



TENANT HANDBOOK

A useful tenancy advice guide for maintenance and emergencies

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WELCOME

This booklet has been put together to assist you as much as possible while you are living in your new home. The information and advice has been compiled by New Move who are frequently asked about many of the issues that we have listed.

We hope you find this information useful and have a comfortable stay in your new home.

PROPERTY INFORMATION

Council Tax

We will notify the local authority that you have moved in, they will send council tax notification to you shortly.

Rent Payments

Please set up a monthly standing order from your bank account to pay the rent on the day due. It is important that we receive the payment by the morning of the rent day.

Standing orders are payments sent automatically by your bank and this will ensure that the funds are received in good time. Late payments may affect your payment history and may be noted on any landlord references required for future properties.

Keys & Parking Permits

Please keep all keys and parking permits safe, if keys are lost we will have to arrange for the locks to be changed. If parking permits are lost or stolen we will arrange for replacements. You will be responsible for the cost of replacement locks or permits.

Refuse & waste recycling

Houses – Generally in Crawley refuse is collected weekly (bins are not provided and waste bags should be placed outside of the property on collection day) – Please contact the local council for more information. Recycling is collected every 2 weeks and relevant items should be placed in the recycle bin provided by the local authority. Properties in Mid-Sussex area (Copthorne, East Grinstead) waste and recycling is collected every 2 weeks.

Flats/Apartments – Communal facilities will be provided for general waste and recycling.

Smoke Detectors

Check/test the smoke detectors when you first move into the property and at regular intervals to ensure they are working correctly. It is your responsibility to change the batteries as necessary. It is vital that all smoke detectors work correctly in your home. Smoke detectors save lives.

Carbon Monoxide Detectors

Your property may be fitted with a carbon monoxide detector. Check/test the detectors when you first move into the property and at regular intervals to ensure they are

working correctly. It is your responsibility to change the batteries as necessary. It is vital that all detectors work correctly in your home. Carbon monoxide detectors save lives.

Storage

Residents are advised not to use the roof space for storage because of the possibility of damage to belongings from condensation and the risk of personal injury and damage if the loft is not boarded. Due to the way the houses are insulated, the roof space is very cold in winter. Although it is ventilated, the ventilation may not be sufficient to deal with the amount of warm moist air, which gets in when the hatch is opened, and condensation may result. The roof space is also not designed to carry loads and storage should be restricted to light loads only (such as empty suitcases).

Television, Phone and Broadband Service Providers

Please choose your own service provider. Please remember that if any changes to the property are required (installation of an aerial or satellite dish for example) authority must be obtained from the landlord (please contact us).

Flats/Apartments – Please note that if communal aerials or satellite dishes are not provided in your block you will NOT be allowed to have one installed.

Home Insurance

We highly recommend that you obtain contents insurance for the protection of your belongings.

Property Inspections

We will contact you every 3 months to arrange a property inspection. We carry out inspections to ensure that the property is being well maintained, this helps to ensure that we can release your security deposit without delay at the end of the tenancy.

Gas Safety Inspections

If the property has any gas appliances (boilers, gas hobs etc.) we will arrange to carry out an annual inspection of these appliances. This is a legal requirement, we will supply you with a copy of the annual report.

HELPFUL TIPS

As a tenant, you are now responsible for your home and it is important that you keep it in good condition. To prevent future problems, we have put together a list of useful tips to help you maintain the property.

- Kitchen sinks can be unblocked by using a kitchen sink unblocker which is available in most household stores and supermarkets. Blockages can also be prevented by regularly flushing through a drain cleaning product.



- It is the tenant's responsibility to make sure all gutters are kept clear so that water drains away easily. If blocked gutters cause damage to the property the tenant will be liable for the costs incurred. Most gutters can be seen from windows and we can provide contractors' details for you to instruct someone to do this for you.



- Limescale can be removed from shower heads, taps, baths and sinks with a de-scaler which can be bought from most household stores and supermarkets.



- It is the tenant's responsibility to replace all light bulbs. We can provide contractor details should you require them.

