

Tenant Handbook



Wright Letting and Management Ltd

01270 216478

www.wrightletting.co.uk

Welcome to your new home!

It is our pleasure to welcome you as new tenants. We sincerely hope that you find your new home comfortable and enjoyable. This welcome handbook will provide you with important information and useful tips. As a tenant of a managed property, we will be your point of contact.

This handbook will tell you about what to do in an emergency, how to report repairs, property inspections and also includes a guide to the most commonly reported issues.

If you do need to contact us, you can call 01270 216478 during office opening hours.

Monday - Friday: 10am - 4pm.

Saturday: 10am - 2pm.

Your Property Manager is

All enquiries should be directed to them at@wrightletting.co.uk

Repairs and maintenance issues should be reported via your Propertyfile account.

Please be aware that emails will only be responded to during office hours.

Our Out of Hours Emergency contact is 07539 258254.

THIS NUMBER IS ONLY TO BE USED FOR EMERGENCIES.

IT IS NOT TO BE USED IN OFFICE HOURS.

Rent Payments

It is important to remember your rent is payable monthly in advance on the same date each month.

The date your rent falls due is the date you collected your keys. Your rent is due on _____ day of each month.

The easiest way to pay your rent is to set up a **standing order** with your bank. Our bank details are :

Wright Lettings & Management Ltd

01-07-80

52674177

Please ensure you use your address as the reference and NOT the word RENT otherwise we will be unable to allocate your payment.

If you need to change the date you pay an apportionment to move the date can be calculated for you.

Your Responsibilities

Your Landlord is responsible for some repairs and maintenance to your home. As the tenant, you also have some responsibilities for routine maintenance. We have detailed some of the responsibilities below. Where repairs are required to your home due to tenant damage or neglect, these repairs will be recharged.

Inside your home

- Keep your home in good and clean condition
- Maintain and renew internal decoration, including cleaning up condensation and mould caused by poorly ventilating or heating your home
- Avoid waste pipes, and toilets becoming blocked, for instance by regularly cleaning shower drains avoiding flushing inappropriate items down toilets, such as wipes.
- Look after and replace sink plugs, tap washers, toilets seats and lids
- Replace lightbulbs (except sealed units)
- Change fuses
- Allow access to our agents or partner contractors at reasonable times to carry out repairs and maintenance to your home.
- Carry out simple heating repairs such as bleeding air from radiators and repressurising boilers
- Take action to prevent pipes from freezing in cold weather
- Test smoke and carbon monoxide alarms regularly and to change the batteries as required

Outside your home

- Maintain exclusive garden areas that form part of your tenancy agreement
- To ensure guttering and drains are kept free of organic matter and are free flowing
- Maintain dividing fences between you and your neighbour

Insurance

- Tenants are responsible for arranging home contents insurance to cover their own possessions



Inspections

It is a condition of your tenancy that inspections are carried out at your property.

There are two types of inspections:

Physical

Inspections involve us attending the property in person and taking a photograph from the corner of each room along with additional photographs of any repairs or defaults that we find. We ask you to ensure any items of a personal nature are out of view. You do not need to be present for inspections unless you wish to be, we can enter with keys. The inspection should take no more than 15 minutes. These can only be carried out in office hours.

Virtual

This is where we ask you to provide a photo of both the front and rear exterior of the property, a photograph from the corner of each room and comments regarding any concern or repairs we will produce a report to forward to your Landlord opposed to us attending in person.



Inspection schedule

- 6 Weeks - An initial inspection where we will attend, will be scheduled around 6 weeks after you have moved in to your property.
- 3 Months - This will be a physical inspection where we will attend
- 6 Months - Virtual Inspection
- 9 Months - Physical inspection.

Inspections will then alternate between physical and virtual, subject to condition.

On occasion, we will need to inspect a property in excess of the usual inspection schedule.

After an inspection, a report is generated and sent to your landlord electronically. If any concerns are raised either by the landlord or our property manager, a repeat inspection will be scheduled for one month's time.

If any repairs or defaults are found or reported, a works order will be generated. If a repair is needed, we may need to attend to see the standard of work carried out. If you have had any repairs to your property and are not satisfied with the standard of works or the reported issue has not been remedied, it falls under tenant responsibilities to report this to the office in a timely manner.



