



WELCOME GUIDE

www.deuestates.co.uk



Welcome to your new property!

This is a handbook with lots of helpful information about renting your property.

If you have a question about lost keys or maintenance issues – most of it is covered in here! Please make sure all your housemates give this a good read too; and keep it safe where you all have access to it.

If you still have further queries you can call the office or drop us an email – any time!



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RENT PAYMENTS

We collect rental payments by Direct Debit or Standing Order – this is set up prior to your tenancy start date. Below is information on how the Direct Debits will be collected.

If you are a student and relying on student loans for rent; your payments over the summer will be due monthly and they will be due quarterly during term time.

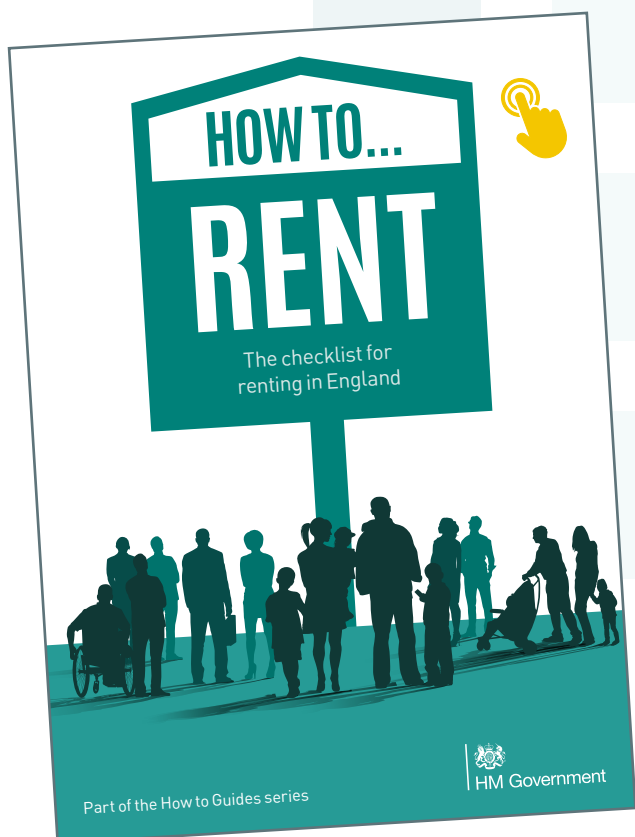
If you are a professional; your payments will be monthly on the 1st of every month.

Students payments:

1st July	1 month's rent
1st August	1 month's rent
1st September	1 month's rent
1st October	3 months' rent
14th January	3 months' rent
***We will request one months rent on the 1st April due to the late nature of the April loan	
28th April	3 months' rent

Professional payments

1st July	1 month's rent
1st August	1 month's rent
1st September	1 month's rent
1st October	1 month's rent
1st November	1 month's rent
1st December	1 month's rent
1st January	1 month's rent
1st February	1 month's rent
1st March	1 month's rent
1st April	1 month's rent
1st May	1 month's rent
1st June	1 month's rent



*** If you are having problems with your Direct Debit; please email lets@deuestates.co.uk so we can resolve the issue.

MAINTENANCE

If a repair arises please contact your landlord or managing agent.

Please report urgent repairs via telephone and email. Please report minor repairs via email.

If a repair is reported; we will need to gain access to your property to carry this out. The timeframes of when to expect the maintenance team to visit your property will depend on the urgency of the repair.

The timeframes of when to expect a contractor/handyman to visit your property:

- **Emergency (i.e flooding, gas leak, break in)**
Please contact us as soon as possible. Someone will visit the property within 24 hours from becoming aware of the defect.
- **Urgent repair (no heating/no hot water)**
Please contact us within the same day. Someone will visit the property within 5 days.
- **Medium/minor repair**
Please contact us within 3 days. Someone will visit the property within 30 days

APPLIANCE REPAIRS:

Please be aware some repairs (i.e washing machines, fridge/freezers) may take longer than expected to resolve and require several visits to the property. The reason for this is; often they require parts to be ordered from the manufacturer, and then to be measured and fitted. Also, if the appliance is under warranty; we may have to wait for an appointment for the repair to be looked at by a contractor from the manufacturer's maintenance team.

If the repair is urgent, we will visit quicker if the repair is minor it will be dealt within 30 days. During the summer period; repairs may take a little longer to resolve due to the busy nature of tenants moving in and out of properties and new tenants reporting a log of repairs.

If you report a repair, please note this as notice, and we will try to attend within the time period. We will endeavour to give you another notice of the visit.

LEAKS:

If a leak appears at the property; please report this to us urgently. If the leak is coming from a bathroom; please do not use water in the bathroom until leak has been resolved. If possible, try to locate the stop tap; it is usually found near to where your water supply pipe enters into your home, typically underneath the sink.

If the leak is coming from the roof; please be aware that roofers are only able to fix and do repairs on the roof when weather is dry; not during rain. If you are wondering why roof work isn't being carried out and leak is continuing; this will be why. The roofer will visit at the earliest opportunity when weather permits him to do so to complete job.

