

# WELCOME BOOKLET

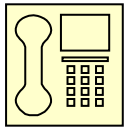
## Contact Details:

Our Bristol Office is open Monday to Friday 9:30am to 4:30pm at 62a Trendlewood Park, Stapleton, Bristol. BS16 1TT. (Closed Weekends and Bank Holidays)

Telephone: 07884 065067

## Our Head Office is:

McGowan Investments Ltd  
1 Beechwood  
Cherry Hall Road  
Kettering  
Northamptonshire  
NN14 1UE



Telephone: 01604 889 700

email: [info@mcgowaninvestments.com](mailto:info@mcgowaninvestments.com)

Our Kettering Office is open Monday to Friday 9:00am to 5:00pm. (Closed Weekends & Bank Holidays)

Company Web-site: [www.mcgowaninvestments.com](http://www.mcgowaninvestments.com)

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Your Landlord is: McGowan Investments Limited

Our Local manager is: Anil Gurung

Anil Gurung is employed by McGowan Investments Limited to manage the properties for day to day enquires and repairs, he is not your Landlord and any problems regarding the payment of rents or any complaints should be addressed directly to our Head Office on the above email or telephone number



## **IMPORTANT ADVICE ON RUBBISH**

We receive more complaints about rubbish than any other matter. So we make it very clear all rubbish produced by the house you are occupying is the responsibility of all the tenants in that house therefore the following instructions should be strictly adhered to:

- All rubbish should be disposed of in the correct bins.
- The wheelie bins should be kept at the foot of the drive by the front door. They are not to be left on the pavement or on the front of the drive.
- On Bin collection day (Presently every other Monday) the bins should be moved forward to the front of the drive, then once emptied taken back and left by the front door.
- Bin lids **MUST** be closed when full, if not the bins will not be emptied.
- Do not dump any rubbish either in the front or back gardens. If you have rubbish you are unable to dispose of, please contact the local council who will advise you on this. If rubbish is left in bags outside the house and not in the Bins a charge may be made to have these collected.
- **DO NOT** leave rubbish on the driveway or in front of the house, if you see rubbish on the drive please **PICK IT UP!**
- **WARNING.** If we have to arrange any clearance of rubbish that is left a charge will be made to all tenants occupying the relevant property.

**PLEASE ABIDE BY THE ABOVE REQUIREMENTS TO HELP KEEP THE RESIDENTIAL AREA CLEAN AND TIDY. REMEMBER THERE ARE PRIVATE HOUSEHOLDS OCCUPYING PROPERTIES IN THE STREET IN SOME CASES WITH YOUNG CHILDREN SO PLEASE RESPECT ALL RELEVANT HEALTH AND SAFETY REQUIREMENTS.**

Your cooperation in this will be gratefully appreciated and help keep good relationships with fellow neighbours.





## **RISK OF FIRE**

Should a fire breakout, make sure you exit the building by the safest route and call the Fire Brigade.

If the fire is a small cooking fire use the Fire Blanket in the kitchen. This is located next to the cooker and should be used as instructed on the cover.

**DO NOT THROW WATER ON A KITCHEN HOB FIRE.**

Once the Fire Blanket is used you **MUST** report it to our office so a new Fire Blanket can be provided, in all cases make sure everyone is out of the building. If in any doubt exit the building and call the Fire Brigade.

**DO NOT RE-ENTER THE BUILDING  
UNTIL A FIRE OFFICER ADVISES IT IS SAFE TO DO SO.**

If the fire alarm sounds, follow the instructions next to the fire alarm control box situated in the hallway by the front door.

**ALL EXIT POINTS SHOULD BE KEPT CLEAR OF ANY ITEMS OR RUBBISH THAT COULD DELAY EVACUATION OF THE BUILDING.**

**ELECTRICAL SOCKETS SHOULD NOT BE OVERLOADED; FAN HEATERS ARE NOT TO BE USED IN THE PROPERTY. FOR FURTHER ADVICE, PLEASE REFER TO HEAD OFFICE.**

**WHEN COOKING, POTS AND PANS ETC SHOULD NOT BE LEFT UNATTENDED.**

**NAKED FLAMES SUCH AS CANDLES ETC SHOULD NOT BE USED IN THE BEDROOMS OR SHOULD NOT BE LEFT UNATTENDED.**

**PERSONAL ITEMS SHOULD NOT BE STORED IN THE LOFT AREAS.**

**COOKER HOOD FILTERS SHOULD BE CHECKED ON A MONTHLY BASIS AND CLEANED IF NECESSARY.  
FOR ADVICE ON THIS CONTACT OUR OFFICE.**

**ENSURE THAT ALL CORRIDORS AND HALLWAYS ARE KEPT CLEAR OF ITEMS THAT COULD HINDER THE EVACUATION OF THE BUILDING.**

**FIRE DOORS SHOULD ALWAYS BE KEPT CLOSED AND NOT WEDGED OPEN.**

**WE TAKE THE RISK OF FIRE VERY SERIOUSLY – SO SHOULD YOU!**

## REPAIRS AND MAINTENANCE

Any faults or repairs should be reported to our Bristol Office during normal office hours by phoning 07884 065067 or 01604 889700.

