



Rentplus
Homes

Tenant Handbook



Welcome to your new home...

We are delighted to welcome you to your new home! As your landlord, Rentplus Homes Limited is managing your property in partnership with Connells Group who is acts as our letting agent. Here's how we can both help:

Rentplus Homes Limited:

- Application and allocation of your home
- Support and guidance relating to the process of buying your Rentplus home
- Being involved in the management decisions of Rentplus Homes
- Complaints and compliments
- General enquiries

Connells Group:

- Viewings and tenancy signing
- Tenancy management
- Pet approvals
- Repairs and maintenance
- Rent collection
- Anti-social behaviour
- Property inspections
- Notices
- Compliments and complaints

Your Rentplus Homes contacts



Carmela Spain, Housing Officer

cspain@rentplushomes.co.uk

01908 738464

Opening Hours: 09:00 – 16:30



Lauren Potts, Housing Officer

lpotts@rentplushomes.co.uk

01908 738389

Opening Hours: 09:00 – 17:30



Your Connells Contacts



Rachael Kendall, Coordinator, Asset Services Team

rachael.kendall@connellsgroup.co.uk
rentplusservices@connellsgroup.co.uk

0151 363 6622

Opening Hours: 08:30 – 17:30

Moving In

Please keep this Tenant Handbook, copies of your original Tenancy Agreement and Inventory in a safe place.

You will need to ensure the following are registered in your name and are renewed when due:

- Utility services (gas, electric, water)
- Council Tax
- TV licence

You must pay your rent by standing order (unless specifically stated otherwise) on or before the date specified in your tenancy agreement. Should you encounter any difficulties, or anticipate a change in circumstance, please contact Connells on the number above so we can discuss your options.

You should insure your own personal belongings, as these are not covered in our landlord insurance. It may be worth considering accidental damage cover for the landlord's contents too.

If you intend to leave the property for a continuous period of 21 days or more, you must notify the landlord/managing agent via phone or email and make arrangements for the property to be checked.

We advise you test your smoke and carbon monoxide alarms on the date of moving in so you're aware of their locations and continuously check their working order throughout your tenancy. Should they be faulty, please contact your agent as soon as possible.





Faults and Defects

Please report any maintenance issues via the online portal. You can access this with a unique link that will be sent to your email address within the first week of your tenancy. Here's how:

1. Activate your account through the email link
2. Select the Report Repair button in the top right-hand corner
3. Work your way through the icons, selecting the property issue you have.

Once this is done, your issue will be picked up by the property management team. If you are reporting a fault with a domestic appliance, please check the make, model and serial number (if applicable) as the portal will request this information.

If your property is a new home, there may be a 12-month warranty period provided by the developer. During the "settling in" period, you may notice some faults or issues that weren't originally apparent. During this time, we request that you:

1. Do not paint or put anything heavy on the walls
2. Report any faults or defects as soon as they're apparent
3. Allow reasonable access during normal working hours to the developer and their contractors to repair any defects

Reporting and Repairs

An emergency is something that could not have been foreseen and which could cause serious damage to the property such as severe leaks, blockage to your only toilet, loss of heating, broken windows etc. If a contractor is called out as an emergency and attendance is not justified, then you will be liable for all costs incurred.

Fire

1. Call 999 and close windows and doors (if possible)
2. Get everyone out and do not return
3. Warn any neighbours and set the communal alarm off

Smell of gas

1. Open the doors and windows
2. Check to see if any gas has been left on unlit or the pilot light has gone out. If so, turn the appliance off
3. If you're uncertain where the leak is coming from, turn off the main gas supply and phone National Grid on 0800 111 999
4. Do not turn any electrical switches on or off, do not use the doorbell, do not smoke and do not light naked flames.

Loss of electricity

1. If neighbours are also affected, call your electricity company
2. Check your fuse box to see if the switch has tripped
3. Call 105 to report a localised power cut
4. Call 0800 404 090 for electrical emergencies
5. If none of the above applies, contact the management team
6. If the emergency is out of office hours, call UK Nationwide Property Solutions Ltd (our out of hours contractor) on 016232 87997.

