



FONTHILL ESTATE

GUIDE FOR BUSINESS

TENANTS

February 2018

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1 Additions and Alterations

To protect your deposit, it is strongly advised that you seek permission, in writing, via the Resident Agent, prior to undertaking any alterations i.e. decorating, hanging shelves. If you wish to decorate, write explaining which room and your proposed colour schemes. The use of wallpaper or friezes will normally be refused. If the Agent indicates that he is not happy with your proposed colour schemes he has the right to expect the room to be returned to its original colour upon cessation of the tenancy at the tenant's expense. If he agrees to it, providing it is presented clean, then it can remain upon the end of the tenancy.

2 On Move-In

Please read the electric meter on the first day of your tenancy. This reading should be given to the Estate Office (820246) who will then contact the energy provider with the reading, and change to your name for future billing. Please also read the meter at the end of your tenancy and give a copy of the reading to the Estate Office.

Please ensure you know where the water stopcock and fuse box are located.

3 Blu Tac

Contrary to claims on the packaging, Blue Tac is grease based and will damage paint work. Any wall damaged by Blue Tac removal will necessitate the whole wall being redecorated at the tenant's expense.

4 Boilers

Please report any problems immediately to the Fonthill Estate Office.

Any breakdowns or maintenance work considered by a CORGI/OFTEC registered plumber to be due to misuse by the tenant, whether deliberate or through lack of knowledge, will be rectified at the tenant's cost.

5 Heating – Fault finding. Please check the following:

Conventional Boilers:

- A. Oil – ensure there is oil in the tank. The valve is operated on the sight gauge for accurate reading.
- B. The thermostat is turned to a least 20c
- C. The pilot light is lit on gas boilers
- D. The boiler is switched on at the socket
- E. The fuse in the electrical plug to the boiler has not blown
- F. The programme timer is set to the correct time of day and is working

Combi-boilers:

- A. The pressure reading should be 1.
- B. Ensure the red (usually) "lock out" value is depressed

Failure to check these items before requesting assistance will result in the cost of the repair being charged to the tenant.

Some external boilers have frost thermostats and these can cut in and turn the heating on during the night.

Biomass heating & hot water – please contact the Estate Office during working hours or Minnie after hours on 07595 710060.

6 Oil Tanks

The level of oil has either been read or dipped prior to your tenancy and registered on the inventory. To check its accuracy dip the tank by placing a large cane into the large filling hole. Remember to replace the lid to prevent contamination by rain. Some tanks will have sensors.

If the oil tank is allowed to run dry the pipes need to be flushed through after a delivery; this will be at the tenant's expense. Top up contracts are available, please ask for details. Please note at busy times delivery can take 2 – 3 days. We suggest you mark the sight glass 7" above the black sleeve as a reminder to order oil. The Estate currently uses Pearce Energy tel: 01935 816966

7 Vermin

Please contact the Fonthill Estate Office: 01747 820246. Control will usually be the responsibility of the tenant unless it is clearly demonstrated to be the fault of others. The Estate is reluctant to set traps or poison as it is generally tenants responsibility. Vermin must be kept under control and ultimately any damage by them could be the tenants responsibility.

8 Wasps

As wasps are not territorial, removal of nests is the responsibility of the tenant. Please contact the Council or Pest Control company for prices.

9 Bees

Bees are territorial. Report to Estate Office, as treatment is the Landlord's responsibility.

10 Report Problems As They Occur

In accordance with your Tenancy Agreement you are responsible for reporting maintenance matters promptly. Ensure you report any matter immediately to the Estate Office.

11 Health and Safety

Please report any accidents to the Estate Office immediately so a record can be kept. These incidents will be logged in the Accident Record Book, and should include any “potential accidents”.

12 Drains

Please note that wet wipes and cotton wool products should not be disposed of down the loos. If a plumber needs to be called owing to a blockage being reported, the bill will be sent to the tenant if it is discovered that the blockage is due to misuse.

13 Telephones

Amendments or additions to telephone connections are not permitted unless prior consent is obtained from the Landlord.

14 Dripping Taps

If, during your tenancy, a single tap begins to drip you are requested to contact the Estate Office, and the washer will be replaced by one of the maintenance team. If this does not remedy the problem, then the Estate Office will contact a plumber.

15 Electrical Goods

Failure of any electrical appliance should be investigated, in the first instance by replacing the fuse. The services of an electrician should be sought if you are in doubt through the Estate Office.

Bulbs must be replaced by the tenant. If the estate calls out an electrician and the fault is down to a new bulb, then the full call-out fee and cost of bulb will be invoiced to the tenant.

16 Smoke Alarm

Under the terms of the Tenancy Agreement, you are responsible for checking and ensuring that the smoke alarm is in working order. A non-mains operated smoke alarm has batteries and will beep when the batteries need changing. If you are unfamiliar on how to use or check the alarms then please contact the Estate Office for assistance.

17 Emergencies

During out of office hours you can call Simon Fowler on 07966 159647, Patrick Durnford on 07714 788274 or Matthew (Minnie) Riggs 07595 710060 alternatively please try to contact the Landlord's specified contractors of choice. Contact details are provided at the end of this Guide.

18 Forwarding Mail

All tenants are asked to organise the redirection of their mail. Occasionally mail will arrive for the Landlord – please either redirect or forward to the agent.

19 Frost Precautions

External taps should be turned off at the isolation point. Leave external tap open to avoid pressure on any pipe. If there is no isolation tap or valve, wrap the outside tap with a towel during the winter months. Any queries, please contact the Estate Office on 01747 820246.

20 Useful contact numbers

The Estate Office 01747 820246

In accordance with your Tenancy Agreement you are responsible for reporting maintenance matters promptly. In the first instance, please ensure you report any matter to the Fonthill Estate Office.

OUT OF OFFICE HOURS CONTACT NUMBERS

Simon Fowler – Resident Agent	07966 159647
Patrick Durnford – Assistant Resident Agent	07714 788274
Matthew (Minnie) Riggs – Clerk of Works	07595 710060
Electrician - Andrew Crosse	07737 735801
Plumber - Rob Marshall	07976 894793
Sewage/Drainage - Pete White Wessex Waste Disposal	01963 370924
Electricity - SE	0800 072 7282
Wessex Water	0800 692 0692
Matthew Riggs - Fonthill water supply & biomass	07595 710060

USEFUL CONTACT NUMBERS

Wiltshire Council	0300 456 0100
Oil - Pearce Energy	01935 816966