After hours & weekends: Please leave a message on the above numbers. reported faults will be dealt with in the following week or where possible the next working day.

You can also email faults to: [info@mcgowaninvestments.com](mailto:info@mcgowaninvestments.com)

The following instructions should be followed if a problem occurs out of office hours or if the office cannot be contacted.

- ❑ In the case of a **FIRE**: Vacate the premises and then call the local fire brigade or dial 999.
- ❑ If you smell GAS and believe there maybe a leak you should call TRANSCO on 0800 111 999 immediately.
- ❑ In the case of a water leak turn off the water at the STOP TAP (usually situated under the sink or in the cloakroom) and leave a message on our answering service. The leak will then be dealt with the next day.  
In the case of a serious leak, (for example a burst pipe liable to cause flooding), turn off the water and call our **Plumber on 07944 975650** if you are unable to contact him then call an emergency plumber from the local yellow pages. **PLEASE NOTE if a plumber is called for a non-emergency you will be liable for any charges.** Any cost incurred for a genuine emergency will be reimbursed to the tenant who paid.
- ❑ For an Electrical fault, check the 'Trip Switches' and reset the main switch leaving the 'tripped' switch off and call Anil on 07884 065067. If out of business hours leave a message on our answering service. The fault will be dealt with as soon as possible. If you feel the fault is an emergency and you cannot get in touch with either Anil or our Head Office, our Electrician can be contacted on 07887 848979.  
**PLEASE NOTE if the Electrician is called for a non-emergency you will be liable for any charges**
- ❑ In the event of an emergency or electrical supply failure, check with your neighbours to see if it's a general power cut, if so you will need to contact your Distribution Network Operator which is WESTERN POWER DISTRIBUTION Emergency number: 0800 365 900.

It is strongly advised that you familiarise yourself as to where the relevant Stop Tap and Trip switches are as soon as you move in. If you need advice our local office will be pleased to help you and show you the locations of the above.

## **PLEASE NOTE:**

**McGowan Investments DO NOT operate a 24/7 call out service.**

### **LOST KEYS/LOCKED DOORS**

If you lock yourself out call Anil on 07884 065067, however if this is outside normal working hours you will have to make arrangements until the next working day. On the odd occasion we may have staff available after hours but there will be a minimum call out charge of £25.00 however availability cannot be guaranteed. Replacement keys will be charged at £25.00 per key.

We have an out-of-hours Lock Smith who can be contacted on 07708 374602

However, you should be aware that any callout charges maybe charged to the tenants if deemed unnecessary. Any genuine charges will be reimbursed.

Maintenance will be carried out under our instructions. Please note that maintenance personnel are not permitted to take any instructions from tenants. If you require a repair to be carried out, please call 07884 065 067 during office hours. You can also email repair requirements to [info@mcgowaninvestments.com](mailto:info@mcgowaninvestments.com)

### **MOVING IN/OUT**

During the months of August and September we have a great number of students moving in and out, so to help us make the move as smooth as possible we ask you to follow these few simple rules

- Please try to arrange moving in during normal daylight hours.
- Rooms will have been allocated to you when booking your room. These allocations must be adhered to unless a prior agreement has been made
- When your tenancy expires you will be required to fully vacate the property on or before the expiry date. Keys **MUST** be returned to our Bristol office once you have vacated the property and should have the original fob stating room number and house code. Keys should **NOT** be posted through our office letter box without specific details of who they are from and the room and house on the original key fob
- There will be a charge of £25.00 per key that is not returned by the expiry date of your tenancy.

Please make sure you know where the following items are in the property

- The mains water stop tap.
- The Electricity fuse box
- The Gas meter and switch off box
- The Boiler controls for hot water and the central heating

If you have any problems finding these, our local office will be able to help you.

We are a company who have specialised in Student accommodation since 1982 and we understand that you require a comfortable and trouble free stay. We are continually upgrading our properties, and with 45 houses you will understand that this can only be done over a certain period of time. However, we will always do our best to inconvenience you as little as possible. If renovations or extensive repairs are required for the property you are occupying you will be offered alternative accommodation which will be at least the same standard of that which you are occupying, this will only be undertaken with the agreement of all the tenants.

## Personal Information

You should ensure we have your correct contact telephone numbers together with your correct home address and telephone numbers in case of emergencies. It is imperative that you advise our office of any changes to your e-mail address or your Mobile number, or home address.

You can email any changes to [info@mcgowaninvestments.com](mailto:info@mcgowaninvestments.com)

## Your Tenancy Agreement

Please note the commencement date and expiry date of your agreement. We do not operate a shorter term. Should you wish to terminate your agreement before the expiry date **you must inform us of your intention to leave, but please note you will be responsible for all rents due for the full term.** the only exception is if you find a replacement student tenant for your room who is willing to take up the remainder of your agreement and who is approved by us. For further clarification on this please call or email our head office before you make any decision to leave.

