WELCOME PACK



POSITIVE
RENTALS GROUP LTD
RENTALS MANAGEMENT

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Contact us

Email: rentals@positivegroup.co.uk

Telephone: 01202 714071

Online: Via the 'Arthur' tenant app/ website - you will be invited to this at the start of your tenancy.

Opening Hours
Monday - Friday
09:00 - 17:00

Out of hours, please email rentals@positivegroup.co.uk
We will be in touch if the issue requires urgent attention.

Your new home

Inventory and Schedule of Condition

An inventory of the property was carried out shortly before the start of your tenancy. This will be sent to you via email within 7 days, once received from the inventory company. You will also have the opportunity to add any comments to the document before signing a copy.

A signed copy of this document will be held by Positive Rentals Group and will be used at the end of your Tenancy when the check out is conducted.

Rent

As a tenant you are responsible for ensuring the rent is paid in full and on time. The method in which you pay your rent needs to be discussed and agreed with the landlord.

Note: Should the landlord incur any costs as a result of a late payment in rent, this cost will be passed on to yourself.

Deposit

Your deposit will be registered with the Deposit Protection Scheme within 30 days. This will automatically create an account with The DPS, this will require activating before it can be used. You should receive an email from The DPS with an activation link. If you have not received an email you can self-activate your account with a few details about your tenancy.

It is the responsibility of each tenant to advise The DPS of any changes to their contact details, include forwarding contact details and address at the end of the tenancy.

For further information please visit:
www.depositprotection.com
or call 0330 303 0030

Utility Meters, Stopcock and Fuse Board
Please familiarise yourself with the location of your utility meters, the gas control valve, the electric fuse box and stopcock in case of emergency.

These are listed and located on your Inventory and Schedule of Condition for easy reference. In the event of an emergency all of the Tenants must be able to locate them.

Utilities

You are responsible for the utilities at the property during the term of your tenancy. It is your responsibility to ensure that you are registered and that the bills are paid.

Here are some useful telephone numbers:

Gas
National Grid
0800 111 999

Electricity
SSE Power
0345 026 2658

Water
Sembcorp
01202 590059

Sewage
Wessex Water
0843 504 0264

Council Tax
Bournemouth Council
01202 123123

TV Licence
TV Licensing
0300 790 6165

Insurance

Your Landlord will insure his property but this will only cover the building itself. He will also insure his own items but this will not cover accidental damage caused by you. You are responsible for your own possessions and furnishings. We highly recommend you take out contents insurance to cover your personal belongings and any accidental damage.

Communal Areas
(applicable for flats only)

Please be aware that communal areas do not form part of the exclusive Tenancy Agreement and these areas can be accessed by all of the residents in the block. These areas may include hallways, stairwells, gardens, leisure facilities, bike stores, bins stores and parking areas. You must ensure that personal possessions are not kept in these areas and that they are kept clear at all times. Items kept in communal areas are potential hazards to yours and your neighbours' safety. Management reserve to right to remove and dispose of any items left in the communal areas.

Bike Shed

The bike sheds are for bike storage only. If you store any belongings in there that is not a bike, they may be removed and disposed of. You will be provided with a key for the Bike shed at the start of your tenancy. We highly recommend locking your bike inside the bike shed with a secure lock. All bikes left in the bike shed will be the tenants responsibility to insure and are left at their own risk.

Parking

If your property comes with private parking, please ensure you are familiar with the correct parking space which is allocated to your property. Parking in incorrect spaces is antisocial and will upset your neighbours. Remember that properties with visitors' parking spaces are provided at properties purely for temporary parking for those who have visitors, with a maximum of 4 hrs. They are not to be used for regular Tenant or occupiers parking.

Television & Sky

There is a communal digital aerial for Freeview and Sky dish available for use in all flats.

The Tenancy Agreement

The document contains both the details of your responsibilities and also the Landlord's responsibilities. It will define the address of the property, the names of the Tenants who have been granted the Tenancy, the rent that is due, how to pay your rent, the amount of deposit that you have paid. Please refer to your Tenancy Agreement for the full details.

