



## TENANTS HANDBOOK

- Contacting Click That Property
  - Paying Your Rent
  - Reporting Repairs
- Tenants Responsibilities
- Landlords Responsibilities
  - Cleaning Guide
- Important Safety Information
- Useful Contacts / Numbers

## **CONTACTING US**

Telephone: 01582 72 92 92 - Monday - Friday 10.00 - 18.00 Saturday 10.00 - 16.00

Email: [info@clickthatproperty.com](mailto:info@clickthatproperty.com)

Visit us: 31 Park Street West Luton LU1 3BE

Out of Hours: Outside office hours in the event of an emergency please call the landline and hold to be connected, email us, or call the mobile number provided. Only call this number if it cannot wait until the morning. An emergency repair is when there is a danger to life, major damage to the property or the property is unsecure.

## **PAYING YOUR RENT**

One of the most important aspects of your Tenancy is to ensure that your Rent is paid on time in order to ensure that the services we provide are kept at the high standard which we are always looking to maintain. Your rent is due monthly in advance.

## **PAYMENT METHODS**

**1 - Standing Order** – Details would have been given to you on commencement of your tenancy.

**2 - Online Transfer** - Details can be found on the tenancy agreement or on the standing order form.

If you have misplaced your standing order form please contact us and we will send you another copy.

## **LATE PAYMENTS**

Payment of rent is not a matter of choice, it is an essential part of your tenancy agreement.

## **RENT STATEMENTS / RECEIPTS**

Available on request.

**Callouts / Repairs:** If Click That Property are called out for a repair which upon arrival is found to be the tenant's responsibility then the tenant will be liable to pay the cost of the contractor's callout charge.

## **REPORTING REPAIRS**

Telephone: 01582 72 92 92 - Monday - Friday 10.00 - 18.00 Saturday 10.00 - 16.00

Emergencies: Out of office hours – landline, email or mobile number given.

Email: [info@clickthatproperty.com](mailto:info@clickthatproperty.com)

## Table of Repairs & Maintenance Responsibilities

<b>EXTERNAL REPAIRS</b>	Landlords Responsibility	Tenants Responsibility
<b>Communal</b> - Repairs to communal areas, E.G lifts & stairs	Yes	
<b>Roofs</b>		
Chimney pots, Chimney stacks Roof Structure & covering	Yes	
Guttering, rainwater pipes & Facia, soffit & barge boards	Yes	
<b>Walls and Canopies</b>		
External walls	Yes	
Foundations	Yes	
Canopies over doors or windows	Yes	
<b>Pipes and Drains</b>		
Soil and vent pipes	Yes	
Drains, inspection chambers and gully surrounds	Yes	
Broken Gully Covers	Yes	
Drain Blockage (blockages caused by tenants will be charged)	Yes	
<b>Windows</b>		
Window frames and window seals	Yes	
Broken Glass / Windows		Yes
Window locks and window vents	Yes	
<b>External Doors</b>		
External doors, frames, thresholds	Yes	
Door locks and ironmongery	Yes	
Door entry systems	Yes	
Door bells		Yes
<b>Gardens and Boundaries</b>		
Garden walls	Yes	
Original Fencing	Yes	
Gates - front, side and rear	Yes	
Paths and steps	Yes	
Driveways	Yes	
Clearing of moss and weeds from paths		Yes
Cutting grass and hedges		Yes
Clothes posts and washing lines		Yes
<b>Garages and Outbuildings</b>		
Garages - Structure and garage door	Yes	
<b>Gaining Entry</b>		
Gaining entry to a property (unless door/lock is defective)		Yes
Lost/Stolen External door keys		Yes

