



**Comfort
Estates**

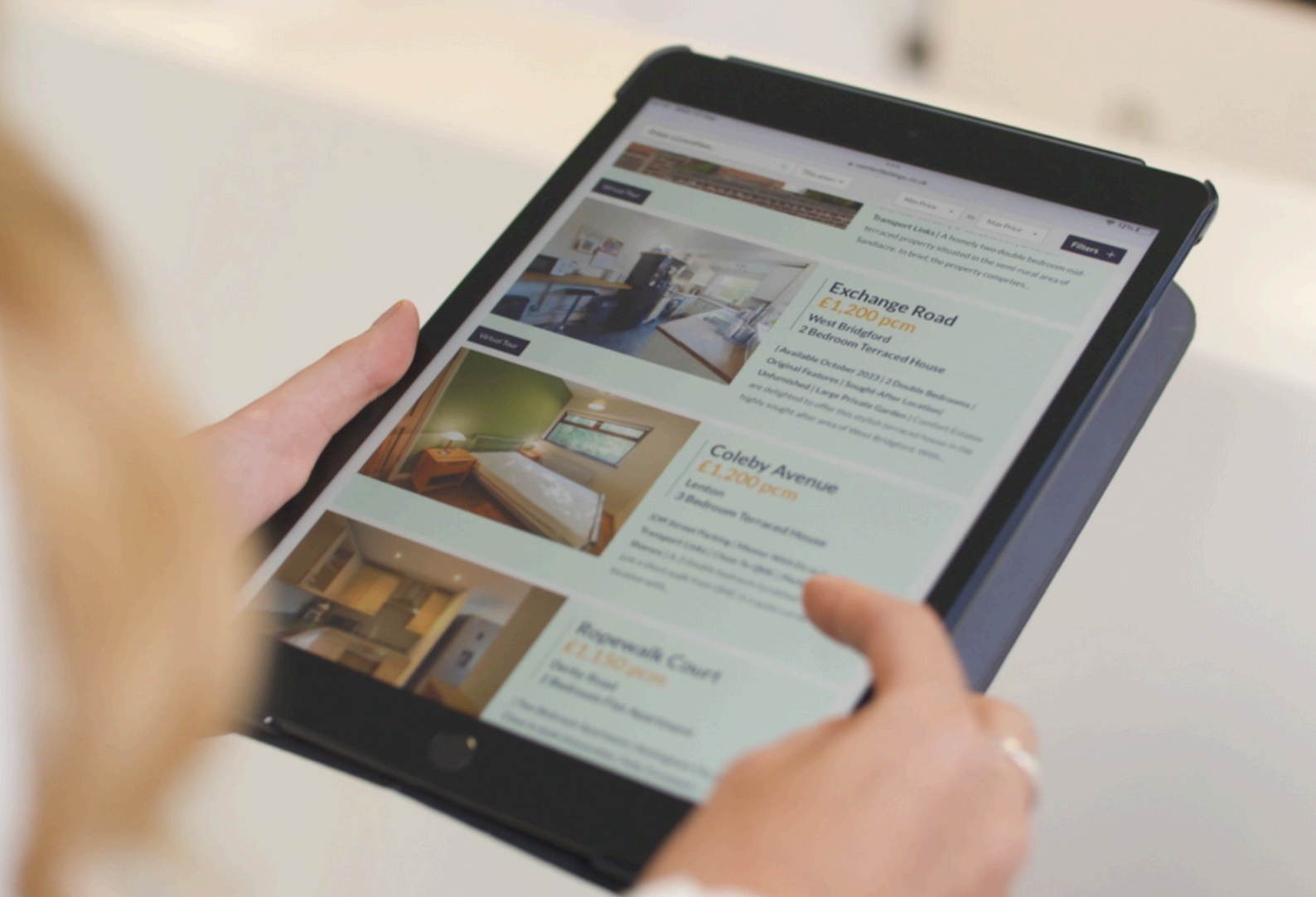
TENANT WELCOME PACK

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Table of Content

Welcome	02
Moving in	03
House rules	06
Your Responsibilities	07
Maintenance and Repairs	09
Moving out	13
Supplementary Documents	15
Condensation, damp and mould	20
Useful links	26



Welcome

Congratulations on taking the first steps towards renting your property!

Comfort Estates is the trading name of Comfort Letting Agents LLP, a UK Limited Liability Partnership registered in the UK under Company Number OC365521 with registered address of 47 Derby Road, Nottingham, NG1 5AW. We may be contacted via our website, www.comfortlettings.co.uk, phone 0115 933 8997 and email info@comfortlettings.co.uk.



Moving In

Our roles as an agent

Your Landlord has appointed Comfort Estates to manage their property for them throughout the Tenancy. This means that should you have any queries regarding your tenancy you must contact the Comfort Estates office. We will only act in accordance with your Landlord's instructions.

However, there may be occasions whereby we may have to refer back to your Landlord for authorisation in certain matters. These would include for example, requests from you for permission to hang pictures and mirrors in the property, or perhaps whereby any essential maintenance or repairs have exceeded the delegated amount of money that your Landlord has told us we may spend. Therefore, in these circumstances, there may be a delay before we are able to confirm any requested to you or action any works.

Inventory and schedule of condition

You will be provided with a 'Schedule of Condition and Inventory' relating to your property. This document is an essential part of your Tenancy. Ensure that you read this document thoroughly and notify Comfort Estates of any discrepancies within the first 3 days of the commencement of the Tenancy.

These discrepancies should always be put in writing. It may be that a representative of either the Comfort Estates or the Inventory provider may wish to revisit the property to verify the changes highlighted. If at the end of the 3 days after the commencement of your Tenancy, you have not notified your Comfort Estates of any discrepancies, then the original document which was passed to you either at the signup appointment at the local office, or by the Inventory Clerk at a check in appointment, will be deemed to be correct and an accurate reflection of your property. A signed copy of this document will be held by Comfort Estates office (or the Landlord) and will be used at the end of your Tenancy by the Inventory Clerk when the check out is conducted.

Utilities and bills

Comfort Estates will contact the relevant utility suppliers to inform them of the change of occupant at the property if they are acting as the managing agent for your Landlord.

This is usually completed within the first 10 days of you moving into the property but it is your responsibility to ensure that you are registered and that the bills are paid. Your Landlord or Comfort Estates may ask for evidence that you have settled all of these accounts when you vacate your property at the end of the Tenancy.

Student sharers may have all inclusive bills packages, and will need to check the details of the this in your tenancy agreement before taking up residency. Comfort Estates will also contact the local Council Tax department and inform them of your Student status. The local Council Tax department may request proof of your Student status which you will need to obtain directly from your University if so required.

Metres, water stop valve 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 should be 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.

Telephone and Tv License

Your Landlord is not responsible for supplying a telephone line to the property. Should you wish to install a telephone you will be responsible for any charges that are incurred in both the connection of the line and any subsequent bills.

