



# **THE PARK LANE GROUP RENTAL PROPERTY MANUAL**

v.28 May 2020

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## **1.0 INTRODUCTION**

We pride ourselves on delivering a reliable and professional service and extend a warm welcome to you on behalf of everyone in The Park Lane Group team.

Established as local, independent property developers in 1987, we have built an extensive and still expanding portfolio of properties throughout East Sussex and into Kent, many of which are let through our Property Rental department.

We fully own every property we offer and seek to develop long term relationships with our tenants who benefit from the peace of mind and assurance that they have the flexibility to remain in their property for years to come. Our friendly and experienced office-based personnel coordinate our service providing a first point of contact for everyone and we back this with a dedicated, in-house team which is responsible for a programme of continuous refurbishment and maintenance. For specialised services we have relations with a number of trusted, proven suppliers, many of which are also locally based.

We hope you will be happy in your new home.

Best wishes,

The Park Lane Group Team

## **1.1 Customer Care**

On the day you move in, a member of The Park Lane Group team will create a video inventory of the property and you will subsequently be provided with a DVD copy. Please take the time to watch the DVD in detail and keep it safely. This will show the condition in which the property should be returned to us at the end of your tenancy. A final check of the property will also be carried out and the contents of the Property Manual will be explained. Any outstanding items will be recorded on the handover documentation and copies for you to retain will be inserted into the relevant appendix of your Property Pack for safekeeping.

The utility meters will be read at this time, and the readings entered under Section 5.0 of this document. The Park Lane Group will notify the utility companies of the change of occupant. We strongly advise you also contact the utility companies directly with the meter readings and serial numbers to ensure your accounts are set up correctly.

Please note that you are responsible for council tax payments. The relevant local authority should be contacted directly to set-up and manage the appropriate payments.

## **1.2 Tenancy**

Your Tenancy Agreement sets out a framework for the use of the property and details your obligations and rights as a tenant. It also clarifies the services you can expect to receive from The Park Lane Group, and the restrictions placed upon your use of the property. It is recommended that you take the time to read your Tenancy Agreement to ensure you fully understand its contents.

## **1.3 Noise**

Please be considerate to your neighbours and avoid creating excessive noise within your home and the immediate surrounding area which could cause a disturbance and annoyance to other residents. Televisions and music should not be audible outside the property.

## **1.4 Pets**

Pets are not permitted without the prior written consent from The Park Lane Group under the terms of your Tenancy Agreement.

## **1.5 Smoking & Illegal Substances**

Smoking of cigarettes, electronic cigarettes, cigars or pipes is not permitted within the property under any circumstances. Furthermore, the property must not be used for immoral or illegal purposes, including the use of or supply of illegal drugs or controlled substances. Such substances must not be brought, kept, or permitted to be kept in the property or in any garden, outside building or communal area attached to the property.

## **1.6 Infestation / Pest Control**

Should an infestation (e.g. vermin, pests, insects) occur during your tenancy you must arrange and pay for the appropriate treatment or services to eradicate the infestation. You will also be liable for any damage to the property, fixtures and fittings arising from the infestation.

## **1.7 Keys**

Handing over of keys will take place on the moving in date and signature(s) obtained to confirm receipt of keys, see Section 9.0.

You will receive two sets of keys. If you require an additional set of keys, you will be charged the reasonable costs incurred by The Park Lane Group and evidence of costs incurred will be supplied.

As part of our customer service, security keys are fitted to all properties. These can only be obtained from an authorised locksmith by The Park Lane Group. You must not change the locks or the keys to the property.

If you lose the keys or security devices and locks need to be changed, the lock change must be done through The Park Lane Group. You will be charged the reasonable costs incurred by The Park Lane Group and evidence of costs incurred will be supplied. All keys must be returned at the end of the tenancy.

## 2.0 PROPERTY MAINTENANCE

### 2.1 Maintenance Reporting

If repairs are necessary, for which you are not liable, you should contact The Park Lane Group. For ease and convenience, we have created an email-based reporting system for any maintenance issues. To ensure a prompt response please complete the maintenance form which can be found on the Property Maintenance page under the Property To Rent section of our website:

- [www.parklanegroup.net](http://www.parklanegroup.net)

Alternatively, email: [maintenance@parklanegroup.net](mailto:maintenance@parklanegroup.net) Reporting by email will expedite any maintenance requests and means you can contact us at your convenience and outside office hours.

