



Marwood  
*Homes*

Welcome To Your New Home - Helpful Hints

*Passionate about Property and People*

[www.marwoodhomes.com](http://www.marwoodhomes.com)

## Welcome To Your New Home

We would like to extend a warm welcome to your new home.

We trust that you will find everything to your satisfaction and hope that your stay will be a pleasant and happy one. If you should experience any problems or have any concerns regarding the property please contact your Landlord or Marwood Homes, as Landlord's Agent. This will enable us to resolve any issues that may arise at the outset of your tenancy and avoid any disappointments.

### **The Contents of Your Property**

You have entered into a formal agreement with the Landlord to rent the property together with certain fixtures and fittings and, where applicable, items of furniture. We accept that there are occasions when certain items are overlooked in the haste to reserve and move into a property, however, the Landlord is only required to honour legal obligations under the Tenancy Agreement. The Landlord is not required to provide additional items that you may later decide you need in the property. Therefore, please do not be disappointed when the Landlord refuses to supply any items requested after you have moved in.

### **Routine Maintenance Work – Managed Property**

Should you require any routine maintenance work, contact us and where appropriate, we will arrange for a contractor to attend the property. Please do not contact a contractor directly. All repair work has to be agreed and arranged by the Landlord, and or Landlord's Agent and carried out by fully approved contractors.

Should access be required to the property in order to complete such works, as much notice as possible will be given, so that you may be present if you so wish. Should this not be possible, management keys will be used to gain access to enable the works to be completed. Neither the Landlord or Landlord's Agent can control the work schedules of external contractors.

Whilst every effort is made to ensure workman arrive at the agreed time, there are rare occasions where they are late or even fail to attend. This can be as frustrating for you, Agent and Landlord, especially if you have made arrangements to be present. We will do everything possible to ensure that you are not inconvenienced in this way. Your patience and co-operation is greatly appreciated.

## Helpful hints on what to do if...

### .....you smell Gas

**Step 1:** Open windows and doors to get rid of the gas

**Step 2:** Check to see if the gas has been left on, or if a pilot light has gone out. If so, turn the appliance off. If not, there could be a gas escape

**Step 3:** Turn the main gas tap at the meter to the 'OFF' position. The supply is 'OFF' when the ridged line on the spindle is across the pipe (label on the pipe should show the 'OFF position). Then phone Transco's emergency number immediately:-

**FREEPHONE 0800 111 999**

**Step 4:** Keep away from the area

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**DON'T** turn any electrical switches (including doorbells) on or off. You can use the telephone to call the emergency number

**DON'T** smoke

**DON'T** use matches or naked flames

leave it to someone else to call – you could be putting yourself or others at risk.

### ..... you have no Electric

**Step 1:** Locate the fuse board/consumer unit (R.C.D. unit)

**Step 2:** Reset tripped switches to 'ON'

**Step 3:** If switch continues to trip, unplug appliances to identify faulty appliance

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**DON'T** reset if the problem persists and contact the Landlord or Landlords Agent

If electrical power is cut to the local area, call Central Networks on **0800 3281111**

### ..... you have a major escape of Water

**Step 1:** Turn 'OFF' the water supply. Locate the Stop Tap (usually under the kitchen sink or in the garage)

**Step 2:** Turn stop tap clockwise and fully turn 'OFF'

**Step 3:** Open all hot and cold water taps to all sinks and baths to empty the plumbing system

## Helpful hints on what to do if...

### ..... you have a Break-in

**Step 1:** Telephone the Police on 999 if you suspect a break in or burglary

**Step 2:** On returning home DON'T enter the property as the burglar may still be there. Call the Police and wait for them to arrive

**Step 3:** Telephone the Landlord or Landlords Agent to arrange a contractor to visit and make the property secure

**Step 4:** When the Police visit obtain a Crime Reference Number for the insurance company

**Further information can be found online at:**  
[www.burglaryprevention.org](http://www.burglaryprevention.org)

### ..... you have blocked drains

**Step 1:** It is your responsibility as the tenant to clear the blockage

**Step 2:** If the blockage is from a faulty drain, the landlord will take over repair responsibility

### ..... your gas boiler has lost water pressure

**Step 1:** The water pressure is indicated by a pressure gauge and with the system cold and not operating should be between 0.5 and 1.0 bar (during operation this should not exceed 2.5 bar). The gauge is usually on the front of the boiler

**Step 2:** To top up the water in the system locate the inlet valve/filling loop (usually underneath the boiler and resembles a stop tap connected to a metal hose). Open slowly until water flows in and the gauge needle rises. Close the valve tightly when the required pressure is reached. DON'T over fill. Pressure should remain constant

**Step 3:** If pressure regularly falls, there may be a leak/fault on the system. Contact the Landlord or Landlords Agent

**Step 4:** Check the pressure gauge monthly

For further information you must consult the manufacturers appliance manual or on line and search home maintenance

## Helpful hints on what to do if...

### ..... you need to operate storage heaters

Storage Heaters are usually connected to 'Economy 7' and there will be two meter readings. The heaters collect power overnight and release heat during the day.

**Step 1:** Ensure the main fuse board and the sockets nearby the heater are both switched 'ON'. Allow 24 hours to charge

**Step 2:** Two control dials are fitted to regulate the power stored (input) and the heat given (output). Turn both to highest to generate maximum warmth

**DON'T:** dry clothes or place furniture close to the heaters. This will cause expensive damage and 'trip out' due to overheating which you may be charged for.

### Payment of rent

It is your responsibility to ensure the rent is paid on time. If payment is going to be delayed for any reasons whatsoever, it is imperative that you advise us beforehand. Check with your bank to ensure that your first Standing Order payment goes through correctly. Charges will apply to late payments.

### ..... you have been locked out

**Step 1:** Contact your Landlord or Landlords Agent as additional keys may be kept with them

**Step 2:** Arrange to borrow keys (a deposit may be required)

**Step 3:** If keys have been stolen report to the Police and obtain a crime reference number

**Step 4:** Locks must be changed and new keys supplied to the Landlord or Landlords Agent

### ..... there is an Emergency

In the unlikely event that an emergency repair is required outside normal hours of business, call 0121 321 1313 and only where applicable contact our 24-hour emergency contractor. Details are available on the answer-phone service only.

We must advise you that if an emergency contractor is called to your property and the faults are deemed to be your own (for example, you may have locked yourself out), or it is not classed as an emergency, you will be charged for the call out and works undertaken.

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# Marwood *Homes*

Sales and Lettings across the Region.  
West Midlands, Warwickshire, Staffordshire  
and Worcestershire



Property Management: 0121 321 1313  
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