Emergencies and Out of Hours Repairs

I want to report a repair

To report repairs, please call the office during office hours on 01270 216478 . Repairs can also be reported via your Propertyfile account.

Our Out of Hours Emergency contact is 07539 258254. There has been an increase in non-emergency issues being reported outside office hours.

This number is to be used **FOR EMERGENCIES ONLY OUTSIDE OFFICE HOURS**

I smell gas



If you suspect you have a gas leak or you can smell gas call the National Gas Emergency Service on 0800 111 999

- Do not smoke or light matches and Do not turn electrical switches on
- Open doors and windows
- Turn off the meter at the control handle if it is accessible.

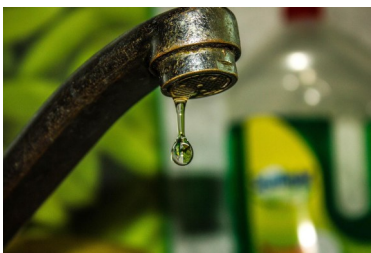
I have no power



If you suspect a power cut you can call the National Power Cut Helpline on 105 or visit www.nationalgrid.co.uk to see live updates on power cuts and to report your loss of power.

A simple way to check if you have a power cut is to look at the other houses in your street to see if their lights are on. If they are, check your consumer unit to see if your trip switch is on.

I have no water



If you have lost your water supply call United Utilities Customer Helpline on 0345 672 3723. You can check United Utilities website to see if there is any planned work to the water supply in your area.

I have a water leak



If you have a water leak in the property:

- Always know where your stopcock is; you always need it in an emergency, If you don't know, your task today is to go find out.
- Turn off the water! No matter what the cause or where the leak is, let's ensure it gets no worse.
- Where's the leak coming from? If it's being caused by your dishwasher or fridge, then the appliance is likely at fault. If it's a bigger leak from a water pipe, then you're going to need to contact us at the office in office hours or our emergency number if out of hours

My CO detector is sounding



- Stop using appliances, switch them off and open doors and windows to ventilate your home
- Check the battery
- Call the National Gas Emergency Service on 0800 111 999 to report the incident or the Health & Safety Executive Gas Safety Advice Line on 0800 300 363
- Evacuate your home immediately
- Don't go back in to the property. Seek medical help if you feel unwell

My smoke detector is sounding



Smoke detectors have one objective. They are supposed to detect smoke. Smoke is typically symptomatic of a fire. However, the smoke detector can sound because of smoke, weak battery, power surge, pollution and malfunction.

- Do you smell smoke? If so, exit the building IMMEDIATELY and call 999
- If the alarm beeps once every 30 to 60 seconds, it is because of a low or faulty battery. You need to replace the battery. Even hard wired smoke detectors have a back up battery.
- Other potential causes of intermittent beeping include a dusty sensor caused by pollution or dust. Use your vacuum extension to vacuum the unit to remove possible pollution.

Reporting a Non-Urgent Repair



We know how difficult it can be when something goes wrong or breaks in your home, and so we'll always aim to get things fixed as quickly as possible for you.

As you are on a managed tenancy, we will be your first point of contact if anything goes wrong. We are not wanting to discourage the reporting of repairs as we are keen to ensure the standard of the properties remain high.

Non-urgent repairs can be reported in office hours either by calling the office on 01270 216478 or logging this on Propertyfile.

Our contractors are spending a lot of time visiting properties and carrying out routine maintenance which falls under the tenants' responsibility. **If a contractor attends your property to carry out works that fall under tenants' responsibility, the invoice will be forwarded to you.**

Self Help Guide - Most Reported Issues

We've put together a series of handy how-to tips of the most reported issues to help you carry out simple repairs like unblocking a sink or toilet, things to check if you have no water or heating, bleeding a radiator, what to do if there is a leak and how to prevent mould.



How to unblock a sink

Why is the water backing up in my sink?

A blocked sink is a common problem which is caused by a build-up of everyday debris and food getting caught in the pipe below the sink (known as "the trap"). In a bathroom, blockages can also be caused by soaps and hair. A blockage can usually be fixed with a plunger, or a chemical drain cleaner.