- Wipe down on a regular basis all windows affected by condensation, and if any mould has formed, clean it off using diluted bleach, or an appropriate product from a supermarket or DIY shop. (See 'Condensation'). Page 10



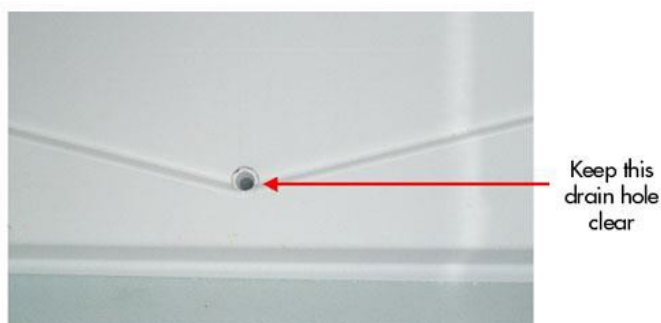
- Defrost the freezer regularly to prevent excessive ice build-up which will prevent your freezer from working properly.



- The tenant should locate the main water stopcock at the beginning of the tenancy. It is usually under the kitchen sink or where the main water pipe enters the property.
- Carry out regular 'maintenance washes' on the washing machine. (See 'maintenance washes') Page 6.
- Be sure you know how to turn off electricity and gas supply in an emergency. See 'turning off electricity' or ask a contractor when they next visit you. Page 15.
- If your fridge is not draining and is causing your food to get wet this may be caused by your drainage valve being blocked. Try to clear the drainage hole which is located at the back of the fridge with a straw or a cotton bud.



- If your dishwasher is not washing your crockery correctly it may be because you need to replace your rinse aid or dishwasher salt. These can be bought from a supermarket. Check your appliance manual for further information. Also ensure that the jets are not obstructed by over stacking the appliance



- If your electric oven has stopped working check to see if you have accidentally re-set the time. If you have, re-set the clock and the cooker should be working again. If there is no power at all check your fuse box or the isolation switch which can sometimes be found on the splash back.

CONDENSATION

If you follow this advice, the risk of mould and damp should be kept to a minimum and the possibility of deductions from your security deposit are less likely.

There is always moisture in the air, but when additional moisture is created by cooking, taking baths, showers or drying clothes indoors this can create an excessive build-up of moisture which can lead to condensation.

Warm air holds more moisture than cold air so when warm air cools, it releases the moisture. This will happen when it touches a cool surface such as outside walls, mirrors, windows, wall tiles or even clothes and if it is not dried out it can cause mould and mildew to form. This is why condensation is usually worse in cold weather.

How to recognise condensation

Typical signs of condensation to look out for are:

- Water forming on windows and cold surfaces
- Mould growth on wall surfaces, around external wall openings and in areas of low air circulation or poor ventilation;
- Misty wall surfaces;
- Water staining and streaking on walls, particularly in bathrooms and kitchens;
- Patches of damp with no obvious edges.

What you need to do - Ventilate, Heat and Remove Moisture

Unless a property is adequately ventilated, it can become damp. We ask all tenants to ensure that our properties are sufficiently ventilated by taking a few simple precautions stated below in order to avoid condensation and the build-up of damp.

WINDOWS. Keep glass as clear of condensation as you can. Wipe away any moisture that has formed using a soft cloth. Leave open any 'trickle' vents in double glazed units. Get into the habit of opening windows to keep the moisture content in the air down and to air the property whenever you can.

BEDROOMS. Open bedroom windows when you go to bed at night; a 10mm gap will do. Some windows you will be able to latch open, which keeps the window locked but allows ventilation. If it really is too cold to do this, wipe

the condensation off the windows first thing in the morning, but please do not put the cloth you used on the radiator to dry as this will create more condensation.

HEATING. Provide a reasonable level of heating (no less than 10°C in an unused area, or 16°C if in use); cold rooms are susceptible to condensation. Remember, the best way to heat a room and avoid condensation is to maintain a low level of warmth throughout the day rather than to turn the heating off while you are out and put it on at a high level when you return back home.