Carbon Monoxide Poisoning

Carbon Monoxide is given off by appliances that burn fossil fuels. It is odourless, colourless and tasteless which makes it difficult to detect, but the effects are deadly. Please check the following:

1. There is adequate ventilation in the room that houses the appliance
2. Doors and windows are not "draught" proof and if there is double glazing, the ventilation is adequate
3. Chimneys and flues are serviced / swept on a regular basis and ash is removed regularly
4. The flame in an appliance is blue
5. There are no "sooty" stains on or above appliances
6. Coal or wood fires are not burning slowly or going out
7. There is no smoke in the room
8. Flueless, portable heaters have adequate ventilation.

If there is a suspected leak from a gas appliance, ring Transco immediately on 0800 111 999.

Leaking, Burst or Frozen Pipes

Please report as soon as possible, and mitigate the issue by completing the following:

1. If a pipe is leaking, place an appropriate vessel underneath and pull back any carpets/lay down towels to absorb any damp
2. If the pipe has burst, turn off the water at the main source and switch off any water heaters. Open all taps to drain the water from the system and switch the isolation valve if there is one
3. If electrical fittings are wet, do not touch and turn off the electricity.

Frost Precaution

It is essential you take precautions to avoid frost damage or burst pipes during cold weather. If you're leaving for a prolonged period, you are advised to contact us, drain all water systems and leave the central heating on at an adequate level to maintain a proper room temperature.

Condensation Prevention

Condensation and mould can be caused by a lack of ventilation. If windows are not opened / extractors not on whilst washing or cooking, or clothes have been dried without ventilation, condensation will begin to occur. Water droplets will appear on windows and surfaces, eventually causing black mould. You can find more information on how to treat mould on www.cse.org.uk.

Legionella

Tenants have a responsibility towards the prevention of an outbreak of Legionella in a rented property. As such, we recommend the following:

1. Ensure all outlets supplying water are used at least once a week for a minimum of 2 minutes to maintain flow
2. Ensure taps and shower heads are cleaned regularly to reduce limescale.
3. Ensure the thermostat is set to 60C on hot water heaters and report any concerns immediately.

Anti-social Behaviour

Your Rentplus Homes Tenancy sets out a standard of behaviour we expect from tenants, their households and visitors. As a Rentplus Homes tenant, you have an obligation not to cause any anti-social behaviour towards anyone in your neighbourhood. This is any behaviour that causes alarm, distress or upset to other residents (For example; rowdy behaviour, loud music, violence, inconsiderate behaviour such as dumping rubbish etc). Cooking odours, children playing or crying, everyday living noises, one off celebrations or banging doors are not deemed as anti-social behaviour. If you are a victim of antisocial behaviour, we will respond to your report promptly once reported. For anything serious - contact the non-emergency police line on 101.



Pets

Only one cat and/or dog is allowed in a Rentplus Homes property. No cats, dogs, bird, reptile or any other animal is allowed in flats/apartments without written permission from Rentplus Homes. This does not restrict the keeping of a guide dog or other licenced assistance dog at the property.

Inspections

During your tenancy, we'll contact you to inspect the property. The purpose of these visits are to check on the property condition and to provide you with an opportunity to voice any problems you may have.

Permission Requests

You will need to request consent to make changes to your property. This could vary from decorating and disability adaptations to installing satellite dishes and garden sheds. If you would like to make an adaptation, please speak to a member of your management team to receive a permission request form. This will prevent you from needing to rectify or remove unauthorised works.

Renewing The Tenancy

Twelve months before the end of your tenancy Rentplus Homes will be in contact to discuss your intentions and offer advice on the options available to you. Any extensions to the contract are subject to agreement and contract.

Troubleshooting

My electric oven has stopped working

1. You may have accidentally re set the timer, check and reset the clock
2. If there is no power at all, check your fuse box to ensure the circuit has not broken

My washing machine is not draining, or has stopped mid-cycle

1. Your pump filter is probably blocked, drain the machine and check the filter for foreign objects.

My sink is draining slowly or not at all

1. This could be a build-up of food and / or limescale. Use unblocking liquid or use a plunger to dislodge the blockage.

My radiator are not hot all the way up

1. There is too much air in the system, you need to bleed your radiators

My heating isn't working properly

1. Check the thermostat is not set too low and the timer is set correctly on the boilers
2. Check the heating controller clock or programmer is set up correctly
3. Check whether the boiler has lost pressure using the pressure gauge normally located to the front of the boiler. Refer to the manufacturer's manual or seek further help through the online Repairs Portal.

Any queries, contact Connells on 0151 363 6622.