Before you contact The Park Lane Group please ensure the matter is not your responsibility. We have included a general troubleshooting section within this document, see Section 4.0.

On receipt of a maintenance report, The Park Lane Group will SMS confirmation of the date and time we will attend to the issue. If you are unable to attend, the contractor will enter in your absence.

You should not directly arrange or give instructions for any repairs to be carried out at the property unless it is an out of hours emergency when The Park Lane Group cannot be contacted or cannot assist.

In the event of an out of hours emergency you should refer to The Park Lane Group Emergency Contacts List (which can be found on Page 17 of this Property Manual), and contact the relevant trade as listed.

#### 2.1.1 Property Access

The Park Lane Group, its agents and contractors, must be allowed access to enter the property at all reasonable times upon 24 hours' prior written notice, or in the event of an emergency at any time without notice, for the following purposes:

- To view and inspect the condition and state of the property
- To carry out The Park Lane Group's obligations under this agreement, or by law, and to carry out any repairs to the property
- To take gas, electricity or water meter readings or carry out safety tests
- To show prospective tenants around the property and/or inspect the property for any sale of the property and to show prospective buyers around the property. Furthermore, access must be provided in order for The Park Lane Group's, or any other Estate Agent's or Lettings Agent's notices or boards advertising the property for sale or let, to be affixed to the property or in any garden or outside area attached to the property.

## 2.2 Internal Maintenance

### 2.2.1 Interiors & Re-decoration

Please ensure that the interior of the property is kept clean, tidy and free of rubbish at all times. Express permission from The Park Lane Group must be sought prior to any internal and external alterations or decorations. No adjustments to wall coverings, i.e. painting or wallpaper, is permitted.

### 2.2.2 Floorcoverings

You are responsible for the cleaning and maintenance of all floorcoverings.

**Carpets** – Carpets must be cleaned upon vacation of the property. Reasonable wear and tear will be considered, however, stains sustained during your tenancy are not deemed as fair wear and tear.

**Ceramic & Porcelain Floor Tiles** – Ceramic and porcelain floor tiles should be cleaned with a soft cloth and a mild detergent solution. Cream cleaners and abrasive agents should be avoided.

**Wood & Laminate Flooring** – Please ensure that wood and laminate flooring does not get excessively wet and take necessary steps to avoid scratching.

### 2.2.3 Hanging Pictures

The hanging of pictures is permitted. However, please ensure disturbance to wall coverings is kept to a minimum. You must ensure work is carried out to a professional standard, or by a suitably qualified person, using the appropriate fixings. It is your responsibility to make good any damage that may occur from fixing items to the walls upon vacating the property. 'Making good' is interpreted as making any damage invisible to a professional standard. If in doubt, please seek advice from The Park Lane Group or a professional body.

Plasterboard should be able to take the weight of pictures and other light items via the use of steel picture hooks and proprietary fixings.

When hanging pictures, care must be taken not to disturb any pipes or electric cabling that may lie beneath the wall surface. The use of a cable detector, available from most DIY outlets, is strongly recommended and the following guidelines may be used to help indicate the presence of services:

- Electrical sockets/switches/fittings indicate electrical cables above and/or below
- Pipes will be above or below the boiler, hob and next to fire surrounds
- Heating pipes may run up to the ceiling/down to the floor alongside radiators
- Generally, concealed pipes have a metallic tape attached for detection by cable detectors
- Services in concrete floors are laid within the screed.

### 2.2.4 Blinds & Curtains

As part of our service we ensure all of our properties are fitted with blinds or curtains. Where these have been fitted they must not be changed unless express permission has been granted by The Park Lane Group.

**Blinds** – In most cases these are fitted by specialist contractors and we recommend they are used in accordance with manufacturer's instructions. Any damage to blinds during your tenancy must be fixed to a professional standard and The Park Lane Group will not be held responsible for damage unless it is reasonable wear and tear. Some types of blinds may need advice on how to use and maintain them. In this event, details will be provided on the moving in date.

**Curtains** – Maintaining curtains is your responsibility.

### 2.2.5 Kitchens

**Extractor Fan** – Filters should be checked and replaced regularly to ensure consistent performance.

**Gloss** – Care must be taken with all high gloss kitchen worktops, cabinet doors and other fittings throughout the property. Any damage, including scratches, dents and general abrasions will be your responsibility whilst you are living in the property. This courtesy will ensure that the condition of the property will be the same for any new tenant in the future as for you.

