants can see the property clearly. Replacement of light bulbs will incur a cost of £5 per bulb at the end of the tenancy.

### ***Television Licences***

If you have a television, you need a licence, as you will not be covered by anyone else's. A licence is required for any type of television which is transmitting or receiving a signal, and also for any live internet streaming. It is your responsibility to ensure that you purchase a license and neither your landlord nor Tomlinson Estate Management will be held responsible for any fines incurred. Information regarding television licences can be found at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

### ***Lost Keys***

You are responsible for your keys. If you lose them, we will replace them for you and charge you for the cost. £30 is charged if we are called out to the property to replace lost keys between the following times:

- Weekdays (Monday to Friday) between 9:00am and 9:00pm
- Weekends (Saturday and Sunday) between 10:00am and 6:00pm

If we are called out outside of the above times, there will be a charge of £70. All lock-out charges must be paid at the time of the call-out.

### ***Broken Windows/ Forced Entry***

#### *Outside office hours*

##### **Contact police**

- If situation is currently taking place call the emergency number 999
- If situation has already occurred call the non-emergency number 101

##### **Provide following information**

- Explain the situation including location and nature of incident
- Request crime reference number. Failure to obtain a CRN will result in the tenants being liable for costs
- Request the property is made secure. Police will arrange any windows or doors to be temporarily boarded up and premises made secure

##### **Finally**

- Contact TEM following day with details of the incident. TEM will arrange any permanent repairs
- An invoice for the securing service will be provided to the tenants. Please ensure this is presented to TEM

#### *During office hours*

##### **Contact police**

- If situation is currently taking place call the emergency number 999
- If situation has already occurred call the non-emergency number 101

##### **Provide following information**

- Explain the situation including location and nature of incident
- Request crime reference number (CRN). Failure to obtain a CRN will result in the tenants being liable for costs
- Explain that you will contact the letting agent to arrange securing the property

##### **Finally**

- Contact TEM to request the premises are made secure and the property is repaired. Contact landlord if TEM unavailable

NB: Should someone other than the tenant report the incident i.e. if the incident occurs when the property is empty, the police will send a Community Protection Officer to wait at the property until they have ensured that the house has been made secure.

## ***Rental Payments***

Your rent must be paid on time, as stated in your Tenancy Agreement. For late payment, bounced cheques, or if we have to visit you to pursue non-payment, then charges will apply as stated in the contract:

Contract Charges:

There is a surcharge of 2.5% for all payments made by Credit Card.

	£	+vat @ 20%
Letter regarding outstanding Rent	10.00	
Refer to drawer (where bank represent cheque)	5.00	
Dishonoured cheque	25.00	
Visit regarding non-payment of Rent	30.00	
Other letters required due to breach of tenancy terms	10.00	
Letters or documents requested by the tenant	10.00	
Re-Issue of Deposit return cheque, cancellation of original cheque	25.00	
Refund of duplicate payments	10.00	
Notify the Landlord of any change to the burglar alarm code	50.00	

If you know that you are going to have a problem making an upcoming rent payment then please let us know in advance. It will be much easier for everyone if we are aware of the situation and we will help you try to avoid incurring any charges.

## ***Payment of Charges***

Charges which you incur on your account are payable during the rental period. Alternatively, we will take them from your deposit at the end of the tenancy.

**Thank you again for choosing to rent with Tomlinson Estate Management. We look forward to providing you with a reliable and friendly service.**