



Introduction

We are pleased to Welcome you to Rent Connect.

It is important to us that we endeavor to ensure that your stay with us runs smoothly. This booklet is designed to provide you with useful information in relation to what you can expect from our service and what is expected of you as an occupier.

Requesting Repairs

It is important to us that we provide you with the best possible service that we can. We will deal with all matters as quickly as possible. In the event that you have any maintenance issues within the property this must be reported online via our maintenance reporting portal. This system is easy to use and is available in 43 different languages, if you require assistance with this, let us know.

Rentconnect.fixflo.com This information would have been provided to you via an email on move in.

Once this report has been received this is actioned by your property manager. You will be kept updated on the status of your repair via our portal.

Out of Hours reporting

Any reports that come though the portal out of office hours are picked up by a member of our team and contact is made with the client, if this matter cannot wait until the next working day arrangements will be made for an engineer to attend.

Your responsibilities whilst staying in a Rent Connect property.

- Strictly **NO** pets allowed in the property
- Strictly **NO** smoking within the property
- Light bulbs, plug fuses and toilet seats are your responsibility to replace.
- Do not block sinks with food waste or by pouring cooking fat down your sink. **You will be liable for unblocking costs.**
- Condensation – Please open windows regularly to allow fresh air in and damp air out.
- Do not dry wet clothes on radiators this will cause mould and damp.
- Do not flush wipes or sanitary products down the toilet. **You will be liable for unblocking costs.**
- Garden – If you are provided with a garden, it is your responsibility to maintain the garden. We do not provide gardening services.



Damages

In the event that you damage items due to misuse or malicious actions you will be required to replace or repair the damage at your own cost

ANTI – SOCIAL BEHAVIOUR

Please be mindful of your neighbours and the wider community.

In the event that we receive complaints of Anti-Social behavior we will talk to you in the first instance. If this continues warning letters will be issued and you may jeopardize your temporary accommodation

PARKING

Rent Connect properties do not come with parking facilities. In some cases, permits can be obtained – Please contact your property Manager.

KEYS/ FOBS

On move into your property, you will be provided with 1 set of keys. If you require additional keys, these can be cut from your local key cutter at your own cost.

If you require additional fobs, please call us and we can arrange for these to be ordered again the additional cost will be met by the occupier.

MOVING OUT

When you are advised that your temporary accommodation has ended, please contact us. Keys need to be returned to the key safe

Please ensure that all meter keys/cards are left in the property. On the day of your move out please vacate the property by **10am**.

When leaving the property please ensure that all belongings and rubbish are removed on the move out date.

Any items left at the property will be disposed of 7 days after the cancellation date of your booking. We will not be held responsibly for items left after the 7-day time period.

Properties that are provided with furniture.

All furniture and white good provided by Rent connect must remain in the property. Any items that are missing from the property will be reported to the police and Local Authority.

FAQ'S

Who do I pay my rent to – Please contact your Local Authority that placed you in the accommodation. Rent is not payable to Rent Connect

Gas and Electric Meters – Please contact the provider on your move in to the property and set up accounts in your name.

Utility Providers – This can be found online

ELECTRIC <https://www.ukpowernetworks.co.uk/>

GAS <https://www.findmysupplier.energy/>

WATER <https://www.water.org.uk/advice-for-customers/find-your-supplier/>

I have locked myself out : Rent Connect hold management keys for our properties. In the event you lock yourself out or lose keys we will endeavor to help. This will be during office hours and subject to us having staff available to attend. Outside office hours you will need to instruct a lock smith at your own cost. Rent connect will also need to be provided with copies of any new keys.

Is the property Furnished – All properties are provided with white goods. The Local Authority that placed you in the accommodation will be able to provide you with further information on furniture.

Does the property have WiFi and TV – Properties are not provided with Wifi or TV Aerials you will need to contact a service provider to install these at your own cost.

Who pays my bills – Whilst you are staying in the property you will be liable for your own utility bills and council tax, unless otherwise advised.

My electric has gone off - Check your meter is in credit, look at your fuse board and check all switches are up. Has there been a power cut.

Useful Information

Office opening Hours 9am – 5.30pm Monday to Friday

Office Number 01582 343000

Gas leaks – Contact Cadent 0800 111 999

Please also be aware that on occasion we may need to enter the property with management keys

This could be for:

Occupancy checks /Routine property Inspections/ Welfare Concerns and Safety Certificates that are a legal requirement.



Rent Connect have been helping and supporting families and individuals by providing good quality, safe and comfortable homes across England since 2008.

We hope you enjoy your stay with us.

GDPR Consent

GDPR CONSENT TO BE SIGNED BY ALL TENANTS MOVING INTO THE PROEPRTY ADDRESS.....

In line with the current GDPR rules and legislation,

I..... Give permission for rent connect Housing LTD to pass on, If necessary. My contact name, Phone number and email address, to 3rd Party Contractors, Utility providers and property agents.

Please sign below if you have been shown all the above

Occupier's name: _____

Occupier's signature: _____

Date: _____

Condensation and Mildew

Winter time and the cold weather can result in signs of condensation inside your home. This is quite common, even in a new property. The first signs are usually the appearance of black mould spots and a musty smell in the coldest parts of the house – usually in bedrooms and bathrooms.

If your property has been free from these signs in the warm summer months, then it is unlikely to be a damp problem created by defects in the property – condensation is the most likely cause.

What is Condensation?

Condensation is a process where moisture (steam) in the air inside your home is condensing into water droplets on cold surfaces. This is most noticeable on hard surfaces like glass or tiles, where pools of water may appear on window sills. With soft surfaces like wallpaper, carpets, bedding and clothes you will not notice the water, but it will be absorbed into these items making them cold and damp and over time resulting in mould and mouldy smells.

What causes Condensation?

There are three main causes of condensation in a home:

- *Rooms that are too cold and inadequately heated, creating lots of cold surfaces.*
- *The production of too much steam from cooking, washing, showering, clothes drying etc – all result in moisture laden warm air which will rise to the highest and usually the coldest part of the house, where condensation takes place.*
- *Inadequate ventilation of the steam produced at source, which keeps it all in the sealed envelope of the house.*

Modern houses with double glazing and draft proofing are effectively hermetically sealed boxes, with little or no venting of excess moisture as and when it is produced, for example a bathroom shower or cooker.

As a occupier you can do a lot to prevent condensation in your home and it's fairly simple to do;

Maintain a minimum and consistent temperature in all your rooms especially bedrooms and bathrooms –

temperatures should not be allowed to fall below about 18c.

If you are out all day, leave some heating on to keep the house warm – it costs less to maintain the temperature than to warm-up from cold, and it's much more comfortable.



Minimise the amount of steam you produce when cooking (keep lids on pans etc) and washing, and always vent this to the outside, for example by opening a window or using the cooker extractor fan. Always confine steam to the room it is produced in by keeping internal doors closed.

Avoid drying wet clothes on radiators and try to keep wet things out of the house by leaving them in a porch, utility or garage. Make sure electric clothes dryers have an external vent.

Measures such as these will cure most problems of condensation and mould. However, if the property has become very cold and damp over a long period it may take some time to dry everything out thoroughly with good heating, so that surfaces are no longer cold and damp.

Please ensure that as a occupier you take the necessary steps to ensure the property does not become permanently stained through condensation/mildew

Please acknowledge that you have read the Welcome Information.

Occupier's name: _____

Occupier's signature: _____

Date: _____

If you require a Hard copy of this information, please contact the office.