

TENANT
WELCOME PACK

THOMAS
MERRIFIELD

SALES LETTINGS





MOVING IN...

Who do I contact if I have any questions once I have moved into the property?

If the property is managed by Thomas Merrifield please contact us on:

Tel No:

Email:

If the property is Letting Only or Rent Collect and therefore managed by your landlord please contact them directly:

Name:

Address:

.....

.....

Tel No:

Email:

If it's a general question near the start of the tenancy then please do not hesitate to contact your nearest Thomas Merrifield Lettings Office.

IMPORTANT INFORMATION

Inventory

A detailed inventory and schedule of condition will be provided to you in duplicate at the outset of the tenancy. This document is intended to provide an accurate record of the condition of the property, and any fixtures and furnishings as applicable. It will form the basis of checking you out of the property, so please be sure to check the document in detail before returning one signed copy to us within the specified time period.

What about the utilities?

We will attempt to read meters before the start of the tenancy but we strongly recommend that you also read the meters when you move in, in case we are unable to.

A utility management company will contact you, on behalf of Thomas Merrifield, in order to set up your utility accounts. They will contact you before and/or after you have moved in so please expect their call, text and/or email. Should you wish to discuss this further please contact us.

Why have I been given a Gas Safety Record?

It is a legal requirement for your landlord to provide you with an up to date Gas Safety Record. This is an annual certificate that proves all gas appliances in the property have been checked and are safe.

The certificate is usually sent to you within the Tenancy Pack, and/or is attached to the tenancy agreement. However if you cannot locate it and there are gas appliances or a boiler in the house, please contact us as a matter of urgency.

What about the phone line?

With the telephone you will need to contact your provider of choice directly to arrange transferring the line into your name. All telecommunication companies will only speak to the account holder directly and so unfortunately this is something we cannot arrange for you.

Will I need insurance?

The landlord covers the Building Insurance and contents insurance for his own property. We highly recommend that you take out an insurance policy in respect of your own contents and also accidental damage to the landlord's contents. We can put you in touch with an insurer if required. Your possessions will not be covered under the landlord's insurance.

Can I install Cable and/or a Satellite dish at the property?

You must not install Cable and/or a Satellite dish unless agreed in writing prior to the installation. Please email Thomas Merrifield if you live in a managed property, otherwise contact your landlord directly for Letting Only/ Rent Collect properties. Your landlord has the final decision.

Can I put up pictures, photos or posters?

Please do not use blu-tac, sellotape or the equivalent to hang any posters, pictures or other items in the property. Greasy marks will be left on the wall when removed. When you have written consent from your agent or landlord please only use commercial picture hooks to fix anything to walls.

What should I do if a light bulb fails?

It is the tenant's responsibility to replace light bulbs, florescent tubes, fuses and batteries that fail during the course of the tenancy, including for tenancy end at the tenant's expense.

Smoke alarms

Please check if there are any smoke alarms fitted in the property. If they are battery operated it is the responsibility of the tenant to replace the batteries. Please remember to check these regularly by pressing the test button and notify your contact of any faults.

What to do if I am locked out

Please be aware our offices are open Monday-Friday 9am-5:30pm and Saturday 9am-12:30pm (The Didcot office is open 9am-5pm on Saturdays). If you find yourself in the unfortunate position of being locked out, out of office opening hours, you will need to make alternative accommodation arrangements for the night or call an emergency locksmith. You will be liable to pay the costs incurred. If the lock needs to be changed you must ensure your landlord/agent has a replacement key/s immediately – this may require several copies to be cut.

During office hours Thomas Merrifield should be able to lend you a key, which would need to be collected and returned to the relevant Lettings Office.

Who is responsible for the garden?

If the property includes a garden then it is the tenant's responsibility to keep the garden and outside areas of the property in good seasonable order throughout the tenancy. As the tenant you must cut the grass at appropriate intervals and keep the borders and paths weeded and carry out basic trimming of shrubs etc.

Pruning larger (above head height) hedges and trees is usually the landlord's responsibility. Should you have any questions with regards to this please contact your agent or landlord.

Electric Storage Heating

Storage heaters are controlled by a switch on the wall and use off-peak electricity at night. The system is not water based and there is no boiler.

You must check the off-peak supply is turned on at the mains. Once the switch is turned on, it will take 24 hours for the heaters to heat up. They take in the supply at night at the cheaper off-peak rate, store it and give it out gradually during the daytime.

The two dials on the top of the heater adjust the extent of the input and output. Some storage heaters also have a boost facility, which uses day-rate electricity.

Properties with electric heating often have a water heating system based on 'Economy 7'. The hot water is automatically heated on the off-peak, cheaper supply.

Cylinder capacities are limited, which means you might need to use the on-peak immersion heater as well.

REPAIRS

What should I do when something needs repairing?