<b>INTERNAL REPAIRS - (Page 1)</b>	<b>Landlords Responsibility</b>	<b>Tenants Responsibility</b>
<b>Doors</b>		
Internal doors	Yes	
Door strips		Yes
Internal door locks and keys (if damaged or keys lost)		Yes
Door stoppers		Yes
<b>Windows</b>		
Window frames and window seals	Yes	
Curtain rails, blinds and curtain poles + fittings		Yes
Broken glass / window due to tenant damage		Yes
Window handles	Yes	
Window keys		Yes
<b>Walls</b>		
Major Plasterwork	Yes	
Minor repairs to plasterwork, such as cracks and small holes		Yes
<b>Ceilings</b>		
Major plaster ceiling repairs	Yes	
Minor repairs to ceilings such as cracks and small holes		Yes
Decorated / Artexed ceilings	Yes	
<b>Floors</b>		
Concrete Floors - Floor boards and joists	Yes	
Vinyl floor tiles if provided by the landlord	Yes	
<b>Fires and Fireplaces</b>		
Fire surround and hearth - Electric, gas, solid fuel fire	Yes	
Chimney sweeping		Yes
<b>Staircase / Hallway</b>		
Hat & Coat rails		Yes
Staircase, handrails, banisters	Yes	
<b>Kitchen</b>		
Kitchen cupboards, drawers and work surfaces	Yes	
Tiles (wall and floor)	Yes	
Appliances (Like for like replacement)	Yes	
Extractor fans	Yes	
Blocked sinks		Yes
<b>Hallway</b>		
Hat & Coat rails		Yes
Extractor fans	Yes	

<b>INTERNAL REPAIRS - (Page 2)</b>	<b>Landlords Responsibility</b>	<b>Tenants Responsibility</b>
Gas pipe work + Boilers	Yes	
NO Supply of gas - Please contact Supplier		Yes
Radiators, valves, time clocks and thermostats	Yes	
<b>Electrical</b>		
Electrical wiring, sockets, switches and light fittings	Yes	
Wired in smoke and carbon monoxide detectors	Yes	
Battery operated smoke + carbon monoxide detectors		Yes
Plugs for electrical appliances		Yes
Fuse Box (consumer unit)	Yes	
Electric supply - Please call supplier		Yes
Electric Immersion heaters / tanks	Yes	
Disconnection of cookers and built in appliances		Yes
Light bulbs + light fittings		Yes
Switches and sockets (excluding dimmer switches)	Yes	
Security lights	Yes	
TV Aerials and connections + telephone points		Yes
<b>Plumbing</b>		
Blocked toilet ( <b>blockages caused by tenants will be charged to the tenants</b> )		Yes
Water service pipes, overflow pipes and water tanks	Yes	
Blocked sink, bath hand basin ( <b>blockages caused by tenants will be charged to tenants</b> )		Yes
Taps, stop taps and valves	Yes	
Sink top + Wash hand basin	Yes	
Toilet pan + Toilet flushing system	Yes	
Toilet seat and cover		Yes
Bath and bath panel	Yes	
Plugs and chains		Yes
Shower unit and shower tray	Yes	
Shower hose and head		Yes
Sealant around bath, sink and tiles	Yes	Yes
<b>Decoration</b> - Internal decoration		Yes
<b>Damp</b> - (unless caused die to tenant negligence)	Yes	
<b>Condensation</b> (see information on this on next page)		Yes
<b>Lost / Stolen Keys</b>		Yes
<b>Pest Control</b> - Service provided by Luton Borough Council		
<b>Pests</b> - mice, rats, cockroaches, bedbugs		Yes

**PLEASE NOTE** If Click that Property or any of our contractors are called out for a repair and on inspection it is deemed to be the tenants responsibility or caused by tenant negligence then a recharge for the cost of the callout will be charged to the Tenant.

## Cleaning Guide

### General

- Please ensure that all woodwork throughout the property is cleaned.
- All window frames and paint work to be free from mould.
- Windows cleaned inside and out. At least 3 monthly.
- All light switches, sockets, telephones and radiators must be free from marks where possible.
- Mirrors and mirrored surfaces should be smear free.
- All cobwebs and dust removed from services, including lampshades and spotlights.
- All built in cupboards i.e. wardrobes, airing cupboards, cloaks, free from cobwebs and dust.
- All carpets vacuumed and professionally cleaned. De-bugged where pet is kept (if agreed).
- All other flooring E.G wood / laminate floor clean and free from grease and marks.
- Fireplaces and solid fuel appliances to be emptied and cleaned.
- Outside drains and gutters clear and free from leaves and debris. Garden in seasonal order.
- Windows to be regularly opened to air the house and prevent condensation.

