



Property Management Services

Welcome to your new home

We are managing your home on behalf of:

The address of your new home is:

**Residential letting and
property-management specialists**

Welcome

Who we are

We are owned by Berneslai Homes, and we manage rented homes on behalf of private landlords. We will provide an excellent service.

We want to:

- make it easy for you to contact us;
- treat you politely and with respect;
- give you all the information you need;
- offer you help and advice; and
- help you take care of your home.

In return, we expect you to:

- pay your rent on time;
- keep to the conditions of your tenancy;
- keep your home and garden clean and tidy;
- carry out repairs that are your responsibility;
- allow our staff and contractors into your home to carry out repairs, inspections and yearly services (for example, to service your heating system); and
- treat our staff and contractors politely and with respect.

What standard of service can I expect from you?

We have service standards so you know what level of service you can expect from us.

Tenants and staff have worked together to agree these standards. The standards reflect what you have told us is most important.

Whenever you contact us, we will:

- be friendly and polite;
- introduce ourselves;
- treat you with respect;
- treat your information confidentially; and
- give you as much time as you need.

If you phone us, we will answer your call within 20 seconds and:

- find a solution if you have a problem;
- promise to take further action to answer your question or sort out the problem; or
- make an appointment to see you at one of our offices or at your home.

We will phone you back within one working day if we cannot sort out your question straight away.

If you write to us or e-mail us, we will:

- reply in plain English;
- acknowledge your letter within two working days; and
- reply fully within five working days.

If we need longer to reply, we will write to you and tell you when we will send you a full response.

Your tenancy

What sort of tenancy do I have?

Your tenancy is an assured shorthold tenancy. This type of tenancy gives you a legal right to live in your home for a set length of time (in this case, six months). This is also known as a fixed-term tenancy.

What rights do I have?

The law gives you rights to:

- get information about your tenancy;
- stop people entering your home if you do not want them to; and
- get the roof, guttering, windows, walls and doors repaired. (This does not include decoration inside your home).

If you need more detailed information, read our assured shorthold tenancies, leaflet. Please phone us on 01226 775580 or 07976 532251 if you would like a copy.

What is the tenancy agreement?

When you become a tenant, you will sign a tenancy agreement. We will give you a copy of this agreement. Your tenancy agreement is an important document, so please keep it in a safe place.

Your tenancy agreement is a legal document between you and your landlord. We manage your home on your landlord's behalf.

What are my responsibilities?

You must keep to the conditions of your tenancy agreement. There are also certain repairs which you are responsible for (see 'Your responsibilities for repairs' on page 6). If you have any questions about your tenancy agreement, please phone us on 01226 775580 or 07976 532251.

Useful phone numbers

Transco (for gas leaks)	0800 111 999
British Telecom	0800 800 800
Yorkshire Water	0845 1 24 24 24
Council Tax	01226 774774
Repairs hotline	01226 787878
Emergency repairs (out of hours)	01226 730798
Benefits helpline	01226 774743
Police	0114 2 20 20 20
British Gas	0845 6091133
Yorkshire Electricity	0800 590915
Us	01226 775580 or 07976 532251 or 07802 846865
Social Services	01226 775656
Problems with street lights	01226 774200

Welcome

Information about your property

Your stopcock is:

The switch to turn off your electricity is:

The gas tap is:

Type of cooker connection (gas or electric):

Your gas supplier is: and their phone number is:

Your electricity supplier is: and their phone number is:

Your burglar alarm code is:

Instructions on how to use your heating system

Your home has a heating system.

The controls and timer are:

The following is a brief description of how the system works.

Your responsibilities for repairs

You are responsible for the following repair.

Floors, stairs and skirting boards

- Floor tiles
- Laminate flooring
- Missing skirting boards

Doors

- Inside doors
- Inside door handles (except the kitchen door handle)
- Adjusting inside doors (except the kitchen door)
- Door locks
- Your outside door lock if the key breaks in the lock
- Doorbell
- Door chain
- Door nameplate
- Replacing lost or stolen keys
- Letterbox cover

Windows

- Broken glass (unless you report the damage to the police and they give you a crime number)
- Replacing putty around inside glass

Kitchen

- Missing cupboard doors
- Sink plugs and chains

Fireplaces and flues

- Hearth tiles
- Replacing ash pans (the tray under the grate where ash collects)

Finishings and fixings

- Filling small cracks and holes in the plaster
- Sealant around the bath
- Curtain batten or rail
- Inside decoration

Water supply and bathroom fittings

- Bath and basin plugs and chains
- Shower curtain
- Hot-water cylinder jacket
- Toilet seat

Waste and waste water

- Clearing rubbish out of blocked gullies

Heating systems

- Bleed air from the radiators

Electrical fittings

- Outside lights

Other

- The cooker (if you supplied it)
- Gardening and trees
- Controlling pests (such as rats, mice and so on)
- TV aerial and satellite dish
- TV socket

Fencing and gates

- Gate catches

Paths and yards

- Clothes posts for drying washing

If you need help understanding this information, please ask one of our staff, or contact Customer Services, telephone 01226 772720

আপনার যদি এই তথ্য বোঝার জন্য সাহায্যের প্রয়োজন হয়, তবে অনুগ্রহ করে আমাদের কোন একজন স্টাফকে জিজ্ঞাসা করুন, অথবা গ্রাহক পরিসেবার যোগাযোগ করুন, টেলিফোন 01226 772720

अगर आप इस जानकारी को समझने में सहायता चाहते हैं तो कृपया हमारे किसी कर्मचारी से पूछें, या उपभोक्ता सेवा, टेलीफोन 01226 772720 पर संपर्क करें

Jeśli nie rozumieją Państwo tych informacji i potrzebują pomocy, mogą Państwo poprosić o pomoc któregoś z naszych pracowników lub zadzwonić pod numer telefonu: 01226 772720 (Biuro Obsługi Klienta)

Если вам требуется помощь в понимании этой информации, обратитесь к нашим сотрудникам или позвоните в Отдел обслуживания клиентов по телефону 01226 772720.

اگر برای درک این مطالب نیاز به کمک دارید، از یکی از کارکنان ما کمک بخواهید، یا با بخش خدمات رسانی به مشتریان ما تماس بگیرید، شماره تلفن 01226 772720

اگر آپ کو ان معلومات کو سمجھنے کے لئے مدد کی ضرورت ہے، تو براہ مہربانی ہمارے عملے کے کسی رکن کو پوچھیں، یا کسٹمر سروسز سے رابطہ کریں، ٹیلیفون 01226 772720

إذا كنت بحاجة للاستفسار عن هذه المعلومات، رجاء اطلب المساعدة من أحد الموظفين أو اتصل بخدمات الزبائن على الرقم 01226772720

如果您需要协助，以便更好地了解该信息，请与我们的员工联系，或致电客户服务：01226 772720。



a fresh approach to people, homes and communities