



Platinum
PRPERTIES

TENANT INFORMATION PACK

Everything you need to know to support you in your tenancy



Introduction & Our Service

WELCOME

Welcome to Platinum Properties and to your new home. We're delighted to have you with us and hope this is the start of a really enjoyable tenancy.

This pack is here to help. It covers everything you need to know about living in the property, managing your day-to-day responsibilities and getting the most from your tenancy. If anything isn't clear or you have questions at any point, please do get in touch, no question is too small.

We're committed to building strong, lasting relationships with our tenants and landlords, underpinned by open communication and mutual respect. We'll always work hard to resolve any issues that arise as quickly as possible and will keep you informed throughout. Where works require landlord approval, we'll make sure you're updated on progress so you're never left wondering where things stand. The Street App is great for this and we highly recommend you download it.

We genuinely welcome feedback too. If there's something you feel we could do better, please tell us. We take it seriously and are always looking at how we can improve.

Our team works hard to deliver a great service, we ask that all interactions remain respectful and professional. We do not tolerate threatening, intimidating or abusive behaviour toward our staff, our Staff Welfare Policy is available on our website should you wish to read it.

Finally, thanks to the technology we use, all interactions, including phone calls, emails and written correspondence, are recorded within our systems to ensure we maintain full, accurate and complete records throughout your tenancy. All data is processed in accordance with UK GDPR and our Privacy Policy, available on our website.



REPAIRS & MAINTENANCE

Repairs and maintenance must always be reported in a timely fashion in order to allow time to schedule work and to avoid an escalation of problems. We strongly recommend all repairs are reported in writing (other than in the case of an emergency), the quickest way is via the Street Tenant App. Your landlord's agreement for work will be sought promptly. Once agreed you will be copied to the works order instructing the contractor. The contractor will contact you directly to make access arrangements. All of our contractors have longstanding sub-contractor agreements and are trustworthy and reliable, their insurance and qualifications have been verified. In some cases landlords may choose to instruct their own contractors, this is at their discretion.

Heating System (Gas & Oil)

- Check the thermostat is turned to a temperature higher than already present (20-22C recommended)
- Check the programmer is correctly set
- Check the fuse switch/power/fuse board to ensure all in 'on' position
- Radiators that only partially heat will require bleeding.

NB: External temperatures can affect internal hot water temperatures.

Electrical Heating

- Check the fuse board switch and fused power switch is 'on'.
- Check the timer/boost and input dials are correctly set.

NB: Night storage heaters take 24hrs to work initially as they store power overnight.

Locking Yourself Out

You will be required to collect and return our spare set of keys or call out a locksmith at your own cost.

Blocked Drains

We recommend calling your water supply company first as they will resolve any issues on the main sewer line free of charge. If the blockage is in the property pipework Mitchell & Mayle 01353 687984 are drainage specialists who offer a cost-efficient service.

Light Bulbs

Always use quality light bulbs such as Phillips. Cheaper bulbs will blow more regularly, regularly blown bulbs are rarely due to an electrical fault.

Showers

Pumped/electric showers are supplied with a shower head that corresponds to the water pressure of the device, providing an optimal flow rate of water. Changing the shower head can affect the performance of the appliance, as can limescale, therefore regular descaling is necessary.

TV Aerials/Telephones

Landlords have no legal responsibility to supply a working TV aerial or telephone line.

TENANT LIKE MANNER

As a tenant, we kindly ask you to take a practical approach to using and caring for the property and its facilities. This includes handling basic tasks such as cleaning, gardening, replacing bulbs and batteries, tightening loose screws, bleeding radiators, and repressurising boilers. Guidance is usually available using a quick internet search.

Judge Denning (Warren vs. Keen: CA 1954) put it best when he said 'the tenant must take proper care of the place. he must, if he is going away for the winter, turn off the water and empty the boiler. He must clean the chimneys, where necessary, and also the windows. He must mend the electric light when it fuses. He must unstop the sink where it is blocked by his waste. In short, he must do the little jobs about the place which a reasonable tenant would do. In addition, he must, of course, not damage the house, willfully or negligently; he must see that his family and guests do not damage it and, if they do, he must repair it.