Rents are due for payment as stipulated on the standing order mandate signed by you. If there is a problem with your payment date, **you must advise us in good time** and where possible an alternative date will be agreed. **We do not control your Bank account, only you can instruct your bank with the change of payment dates etc**

If your rent is not received by the payment date without consultation with us an interest charge may be levied on the amount outstanding of 3% above the bank rate at the time of when the payment was due, as stipulated in your tenancy agreement and charged daily.

To avoid any legal action please ensure your account is kept up to date if you have difficulty making your payments on time **please contact us immediately** to avoid any legal action that may be taken.

We are a company that has dealt with students for many years and we are always willing to discuss any problems that you may have relating to your agreement.

**On no account must you move to another room or another House without our written consent.**

## **UTILITY BILLS**

It is your responsibility to ensure that the Gas and Electricity is used economically. Heating should not be left on if the house is unoccupied for a long period.

The heating controls should be set on the timer and thermostat so the house is not being heated unnecessarily.

If utility bills are continually excessive we will notify you, if the excessive usage continues we reserve the right to levy a surcharge against your deposit.

**PLEASE NOTE** the allowance for Gas and Electricity usage is only for appliances provided by us. The following appliances are not permitted in the property

- Electric room heaters.
- Heat convectors
- Tumble Dryers
- Fan heaters

This excludes small kitchen appliances such as:

- Kettles
- Toasters
- Microwaves
- Hair dryers

If all the tenants are leaving the house for an extended period please make sure the house is left locked and that all appliances are turned off, other than the boiler and or fridge freezers.

**DO NOT TURN OFF THE BOILER.** It should be set to its lowest position and the room thermostat turned to zero (or low in winter). This avoids air locks in the system when you return. If you are unsure how to do this contact our local office who will be able to help

## **MATTRESSES**

We strongly advise all our tenants to purchase their own 'Mattress Protector' to avoid any staining that could result in a charge being made at the end of your tenancy.

**Please read the rest of this booklet  
which will provide you with some useful  
information.**

**If you do not find the information you need  
please contact either our Bristol or  
Northampton office**

**Many thanks, and have an enjoyable stay. We  
wish you luck with your studies and hope you  
achieve everything you hope for.**

**YOUR A – Z  
FOR  
INFORMATION – FAULTS – DO's & DON'Ts**

### Quick guide to Do's & Don'ts

#### DO

- Regularly clean the Washing Machine filters.**
- Regularly clean the Cooker Hood filters.
- Keep the Fridge & Freezers clean.**
- Regularly clean the Bathrooms & Shower rooms to prevent build-up of mould and regularly clean the shower heads.
- Regularly clean the Oven to prevent build-up of grease.**
- Ensure front and back doors are securely locked when leaving the premises.

#### Don'ts

- Do not smoke or allow smoking on the premises.**
- Do not allow the rubbish bins to over flow.
- Do not leave food out for long periods.**
- Do not leave windows open when the property is unoccupied.
- The keeping of animals of any kind is not permitted.**
- The heating should not be left on when the property is unoccupied for extended periods.

## APPLIANCES

When using the washing machine do not over load it as this will cause defects in the washing cycle or failure all together. Always check the pockets for lose items as these can jam the pump. **Any damaged caused by mis-use will be charged for, or deducted from deposits.**

It is recommended that a liquid washing product is used as this can avoid build-up of soap which often causes problems with the machine.

Tumble dryers are not provided and should not be brought in to the property as they use excessive electricity, if Tumble dryers are used we may well charge an additional fee to cover the electricity used.

**The Fridge & Freezer should be periodically defrosted.** A build-up of ice inside will be a clue to when this should be done. If in doubt call our office and we will advise you what to do.

(Also see under individual appliance)

## ALARMS

Most houses have been fitted with intruder alarms and you will be given the activation code when you move in. **DO NOT change this number** without prior written authorisation from our office and any new codes should be advised to us immediately.

Houses that are fitted with a Fire Alarm system will have the alarm tested periodically. **ON NO ACCOUNT MUST THIS ALARM BE INTERFERED WITH – IT IS FOR YOUR SAFETY.** Should there be a power cut this will sometimes activate the fire alarm when the power is re-connected, if this is the case enter the code which should be written on the alarm box and then push 'reset'.

## BATHROOMS

Bathrooms should be cleaned on a regular basis, and the following should be adhered to, to avoid unnecessary call outs:

- Empty the shower waste of hairs on a weekly basis to prevent build up of water in the tray.
- Always ensure Shower doors or curtains are properly closed when taking a shower.
- Avoid excessive water on the floor as this can cause leaks in the rooms below. We suggest that a bath mat is used when exiting the shower.
- Do not flush foreign objects down the toilet.
- Ensure the extractor fan is working, and the vent is cleaned periodically and is not obstructed.

