



FONTHILL ESTATE

GUIDE FOR TENANTS

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 large mirrors/pictures/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 After Move-In

Please ensure you know where the water stopcock and fuse box are located. These are listed on the Inventory.

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

The Estate will arrange for servicing of your boiler annually.

There should be User Instructions in the property. If these cannot be located, then please notify the Estate Office directly. 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 Chimney Sweeping

It is essential that chimneys are swept annually to comply with Landlords insurance, whether used or not. If a tenancy expires at the end of 6 months then half the cost of sweeping will be deducted from the deposit. If it continues over a year the cost of a full clean will be deducted unless a receipt is provided. Self sweeping is not acceptable. Chimney Sweep Certificates should be given to the Estate Office for safe keeping.

6 Open Fires and Woodburning Stoves

Damp and green logs must not be used. A green log is one that has not been allowed to dry out for more than 12 months. Using them will result in tar being left in the chimney. Chimney sweeps cannot remove tar and if green logs are continually used, the build up of tar can greatly increase the risk of a chimney fire. Please therefore ensure that when purchasing logs your supplier confirms that they have allowed them to dry for at least 12 months prior to you purchasing them. On basic visual inspection, it should be quite obvious whether logs are recently cut or have numerous cracks where they have dried out and contracted.

7 AGAs /Cookers

There should be a set of instructions for the AGA (if there is one) at the property. If, however, these are missing, or you have any queries on them, please notify the agent. The Estate will service once a year. If the AGA needs relighting for any reason, other than a service, it is the responsibility of the tenant.

8 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.

9 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

10 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 tenant's responsibility. Vermin must be kept under control and ultimately any damage by them could be the tenant's responsibility.

11 Wasps

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

12 Bees

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

13. Dogs and other Pets

Written permission to keep a pet (or additional pet) must have been received from the Landlord or agreed at the start of the tenancy as detailed in the Tenancy Agreement

The property must be professionally cleaned to include carpets at the end of the tenancy, and the grounds cleared of any pet fouling. A charge will be made for the above should this work not be carried out.

Dogs must be kept under control at all times when walking on Estate land, preferably on leads or to heel at the very least. Please keep to the footpaths and do not let your dog(s) run free across fields. This is particularly important during lambing and when birds are nesting in the Spring.

14 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.

15 Septic Tanks and Drains

The Estate charges for emptying the septic tank. If a septic tank has to be emptied, or the drains rodded because they are blocked due to tenants unsuitable waste items, the extra cost will have to be charged to the tenant. Please note that baby wipes and cotton wool products (e.g. balls and buds) are not suitable for disposing down the lavatory.

16 Showers

You have chosen to live in a very hard water area and therefore the showers must be de-scaled on a regular basis. Failure to do so causes lime scale build up and may lead to a failure. If any fault is proved to be caused by lime scale build up, the costs of repair or replacement will be borne by the tenant. For proper care of showers, please follow the following maintenance procedure:

1. Remove showerhead from hose
2. Turn all shower controls to cold
3. Run shower for 5-10 mins, there should be debris coming from the hose, let it run until the water clears.
4. Replace head
5. Soak showerhead in lime scale remover solution
6. We would advise to turn controls to cold at the end of each shower.

17 Water Softener

Where a water softener is provided, please familiarise yourself with the instructions for use. Please ensure that it is regularly topped up with salt tablets. Should you require any assistance then please contact the agent.

18 Telephones

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

19 Cleaning in Preparation for Handing Back the Property

This will be covered in more detail closer to the end of the tenancy. The most frequently overlooked items are interior doors, washing machine drawers, dishwashers, replacement of extractor fan filter, undersides of WCs and wash basins.

20 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.

21 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.

22 Smoke & Carbon Monoxide Alarms

Under the terms of the Tenancy Agreement, you are responsible for checking and ensuring that the smoke and carbon monoxide alarms are in working order. A non-mains operated 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.

23 Emergencies

During out of office hours, please try to contact the Landlord's specified contractors of choice. Contact details are provided at the end of this Guide.

24 Forwarding Mail

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

25 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.

26 Gardens

Unless specified in your Tenancy Agreement, the garden is the responsibility of the tenant. Landlords are not expected to provide garden implements for unfurnished tenancies, but the Estate Office can recommend a suitable gardener if required.

27 Condensation

If damage occurs to the Landlord's fixtures and fittings i.e. mould to window frames and curtains due to the Tenant's lifestyle during the tenancy, recompense will be taken from the tenant's deposit.

These four steps will help you reduce the condensation in your home.

A. Produce less moisture

Cooking: to reduce the amount of moisture, cover pans and do not leave kettles boiling

Paraffin and portable flueless bottled gas heaters: these heaters put a lot of moisture in the air – one gallon of gas or paraffin produces about a gallon of water vapour. If you have a problem with condensation, try to find an alternative means of heating.

Washing clothes: put washing outdoors to dry if you can or put it in the bathroom with the door closed and the window open or fan on. If you have a tumble dryer, make sure you vent it to the outside (unless it is the self condensing type). DIY kits are available for this.

B. Ventilate to Remove Moisture

You can ventilate your home without making draughts.

Some ventilation is needed to get rid of moisture that is being produced all the time, much of which comes from people's breath. Keep a small window ajar or a trickle ventilator open when someone is in the room.

You need much more ventilation in the kitchen and bathroom when cooking, washing up, bathing and drying clothes. This means opening windows wider. Better still, use a humidistat-controlled electric fan (these come on automatically when the air becomes humid and are cheap to run).

C. Insulate and Draught Proof

When the whole home is warmer, condensation is less likely. Please attend to the following:

- Do not block permanent ventilators
- Do not completely block chimneys
- Do not draught proof rooms where there is condensation or mould.
- Do not draught proof a room where there is a fuel burning heater (e.g. a gas fire)
- Do not draught proof windows in the kitchen and bathroom

Locking all moisture inside a building, no matter how warm it is, will cause high humidity and potential problems.

D. Heat your Home a Little More

For homes with central heating, in cold weather the best way to keep rooms warm enough to avoid condensation is to keep low background heating on all day, even when there is no one at home. This is very important in flats and bungalows and other dwellings where the bedrooms are not above the warm living room.

Dehumidifiers will help reduce condensation in warm rooms with a lot of moisture.

28 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

Plumber	Rob Marshall	07976 894793
Electrical issues	Andrew Crosse	07737 735801
Sewage/Drainage	Pete White, Wessex Waste Disposal	01963 370924
Electricity	SSE	0800 072 7282
Wessex Water		0800 692 0692
Fonthill water supply - Matthew (Minnie) Riggs		07595 710060
Biomass heating & hot water - Matthew (Minnie) Riggs		07595 710060

USEFUL CONTACT NUMBERS

Wiltshire Council	0300 456 0100
Chimney Sweep	TP Chimneys 01722 790187
Oil	Pearce Energy 01935 816966