Please also be aware that some jobs will look unfinished (i.e leak repairs) when visited. This may be due to contractor having to wait for objects to dry. They will revisit the property to finish off the repair when possible.

LOST KEYS

Please look after your keys

If you find yourself locked out during office hours; you may borrow a set of our keys. You must provide ID and a Deposit of £20.00. The deposit will be returned to you when keys are returned to the office. The keys must be returned within the hour.

If keys are lost out of hours; please call the Emergency Number. Details for charges relating to lost keys can be found in your tenancy agreement or on our website.

Please also note; you are not permitted to fit or change any locks within the property yourself. If you do, this may breach fire safety regulations.

ACCESS TO THE PROPERTY

We will need access to your property for various reasons:

- **Viewings** – we will give all tenants 24 hours' notice for viewings via text/email. Viewings will be carried out by a member of staff. Peak times for viewings are during November, beginning of December and end of January.
- **Maintenance** – If a repair is reported; we will need to gain access. The timeframes of when to expect someone to visit your property will depend on the urgency of the repair. If the repair is urgent, we will visit quicker if the repair is minor it will be dealt within 30 days. During the summer period; repairs may take a little longer to resolve due to the busy nature of tenants moving in and out of properties and new tenants reporting a log of repairs. **Please report urgent repairs via telephone and email. Please report minor repairs via email.**
- **Inspections** – The landlord/agent may carry out Inspections during your tenancy. You will be given at least 24 hours' notice for this.
- **Advertising** – We may ask to visit the property to gain advertising material. If you could please ensure the property is tidy, so we do not have to revisit. We try to arrange a time and date which is convenient for tenants.
- **Landlord visits** – the landlord may request to visit your property for several reasons; i.e. planned works, repairs, inspections etc. you will receive at 24 hours' notice for their visits.



LEGIONNAIRES DISEASE

Legionnaires disease is a rare but severe form of walking pneumonia you can catch by inhaling droplets of water containing bacteria. A lung inflammation is caused by infection.

This disease is not common in the UK. However, it is important you take steps to minimise any risk of bacteria being in the water system if the property you are moving into has been vacant throughout the summer.

Here are some tips to control the risk of Legionella contamination:

- Flush out the water system when you move in
- Flush the toilet, then run kitchen and bathroom taps for a few minutes allowing hot & cold water to pass (this will allow fresh water to run through system)
- Run the shower in the same way as taps
- Clean and disinfect shower heads regularly

It is vital that water does not stagnate in the system, as this can carry Legionella; the system should be fully drained before used.

Who is responsible?

You are responsible for:

- **replacing normal light bulbs (Deu Estates replace fluorescent tubes or sealed light fittings).**
- **unblocking sinks and drains (Try a domestic drain un-blocker, commonly available from supermarkets, before reporting the problem to Deu Estates)**
- **the cost of replacing broken windows (unless caused by vandalism that has been reported to the police)**
- **resetting “trip” switches**
- **re-lighting pilot lights on boilers**
- **bleeding radiators**
- **ensuring external drains are clear of debris**

FIXTURES AND FURNISHING:

FURNITURE

You cannot remove any of the furniture within the property without agent or landlord's permission.

If you are bringing in your own furniture; please request permission from agent/landlord and make sure it complies with all fire and safety regulations.

POSTERS

Please take care when putting anything up on the walls. If any damage is caused by sticking decorations or photos on walls; the landlord will charge you for restoration.

LIGHT FITTINGS

It is the tenant's responsibility to replace bulbs. If you are unable to reach or it is a specialised light fitting; we are happy to assist you.

RESPECTING NEIGHBOURS

Noise nuisance can cause distress between neighbours and tenants; let's try to prevent this from happening.

Here are some guidelines to ensure that yourself and neighbours can remain a good relationship:

- Play music at a reasonable volume
- Keep volume of music down after 11pm
- Please restrict late night parties at the property; especially if this is causing distress to your neighbours
- Perhaps, notify your neighbours if you plan on hosting social events so they are aware

Although we understand and encourage you to have full enjoyment within your new home; please be mindful to the surrounding neighbours.

RENEWING YOUR TENANCY

We will contact you around November to ask whether you would like to stay at the property for a further 12 months.

This may seem very soon; but this is how the student market works in Leeds. Prospective tenants start looking for their properties during this period. We will give you the opportunity to have time to think about this option if you are undecided before we start viewings and re-market your property for next year.

If you would like to extend your tenancy for a further 12 months; please notify the office who will organise paperwork for you. There will be no fees to pay if you decide to take this route.

If some tenants would like to stay on and others would not; please call the office to discuss your options.

If you do not wish to stay; we will start marketing your property and carry out viewings straight away. You will be given 24 hours' notice for viewings.

BINS & RECYCLING

Please see link and attached useful guides on when and how to put your bins out:

www.leeds.gov.uk/residents/bins-and-recycling

If you would like to know your bin day, please click on the below link and enter your postcode:

www.leeds.gov.uk/residents/bins-and-recycling/check-your-bin-day

What to do with your waste

Guidance for students



This document contains important information about how the refuse collection system works in Leeds. We hope it will make it easier for you to play your part in helping the environment and in supporting your local community.