## BOILERS

- **No Heating or Hot Water!**

Check that the Boiler is on. Check that the room Thermostat (if fitted) is turned up. The Thermostat is usually found in the Entrance Hall or the Lounge area. Check that the timer is correctly set. If this fails then call 07884 065 067 during office hours or leave a voice mail if outside business hours.

The boiler heats the water for the Central Heating and Hot Water supply; this is usually a 'Combination' Boiler (Combi). The pilot light should always be on and the boiler will light automatically as soon as a hot tap is turned on or the central heating is activated. All our Boilers carry a Gas safety certificate (a copy of which is included in this folder) and the Boiler is inspected and certificated once a year. These Boilers are generally very reliable and require little maintenance, however if a fault should occur please report the fault to our office.

Some houses also have an Electric Immersion Heater which will heat the water should the Boiler fail. **This should only be used as a stand-by and should not be left on for an extended period.** If the Immersion Heater is left on unnecessarily you may be charged for its use.

## BEDS

All bedrooms have a Bed and Mattress. If either becomes defective, please notify our office.

Beds supplied are single beds (double beds in large rooms). If you wish to supply your own bed, we should be notified so we can remove the single bed. No allowance will be made if you wish to supply your own bed.

## BOOKCASE

Most bedrooms will be supplied with a bookcase or bookshelf according to the size of room. If you do not have one or it becomes damaged, you should notify our office.

## BLINDS

Most of the rooms are now fitted with blinds, please take care when using these, and always raise them if windows are being left open for ventilation to avoid the wind from damaging them. Damage caused by misuse could result in deductions from your deposits.

## CARPETS

Carpets, where fitted, should be vacuumed regularly and any damage caused should be reported to our office. Carpets are only replaced at our discretion.

## CLEANING

The house should always be kept in a clean and sanitary condition with special attention to the Kitchen and Bathroom areas. We would suggest that a rota is agreed for these duties.

It should be noted that as Stapleton is in a semi-rural area and close to fields this can encourage wild life to enter the premises looking for food. We strongly suggest that all food is stored hygienically and not left out. Discarded food should be immediately put into the brown bins provided by the council. If a problem with mice and the like becomes apparent it is the responsibility of all the tenants to eradicate the problem. You can phone our office for advice on this.

**PLEASE NOTE** the refuse bins must be put out for collection on the relevant day (our local office will confirm the actual day of collection) Once the bins have been emptied they must be kept at the back of the drive way. Bins will not be collected if they are overflowing and the lid must be closed, also loose bags will not be collected. This is not our rule but instructions supplied by Bristol City Council.

**IT IS YOUR RESPONSIBILITY TO RECYCLE CORRECTLY AND NOT LEAVE BINS OVERFLOWING, ANY CHARGE FOR CLEARING UP RUBBISH WILL BE CHARGED AGAINST YOUR DEPOSIT.**

## COFFEE TABLE

A coffee table is supplied in the lounge area; if this is missing or damaged it should be reported to our office.

## COOKERS

Some houses have a combined cooker and hob, and some have a separate oven with a hob unit. If the oven or hob does not work, first check the following:

- Is the switch on? (this is usually on the wall adjacent to the cooker)
- Check that the oven timer has not been activated.
- Check that there is power in the rest of the house.

## COOKER EXTRACTOR

The filter should be cleaned on a regular basis and the extractor should not be left on for extended periods, and should only be used when the Hob is being used.

Any faults should be reported to our office.

**DO NOT ATTEMPT TO CARRY OUT ANY REPAIRS YOURSELF.**

## **CHAIRS**

There should be the same number of dining chairs as there are tenants and each bedroom should have a chair. The lounge area will also have Chairs and Sofas and these will vary from house to house. They should be periodically vacuumed and kept clean. Any damage or breakages should be reported to our office.

## **CURTAINS**

Curtains or blinds have been used throughout the house and any problems with these or the curtain track should be reported to our office.

## **CLOTHES LINE**

A clothesline is provided in the back garden. If this becomes damaged or is missing, please notify our office.

## **DESKS**

All bedrooms should be equipped with a computer desk or table. If this becomes damaged, you should notify our office. If you prefer to use your own desk you should notify us so we can remove the one supplied.

## **DECORATION**

All houses should be in good decorative order, as we have an on-going refurbishment programme. Normal pictures etc may be hung in your room, but any damage done in the process should be 'made good' before your tenancy expires.

We do not advise the use of blue/white tack as it leaves greasy marks on the walls which are difficult to redecorate over and we always charge for this at the end of your tenancy.

Personal room decoration is not permitted in newly refurbished houses, always check with our office first.

Any room decoration carried out without our permission will result in the room being redecorated by us when you leave and the cost deducted from your deposit.

## **DOORS**

Our houses are fitted with Fire Doors in each room. These should be closed at all times and should not be wedged open. Patio doors where fitted should be opened and closed gently. Do not slam these doors as it can make them 'jump' off the runners and then they will not open or close properly. If patio doors are not used for normal access to the property, they are often permanently bolted closed for security.