**Units & Lacquered Doors** – All lacquered doors and panels are finished in a high-quality polyurethane lacquer. Do not use any scouring agents, including creams, powders, abrasive sponges, solvents, acetone or white spirit. Regular cleaning is recommended with a mild, non-abrasive household cleaning product or a solution of washing up liquid and warm water applied with a soft cloth or chamois leather. Apply slight pressure only and gently rub over the surface. Wipe dry with a soft, clean cloth. The cloth may colour after the first clean. This is quite normal as paint colours come to the surface after the manufacturing process and should not continue.

**Granite** – Granite worktops withstand very high temperatures for short periods. However, always use pan stands or trivets to protect surfaces from hot, rough and wet pots, pans and utensils. Direct contact from iron, steel, ceramic and copper vessels must be avoided as these can scratch and stain. Never cut directly onto a granite surface, use a chopping board at all times.

Clean worktops with warm, soapy water and polish with a dry cloth as often as required. Spray polish can be used but will cause a build-up if applied too frequently. Avoid the use of abrasive cleaning materials; scouring powders, steel wool, metal brushes, etc. Never use bleach or chlorine-based cleaners, acids, photographic development liquid, alkalis (caustic soda) and concentrated disinfectants on stone surfaces. If any of these come into contact with the stone, clean off immediately to avoid damage. Although granite is robust, stains can occur. As with all worksurfaces, spillages should be wiped up immediately and care taken with oil and grease which may penetrate the surface. Strongly coloured foods, such as beetroot and blackcurrant can stain, and acidic foods such as citrus juice, coca cola and vinegar will etch the surface.

### **2.2.6 Appliances**

You should ensure that kitchen appliances (if any supplied) are operational throughout the tenancy and to provide salt or any other additions required as and when needed, as shown in the manufacturers written instructions provided at the start of the tenancy. The Park Lane Group will not accept liability in the event that these are not followed, and we reserve the right to charge direct costs for consequential damage.

### **2.2.7 Sanitaryware**

Use appropriate cleaning products on sanitaryware. Clean acrylic baths, basins and showers regularly to avoid a build-up of limescale and soap deposits and descale showerheads every month to remove limescale. Abrasive cleaning products and materials must not be used on acrylic baths or sanitaryware under any circumstances and should also be avoided on taps and chrome fittings where they are likely to scratch and erode the surface. Please also note that we advise against the use of bleach blocks in toilet cisterns as they can cause the deterioration of internal elements.

**Showers** – Where low-level showers and shower mixers at tap level have been fitted these must not be fixed above the bath with a bracket and the retrospective fitting of shower curtain rails or screens is not permitted.

### **2.2.8 Ironmongery**

Where internal or external ironmongery has been fitted, it will have usually been treated with a coat of clear, hard lacquer. It is important that abrasive cleaners and metal polishes are not used to clean ironmongery as these may degrade the finish. The protective finish can be damaged by contact with hard objects and is prone to wear and tear from contact with finger jewellery in particular.

### **2.2.9 Lighting**

Light bulbs and fuses need to be replaced as applicable.

### **2.2.10 Condensation & Trickle Vents**

New homes with double-glazing and insulation are much warmer and more comfortable than their older counterparts. However, as a consequence, the water vapour produced by everyday living has less opportunity to escape that can lead to condensation. To help reduce condensation and enhance the comfort in your property:

- Keep window trickle vents open permanently and open windows as much as possible (especially after cooking and showering) to allow airflow whilst maintaining a heat balance
- Never block airbricks, air vents or any other ventilation duct at any time
- Where condensation or mould may occur, wipe -down and clean surfaces as soon as it appears
- Do not disconnect electrically operated extractor fans in bathrooms and en-suites and ensure they are properly maintained
- Keep bathroom doors closed when bathing/showering to allow the fan to work and prevent moist air escaping to other rooms, and on finishing in order for the fan to clear the room
- Turn on the cold tap first when pouring a bath to avoid the hot water hitting the bath first and letting off more steam
- Always use the extractor when cooking and cover saucepans with lids to reduce steam
- Make sure all rooms maintain a minimum heating temperature of 15°C

- Do not turn the heating off over a period of time which will allow the property to cool completely
- Never hang wet clothes or washing over radiators to dry
- Ensure rooms with flue-less gas fires are ventilated
- Where possible position cupboards, drawers and wardrobes against internal walls.