SHOWER/BATHROOM. Always use any extractor fans, and leave these switched on. If there is not an extractor fan, open a window during & after bathing or showering to give the steam and damp air a chance to escape. Wipe windows, walls and mirrors to remove condensation (a microfibre cloth is the most efficient means of doing this), and dry the shower tray or bath. Keep the door closed while the bathroom is in use to prevent the steam escaping to other parts of the house.

LAUNDRY. Dry clothes outside, in a tumble dryer or in a well-ventilated room. Tumble dryers should be vented to the outside, unless fitted with a condenser. Do not dry clothes on radiators.

KITCHEN. When cooking, cover pans. Use extractor hood or ventilation fans where provided. These precautions will help to reduce steam and therefore moisture in the air. Keep the door closed while the kitchen is in use to prevent the steam escaping to other parts of the house.

LIVING AREAS. Where there are chimneys, do not block them up. Make sure that any ventilation bricks or openings in the building are not obstructed. Do not put furniture right up against walls to allow some circulation of air.

How to remove Mould from walls

Remove and kill mould by wiping the affected area(s) with a fungicide which carries a Health and Safety Executive approval number, precisely following the manufacturer's instructions. Alternatively, a mild bleach solution will have the desired effect, but do test on a small area first.

Do not disturb mould by vacuuming or brushing as this can give rise to respiratory complaints.

CONTROLLING YOUR CENTRAL HEATING

During freezing spells, keep the heating on all the time to prevent the pipes from freezing. If you are out you can turn the thermostat down to around 10°C.

How to control the temperature

The room thermostat maintains the temperature in your property. To set it, turn the dial so that the arrow or marker is against the temperature setting you want. A comfortable temperature is between 18°C and 22°C.

You should also note that on many systems, the individual radiators can be controlled via the turn knobs on the side valves.

(See below).



Thermostatic Radiator Valve (TRV)



Room Thermostat

How to set a digital timer

Check the clock is showing the correct time. If not, put the timer switch to 'clock' and adjust the time using the 'forward' and 'reverse' buttons. Reset the timer switch to 'auto'. Set the 'heating' and 'hot water' switches to come on once, twice or stay on all the time, as you require.

How to set a clock timer

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times. Set the times switch to 'timer' or 'auto' as appropriate to the unit.

During freezing spells, keep the heating on all the time, and turn the thermostat down during the night and if you are out all day.

Changing arrows on timer clock

Slide the 'on' arrows (usually red) around the clock to the times when you want the heating to come on. Slide the 'off' arrows (usually blue) around to the times when you want the heating to go off.

Turn the clock until it is showing the correct time. Decide when you want the heating to come on and go off and set the pins or arrows for those times. Set the timer switch to 'timer' or 'auto' as appropriate.

Test your heating before winter

Before it gets really cold it is important that you test to ensure that the heating in your property is in working order. After a long period of it not being used it can cause parts to seize and fail. You don't want to switch it on for the first time when you really need it to find out it's not working!

Back up heating

It is recommended to have a form of back-up heating, such as an electric heater, just in case you need it.

Autumn and winter is the busiest time for gas and heating engineers, so they may not have availability to come out and fix the problem quickly for you.

BLEEDING A RADIATOR

If a radiator is cool at the top and warm at the bottom you will need to bleed the radiator. Trapped air in the system prevents the heated water from circulating around the radiator fully and so the radiator often feels warmer at the bottom.

If the whole radiator is cold, check that the radiator valve is turned up (see bottom right). If more than one radiator is cold, the whole heating system may need to be checked by a heating engineer. Call New Move during working hours.

Turn off the heating system before bleeding otherwise the pump might draw more air into the system. You will need a special radiator key, available from most DIY and hardware shops. You will also need a rag or cloth and a bucket or bowl.

