

## Notes to tenants...

If our levels of service fall below your expectations:

In the first instance please contact our office.

If you think we have not resolved the issue then you can seek help from:

Local Authority Housing Advice Service

Citizens Advice

If you are thinking of leaving this property please call the office to discuss your requirements we maybe able to re-house you elsewhere.



## **New tenant information booklet**



Wepre House  
Lon Parcwr Business Park  
Ruthin  
Denbighshire  
LL15 1NJ

0800 633 5773  
lettings@robertsestates.co.uk

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Date: April 2018



We are happy to welcome you to one of our properties and to becoming a tenant of Roberts Estates. We would just like to make a brief note of what we expect of our tenants and in return what you can expect from us.

#### What you can expect from us...

- Our office hours are between 9am and 5pm Monday to Friday. At all other times you can leave a message on our answer phone facility.
- We will regularly clean all communal areas, including hallways and stairs.
- The communal gardens will be cared for by us. We will call at the development and tidy up the garden, cut the grass and complete any general maintenance issues to the exterior of the development.
- If you have any maintenance issues within your properties, we have a general procedure that we keep to. This is - you will call head office to report the problem, a worksheet for the relevant person will be initiated (we have an excellent team of maintenance operatives), they will then contact you to arrange an appointment. However, please be aware that as within this booklet, any general problems e.g. change of light bulb, change of tap washers is the responsibility of the tenant.

#### What we expect from our tenants...

- When moving in we understand that you will buy new items for your home. Please be sure that no cardboard is left in the bin stores of the development. It will not be collected.
- We have a strict NO PETS policy within Roberts Estates.
- Once you have moved into the property it is your responsibility to contact any utility company. There are a few numbers for you in within this booklet. Please ensure that all meters are kept on a quarterly rate.
- If you are a cyclist then we have bike racks installed at some developments. Please make full use of this as there are no bikes to be kept within the communal corridors.
- Please resist drying any items over the balconies.
- If you have any problems with neighbours, please try and speak to them initially. If the problem persists feel free to contact us at head office.

We hope that you are happy within our development and both sets of expectations can be made with flying colours.

## Notes to tenants...

Make sure you have a full load before using the washing machine and turn down the heat to 30/40 degrees

**Potential Saving = £40**

Turn your room stat down by 1 degree and save up to 10% of your annual heating bill

**Potential Saving = £80**

Do not overfill the kettle or you will heat the same water again and again

**Potential Saving = £7**

Switch off lights as you leave the room (even for a few mins)

**Potential Saving = £13**

Use washing up bowl instead of washing dishes with running water

**Potential Saving = £30**

Take showers instead of baths and save on water heating

**Potential Saving = £20**

Draw the curtains at dusk to keep the heat in and draughts out

**Potential Saving = £40**

Switch off appliances rather than leaving on standby

**Potential Savings = £30**

**Total Potential Savings = £260**

# Notes to tenants...



0800 633 5773

## Energy Saving Tips

### Affordable Heating

Modern, condensing combination boilers are incredibly energy efficient, meaning it can be cheaper to put the central heating on for the whole house, rather than putting a gas fire on, or using an electric heater. You should never use a portable bottled gas heater, as these create a litre of water vapour for every kilo of gas they burn. That water vapour can lead to condensation, damp and mould, and also breathing problems.

### Condensation, mould and damp

Condensation is caused by excess moisture in the air. Always keep lids on pans, and keep the internal doors of your kitchen and bathroom closed. This will prevent steam from cooking and baths/showers from settling in other areas of the house. Don't dry clothes on radiators, as this is another cause of damp air. Never block up ventilation. Ventilation is required to let damp air out of the house, and bring dry air in.

### High bills?

Avoid your energy supplier's "standard" tariff if you can. These tend to be the most expensive. If you pay by direct debit your supplier should have cheaper, fixed tariffs available. But other suppliers may have cheaper tariffs still. If you pay through a prepay meter your supplier probably doesn't have a choice of tariffs, but other suppliers might have a cheaper tariff available.

### Energy Efficient Appliances

Replacing your TV? Vacuum cleaner? Light bulbs? These appliances, and many more, now come with energy labels so you can ensure you're not buying one that will guzzle your electricity. Look at what appliances are available within your price range, and try to go for the most efficient in order to save money in the long run.

