

PROPERTY MANAGEMENT DIVISION

WELCOME PACK

1 - Contacting the Property Management Division

All maintenance queries are to be reported in writing. If you prefer, you may notify us by email: maintenance@adderstonegroup.com and complete the maintenance request form, which is available on our website.

All other queries are to be reported either in writing or by email as follows:

Account queries email:

- stephwalker@adderstonegroup.com
- dianefletcher@adderstonegroup.com

General enquiries email:

- seandamer@adderstonegroup.com
- mattdickinson@adderstonegroup.com
- michellewilkinson@adderstonegroup.com

In case of an emergency out of hours, please telephone 07738 455 986. Please note this number is only to be used in an emergency where there is threat to general safety or risk of serious damage to the property. On all other occasions, queries are to be reported to the office in writing or by email to the office as per clause 5(a) of your tenancy agreement. Abuse of this emergency number is equivalent to a breach of tenancy and reasonable costs will be recovered from deposit accounts accordingly.

2 - Payment of Rent

As per your pre-tenancy letter, all rent must be paid by standing order in one single payment, per household (unless on an individual tenancy agreement). For joint tenancies, it is advisable to set up a joint house account to manage the finances. Please remember that we incur costs of at least £20 plus VAT in pursuing each payment that is late even by a matter of days. Your Landlord is likely to have mortgage commitments and his or her costs will escalate the later and more serious the arrears become. Under the terms of your tenancy agreement, you are responsible for all of these costs.

3 - Keys/Information Pack

The Adderstone Group is a group of businesses under common ownership linked together for practical and marketing purposes. The main trading business is Adderstone Group Ltd, which comprises the following Divisions:

Development Division

E: development@adderstonegroup.com

Construction Division

E: construction@adderstonegroup.com

Property Management Division

E: propertymanagement@adderstonegroup.com

Block Management

E: blockmanagement@adderstonegroup.com

Trading Division

E: trading@adderstonegroup.com

General Enquiries

E: office@adderstonegroup.com

We cannot issue keys prior to the commencement of your tenancy, nor can keys be posted to your private address. You will also be required to sign for keys to your chosen property when you visit the office.

4 - Utility Accounts/Council Tax

At the beginning of the tenancy it is advisable that you take all meter readings (where applicable) and contact your relevant suppliers advising of your occupation.

At the beginning of the tenancy a 'Schedule of Condition' will be carried out by a member of staff. At this inspection you will be shown the location of the fuse box, water stopcock and utility meters.

If you are a student, your University will provide you with a council tax exemption certificate which you will need to complete and return to the Council. You must ensure that you receive a copy of this certificate, as we will require you to forward a copy of this certificate at the end of your tenancy.

A useful website to visit is www.uswitch.com. By entering your postcode the website will search and provide you with details of the cheapest supplier. Other useful contact details are as follows:

Company	Telephone	Website
Northumbrian Water	Accounts: 0845 733 5566 Water Leak: 0800 393 084	www.nwl.co.uk
British Gas	Accounts: 0845 600 5122	www.house.co.uk
NPower	Electric: 0845 714 51 46 Gas: 0845 790 60 50	www.npower.com
Powergen	Electric: 0800 052 0347 Gas: 0800 479 2211	www.powergen.co.uk
National Grid	Gas Leak: 0800 111 999 Electric: 01926 65 3000 Gas: 0845 605 6677	www.nationalgrid.com/uk
BT	0800 800 150	www.bt.com
Telewest	0845 142 0220	www.telewest.co.uk
Newcastle City Council	Council Tax: 0191 232 8520	www.newcastle.gov.uk
Gateshead City Council	Council Tax: 0191 433 3000	www.gateshead.gov.uk

5 - Waste Management/Cleaning

All tenants are responsible for waste management. Any rubbish not disposed of in the correct manner will result in a fine for breach of your tenancy agreement.

Bins should be put out on an evening ready for collection the following day. Please remember to bring the bins back in, as they can cause an obstruction.

Please contact Envirocall on 0191 274 4000 to find out the date of your bin collection.

Where applicable, tenants are also responsible for keeping the common parts tidy. Damage to the common parts will be chargeable to the tenants. Should we be unable to determine which tenants are responsible for any damage caused, we will be left with no alternative but to charge all of the tenants accordingly.

As per clause 4 of your tenancy agreement, tenants are required to keep their property in a good and clean state of repair. A cleaning checklist is available on our website to assist you with this. At the end of your tenancy you will be required to complete a copy of this checklist and return it to us when a final inspection is carried out.

6 - Insurance

The landlord is responsible for insuring the building and his/her own contents, however, it is **your** responsibility to insure your own belongings.

7 - Health and Safety – What to do in an emergency

Electric Shock

- Act quickly – delays can be fatal;
- Avoid contact with the person as you may receive a shock too;
- Switch off the power at the mains, usually located near the meter. If you are unable to do this, pull the person clear using, dry, non-conducting material such as a coat, rubber gloves or a rope;
- Check for a pulse and if the person is not breathing start artificial respiration.

Fire

If the fire cannot be put out immediately without risk to you:

- Get everyone out of the house;
- Call the fire brigade;
- Switch off the power at the mains switch, but only if you can do so without putting yourself in danger. Switch off the gas supply if applicable;
- Never use water on electrical fires – you will receive a shock;
- If the electrical appliance has been affected by fire or fire-fighting, contact the electricity board before your power is switched back on.
- For further information visit www.eastriding.gov.uk/policing/fire/fire_safety

Flood/Burst Pipe

- Do not panic;
- Switch off the power at the mains provided if it is safe to do so. If the area around the mains switch is flooded, do not touch the mains switch;
- If water is leaking into the property from the mains, turn off the supply at the stopcock if you are able to do so;
- Contact the electricity board and the water board for advice. They will disconnect the supplies for you and advise you on what to do next;
- Before the power is switched back on, ask the electricity board to check it over to prevent accidents;
- Turn off the water at the stopcock.

Gas Leaks

- If you smell gas remain calm;
- Ventilate the property by opening windows and doors to clear the gas;
- Check to see if the gas has been left on or if the pilot light has gone out. If applicable turn off the appliance. If there is no obvious cause there may be a leak;
- Turn off the main gas tap to the OFF position. The supply is off when the ridge line on the spindle is across the pipe;
- Phone the supplier's emergency number. If you are using a mobile ensure you make your call **outside** the property.
- Do not touch any electrical switches or door bells or turn on any electrical appliances;
- Do not smoke, use matches or exposed naked flames as you could cause an explosion.

Further information regarding health and safety issues can be found at the website addresses shown above.