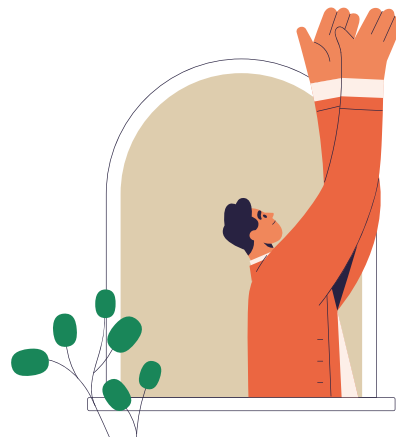
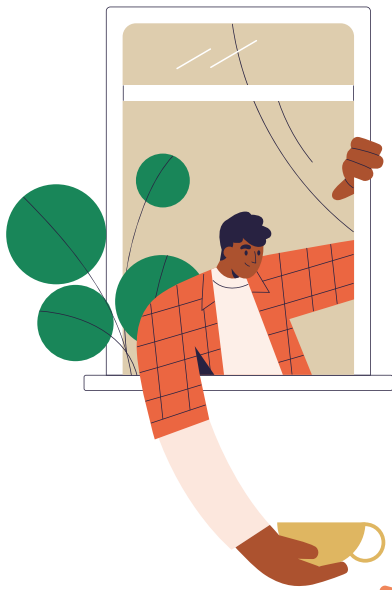


# THREE OAKS GROUP

... *Passionate* about property



## Move in Starter Pack

(KEEP IT SAFE DURING THE TENANCY)





# Welcome

On behalf of our Landlord Clients, we welcome you to your new home, we trust that you settle in quickly over the next days. We understand moving homes can be a daunting process, and getting to find out, what is where in the home can be challenging at the start of your tenancy. So therefore to make that task a little easier at the start and during the tenancy period, we have put together this starter pack. Please keep this booklet safe, in order to avoid incurring abortive call out charges so it may be beneficial to refer to this booklet before calling our office. Our friendly team at Three Oaks are always at hand to offer any further assistance.

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# Checklist

*You should have received copies of the following documents*

- *Check In Inventory report*
- *Gas Safe Certificate*
- *EPC (Energy Performance Certificate)*
- *Prescribed information Sheet*
- *TDS Certificate (Deposit)*
- *"How to Rent guide" Checklist*
- *Rent Guarantee Policy*
- *Zero Deposit Policy (if applicable)*
- *Electrical Safety Certificate (if applicable)*
- *Meter Reading (Electrics, Gas, Water)*
- *Check In Inventory report*
- *AST (Assured Shorthold Tenancy)*
- *Smoke Alarm(s) Installation Certificate*
- *Our maintenance and out of office number*
- *Invoice for your rent and deposit*

**RENT REF: DED** .....



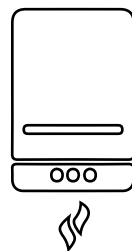
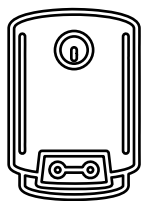
# Location of Utility Meters

- Work meter located .....
- Electric meter located .....
- Gas meter located .....
- Water stopcock emergency located .....
- Boiler located .....

# Boiler Manual - User Guide

Make .....

Model .....



# Smoke Alarms

We have installed smoke alarms in all habitable levels of the property:

## FAQ'S

- Q) I keep hearing a constant beeping sound.  
A) You may need to replace the battery in the alarm (that is your responsibility).

# Drainage Issues

## Sink Blockages

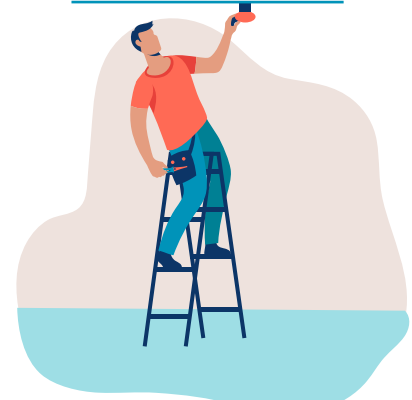
Any blockage caused by depositing fatty oils and foods down the sink will be chargeable to you as the tenant. Please do not throw food waste, rice, fish bones etc into the sink.

## WC Blockages

Please do not flush sanitary towels or other items down the toilet. (including Toys etc..) These cause blockages and will be chargeable to you the tenant.

# Mains Sewer Blockages

All joint manholes are the responsibility of Thames Water or Suffolk water depending on your area (please check this)  
They will come out free of charge and will attend as an emergency call out.





## FAQ

### **BOILER REPAIRS & MAINTAINENCE**

*At the time of moving into the property the boiler was serviced and checked by an Nationally approved ACS (Accredited Certificate Scheme) Gas Installer who is registered with Gas Safe Register.*

*However from time to time it may need attention if it breaks down. Before calling us we respectfully ask you to run through the following checklist. This may save any abortive call out charges that you may be asked to pay. It will also save alot of time especially during out of hours and at winter times when engineers are extremely busy.*

**Q1. No Hot water or Heating?**

**A. Check to see that the water pressure is on minimum 1 BAR. If not please check the manual and top up to 1 - 2 BAR**

**B. If yes, then check that thermostat is turned up.**

**Q2) Radiators not getting very Hot?**

**A. If they feel warm or cold, they may need "bleeding" Using a radiator key, bleed and release the air from the radiator until water is flowing freely, re-check the water pressure gauge, and refill the water pressure to minimum bar. (Please see question 1)**

**Q3. Boiler not coming on - No pilot Light?**

**A. Check that the Gas supply is on, if you are on pre-payment meter, check that you have sufficient credit.**


**B. Check that the Electric Supply is on, switched spur is switched On.**




## **ELECTRICAL ISSUES**

Q1) No light sockets

A1) Check to see that the isolator in the consumer board is on. Please check that you have sufficient funds if using a pre pat top-up card.