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0800 633 5773

## Our team at Roberts Estates

Introducing our team at Roberts Estates

### Helen Evans

#### Property Manager

Helen@robertsestates.co.uk

### Office team

Matthew Kearns

matthew@robertsestates.co.uk

### Out and About

Jackie Coulson, Letting Agent for Wirral and Ellesmere Port

jackie:@robertsestates.co.uk

### Maintenance

Graham Jones

Ian Roberts

Phill Redhead

If you have any queries regarding your property, your tenancy please do not hesitate to contact a member of our office team on 0800 633 5773.

## How to pay your rent

All tenants need to ensure that their rent is paid in full and on time. There are several methods of payment that can be used. These are -

- Direct debit
- Payments over the telephone using a credit/debit card
- Standing order
- Paying in cash over the counter in any Barclays bank.
- Cheque

The bank details that you would require to set up a standing order and/or pay in cash at any Barclays bank are as follows: (Please put your name as the reference)

- Sort Code 20 25 84

- Estates Account Number 33262391 - Wepre Account Number 70231150

Please be aware that administration charges will be made for either of the following

- A returned cheque or unpaid direct debit
- Any late payments

### Insurance

Your landlord strongly recommends that the tenant/s take out Home Contents Insurance to cover any and all accidents within the property. Your landlord does have Building Insurance.

Tenant/s using the communal drying areas or car park do so at their own risk. Your landlord cannot be held responsible for loss or damage of tenant/s property how so ever caused.

Your landlord is unable to change the calibrated rate on any meter and therefore accepts no liability for the meters being set incorrectly.



## Property codes and meter information

### Codes -

Communal door code 

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Property alarm code 

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Gate code 

--	--	--	--

### Location of ...

Stop tap .....

Water meter .....

Electric meter .....

Gas meter .....

### Electricity and Gas suppliers and meter types

Electricity  
Supplier ..... Type of Meter .....

Gas  
Supplier ..... Type of Meter .....



0800 633 5773

### Services/Utilities -

Manweb 0800 027 0072  
British Gas Gas: 0800 048 0202  
Pay as you go 0800 048 0303  
Welsh Water: 0800 052 0145  
United Utilities: 0845 746 2200  
N Pas: 0845 270 9101  
Tenant Shop 0203 540 0580

### Police -

Wirral: 101  
Flintshire: 0300 330 0101  
Denbighshire: 0300 330 0101  
Ellesmere Port:: 0151 355 4066

### Housing Benefit -

Wirral: 0151 606 2002  
Flintshire: 01352 704 848  
Denbighshire: 01824 704 848  
Ellesmere Port: 0300 123 7021  
Wrexham: 01978 292 000

### Council Tax -

Wirral: 0151 606 2002  
Flintshire: 01352 708 848  
Denbighshire: 01824 706 000  
Ellesmere Port: 0300 123 7022



## General Maintenance -

If a tenant requires a maintenance call out they can either call us at head office or report the issue online at [www.robertsstates.co.uk](http://www.robertsstates.co.uk).

All work sheets are then organised by the maintenance team and/or contractor who will contact you directly to arrange an appointment.

### Maintenance Callout Charges -

**PLEASE BE AWARE THAT THE GENERAL UPKEEP OF THE PROPERTY IS THE RESPONSIBILITY OF THE TENANT**

**i.e., callouts to dripping taps, changing of light bulbs & repair of fuses will be charged to the tenant at the rate charged by the contractor plus an admin fee.**

£55.00 to unlock doors for tenants who have left keys in the property or lost keys.

**(The money will be invoiced for immediate cash payments)**

### Question and Answer, a few common problem -

#### **Q My lights go out**

A Check fuse board, re set MCB/fuse, then replace broken light bulb

#### **Q One socket does not work**

A Check appliance using another socket

#### **Q I have a leak**

A Turn off water supply at main stopcock, telephone head office

#### **Q I smell gas**

A Telephone gas board (number in telephone book) then telephone head office

#### **Q I have no hot water**

A If electric, check fuse, re set if necessary

If gas boiler, contact head office. DO NOT attempt to fix the boiler whatsoever

#### **Q My overflow is leaking**

A Check ball cocks in toilet/w.c.