### Kitchen

- Ensure all work surfaces, tiling and grouting are kept clean and free from grease.
- Ensure all cupboards are clean inside, out and under, including inside doors.
- Oven and cookers to be kept clean inside and out, including doors, glass, shelves.
- Pay particular attention to extractor hoods, replacing any filters.
- Hobs including under rings, to be clean and free from grease.
- DO NOT USE METAL SCOURERS ON ENAMEL OR CHROME SURFACES.
- Sinks to be free from marks where possible including waste and overflow.
- Draining boards and taps to be free from lime-scale.
- Dishwashers to be thoroughly clean inside and out (if supplied)
- Washing machines to be kept clean inside & out including soap conditioner.
- Fridges and freezers to be kept clean inside and out.
- Any other appliance (E.G Microwave to be kept clean inside and out if one is supplied).

### Bathroom

- Wall and floor tiles to be regularly cleaned and kept free of mould.
- Bath, toilet, sink, shower and any vanity units to be kept clean and free of mould.

## CONDENSATION

**What is condensation?** Condensation is moisture in the air and occurs mainly in cold weather.

**Causes of condensation:** Too much moisture in the air, not enough ventilation, cold walls & ceilings. Not opening windows, drying clothes indoors especially on radiators. Cooking, washing and bathing without ventilation.

**Where can I find condensation:** Kitchens, bathrooms, cold corners, cold surfaces, in cold rooms, cupboards and wardrobes, behind furniture pushed against walls and in cluttered areas against walls.

**How to recognise condensation:** Water droplets, dampness, black speckled mould.

**How to reduce condensation:** Increase ventilation by opening windows regularly, avoid clutter especially near walls, on window sills and in corners. Do not dry clothes inside especially on radiators.

**GAS EMERGENCIES/GAS LEAKS:** If you smell Gas call Emergencies immediately on **0800 111 999**

- Open all doors and windows to ventilate the property.
- Do not turn on/off any electrical switches, plugs or appliances.
- Extinguish all naked flames, do not smoke, strike a match or do anything which cause ignition
- Turn Gas off at Meter.

# IMPORTANT CONTACTS

- **Click That Property: 01582 72 92 92**
- **31 Park Street West Luton LU1 3BE**
- **Mon - Fri 10.00 - 18.00 Sat 10.00 - 16.00**
  
- Luton Borough Council: 01582 546000
- Council Environmental Services: 01582 510330
- Luton Borough Council Housing: 01582 510330
- Electoral Register: 01582 510380
- Waste Furniture removal: 01582 510333
- [www.luton.gov.uk](http://www.luton.gov.uk)
  
- Gas Leaks Emergencies: 0800 111 999
- [www.nationalgrid.com/uk/Gas/](http://www.nationalgrid.com/uk/Gas/)
- UK Power Network: 0800 029 4285
  
- British Gas customer service: 0333 202 9802
- [www.britishgas.co.uk](http://www.britishgas.co.uk)
  
- N Power customer service: 0800 073 3000
- [www.npower.com](http://www.npower.com)
  
- Southern Electric: 0345 071 3953
- 24 Hour: 08000 72 72 82 / 0345 0737974
- [www.southern-electric.co.uk](http://www.southern-electric.co.uk)
  
- Scottish Southern: 0345 3002141
- [www.sse.com](http://www.sse.com)
  
- EDF: 0333 200 5100
- [www.edfenergy.com](http://www.edfenergy.com)
  
- EON customer service: 0333 202 4698
- [www.eonenergy.com](http://www.eonenergy.com)
  
- Affinity Water customer service: 0345 357 2407
- Affinity Water emergency: 0345 357 2401
- [www.affinitywater.co.uk](http://www.affinitywater.co.uk)
  
- Thames Water: 0800 980 8800
- Thames Sewer Blockage (shared drains) 0800 316 9800
  
- Police Non-Emergency: 0300 123 12 123 OR 101
- NHS Non-Emergency: 111
  
- University of Bedfordshire: 01234 400400 / 01582 743989
- [www.beds.ac.uk](http://www.beds.ac.uk)