Bleeding a radiator is a relatively simple and safe procedure. All radiators come with a 'bleed key' (see Top right). There will be a protrusion near the top of the radiator, on one side, called the bleed valve. You will need to open this valve a small amount to allow the air to escape from the top of the radiator whilst not allowing the water to flow out. Take care when turning the valve, have an old rag to shield your hand and a small bowl to catch any small drops of water which may escape.

First turn off the heating or you could input more air into the system. Fit the bleed key into the bleed valve and carefully turn it counter clockwise only a tiny bit, usually just a quarter or half turn. The air will start escaping with a hissing sound similar to a bicycle tire.

When water begins to dribble out, all the air is purged, and you can gently return the bleed valve to its previous position. You should then remember to turn the heating back on and check that there are no leaks from the radiator valve.

Bleed Key



Bleeding a radiator



Thermostatic Radiator Valve (TRV)



WASHING MACHINES

A washing machine should never be overloaded as this prevents clothes from circulating properly in the wash. If the machine starts to move more than usual it is likely to be because of large items such as towels becoming heavy when wet and therefore causing the machine to become unbalanced.

If a machine is not draining properly or not completing its cycles the most common cause is foreign objects blocking the pump. This can be easily rectified by following the points in 'checking the pump filter' section.

To keep your washing machine in good running order, you should carry out a 'maintenance wash' once a month to dissolve any mould or soap scum build up in the machine. (See 'maintenance washes' to the right).

You should ensure that the door to the machine is wiped down after washes and left open when not in use to allow the machine to dry out between uses. This will help prevent the formation of black, which tends to form when low temperature mould (non-bleach) liquid detergents are used, when moisture is left around the seal and glass, and when there is reduced oxygen with the door shut. (Please also see 'removing mould').

The tray should be removed from the detergent draw, according to the manufacturers' instructions, and cleaned on a regular basis to prevent build-up of fabric softener and detergent. Warm water should also be poured into the draw to dissolve any build-up of powder.

Maintenance washes

These should be carried out once a month to keep your machine in clean working order. They should also be carried out if you find that mould is forming in your machine, or the machine starts to smell damp.

- Do not put any clothes in the machine.
- Fill the soap dispenser with soda crystals, not normal detergent
- Soda crystals can be purchased very cheaply from most supermarkets and are a very useful cleaning product and water softener. If you are running a maintenance wash because of mould build up then a small amount can be put directly into the

drum also.

- Set your machine to its hottest wash and allow it to complete the empty cycle

Removing mould

Black mould can form on the door seal, particularly if you don't allow the machine to dry out between washes, or if you don't carry out maintenance washes.

- Use rubber gloves and something to protect your eyes
- Use thick bleach and an old toothbrush to clean around the door seal
- Don't forget that most seals have a complex shape and you will need to part the inner and outer parts to get to the large grooves, where mould can form, and foreign objects can lodge.
- Follow with a maintenance wash. (See 'maintenance washes' above).

Checking the pump filter

Many problems, such as the machine not draining properly, or stopping part way through a cycle, are caused by foreign objects finding their way into the pump area. This sometimes happens with small socks or colour catchers, but you should ensure that collar stiffeners and other small loose objects are removed from clothes before washing.

Please note that if an object of this sort damages the machine, you would be responsible for the cost of fixing/replacing the machine.

If your machine is not full of water, follow the directions below:

- Check that you have an access panel to the pump filter. This is usually at the bottom front of the machine.
- Open the panel; be careful as they are often flimsy.
- Make sure you have a towel to hand in case there is water in the filter.
- If your machine is not full of water, unscrew the filter anticlockwise and you should be able to remove the filter.
- If there is a foreign object in the filter, remove it and replace the filter, taking care to close it completely to prevent leaks.

If your machine is full of water, follow the directions below:

- Locate and open the access panel, as left.
- Some machines have a drain tube next to the pump filter, which can be pulled out, and used to slowly drain the water from the machine, into a sink or bucket.