**If any of the above problems persist please contact head office**



## Condensation

As soon as warm air hits a cooler surface then it will condense and this usually becomes obvious on windows and wall tiles. Any moisture on the windows should be wiped up on a daily basis as the mould is a living organism and will keep growing if it is not killed off. This can be done by using a preparatory mould growth remover or a weak solution of bleach. Also a daily change of temperature is recommended in all rooms (i.e. opening your windows)

### **Effects of Condensation**

Black mould growth is the most common effect of condensation, but mould can appear in many other colours on carpets, clothing and wood.



This picture shows the effects of condensation in the corner of a room. Note the way that the black mould climbs and concentrates on the coldest part of the wall – an outside corner

### **Practical tips to deal with condensation**

- Keep furniture a little further away from the walls so air has free flow around the room.
- Do not fill cupboards to bursting point, again, allow the air to flow.
- Ensure that if you are using a tumble dryer that there is adequate ventilation.
- Do not dry clothes near to heaters.
- Ensure that extractor fans in the kitchen and bathroom are working.



## Heating your property. (Mersey Walk)

### A brief description of the system

- (a) Electric boiler - under the stairs
- (b) Isolator switch - big orange switch with red light, power to the boiler
- (c) Fuse spur - white switch at side of isolator, power to control panel
- (d) Control panel - controls both the heating and hot water, either separately or together. This can be left on all of the time and only brings heating or hot water in timed or on position.
- (e) Hot water storage tank - on 1st floor landing in Mersey Walk or in cupboard at 60 Old Chester
- (f) Immersion switch—white switch at side of tank cupboard (should only be used as back up, as more expensive to run and should NOT be left on)



### Setting the time and date on control panel

Press 'set' button twice to bring up clock and yes to confirm. Change to correct hour by using + or—, then 'set' to confirm. The minutes will then flash, adjust same as hours and 'set' to confirm. 'Date' setting comes up, press 'yes' and alter to first correct year, then month and then date of month, pressing 'set' each time to confirm.



### Programmed/Timed

Programmed times will only work when control panel is in the timed position. There are 3 time slots (i.e. morning, afternoon & evening). To program press 'set' button once and 'yes' to confirm. A time will appear (e.g. 7.00am on) alter this to the time you want to start, using + or—. Press 'set' for end time to appear (e.g. 7.45am off) and change to suit. Press 'set' to confirm. Second slot will then appear, repeat to desired start and end times as previous, then third time slot.

*Remember it only works when in timed position.*

### On

The on setting on the control panel is just that, a constant on and the system will stay on until it is turned off or to timed.



## Communal bin stores

If there is a communal bin store at your development it is the joint responsibility of all tenants to ensure that it is kept in a clear state and to ensure that all refuse sacks are placed within bins and not on the floors.

If you take your refuse sacks to the bin stores and find that the nearest bulk bin is full, check all others. We tend to find that the bulk bins at the back are rarely used!

If you have any large furniture/household items these should not be kept in the bin stores as the bin men will not collect them. Contact your local council for collection.

## Fire Evacuation Procedure.

If you hear the fire alarm at your property/development please follow the evacuation procedure below -

1. Evacuate the property through your nearest fire exit. Lifts will not be in service when a fire alarm sounds.
2. Call 999
3. Await the all clear from the fire service before re-entering the building





## Top Ten Electrical Safety Tips.....

We may think we know all there is to know about the dangers of electrical mishaps, but there are still electrical safety rules to be strictly observed.

Here are some tips to help you maintain proper caution , to help keep you and your family safe around the house, and to avoid electrical fires and accidents:

