



Newsletter

New member of staff

We welcome Anja to the team at Woods Properties, she has taken over from Fiona dealing with our book keeping so may be on the end of the phone in the office.

Telephone Numbers

If you are having minor problems then please contact the office on 01825 768657 - Tuesday and Thursdays between 9am and 5pm.

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 Nicola Walsh – 07967 215384 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 in 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 contact your local fire station as they offer free home surveys to advise on how you can improve your home's defence against fire. They will provide free smoke alarms but as a tenant it is your responsibility to regularly check that your smoke alarm is working and replace the batteries when required. You may also wish to install a Carbon Monoxide Alarm.

Gardens

As a tenant you are responsible for maintaining both front and back gardens 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, 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 to regularly tidy and clean, 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 hoovered 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 at all 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