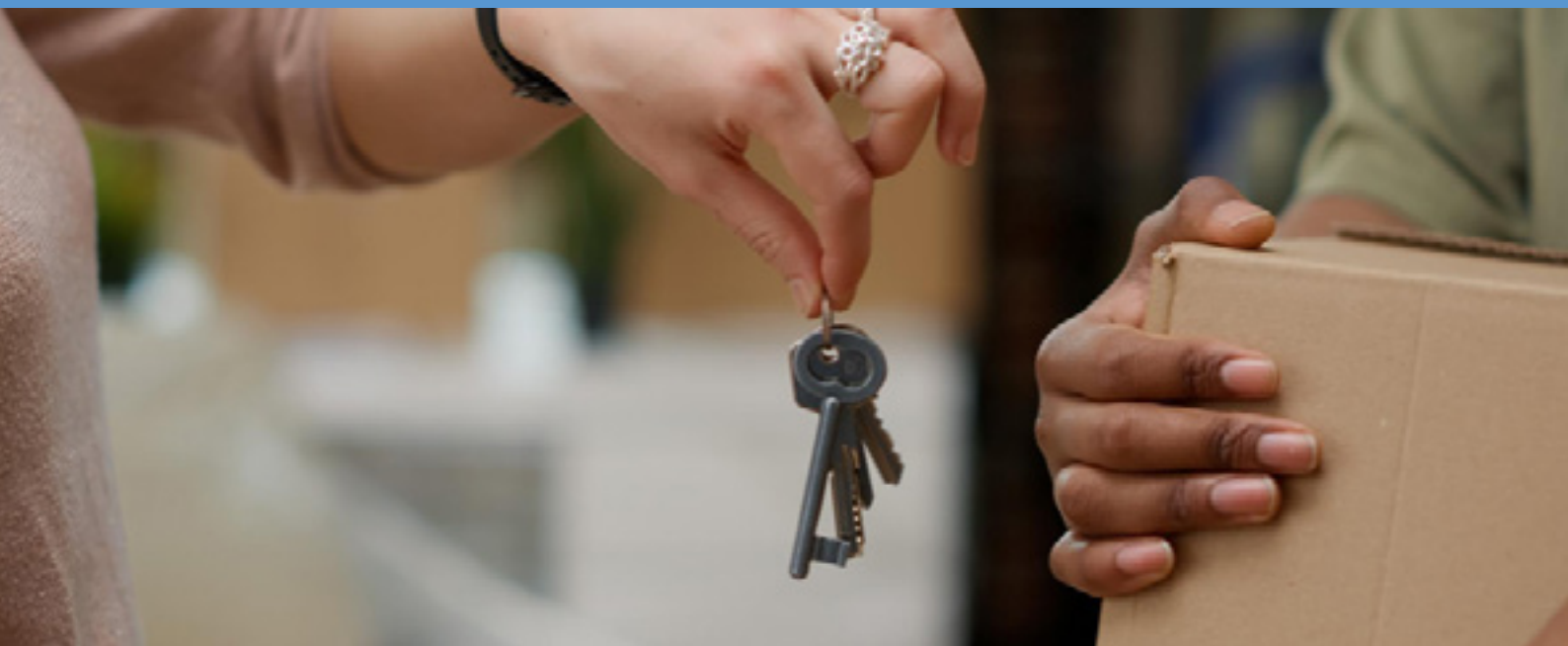
Restrictions

You are not allowed to do the following at the property without prior consent from the Landlord.

- **Run a business from the property**
- **Decorate the property**
- **Smoke anywhere within the premises**
- **Repair cars at the property or store cars that are not the registered keeper of**
- **Do not play loud music between certain hours**
- **Do not hang washing on the balcony**
- **Do not park in the visitor's parking space**
- **No pets to be kept within the building**

Neighbours and Noise

As a Tenant in a property you will be expected to act with consideration to your neighbours. If you are living in a flat can mean that you are closer to your neighbours than if you live in a house and it is inevitable that you will hear some noise from adjoining homes. Please take care not to cause excessive noise. You are also responsible for any guests that visit your property. Even if you live in a house, detached, semi or terrace, noise will travel and you should consider your neighbours. You should endeavour to minimise any noise made by you or your visitors during the hours of 11.00pm and 9.00am.



Rubbish and Recycling

Please ensure that all rubbish, food and recycling is disposed of in the appropriate manner. You should familiarise yourself with the location of the communal bins – you should not leave your rubbish in the communal areas. All councils now offer food waste and recycling facilities and you are responsible for separating your rubbish for the separate collections.

Bins are clearly labelled, the door code (if applicable) is

Further information can be found:
https://www.bcpcouncil.gov.uk/Bins-waste-and-recycling

Please do NOT use your rubbish bins for:

- Bulky items such as furniture or electrical items
- Rubble or building materials
- Soil

These items can be disposed of at the local community recycling centre, your nearest is located at Ringwood Road, Longham. BH11 9LQ, please see Bournemouth Council website for opening times. www.bournemouth.gov.uk

Recycling

You can place paper, cans, glass, cardboard, cartons, plastic bottles and food containers in your recycling bin. **NO PLASTIC BAGS.**
For more information please visit www.bournemouth.gov.uk.

Please do NOT leave any items in the bin area as you may be charged for the disposal of these items.

Food Recycling Bin

Each property will have a kitchen caddy provided by BCP Council. Most people line thier caddy with compostable liners or newspaper.

To empty your caddy we recommend you take the whole caddy to the communal bin store as the bags break easily and this will prevent mess in the communal areas.

Please see the list below what can and cannot be placed in your food waste bins.

NOTE

Please CRUSH CARDBOARD BOXES to allow room for other residents recycling.