If there is already a telephone line at the property it is your responsibility to transfer the telephone account into your name at the start of the Tenancy. If there is a telephone line connected at the commencement of your tenancy you should not change the original telephone number (unless written permission is given by the Landlord or Comfort Estates). You are responsible for ensuring that you purchase a TV licence.

Even if you watch programmes on your laptop you still have to hold a TV licence. This can be arranged on-line at www.tvlicensing.co.uk. If you are a part of the all-inclusive bills scheme, please check your tenancy agreement for details of whether this is provided.

Parking

Your property may be located within a council controlled parking scheme. If this is the case, you may need to apply to the local Council for a permit. They will be able to assist you in what types of permits are available to you and, if any, at what cost.

If your property comes with private parking, please ensure you are familiar with the correct parking space which is allocated to your property. You may also need a key fob or code and to display a permit, if your space is in a communal area. Please check with Comfort Estates for specific details. Most communal parking areas have wheel clamping in operation. To prevent this happening to you please ensure you park correctly at all times.

Parking in incorrect spaces is antisocial and will upset your neighbours. Remember that visitors' parking spaces are provided at properties purely for temporary parking for those who have visitors. They are not to be used for regular Tenant or occupiers parking. Parking is controlled by the block managers and not by the Landlord or Comfort Estates.

Furnishings

If your Landlord has provided the furnishings in your new home, you must treat these items in a 'Tenant like manner'. This means that you must respect the items and must not allow acts of waste or neglect to occur during your Tenancy either by you or your visitors.

The condition of these items will have been noted in the Inventory and Schedule of Condition and it will be expected for these items to be returned in the same condition, with the exception of fair wear and tear. Where the Landlord has provided furnishing, you must not remove them from the property during the Tenancy, even into storage, without the Landlord's or Comfort Estates' written consent. At the end of the Tenancy you must ensure that the furniture is placed back in its original position as per the Inventory. If this is not done, you may be subject to the cost of labour required to reposition the items.

Pictures and Mirrors

Most properties will already have picture hooks located on the walls. If this is not the case and you wish to hang pictures and / or mirrors you must contact Comfort Estates, in writing, requesting where and how many hooks you wish to add. Permission must be sought from the Landlord before any work is undertaken.

Insurance

Your Landlord will insure his property but this will only cover the building itself. He will also insure his own furniture but this will not cover accidental damage caused by you. You are responsible for your own possessions and furnishings and also for any accidental damage that may occur to the Landlord's fixtures and fittings. Comfort Estates strongly advise you to take out insurance to cover your own possessions.

Rubbish and Recycling

Please ensure that all rubbish and recycling is disposed of in the appropriate manner. If you are living in a flat within a block, you should familiarise yourself with the location of the communal bins – you should not leave your rubbish in the communal areas. If you are living in an individual property, you may wish to check with the local council regarding the rubbish collection days and any special arrangements that they may operate. All councils now offer recycling facilities and you are responsible for separating your rubbish for the separate collections.

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.

Block management is responsible for communal areas. You should familiarise yourself with their contact details in case you have any need to contact them about issues arising in the communal areas.



House Rules

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, the start date of the agreement and the duration of the Tenancy. Please refer to your Tenancy Agreement for the full details.

Restrictions

You are not allowed to do the following at the property with out prior consent from the Landlord. Please check with Comfort Estates for more information.

- Run a business from the property
- Decorate the property
- Smoke anywhere within the premises
- Repair cars at the property or store cars that you are not the registered keeper of

All flats which comprise part of a larger building will be restricted by the 'Head Lease'. This document lists the rules which all of the residents within the block must adhere to. Examples of these are:

- 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

A full list of these restrictions should be provided to you by the Landlord or Comfort Estates.

Pets

You should refer to your Tenancy Agreement regarding permission to keep pets or animals at the property. If permission has not been granted prior to the commencement of the Tenancy, you must not keep any animals at the premises. You must seek approval before they may reside at the property during the Tenancy.

Houses in Multiple Occupancy (HMOs)

Your Landlord must ensure that he complies with the HMO legislation. There is additional protection for people who live in shared accommodation with shared facilities.

Your Landlord may be required to apply for a licence from the local council who will assess the property, grant a licence and also stipulate how many people can live in the property. It is essential that you limit the number of people living at the property to just those named on the Tenancy Agreement so that you comply with the licence term.

Your Responsibilities

General safety within the home

Smoking is not permitted within the property by you or your visitors. Your Tenancy Agreement also states this. Smoking in a property means that the decoration will deteriorate more quickly than if there was no smoking.

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 too show signs of damage due to smoke. It is advised that if you have a garden that you restrict any smoking to this outside area.

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. You may wish to lodge a spare set (if available) with a trusted neighbour, Parent, Guardian or Guarantor for emergencies. If you lose your keys or leave them inside the property, you will be responsible for contacting your fellow Tenants or instructing a locksmith to gain entry.

If this action requires a new lock, you must ensure that a copy key is provided to Comfort Estates. Comfort Estates can provide details of a trusted local locksmith for emergencies such as these. Please remember to tell Comfort Estates if you have any additional keys cut due to lost sets.

Smoke alarms & Fire safety

Where your landlord has provided a battery powered smoke alarm, 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.

Please refer to: www.firekills.gov.uk

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. For fire safety advice for your home – ring 0115 9670880 and ask to be put through to the Community Safety Department/

Emergency – If you have a fire or rescue emergency, always dial 999 immediately

Rent payment

Your Tenancy states that all of the Tenants 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 Comfort Estates may make a charge to cover the administration of missed payments. Should you encounter any financial difficulties during the Tenancy you should notify the Comfort Estates as soon as possible. You may also be able to seek advice from the citizens advice/Student Union. However, the remaining Students and Guarantors will be pursued in addition to you and your Guarantor for any outstanding rent which can cause bad feeling between housemates.

Notice periods

Most tenancy agreements will be offered on either a 6 or 12 month fixed term. After that time has elapsed you may be invited to sign for a new fixed term. As the tenancy term comes to an end, Comfort Estates will be in touch with you regarding this process. It may be most convenient that your tenancy lapses onto a periodic tenancy, and this 'roll' based on your payment terms (usually, monthly – therefore 'rolling' on a month-by month basis). If this happens, you will be required to give at least one FULL months' notice (in line with your payment dates) and the landlords will be required to give you 2 full months' notice.

For example, if your next rent payment was due on 1st May, you need to give your notice in writing before the 1st May in order for your tenancy agreement to expire on 31st May. If however, you gave notice on 2nd May, your notice would take effect from 1st June and bring your tenancy agreement to an end on 30th June (a period of almost 2 months). It is worth double checking the details of your notice period with Comfort Estates if you are unsure.

You cannot bring your tenancy to an end during your fixed term (unless by mutual negotiation with the Landlords). If you want to end your tenancy at the end of the fixed term, please ensure that you provide at least one month's notice in writing to Comfort Estates or your Landlord.