### **2.2.11 Storage & Roofspace**

Please do not place heavy items within storage and roof spaces which have not been designed or constructed for this purpose. On vacation of the property all items and possessions must be removed. The Park Lane Group reserves the right to immediately dispose of any items remaining and charge the direct costs to do so.

### **2.2.12 Insurance**

The building structure is insured by The Park Lane Group. Please note that this does not cover your home contents. We strongly recommend you obtain your own contents insurance cover. You will be responsible for all costs if adequate insurance is not in place along with direct and in-direct costs for any fixtures and fittings of The Park Lane Group.

### **2.2.13 Fire Safety Equipment, Fire Prevention & Emergency Procedures**

All smoke alarms should be checked weekly to ensure they are working, and batteries should be checked and renewed where applicable. Every 6 months minimum they should also be cleaned with a vacuum cleaner nozzle to remove any excess dust. Where a fire blanket is provided this must be left in good condition.

#### **Fire Blanket Installation**

A fire blanket should be installed approximately 1 to 2 meters from the cooker, so it can be safely reached should a fire start on your cooker. It is best to fix to the wall somewhere between the cooker and kitchen exit, not on the far side of the cooker. Familiarise yourself with the blanket use instructions.

#### **Fire Blanket Testing**

Fire blankets must be checked on an annual basis as a minimum and the following points observed:

- Remains correctly located in its designated place
- Is unobstructed and clearly visible
- Operating instructions are clear, legible and face outwards
- The box or pouch container is not obviously damaged and hand-held devices (straps) are visible and undamaged
- Tamper indicators, where fitted, are not broken or missing

If you have reason to believe a fire blanket has been tampered unpack it ensure it has no holes or worn areas and carefully place it back in its box or pouch. Be careful not to get oil stains on the cloth. Report all findings to The Park Lane Group immediately. If you have reason to use the fire blanket, please report this to The Park Lane Group immediately for a replacement.

#### **Smoke Alarms & Detectors**

You can greatly reduce the risk of causing or being injured in a fire by observing these precautions:

## Fire Prevention

- Regularly check smoke detectors to ensure they are working. Excess dust should be removed with a vacuum cleaner nozzle every 6 months minimum
- Do not leave anything in hallways, especially items that will burn
- Use the heating system installed within your property. Do not use radiant heaters with a flame, such as gas, paraffin or electric bar heaters. If additional heating is required, use a convector heater but only within a hallway or corridor
- Only use your rooms for their intended purposes, such as sitting, sleeping or cooking. Do not use them as storerooms or workshops
- Avoid storing items in the cupboard that houses the electrical distribution board. Doing so could cause an obstruction and potentially a fire.

## Emergency Procedures

- If you are where the fire is, leave straight away with anybody else and close the door
- Do not stay behind to try to put out a fire
- Tell everybody else in your home about the fire and get them all to leave. Close the front door and leave the building
- Call the fire brigade. Dial 999, give the telephone number you are calling from and ask for FIRE, state the address where the fire is and do not replace the receiver until the fire brigade have repeated the address to you and you are confident they have the details correctly.

**In the event of a fire The Park Lane Group MUST be notified.**

## Fire Safety Equipment Location and Testing

	Positioning	Tested
Location Mains <u>Smoke</u> Alarm 1:		
Location Mains <u>Smoke</u> Alarm 2:		
Location Mains <u>Smoke</u> Alarm 3:		
Location Mains <u>Smoke</u> Alarm 4:		
Location Fire Blanket:		

### **3.0 EXTERNAL MAINTENANCE**

For everyone's benefit, the external aspect of each Park Lane Group property should be maintained at its best at all times.

#### **3.1 Drains**

You are responsible for blocking or clearing any stoppages in any sink, basin, toilet or waste pipes if they become blocked due to the negligence, actions or inactions of the you, your family, your visitors or appointed contractors.

Where no mains drainage is present, and a cesspit/sealed cess pool is in place, this must be emptied at least every 3 months or sooner if required. It must also be emptied at move out and the costs settled directly. If not done, The Park Lane Group may deduct the costs from your deposit.