As part of this, if contractors are called out to maintenance falling under your obligations not relating to a genuine fault you will be held liable for payment of the associated invoice(s).

EMERGENCIES

An emergency is classed as an immediate threat to life or property.

If an emergency occurs outside of our normal working hours please call the office and leave a detailed message. This will be triaged thereafter and a works order for contractor assistance raised as necessary thereafter.

If you are in immediate danger it is recommended that you call the relevant emergency service provider.

The location of services and safety shut offs are detailed in the inventory.



Gas Leak

If you smell gas and suspect you have a gas leak (gas has a distinctive smell) turn the gas off at the meter and call National Grid 0800 111 999. **Be sure to ventilate the house well and avoid using any naked flame/using electrical switches until the gas has dissipated.**

Electrical Failure

Check the main fuse board to ensure all switches are in the up 'on' position. If one is off or at half-mast reset this to 'on'. Some fuse boxes will require you to push the switch inward slightly and up or down to 'off' and then back up to 'on'. If non of the switches are off, check there is not a power outage in your area with UK Power Networks or National Grid. **If any fuse is continually tripping or will not stay in the up 'on' position it is likely that you have something faulty plugged in. We recommend unplugging all items and, by elimination, try to establish which item is causing the problem. We recommend unplugging all items and, by elimination, trying to establish which appliance is causing the problem.** If we call out an electrician and one of your devices is faulty you will be liable for the call out.

Water Leak

Turn the water off at the main stopcock or the external meter. Turn off the boiler/any immersion heater. Open all water outlets (taps) and run them until the water ceases to run. Remember to turn taps back to the 'off' position once complete to avoid issues when the service is restored.

Boiler Breakdowns

- Check the boiler pressure and refill if necessary, guidance for this is available online by completing an internet search on the make/model of your boiler.
- Reset the boiler by turning it off, leaving for 30 seconds and turning back on.

We will always seek to arrange boiler repairs as quickly as possible. Please be aware that parts availability can be limited outside of normal working hours and Bank Holidays, which may affect how quickly an engineer can complete a repair.

Holidays/Absence from the Property

- When you are leaving the property for longer periods it is recommended that you turn off the water and drain the system down.
- During winter/colder weather you must ensure the heating is left on low to maintain the temperature of the house at no less than 15C.

Accidental Damage/Insurance

It is advisable to have tenant's insurance. The landlord's insurance will not cover any damage to your belongings that occur. It is also recommended that this includes accidental damage cover to protect your deposit. The following occurrences have proved expensive accidents in the past;

- Dropped curry/wine on carpeting causing staining.
- Hot pan burns to work surfaces.
- Irons/hair straighteners burning carpets.
- Smashed bathroom sink due to dropping toiletries in glass bottles.
- Broken window due to stone when mowing the lawn.
- Loss of foodstuffs due to broken down appliance.

TOP TIPS

Avoid common issues that can occur to avoid potential deductions from your deposit at the end of your tenancy.



DO'S

- Read your tenancy agreement thoroughly to understand the promises you have made and terms you have accepted in signing the document.
- Use limescale prevention products, like Method Shower spray and a squeegee for easy cleaning.
- Ask for express consent for any material changes you wish to make to the property or tenancy and obtain this in writing.
- Carefully read all guidance offered throughout the tenancy to support you with tenancy management.
- Call or email one of the Platinum team with any questions you have, no matter how small or obscure.

DONT'S

- Attach items to the wall without express written consent. We recommend that where consent is given you use fixings that will avoid causing damage, i.e. 3M fixings.
- Use over door hooks that can cause damage to the tops of doors/door frames.
- Use office style chairs on carpeting without a protective plastic mat under these.
- Use sharp knives/place hot receptacles directly on work surfaces, we recommend the use of chopping boards.
- Use abrasive cleaners on high gloss, polished, painted or metallic surfaces.
- Change shower hoses and/or heads. This can cause issues with flow rates and there is the potential to cross-thread the fixings.
- Expressly ignore any of the obligations placed upon you under the terms of the tenancy agreement.