For many of you it will be the first time you have lived away from home or outside halls of residence and the first time you will be responsible for dealing with your own waste. Leeds City Council wants to help you get to grips with responsibilities you now have as a resident of Leeds.

Kerbside collections

You should have two different coloured wheeled bins. A black bin for general waste and a green bin for recyclable waste.

- These bins must be kept inside your garden at all times and must not be left on the street.
- You must put the bins at the edge of the kerb outside your property on collection day from 7:00am.
- Your bin can only be emptied if it is out before the collection vehicle arrives.
- Bins must be returned to your property after collection, if you fail to return your bin you could be issued with a £100 fine.

What are my collection days?

Your black bin is emptied every week and your green bin is emptied monthly (or fortnightly if you live in Headingley).

Your collection day should be displayed on your black bin lid and a calendar on your green bin. If these are not available you can find your collection day on www.leeds.gov.uk or by telephoning 0113 222 4406.

What can I put in my green bin?

Paper	newspapers, glossy magazines, telephone directories, catalogues, envelopes, junk mail and office paper
Cardboard	cereal boxes, egg boxes, soap powder boxes, brown cardboard boxes and glossy card
Cans	all metal cans, food cans, drinks cans and pet food cans. Please empty and rinse out before putting in the bin.
Plastic	all plastic bottles or items displaying the following symbols:



Please do not put glass, food, garden or nappy waste in the green bins. Any non recyclable material must go in your black bin.

HOW TO TAKE METER READINGS.

READING YOUR ELECTRIC METER

DIGITAL METER

A digital electricity meter shows your current meter reading on a digital display. Here's how to read it:

- Read your meter display from left to right.
- Ignore any numbers in red and anything that appears after a decimal point or space.
- If your meter has more than one row of figures, write down all the numbers from left to right in each row, ignoring any numbers in red. 'Low' is the reading for night or off-peak units. 'Normal' is the reading for day or peak-time units. You read your meter the same as a standard digital electricity meter.

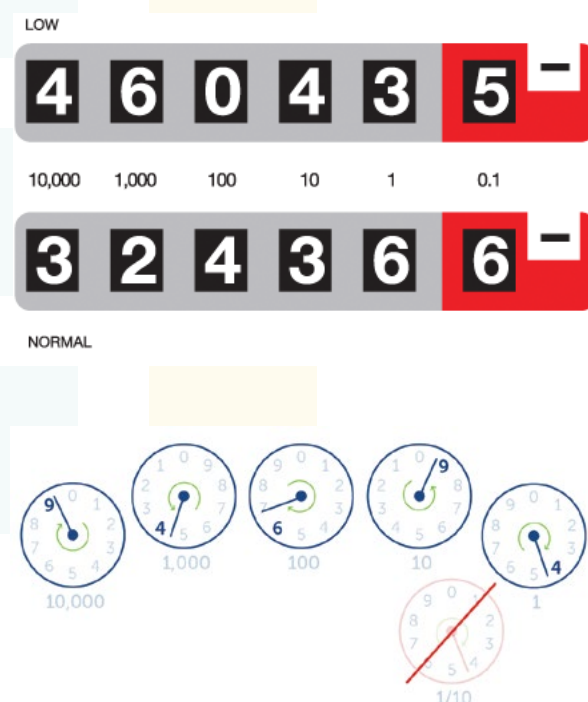
SMART METER

- You may not need to take readings for your Smart meter as it should automatically send your reading to your supplier.
- If, however you would like to keep track of your usage you are able to take down your meter readings. There are many different formats of a smart meter. Please use the link provided to find out how to get your meter readings depending on which format yours shows: <https://www.so.energy/so/help-and-advice/faq/your-meter/how-do-i-read-my-smart-meter>
- When the display shows 8 digits followed by kWh; the first 7 digits is your meter reading.

DIAL METERS

A dial electricity meter shows your current meter reading on 5 dials. Here's how to read it:

- Read the dials from left to right
- If the pointer is between the two numbers, always take the lower number. However, If the pointer is between 0 and 9 – it will always be 9.
- If the pointer is directly on a number, write down that one.
- If the point on the dial is directly on a number but the dial after reads 9, take one number away from the dial.
- Don't read the last dial (red dial) on the right





READING YOUR GAS METER

DIGITAL METER

Your gas meter will be imperial or metric. An imperial meter has **four** main numbers and a metric meter has **five**

How to read your imperial meter:

- Read the first four numbers from left to right.
- Include any zeros at the beginning, but don't include any numbers in red, or anything after a red number.
- If your meter has reached 9,999, it'll start recording from zero again.

How to read your metric meter:

- Read the first five numbers from left to right.
- Include any zeros at the beginning, but don't include anything after a space or decimal point.
- Once your meter has reached 99,999, it'll start recording from zero again.