Front and rear access doors should be kept locked at all times for security. Ensure you have your keys when leaving the premises and make sure the doors are correctly locked. Do not leave ground floor windows open if no one is in the property.

## DRAINS

If the drains or waste pipes become blocked, you should contact our office. The following procedures should be adhered to, to avoid drains becoming blocked.

- Do not put rubbish down the toilets or sinks
- Try to avoid heavy grease going down the sinks
- Do not use excessive soap powder in the washing machine; if possible use liquid soap products.

## DRAWERS

Each bedroom should have a chest of drawers: These vary in size according to the room, as there is no standard size supplied. Should these become damaged you should notify our office.

## DINING TABLE

Each house is equipped with a dining table and chairs, which should be adequate for the number of tenants. Should these become damaged you should notify our office.

## ELECTRICITY (You are not permitted to change supplier)

The Electricity usage is included in your rent but this should still be used as economically as possible, and electrical appliances should be turned off when not needed or if the house is left unoccupied to avoid the risk of fire. Any queries from the suppliers should be directed to our Head Office on 01604 889 700.

**PLEASE NOTE: Continued high usage caused by lights or other electrical appliances could result in a surcharge being made against your deposit.**

## ELECTRICAL FAULTS

If the Electricity goes off ensure you know where the mains fuse box is located and then carry out the following:

If all the Electricity goes off, first check that it is not a local power cut (check this by asking your neighbours if they have Electricity).

If the lights are still working it is very likely that the plug circuit has tripped which is usually caused by a faulty appliance being plugged in. If the power tripped immediately after an appliance was plugged in, unplug the appliance before resetting the trip switches in the main fuse box. If the power stays on, then the faulty appliance must be changed or repaired.

If the fault cannot be located then contact our local office during office hours or refer to the emergency numbers

## FURNISHINGS

Please be aware you are responsible for any breakages or damage to items provided by us and these should be replaced or repaired before your tenancy expires, failure to do so could result in a deduction from all the tenant's deposits. Should an article of furniture need replacing through normal wear and tear or damage, please notify our office and we will advise you of what will be replaced or repaired.

## FRIDGES

Usually a single Refrigerator is supplied with each 5-bedroom house and two fridges in 6 and 7 bedroom houses. These should be defrosted on a regular basis to avoid icing up which can cause overheating. They should also be kept clean and any out of date food should be disposed of. Should a fault develop you should notify our office.

## FREEZER

Usually a single Freezer is supplied with each 5-bedroom house and two freezers with 6 and 7 bedroom houses. These should be defrosted on a regular basis to avoid icing up that can cause overheating. They should also be kept clean and any out of date food should be disposed of. Should a fault develop you should notify our office.

## GARDENS

The front gardens will be looked after by our local office and the rear lawns will be cut periodically. However, you must ensure that we have access to the rear Garden. It is your responsibility to keep the gardens tidy and not to dump rubbish in them. You may be charged for any removal of rubbish from the premises.

## GAS

(See also 'BOILERS'.) You are not permitted to change the Gas supplier.

**If you smell Gas turn the gas supply off immediately.**

The Gas ON/OFF control will normally be in a Gas Box outside the house usually under the front bedroom window or in the porch. In some houses it may be in the entrance lobby.

Call Transco on Freephone 0800 111 999 at any time and report the fault.

As with any Gas problems our office should also be contacted.

Do not leave the central heating running 24/7 but use the timer, if in doubt ask our Bristol office to set this up for you. **Please note excessive use could result in a surcharge being made against your deposit**

## GATES

Some houses have rear access gates and we would suggest that these are kept closed at all times, and locked where possible. If these become damaged, you should notify our office. If you padlock these please make sure you let our local office have a key so the garden service can gain access for garden maintenance. **Any damaged caused to these gates will be charged to the occupying tenants.**

## HEATING (also see 'BOILERS')

Some central heating systems have a room thermostat to control the level of heat. This is usually found in the hallway or the lounge area. The thermostat should be set at around 22 degrees, as this is the most comfortable temperature. The heating and hot water controls should already be set up, so should not be altered.

Do not leave the central heating running 24/7 but use the timer, if in doubt ask our Bristol office to set this up for you.

**Please note excessive use could result in a surcharge being made against your deposit**

Other houses have thermostatic control valves on the radiators; these have been pre-set and should not be altered. If you are in any doubt or wish the controls to be adjusted, you should contact our local office.

Room heaters NOT supplied by us should NOT be used

**Please note excessive high electricity charges could result in a surcharge being made against your deposit.**

## HEALTH & SAFETY

Always ensure your Electrical appliances are safe and correspond with 'British Standards'. We are not liable for any faults or damage caused by appliances that are not supplied by us.

The playing of loud music should be avoided between the hours of 10:00pm and 9:00am you should always consider your neighbours who may not have the same choice of music as yourself. Your own housemates should also be considered especially during study periods.