GARDENING

when you move into your new home the property the condition of the garden will be well documented in the Inventory and Schedule of Condition and evidenced via timed/dated photographs provided to you at the onset of your tenancy. It is essential this is maintained during the course of your tenancy and the tenancy agreement places obligations upon you to do so. This will be the standard required for return when the tenancy ends. In order to ensure that returning the garden to the same standard is an easier task we strongly recommend you regularly undertake the following works.

- Regular grass cutting and edging. Regular lawn mowing can assist in preventing weed build-up and ants nests.
- Regular weed killing. Weed killer for patio/paving and grass can be bought to ensure that effective weed control can be maintained. It is important to regularly control weeds to ensure the seeds from the heads of weeds do not spread to other areas of the garden and become more prevalent over time.
- Weed and turn borders. Cultivated borders should have the soil turned and weeds pulled out and disposed of regularly to prevent the further spread of weeds.
- Cut back shrubs and plants to maintain their height and appearance.
- Patio/paving should be regularly swept. Pressure washing may be necessary if the patio/paving was new and/or had been pressure cleaned prior to the commencement of the tenancy to maintain it's appearance.
- Rubbish should be cleared regularly via the appropriate provision. Bins should be clear at the conclusion of the tenancy and cleaned out where this is documented in the Inventory and Schedule of Condition.

CLEANING

When you move into your new home the property will be clean. It is essential this is maintained during the course of your tenancy and the tenancy agreement places obligations upon you to do so, alongside returning the property to the same standard of cleanliness at the conclusion of the tenancy. Failure to maintain the property standards may result in a build-up of limescale (we live in a hard water area), carbonisation or other substances that only professional intervention will be able to resolve.

The standard of cleanliness at the commencement of the tenancy will be clearly documented within the inventory and evidenced via timed/dated photographs. This will be the standard required for return when the tenancy ends. [See our list of products we love on the next page!](#)



- Light fittings and shades should be washed/dusted as suitable and non-functional light bulbs replaced.
- Ceilings and walls to be dusted/swept down and cobweb free.
- All woodwork (skirting, door frames, doors, etc) to be washed to remove marks and buffed to be watermark, dust and fingerprint free.
- Windows, glazing, window frames and external door to be washed, inside and out, to remove any dust/marks/prints and buffed to be watermark-free.
- All switches, sockets, radiators and other fittings to be cleaned to remove marks/dust/dirt.
- Worktops, tiles, splash backs, cupboard and drawer fronts and handles should be washed down and carcasses and insides of cupboards/drawers hoovered out and washed to remove debris, grease and marks and be buffed to finish.
- Appliances should be thoroughly cleaned to inside and casing, filters cleaned or changed as necessary and descaled (extractor fan, washing machine, tumble dryer, dishwasher, kettle, toaster, microwave, etc.)
- Fridge/freezer defrosted and washed inside and out and buffed to remove all marks and debris, turned off and doors left ajar.
- Oven and hob cleaned to remove grease, carbonisation or cleaner residue including shelves, trivets, grill pans and trays.
- Sinks and taps to be cleaned and buffed to remove stains, limescale and watermarks.
- Crockery, cutlery, utensils and cookware all washed clean, dried and put away in the correct place as per the inventory.
- Bathroom suite to be cleaned and buffed to a shine to be free of stains, limescale and watermarking to include tiles/panelling, shower and any screen and rubber seal, bath, basin, and toilet. Shower curtains are not supplied as standard.
- Extraction fans to be cleaned and dust-free.
- All other surfaces within the property to be polished, dusted or washed down and buffed to ensure marks/dust/dirt are removed.
- All carpets to be thoroughly hoovered and cleaned/shampooed where necessary and all hard flooring to be hoovered/swept and washed (including under any appliances) to remove all dirt/debris/marks/residue.
- Floor drains to be removed and cleaned, where applicable.
- Curtains, blinds, nets/voiles and any other window dressings to be washed/dry cleaned and ironed/pressed as required in line with care instructions.
- Soft furnishings to be cleaned and stains removed in accordance with care instructions (sofa, mattress, etc.).
- Towels, linens and/or bedding to be laundered in accordance with the care instructions.
- Garage/shed to be swept out and tidy.
- Empty and wash out refuse receptacles.