SMART METER

- You may not need to take readings for your Smart meter as it should automatically send your reading to your supplier.
- If, however you would like to keep track of your usage you are able to take down your meter readings. There are many different formats of a smart meter. Please use the link provided to find out how to get your meter readings depending on which format yours shows: **<https://www.so.energy/so/help-and-advice/faq/your-meter/how-do-i-read-my-smart-meter>**
- When the display shows a row of digits followed by M3; the first 5 digits is your meter reading (ignore digits after decimal point)

The Electric and Gas Meters will be located inside or outside your property. They could either be outside in the garden by a wall or inside in the basement/kitchen cupboard/under the stairs. If you are having trouble trying to locate the meters, please contact us. Suppliers will request meter readings at the start of your tenancy so please note these down when you move in.

DIAL METER

A dial gas meter shows your current meter reading on 4 dials. Here's how to read it:

- Read all the dials from left to right, ignore the large dial or any red dials. If the pointer is between two numbers, write down the lower number.
- If the pointer is **between 0 and 9**, use 9.
- If the pointer is exactly on a number, write it down and underline it.
- If any of the numbers you have written down are followed by a nine, take one away from the underlined number.

Electric Meter Reading.....

Gas Meter Reading.....



UTILITY BILLS

We offer our tenants a bills inclusive package with Unihomes for all our properties. If you have chosen this option; Unihomes will get all your bills set up for you, hassle free.

If, however you have decided to sort bills out yourself you will need to contact Utility companies to get bills set up; gas, electric, water, tv licence, telephone, internet and council tax.

GAS & ELECTRIC

You will need to find out who your Gas and Electric supplier is. You can find this information on:

www.ofgem.gov.uk/

Find out who supplies your Gas:

www.findmysupplier.energy

Northern Gas Networks: 0800 040 7766

Find out who supplies your Electric:

Northern Power Grid: 0800 375 675

If you are experiencing a Power cut, please use this number.

Once you have found out who your supplier is, take meter readings and contact your supplier to register with them.

If you are wanting to find a better rate; use price comparison websites to get a good deal on energy and register with them.

WATER

Yorkshire Water will provide your water supply; please contact them to register.

Yorkshire Water:
0845 124 2420

COUNCIL TAX

You will need to get hold of Leeds City Council regarding Council Tax. Full time students are exempt from paying council tax, but you will still need to contact the council and provide a council exemption certificate.

LCC Council Tax
0113 222 4404

*Please ensure you keep records of your bills. In order to get your Deposit back at the end of your tenancy; you will need to provide proof that they have been paid.

TIME CLOCK GUIDE FOR YOUR BOILER

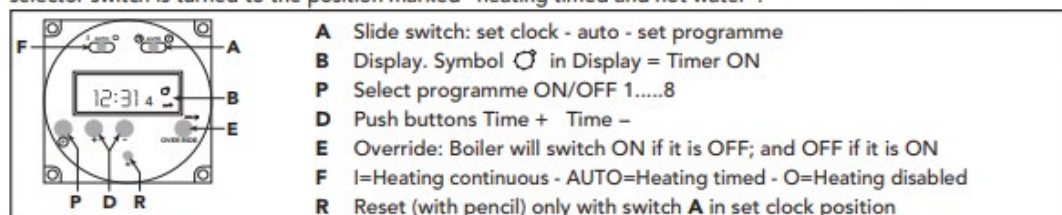
If your time clock is a dial please click on the link below for instructions:

https://www.youtube.com/watch?v=Y_oVQZMskcw

Please use the below instructions if you have a digital clock:

Time Clock

A 24 hour time clock is fitted to the boiler to control the central heating, this will come into operation when the selector switch is turned to the position marked "heating timed and hot water".



To set time of day

1. Slide switch (**A**) to left position
2. Using button + and - adjust until the correct time is shown on display (**B**).

Pre Set Programmes. The timer is pre programmed with 3 ON and 3 OFF times.

6:30 - 8:30
12:00 - 12:00
16:30 - 22:30

If these are suitable no programming is required and the slide switch (**A**) can be moved to the Auto position and the central heating will be ON for these periods.
(12:00 - 12:00 will not switch on the boiler)

To Set Own ON and OFF times. Symbol in Display = ON time

1. Slide switch (**A**) to right position (**P**)

Display 6:30 1

2. Press button (**P**)

Display 8:30 2

3. Press button (**P**)

Display 12:00 3

4. Press button (**P**)

Display 12:00 4

5. Press button (**P**)

Display 16:30 5

6. Press button (**P**)

Display 22:30 6

7. The timer can be programmed with up to 8 ON and 8 OFF times by repeating the above procedure.

- 1.1 Use buttons + and - to set 1st ON time eg. 6:00

Display 6:00 1

- 2.1 Use buttons + and - to set OFF time, eg. 9:00

Display 9:00 2

- 3.1 Use button + and - to set 2nd ON time, eg. 12:30

Display 12:30 3

- 4.1 Use button + and - to set 2nd OFF time eg. 14:00

Display 14:00 4

- 5.1 Use button + and - to set 3rd ON time, eg. 16:00

Display 16:00 5

- 6.1 Use button + and - to set 3rd OFF time eg. 23:30

Display 23:30 6

8. On completion of programming slide switch (**A**) to Auto position, the time of day will be displayed and the central heating will switch ON and OFF according to the programme set.