If the property is managed by Thomas Merrifield please contact us on:

Tel No:

Email:

If the property is Letting Only or Rent Collect and therefore managed by your landlord please contact them directly:

Name:

Address:

.....

.....

Tel No:

Email:

It is essential you contact the landlord / agent as early as possible in the working day to ensure the problem is dealt with as soon as possible. Please be aware our offices are open Monday-Friday 9am-5:30pm and Saturday 9am-12:30pm (The Didcot office is open 9am-5pm on Saturdays).

If you have an emergency and are calling out of office hours please see page 6.

WHAT IS AN EMERGENCY?

Only threats which may cause damage or danger to you or the property which require immediate action, for example:

Gas Leaks

If you smell gas or think there is a gas leak call the Gas Emergency Free Phone Number immediately: 0800 111 9999

Water & Sewerage Leaks

- Internal flooding from failed plumbing where the leak cannot be contained.
- A leak which is penetrating electrical fittings.
- The loss of all WCs at the property.

If there is a fire, burglary or flooding from an external source please contact the relevant Emergency Services: Police, Fire Brigade & Ambulance (for Emergencies ONLY) 999 or 112

Power Cut?

Electricity Emergency Number 105
Flood Line 0845 988 1188 – Please check with the neighbours or your supplier if it is not an area power cut non-specific to your property.

Central heating and hot water supply failures are generally not considered an emergency. You may be able to use the electric immersion water heater if you have one. Please check the failure is not caused by local electricity or gas problems, the oil tank being empty or by incorrect setting of the programmer/thermostat.

How long will it take for a problem to be fixed?

We aim to resolve all maintenance issues as quickly and efficiently as possible. Once you have reported the problem we may first send a contractor to investigate the issue further. Non emergency call outs can take up to 10 days. If any parts need to be ordered after the visit the time frame may increase which we have no control over. Please be aware we may also need to seek approval from your landlord to proceed with the work needed.

If an appliance is under guarantee or on a service contract the repair can only be dealt with by that provider.

We must therefore instruct the relevant company to carry out the repair and so we have no control over the time it will take for the repair to be completed.

For new houses and apartments we must refer to the builder/developer for any maintenance issues as the property will still be under guarantee. They can take several weeks to deal with non-emergency repairs. Unfortunately this is out of our control.

Please note that it is not practical for us to accompany contractor visits. If you are unhappy with them visiting alone you will need to be available during the working day to give access at a mutually agreeable time. Some of the major companies such as British Gas will not collect keys from our offices in which case you may be asked to liaise direct with them for you to give access.

Property visits

Every managed property is visited by a member of the Thomas Merrifield team on a periodic basis. It is just a quick visit to check the property inside and out and should take no longer than 15 minutes.

There is no need for you to be present at the visit but obviously if you would like to be there we are more than happy to meet you. If there are any particular points regarding maintenance you wish to bring to our attention please contact us prior to the visit or leave a note.

After the visit you may be contacted by one of our contractors who will come to the property and address any maintenance issues that were identified.

Preventing frost damage

Essential precautions need to be taken to protect properties from the results of freezing and avoid both tenants and landlords possibly incurring costly damage.

Over holiday periods, many tenants will wish to go away and will subsequently leave properties empty. We would therefore ask you to observe some simple precautions if you intend to be away from the property for longer than 24 hours during cold periods.

For most properties, it will be necessary to:-

- Maintain the central heating on a constant low or normal setting to maintain a temperature of approximately 10-14c and leave the trap door open to the loft.
- We would also recommend that you isolate any appliances such as washing machines/dishwashers etc.

Alternatively if you are going away for a long period it may be sensible to employ a plumber to fully drain down the system and turn off the water supply at the stop cock.

If you have an outside tap you should isolate it at the internal valve. Please ask if you are unsure of where this is.



MAINTENANCE

Keep your home FREE from condensation and mould

Is your home suffering from condensation? This can cause mould on walls and furniture and make window frames rot. Damp cold housing encourages the growth of mould.

There is always some moisture in the air; even if you cannot see it. If the air gets colder it cannot hold all the moisture and tiny drops of water appear. This is condensation. It appears in places where there is little movement of air. This is where mould will grow.

These steps will help you reduce the chance of condensation turning into mould:

Produce less moisture:

- Cover pans
- Dry clothes outdoors
- Vent your tumble dryer to the outside

Ventilate to remove moisture:

- Ensure your property is ventilated. Open windows as often as possible and make sure window vents are left open at all times. Most modern windows can be locked on a vent position.
- Increase ventilation of the kitchen and bathroom and shut the door when in use.
- Open doors of cupboards and wardrobes, and ventilate blocked chimneys

Heat your home a little more:

- If possible, keep low background heat on all day, with background ventilation

First steps against mould:

First treat the mould already in your home. If you deal with the basic problem, mould should not reappear.

Initially wipe any moisture that forms, especially on windows with a clean cloth or kitchen towel. This will help prevent condensation turning into mould.