How can I prevent sink blockages?

Although sink blockages are bound to occur from time to time, you can help prevent them with some preventative actions. Certain food and drink wastes, such as oils and coffee grounds, should be carefully disposed of rather than washed down the plughole. And regularly rinsing the pipes through with some soda crystals and hot water will help keep them free from blockages. A cup of white vinegar poured down the plughole works equally well.

What is the best way to unclog a sink?

Small blockages are straightforward to remove. The simplest way is to place a blaster cup or plunger over the plug hole. Then block the overflow with a wet cloth to create an airtight seal. Gently pump the plunger or blaster cup up and down whilst keeping the overflow firmly covered. This should be enough to dislodge most small blockages.

If this fails to clear the blockage then try using a liquid drain cleaner. Open a window to ventilate the kitchen, then following manufacturer's instructions, pour the solution down the plughole. Sometimes a fizzing reaction occurs as the debris is broken down. Repeat if necessary, then rinse through with hot water.



How to unblock a toilet

If water takes a long time to drain out of the toilet bowl, just stays there or rises up towards the brim, your toilet is blocked. Before it becomes unusable, you urgently need to find and deal with the cause of the blockage. Before calling out to report a problem, it's worth trying a few natural, environmentally-friendly techniques that resolve the majority of blockages.

Blocked drains are a tenants responsibility. If the blockage is in the drain opposed to inside the property, you need to call United Utilities on 0300 123 6780



Why do toilets get blocked?

Toilet blockages can have many different causes:

- Toilet paper
- Build-ups of limescale
- Wet wipes
- Deodorant blocks
- Waste
- Children's toys

If you know the cause of the blockage, it's easier to find the most suitable method to solve the problem.

How to prevent blockages.

Take care not to drop small objects into the bowl and keep the lid closed when the toilet is not in use, especially if there are shelves above.

- Never throw sanitary towels, wet wipes or decorating waste (glue, plaster, paint, etc.) into the toilet bowl.
- Clean the inside of the bowl regularly and keep the waste outlet clear.

You can choose from a wide range of toilet cleaning and descaling products.

Identifying a blockage.

Three types of problem are common:

1. Water drains from the bowl very slowly. This is a clear sign that a blockage is forming.
2. After flushing, the bowl remains almost empty. This is a problem of air circulation (ventilation) in the waste pipes.
3. The water level in the bowl rises and does not fall again. There is a complete blockage that the water cannot pass.

Provided the water is draining slowly, try flushing the toilet once again to see if you can remove the blockage before proceeding with other actions. Avoid flushing if the water level remains high inside the bowl. If the problem persists, you can try using one of the many chemical products available for unblocking toilets.

Three environmentally-friendly ways to unblock your toilet

How to unblock a toilet with a plunger

In order to unblock a toilet with a plunger, you'll need one specifically designed for this purpose. Toilet plungers have an extension on the cup which ensures they form a good seal in the pan. A plunger without this cup – known as a sink plunger or a cup plunger – is intended for unblocking sinks, showers, and baths.



1. Make sure there's water in the pan.
2. Place the plunger in the water. You should do this in such a way so that there as little air in the plunger as possible. That's because you want to make sure the plunger is agitating the water. Any air inside will act as a cushion for the water and stop its movement from shifting the obstruction.
3. Place the plunger over the hole. Make sure that it forms a seal over the hole. If this is difficult, try dousing the cup of the plunger in hot water. This should make it more malleable.
4. Plunge carefully at first. Avoid the temptation to plunge as hard as you can at first. Any air inside the cup may cause a splash.
5. Plunge! A combination of small, sharp plunges and forceful, vigorous ones should get the water moving and the blockage on its way out.
6. Be patient. You may not get immediate results.

How to unblock a toilet with hot water

This method is best used when a toilet is partially blocked, because pouring water into a toilet that's completely blocked will probably just make it overflow.

1. Fill up a bucket with hot water from the sink or the bath. Never use boiling hot water from the kettle, as sudden changes in temperature can crack the porcelain.
2. Pour the water into the pan. You'll need to do this as hard as you can without making the pan overflow. The higher you can pour, the better. In theory, the force of the water should shift the obstruction. The warmth of the water may also help to loosen any fats that are causing the blockage.