Over ride

By pressing the over ride button (**E**) the timer programme is over ridden ie, if programme is in OFF time it will come ON and if in ON time will go OFF.

The timer will revert back to it set programme on reaching the next ON or OFF time.

When the programme is on over ride the sign will be shown in the display window (**B**).

Reset Button

By the use of a pencil the reset button can be pushed (**R**). This will clear all programmes apart from those factory pre set.

Reset is only possible with switch (A**) in set Clock position!**

HOW TO FIX YOUR BOILER

When it comes to boiler issues, many of them can be resolved with just a few helpful tips. No hot water, no heating? This may be down to just one easy fix.

To save time on waiting on the Maintenance team why not try and fix the issue using the below links supplied by British Gas.

Start off by checking the basics:

- If you have a prepayment meter, check that you've got enough credit.
- Test whether your other gas appliances, like your cooker/hob, are working correctly
- Check if the switches in your fuse box have tripped.
- Have you had a power cut recently? If so, your boiler's timer might have reset - which means getting it working again could be as simple as re-programming it with your times.
- See if the pilot light is on or try to reset your boiler according to its instructions. If yours was made pre-2004 it's likely to have a pilot light instead of a reset function, so check that the pilot light is on. If it's not, you may be able to relight it yourself according to its manual.
- If you have a digital thermostat; please check it is on. If it is not switching on, the batteries may have run out. Having your room thermostat set lower than 21 degrees can stop your heating from coming on, so turn it higher to see If your boiler starts working again. Please be aware, that turning your thermostat too high will not heat the property up quicker – it will lead to overheating and high energy usage cost.

Click on the link for further instructions

www.youtube.com/watch?v=AJh77LCgMww

If none of the above are applicable, the most common reasons why your property does lose temperate and hot water is due to the pressures.

CHECK PRESSURES

If you look at your pressure gauge (dial) usually at the front of your Combination boiler. The ideal pressure for your boiler is between 1 and 1.5 bar or halfway between the green area.

If the boiler pressure is in the red area or below one; it is likely that it is not working due to the boiler pressure being too low.

Please see link below provided by British Gas on how to top up the boiler pressure. (It is advisable that you switch your boiler off whilst you carry these steps out.)

<https://www.youtube.com/watch?v=I3HgvV2mIqY>

If your boiler pressure is too high (above 2) you will need to bleed 1 or more of your radiators until the pressure dial drops back into the green area between 1 and 1.5.

Please see link below provided by British Gas on bleed your radiators.

<https://www.youtube.com/watch?v=sjyEkLwHtTc>

If none of above work than please contact the office via email or telephone:

0113 275 1010

lets@deuestates.co.uk

USEFUL NUMBERS

OFFICE NUMBER **0113 275 1010**

OPEN (Mon - Fri), 9.00 – 6.00 and (Sat), 9.30 – 5.30

EMERGENCY ONLY **07791 323 240**



This number is for **EMERGENCYS ONLY**. Do not call this number outside of office hours unless for serious emergency such as **WATER LEAK, GAS LEAK, BREAK INS** (where the property is insecure) and **LOCK OUTS** (Check fees section on website).

DO NOT call if your washing machine does not work, a light is not working etc. Minor repairs can wait until the morning when the office is open.

If you are experiencing a **Power cut**, please contact Northern Power Grid: **0800 375 675**

If you are experiencing a **Gas emergency** (i.e leak). Please call Northern Gas Networks: **0800 111 999**

OTHER USEFUL NUMBERS

Find who supplies your gas	0800 040 7766
Find out who supplies your electricity	0800 375 675
Yorkshire Water (customer service)	0345 124 2424
Yorkshire Water (emergency)	0800 573 553
Council Tax	0113 222 4404
LCC	0113 222 4444
TV Licensing	0300 790 6117
West Yorkshire Police (non-emergency)	101
Unihomes (bills inclusive package)	0330 822 0266
University of Leeds	0113 243 1751
Leeds Beckett University	0113 812 0000
Leeds Trinity University	0113 283 7100
Leeds College of Music	0113 222 3400
Leeds College of Art and Design	0113 202 8000
Northern School of Contemporary Dance	0113 219 3000
Leeds University Medical Practice	0113 295 4488
The Dispute Service (Deposit Scheme)	0300 037 1000

WASHING MACHINE CARE (Courtesy of UK White Goods)

PROBLEM:

SOME CLOTHES NOT WASHING, CLOTHES RIPPING, WHITE MARKS AND RESIDUE

CAUSE: OVERLOADING

Overloading a washing machine can cause several issues; some immediately apparent and some take time to manifest themselves. It is therefore vital, if you want your machine to last and to perform at its best, that you load the machine correctly.