Kitchens should be kept clean and tidy at all times with special attention to the oven and hob. Please do not leave food on the worktops when leaving for the day. All food that is not being used should be disposed of or kept in the correct containers.

**Health and Safety should be considered at all times.**

## LIGHT BULBS

All light bulbs should be working when you move in. If this is not the case you must report this to us within the first seven days, after this all light bulb renewal is your responsibility, we would suggest that you use the new energy efficient light bulbs available from most good DIY stores.

## INVENTORIES

An inventory is included in this booklet. If there is something on the inventory that is not in the house, please contact our office. Any breakages should be reported at the time, and if you intend to make your own replacement please notify our office beforehand.

## KITCHENS

The appliances supplied and covered by us are the washing machine, fridge, freezer, cooker, cooker hood, hob, and oven.

If you experience a problem, first check the obvious: is the Washing Machine overloaded? Has the Fridge or Freezer been accidentally turned off?

If no obvious problems can be found then call 07884 065 067 during office hours.

Any leaking taps should be reported to our office.

Kitchens should be kept clean and tidy at all times with special attention to the oven. Please do not leave food on the worktops when leaving for the day and all food that is not being used should be disposed of or kept in the correct containers.

Tumble dryers are not supplied and should not be used.

**Please Note:** The Fridge and Freezer should be periodically 'de-frosted' to avoid build-up of excessive ice; you should do this at least every three months.

## KEYS

**The safety of your keys is your responsibility;** if they are lost or stolen you must notify our office immediately. If new keys have to be supplied or if the door locks need to be changed, this could be charged to you. However, you will be notified of this prior to any charge being made.

Most bedrooms have locks but please do not lock yourself in the bedroom as this could cause a safety hazard. Door locks must not be changed. If a lock is faulty or broken you must notify our office who will arrange a repair or replacement.

If you are going to be away on placement for a long period, please notify our office of your date of departure and return.

We do not operate an after hours' key service, if you lock yourself out you will have to make arrangements until the next working day. If we have staff available after hours there will be a minimum call out charge of £25.00 which must be paid directly to the member called out.

## PARKING

Cars should always be parked off road where possible. Show respect for your neighbours' driveway and access at all times. If motor vehicles are to be left on the driveway we strongly suggest a steering wheel lock, or similar device is fitted. We take no responsibility for any damage or loss caused to any vehicle whilst parked at the property. Please note that only vehicles used by the tenants are allowed on the driveway. Parking of Caravans, Boats or trailers, or any vehicle that is not roadworthy is prohibited.

If you are parking on the highway, please ensure you do not cause an obstruction. Parking of vehicles on the pavement is illegal.

## RENT

If your rent is paid by Standing Order, please note that you are the only person who can change this, as we have no control over your Bank. You should always ensure you have enough funds to cover the Standing Order otherwise your bank will charge you. If any details change regarding your Standing Order only you can notify your Bank. **WE DO NOT TAKE MONEY FROM YOUR BANK** only you can cancel or change a Standing Order Mandate

It is important you understand that your agreement is for the full tenancy period and all rents due must be paid, even if you leave early. If, for some reason, you no longer require your room it is your responsibility to find a replacement tenant. We will also try to re-let your room on your behalf but all rents will still be due from you until a suitable replacement is found. If there is a shortfall in the rental period you will be liable for this shortfall period.

If you require further clarification on this, please contact our office.

## SMOKING

**PLEASE NOTE: SMOKING IS NOT PERMITTED IN OR ON THE PROPERTY**

Any person who wishes to smoke must do so outside the property.

## SMOKE DETECTOR ALARMS

These should not be tampered with in any way, any damage caused to these will be charged to the occupying tenants.

## SECURITY

When leaving the property make sure you have locked up correctly and please ensure you have your house keys with you. **WE DO NOT OPERATE AN OUT OF HOURS KEY SERVICE**

When leaving the premises, you should also check the following:

- Are there any windows left open?
- Have any appliances been left on?
- Have all taps been turned off?
- Have you got your keys?

Do not leave valuables unattended, and it is strongly advised that if you have a bicycle you leave it securely locked. Only leave articles in the garden shed that are secured to your satisfaction.

## SHOWERS (See also BATHROOM.)

If the shower is an Electric powered one, then ensure the shower switch is turned off after showering.

Always make sure that the Shower door or curtain is closed properly when showering to avoid excessive water spillage on to the bathroom floor.

If the shower is fitted over a bath, please make sure the curtain is inside the bath.

If a problem occurs with the shower, please notify our office.

**Periodically check the plughole for debris to avoid any blockages. If the blockage is caused by misuse or plughole has not been cleared of hair etc a charge for clearing this may be made.**

## TELEPHONE/INTERNET

There are no telephone (Landline) connections in the property. We provide broadband by Virgin Media with a download speed of up to 400 mbps. If this is not adequate for your needs you will need to arrange your own broadband but this will be at your cost.