DO NOT put any type of PLASTIC BAG or POLYSTYRENE PACKAGING in the recycling bin. These items go in GENERAL RUBBISH BIN.

ANY OF THE ABOVE CAN CAUSE A MISSED BIN COLLECTION FROM BOURNEMOUTH COUNCIL. THEREFORE BINS WILL NEED TO BE EMPTIED USING A PRIVATE SERVICE AND WILL INCUR A CHARGE TO ALL RESIDENTS IN YOUR BLOCK.

IMPORTANT NOTICE

KITCHEN & BATHROOM DRAINS

Although wet wipes, toilet wipes & cleaning wipes state they are all flushable, they are NOT and block the drains.

The following items should **NEVER** be flushed into the sewer system:

Disinfecting/surface wipes
Baby wipes
Jewellery wipes
Cosmetic wipes
Disposable diapers or diaper liners
Cotton swabs/buds
Toilet cleaning pads
Mop or “Swiffer” type refills
Paper towels
Pet care wipes
First Aid wipes
Bio-pads (nursing home, home health care, etc.) Feminine hygiene products
ANY Moist type towelettes
+ANY CONSUMER ITEM THAT IS NOT TOILET PAPER!

DO NOT dispose of COOKING OILS or FATS down the kitchen sink/drains This will cause blockages in the drainpipes throughout the property and cause damage and extra costs. These need to be disposed of safely in the bin.

paper

Newspapers, magazines, windowed envelopes, office paper, directories, shredded paper

household metal packaging

Aluminium & steel cans, food & drinks cans, aerosols, metal lids, foil & foil trays

plastic bottles food containers

Fizzy drinks bottles, squash bottles, detergent bottles, milk bottles, icecream trays, meat trays, yoghurt pots, margarine tubs, fruit punnets

mixed glass bottles & jars

Bottles & jars of all colours

cardboard

Boxes, food sleeves, corrugated card

cartons

Juice cartons, milk cartons, soup cartons

PLEASE DO NOT INCLUDE

- Plastic coated paper, tissues, paper contaminated with food
- Industrial aerosols e.g. paint, lubricant spray & car spray, other metals
- Plastic film, plastic bags
- Ceramics, pyrex, drinking glasses, lightbulbs
- Contaminated cardboard with food
- Contaminated cartons with food

NO FOOD OR GARDEN WASTE OR ELECTRICAL APPLIANCES

What can you put in your caddy?

You can recycle all your food waste, including:



All uneaten food and plate scrapings



Dairy products
Cheese
Eggs



Bread
Cakes
Pastries



Raw meat
Cooked meat
Bones



Tea bags
Coffee grounds



Cooked veg
Whole fruit
Peelings



Fish
Cooked fish
Bones



Pasta
Rice
Beans

Please **do not** put any of these materials in your caddy

- ✖ Packaging of any kind
- ✖ Liquids such as milk
- ✖ Oil or liquid fat
- ✖ Nappies
- ✖ Pet waste
- ✖ Any material that is not food waste

PLEASE FOLLOW THESE GUIDELINES

DRAIN BLOCKAGES

Please try the following methods of unblocking your baths & sinks before making an emergency call out.

- **Use a plunger**

- **Pour boiling hot water from a kettle down the plug hole**

- **Baking Soda and Vinegar**

Baking Soda and Vinegar are two of the most effective natural, home-remedy cleaners that you can use all around your home. We suggest that you mix 1/3 of a cup of baking soda with 1/3rd of a cup of vinegar to create your drain unblocking remedy. When mixing the two ingredients, they should start to fizz straight away so you should waste no time pouring the concoction straight down your sink. Let it sit for an hour or even over-night, for the best effect. Finally, flush it all through with some hot water.

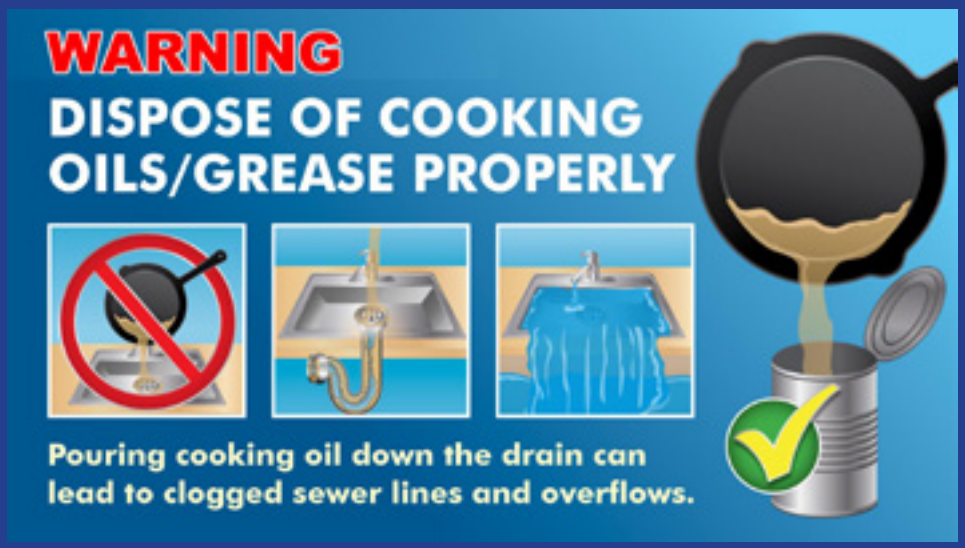
- If the above methods don't work try using a store bought chemical unblocker (for example Mr Muscle, Drain Buster) and follow the package guidelines.