The diagrams below show balls inside the drum of a washing machine:

As you can see where there are a lot of balls, they are all solidly packed (Fig. 1), with no room for movement.

Drum Overloaded

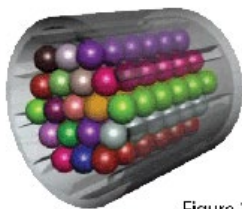


Figure 1

Drum Not Overloaded



Figure 2

Whereas in the second picture (Fig. 2) you can see that the balls, are free to roll around the drum. The same principle applies to the laundry in your washing machine: if there's not enough space then it cannot move.

To successfully wash laundry, it must be able to move around inside the drum, allowing the water and detergent to reach all the clothing and distribute evenly

Clothes not washing, or not getting wet:

The water and, detergent, cannot get to the laundry to do its job. In fact, if you packed clothing in, like this (Fig. 1) the laundry in the centre would not get wet at all in extreme cases, let alone the detergent and motion being severely hampered from fulfilling their purpose.

Also, the load placed upon the bearings of the machine is massively increased and can cause premature bearing failure in the washing machine or washer dryer.

Ripping clothes:

Clothing can also be pushed forward and lodged between the inner drum and the door seal of the washing machine, and then dragged around between the rubber of the door gasket and the lip of the inner drum causing marking and/or tearing of the clothes. You will often see the first signs of this happening as smaller items (like socks) will get pushed into the area between the door glass and the door seal and sit there for the whole wash.

White marks and residue:

The recommended dosage of detergent assumes a normal wash load, so there will not be enough detergent in the machine to remove dirt, therefore your clothes will not be cleaned properly. The water isn't circulating amongst all the clothes effectively too so it is unable to carry the detergent evenly throughout the wash: this may lead to white marks on your clothes which are detergent residue. If this detergent is left to sit on wet clothing, and it is a detergent which contains bleach, then there is also a danger that the clothing could be irreversibly damaged by bleaching.

PROBLEM:
CLOTHES NOT DRYING IN MY COMBINED DRYER!

CAUSE: OVERLOADED DRUM

If you have a combined washer dryer and you simply allow the wash cycle to finish and the dry cycle to start, if this is not working - it is likely to be too full to dry the clothes effectively. Allow the wash cycle to finish and remove half the load. The drum should only be half filled. This allows the hot air to circulate round the clothes and dry them effectively.

PROBLEM:
WASHING MACHINE NOT DRAINING

CAUSE: SOMETHING IS STUCK IN THE MACHINE

The number one reason for a washing machine not draining is that something is stuck in the drain pump. It is much, much, more likely that something has become lodged in the drain than there to be a mechanical problem.

All manner of small objects will find their way into the drain pump in the washing machine and end up preventing the drain pump from running; this includes: kids' toys, keys, fake nails, children's socks, hairclips, lingerie, condoms, screws, and, most of all, coins.

The reason for this is very simple: people do not check their laundry properly and miss small items which then make their way past inner drum, fall down the sump hose, and then onto the drain pump itself.

So, if your washing machine will not drain, the odds are that there's something stuck in there that shouldn't be.

DO NOT OPEN THE DOOR OR TRY TO FORCE THE DOOR HANDLE! If you break the door handle, you WILL be charged for it. A broken door handle is NOT a naturally occurring problem.

PROBLEM:
SMELLY CLOTHES

CAUSE: WASHING MACHINE CLEANING REQUIRED

This is generally caused by a build-up of lime scale within the machine. The best option to combat this is to use a detergent which includes components that remove this lime-scale, such as the green Ariel.

Doing this on a regular basis, once a month or so, can stop the problem occurring in the first place and is recommended by most service engineers as well as others within the industry and is often detailed in the manufacturer's instructions.

Also make sure that you clean out the soap box thoroughly, all of them come out somehow and it's usually in the instruction book how you do this. Pay attention to the softener section (if you use it) and make sure that is also cleaned regularly or you can get a build-up of mouldy residue as well as possible leaks.

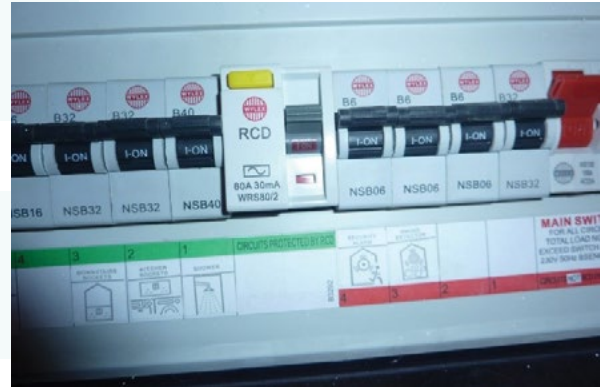
If you get the soap drawer out and look up above it you'll see a series of jets, this is where the water comes in to disperse into the drawer, make sure that this is also clean, an effective way of cleaning them is to use an old toothbrush dipped in a little bleach, especially if they are a bit moldy. Any black stuff you see in there is mould, which causes a build-up of odour causing bacteria who use the wet environment to breed in.