At the conclusion of the tenancy all rubbish is to be removed from site and correctly disposed of.

If chimneys/stoves have been used sweeping will be necessary and proof supplied.

If the property is served by a septic tank/cesspit this must be emptied and proof supplied.

Cleanliness is not considered to be part of the fair wear and tear guidance by the deposit protection companies, the property must be returned to the standard outlined in the original inventory. Once the keys have been returned and the final inspection completed, the tenancy is formally ended and access to the property is no longer available to you or any third party. We would always encourage you to ensure you are satisfied with the condition of the property before returning your keys.



Health & Safety

CONDENSATION/MOULD

Condensation occurs when air containing moisture meets a colder surface causing it to form back into liquid visible on the surface. Therefore activities within the property that cause moisture in the air will contribute to this and result in mould growth where moisture is allowed to build up. These activities include cooking, drying, laundry, showering, etc. Even whilst sleeping the warm breath that you exhale contributes to moisture in the air.

Reduce Moisture Build Up

- Cover pans when cooking to reduce steam.
- Reduce shower times/bath more or reduce the temperature of water when showering.
- Dry clothes outside or alongside a dehumidifier.
- Use mechanical extraction devices supplied (extractor fans).
- Vent tumble dryers to the outside.
- Cover fish tanks to avoid evaporation into the air.

Ventilate/Air the Space

- Latch windows or open windows/trickle vents.
- Utilise mechanical ventilation like extractor fans and keep them clean to maximise efficiency.
- Do not block air vents or chimney openings.
- Allow gaps behind/around furniture for air to circulate.
- Avoid 'draught proofing' air circulation is essential.

Warm the Air

Maintain the temperature within your home. It is most efficient to maintain a constant low heat when the weather is damp/wet/cold than having varying bursts of heat/cold which will contribute to cold spots.

Removing Mould

Mould is a living organism. Therefore it must be 'killed' to remove it. Wipe down any areas of mould with white vinegar in the first instance, if the problem persists even after treatment with white vinegar you may need to use a fungicidal wash that carries an HSE approval number. Make sure you follow the manufacturer's guidelines of any product used.

We also recognise that, in some cases, damp or mould may point to a structural issue or inadequate ventilation that sits outside your control. If you have followed the guidance above and the problem persists, please report it to us in writing and we will investigate and take appropriate steps

SERRATIA MARCENSE MOULD

Serratia Marcense is a bacteria that generally forms in bathrooms (given it loves moist environments), presenting as a pink/orange substance on tiles, grouting, sealant and shower fixtures/fittings. It feeds off of fatty, oily substances such as soap residue, faeces, bodily excretions, etc.

Regular cleaning of your bath/shower rooms is essential to avoid the appearance of bacteria, which can cause urinary tract infections, wound infections and pneumonia.

Serratia loves standing water and will grow well in it, therefore, it is also advisable to dry shower doors, tiles and floor as much as possible after use.

Using a shower spray alongside a squeegee and/or a microfibre cloth works well and also helps to avoid the build-up of limescale.

If the bacteria does present in the form of an orange residue you can also use a cleaner containing chlorine bleach, like HG Mould & Mildew. Please be careful to read and follow the manufacturer's instructions on any cleaning products you use.

PRODUCTS WE LOVE

Please be careful to read and follow the manufacturer's instructions on any cleaning products you use and be sure to test them on surfaces first to ensure they won't cause damage.

- White Vinegar
- Tesco Non-Scratch Scouring Sponges
- Viakal Limescale Remover
- Oven Pride Oven Cleaner
- Hob Brite for Glass/Ceramic Hobs
- Method Shower Spray
- HG Mould & Mildew
- CIF Cream Cleaner