

A-Z TENANT INFORMATION GUIDE

CONTACT US



MAIN OFFICE

341 Great Western Street, Rusholme, Manchester, M14 4AL.

0161 249 2888 / 07919 321460

We are open Monday to Friday 9.30am to 6pm.

www.beechproperties.co.uk | hello@beechproperties.co.uk

Our team members: <https://www.beechproperties.co.uk/meet-the-team/>

MAINTENANCE TEAM

Please report all repairs through our online maintenance repair system called FIXFLO. To access FIXFLO, click on the link on our website tenant info page:

<https://www.beechproperties.co.uk/info-for-tenants/>

For general maintenance enquiries, you can contact our maintenance team by email at:

maintenance@beechproperties.co.uk

For maintenance emergencies, please call 07810 865885.

For out-of-hours emergencies, always leave a voicemail or send a text to the mobile number and someone will call you back straight away. Examples of possible emergencies include a water leak, external door/window not secure and fire alarm activations. If you leave a message outside office hours for a non-emergency, someone will get back to you during office hours.

CHECKLIST – THINGS TO DO FOR MOVING-IN DAY



Please minimise delays with moving into your property by ensuring your tenancy application is fully complete in advance of your tenancy start date.

Your property manager will have been communicating with you about what we need so please ensure you read any correspondence emailed to you and keep in touch with any questions. You are not able to book your check-in appointment until your application is complete.

Application form and ID, Guarantor form and ID, signed Tenancy Agreement, payment of full holding deposit and first month's rent, for your remaining rent payments: completed our standing order mandate (and you've checked with your bank that it is set up) or proof that you have set up your own standing order with your bank (e.g. screenshot).

This applies to all tenants who will be residing at the property. For larger groups, we recommend that you **nominate one lead tenant** to take charge in coordinating your application and then to come to the office on check-in day to collect your keys and welcome pack.

FIRE ACTION NOTICE



IF FIRE BREAKS OUT IN YOUR HOME

- Leave the room where the fire is straight away, then close the door.
- Tell everyone in your home to leave. Close the front door behind you.
- Do not stay behind to put the fire out.
- Call the fire service. Then call the maintenance team.
- Wait outside, away from the building.

IF YOU SEE OR HEAR OF A FIRE IN ANOTHER PART OF THE BUILDING (FOR APARTMENTS AT 341 GREAT WESTERN STREET ONLY)

- The 341 Great Western Street building is designed to contain a fire in the apartment where it starts. This means it will usually be safe for you to stay in your own apartment if the fire is elsewhere.
- However, you must leave immediately if smoke or heat affects your home, or if you are told to by the fire service.
- If you are in any doubt, get out.

TO CALL THE FIRE SERVICE

- Dial 999 or 112.
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply, give the address where the fire is.
- Do not end the call until the fire service has repeated the address correctly.

TO CALL THE MAINTENANCE TEAM

Dial **07810 865885**.

FIRE SAFETY ADVICE



PROTECTING YOU AND YOUR HOUSEHOLD

The easiest way to protect your home is with a working smoke alarm. A smoke alarm can provide an early warning of a fire and allow you to make your escape – but only if it's working.

- Test your smoke alarm regularly. If it does not work, check the batteries (if battery operated). If in doubt, report it to the maintenance team.
- Never disconnect or take the batteries out of your smoke alarm.

If you see or hear any issues with your smoke alarm, please report them immediately to the maintenance team.

YOU CAN PREVENT FIRE FROM HAPPENING BY TAKING A FEW SIMPLE STEPS:

- Do not smoke anywhere in your property.
- Don't leave cooking unattended and avoid leaving children in the kitchen alone.
- Be especially vigilant when cooking with oil.
- Don't overload electrical sockets.
- Turn off appliances when not in use. Don't even leave them on standby.
- Keep matches and lighters out of the reach and sight of children.
- Make sure candles are secured in a proper holder and away from materials that could catch fire.