- If your machine does not have a drain tube, place a bowl in front of the machine, under the pump filter.
- Make sure you have plenty of towels on the floor as the water can drain very quickly.
- Slowly open the filter and drain the water into the bowl.
- When the bowl is full, tighten the filter, empty the bowl and start again until no more water drains from the machine.
- You are then free to remove the filter and check for foreign objects.
- Please note that some machines, particularly older ones, don't have accessible pump filters, or have filters that are accessed in a different way. You should always refer to the appliance handbook when carrying out maintenance, and if you can't find an access panel, or you are unable to carry out the instructions, call New Move, who will arrange for an engineer to attend.

TOILET OVERFLOWS

To stop an overflow

Quickly remove the tank lid on the back of the toilet. Reach inside the tank and lift the float for the fill valve until you see the water in the bowl stop rising. The fill valve is attached to the largest object in the tank and uses a float on one end. You want to lift the float in order to seal the fill valve so that the water will stop rising and prevent overflow.

Please contact New Move for advice if the cistern is sealed.

Saniflo toilets

Some toilets are fitted with a macerating pump toilet, eg Saniflo, which breaks up material and pumps water into the drains of the property. They are used when a toilet's position is too far from the drain pipe-work for it to be plumbed in normally.

If you have a macerating pump toilet you should be able to see a box, where the pump is located and you will hear the pump working when you flush the toilet. This sound is completely normal, though if you notice it increasing in volume or the sound changes, you should contact your property manager as there may be a fault with the pump.

Everyday use

The most important thing to note with macerating pump toilets is that you cannot put anything other than small amounts of toilet paper down them. Any items other than toilet paper can break the macerator. It is expensive to replace macerating pumps and if they break down due to misuse, you will be charged for repair or replacement.

Cleaning

You should only use the cleaning products and/or descaling products recommended by the manufacturer in your macerating pump toilet.

For both de-scaling and general cleaning you should follow this procedure;

- Turn off the pump unit
- Pour a dose of the recommended cleaner or descaler into the toilet
- Flush the toilet
- Leave to stand for 30 minutes
- Switch power back on to pump unit and flush toilet

LEAKING, BURST OR FROZEN PIPES

Please contact New Move and take the following precautions

When pipes leak

Place a dish or bowl underneath the leak. Pull back any carpets and lay down newspapers or towels to absorb any dampness.

When pipes burst

1. Turn off the water supply – turn off the main stopcock (see diagram to the right). You would normally find this under the kitchen sink or where the service pipe enters your home.
2. Drain the system – drain the system by turning on all of your cold taps and flushing your toilets.
3. Turn off water heating systems – switch off the central heating, immersion heater and any other water heating systems. If the central heating uses solid fuel, let this die out. Once water heating has shut down, turn on the hot taps to help drain the system.
4. Turn off the electrics – if water from the burst pipe is leaking near your electrics or electrical appliances, switch off the mains immediately. If the mains switch is wet, don't touch it!



Gate Valve



Stopcock/Stop Valve



Service Valve

LOSS OF WATER SUPPLY/REDUCED PRESSURE

Information from your water company

If you are experiencing problems with your water supply, please consider the following questions. This will enable you to identify if there is a problem with our water or your pipework.

Is your inside stop valve fully opened?

The inside stop valve is also known as the internal stop tap or stopcock and can usually be found under the kitchen sink. You should be able to control the water entering your home at the inside stop valve.

If you have recently had plumbing work carried out, it is likely that this has been adjusted. Please ensure it has been fully re-opened.

www.southernwater.co.uk www.southeastwater.co.uk

Has your external stop valve been operated recently or have Southern/Southeast Water been carrying out work in the area?

This may indicate a problem with the external valve. Please call

Southern Water 24 hour Customer Centre on 0800 820 999 or

Southeast Water 24 hour Customer Centre on 0333 000 0365

Your outside stop valve

The outside stop valve, also known as a stop-cock or control valve controls the cold water supply going into your home. It is usually located at the boundary of your home.

Not all properties will have an outside stop valve fitted, and this is quite common if your home is very old, or if you share your incoming water supply with one or more of your neighbours.

If you have a water meter fitted it will generally be located in the same pit or chamber.