Unblocking a toilet with baking soda and vinegar

To unblock your toilet with baking soda, mix it with white vinegar and water to start a chemical reaction and create a powerful, natural cleaning agent. A baking soda-vinegar mix can clean and descale pipes as well as remove soap residue, making it an all-round bathroom cleaner.

Firstly, pour half a cup of baking soda into your toilet bowl and then pour half a cup of white vinegar on top of it. Though this could work on its own, pour between two and three litres of warm water to help with the reaction.



Close the toilet lid and leave it for up to 30 minutes while the reaction between the baking soda and warm vinegar takes place. When you come to check, you may find the water level has returned to normal thanks to the reaction. Then flush the toilet to clear away any foam.

How to repressurise your boiler

If you're having problems with your boiler, like no heating or hot water, loss of water pressure might be to blame. The good news is low boiler pressure is relatively easy to spot – and you can often put it right yourself.

The first sign of a low-pressure boiler is if your heating or hot water isn't working properly. But to find out for sure, check the water pressure gauge on the front on your boiler. If it reads less than 1 bar, your boiler pressure is too low and needs re-pressurising.

What causes a boiler to drop in pressure?

There are two main reasons why your boiler's losing pressure.

Firstly, leaks anywhere in the system can lead to a loss of water pressure – so look around your pipes, radiators and boiler for any damp patches. Similarly, bleeding your radiators can lead to a loss of boiler pressure, so it's important to re-pressurise your boiler afterwards.



Never look inside your boiler though – only a Gas Safe engineer should do this.

How to re-pressurise your boiler

Put simply, re-pressurising your boiler means allowing more water to enter the system. And most modern combi boilers rely on a filling loop to do this.

While the vast majority of boilers and filling loops follow the same process, always check the manufacturer's booklet for your boiler before starting.

- Switch off the boiler and allow it to cool down.
- Find the filling loop – this is a flexible, silver pipe with a valve at either end. Double-check that it's securely attached to the boiler's pipes.
- Open up both valves so that they're in line with the pipe to allow cold mains water into the system. You should be able to hear it.
- Wait for the water pressure to reach between 1 and 1.5 on the pressure gauge.
- Once it has, shut off both valves one after the other.
- Switch the boiler back on and, if needed, press the reset button.
- Undo both ends of the filling loop and remove from the pipes. Be careful to catch any water spillage and remember to keep the loop in a safe place.

YouTube Tutorial.

For a visual walk through of how to repressurise your boiler, enter your boiler make and model into YouTube for a step-by-step guide



How to Repressurise Your Central Heating System
113K views · 3 years ago

Skill Builder

Roger shows you how to get that pressure back into your central heating system, safely and quickly.



How to bleed a radiator

What is radiator bleeding?

Bleeding a radiator releases any air from the central heating system that has become caught in the space at the top of your radiator. Doing this regularly helps to keep your heating system running economically because trapped air inhibits the efficiency that heat is transferred from your boiler throughout your home. You'll usually notice that your radiator needs bleeding when you feel 'cold spots' on the surface of the radiator near the top.



It's very easy to do yourself, even if you're not a DIY person you should have no issues bleeding your radiators as it only requires one adjustment to the bleed valve. We'll guide you through with our simple step-by-step process so it's as easy and seamless as possible for you.

Step-By-Step Guide

Step 1: Turn Your Central Heating On

Simply turn on your central heating system by pressing the main control button located on the front panel of your boiler. This will start the pump running and pressurise the entire system ready for use. The indicator light above the control panel will illuminate green once everything is working correctly.

Step 2: Check Each Radiator For Cold Spots

Make your way around your home and check every single radiator for any signs of cold spots – these are usually located at the top of the radiator but if your system is really full of air you may find that almost the entire radiator is cold from top to bottom.

Step 3: Turn the central heating off and allow to cool

Once you've located all of the cold spots, turn your central heating off and allow 60+ minutes for the hot water in the system to cool down. You don't want to scold yourself if any hot air or water comes out of the bleed valve and onto your hands. It is not recommended to keep the central heating on during the bleed process as hot steam and water can be ejected from the bleed vent which can scold your skin or burn your eyes. It is always advised to turn the boiler off and allow the hot water to cool before attempting to release the air from the system.