- Make it a habit to turn off electric games and appliances when they are not in use. Before going to bed, make it a routine to check that all electrical devices not in use are properly shut off.
- Never ever overload sockets. It's a safe bet to always use just one plug in every socket. Even if you are using an adaptor make sure it's the bar type that also has a fuse. The total output of all plugs in the adaptor should be no more than the specified rating.
- It's a good idea to periodically keep an eye on the condition of the plugs and sockets. You should pay attention to any burnt or frayed wires on appliances. Its best to get the services of a professional electrician to fix such problems.
- Never allow wires or leads to run under carpets where they remain invisible. Besides being a tripping hazard its hard to see the state of the cables or wires.
- Never ever allow electric wires or cables to trail over kitchen appliances like toasters or stove tops. These are very dangerous and are hazards of the worst kind. Also, never finger the toaster with anything , especially with any metal.
- Do not stick in nails or try to make holes in the walls of your home . It's a potential danger since you may not know what's behind your point of entry. .
- Avoid mixing liquids and electricity. They should be kept as far apart as possible. Touch your appliances with dry hands only. Avoid placing water or other liquids on top of electrical appliances. Many of us use the TV top or microwave as a counter but that's actually very dangerous if liquids spill into open slots and cause a short circuit. And while using a steam kettle, do not fill up while its still plugged on.
- Its best to avoid taking major electrical appliances into a bathroom. Always check for the wire coding on appliances like hair dryers, hair straighteners or radios that are often used in bathrooms.



## IMAGES

IMAGE 1



IMAGE 2



IMAGE 3





## Using Hot Water Tank With Economy 7

To use your electric hot water cylinder first look to see what switches (image 1 or 2) or programmer (image 3) you have next to the cylinder.

If there are just switches, then these operate the economy 7 (cheap rate between midnight and 7am) and the boost (24 hour standard rate electric) electric to the cylinder.

By turning both switches off during the day and then turning one only back on and leaving for a couple of hours you will be able to deduce which is the economy 7 and 24 hour switch. If the water heats up after a couple of hours that's the boost switch.

The most economical way to heat the water is to leave the economy 7 switch on (turn both switches off if you are away from the property for an extended time, holidays etc.).



## Heating your property

### Economy 7 Heating

Economy 7 Electric Heaters work using the cheap rate electric supplied by your electricity supplier (contact supplier for rates or look on bill).

The house meter is set to switch the Economy 7 Electric on at midnight and off at 7am each morning. This can be checked by the on screen system on the meter or contacting your supplier.

Although Economy 7 heaters are slightly different between makes they all work in much the same way.

1. Set input to max (usually 6)
2. Set output to whatever is comfortable for instance: when not at home you may wish the heater output to be set low (or No 2), when at home it could be set higher (No. 6) for instance.
3. Each heater is set individually.
4. Each heater can be switched off separately, for instance you may not wish to have the heater on in the bedroom.
5. BE AWARE. The heat is felt the next day (no electric to the heater until midnight).

Despite rumours Economy 7 Heaters are energy saving and will not cost any more than gas fired central heating.



## Heating your property

### Gas central heating...

#### For all WORCESTER boilers -

##### How to top up pressure in your boiler.

For boilers in the following locations; Roklis Mews, Litherland Avenue, Molyneux Drive and Ravenswood Avenue.

Follow the instructions below or alternatively visit YouTube and type in 'How to top up pressure in Worcester Bosch Boiler'

##### Charging the system

The central heating system can be filled or recharged via the DHW inlet using the charging link. Turn the white plastic control screw anticlockwise, to allow water to flow into the CH system and bring the pressure up to 1.5 bar on the pressure gauge.

Monitor the pressure gauge and when approximately 1.5 bar is reached, fully turn the control screw, clockwise to close.



### Gas central heating continued...

#### For all BAXI boilers -

##### How to top up pressure in your boiler

For all boilers in the following locations: School Street, Cae Richard.

Follow the instructions below or alternatively visit YouTube and type in 'How to top up pressure in a Baxi boiler'.

There are two dials one of which is the pressure dial and the other which is the temperature. Below the boiler is a filling loop which comprises of a flexible pipe, a handle and a double check valve. The double check valve prevents water from the central heating being sucked back into the cold water supply for the house.

The pressure dial should have a red line on it to signify the minimum pressure required for the boiler to work. This dial will increase in pressure when the combi is heating water so ensure that the central heating part is off and that no hot water is being drawn. If there is no red line then check the manual for the combi as putting too much pressure in the boiler will cause the blow off valve to blow, which will be vented outside of the property.

Most boilers require just over 1 Bar of pressure when switched off.

If the pressure is below the minimum required for your boiler then slowly open the valve on the filling loop, this normally has a handle attached but a suitable tool may be needed. You should hear the water moving in the combi. Keep an eye on the pressure dial and when it reaches the correct pressure turn the valve off.

You can now use your boiler as normal.