SIGNS YOUR DRAINS ARE STARTING TO BLOCK

- **Unpleasant smells**
- **Slow running water**
- **Gurgling sounds**

These are all clear warning signs that the water system is experiencing an issue that needs to be fixed. The faster you find a solution, the less likely it be that the issue develops into something more costly and inconvenient.



DAMP AND MOULD





What is condensation?

Condensation happens when warm moist air meets a cold surface, like a window or an outside wall.

• Windows aren't open often enough to let the warm moist air out (cooking or taking a bath are some examples)

• A home is not heated properly

• When the extractor fan is missing or not working properly

Deal with mould & condensation quickly

• Wipe down windows and windowsills when they get wet.

• Wipe down surfaces with mould cleaner (always follow manufacturer's instructions)

ALWAYS KEEP TRICKLE VENTS OPEN OR WINDOWS TO MANAGE CONDENSATION IN WINTER MONTHS.

How to prevent condensation?

• Leave space between the furniture and walls and where possible, position wardrobes and furniture against internal walls, i.e. walls which have a room on both sides, rather than against outside walls

• Open windows when possible to let the moisture out. If you have vents in your walls or windows, make sure they're open

• Open windows to let moisture out if you're drying clothes indoors.

• Much more ventilation is needed in the kitchen & bathroom when cooking or bathing. Open windows where possible and make sure extractor fans are in use and working.

• Keep bathroom doors closed when showering to avoid moisture going around your home.

SWITCH ON EXTRACTOR FANS IN BATHROOMS AND KITCHEN WHEN IN USE.



Your Responsibilities as the Tenant

Smoking

Smoking is not permitted within the property by you or your visitors. Your Tenancy Agreement also states this. Smoking in a property could breach your contract. If it is noticed by an inventory clerk that you have been smoking then you may also be responsible for cleaning upholstery, carpets and curtains if they do show signs of damage due to smoke. Smoking is only permitted outside of the building in the designated communal areas or roadside. Please be respectful of your neighbours and do not smoke near open windows. Do not dispose of cigarette's in the shrubs as this causes fires and damage to the building and the safety of others.

Keys and Access

Please keep all keys that have been issued to you safe, including key fobs and any codes that have been issued to you. In the event of you losing any keys you will be responsible for the cost of replacing these keys. For your own safety do not issue any keys to anyone other than those named on the Tenancy Agreement. If you lose your keys or leave them inside the property, you will be responsible for contacting your fellow Tenants or us to gain entry. If this action requires a new lock, you will be charged.

Smoke Alarms & Fire Safety

Where your landlord has provided a battery powered smoke alarm and carbon monoxide detectors, it is your responsibility to ensure that the battery is powered and that the detector is in good working order. Ensure you test the detector regularly and replace the battery as necessary. Be aware of any potential fire hazards that you may create in the property such as burning candles, hot cooking oil, open fire etc. You should do everything in your power to ensure that you and your fellow tenants are safe at all times within the property.

Do NOT wedge open fire doors, or take batteries out of smoke alarms as this could endanger your life in the event of a fire. Candles can be extremely hazardous and where their use is permitted, you should use these with care and never leave them unattended (please refer to your tenancy agreement to check). Remember that any cost incurred due to damage caused by candles etc... will be that of the tenants.

Payment of Rent

Your Tenancy states that all of the Tenants and all of the Guarantors (if applicable) for the property are jointly and severally liable for the terms of the Tenancy which includes the payment of rent. You will need to ensure that all of rental payments are paid by standing order on the agreed dates. If you fail to do this, you may be charged to cover the administration of missed payments.

Should you encounter any financial difficulties during the Tenancy you should notify us as soon as possible. However, the Guarantor will be pursued for any outstanding rent which can cause bad feeling.

Notice Periods

You will be able to end the tenancy at any point by giving your landlord notice. This must be done:

- so the tenancy ends on a day when the rent is due or the day before the rent is due
- in writing, for example, by letter or email

You will need to give your landlord at least 2 months' notice. You can agree a shorter notice period with the landlord in writing, as long as any other tenants named on the tenancy agreement also agree

Maintenance and Repairs

What is your Landlord Responsible for?