## TELEVISION

Our houses are fitted with a television set; these should be treated with respect as any damage to them will be charged against your deposit.

**The T.V. Licence is your responsibility.**

## WATER

### Water & Sewage Bills

All water that is consumed is metered, and the cost of water and sewage is included in your rent, **however if the water bills become excessive you will be notified and a surcharge may be applied to your deposit.**

### Water Leaks or plumbing problems:

Firstly, if the leak is from a tap or pipe work shut off mains Stop Cock. This is usually found under or near the kitchen sink. Once the water is shut off and the leak has stopped phone 07884 065 067 during office hours.

If the water leak cannot be stopped and you are unable to make contact with our office you may phone the emergency number **07944 975650** who will advise you what to do, or will come out to fix the problem. This is not a 24/7 number and should only be called during normal working hours when possible.

## WINDOWS

We have a Window Cleaner who periodically cleans the exterior of all the windows. The interior cleaning is your responsibility.

Any breakages should be reported to our office, for both safety and security reasons.

Some Windows have security locks fitted, but please do not use these unless you have the relevant keys.

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## At the end of your Tenancy Agreement

Prior to your tenancy agreement coming to an end, (this will normally be on 20<sup>th</sup> July) the following should be arranged:

- **Any contracts you have taken out for additional broadband should be cancelled and settled in full before you leave.**
- Any repairs should have been reported and carried out, either by us or by you where appropriate
- **The house should be thoroughly cleaned and tidied if we have to bring our own cleaners in then a charge will be levied against all tenants occupying the property**

**Please note that when cleaning the house special attention should be paid to the Bathrooms and Kitchen ensuring the oven, fridges and freezers are also cleaned.**

Your house will be inspected after the end of your agreement. To say the house was not cleaned when you moved in will not be accepted as an excuse for the house not being left clean and tidy, as all of our properties are professionally cleaned before the new tenancies start. On completion of the above, and when all bill payments have been made and you have returned your keys we will notify 'The Deposit Protection Service' to return your deposit less any deductions where applicable.

**PLEASE NOTE:** although our properties are professionally cleaned at the start of the tenancies, if we are charged for a deep clean due to the condition that the property has been left in, this will be charged equally between the tenants concerned.

## Last but not Least

**We have over 250 rooms to look after, so please have patience when a fault or repair is reported. We endeavour to respond within a 48 hour period but on the rare occasion this is not always possible. However, we will always do our best to ensure your stay is a happy and comfortable one.**

**If you feel that there is information that would be useful but not in this booklet, please advise us and we will add it to the next edition if necessary.**

**If you need to notify us of a fault, and can only do this outside of our office hours then please call 01604 889 700 or 07884 065 067 and leave a message with our answering service or use the email facility. You can rest assured we will deal with your call the next working day.**

<b>Many thanks from all of us at McGowan Investments Ltd.</b>
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## INVENTORY

### All Bedrooms:

- 1 x Bed
- 1 x Mattress
- 1 x Desk
- 1 x Chair
- 1 x Chest of Drawers
- 1 x Bookcase or Book Shelf
- 1 x Wardrobe or Cupboard
- 1 x Set of curtains or Blind

### Lounge:

- 1 x Lounge suite to seat 4 / 5 / 6 / 7 persons (according to House size)
- 1 x Coffee Table
- 1 x Carpet
- 1 x Set of Curtains or Blinds
- 1 x TV

### Dining Room:

- 1 x Dining Table
- 5 x Dining Chairs  
(In 6 bedroom houses = 4 x Chairs & 2 Stools)  
(In 7 bedroom houses = 4 x Chairs & 3 x Stools)
- 1 x Set of Curtains or Blinds

### Kitchen

- 2 x Fridges.
- 2 x Freezers.
- 1 x Washing Machine.
- 1 x Oven  
(some 7-bedroom house will have a second oven or a microwave)
- 1 x Hob  
(some 7-bedroom house will have a second hob, or a microwave) 1 x
- 1 X Fire Blanket

### Bathrooms & Downstairs Cloakroom

- 1 x Toilet Roll Holder
- 1 x Towel Rail
- 1 x Mirror

### General

- 1 x Vacuum Cleaner
- 1 x Wheelie Bin
- 1 x Clothes Line

**PLEASE REPORT ANY MISSING ITEMS TO OUR HEAD OFFICE.**

## BEFORE YOU SAY GOODBYE

As you will know your tenancy agreement expires on July 20<sup>th</sup>, so please read through the following instructions to enable your departure to be as uneventful as possible and your deposit to be returned without any deductions.

- If you are staying on with us for the next term in the same room, then only the communal areas will require your attention.
- If you are moving to another room in the same house, then your original room should be left clean and tidy with all personal belongings removed ready for the next tenant as well as the communal areas. You must liaise with Anil regarding the date of moving into your new room.
- If you are moving to another house owned by us, then all the requirements listed below will apply. Any deposit deductions incurred will be carried forward to your new accommodation. You must liaise with Anil regarding the date of moving into your new house/room.
- If you are leaving us, then all the requirements listed below will also apply.