DO NOT LEAVE YOUR BELONGINGS OR RUBBISH IN THE CORRIDORS OR STAIRWAY

- This could affect you and your neighbour's property if there was a fire.
- If you are in a corridor, lift lobby or stairway and you notice a fire, leave the building immediately and, if safe to do so, alert other residents in the immediate vicinity on your way out (knock on their doors).

DO NOT PUT YOURSELF AT RISK. DO NOT RETURN TO YOUR PROPERTY UNTIL IT IS SAFE TO DO SO. REMEMBER:

- Test your smoke alarm once a week.
- Keep the exit route from your room clear so you can escape in an emergency.
- Close doors at night to prevent fire spreading.
- Plan your escape NOW. Be prepared and don't wait until it happens.

GO GREEN. SAVE THE PLANET. SAVE MONEY.



Beech Properties is proud to have launched some of the most sustainable and energy efficient homes in Manchester.

We ask our tenants to also be considerate of the environment by being careful with your energy usage. You have an energy allowance of 5 units per person per day so taking care not to use too much energy will also help you stay within this allowance.

ENERGY SAVING TIPS

Please read our Heating Guide and Green Tips Guide for advice on how to limit the amount of energy you use on a daily basis and to help stay within your energy allowance:

<https://www.beechproperties.co.uk/heating-guide> | <https://www.beechproperties.co.uk/green-guide>

ECONOMICAL ENERGY TARIFFS

We aim to use green, economical energy tariffs in our developments so please try to use as much of your energy, where possible, during these economical electricity hours:

Midnight–05:00, 13:00–16:00, 20:00-22:00 (Economy 10 Tariff) – most properties are on this tariff

Midnight to 07:00 (Economy 7 Tariff)

ENERGY PERFORMANCE CERTIFICATES

Tenants can find the Energy Performance Certificates (EPC) for their property on our website at:

<https://www.beechproperties.co.uk/epc-certificates/>

H EATING, VENTILATION AND HOT WATER



Our Heating Guide tells you about the heating and ventilation systems in our properties and gives advice to our tenants on how you can make the most of the technologies available. It's available on our website at the link below:

<https://www.beechproperties.co.uk/heating-guide>

Please also follow our Green Tips Guide:

<https://www.beechproperties.co.uk/green-guide>

M AINTENANCE, HOUSEKEEPING AND REPAIRS



FIXFLO is our online maintenance reporting system. Please report all repairs using FIXFLO. You can find the link on our website at:

<https://www.beechproperties.co.uk/info-for-tenants/>

For general maintenance enquiries, please email: maintenance@beechproperties.co.uk

ACCESS AND TIMESCALES

Please allow the maintenance team access to your home to carry out repairs. Once you have reported a problem, this is regarded as access to your property unless otherwise agreed. We do our best to carry out repairs as quickly and efficiently as possible. Sometimes the repair may require an extra part that we will need to wait for so please bear with us. If you are unsure on status, please ask a member of our maintenance team.

EMERGENCIES

In the event of an emergency please call 07810 865885.

If you are calling outside office hours, please leave a voicemail message and someone will get back to you. This out of hours service covers genuine emergency repairs only and misuse of this service will result in tenants being charged. Examples of possible emergencies include a burst pipe, water leak, external door/window not secure and fire alarm activations. If you leave a message outside of office hours and our team does not deem it to be an emergency, someone will return your call during office hours.

FIRE ALARMS AND EQUIPMENT

Please contact the maintenance team about any fire alarm problems or activations. Do not attempt to reset any alarms or replace fire equipment yourself.

HYGIENE AND CLEANLINESS

Please keep your property in a clean and hygienic condition. This includes: keeping your rubbish in bins with tight lids; sealing rubbish bags properly when taking them to the communal bin area; keeping floors clean by mopping up spills immediately; washing dishes promptly; keeping work surfaces clean and clutter free; storing food in sealed containers. Please also take extra care in keeping corridors rubbish free at all times.