Your Landlord is responsible for ensuring that all gas appliances, which have been provided as part of the Tenancy, comply with Gas Safety (Installation and Use) Regulations 1998. Your Landlord is responsible for ensuring that all electrical appliances, which have been provided as part of the Tenancy, comply with Electrical Equipment (Safety) Regulations 1994, and with the Plugs and Sockets etc (Safety) Regulations 1994. The Landlord is responsible for the structure of your building, drains, gutters and down pipes. The Landlord is also responsible for maintaining the heating and hot water, sanitary appliances, installation of gas, electric and water at the property which will be repaired as necessary throughout the Tenancy, unless the fault has been caused by the neglect or misuse of the Tenants, in which case you will be responsible. You must inform us of any potential problems that may cause damage to the property such as a bath seal which requires replacement. You are also responsible for reporting anything that may cause harm or poses a hazard to you.

Care of the Property

You should ensure that you treat the property and the fixtures and fittings in a Tenant like manner. Should you or your visitors damage anything at the property then you will be responsible for the arrangement and the cost of the repair to this damage. If you fail to do so within a reasonable timescale and notice, then we may arrange for the work to be completed and charge the costs to you. These costs can also be sought from your Guarantors where necessary and reports of damage will be relayed to all Guarantors in writing.

Malicious Damage

Any malicious damage or break in at the property must be reported to the police. Should you wish to make a claim using your personal insurance; the company will no doubt require a crime number.

Wooden Floors

If your property contains any wooden floors you should make sure that you remove any stiletto heeled shoes and any other footwear that may damage the floor. It is recommended that only soft soled shoes should be worn. Some furniture may also damage the flooring so you should take precautions to minimise any damage. You are responsible for the cost of any damage that occurs due to your misuse or neglect.

Gas and Electrical Appliances

Any gas and electrical appliances in the property will be maintained and checked for safety by an appointed qualified contractor. We will contact you prior to this date to make an appointment for the contractor to attend the property.

IT IS ESSENTIAL THAT YOU ALLOW ACCESS FOR THIS CHECK TO BE CONDUCTED - IT IS TO ENSURE THAT THE APPLICANCES ARE SAFE FOR YOU TO USE.

Electricity and the Trip Switches

Most modern electric circuits are fitted with circuit breakers and these are called trip switches. If a fault occurs for any reason, as a safety devise, the trip switch will 'trip' meaning that the electric will switch off in a certain area of the property – this could be lights, certain rooms etc.
The switch can trip due to a number of reasons which include: - overload of sockets, an appliance having a fault, or because a bulb has blown. To reset the trip, simply flick the switch back to the opposite direction.

Where you experience a loss of electricity supply, carry out the following check to help find the cause of your loss of supply:

• Check the trip switch. If the trip switch is off, switch it back on. If it switches off again, this indicates something that is plugged in is faulty and is still plugged in causing the switch to trip. Unplug all of the appliances within the house, and then switch the power back on. After that, one-by-one, plug the appliances back in. If the power then trips again, you will have identified the faulty appliance. If it is an appliance that belongs to your landlord, please contact us.

• If you have lost all power in your house, but all of the trip switches are in the fully up position (i.e. not tripped) check to see whether there is fault locally within the area, affecting more than just your house. If so, notify the national grid as they will be responsible for ensuring this is rectified.

Gas
National Grid
0800 111 999

Electricity
SSE Power
0345 026 2658

Reporting Maintenance Issues

Should you have a maintenance issue during your tenancy, please ensure that you have checked the appliance manual and the information provided in this welcome pack as some issues can be easily resolved. If you still have an ongoing issue, please raise a maintenance request via the tenant app or email or call us with your address, contact number and a brief description of the problem. We will then arrange for someone to come and have a look.

Appliance manuals should have been left in the property, if any are missing, please let us know and we would be happy to provide a copy. Most appliance manuals can be downloaded via the internet free of charge.

In the case that an emergency arises outside of office hours, it will be the tenant's responsibility to take the relevant action to get the issue resolved and report to the office the action taken, and costs involved*.

*Please note: Any emergency or maintenance call outs, where the fault is caused by improper use or the tenant has failed to try the instruction manual for the appliance or refer to our welcome pack for troubleshooting ideas, the tenant will be liable for all costs incurred including the call out charge.

In the Event of an Emergency

• A leak that cannot be stopped and which if not stopped immediately will cause additional damage to the property. The determination for a leak which is an emergency is the size of receptacle that is needed under it to catch the water and how often you have to empty it i.e. 'cup' or 'bucket' and 'daily' or 'every five minutes'. You should turn the water off immediately using the stopcock. If the leak is coming from the above or adjacent property, you must try to contact those occupants immediately.