### WHAT IS REQUIRED

- Your room must be left clean and tidy for the next tenant, all personal belongings must be removed, and any damage reported before you vacate the property.
- All communal areas: Kitchen, Bathrooms, Dining room, Lounge, Hall, stairs and landings should be cleaned and vacuumed, and any damage reported in good time.

### IF ALL THE TENANTS ARE VACATING THE PROPERTY

- **Any equipment that was not supplied by us must be removed**, this includes: kettles, toasters, irons, televisions, pots, pans, any cooking utensils etc. All the kitchen cupboards should be left empty and clean. **There is a charge for items to be removed.**
- The Fridges and freezers should de-iced and left clean and switched off with the doors left open. All food should be removed.
- Your room must be left clean and tidy for the next tenant, all personal belongings must be removed, and any damage reported before you vacate the property.
- All communal areas: kitchen, bathrooms, dining room, lounge, hall, stairs and landings should be cleaned and vacuumed, and

any damage reported in good time.

- Your keys should be returned to our office at 62a Trendlewood Park clearly marked with who they are from including the house and room number. Please note any keys not returned by July 20<sup>th</sup>, 2025, will carry a £25.00 fine per key.

**NOTE: Postal return of keys will not be accepted.**

A cost sheet for charges is attached for your information.

## Charges for: Cleaning, removals, repairs and redecoration

<u>Full House Clean by our cleaners</u>	<u>£650</u>
<b><u>Communal areas</u></b>	
Clean hallway floor	£65
Lounge carpet clean	£100
Fridge/Freezer clean (per unit)	£40
Oven/Hob clean (per unit)	£60
Kitchen clean (excluding white goods)	£250
Deep clean of living room/bedroom	£85
Removal of rubbish (per bin bag)	£12
Removal of large items (Sofa's, TV etc)	£100 per unit
Removal of small appliances	£25 per item
Replace hall/stairs carpets	£600
Replace lounge carpet	£940
Replace kitchen flooring	£200
Replace Kitchen blind	£65
Replace lounge blinds	£250
Replacement of light bulbs	£5 per bulb
Replace hallway light	£25
Replace emergency light	£100
Replace kitchen light	£35
Replace lounge light	£40
Replace kitchen worktop	£240
Repair damaged work top (minor damage only)	£58
Replace cupboard door	£35
Replace shelf	£30
Replace drawer	£30
Replace handles	£15
Repair lock	£20
<b><u>Cooker</u></b>	
Replace wire shelf	£20
Replace grill pan	£25
Replace grill handle	£15
Replace Hob	£208
Replace Oven	£250
Replace Fire Blanket	£20
<b><u>Fridge/Freezer</u></b>	
Replace Fridge/Freezer (incl. disposal charges)	£215 per unit
Replace Washing Machine	£320

### **Lounge**

Replace coffee table in lounge	£40
Replace easy chair	£100
Replace sofa	£250

### **Equipment**

Replace vacuum cleaner	£155
Flat Screen Television	£350

### **Shower room/toilet**

Replace shower door	£250
Replace toilet seat	£25
Replace towel rail	£20
Replace toilet roll holder	£20
Replace mirror	£30
Replace shower tray	£148
Deep clean	£100

### **Miscellaneous Items charged at cost**

#### **Bedroom**

Bedroom carpet clean	£60
General clean	£50
Deep clean bedroom	£85
Removal of BluTak & repaint wall	£140 per wall
Replace fire door	£260
Replace wardrobe door	£80
Replace lock	£50
Replace door closer	£65
Replace door number	£10
Replace broken glass pane	£60
Replace window blind	£180
Redecoration per wall	£100
Redecoration ceiling	£150
Replacement of light bulbs	£5 per bulb
Replace small mattress	£140
Replace double mattress	£210
Clean mattress	£20
Replace bed frame	£170
Replace desktop	£15
Replace desk legs	£5 per leg
Replace chest of drawers (small)	£129
Replace chest of drawers (large)	£120
Replace bookcase	£50
Replace chair	£20
Replace light fitting	£28

### **Electrical Items not supplied by us**

Please do not leave electrical items that are not supplied by us, such as toasters and kettles etc. **as we will have to charge for their removal.**

### **RUBBISH**

Rubbish should NOT be piled up in the wheelie bins; if the lid won't close then they will NOT be emptied.

**Any rubbish that has to be removed by us will be charged to you.**

Please note that any item that has to be replaced through normal 'wear and tear' will NOT be charged back.

Only items that have suffered damage caused by misuse or accident will be charged accordingly.

If damage has been caused by one person this should be reported before you move out otherwise the replacement/repair costs will be shared amongst all the tenants occupying the property.

If you are in doubt regarding any of the above please call our Head Office on 01604 889700 or email [info@mcgowaninvestments.com](mailto:info@mcgowaninvestments.com)