FINAL NOTE

DO NOT WASH TRAINERS OR SHOES IN THE WASHING MACHINE UNDER ANY CIRCUMSTANCES! This will permanently damage the washing machine, which may result in deductions from your deposit.

YOUR FUSEBOARD

Your fusebox should look like this:



Note that all the switches are **pointing up**

If a circuit is overloaded a switch will be “tripped”, stopping any electricity getting to that circuit.

If the electricity in all or a part of your house stops working, you have probably “tripped” a switch.

If the switch keeps tripping make sure to unplug everything (including your fridge & washing machine), flick every switch down, then flick the switches marked RCD up first, then turn each switch on one by one.

If all the switches remain up, plug your appliances in one by one to identify which one is faulty.

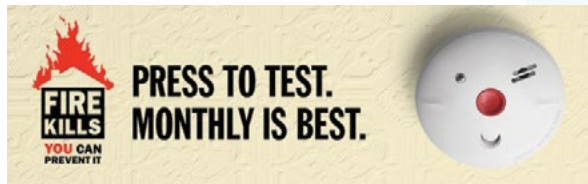


If the problem persists, call the office on 0113 275 1010

If a switch is in the down position it means that the circuit has been broken. To reset the circuit, you must put **every** switch back into the up position, including any marked RCD.

TESTING YOUR SMOKE ALARMS

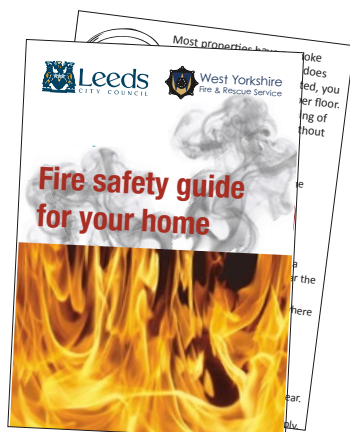
MAINS INTERLINKED SMOKE DETECTOR TWINFLEX FIRE ALARM SYSTEMS



Mains interlinked smoke detectors are usually situated in the hallways of the property with one on each floor.

They are powered by the mains as well as having a battery backup. This ensures they still work even in a power cut. They are the simple disc shape as pictured above.

- **Testing mains interlinked smoke detectors.** Simply hold in the button for around five seconds and the alarm should sound. If it does not sound, then contact agent/landlord as there may be a fault.
- **Changing the battery.** The batteries will require changing occasionally but the smoke alarm will make you aware of this with a single beep every five minutes. The battery can be changed by sliding out the tray in the smoke alarm unit and replacing the battery. Alarms without pull out trays may need the face of the smoke detector removing.



- **Testing the twin flex fire panel.** For the above fire alarm system, the code to activate the panel is: The **ALT** button, then numbers **5, 1, 4**. From there you can test the panel, reset sounders, reset panel and silence buzzer etc



- **Testing the new version of the twin flex fire panel.** For the above fire alarm system, the code to activate the panel is: The **ENTER** button, then numbers **8, 7, 3, 7**. From there you can test the panel, reset the sounders, reset the panel and silence buzzer etc

If you have any issues regarding the fire alarm panels, please contact the landlord/agent.

FIRE ALARM TEST SHEET

* It is vital under BS5839-1 (Code of practise for fire detection) for regular testing to be undertaken to ensure that no failure of the installation goes unnoticed.

* Record all fire and fault events on the log sheet given. If there is a failure then please contact Deu Estates.

Week No	Inspected By	Any Fault Recorded	Date	Week No	Inspected By	Any Fault Recorded	Date
1			7/1	30			1/20
2			7/8	31			1/27
3			7/15	32			2/3
4			7/22	33			2/10
5			7/29	34			2/17
6			8/5	35			2/24
7			8/12	36			3/2
8			8/19	37			3/9
9			8/26	38			3/16
10			9/2	39			3/23
11			9/9	40			3/30
12			9/16	41			4/6
13			9/23	42			4/13
14			9/30	43			4/20
15			10/7	44			4/27
16			10/14	45			5/4
17			10/21	46			5/11
18			10/28	47			5/18
19			11/4	48			5/25
20			11/11	49			6/1
21			11/18	50			6/8
22			11/25	51			6/15
23			12/2	52			6/22
24			12/9				
25			12/16				
26			12/23				
27			12/30				
28			1/6				
29			1/13				

FIRE ALARM LOG BOOK

***Record all fire and fault events and what action was taken.**

***If there is a serious fault or event please call Deu Estates immediately.**

EVENT LOG

[illegible]

YOUR DEPOSIT

As you will be aware all deposits paid are registered with a government approved scheme. We are registered with the TDS. Should you have any questions or enquires then the contact details are below.

WHO SHOULD I CONTACT?