The outside stop valve may need to be operated when carrying out plumbing work in your home and you need to isolate the incoming supply of water. For example, if you are repairing a leak on your supply pipe.

*You may not always know if Southern/Southeast Water have been working in your area but you may have received a card through your letter box advising of planned works

TURN OFF THE ELECTRICITY

If you need to turn off all electricity (e.g. because of water penetration), use the main ON/OFF switch on the electricity consumer unit (fuse box).

Checking your fuse box

Modern electric circuits are fitted with a circuit breaker fuse system. If a fault develops, a switch is tripped. If you have a trip switch, it will be on or near your fusebox, your fuse box will always be near to your electricity meter. You should always locate your trip switch and fuse box when you first move into a property – before an emergency occurs. Your trip switch should have a 'push to test' or a 'reset' button.

Switches can trip for a number of reasons:

- An over loaded circuit – too many electrical appliances used at once
- A faulty appliance
- Over filled kettle
- Faulty connections on appliance leads
- Faulty immersion heater

If a switch has tripped because of one of these reasons, you should flick it back on and then plug items back in one by one. If the switch trips again, you will know that that particular item is faulty.

Troubleshooting: Switch ON

If a switch is on, then turn it off and back on– the mechanism can trip inside the box but not move the actual switch. If this does not restore the supply then push the 'push to test' button. If the switch now trips it means you have a problem with your wiring or perhaps a faulty appliance as this button can only trip the switch if you have a good electricity supply. The switch will now be in the off position. This is a problem within your home, so do not call your supplier. You will need a qualified electrician to come out and fix the problem.

If the switch is on and the 'push to test' button doesn't trip the switch, this means that there is no incoming electricity supply so you will need to call your supplier's emergency line.

Troubleshooting: Switch OFF

If when you go to the box, a trip switch is off, then you should flick it back on. If it stays on but you still have no electricity, then make sure you have not switched off the main fuse box switch. If the switch trips straight away then it means you have a problem with your wiring – you will need a qualified electrician to look into this.

If the fuse box and trip switch are separate then turn off the fuse box and turn the trip switch back on – it should stay on. If it flicks to off again then there is a fault with the fuse box or trip switch itself.

Troubleshooting: When a switch is tripped

Open the cover on the consumer unit to expose the trip switches. Check which switches have tripped to the OFF position and put them back to the ON position. For more detail, refer to any user manual supplied.

Plugs: Overloaded circuits are common causes of a trip or blown fuse. Therefore do not overload plug sockets by using multiple plug adaptors.

WHAT TO DO DURING A POWER OUTAGE

At one time or another everyone experiences a power outage. When it happens the first thing you will want to do is check with the neighbours. Have a look to see if their lights are on; check the street lights too. If your house is the only one without power, then you need to check your circuit breakers.

Occasionally, when there is a power surge, circuit breakers will trip causing loss of power. If you trip all of the circuit breakers without any change, contact your electric company.

If you aren't the only one out then you are likely to be in the middle of a power outage. Many times the reason for a power outage is logical and the weather is a popular culprit but if it isn't logical call your electric company to report the power outage or to find out why the neighbourhood and beyond are in the dark.

In the event of a power outage, you will need to utilise your emergency plan.

Planning ahead

Preparation is always the first step of any emergency plan. It is essential to build an emergency kit and keep it stocked. By answering a few questions, you can determine what should be in your kit.

- What will you use for light? Torch with several battery back-ups or battery powered lanterns can meet this need. Candles should not be used as emergency lighting.
- How will you stay on top of the situation? A battery powered radio fits the bill. Also, a telephone that does not require electricity, such as a mobile phone or phone that plugs directly into the wall without an electrical base.
- How will you handle emergency fires? During a power outage, fires are actually more of a risk, particularly if the problem is downed phone lines. Keeping a working fire extinguisher can alleviate this concern. Check the fire extinguisher yearly to make sure that it works properly.
- What source do you have for water? If you have an electrical water pump, be sure to have plenty of water stored in containers for cooking and washing. Even if you don't have an electric pump, water can become contaminated during emergencies and back up water sources are always wise.
- What source do you have for food? Store food that is not perishable and does not require cooking. For canned food, be sure to include a non-electrical can opener.
- How will you deal with minor medical emergencies? Keep a full first aid kit on hand.