Management visits

Comfort Estates will conduct management visits at the property as part of their management duties for the Landlord. They will either write to inform you of the proposed date or make contact by telephone to arrange an appointment. You do not have to be present for this visit and a Comfort Estates representative will carry out a brief visual check of the property and note any problems that they find. If you are not present the representative will use the management set of keys that are held on behalf of the Landlord. Following this visit, Comfort Estates may write to you stating any damage, defects or areas that require cleaning which have been found during the visit, or should they feel that the Tenancy is being breached in any way. You will be allowed a reasonable timescale to rectify these observations or breaches, and the property is usually revisited again.

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 and ensure that you are aware of any terms within the head lease which may apply to you. 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 11pm and 9am.

Maintenance and Repairs

What is your landlord responsible for?

Your Landlord is responsible for ensuring that all furniture, which has been provided as part of the Tenancy, complies with The Furniture and Furnishings (Fire)(Safety) Regulations 1988. 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.

If the property is a flat then the Freeholder and its managing agent will ensure that these are maintained. 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 the local office 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 and your fellow Students.

Taking 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 the local office 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 or break-ins

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. Your landlord's insurer may also require a crime number.

Flooring

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

How to report a maintenance request

You will need to report a fault to us by going on to our website and completing a maintenance request form:

- Go to our website, www.comfortlettings.co.uk/rent/maintenance
- Wait to be contacted within 48 hours in order to receive instruction of the arrangements that Comfort Estates have made in order to rectify the problem.

How long will it take to fix?

Category	Criteria	Next Steps
Emergency	<p>Any defect resulting in any one of the following:</p> <ol style="list-style-type: none"> 1. immediate risk of danger to the health, safety and security of a tenant at the property; or 2. immediate risk of danger to the health, safety and security of a third party at the property; or 3. an urgent defect that affects the structure of the property. 	<p>Make safe as soon as practically possible and normally within 24 hours of notification.</p>
Urgent Repairs	<p>A defect that relates to any of the following <u>and</u> makes the property uninhabitable:</p> <ol style="list-style-type: none"> 1. the exterior of the property; or 2. the installations in the property for the supply of water, gas and electricity and for sanitation (including basins, sinks, baths and sanitary conveniences); or 3. heating or hot water. 	<p>Where possible these issues will be dealt within 3 working days of notification.</p>
Non Urgent Repairs	<p>Any other defect</p>	<p>Will be dealt with as soon as is reasonably practicable and in any event within 14 days.</p>

Please note that the times are subject to contractor availability and may not follow the exact timelines highlighted above. We will try our best to adhere to the times and we will action maintenance jobs as soon as administratively possible. Please take this into consideration when reporting maintenance jobs to us. Thank you!

Gas and gas appliances

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

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 device, 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 Comfort Estates.
- 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.

Appliances

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

Washing 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.

Tumble Dryers

If you have been provided with a tumble dryer that does not have a condensing unit, you are responsible of ensuring that the hose from the dryer is directed outside of the property, so that moisture extracted from the washing does not remain inside the property. If this is not maintained it may cause condensation and, in turn, mould at the property. Any damage to decoration caused by misuse of the appliance will be the responsibility of the Tenant. You are also responsible for regularly cleaning the filter.

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. Please be advised if a contractor is 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.



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.

Energy Efficiency Advice

At a time when most people are very conscious of energy efficiency you may wish to look at further information on how to be more efficient and save money. Comfort Lettings may have a leaflet with energy advice or you can log onto the following website for information www.energysavingtrust.org.uk

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).
- Dry clothes outside if possible.
- 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.

Please refer to the Comfort Estates Damp and Mould guide provided below for more information.

Moving Out

Comparing schedule of condition and inventory

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.

Deposit

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, or Comfort Estates on behalf of 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). Comfort Estates 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 Comfort Estates.

Check-out

At the end of your tenancy, one of the Comfort Estates team will attend your property to assess the condition of the property and fixtures and fittings according to their condition when you moved into the property. Any damage will be noted on a check out document.

The report will then be presented to you and you will have the chance to make any representations regarding the points raised. Comfort Estates will then assess the cost of rectifying any damage or losses and advise you accordingly. The period of time between conducting the check out and the money being returned will be kept to a minimum although this will depend on the extent of the potential works required.

If you wish to dispute any of the Property Manager's findings or quotes for the work, you should do so in writing. This is to prevent any confusion on matters that have already been agreed. Comfort Estates will ask this to come from the 'Lead tenant'. Therefore it is advised that you all speak to one another once the check out report is available and decide whether you agree to any potential deductions. Comfort Estates will then continue to deal directly and regularly with the 'Lead tenant' until the matter has concluded.

Comfort Estates may be able to assist with recommended cleaning companies, carpet cleaners and gardeners. Be sure to start planning this work well in advance of your vacation date. If you are sharing a property with, for example other students you may find other housemates leave early and it may become difficult if left to the last minute to gather funds from everyone to pay for the cost of this work.



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.
- Curtains – nets to be washed ironed and rehung. Kitchen curtains to be cleaned and rehung. Other heavy curtains to be professionally cleaned, if stained.
- Floors – to be vacuumed throughout and carpets to be professionally cleaned, if stained. Kitchen and bathroom floors to be washed.
- All wooden furniture to be dust free and polished, if required.
- 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.
- Microwave, if applicable, to be cleaned on the inside and outside.
- 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.
- Mattress and pillow protectors must be washed.
- Insides of cupboards and drawers must be cleaned.
- The garage, if applicable, should be swept out.
- The garden, if applicable, should be left in a clean and tidy condition with borders recently dug and lawns cut.
- Washing machine soap dispenser must be washed and the filter cleaned.
- All lampshades to be dust free and light bulbs replaced where necessary.
- Vacuum cleaner bags to be emptied and filters cleaned
- All rubbish/food, unwanted items of furniture/ belongings, must be removed from the property/ garden and placed in the dustbin provided for collection.
- 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.



Guidelines for Tenants: Legionnaire's Disease

What is Legionnaire's Disease

Legionella are bacteria that are common in natural (rivers and lakes etc) and artificial water systems, e.g. hot and cold water systems (storage tanks, pipework, taps and showers). We usually associate legionella with larger water systems, e.g. in factories, hotels, hospitals and museums, and cooling towers, but they can also live in smaller water supply systems used in homes and other residential accommodation.

Other potential sources of legionella include spa and whirlpool baths, humidifiers (in factories) and fire-fighting systems (sprinklers and hose reels). Legionella bacteria can multiply in hot or cold water systems and storage tanks in residential properties, and then be spread, e.g. in spray from showers and taps. Legionella can survive in low temperatures, but thrive at temperatures between 20oC and 45oC. High temperatures of 60oC and over will kill them.