Step 4: Locate the bleed valve at the top of the radiator

Make your way to the first radiator that you'd like to vent and locate the bleed valve at the top of the radiator. You should see as a small pin within a circular or angular surround which matches the shape of the key. If you've got several units that need venting then you'll want to start downstairs with the radiator located closest to the boiler. You can then make your way around the rest of the radiators downstairs before heading upstairs to complete the process.

Step 5: Place a container or towel below the bleed valve

This is an optional step in order to catch any water spillage that might come spurting out of the radiator as you loosen the bleed valve. Simply place a container underneath the valve and use a towel or cloth to catch any drops that come out of the valve.

Step 6: Open the bleed valve with your bleed key (turn anti-clockwise)

Using your radiator key, simply turn the radiator valve anti-clockwise a 1/4 turn in order to start releasing the air. For modern radiators, you can use a flat head screwdriver.

Step 7: Listen for a hissing sound of air escaping

If you've done the previous step correctly, you should notice a hissing sound as the air escapes from the radiator bleed valve. Keep going until the hissing stops or water leaks out of the valve. Be prepared as this can stop very abruptly and you'll have water leaking out of the valve.

How long do you let a radiator bleed for?

It should take between 30-60 seconds to release all of the air from your radiator. Although, this will depend on the extent of the venting problem. The more air in your system the longer it will take so just listen out for water to reach the bleed valve before you stop.

Step 8: Once the hissing stops, close the bleed valve (turn clockwise)

Now that the hissing has stopped and/or some water has come out of the radiator, you can quickly turn the radiator key clockwise in order to prevent any more water spilling onto your towel.

Step 9: Repeat the process for your other cold radiators

Repeat steps 4-8 for each of the cold radiators in your home and you will have successfully bled the entire central heating system.

Step 10: Check your boiler pressure

As a precaution, now that you've released hot water and air from the system there will likely be a reduction in the boiler pressure so you may want to increase to BAR pressure back to it's original range. You can do this by adjusting the filling loop.

Why should you bleed your radiators?

Bleeding your radiators is essential if you're looking to keep your central heating system efficient and economical for your heating bills. When you have trapped air in your radiators, your boiler will burn more energy trying to heat up the radiators to full temperature.



How often should you bleed your radiators?

You should routinely bleed your radiators between 2-3 times per year. However, we advise that you should bleed your radiators whenever you notice the warning signs of trapped air such as cold spots or rattling sounds.

Frozen Condensate Pipe

In the middle of a cold snap, the last thing anyone wants is for their heating to stop working. But on the chilliest of days, even the healthiest boiler can struggle.

Often, this can be the result of common boiler problems that you can fix yourself at home. One such problem is a frozen condensate pipe, which can easily happen on icy winter days.

Finding your condensate pipe

There's a simple way to spot which pipe is your condensate pipe: it will be made of plastic, while the other pipes coming from your boiler are more likely to be made of copper or steel. Condensate pipes are always made of plastic because the water (or condensate) that the pipe disposes of is mildly acidic. The acid would corrode a metal pipe, so plastic is used to keep it intact.

Condensate pipes often run outside the house and into an external drain, or sometimes into an unheated room of the house (such as a garage).

Why do condensate pipes freeze?

The condensate pipe usually runs outside of the house, and into a drain. Why does it freeze? Because of the temperature! It's at extra risk of icing over because it's braving the elements outdoors.

How to know if your condensate pipe is frozen

There are three main tell tale signs of a frozen condensate pipe.

- The heating isn't working.
- Your boiler's making a gurgling or slurping sound.
- There's an error code on your boiler display that indicates a problem with the condensate pipe. (See next page for more on common condensing pipe error codes.)

If your boiler had been working pretty well up until you were hit with wintry weather, that's usually a sign your condensate pipe is frozen.

The next page will give a step-by-step guide in how to defrost your frozen condensate pipe.



How to defrost your frozen condensate pipe

Once you've identified the problem, you'll want to know how to unfreeze a frozen condensate pipe. Here's our step-by-step guide.