LITTLE JOBS YOU CAN DO YOURSELF

Replace light bulbs (energy efficient of course!); defrost fridges/freezers, keep drains free of hair; remove rubbish from the property and yard; do not flush large items down the toilet; keep on top of the cleaning by setting up a rota for the household; keep furniture, fixtures and fittings in good condition and care.

PEST CONTROL

If you find you have unwelcome visitors of the four-legged kind, please contact our maintenance team for advice and information. Terraced houses can be more susceptible to pests due to the back alleyways and properties being in close proximity to neighbours. However, pests only breed in properties that are unclean so it's important that you maintain a high standard of cleanliness in your property to help avoid any issues with pests.

PROBLEMS WITH CONDENSATION

As the weather turns cold, condensation and mould can form more easily. If there are signs of condensation at your property, it's not usually a defect with the property itself but the result of the way the tenants are using the property. It's important that tenants take immediate action to prevent further damage and the cost of subsequent repairs which you will be charged for. Please follow the advice below and feel free to seek further advice from our maintenance team or office staff.

What is condensation: There is always moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of the moisture appears as tiny droplets of water, most

noticeable on windows on a cold morning. This is condensation. It can also be seen on mirrors when you have a shower and on cold surfaces such as tiles or cold walls and ceilings.

First steps against condensation: Open the blinds and wipe dry your windows and windowsills every morning, as well as surfaces in the kitchen or bathroom that have become wet. Wring out the cloth in a sink rather than drying it on a radiator or the water vapour is going straight back into the air.

First steps against mould growth: As well as contacting the maintenance team to report any mould growth in the property there are some basic things you can do yourself. To kill and remove mould, wipe down or spray walls and window frames with a diluted bleach or fungicidal spray. Ensure that you follow the instructions for its safe use. Wash affected clothes.

- **Dry clothes** outdoors or in a cool area of the property. If you would like a washing line in your back yard, please ask a member of our team.
- Keep rooms **clutter free**. Don't keep bundles of clothes piled up in one place as this will prevent circulation
- Keep kitchen and bathroom **doors closed** when cooking and washing
- At first sign of condensation **wipe down** the affected area immediately with a bleached cloth
- Open doors to ventilate **cupboards and wardrobes** and don't overfill them
- Open the window in the affected room a little, especially if it is misted up (except under-floor heating properties)
- Use **extractor fans** if you have them. Make sure wall and window vents are always open
- Keep your home **well ventilated** to allow moist air to escape and fresh air to be sucked in

Please note that if this advice is not followed and maintenance work, due to condensation, occurs at the property then you will need to be charged for this. This advice is particularly important if you reside in a **basement bedroom**.

TOILETS IN BASEMENT BEDROOMS: SANIFLOS

Basement bedrooms use a different type of toilet system than in main bathrooms. This is called a saniflo system. It is not the same as a normal toilet and requires caution when disposing of items.

Toilet tissue only should be flushed down the toilet. You must not dispose of anything else including sanitary towels, tampons, cotton wool buds, condoms and face wipes. These items will block the units. If the maintenance team need to be called out for blockages caused by such items then you will be charged. For cleaning, you can use most domestic disinfectants but please avoid foaming varieties. Please also ensure that your visitors are informed of how to use these toilets.

N EIGHBOURHOOD: BE A GOOD NEIGHBOUR



Manchester welcomes good residents and it's important that you get on with your neighbours. Whoever they are, please be mindful of their lifestyle. By getting on with neighbours you can look out for each other, especially keeping an eye on your property during holidays.

Please avoid activities that cause a nuisance or disturbance to your neighbours. For example, playing loud music, vandalism, dumping rubbish or drunken behaviour. Please avoid excessive noise after 10pm.

Ovens, Hobbs, Microwaves



The appliances at your property should be easy to use and self-explanatory. If you would like to read the instruction manual and there isn't one in your property, you should be able to find these online. Just find the appliance brand and type which will be written on the appliance itself and then do an internet search. If you are unable to find this information, please ask a member of our team for help.