Legionnaires' disease is a potentially fatal form of pneumonia caused by the legionella bacteria. It can affect anybody, but some people are at higher risk including those over 45, smokers and heavy drinkers, those suffering from chronic respiratory or kidney disease, and people whose immune system is impaired. Legionellosis is the collective name given to the pneumonia-like illnesses caused by legionella bacteria, including the most serious and well-known Legionnaires' disease, and also the similar but less serious conditions of Pontiac fever and Lochgoilhead fever.

Reducing the Risk of Legionella

Despite the above, the risk of legionella causing illness in small domestic properties is exceedingly low. Possibly the biggest risk is when you have been away from the property for more than a week or so e.g. on holiday elsewhere. Good practice in this situation is simply to run the taps (a very unlikely source anyway) with hot water for minimum 60 seconds, and more importantly flush the shower head with warm water for minimum 60 seconds after a period of non-use (to do this, remove from holder before switching on the shower, then hold down over drain to lessen risk of inhaling sprayed droplets).

Similarly flush the toilet twice to circulate fresh water through the system and empty the cistern. Shower spray heads also present a small risk in domestic properties, and should be cleaned of scale and debris every 3-6 months.

Anti-Social Behaviour (ASB) Plan

Pre-Tenancy

We ensure that the following checks are carried out prior to granting any tenancy:

- A reference is obtained from the previous landlord, where a previous tenancy has been held. This reference is verified by contacting the landlord in all cases.
- Where no previous tenancy has been held, prospective tenants will be required to supply details of any previous addresses they have lived at in the last twelve months.
- Where no previous landlord reference can be obtained (for the case of students, for example) the landlord may seek the tenant to provide a guarantor.
- Proof of identity. Two forms of proof are required, one of which must relate to the tenant's previous address e.g. a utility bill, picture driving licence, official letter etc.
- On occasions, a review of open source information is undertaken (internet) to include, but not limited to, Google and social networking sites.
- An employment and affordability reference is obtained to prove the tenant is in employment that supports their application for a rental property. This includes an online credit check that checks for any CCJs or adverse credit a tenant may have.
- Where the above checks raise concerns, the landlord may request the tenant to supply a disclosure and barring check.
- Where prospective tenants refuse to cooperate in the pre-tenancy process then no tenancy will be offered.

During tenancy

- The tenancy agreements we use are written in a language and format suitable for the individual tenant.
- All tenancy agreements include several clauses in the prevention of Anti-Social Behaviour:

Clause 10: The Condition of the Premises: Repair, Maintenance and Cleaning

Refers to keeping the inside and outside of the Premises in good condition. Replacing broken glass damaged by tenants etc.

Clause 14: Use of the Premises

Refers to use of property only for residential purposes only.

Subsequent clauses within the Tenancy Agreement then make reference to the remedies to the Landlord for breach of Agreement in relation to (but not limited to) Anti-Social Behaviour. (see Clause 27 Ending the Tenancy and Re-entry). In addition, the Mandatory and Discretionary grounds for possession are then detailed at the end of the tenancy (including Clause 14:

Ground 14: the tenant or someone living or visiting the Property has been guilty of conduct which is, or is likely to cause, a nuisance or annoyance to neighbours; Or, that a person residing or visiting the Property has been convicted of using the Property or allowing it to be used, for immoral or illegal purposes or has committed an arrestable offence in or in the locality of, the Property;).

The ASB process

Upon receipt of a complaint of ASB we record the details of the complaint and undertake an investigation of the facts alleged and, if necessary, seek assistance from statutory agencies e.g. The Police and the Council. The procedure for dealing with any such complaint is detailed below:

1. We record the details of the complaint and undertake an investigation of the facts alleged.
2. We contact the tenant/tenants by phone to respond to the alleged complaint.
3. Depending upon the complaint, this may be all the action required.
4. If however any further follow up, this may require (but not limited to) the below actions:
 - a. Written warning to tenants
 - b. Site visit/inspection.
 - c. Written warning/notice to legal guarantors
 - d. Contact statutory authorities/ (and or off campus officer for students) to contact tenants and make any investigations should the complaint not arise through these bodies directly.
 - e. Issuing of Section 21 or other notice (section 8 etc.) depending upon type and stage of tenancy agreement, severity of issue and willingness of tenant to comply with tenancy agreement terms.
 - f. If necessary immediate possession of the property will be sought through the courts. As the case proceeds the complainant and relevant parties will be advised of the progression of the case and the steps undertaken by us to resolve the matter.

We will at all times work within the framework of the law and will cooperate with any relevant authorities that have genuine interest in the case until resolution.

If appropriate, any future tenants will be advised of potential issues to prevent a re-occurrence of the issues that have presented before within the ambit of the Data Protection Act.

Landlord reference

Please note that, post tenancy we may be requested to complete a landlord reference outlining your conduct during the term of the tenancy. This reference will detail any causes for concern e.g. any incidences of anti social behaviour, damage to the property or rent arrears. A copy of this reference will be supplied directly to a prospective landlord upon request.

Permitted Payments

As well as paying the rent, you may also be required to make the following permitted payments.

Pre tenancy

Holding Deposit: up to 1 week's rent

Deposit: Up to 5 week's rent

During your tenancy

- Hourly rate:

Payment of £36 per hour for the work associated with making minor amendments to the tenancy agreement once signed

- Interest on rent arrears:

Payment of interest for the late payment of rent at a rate of Bank of England Base Rate plus 3% per annum

- Replacement keys:

Payment of the cost of the replacement key plus £15 per hour for any associated time incurred for the loss of keys/security devices

- Unpaid costs:

Payment of any unpaid rent or other reasonable costs associated with your early termination of the tenancy

- Utilities – gas, electricity and water
- Communications – telephone and broadband
- Installation of cable/satellite
- Subscription to cable/satellite supplier
- Television licence
- Council Tax

Tenant protection

Comfort Letting Agents LLP is a member of ARLA Property mark Membership Number M0206320, offering client money protection (CMP) with Scheme reference: C0127805, and also a member of The Property Ombudsman redress scheme membership number: D8857.

Payment reference

Account name: Comfort Letting Agents LLP

Account: 20937673

Sort Code: 20-25-85

IBAN: GB19BUKB20258520937673

Reference: Surname-House Reference

*You will find a schedule of all your rental payments in your Tenancy Agreement.

Complaints Procedure

Here at Comfort Lettings, we pride ourselves on the level of customer service that we provide. If you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (“CHP”), details of which can be found below:

Membership details

Comfort Lettings is a member of The Property Ombudsman Scheme (TPOS). By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Portfolio Manager

We would request that you initially make your complaint in writing to the Portfolio Manager in charge of the property to which the issue arose. We will be able to confirm the name of the relevant Portfolio Manager upon request. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

Contact details: [Portfolio Manager Name], Comfort Letting Agents LLP 47 Derby Road Nottingham NG1 5AW.