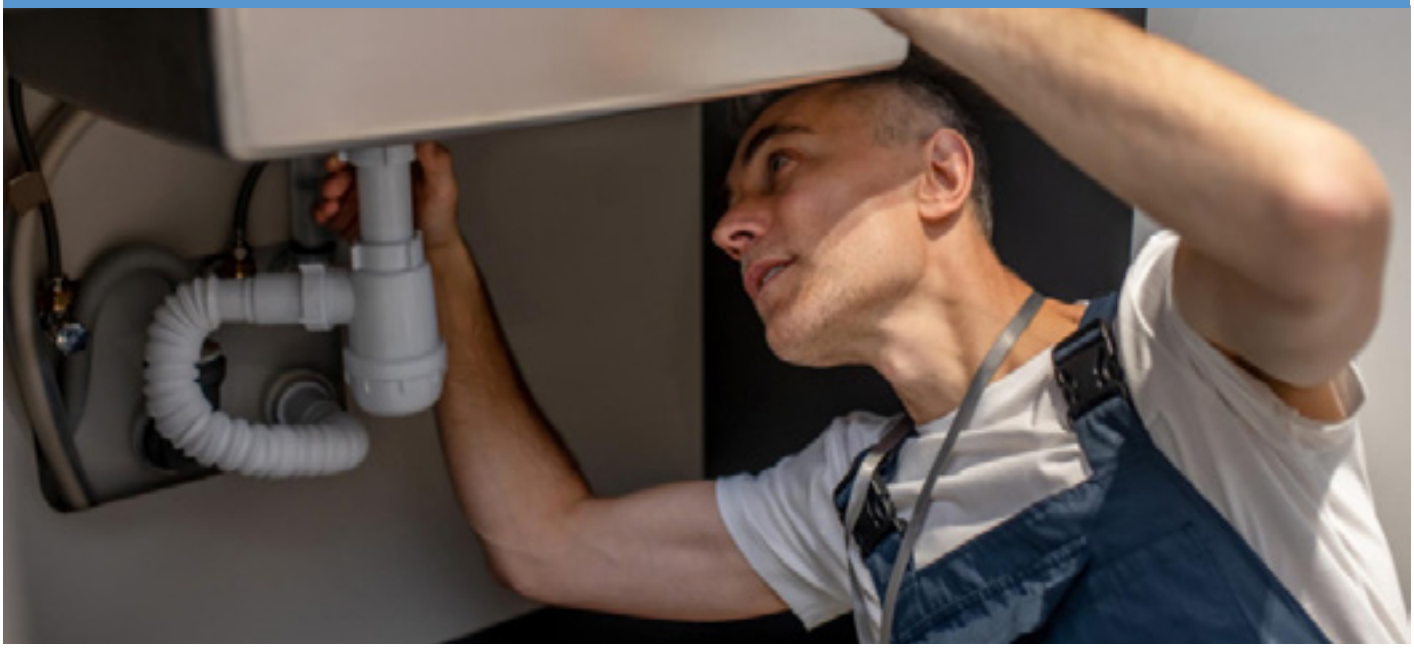
• A complete failure of the electrics. First telephone the electricity board to check that the loss of power is not as a result of a general power cut, or unpaid bills.

• A breakdown of the heating system at the beginning of a weekend/holiday period where

• If you have a gas leak you should immediately contact National Grid Gas Emergency Service on 0800 111 999.

• Loss of hot water. First check that the loss of power is not as a result of a local power cut then report to the emergency contractor.

Certain emergencies such as a fire or gas leak, require you to contact the appropriate public emergency service. Tenants should use their common sense in these situations however difficult they may be. If you call out the contractor and the matter could have been dealt with safely within normal working hours, at a lower cost, we may look to you for the difference in cost or the emergency call out charge.



Appliances

If the Landlord has supplied appliances at the property you will be able to report any faults to the Positive Rentals Group. If the repair is due to your mis-treatment of the appliance, the cost will be recharged to you. If the appliance is under guarantee we will contact the manufacturer who will make contact with you and inspect the appliance. Regularly clean cooker tops to prevent build up of food.

Washer/Dryer Machines

You will be responsible for any damage caused due to misuse of the appliance. Ensure that any filters are cleaned regularly and that the soap tray / dish are kept clean or as dictated by the appliance manual.

Please be advised if a contractor to called out and the fault is identified to be a user issue, tenants misuse or a filter clean, tenants are liable for the call out fee and the repair cost, follow the steps below to avoid unnecessary call out charges:

Step 1 - The Seal.

The seal is the rubber ring around the inside of the door; wiping it down with a damp cloth is quick, easy and stops debris from building up.

Step 2 - Clean Your Filter.

Somewhere on your washing machine, usually at the front in the bottom left or right, there will be a filter that stops foreign objects getting into the pump and damaging it. This filter collects grime and dirt if left for too long so you should be emptying it regularly. Make sure you have something to catch any water that comes out (an old bath towel will do) and never take it out when the washing machine is full of water.

Step 3 - Clean The Detergent Drawer.

Gently remove your detergent drawer and wash it out in the sink. If you're struggling to get into the corners you can use an old toothbrush.

