



Newsletter

Dear Tenant,

Welcome to Woods Properties' Summer Newsletter

Right to rent

From February 2016 all landlords letting a property in England are required to check the immigration status of all tenants within the property. This will include any family members which have moved in since the original tenancy was granted, as well as any children who have become 18 years of age. If we do not hold proof of identity for all occupiers at your property, please contact the office on 01825 768657.

Property Improvements

After the last round of property inspections, we are pleased to find that energy efficiency measures are now completed on most properties. If, however, you feel that anything can be improved in your home, please contact the office so that we can look into whether any grants are available.

Please bear in mind that the cheapest way to pay for services is by direct debit and on request to the services provider any key or card meters can be changed to payment by bill. It is also worth while visiting cost comparison sites to see if there is a cheaper deal available for gas and electricity.

Legionella

The risk of Legionella is something checked by Woods Properties on every inspection. To prevent Legionella in your home please carry out the following simple tasks:-

- hot water system must be regularly flushed.
- Maintain the hot water control settings to ensure heated water is stored at 60 degrees c.
- Inform us if hot water system not working.
- Keep taps, showerheads and outlets clean and de-scaled
- Run hot and cold taps at least once a week for at least 2 minutes

Inform us if the property is left vacant and water system unused for any period of 2 weeks or more.

If you experience any problems with mould and condensation, please let Woods Properties know, we can work together to sort the problem.

Periodic Inspections

Woods Properties carry out regular periodic inspections to ensure the property is being cared for as it should be & whether a new tenancy agreement is due.

New member of staff

We welcome Cherry to the team at Woods Properties, she has taken over from Nicola as the Lettings Manager and will be dealing with all your rent and property issues as well as Jane Loveday who has taken over from Anja and deals with our book keeping and may be on the end of the phone in the office also.

Telephone Numbers

If you are having minor problems, then please contact the office on 01825 768657 – **Monday to Thursday mornings** between 9am and 1pm.

If you have the following problems:

- **Gas Leak or Water Leak,**
- **Electrical problems**
- **Damage to the property which could compromise the security, ie broken window**
- **Heating and Water System problems**

Please contact **Cherry Pocock 07596 139318** or Nigel Woods – 07789 695432 as a matter of urgency.

Contents Insurance

Although your Landlord is responsible for Buildings Insurance which covers any damage to the property due to fire, flooding or burglary, it is down to you as a tenant to have contents insurance which covers you for the cost of replacing your belongings caused by damage or theft. Woods Properties would like to remind you that leaving doors and windows open in the warmer weather leaves your home exposed and greater care should be taken.

Smoke Alarms

Woods Properties request that you check all your smoke alarms once a week and when required replace the battery. If you are concerned that your smoke alarm is not working please notify the office immediately.

Gardens

As a tenant you are responsible for maintaining both front and back gardens & pathways as unfortunately the warm weather means plants and weeds grow very quickly and require attention along with mowing of lawns on a regular basis. Also in very hot weather it is advisable to water your gardens mornings & evenings, but being careful about any water bans in your local area.

Rubbish and Vermin

As a tenant you are expected to keep your home in a good tenant like matter which means regularly tidying and cleaning; this also includes your garden. You are also required to report as soon as possible any maintenance issue to prevent further damage to the property. Woods Properties remind you that leaving rubbish inside or outside your home is the easiest way to encourage vermin. These can include mice, rats, ants etc and are very difficult to get rid of once they have moved in.

Tips

- Make sure all floors are vacuumed and swept regularly to prevent food crumbs being left to encourage vermin.
- Make sure all food containers in your kitchen are sealed and open packets are securely wrapped in food bags.
- Clean dirty dishes straight away.
- Remove rubbish from your home and place in dust bins, making sure lids are closed tight.
- Never leave water in your sink and clean up immediately any spillages of liquid.
- Clear all rubbish from your home and garden

If you are experiencing any problem with vermin please notify Woods Properties immediately.

Contact Information

It is really important that if you change contact numbers that you notify us as a matter of urgency so that we may contact you, if necessary, at any time. Also, if you have recently had a landline installed please notify us of the number and if you have an e-mail address, let us know if you prefer to be contacted by e-mail.

Rent Arrears

Woods Properties understand at times it can be difficult to pay your rent due to sickness or unemployment. However, you must remember that if your rent remains unpaid you are at risk of losing your home. We want to prevent this happening and request that if you know of any problems which may arise, please contact the office so that we can discuss a payment option.

If you are receiving Housing Benefits then any changes in circumstances, ie employment, change of occupiers or number of occupiers at the property you must inform the housing office and Woods Properties immediately as it may result in your benefit payments being suspended.

Your rent payments must remain your main priority as you are at risk of losing your home if you fall into arrears.

Holidays

If you are going away this summer please make sure that you close and lock all doors and windows to make sure the property is secure.

Photos

We welcome any photos of your home, for example if you have recently redecorated a room, or the garden is looking spectacular following a hard weekend's weeding! These may be used in the website so do not include people/children. Images can be sent to the office using properties@woodsproperties.co.uk

Thank you for reading.

Regards,

Woods Properties.