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage Two – Branch Manager

If you wish to progress your complaint beyond the Portfolio Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Branch Manager will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

Contact details: The Branch Manager, Comfort Letting Agents LLP 47 Derby Road Nottingham NG1 5AW

Stage Three – Partner

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Partner, this must be done within 28 days of the letter from the Branch Manager. Your correspondence will be acknowledged within five working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

Contact details: Phil Ashford, Comfort Letting Agents LLP 47 Derby Road Nottingham NG1 5AW

Stage Four – The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows: Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post: TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.





A Guide to Condensation, Damp and Mould

Here is a detailed guide to about condensation, damp and mould. This guide highlights the different types of dampness, condensation and mould growth that you may encounter during your tenancy and how to combat them. Please refer back to this guide when dealing with damp related issues.

Introduction to Damp and Mould Growth

This booklet is designed to give some basic information and advice about one of the most common housing issues, dampness and mould growth. Condensation is usually the biggest cause of damp within homes. Here you will find information and advice to help landlords and tenants to identify and reduce condensation as well as treating the mould growth that often comes with it.

Damp can cause mould on walls and furniture and make window frames rot. Damp housing encourages the growth of mould and mites, as mites feed on mould and can increase the risk of respiratory illnesses in some people. Some damp is caused by condensation. This leaflet explains how condensation forms and how you can keep it to a minimum to reduce the risk of damp and mould.

Types of Dampness

There are four main types of dampness that could affect your home. It is important to understand the difference between them so that you can effectively treat the problem.

1. Condensation

This is by far the most common cause of dampness experienced by tenants and householders, resulting in a large number of enquiries or complaints received by the Council. Condensation is caused by water vapour or moisture from inside the home coming into contact with a colder surface, such as a window or wall. The resultant water drops (condensation) may then soak into the wallpaper or paintwork or even plasterwork. In time, the affected damp areas then attract black mould that grows on its surface.

Condensation mainly occurs during the colder months, whether it is rainy or dry outside. It is usually found in the corners of rooms, north facing walls and on or near windows. It is also found in areas of poor air circulation such as behind wardrobes and beds, especially when they are pushed up against external walls. Note. Black mould is frequently seen on this type of dampness.

2. Penetrating Dampness

This type of dampness is usually found on external walls or due to roof leaks on ceilings. It only appears because of a defect outside the home, such as missing pointing, cracked rendering, missing roof tiles or defective rainwater goods. These defects then allow water to pass from the outside to the inner surfaces. Penetrating dampness is far more noticeable following rainfall and will normally appear as a well defined 'damp-patch' which looks and feels damp to the touch. Note. Black mould is rarely seen on areas of penetrating dampness. This is because the affected area is usually too wet and the dampness contains salts picked up when passing through the wall, which prevent the growth of black mould.

3. Defective Plumbing

Leaks from water and waste pipes, especially in bathrooms and kitchens, are relatively common. The affected area looks and feels damp to the touch and remains damp whatever the weather conditions outside. A quick examination of the water and waste pipes serving the kitchen and bathroom and the seals around the bath, shower and sinks; plus the external pipework, such as guttering will usually find the source of the problem. Note. Black mould is rarely seen on this type of dampness as the area is usually too wet and the chemicals in a waste waterleak will prevent mould growth.

4. Rising Damp

This is generally caused by water rising from the ground into the home. The water gets through or round a broken damp proof course (DPC) or passes through the natural brickwork if the property has no DPC. A DPC is a horizontal layer of waterproof 2. Penetrating Dampness This type of dampness is usually found on external walls or due to roof leaks on ceilings. It only appears because of a defect outside the home, such as missing pointing, cracked rendering, missing roof tiles or defective rainwater goods. These defects then allow water to pass from the outside to the inner surfaces. Penetrating dampness is far more noticeable following rainfall and will normally appear as a well defined 'damp-patch' which looks and feels damp to the touch.

Note. Black mould is rarely seen on areas of penetrating dampness. This is because the affected area is usually too wet and the dampness contains salts picked up when passing through the wall, which prevent the growth of black mould. Material in the walls of a building just above ground level to stop moisture rising through the walls by capillary action. Rising damp will usually only affect basements and ground floor rooms. It will normally rise no more than 12 to 24 inches above ground level and usually leaves a 'tide mark' low on the wall. You may also notice white salts on the affected areas called efflorescence salts.

Rising damp will be present all year round but is more noticeable in winter. If left untreated it may cause wall plaster to crumble and paper to lift in the affected area. Note. Black mould will not usually be seen where there is rising damp. This is because rising dampness carries with it ground salts which prevent the growth of black mould. However secondary factors can result in conditions becoming varied.

Condensation and Mould Growth

Most homes will be affected by condensation at some point. However, certain activities can increase the problem. Whether you are an owneroccupier or a rent-paying tenant, condensation and mould growth is often due to lifestyle and is something that can be reduced or remedied without expensive works or treatments.

Cooking, washing, drying clothes indoors, even breathing - all produce water vapour that can only be seen when tiny drops of water (condensation) appear on colder surfaces such as walls, windows, ceilings or mirrors.

The 'amount' of condensation in a home depends upon three factors:

1. how much water vapour is produced by the actions of its residents.
2. how cold or warm the property is.
3. how much air circulation (ventilation) there is.

Simply turning up the heating will not sort out the problem. All three factors may need to be looked at to reduce the problem. The first sign of a problem is water vapour condensing on windows and other cold surfaces, which then takes a long time to disappear, allowing surfaces to become damp. The second indication is black mould patches growing on these damp areas.

Mould will thrive with four key elements; moisture, food such as wallpaper or emulsion paint, the right temperature and oxygen. By dealing with the causes of condensation you will automatically deal with the problem of mould.

Condensation and Mould Growth

Our everyday activities add extra moisture to the air inside our homes. Even our breathing adds some moisture. One person sleeping adds half a pint of water to the air overnight and an active person adds twice that rate during the day. The list below gives you some idea of how much extra water you could be adding to the air in your home in a day:

2 people at home (16 hours)	3 pints
A Bath or shower	2 pints
Drying clothes indoors	9 pints
Cooking and use of kettle	6 pints
Washing dishes	2 pints
Bottled gas heater (8 hours use)	4 pints

Warmth Versus Ventilation

Striking the right balance between warmth and ventilation is important and can be very effective. By opening windows or ventilating your home it may appear that you are losing some heat, but what you are actually doing is allowing warm moisture-laden air to escape and permitting cool dry air to enter your home.

Dry cool air is actually cheaper to heat than warm moist air! Many people who have double-glazing installed experience problems with condensation and mould growth that they did not experience with their old draughty window frames. However, by using trickle vents or opening windows slightly, then the necessary ventilation can be achieved. Remember - The advice is to ventilate for an appropriate period of time, usually between 30 mins to 1 hour, not to leave the windows open all day.