#### **3.2 Gardens**

You are responsible for all garden areas wholly or exclusively used by you. Permission is not granted for any landscaping alterations. Any new grass must be watered daily until the grass has taken and must not be walked on until it has been laid for a minimum of 2 weeks. Thereafter, lawns should be mowed regularly. As a guide, cut twice a week during summer, and once a week in spring, autumn and during prolonged dry spells. It is generally best to remove clippings, except in hot or dry weather when they may be left to improve drought resistance. All hedges must be kept properly trimmed and gates and/or fences maintained in good repair and working order. The Park Lane Group is not responsible for repairs to fences, sheds or outbuildings. Any such repairs are your responsibility. You are responsible for keeping gardens and outside areas attached to the property in a neat and tidy condition and all garden equipment, fixtures, tools and ornaments must also be maintained in a good, clean state.

#### **3.3 Decorations**

Seasonal external decorations are not permitted and notice boards/signs/posters, etc., cannot be affixed to the property.

#### **3.4 Refuse & Waste Disposal**

All household waste should be bagged and tied in plastic sacks (max. 50l capacity) and disposed of via the bins located in the communal store. There are bins for general waste as well as recycling.

If there is no communal bin storage, please ensure that refuse is sealed within bin liners and placed in refuse receptacles. Refuse must not be left in any other areas as this may cause a fire hazard.

#### **3.5 Parking**

Please be considerate to your neighbours and only park within your allocated space. Any notices within the car park must be observed in addition to the following points:

- Ensure your vehicle is kept locked at all times
- Notify the Police immediately in the event of any suspicious behaviour
- Do not leave your engine running
- Do not exceed the specified speed limit
- Smoking is not permitted in the car park
- Filling or emptying of fuel tanks is not permitted

- Do not use the car park area for storage of any items
- Do not use the car park as a workshop.

### 3.6 Garages

Garages are generally constructed using a single skin of brickwork as opposed to a full cavity wall. For this reason, garages should not be used to store any items or materials to which damp may cause a problem. Garage doors are not sealed to be watertight and, depending on wind conditions, driving rain may penetrate.

### 3.7 Driveways

Driveways are designed to take light vehicles and may be damaged if heavy vehicles are allowed to drive on them.

### 3.8 TV Aerials & Satellite Dishes

TV aerials are not the responsibility of The Park Lane Group. Tenants are responsible for erection and maintenance. Satellite dishes or communication apparatus other than TV aerials must not be attached to the exterior of the building without the prior permission of The Park Lane Group. Communal Sky services may be a feature of your property – please contact The Park Lane Group for advice.

**TV Licence** – Please be aware that your TV Licence does not automatically move with you. You can notify the TV Licensing Authority of your new address by visiting [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

### 3.9 Windows, Doors & Frames

All frames, windows and doors should be regularly cleaned to maintain the presentation of the property. Locks and doors may stiffen and should be lubricated regularly as required to avoid this. uPVC windows should be cleaned using a damp cloth. Any abrasive cleaning agents may damage the windows and glazing. Please also note that all windows should retain blinds or curtains. Clothes, flags or other items must not be hung from windows.

## 4.0 TROUBLESHOOTING

Some problems may be remedied without the need to report a maintenance problem or call-out an engineer. In the first instance, remember to check the following. If an appliance is not working:

- The power and/or appliance is switched on
- The plug is firmly attached to the socket
- The fuse in the spur is intact
- An MCB in the consumer unit has not tripped.

### Washer/Dryer/Dishwasher

- The door is firmly shut
- The inlet water valve is fully on
- The inlet hose is not squashed or bent
- The inlet hose is blocked (the filter may need cleaning once the water supply is switched off)
- The correct programme settings have been selected – refer to the manual.

### Oven:

- The oven has been left in a programme mode and not returned to manual operation.

### Fridge Freezer:

- The thermostat has been left in the operating position.

### Hot Water System:

- Enough time has been allowed for the water to heat up
- The timer is programmed.

### 4.1 Stopcock

In the event of emergency, the water can be turned off via the stopcock in your property. This can be found:

## 5.0 UTILITY SUPPLIERS

The meter readings, inserted overleaf by hand on the day you moved in, are the base readings from which consumption will be measured and bills calculated. The Park Lane Group will notify the relevant utility companies of the change of occupant. However, we strongly advise you also contact each supplier directly with the meter readings and serial numbers to ensure your accounts are set up correctly. To determine the appropriate supplier please refer to the contact details provided below. Please also be advised that you are responsible for council tax payments. The relevant local authority should be contacted directly to set-up and manage the appropriate payments.