Induction Hobbs: Please note that we use induction hobs in our kitchens. Although they are more expensive to buy than conventional hobs, we invest in them for our properties as they are more energy efficient, safer and easier to keep clean.

Induction technology uses magnetic currents to directly heat your pots and pans, instead of the cooking top. This makes them more efficient to run and they take far less time to boil than other hobs. They are also a much safer appliance to use as the surface of the hob itself stays cool so you don't have to worry about burning your hand.

Please make sure you buy 'induction suitable' pans for your hob so check the label before making a new purchase. We keep a supply of pans in stock so you're welcome to have one of ours. Just ask a member of our team.

PETS



Sorry, we do not allow pets in any of our properties. If we find pets residing at your home, we will ask you to remove them. You may also incur a charge as it will be regarded as a breach of tenancy.

POST



If post is delivered to your property that is not addressed to you, please bring it to the office. It's likely to be for previous tenants so we will forward it on to them. If you receive post addressed to Beech Properties, please also kindly drop it to the office.

PRIVACY POLICY



We are committed to protecting the privacy and security of our tenants' personal information. Our Privacy Policy describes how we collect and use personal information about you. It's available on our website at <https://mapartments.co.uk/privacy-policy/>



All tenants are advised
to read the government guide 'How to rent: the checklist for renting in
England'.

The latest version is available here: <https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england>

RUBBISH AND RECYCLING



Please be a good resident by disposing of your rubbish and recycling in the correct refuse bins and never leave any rubbish on the floor in your back yard or at front of the property.

<u>BLUE BIN</u>	<u>BROWN BIN</u>	<u>BLACK BIN</u>	<u>GREEN BIN</u>
Mixed paper; Cardboard; Carton	Glass bottles and jars; Food and drink cans; Plastic bottles	Non-recyclable rubbish (general waste)	Food and garden waste

Rusholme operates two types of rubbish collection systems depending on the location of your property. These are either individual bins or communal bins located in the rear alleyways.

INDIVIDUAL BINS

Bin day is Friday so please leave your bins out for collection the night before. Always bring them back in afterwards to ensure they don't go missing!

Your property should have a black, blue and brown bin already provided and we carry out an audit each summer to check the bins are still in situ. The bins should all be labeled with your property number. If any rubbish bins are not there when you first move in, please keep an eye out on the next bin collection as they may have been taken in by a neighbouring property. You may also take an unmarked bin once it has been emptied and, if you contact our maintenance team, they will be happy to number it for you.

To order replacement bins, view your bin calendar and for more information on Manchester's refuse collection services, please visit www.manchester.gov.uk/recycling. Note that there is a charge for ordering a new black bin.

COMMUNAL BINS

In some parts of Rusholme, there is a **shared communal bin scheme** in operation so you will need to take your rubbish to your closest communal bin. These are usually located at one end of the rear alleyways.

RENTS AND CHARGES



Your tenancy agreement provides full details of your obligations regarding rents and charges so please read this carefully.

If you are having financial difficulties, please ensure you speak to a member of our property management team as soon as possible so we can work together to reach a manageable solution.

SECURITY



Security of your home is our utmost concern and we install many security measures in our properties, including security grills, gate locks, bicycle locks and dummy CCTV cameras to help keep our tenants safe.

It's important that our tenants also play their part in helping to keep our buildings secure and we ask that you remain vigilant at all times to help minimise any security breaches.

- **Lock doors** at all times and keep **windows closed** when you are out
- Make sure your house and car keys are kept **out of sight**
- Never leave **valuable items** such as laptops and mobile phones on view
- Ensure **yard gates** are closed and wheelie bins are secured
- Ask any **tradesmen** carrying out maintenance works at your property to show you their Beech Properties ID
- Report any serious incidents directly to the **Police** on 0161 872 5050
- Report information anonymously to **Crimestoppers** on 0800 555 111
- If you are going home during **holidays**, please take extra care to make sure your property is left secure. We advise you to take all valuables and electrical equipment with you

SMOKING



All our properties are strictly NO SMOKING. Please do not smoke anywhere on the premises. If we find that you have been smoking then you will be charged as this is a breach of your tenancy agreement.