If you want:

- To get more information about the Scheme
- To find out about joining the Scheme
- Advice about TDS
- Resolution of a dispute about a deposit

Please contact The Dispute Service at:

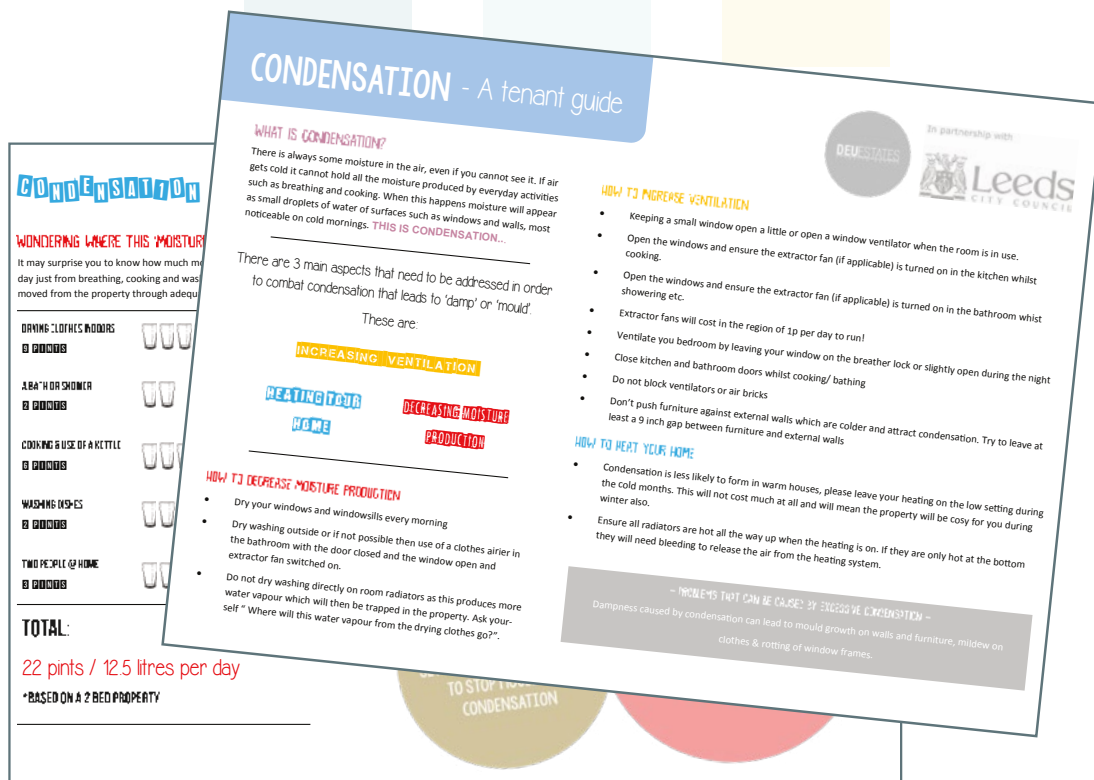
9 Boundary Way, Hemel Hempstead HP2 7SJ

Telephone: 0300 037 1000

email: info@tenancydepositscheme.com

If would like any further information, please visit

www.tenancydepositscheme.com



IMPORTANT NOTES AND CONTRACT INFORMATION

Frequently asked questions on the Assured Shorthold Tenancy Agreement:

Q: Am I on a joint tenancy?

A: The contract you have signed is a joint tenancy, which means that you are all equally liable for the rent, gas, electric, water, and council tax payments. Therefore, it is very important that you make sure every tenant has a guarantor. If someone does not have a valid guarantor and fails to pay the rent, then their arrears will have to be paid by the rest of the tenants.

Q: What do I do if I want to leave the tenancy early?

A: You may leave the contract if you find a suitable tenant to take your place on the contract. This is your responsibility. The replacement tenant must provide a deposit and have a guarantor who is a homeowner. The remaining tenants must also agree with the reassignment. Once the replacement tenant has completed their paperwork you will be charged a termination fee which can be taken from your deposit.

Q: Do I have to pay any bills?

A: Yes. You are responsible for paying the council tax, water, gas, and electricity bills.

You must notify all utility companies of the change of tenancy at the start of tenancy. Please note that you are responsible for all utilities for the entire contractual period of the tenancy, not just from the day you move in.

Students can claim exemption from council tax by emailing council.tax@leeds.gov.uk, and explaining their situation. You must keep this council tax exemption form in order to claim your deposit back, along with proof of payment of final gas, water, electricity, and council tax (if you are not exempt).

Q: Are my personal contents insured in my room?

A: The building and the landlord's contents are insured but your personal belongings are not. You can use price comparison websites to find a good rate if you would like to insure your personal belongings.

Q: How do I make sure I don't get blamed for previous tenants' damages?

A: The best thing to do is to note down any damages you spot and take photographs. You may email this to us or drop this off to the office. We advise that you keep this on file too your own records.

Q: When do I get my Deposit Back?

A: Your deposits will be returned to you by bank transfer when you have provided us with proof that you have paid all the utility bills. This may take you a week or two after the tenancy has ended, as you may have to take meter readings on the day the tenancy ends and provide them to the utility companies. You will also require the final water bill and council tax bill/ exemption certificate.



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