### Electricity

Telephone UK Energy Network: 0845 6015 467 or visit: [www.ukenergy.co.uk](http://www.ukenergy.co.uk)

Meter Location:		
Meter No:		MPAN No:
Meter Reading:		

The location of the electric consumer unit and shut down switch, including instructions on how to turn off supply in an emergency has been provided:

Signed (tenant): \_\_\_\_\_

### Gas

Telephone National Grid: 0870 608 1524 or visit: [www.nationalgrid.com](http://www.nationalgrid.com)

Meter Location:		
Meter No:		MPRN No:
Meter Reading:		

The location of the gas supply shut off valve, including instructions on how to turn off supply in an emergency has been provided:

Signed (tenant): \_\_\_\_\_

## Water

Please contact the appropriate supplier for water and wastewater for the area.

Meter Location:	
Meter No:	
Meter Reading:	

The location of the meter and stopcock, including instructions on how to shut off supply in an emergency has been provided:

Signed (tenant): \_\_\_\_\_

## 6.0 EMERGENCY CONTACTS & ALTERNATIVE ADDRESS

Alternative address (to which correspondence may be sent if you vacate this property):	
Emergency Contact – Name & Tel No:	
Next of Kin – Name:	
Next of Kin – Relationship to Tenant:	
Next of Kin – Contact No:	

## 7.0 DOCUMENTS RECEIVED AT MOVE IN:

Copy of Tenancy Agreement:	
Copy of Deposit Protection Certificate and Information for Tenants Guide:	
Copy of EPC:	
Copy of Electric Certificate:	
Copy of Gas Certificate:	

## 8.0 CONFIRMATION

"I hereby confirm the Property Manual has been explained by The Park Lane Group and I have read and understood the contents."

Date:

Property:

Tenant Signature:

Printed Name:

For the Park Lane Group:

Printed Name:

I/we confirm that I/we have received the following keys to the above property (please insert details including key no and lock location, i.e. Front door / back door & the number of these keys issued:

Key no:	Location: <b>Front</b>	No. of keys: <b>2</b>
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Key no:	Location: <b>Back</b>	No. of keys: <b>2</b>
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I/we also understand that a charge will be made for replacement keys and security devices during the term of my/our tenancy. I/we also understand that for security reasons unless all keys are returned on vacation of the property, the deposit paid will be held to allow for the replacement costs of keys and security devices.

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Park Lane House · 141-145 Bohemia Road · St. Leonards-on-Sea · East Sussex · TN37 6RL  
**01424 448980 · [www.parklanegroup.net](http://www.parklanegroup.net)**

Incorporating Park Lane Investment Properties Ltd, Registered in England No: 02928806, Park Lane Homes (South East) Ltd. Registered in England No: 04032168, Park Lane Developments (South East) Ltd. Registered in England No: 02968496, Park Lane Partnership Ltd. Registered in England No: 09438857, Park Lane Residential Properties Ltd. Registered in England No: 08796778, Park Lane Properties, Park Lane Residential Lettings, Registered Address of Ltd Companies: Park Lane House, 141-145 Bohemia Road, St. Leonards-on-Sea, East Sussex TN37 6RL

## APPENDIX 1

### THE PARK LANE GROUP EMERGENCY CONTACTS

<b>The Park Lane Group:</b>
<ul style="list-style-type: none"><li>• Office Address: 141-145 Bohemia Road, St. Leonards-on-Sea TN37 6RL</li><li>• Telephone Number: 01424 448980</li><li>• Maintenance Mobile: 07718 522040 (not manned 24hrs)</li><li>• Email: maintenance@parklanegroup.net</li><li>• Website: www.parklanegroup.net</li></ul>
<b>Plumbing &amp; Heating:</b>
Hydro Heating <ul style="list-style-type: none"><li>• Emergency Number: 07923 455481</li></ul> Abacus Flame <ul style="list-style-type: none"><li>• Emergency Number: 01323 648083</li></ul> Southern Energy Solutions <ul style="list-style-type: none"><li>• Emergency Number: 01424 200005</li></ul>
<b>Electrical / Fire Alarm:</b>
D F Thorne Electrical (Electrician) <ul style="list-style-type: none"><li>• Emergency Numbers: 01424 754123 / 07831 699691</li></ul> Jennery Associates (Electrician & Fire Alarm Engineer) <ul style="list-style-type: none"><li>• Emergency Numbers: 01424 219489 / 07746 360147</li></ul> Kingsway Fire (Fire Alarm Engineer) <ul style="list-style-type: none"><li>• Emergency Number: 07954 640414</li></ul>
<b>Locksmith:</b>
Hastings Locksmiths <ul style="list-style-type: none"><li>• Emergency Number: 01424 432882</li></ul> A1 Locksmiths <ul style="list-style-type: none"><li>• Emergency Numbers: 01424 729947 / 07956 573150</li></ul>
<b>Appliances:</b>
Anthony's Appliance Repairs (Cookers, Electrical Hobs & Washing Appliances) – Anthony <ul style="list-style-type: none"><li>• Emergency Numbers: 01424 400159 / 07970 053417</li></ul>
<b>Roofing / External:</b>
Hastings Roofing – Gary <ul style="list-style-type: none"><li>• Emergency Number: 07971 601664</li></ul>