UTILITY BILLS



BILLS INCLUSIVE PROPERTIES – ELECTRICITY AND WATER

If you are renting a bills-inclusive property, your utility bills are paid for by us, the Landlord. A fair usage limit applies for your electricity usage. **This is 5 units per person per day.** You will be charged if you exceed this limit so please follow any advice we give you in order to avoid exceeding your energy allowance.

Advice can be found in **our green energy guide**, the signed-for green guide we give you on check-in and any advice given by our maintenance team.

<https://www.beechproperties.co.uk/green-guide>

Correspondence: If you receive any correspondence from utility suppliers, please bring it to the office to avoid any issues with your connections.

Gas: Most of our properties do not have a gas supply. However, if yours does and your tenancy is bills-included then we will pay for any usage charges within your limit.

BILLS EXCLUDED PROPERTIES – ELECTRICITY AND WATER

If you are renting a bills-excluded property, you are responsible for paying all bills. We provide electricity and water companies with your details when you move in, as well as the council tax department. However, you should also contact the providers directly to ensure everything is set up properly.

Most of our properties are with the energy suppliers E.ON or EDF and you are not allowed to change the supplier. If you want to check which energy supplier your property is with then please contact us.

Most of our properties do not have a gas supply. However, if yours does and your tenancy is bills-included then we will pay for any usage charges within your limit.

COUNCIL TAX

We provide the council with a list of our tenants each year and this will generate a council tax bill to be sent to your property. If you are a student, you can register for a council tax exemption and if you are living alone you can apply for a single person discount. More information on council tax can be found on the council's website:

https://www.manchester.gov.uk/info/200028/council_tax

TALKTALK BROADBAND

Most properties include a free wireless superfast broadband service. It's not compulsory for tenants to use this service and you are not charged for it. You are welcome to choose an alternative provider if you are not happy with the TalkTalk service although this would be at your own expense.

TalkTalk Technical Support 0800 083 3003: TalkTalk provides technical support for your broadband so please contact them directly with any support queries that you have.

You will need to provide your property address as well as your telephone number and tenant password, which are both printed on your telephone/router/inventory. Depending on who you speak to, you may also be asked for the company name (Beech Properties) and the business address.

Some Talk Talk agents do not read the notes on their system correctly and say that they can only speak to the bill payer. If this happens to you, please tell the agent that you are a tenant and ask them to read the account notes which state that tenants are authorised to receive technical support. Make sure you quote the tenant password too.

WiFi Login: Your WiFi login details are on your wireless router, which is usually located in the communal area.

Usage: TalkTalk provides a fair usage download allowance of 100 GB per month per building. If you overuse your service or exceed this limit your internet connection will be 'throttled' and your connection will automatically slow down. This slower speed will remain in place until the next period so we advise you to use the service sensibly. The service is designed primarily for study use and is not suitable for online gaming or downloading large amounts of data.

Landline telephone: Properties that have TalkTalk superfast broadband also have a landline telephone number. This is for incoming calls, and for free phone and emergency outgoing numbers only. Telephones are provided free of charge so if there isn't one in your property when you move in please contact the office for one.

TV LICENCE

You don't need a TV Licence to own or possess a television set. However, if you use it to watch or record programmes as they are being shown on TV or live on an online TV service, or to download or watch BBC programmes on demand, including catch up TV, on BBC iPlayer, then you need a TV Licence.

VACATING THE PROPERTY / RENEWING YOUR TENANCY



MOVING OUT – THINGS YOU NEED TO DO

If you are not renewing your tenancy agreement, you will need to vacate the property on or before the last day of your tenancy. **You will need to vacate by midday on your day of departure** or you will be charged extra.