If you have someone in your household on electrical life-support equipment, you should contact your electric company to plan on the procedure for emergencies.

During a power outage

When cooking, do not use an open flame inside your house. If you are using a grill, be sure to cook in the open air. Some appliances, such as computers and televisions, need to be unplugged during a power outage. All major appliances should be unplugged so that the power doesn't surge once it has returned. If your water heater is electrical, flip off the circuit breaker. Finally, leave your freezer and refrigerator closed as much as possible. Freezers can keep food for several days if they remain shut.

After a power outage

Leave a light switched on outside so that the electrical company can easily note that your power is back on. Wait a few minutes before turning major appliances back on because a surge could cause another power outage. Finally, be sure to restock any of your emergency supplies used during the power outage. It happens to all of us and with a little emergency planning a power outage can be close to just another day.

For further information please visit:

www.ukpowernetworks.co.uk

KITCHEN EXTRACTOR FILTERS

A dirty filter means that the extractor fan has to be run at a higher setting to achieve the expected results and this increases the energy consumption and noise. Therefore, the grease filter in a cooker hood must be cleaned regularly (approx. once a month) and replaced every 12 months. The number one rule when cleaning cooker hoods is not to let the grease build up too much in the first place. Even if you only wipe it with a cloth and a bit of degreaser when you're cleaning the hob it will go a long way in stopping grease in its tracks.

Some cooker hoods have disposable, changeable filters which are easy to just throw away and replace, saving you a lot of cleaning. If your cooker hood is equipped with metal filters you can clean them to their original shine by popping them in the dishwasher. If the filters are stainless-steel this method is fine. If they are aluminium, be careful, they can be damaged or discoloured by dishwasher detergent.

Replacing your filter

Remove the cover. These usually have catches which can be pushed down or small screws which can easily be removed.

You can buy a replacement filter from most appliance shops or online. You will need to make a note of the make and model number of the appliances to ensure you buy the correct filter.

REPLACING HALOGEN LIGHT BULBS

It is the tenant's responsibility to change the bulbs in your property. Normal and halogen bulbs can be purchased from most hardware shops. Halogen bulbs usually come in two types; GU10 and G9 (or bi-pin). Both have two pins, but the GU10 screws into place, and the bi-pin pushes into the base.

Changing a standard GU10 halogen light bulb:

- Turn off the light at the switch. To be safe, switching off the 'lights' circuit on your fuse box is the safe option.
- Give the bulb time to cool
- Place your fingers lightly but firmly around the bulb. It is a good idea to use a cloth glove or other soft cloth to avoid getting body oil on the glass surface. Turn the bulb in an anticlockwise direction to unscrew the bulb.
- Put a new bulb in and screw in a clockwise direction until it is securely fixed in place.

Changing a G9 (bi-pin) halogen bulb:

- Turn off light as above
- Grip the bottom of the bulb and pull directly down. Do not twist.
- Fit the new bulb by aligning the pins with the slots and pushing in.

Changing a double ended halogen light bulb:

- Turn off the light as above
- Hold the bulb in the middle and push it towards one of the end connections. This will release the other end enable you to remove it.
- Fit the new bulb by pushing it firmly against one end of the socket until the other end will easily slip into its connection.

SMOKE, HEAT & CO DETECTORS

Smoke & Heat Detectors

Check/test the smoke detectors when you first move into the property and at regular intervals to ensure they are working correctly. It is your responsibility to change the batteries as necessary. It is vital that all smoke detectors work correctly in your home. Smoke detectors save lives.

Alarm maintenance

- Once a week - Test your smoke alarm batteries at least every month by pressing and holding the test button for at least five seconds until you hear the beeps.
- Every 3 months - Vacuum dust off your smoke alarms using the soft brush. Keeping your smoke alarm free of particles to help reduce false alarms and ensure smoke can easily reach the internal sensor.
- Every year - Replace lead or alkaline batteries every 12 months (or earlier than this if the detector is beeping periodically).