To kill and remove mould, wipe down walls and window frames with a fungicidal wash or diluted bleach solution, which carries a Health and Safety Executive 'approval number'. Follow the manufacturer's instructions precisely.

On a final note...

Ventilation and extractor fans are not prohibitively expensive to use, and used correctly can in fact save dilapidation expenses at the end of your tenancy.

If you have a kitchen and/or bathroom extractor fan please ensure these are in full use.

If you believe there to be a need for an extractor fan or any similar piece of equipment in the property you are renting, please inform us.

RENEWAL OR CHECK OUT

Two to three months before the end of your tenancy you will receive a renewal letter, providing your landlord is happy to renew the tenancy.

If your Landlord offers a renewal you will then be asked whether you wish to extend your tenancy or not. We will need to know your decision within 14 days of receiving the letter:

Not renewing

Once you have informed us that you will be leaving the property at the end of your tenancy you will receive a check-out letter:

This letter explains the full check-out process and informs you of the final rent payment due before you leave. You will be expected to leave the property in the condition that it was found, as explained on your Inventory. You will be given the names and numbers of our contractors that we recommend you use for such things as cleaning and carpet cleaning.

Leaving early

Sometimes due to a house purchase, change of job or other unforeseen circumstances, you may wish to leave the property before the end of your tenancy. Your tenancy is a legally binding contract for a fixed term as stated in your tenancy agreement.

If you wish to leave early you will have to agree to terms and conditions and including covering the cost of the landlord's reasonable re-letting fees, before you make a final decision.

Your landlord is not legally obliged to accept any offer from you to terminate your agreement. Your application to leave must be put to us in writing. If this is accepted you will still remain liable for the full share of rent and all related utility bills until a new tenant signs a new tenancy agreement and physically moves into the property.

Deposit return

We will inform you within 10 working days of the end of the tenancy if we propose to make any deductions from the deposit.

If there is no dispute we will keep or repay the deposit, according to the agreed deductions and the conditions of the Tenancy Agreement.

Payment of the deposit or any balance of it will be made within 10 working days of the landlord and the tenant agreeing the allocation of the deposit.

WE'D LOVE TO HEAR FROM YOU...

Our friendly and expert teams are always on hand to offer advice and guidance on your future rental property. Our high levels of customer service, combined with our professional approach and local expertise have earned us an enviable reputation and an impressive track record in the letting of properties in the area. With eight branches and four dedicated lettings offices spanning the Oxfordshire region you can benefit from our extensive network, all pooling together to match you with the perfect property.

Why not get in touch today to find out how we could help you.



OFFICE NETWORK

THOMAS
MERRIFIELD

SALES LETTINGS

tmlettings.co.uk

Abingdon Office

51 Stert Street, Abingdon,
Oxfordshire, OX14 3JF

sales:

01235 538000

e: abingdon@thomasmerrifield.co.uk

lettings:

01235 554950

e: abingdon@tmlettings.co.uk

Kidlington Office

1b The Hampden Building, Kidlington,
Oxfordshire, OX5 2DH

sales:

01865 379880

e: kidlington@thomasmerrifield.co.uk

lettings:

01865 515900

e: info@tmlettings.co.uk

Witney Office

52 Market Square, Witney,
Oxfordshire, OX28 6AF

sales:

01993 772000

e: witney@thomasmerrifield.co.uk

lettings:

01865 515900

e: info@tmlettings.co.uk

Bicester Office

39 Market Square, Bicester,
Oxfordshire, OX26 6AG

sales:

01869 253253

e: bicester@thomasmerrifield.co.uk

lettings:

01865 515900

e: info@tmlettings.co.uk

Oxford Office

Holyfield House, 1 Walton Well Road,
Oxford, Oxfordshire, OX2 6ED

sales:

01865 515000

e: oxford@thomasmerrifield.co.uk

lettings:

01865 515900

e: info@tmlettings.co.uk

Wantage & Grove Office

15 Millbrook Square, Grove, Wantage,
Oxfordshire, OX12 7JZ

sales:

01235 764444

e: wantage@thomasmerrifield.co.uk

lettings:

01235 773999

e: wantage@tmlettings.co.uk

Didcot Office

103 Broadway, Didcot,
Oxfordshire, OX11 8AL

sales:

01235 813777

e: didcot@thomasmerrifield.co.uk

lettings:

01235 514267

e: southoxon@tmlettings.co.uk

Wallingford Office

72 High Street, Wallingford,
Oxfordshire, OX10 0BX

sales:

01491 833833

e: wallingford@thomasmerrifield.co.uk

lettings:

01235 514267

e: southoxon@tmlettings.co.uk

Land & Development

Holyfield House, 1 Walton Well Road,
Oxford, Oxfordshire, OX2 6ED

contact:

01865 515000

e: oxford@thomasmerrifield.co.uk