Dishwasher

Most dishwashers require salt and rinse aid to help them to work efficiently. They also have a filter within the machine which catches food particles etc during the cleaning cycle. You must ensure that the filter is kept clean otherwise it may impede the effectiveness of the machine.

Sinks, Toilets and Drains

You will be responsible for the cost of clearing any blockages that have been caused by your misuse. This may be due to putting unsuitable items into toilets or sinks which may cause problems within the drainage at the property, such as nappies, sanitary towels, cooking fats and oils, tea leaves etc

Condensation and Ventilation

Condensation starts as moisture that is produced by cooking, washing and using gas appliances. The moist air condenses on cool surfaces such as walls, wall tiles and windows. It can also affect the ceilings. Condensation can be prevented or reduced in the property by controlling the excess moisture in the following ways:

• Close your kitchen and bathroom doors to prevent steam going into other, colder, rooms.

• Open the kitchen or bathroom windows (if applicable) when cooking or washing.

• Open windows in other rooms to allow a change of air.

• Keep trickle vents open (these are small devices on new windows which can be opened without affecting the security to your property).

• Curtains and blinds should be kept open during the day as this will help to minimise the condensation in the property.

• Wipe down surfaces where moisture settles to prevent mould forming.

• Use the extractor fans if supplied in the property (do not isolate fans in bathrooms).

• Do not hang wet clothes over radiators (this will cause condensation and damage to the decoration which you will be responsible for rectifying). Ensure that tumble driers vent to the outside.

• Maintain a low background heat - it is advised that the property thermostat is kept at a minimum of 15 degrees during cold periods to prevent the hot and cold effect which causes condensation.

Failure to adhere to the above
may result in damage to the property which in turn you will be responsible for you will therefore have to cover the cost of any repairs or work required to rectify the problem.

Reporting Signs of Water Damage

Bath & Shower Sealant

Silicone sealant will deteriorate and perish with time and will cause water leaking through to the ceiling below. Please REPORT any signs of failed silicone around your bath or showers.

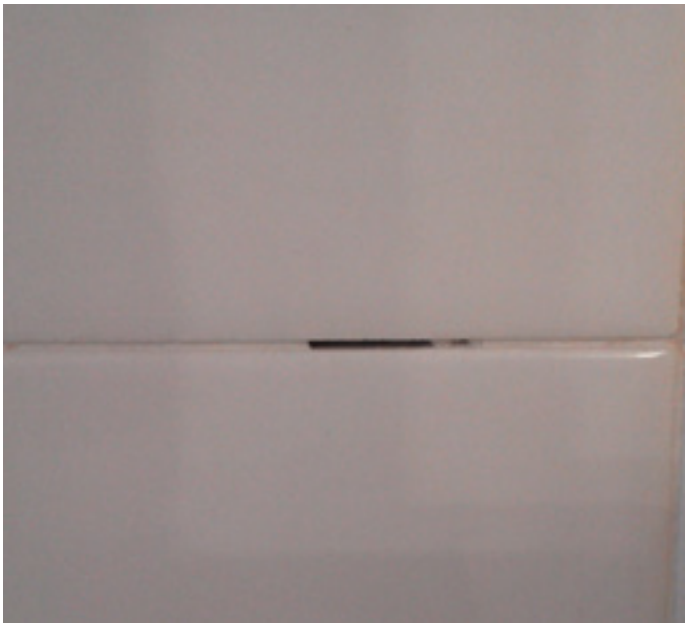


REPORT ANY SIGNS OF WATER LEAKING TO OUR OFFICE ASAP.

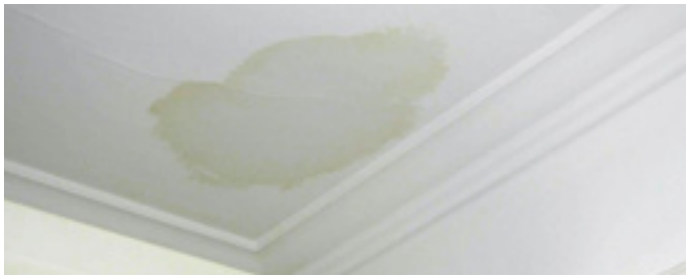


Failing Tile Grout

Cracked tiles or failing grout will cause damage to the walls behind the tiling around baths and showers, which will then cause water leaking through the ceilings. Please REPORT any signs of failed grout around your bath or showers.







Boiler & Radiator Checks

No heating or hot water can mean low pressure

Boiler pressure systems will differ from one to the other. A good starting point is to check your boilers instruction manual to see if you can re-pressurise it yourself. if you are unable to locate your manual please contact the office and we'll send you a copy.

How to repressurise a boiler yourself – 6 easy steps

The process of re-pressurising your boiler means putting more water into the system from the water mains supply. This is done via the filling loop which is typically either built-in or external.