## EXTERNAL EMERGENCY CONTACTS

### Emergencies:

- For a Police non-emergency matter please call 101
- In the event of an emergency dial 999 – for Ambulance, Fire / Police

### Electricity:

#### UK Power Networks

- Emergency Number: 0800 31 63 105
- Calling from a Mobile: 0333 32 32 105
- Email: [ukpowernetworks.co.uk/powercut](mailto:ukpowernetworks.co.uk/powercut)

### Gas:

#### National Grid

- Emergency Number: 0800 111 999
- Emergency Textphone (Minicom): 0800 371 787
- General Enquiries: 0845 835 1111
- Website: [www2.nationalgrid.com/uk](http://www2.nationalgrid.com/uk)

### Water:

#### Southern Water

- Emergency Number: 0330 303 0368
- General Enquiries: 0845 272 0845

#### South East Water

- Emergency Number: 0333 000 0365
- General Enquiries: 0333 000 0002

## APPENDIX 2

### IMPORTANT – FIRE NOTICE FOR OCCUPANTS

A fire detection and alarm system is fitted in this building to help safe evacuation in the event of a fire. All occupants should familiarise themselves with the information provided here and evacuation procedure. Treat all alarms as an indication of fire unless the alarm sounds briefly for a pre-arranged test.

#### Fire alarm system:

- Ensure all smoke alarms work properly and batteries are checked and changed regularly
- Don't silence or reset an alarm unless you're certain it was activated in error and there is no fire
- Do report any faults or problems and all alarm activations to the managing agent

#### If you discover a fire:

- Verbally raise the alarm by shouting 'FIRE' and use the communal alarm call point
- Call the Fire Brigade by dialling 999
- Warn all persons in your home and evacuate the building together
- Turn your cooker/oven off where possible
- Turn off any cooking pot/chip pans and cover with a fire blanket, pan lid, tray or damp cloth
- Don't stay behind to try to put the fire out
- Don't put yourself at risk or cause delay
- Close but don't lock all doors on the way out, including the front door
- Assemble at the designated safe place outside, or as directed by the Fire Brigade

#### On hearing the alarm:

- Evacuate the building by the nearest exit/escape route, or as directed by the Fire Brigade
- Instruct all persons in your home to leave with you
- Don't put yourself at risk or cause delay
- Close but don't lock all doors behind you, including the front door
- Assemble at the designated safe place outside, or as directed by the Fire Brigade
- Call the Fire Brigade by dialling 999 – unless confirmed as done by others



**Never return to a building in which a fire alarm has activated until you are permitted to do so by the Fire Brigade. It is a criminal offence to tamper with/disable any part of the fire alarm system**

## APPENDIX 3

### WATER HYGIENE – A GUIDE FOR TENANTS

The Park Lane Group aims to attain the highest standards in our properties, including water hygiene within the household systems. This precautionary guide is intended to provide tenants with basic information on how to avoid the formation of bacteria in stagnant water or little-used water outlets that could cause ill-health to your household. We have set out several simple, good practices for you to follow:

#### Good Practices

As your landlord it is our responsibility to promote water hygiene and prevent bacteria growth such as Legionella from being present. As a tenant, you are also responsible, and we therefore request you following these simple steps throughout your occupation:

- **Flush** through little-used water outlets (e.g. taps, showers, toilets) which aren't used on a daily basis for 2 minutes at least once a week. Flush toilets twice. If your property has been empty for a week or more (e.g. holidays, work trips) always run through all the hot and cold water systems for at least 2 minutes and up to 10 minutes if necessary. Keep out of the way as far as possible while flushing through
- **Clean**, disinfect and descale taps and shower heads at least once every 3 to 6 months
- **Descal** and clean appliances (e.g. dishwasher, washing machine) every 3 to 6 months - this will also help your machines' performance
- **Do not** interfere with the settings on your boiler or hot water system. This should be set so that the water is heated to 50°C to 60°C. Be aware of scalding.
- **Inform** The Park Lane Group if you believe the hot water temperature is below 50°C or the hot water tank/boiler is defective in any way
- **Advise** The Park Lane Group if you believe the cold water temperature is above 20°C
- **Notify** The Park Lane Group if you notice any debris or discolouration in the hot or cold water

#### What is Legionella?

The likelihood of bacteria forming legionella being in your home is very low as most households do not store large amounts of water and outlets are in regular daily use which keeps water moving within the domestic water system pipework. However, domestic hot and cold water systems can potentially provide an environment for bacteria growth if water at a temperature of between 20°C and 45°C stagnates and there is sludge, rust and scale present. Inhalation of small droplets of contaminated water containing Legionella bacteria can cause health problems such as Legionnaires' Disease. It is not contagious, you cannot get it from drinking water and not everyone exposed to Legionella bacteria becomes ill. This most commonly affects vulnerable people such as the elderly or those with chest or lung problems.

#### More About Legionnaires' Disease

The symptoms of Legionnaires' Disease are similar to those of flu. They can include a high temperature, fever or chills, headaches, tiredness, muscle pain and a dry cough.

If you suspect that you or someone in your home has contracted Legionnaires' Disease you should contact your doctor immediately.

You should also contact The Park Lane Group immediately so that we can take appropriate measures.

## **APPENDIX 4**

### **FROZEN / BURST PIPES – A GUIDE FOR TENANTS**

When the weather is very cold, the water in pipes can be at risk of freezing leading to burst pipes and damage to your property and possessions.

#### **Tips to Prevent Frost Damage:**

- Leave the central heating on a low setting for short periods throughout the day. Turning down the thermostat to around 15°C will ensure that in the event of freezing conditions the heating will come on low and stop the water trapped in your pipes from freezing and bursting the pipes which could cause a major flood when the temperature rises again
- Let warm air into your roofspace by keeping the trap door open
- Keep the cupboard door under the sink open to let warm air move around the pipes
- Keep room doors slightly open to allow warm air to move around the house
- If you are going away ask a friend or neighbour to check the house and ensure the heating system is working
- Know where your stopcock is (its location is noted within this manual) and check it is working. Run the cold water tap in your kitchen and turn the stopcock in a clockwise direction to check if the cold water turns off. If the stopcock is not working properly or you find it difficult to turn you should contact our maintenance team

#### **Frozen Pipes – What to Do:**

- If your water supply fails, the problem may be a burst pipe somewhere in your home or there may be a leak in the mains system
- Most frozen pipes are found in the roofspace and below sink units
- Thaw frozen pipe(s) out slowly by with a hot water bottle or towels soaked in warm water
- Do not use direct heat such as blowtorches which can cause permanent damage to pipework and lead to a fire
- If you think the mains water supply has been cut off, contact your area Water Authority

### **Burst Pipes – What to Do:**

- Turn off the mains water supply immediately by turning the stopcock clockwise. This will stop any more water getting into the water pipes. If the burst pipe is on the main water system, the rush of water will stop after a short while
- If the rush of water does not stop or there is still a constant run of water, the problem is probably on the cold water storage system. You will need to drain down the cold water storage tank which is usually located in the roofspace. To do this, put plugs in sinks and baths and ensuring they do not overflow, turn on all the cold water taps and flush the toilet several times. This will empty the cold water storage tank and stop the flow of water. You can use the saved cold water until all systems are repaired and checked. Note: Combi boilers will not have a cold water storage system.
- Do not run or use any hot water from the taps
- Turn off oil or gas heating systems and do not use again until they have been checked
- If the water has come into contact with electrical fittings the electricity should be turned off at the mains
- Don't use your washing machine, your dishwasher or the chilled water dispenser sometimes found in American style fridge freezers
- We strongly recommend that you don't use an immersion heater (if you have one) because you can burn it out if it's not completely covered by water
- Do not turn on the water supply at the stopcock until the burst pipe has been repaired
- If in doubt, or further assistance is required contact our emergency plumber for repairs and advice.