Check MCB on the consumer board, it may have tripped push back upwards to reset.  
( please note, remove all appliances that have been plugged.)



## **DAMP | MOULD ISSUES**


### CONDENSATION

Condensation is the most common form of damp in rented properties. It appears when excess moisture in the air comes into contact with a cold surface, such as a window or a cold wall. It can lead to mould growth and tends to be worse in winter. It can be caused by a tenant not ventilating or heating their home properly.




It can also be caused by poor insulation, or faulty heating and ventilation systems that are the responsibility of the landlord.

### PEST CONTROL



If there is a pest infestation in a property, it is the tenant's responsibility to report it promptly to Three Oaks. We shall then contact our Landlord clients to take steps to deal with the problem within a reasonable time.





## **VENTILATION AND CONTROLLING MOISTURE**

*Everyday activities like cooking, showering and drying clothes create moisture in your home which can lead to condensation.*

*It can help if you:*



*Cover pans when cooking*

*Use extractor fans in kitchens and bathrooms*




*Close internal doors when cooking or showering*

*Leave a gap between furniture and external walls*


*Dry clothes outdoors or use a vented tumble dryer*

*Open bedroom windows for 5-10 minutes when you get up  
Heating your home*

*Try to keep your home properly heated. It usually helps to have a low background temperature of at least 15 degrees in all rooms.*




## **GARDENING & FRONT DRIVEWAY MAINTENANCE**





*It is reasonable to expect Tenants to maintain the garden and Driveway themselves. Or at the very least get someone else in if they aren't keen on gardening.*

*The Tenant living in the property should maintain it and keep it litter-free, reasonably tidy and not overgrown. If there are hedges you are expected to keep it trimmed, especially if they are likely to encroach onto neighbour's properties or public areas.*



*Grass should also be cut regularly. Not to allow any Engine oil spillage on to the front Driveway area, tenants shall be held responsible for any damages as a result.*







## **Useful Numbers:**

**Office Number:** 020 8501 3322

**Out of Hours Number:** 07497 005 333

**Emergency Number:** 07497 005 333

**Thames Water:** 0800 714 614

**Suffolk Water:** 0800 526 337

**Emergency Gas:** 0800 111 999

**Email:** [help@togroup.co.uk](mailto:help@togroup.co.uk)

# Tenant Fees Schedule

## **NEW ASSURED SHORTHOLD TENANCIES (ASTS) SIGNED ON OR AFTER 1 JUNE 2019**

**Holding Deposit (per tenancy) — One week's rent.**

This is to reserve a property. Please Note: This will be withheld if any relevant person (including any guarantor(s)) withdraw from the tenancy, fail a Right-to-Rent check, provide materially significant false or misleading information, or fail to sign their tenancy agreement (and / or Deed of Guarantee) within 15 calendar days (or other Deadline for Agreement as mutually agreed in writing).

**Security Deposit (per tenancy. Rent under £50,000 per year) — Five weeks' rent.**  
This covers damages or defaults on the part of the tenant during the tenancy.

**Security Deposit (per tenancy. Rent of £50,000 or over per year) — Six weeks' rent.**  
This covers damages or defaults on the part of the tenant during the tenancy.

### **Unpaid Rent**

Interest at 3% above the Bank of England Base Rate from Rent Due Date until paid in order to pursue non-payment of rent. Please Note: This will not be levied until the rent is more than 14 days in arrears.

### **Lost Key(s) or other Security Device(s)**

Tenants are liable to the actual cost of replacing any lost key(s) or other security device(s). If the loss results in locks needing to be changed, the actual costs of a locksmith, new lock and replacement keys for the tenant, landlord any other persons requiring keys will be charged to the tenant. If extra costs are incurred there will be a charge of £15 per hour (inc. VAT) for the time taken replacing lost key(s) or other security device(s).

**Variation of Contract (Tenant's Request) — £50 (inc. VAT) per agreed variation.**

To cover the costs associated with taking landlord's instructions as well as the preparation and execution of new legal documents.

**Change of Sharer (Tenant's Request) — £50 (inc. VAT) per replacement tenant or any reasonable costs incurred if higher.**

To cover the costs associated with taking landlord's instructions, new tenant referencing and Right-to-Rent checks, deposit registration as well as the preparation and execution of new legal documents.

### **Early Termination (Tenant's Request)**

Should the tenant wish to leave their contract early, they shall be liable to the landlord's costs in re-letting the property as well as all rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy

**Please ask a member of staff if you have any questions about our fees.**

# End of Tenancy

## TENANTS ADVICE SHEET REMINDER

*Dont Forget:*

- 1. Arrange vehicle removal company*
- 2. Re-Direct Mail*
- 3. Clean Oven*  
*Fridge - Defrost*  
*Freezer - Defrost*
- 4. Tidy & cur Heages, Lawn and Garden*
- 5. Cancel Milk Delivery*
- 6. Arrange Cleaning of Carpets and cupboards*
- 7. Arrange for rubbish to be collected off site*
- 8. All windows and doors are secure*

*Leave the property clean, tidy & safe*

*Please remember to return ALL SETS of keys*





AGENCY



LANDLORD



COMPANY



**160 FENCEPIECE ROAD, CHIGWELL, ESSEX IG6 2LB**

**(020) 8501 3322**

**HELLO@TOGROUP.CO.UK**

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