Before checkout:

Ensure all items are where they are when you moved in and in the condition described on the inventory.

Clean the property: Mop floors; Clean windows; Clean sinks and all countertops; Wipe cupboards in and out; Thoroughly clean the oven, hob and microwave; Remove dust, grease and dirt from the extractor fan and overhead light; Wipe fridge and freezer, inside and out; Remove marks off walls; Wipe down doors, frames and knobs, etc.

Remove all personal belongings from the property and put all rubbish into the outside rubbish bins. This includes food from the fridge and cupboards, and all bed linen. We recommend that you stagger your rubbish disposal over a period of a few weeks to avoid rubbish bags not fitting into the bins as you may be charged for additional bags.

Furniture and fittings: Make sure doors and locks are working properly; If you have carried out decoration, please restore the rooms to their original colour and condition; Ensure light bulbs are in working order; Do not leave any of your own furniture in the property (e.g. desks and chairs) without written permission from the Maintenance Manager.

Return keys: Please return all keys to the office (all tenants' copies). This includes keys to the property, mailbox and bedroom. These need to be returned by 12 noon on the last day of your Tenancy at the latest. If the office is not open, please put your keys in an envelope with your name on and post through the office door mailbox.

Deposit: The deposit is refundable at the end of the Tenancy once all keys have been returned, the property is vacated and a property inspection has been carried out.

Please complete a **deposit release form** when you vacate your property and return your keys. This ensures that we have your correct contact details. The deposit is refunded by bank transfer. We ask that you are patient while we process your deposit as we will have a large number to administer.

Utilities: If you have a bills-excluded property, please inform utility providers that you are leaving and ensure that we receive confirmation that your utility bills are paid up to your tenancy end date and on actual meter reads (not estimates).

Mail: Please ensure that you inform all necessary contacts such as your bank, employer and university of your change of address. You may also wish to put in place a redirection with Royal Mail to ensure that any post delivered to the property is forwarded on to you.

RENEWING YOUR TENANCY

If you wish to renew your tenancy agreement for another year, please contact the office as early as possible during your current tenancy period.

For properties that are popular with students and graduates, you will receive an email around November asking if you would like to renew your tenancy as this is when the peak viewing season starts for these groups.

We are likely to give you first refusal if you have been a good tenant and we may even price freeze your rent if you let us know as early as possible.

REPLACEMENT TENANT

You are not normally allowed to leave your tenancy agreement before its end date. However, in special circumstances, we may allow this if you find a suitable tenant to replace you. You will need to pay our re-let costs and rent up until the new tenant moves in. Please contact your property manager for further information and advice.



Legionnaires' Disease is a pneumonia-like illness caused by legionella bacteria. Legionella bacteria are found in the natural environment and may contaminate and grow in water systems, including domestic hot and cold water systems. Please follow the below guidelines to minimise the risk of Legionnaires' Disease within your home:

Tell us if the hot water is not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.

Tell us if the cold water is still running warm after you have initially run off any water, which may have accumulated in the pipes. It should not be above 20°C.

Tell us if there are problems, debris or discolouration in the water.

Clean the shower head periodically, descale and disinfect it. At least every six months.

Where a property is left vacant (holidays), please make sure that you run the hot and cold water taps for two minutes on your return.

Although it is our responsibility, as a Landlord, to take precautions to prevent Legionella being present in the hot or cold water system, residents also have an important part to play in taking these simple and practical precautions.

Thank you for renting with Beech Properties

If this guide doesn't answer all your questions, please just give us a call, message us on WhatsApp or drop us an email and we'll be happy to help!

0161 249 2888 / 07919 321460

www.beechproperties.co.uk | hello@beechproperties.co.uk

341 Great Western Street, Rusholme, Manchester, M14 4AL. We are open Monday to Friday 9.30am to 6pm.