Six Steps to Reducing Condensation and Mould Growth

1. Produce Less Moisture

Ordinary daily activities produce a lot of moisture. To reduce this:

- Dry clothes outdoors if possible. Avoid drying clothes indoors or if you have to, dry them on a clothes airer in the bathroom with the door closed and either an extractor fan on or a window slightly open.
- Vent tumble driers to the outside (never into the home) or buy a condensing type.
- Cover pans when cooking and do not leave kettles boiling.
- Do not use paraffin or gas bottle heaters. They produce large amounts of water vapour and are very expensive to run!

2. Remove Excess Moisture

Always wipe the windows and window sills of your home every morning to remove condensation. This is especially important in the bedroom, bathroom and kitchen - just opening the window is not enough.

3. Heating

In cold weather, the best way to keep rooms warm and avoid condensation is to keep low background heat on all day rather than short bursts of high heat when you are in the house. Good heating controls on your radiators, an independent room thermostat and a timer will help you control the heating throughout your house and help manage heating costs. Also think about better insulation (roof, cavity - wall or external wall insulation), draught-proofing windows and doors, and installing double or secondary glazing.

3. Ventilation

It is important to remove condensation and excess moisture by ventilating rooms. You can ventilate a room without making draughts or causing it to become cold. To do this, you may only need to open the window slightly or use the trickle vent that can often be found on new windows. This allows warm moisture laden air to escape to the outside and let cool dry air into the property.

Here are some tips to help with ventilation:

1. Always ventilate or open a window when using the kitchen or the bathroom and close the doors to prevent moisture in the air from spreading to other parts of the house. Continue to ventilate these rooms for a short time after a shower, bath or cooking and keep the door closed!
2. Open bedroom windows for up to one hour as soon as you get up.
3. Clear window sills of clutter that will restrict opening the window and prevent surfaces from being wiped.
4. Leave space between the back of furniture and cold walls for air to circulate.
5. Ventilate cupboards and wardrobes, and avoid overfilling them as this prevents air circulating.
6. Do not completely block chimneys and flues - fit with an air vent and make sure you meet ventilation requirements for any gas appliances in a room.



5. Insulation

Insulating and draught-proofing will help keep your home warm and save money on your heating bills.

- Insulate the loft to a depth of 300mm
- Consider secondary or double glazing.
- Consider cavity wall insulation or internal dry lining.
- Draught-proof windows and external doors. When draughtproofing, do not block permanent ventilators or rooms requiring ventilation.

Find out if you are eligible for a grant for insulating your home, this may help to reduce your bills.

5. Dealing with Mould

Mould can grow on walls, ceilings, furnishings and even on clothes and toys, which can be depressing and expensive.

To kill and remove the mould:

- Carefully remove excess mould with a damp cloth and throw away afterwards. Or if possible use a vacuum cleaner and empty afterwards. Do not brush mould as this releases spores into the air.
- Wipe down affected areas using a fungicidal wash or diluted bleach – remember always use rubber gloves and wear safety glasses.
- After treatment redecorate using a fungicidal paint – do not paint over using an ordinary paint as mould is likely to grow back.
- Dry clean affected clothes and shampoo carpets where necessary

Remember...

Dealing with condensation and mould growth is not easy. Only carrying out one or two of the steps may not solve your problem, you need to do as much as possible every day. Once a balance has been achieved your situation should improve over time.

Tenants Should:

- Carefully remove excess mould with a damp cloth and dispose. Do not brush mould as this releases spores into the air.
- We recommend that you regularly check under divan bed drawers, behind wardrobes, bedside cabinets, bedheads and clothing stored in cupboards, you will then need to wipe down or wash clothing immediately.
- Wipe down affected areas using a good quality mould and mildew spray

Landlords should:

- Work with the tenants to determine the cause of the problem
- Carry out repairs to make good any defects identified at the property.
- After treatment arrange for redecorate using a specialist bathroom or kitchen paint, and if wallpapering the area make sure to use a good quality paste with an anti-fungicidal additive
- Where possible do not use wallpaper in bathrooms and kitchens and provide mechanical ventilation with a humidity sensor.



Useful links

[DASH Services - condensation](#)

[UNIPOL - troubleshoot damp and mould](#)

[SHELTER - damp and mould in rented homes](#)

[Nottingham City Council - Report a problem](#)

[Nottingham City Council's Safer Housing website](#)





Comfort Estates Waste Management Plan

Bins should be put out after than 7pm on the day before collection and moved back within the boundary of the property by 7pm the next day once the waste has been collected. Your bin collection day can be found detailed in your welcome pack and on your local Council's website.

Bins should be stored at the back of the property where possible to avoid bins being lost or stolen, which would be Tenant responsibility to replace. The up to date cost to replace a lost/ stolen or damaged bin is detailed on your local Council's website. If there is a need to replace or order additional bins then this can be done via the relevant link below.

It is the tenants' responsibility to make arrangements for any extra rubbish that cannot fit in the bins provided to be collected within seven (7) days and/or disposed of sooner as is reasonably practicable. Ensuring that such rubbish, where practicable, is not stored outside, unless in a bin. The tenant should ensure the front and back gardens are free of rubbish and unsightly objects at all times. Comfort Lettings will periodically inspect the bins and external of the property to check that there are sufficient bins at the property and that they are being maintained and used correctly by the tenants.

Bins should be left empty at the end of tenancy, with no rubbish left in any area of the property (internal or external). If necessary, tenants should take remaining rubbish to their local recycling centre at the end of the tenancy. For details of local recycling centres please see the links below.

If any issues or fly tipping arises the tenant will be notified and the Landlord reserves the right to arrange for this to be rectified and the cost reimbursed by the Tenant.

Missed Bin Collection

Missed bin collections should be reported to prevent waste building up. Missed collection can be reported using the relevant links below.

Bulky Waste Collection

Bulky waste must be disposed of appropriately. Most local Councils (for example, Nottingham City) provide a bulky waste collection for any larger items that will not fit into your household bins.



What can go in your bins?

Internal and external bins for recycling and general waste should be kept separate and used appropriately.

Yes please:



- Catalogues and brochures
- Paper
- Food and drink cans
- Plastic bottles
- Aerosols
- Newspapers and magazines
- Cardboard
- Large tins
- Plastic tubs, pots and trays
- Glass bottles and jars

No thanks:

- Bagged waste
- Foil lined juice and milk cartons
- Paper tissue
- Sticky labels
- Plastic carrier bags
- Cling film
- Foil
- Wallpaper
- Polystyrene
- Textiles
- Mirrors
- Light bulbs
- Pyrex
- Window panes



Yes please:

- All household waste that cannot be collected as part of your recycling collection

No thanks:

- Bricks
- Rubble
- Large items

Nottingham City Council Useful Links:

Check your bin day: <https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/check-my-bin-collection-day/>

Order new bins: https://myaccount.nottinghamcity.gov.uk/service/Bin_Request

Request bulky waste collection: <https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/request-a-collection-of-bulky-items/>

Report a missed collection: <https://www.nottinghamcity.gov.uk/information-for-residents/bin-and-rubbish-collections/report-a-missed-bin-collection>

Your local waste and recycling centre – Redfield Recycling Centre, Lenton Industrial Estate, NG7 2UJ.