1. Switch off your boiler as a first step and allow it to cool completely before going any further.

2. Find your filling loop which will be underneath the bottom of your boiler. The filling loop is 2 taps close to one another on the same pipe.

3. Open both valves to ensure the cold mains water travels into the system. You should hear water flowing.

4. Wait for the boiler pressure gauge to read 1.5 bar and close both valves. do not put too much pressure in your boiler as high pressure is also an issue

5. Once you've closed the valves, you just need to switch the boiler back on and where required, press the reset button.

6. Your boiler should start up and be working in around 60 seconds once warmed up.

If you are still having trouble after following these steps please contact our office.



Bleeding Radiators

Radiators need bleeding when they have air trapped inside them. This trapped air stops warm water circulating around your radiator. That can make the radiator cold at the top, but warm at the bottom. It means your central heating system isn't working efficiently and it can take longer to warm up your room.

You might also need to let out trapped air if you have noisy radiators which are making banging, clanking or gurgling noises. It's recommended that you bleed your radiators once a year, even if they are working properly.

How to bleed your radiator

What you'll need:
A radiator key - you can get one from a DIY store.
A cloth or rag to catch any water.

1. Turn off your heating. You can't bleed a radiator when the heating is on, as it may be too hot to touch. You could also get hot water spraying out of the radiator.

2. Use your radiator key to turn the valve at the top of the radiator. Attach the key to the square groove in the centre of the valve as shown in the diagram and turn it slowly anticlockwise. You should hear a hissing sound. This is the trapped air escaping. Use your cloth to catch any water that comes out.

2. Retighten the valve once the hissing stops and only liquid comes out. Do this quickly to stop too much water escaping.

3. Turn your central heating system back on.

4. Check the pressure by looking at the gauge on your boiler. Bleeding your radiators can cause the pressure to drop. If the pressure is too low, you'll need to top it up. Use the lever or tap on your boiler, known as the filling loop.

5. Check if your radiator is now heating up properly. If the heat is evenly spread through the radiator, you've fixed the problem.



End of Tenancy

At the commencement of your Tenancy an Inventory and Schedule of Condition will have been carried out at the property. This document will be used at the end of your Tenancy to conduct the check out. This will compare the initial document with the property on the day that you vacate.

A deposit will have been taken for safekeeping at the commencement of the Tenancy and your Landlord may ask to deduct money from your deposit for any dilapidations which are your responsibility.

Deposits are now covered by legislation called 'Tenancy Deposit Protection'. This means that no Agent or Landlord is able to make deductions from your deposit money without your consent. It also means that if you and the Landlord cannot agree on a specific deduction you can refer the matter to a third party who will review the case independently. It is always advisable to try to come to an agreement regarding any deductions, as disputes may delay the length of time before you receive these disputed monies (if you are awarded them). We will provide you with the details of the Tenancy Deposit Protection provider which they use at the beginning of your Tenancy, together with notes which you should read fully to understand how the scheme works.

We recommend that you review and action the following check list in preparation to vacating your property. By following this list you should minimise the possibility of any potential claims against your deposit money. If you require any further information you should contact Positive Property Group.

Notes for Vacating Tenants

It is in your interests to present the property in a condition ready for a new Tenant to occupy. Failure to do so may result in charges being made to your security deposit.

• All items to be placed in their original position as described in the Inventory.

• All windows must be cleaned on the inside and interior window frames and ledges must be wiped clean throughout.

• Ceilings and walls must be cobweb free.

• All washable wall surfaces to be washed down and left dust, dirt and stain free.

• Skirting boards to be washed over and dust free.

• Floors – to be vacuumed throughout and carpets to be professionally cleaned, if stained. Kitchen and bathroom floors to be washed.

• Cooker to be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood filter – if applicable.

• Refrigerators and freezers should be defrosted and wiped out. The door must be left open and the appliance switched off.

• Baths, WC's, shower screens, wash hand basins and kitchen sinks must be cleaned.

• Insides of cupboards and drawers must be cleaned.

• The garden, if applicable, should be left in a clean and tidy condition with lawns cut.

• Washing machine soap dispenser must be washed and the filter cleaned.

• Light bulbs replaced where necessary.

• All rubbish/food, unwanted items of furniture/ belongings, must be removed from the property/ garden and placed in the dustbin provided for collection or taken to your local recycling centre.

• All keys must be returned no later than at the check-out appointment.

Items left in the Property

You are responsible for all reasonable removal or storage costs in the event of you leaving items at the property. Please refer to your Tenancy Agreement which will explain how this process is operated.

Contact us

Email: rentals@positivegroup.co.uk

Telephone: 01202 714071

Online: Via the 'Arthur' tenant app/website you will be invited to this at the start of your tenancy.

Opening Hours
Monday - Friday
09:00 - 17:00

Out of hours, please email rentals@positivegroup.co.uk
We will be in touch if the issue requires urgent attention.