Why is my alarm beeping periodically?

If the detector is emitting a beep periodically it normally means the battery needs replacing. It can also mean there is a fault and the alarm needs to be replaced, so if replacing the battery does not resolve the issue please contact us.

How to replace the battery

All detectors will have an internal battery, whether the detector is mains powered or not, and will require replacing periodically.

The detectors will normally have instructions on the unit itself on how to do this, but the most common ways are:

- Twisting the unit in the direction indicated on the unit
- A battery compartment that slides out
- Inserting a flat head screwdriver where indicated on the unit and sliding

Carbon Monoxide Detectors

Your property may be fitted with a carbon monoxide detector. Check/test the detectors when you first move into the property and then once a week to ensure they are working correctly. It is your responsibility to change the batteries as necessary. It is vital that all detectors work correctly in your home. Carbon monoxide detectors save lives.

PEST CONTROL

It is a tenant's responsibility to carry out pest control and to prevent the likelihood of mice or other rodents entering a property. Traps and bait can be bought from most household stores and supermarkets and are very reasonably priced.

When to call in pest control

If pest control does become a major problem the property management team will provide you with the name of a professional pest control company who you may want to instruct.

In some cases, the landlord will carry out 'proofing' of the property, i.e. blocking as many obvious holes as possible which may be considered a point of entry for rodents.

Prevention

It is important that tenants take precautions to prevent mice or other rodents entering the property by making sure food is stored in containers and put away, food crumbs are cleaned immediately and that waste is kept in bins and then removed from the property to be collected by the local authority waste collection services.

Mice are one of the most common types of pest and it can be very difficult to exclude them from properties, therefore, it is very important to try to prevent them entering in every way possible.

EMERGENCIES

Should you call an emergency contractor out of office hours?

An emergency is something that could not have been foreseen, and which could cause serious damage to the property. If a contractor is called out as an emergency when an emergency repair is not justified then you are liable to be charged for all costs concerned.

Emergency contractors will attend to make the property safe to enable full and proper repairs to be under taken during normal working hours.

Emergencies would include;

- Severe leaks
- Loss of electrical power or light (not relating to a localised power cuts)
- Blockage of your toilet. Please note that if you have caused the blockage you will be liable for the bill. *(If you have more than 1 toilet this is not classified as an emergency)*
- Broken windows or doors following a break-in. A handy man will temporarily board up the window/ make the property safe and will re-attend during working hours to replace glass/doors. You must also report any damage to the police and obtain a crime reference number.

Fire

- Get everyone out of the property and do not go back for any reason
- In case of fire dial 999
- Warn your neighbours if any of them might be in danger
- If you live in a small block of flats set off the communal fire alarm (if provided)

Smell gas?

- Open the doors and windows to get rid of the gas
- Check to see if the gas has been left on unlit or the pilot light has gone out. If so, turn the appliance off and do not try to relight it until all smell of gas has been cleared from the property.
- If the leak cannot be stopped by turning off an appliance or you are uncertain whether it has been stopped, turn the main gas supply off at the meter and phone the gas emergency service immediately (National Grid: 0800 111 999).
- Do not turn any electrical appliances on or off
- Do not switch on lights
- Do not use the doorbell
- Do not smoke
- Do not use matches or naked flames

PHONE NUMBERS

Please contact New Move for any

Maintenance issues: (managed properties only)

Emergency numbers (out of hours): (managed properties only)

01293 344123

maintenance@newmove.co.uk

Other useful numbers:

Police – Emergency 999 – Non-Emergency 101

Fire Service - 999

Medical – Emergency 999 – NHS Advice 111 – East Surrey Hospital
01737 768511

Crawley Council - 01293 438000

EDF – 0800 096 9000

British Gas – 08000 480202

South East Water – 0333 000 000 1

Deposit Protection Service – 0117 305 1600