Opening Times:

- January and February: 8am to 4pm
- March: 8am to 6pm
- April to September: 8am to 8pm
- October: 8am to 6pm
- November and December: 8am to 4pm

Broxtowe Borough Council Useful Links:

Check your bin day: <https://selfservice.broxtowe.gov.uk/renderform.aspx?t=217&k=9D2EF214E144EE796430597FB475C3892C43C528>

Order new bins: <https://selfservice.broxtowe.gov.uk/renderform.aspx?t=223&k=F6EBOF9E89129D9DECC392CB5658F418DE378EFB>

Request bulky waste collection: <https://selfservice.broxtowe.gov.uk/renderform.aspx?t=222&k=924489A46AD7995963DD6EA73529ECB8CC0B58EF>

Report a missed collection: <https://selfservice.broxtowe.gov.uk/renderform.aspx?t=214&k=E6368F859A9802907F255AB887E3B3ED6A503DAC>

Your local waste and recycling centre: <https://www.broxtowe.gov.uk/for-you/waste-and-recycling/recycling-sites/#beeston>

Rushcliffe Borough Council Useful Links:

Check your bin day: <https://selfservice.rushcliffe.gov.uk/renderform.aspx?t=1242&k=86BDCD8DE8D868B9E23D10842A7A4FE0F1023CCA>

Order new bins: <https://selfservice.rushcliffe.gov.uk/renderform.aspx?t=1074&k=8B9EC86CC3B871BE522112625AD1FF8A25F248FA>

Request bulky waste collection: <https://www.rushcliffe.gov.uk/recycling-and-waste/waste-collection/large-unwanted-items/>

Report a missed collection: <https://selfservice.rushcliffe.gov.uk/renderform.aspx?t=1073&k=74D43F4782C58538C0E4055E7BBF67214853A662>

Your local waste and recycling centre: <https://www.rushcliffe.gov.uk/recycling-and-waste/recycling/recycling-sites/>

Derby City Council Useful Links

Check your bin day: <https://secure.derby.gov.uk/binday/>

Order new bins: <https://www.derby.gov.uk/environment-and-planning/recycling-waste/bin-requests/#page-1>

Request bulky waste collection: <https://www.derby.gov.uk/environment-and-planning/recycling-waste/bulky-waste/#page-1>

Report a missed collection: <https://www.derby.gov.uk/environment-and-planning/recycling-waste/missed-bins/>

Your local waste and recycling centre: <https://www.derby.gov.uk/environment-and-planning/recycling-waste/raynesway-hwrc/#page-1>



Meter Handbook

We need regular meter readings to send to your suppliers to work out your bills. If you don't send these readings, they'll estimate your usage. This means your bill might be too high or low.

Meter readings are due monthly on the 1st of each month.

You can submit readings by sending them to utilities@comfortlettings.co.uk

If you have any questions or are unsure about any of the requirements relating to reading your meters please contact your property manager as soon as possible.

Electricity meters

Single rate digital meter



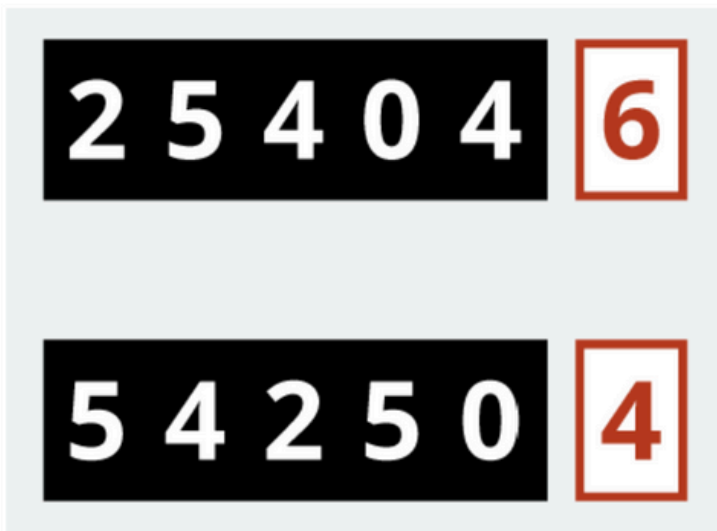
This meter reading is 75085. The red number should be ignored. A digital meter has an electronic or digital display. It will show 5 numbers in black or white, and might be followed by 1 or more red numbers.

To read the meter:

1. Write down the first 5 numbers shown from left to right.
2. Ignore any other numbers.

Alternatively, send us a photo of the meter, making sure all numbers are fully legible.

Two rate digital meter



This meter has 2 readings - 25404 and 54250. You'll need to give both. If you get cheaper electricity at certain times, you might have a two rate (or 'dual-rate') meter. This means it will have 2 rows of numbers.

The top row (labelled 'low' or 'night') shows how many units of cheaper electricity you've used.

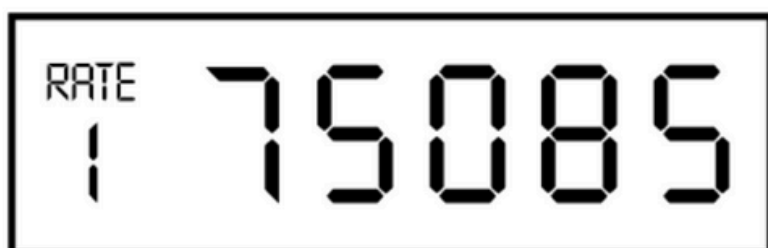
The bottom row (labelled 'normal' or 'day') shows how many units of standard-price electricity you've used.

To read the meter:

1. Read both the top and bottom rows.
2. Write down the numbers shown left to right.
3. Ignore any numbers shown in red.

Alternatively send us a photo of BOTH meter readings, making sure all numbers are fully legible.

Two rate single display meter



This meter has 2 readings - 75085 and 46806. You'll need to give both readings.

Some two rate (or 'dual rate') meters only have 1 digital display. They will either flash up the different rate readings in a cycle or have a button that you need to press to make the display cycle through the readings for the different rates.

Most meters will have a label that tells you which rate is 'low' or 'night' and which is 'high' or 'normal'. If there's an 'N' on the label this will stand for 'normal' - it doesn't stand for 'night'.

If you're not sure which rate is which, make a note of the numbers in the morning and check again later that day. The number that's changed must be your 'high' or 'normal' rate.





To read the meter write down the numbers shown left to right, for each reading.

To read this meter:

1. Write down the numbers shown left to right.
2. Make sure you get both readings.

Alternatively, send us a photo of BOTH readings. Make sure all numbers are fully legible.