1. **Figure out which part of the pipe is frozen.** If your pipe goes outside, it's most likely to be the part that's exposed. To find the blockage, run your fingers along the pipe – the part that feels coldest is probably frozen.
2. **Boil your kettle.** Once you've done this, wait for 10-15 minutes to let the water cool down.
3. **Pour the kettle water onto your pipe.** You can do this along the whole length of the exposed pipe, or if you've located the blockage, you could just do it on that spot. The warmth of the water should melt that troublesome ice. You could also try using a hot water bottle on the blockage, to see if that does the trick.

Once you've done this, reset your boiler to see if the problem's been solved. If it has, your heating should start up. If not, it may be worth trying again. After a few attempts, if the heating is still not working, you should call us.

Should you pour boiling, hot, or warm water on a frozen condensate pipe?

Always make sure you wait for 10-15 minutes after boiling water before you pour it on your condensate pipe. Or you could use a hot water bottle, or water from the hot tap.

Never pour boiling water directly on your condensate pipe. You could crack the pipe and cause more damage. The water you use should be warm or hot, but not boiling.

Frozen condensate pipe error codes

Here's a quick guide to the error codes used by the most common boiler brands, to show that your condenser boiler has a frozen pipe.

Make of Boiler	Error Code
Baxi	E133, E28
Glow Worm	F1, F4, F28, F29
Ideal	LF, F2, L2
Valliant	F28, F29
Viessmann	F4EE
Vokera	92,93,95
Worcester Bosch	EA229, D5



Damp, Mould and Condensation

No one wants to live in a home with mould. Condensation can cause mould on walls and furniture and cause wooden window frames to rot. It's also unhealthy.

The air in your home contains moisture. When the air comes into contact with any cold surfaces, like a wall, window, mirror etc. The air can't hold the moisture and tiny drops of water appear. The moisture condenses into water droplets, known as condensation.

Condensation also occurs in places the air is still, like the corners of rooms, behind furniture or inside wardrobes. This can lead to a growth in mould that appears as a cloud of little black dots.

An increased moisture content in the air

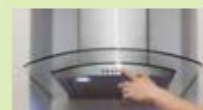


An increased risk of condensation and mould may grow as a result

Moisture comes from:		Pints of water released into the air per day
Bathing or showering		
Drying clothes indoors		
Cooking		
Breathing		

You can reduce and remove moisture from your home by

- Putting lids on pans during cooking.
- Putting fans on when cooking, showering or drying clothes indoors.
- Opening windows. In cold weather you only need to open your window very slightly.
- Wipe condensation away and squeeze any water down the sink.
- Vent tumble dryers outside.
- If drying clothes indoors, dry them in one room with the door shut and window slightly open.
- Keep your home warm.
- Closing kitchen and bathroom doors when bathing or cooking will stop moist air spreading through the home.



Mould

- If this moisture is not removed, condensation will form and mould may grow, especially if your home is dusty.
- Mould should be wiped away with mould remover spray and the area vacuumed and dried.
- Dust and dirt must also be removed, this will help prevent mould growth and will also help prevent asthma and coughs.

How to get rid of mould

If you already have mould on your walls and ceilings, then you need to clean it off properly. An effective two-stage method is to start by cleaning off the mould with spray containing bleach. This will help remove the staining that persistent mould can leave behind. Leave to dry overnight and then spray the affected area with an anti-fungal wash and allow that to dry.



Always follow the manufacturer's instructions and consider wearing a face mask when spraying.

Other helpful equipment

You can catch condensation dripping from windows with condensation channels and sponge strips (available from DIY shops). If you wipe down windows and sills in the morning this will also help but be sure to wring out the cloth rather than dry it on a radiator. In extreme circumstances you may need to invest in a dehumidifier.

Condensation is not the only cause of damp

'Penetrating damp' is caused by moisture coming into the house through leaking or cracked pipework, a damaged roof, blocked guttering, gaps around window frames and cracked or defective rendering and brickwork. All these problems can be remedied.

'Rising damp' is due to a defective (or non-existent) damp course. This will leave a 'tide mark' about a metre above the floor.