There might be more numbers after the high and low rates. You don't need any of these extra numbers for your reading.

Dial meter



The dials show 1 5 6 5 9. After following the meter reading instructions, the meter reading you would give to your supplier is 1 5 6 4 9.

An electricity dial meter has 5 or more dials. They each turn to point to a number between 0 and 9.

Each dial on your meter will turn in the opposite direction to the ones next to it. Some dial meters start with a clockwise dial and some start with an anticlockwise dial - check the direction of your dials before you read them.

To read the meter:

1. Read the first 5 dials from left to right - ignore any red dials or dials marked 1/10.
2. If the pointer is between two numbers, write down the lower number - if it's between 9 and 0, write down 9.
3. If the pointer is directly over a number, write down that number and underline it.

Alternatively, send us a photo of the meter, making sure all the numbers and dials are fully legible.

If you've underlined a number, check the next dial to the right. If the pointer on that dial is between 9 and 0, reduce the number you've underlined by 1. For example, if you originally wrote down 5, change it to 4.

Gas meters

Digital metric meter



This meter reading is 00544.

A digital metric meter will have an electronic or digital display, showing 5 numbers then a decimal point, followed by some more numbers.

To read the meter:

1. Write down the first 5 numbers shown from left to right.
2. Ignore the numbers after the decimal point, sometimes shown in red.

Alternatively, send us a photo. Make sure all numbers are fully legible.

Digital imperial meter



This meter reading is 1860.

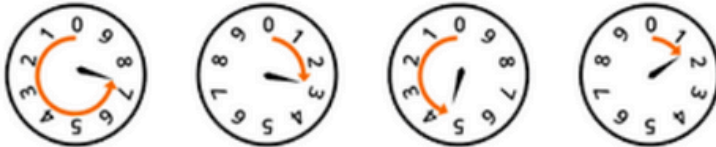
A digital imperial meter has an electronic or digital display, showing 4 black or white numbers, followed by 2 numbers shown in red.

To read the meter:

1. Write down the first 4 numbers from left to right.
2. Ignore the rest of the numbers, shown in red.

Alternatively, send us a photo. Make sure all numbers are fully legible.

Dial meter



This meter reading is 7241.

A gas dial meter has 4 or more dials. Each one turns to point to a number between 0 and 9.

Each dial on your meter will turn in the opposite direction to the ones next to it. Some dial meters start with a clockwise dial and some start with an anticlockwise dial - check the direction of your dials before you read them.

To read the meter:

1. Read the first 4 dials from left to right - ignore the large dials or red dials.
2. If the pointer is between two numbers, write down the lower number - if it's between 9 and 0, write down 9.
3. If the pointer is directly over a number, write down that number.

Alternatively, send us a photo. Make sure all numbers are fully legible.

If you have a smart meter

Smart meters are different to standard meters - they normally send readings to your supplier automatically.

You'll normally also get a portable device called an 'in-home display' - this shows how much you're spending on your energy.

You don't normally need to read your smart meter. Smart meters normally send readings to your supplier automatically - this is known as 'smart mode'.

You might need to read your smart meter in some situations, for example if a supplier requests it.

Check your meter - not your smart energy monitor

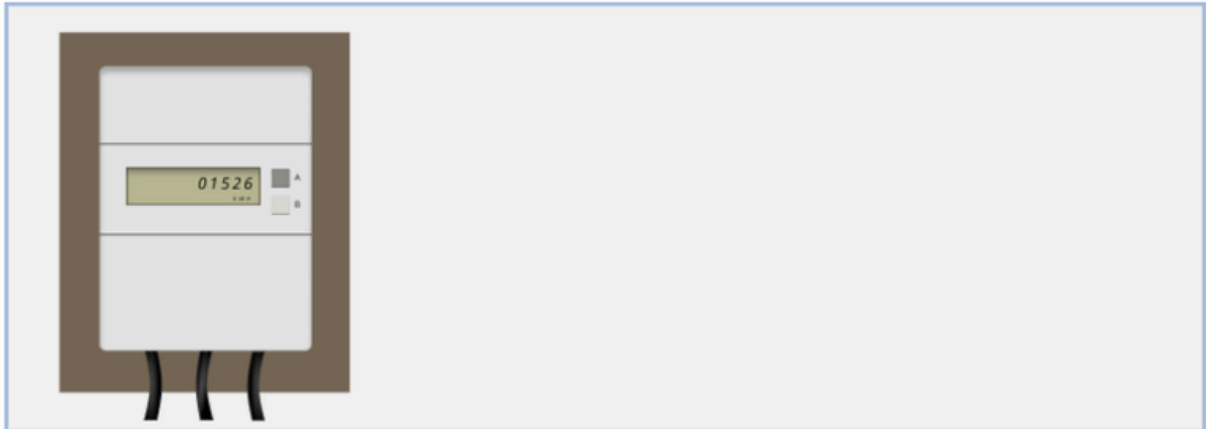
When you get a smart meter installed, you'll also normally get a small and portable device with a screen on it. This is called a 'smart energy monitor' or an 'in-home display' (IHD) - it either plugs into a socket or runs on batteries.

It can be easy to confuse your smart meter with your IHD.



An example in-home display (IHD).

You might be able to take a reading from the IHD but it's best to take one from the meter itself. The meter will be fixed to a wall or board - it's usually somewhere like a kitchen cupboard or a box on a wall outside your home.



An example smart meter.

Reading your smart gas or electric meter

More details on how to read your smart electric meter can be found here:
<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/how-to-read-your-smart-electricity-meter/>

More details on how to read your smart gas meter can be found here:
<https://www.citizensadvice.org.uk/consumer/energy/energy-supply/your-energy-meter/how-to-read-your-smart-gas-meter/>



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CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

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Your Propertymark Protection

Details of your agent

Comfort Letting Agents LLP

Trading as

Comfort Lettings

Scheme Reference number

C0127805

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HOW TO CLAIM

Simply go to [propertymark.co.uk/complaints/client-money-protection/](https://www.propertymark.co.uk/complaints/client-money-protection/) and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG



CONTACT US:



COMFORTSTATES.CO.UK



0115 933 8997



Comfort Estates

Dear Tenants,

This is your inventory for your upcoming tenancy. It provides a fair and accurate report of the contents and condition of the property prior to you moving in.

Any discrepancies on the inventory that you do not agree with, or any further comments must be submitted within 2 days of your key collection appointment. Comments and photos must be emailed to inventory@comfortlettings.co.uk with the subject line [Property]- Inventory Comments.

If no such additional notes are made by the tenant at the start of the tenancy, the inventory will be deemed as accepted as read in this document.

By signing below, you confirm you have received the inventory report and understand that your obligation is to check it for accuracy and return any comments to the email provided above within 2 days of your key collection appointment.

Name:

Signed:

Date: