

Property Information Pack

Welcome to your flat!

This pack contains essential information and important contact details to help you during your occupancy and make the most out of living in such a great location.

At City Living London we are proud to offer a professional property management service and endeavour to answer queries in an efficient and timely manner.
















We are here to help but it is important to remember that as a tenant you have responsibilities and are required to look after your flat like it is your own. We have provided the enclosed information to assist with this. Should you have any feedback on its contents or ideas on other information to include, please email us on info@citylivinglondon.co.uk – we appreciate your input!

Many thanks for renting with us; we hope you enjoy your City Living Experience.

The City Living Team

SAMPLE

Contents

-  Checklist for moving in, during your stay and moving out of the property
-  Area map and closest tube
-  Laundry code, bin store code, bin collection days and mail
-  Keys, what to do if you are locked out and inventory fees
-  Maintenance and emergencies
-  Fire Safety
-  Local council information and post office
-  Police contact details
-  Service providers (e.g. utilities + TV Licence)
-  Internet / Wi-Fi service (where applicable)
-  Royal Mail redirection service
-  Manuals (e.g. boiler / kettle / toaster etc)
-  Deposit Protection Service Terms and Conditions
-  Standing Order Forms
-  EPC & Gas Safety Certificate (where applicable)

Checklist

Moving in to and living in your flat

- ✓ Check the condition of the flat, make sure all appliances, keys etc are working and cross check with inventory
- ✓ Set up standing order to pay your rent monthly (unless you have paid in advance). This monthly payment needs to reach our account on the same day each month your contract began. Our bank details and standing order form are enclosed in this pack. Please put your surname as the reference on all payments so we know you have paid. If after 14 days your rent has not been received in full then you will incur a late payment fee on your account of £20 + VAT per invoice of rent for each month.
- ✓ Let employers, university administration, bank etc know your new address
- ✓ Take out contents insurance for your belongings, laptops etc
- ✓ If you have a television, make sure you have a television licence
- ✓ Set up landline or internet connection should you want one
- ✓ Ensure you receive confirmation from the deposit protection service regarding your deposit – this may take a couple of weeks
- ✓ Check your tenancy agreement to find out which bills you are liable for. Your utilities will be set up in your name but check the post on a regular basis for your bills.
- ✓ Let City Living London know of any maintenance problems and repairs immediately
- ✓ 'Return to Sender' any post from previous tenants and forward us any utility bills not intended for you.

Do Not

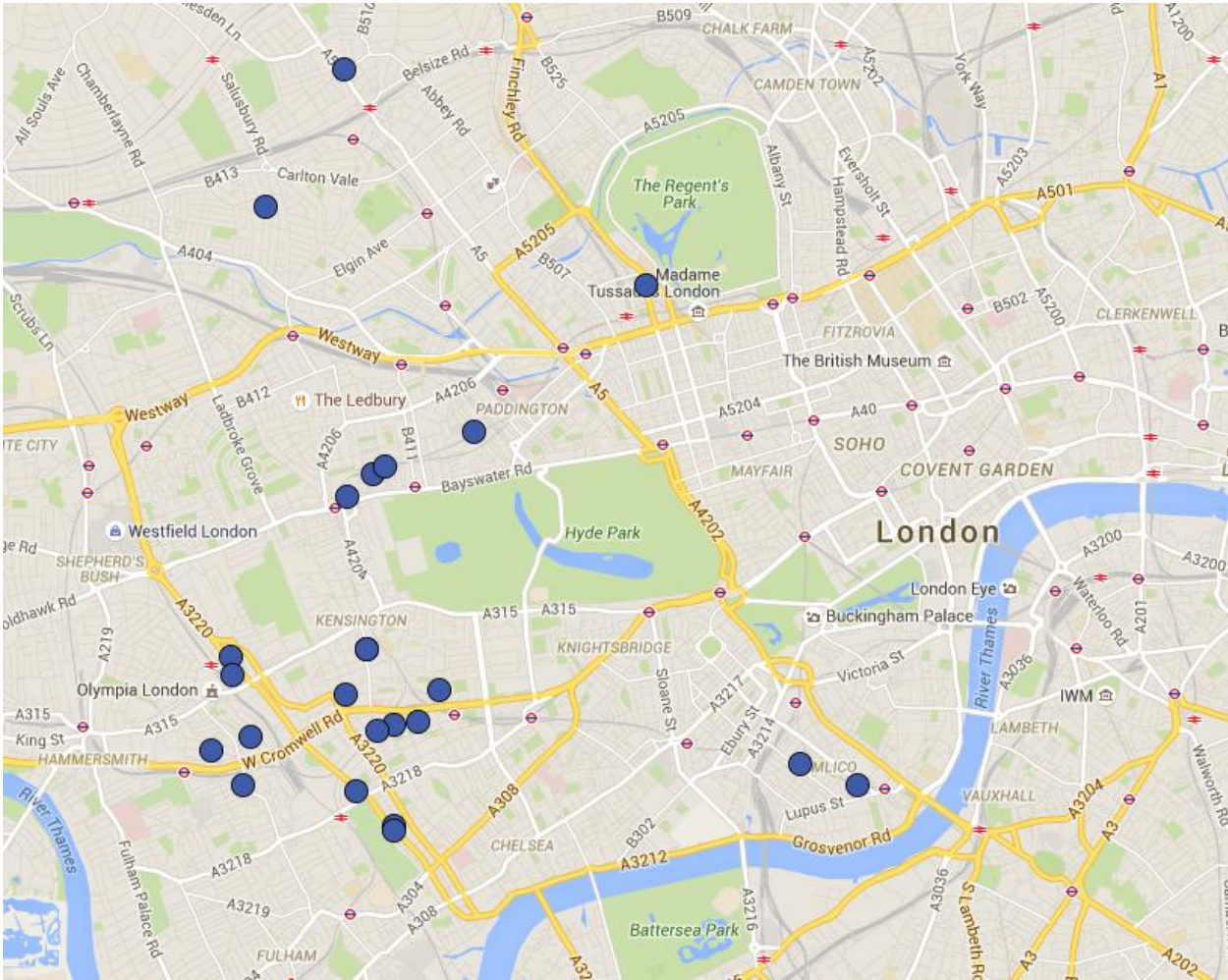
- ✗ Do not change utility suppliers
- ✗ Do not move out or leave the property vacant for a long period of time without advising the office
- ✗ Do not use communal fire extinguishers as door stops
- ✗ Do not let or 'buzz' people into the building unless they are your personal guest
- ✗ Do not take in paying guests or sublet the property
- ✗ Do not change locks or use an on call locksmith (this is dealt with internally)
- ✗ Do not redecorate or change any fixtures and fittings of the flat. Any maintenance or repair that you are not responsible for, contact City Living London
- ✗ Do not refuse reasonable access to landlord or a representative or tradesmen
- ✗ Do not tamper with hard wired smoke detectors in the building
- ✗ Do not use the deposit as the last month's rent

Moving out of the flat

- ✓ Give City Living London the correct notice before you move out
- ✓ Make an appointment with the inventory clerk to do a checkout of the flat
- ✓ Professionally clean the flat
- ✓ Hand over all sets of keys & access fobs at the end of the tenancy during the checkout
- ✓ Ensure that your rent is up to date and has reached the landlord on time
- ✓ Contact utility companies with final readings of gas, electricity etc to pay your final bills and close accounts
- ✓ Replace any broken crockery, cutlery etc and move furniture back to where it was at the start of the tenancy
- ✓ Advise Royal Mail (further information on this is explained in this pack), your bank and employers of your move and provide them with a forwarding address

Location

Here is a map of the surrounding area; the closest tube for you is..



Useful Codes



Laundry room is located ...



Bin Store is located ...

Collection Days:

Recycling Collection Days:

Warning! Please ensure no rubbish is placed outside in advance of rubbish collection days as it can be hazardous for other tenants/pedestrians and attract vermin into the building. The council has the authority to issue personal fines where rubbish has been dumped.

Mail

There will always be a problem with excessive junk mail in block style apartments and mail addressed to people that no longer live at the property. All the tenants should take pride in their building and help to bin junk mail, and redirect/return to sender any mail addressed to someone that used to live in your flat.

If you see mail addressed to City Living London or Fenland Limited, then please forward it on by crossing out the address and writing the office address (41 Paradise Walk, London SW3 4JL) and placing it in your nearest post box (this is free of charge).

It is important you do forward this post to us because it may be bills, which if left unpaid could affect you.

Keys

The number of sets of keys/fobs given to you when you move in is recorded and one set of keys will be given to each tenant named on the tenancy agreement. If you lose/break your key and /or fob, a replacement will cost £100 per key (this is a specialised key and lock that is unable to be copied) and £25 per fob (only able to be reprogrammed by the office and this cost includes cancelling the lost fob so that no one can gain access to the building with it). A £250 charge will also apply for changing the lock if a key is lost. Charges are inclusive of VAT.

Locked out?

If you are locked out of your flat during office hours, contact the office for instructions.

If you are locked out after office hours, please call our key holder Hadi on **07703 180 014**. Hadi will be able to open your flat after hours, but he cannot give you a new key/fob. If you have lost keys/fobs, you will need to contact the office the next working day.

Please do not call Hadi for non-emergencies as he will instruct you to call the office when it reopens. If Hadi is called out for any other reason than an emergency, there will be an afterhours call out charge of £125 which will be added to your rental account for payment.

If you are locked out of your flat during office hours and need to borrow a key/fob to let yourself back in, we require a £125 deposit which will be returned to you when you return the key/fob. If you are locked out and need someone to meet you at the property to let you back in during office hours (Monday to Friday 9am to 5:30pm) there will be a £40 call out charge. The call out charge Monday to Thursday between the hours of 5.30pm to 10pm is £75. The call out charge for weekends, public holidays and between 10pm to 9am all other days is £125. All charges are inclusive of VAT.

If after 14 days your payment has not been received in full then you will incur a late payment fee on your account of £20 + VAT per invoice for each month.

Inventory Fees

City Living London will cover the check in fee; however the tenant is responsible for the check out fee. Charges for a studio flat is £90; 1-bed is £135; 2-bed is £150; and 3-bed is £165 (these costs are all subject to contract and inclusive of VAT). Appointment cancellations, no attendance or less than 24 hours notice to change checkout appointments is £70 per appointment (subject to contract and inclusive of VAT).

Pictures on walls

We ask that you please do not put holes in the walls as it leaves the walls looking messy. It is your responsibility to leave the flat in the same condition as when you moved in otherwise you will be charged for works to return the wall/s to their original state.

Maintenance

If something goes wrong in your flat, please call our office on 020 7351 6100 or email maintenance@citylivinglondon.co.uk and provide details of the problem. We will then arrange to fix the problem, scheduling works as required. We endeavour to arrange attendance as quickly as possible for routine maintenance however, emergencies will take precedence. Cancellation charges for appointments or refusal of access for prearranged appointments range from £75 to £125 (subject to contractor/ call out costs) and are inclusive of VAT.

Light bulbs

It is your responsibility to change the light bulbs within your flat when they burn out. If you need a ladder to change a light bulb, email info@citylivinglondon.co.uk and we will schedule our maintenance person to assist. You will need to provide the new bulb(s) and our maintenance personnel will provide a ladder. Please note that if he arrives and finds you could have reasonably changed the bulb without the use of a ladder, you will be charged £40 for the call out. If you have not supplied the necessary or correct bulbs, there will be a charge of £10 per bulb. Charges will be added to your rent account for payment. Charges are inclusive of VAT.

Emergencies

9AM TO 5:30PM MONDAY TO FRIDAY

If an emergency occurs during office hours, please report it immediately to the office either by phoning 020 7351 6100 or emailing info@citylivinglondon.co.uk

ALL OTHER TIMES (including public holidays)

If an emergency occurs outside office hours please call the office on 020 7351 6100. The afterhour's message will provide you with the most up-to-date instruction on who to call to attend to your emergency. Please leave us a message at this time informing us of the problem and that you are calling the afterhours emergency service so we are aware of the situation and can follow it up with you.

Please note that if the matter is not an emergency (i.e. plumbing / electrical), the emergency company may not attend. If they do attend and find it is not an emergency, the cost of the service will be added to your rent account for payment

(In the unlikely case that the message service has a fault, please contact 0844 884 1180 - Aspect Maintenance or 0208 682 2244 – Maintracts Service. Failing this, please call 07703 180 014 – Hadi Maintenance City Living London).

Fire Safety

Fire Action signs will be located in key common areas around the building you are living in. Please make yourself familiar with the actions to take in the event of a fire.

In addition please make note of the following for everyone's health and safety:

- Do not leave personal belongings and rubbish in the communal areas
- Keep the communal areas clear at all times
- Ensure all lobby doors are kept closed
- Do not wedge open lobby doors and if found open, please close them
- No smoking in the communal areas at any time
- Ensure that fire extinguishers are not used to wedge open lobby or communal doors or used for any other purpose except to extinguish a fire
- Report any problems / issues with individual smoke and fire detectors or the fire alarm panel to the office so we can deal with them immediately

FIRE SAFETY FOR TENANTS

**Fire kills!
Get out & stay out!
Call 999!**

Your flat has been fitted with hard wired electric smoke alarms that are connected to a communal fire panel. We have also supplied each flat with battery operated smoke detectors. Tenants are reminded that there are a number of important measures you can take to prevent the risk of fire.

City Living London will carry out regular checks of communal areas. Please don't be offended if you are asked to move any items – any request will be for your own safety and for those sharing the communal areas.

Don't open the door to anyone you have not invited and report any anti social activities in your block to your local council and the Police.

It is important to plan an escape route and be prepared in the event of a fire.

STEPS TO SAFETY – PLANNING AN ESCAPE ROUTE

- Make sure you are familiar with the fire escape plan, what to do in a fire & all the escape routes. The best escape is down the shared stairs out of front entrance door. NEVER use lifts or balconies in the event of any fire.
- Keep all exits & communal areas clear at all times.
- Keep fire doors closed to help prevent the spread of fire and to give you more time to get out
- **KEEP CALM AND ACT QUICKLY**
- If it is safe to do so, leave immediately and, if possible, close all internal and external doors
- Telephone the emergency services on 999, giving them the full address of your property
- Do not waste time collecting any valuable items or possessions
- Leave the building using the safest escape route
- If you know your exit is clear, leave quickly and where possible alert your neighbours by using the call point located on each floor
- **DO NOT GO BACK INTO THE BUILDING!**

The following table lists the most common causes of fire and how you can help to prevent a fire in your flat:

The most common causes of fire	What you can do to help prevent the risk of fire in your home
<p data-bbox="233 407 613 436">Electrical sockets & appliances</p> 	<ul data-bbox="678 407 1089 785" style="list-style-type: none">• Don't overload sockets• Try to only have one plug in each socket• Use extension leads safely• Switch off and unplug electrical items when not in use & before you go to bed (unless they are designed to be left on e.g. your freezer)• Don't try and fix faulty electrics yourself• Report any required repairs as soon as possible
<p data-bbox="233 798 363 827">Cigarettes</p> 	<ul data-bbox="678 798 1089 1087" style="list-style-type: none">• Stub out cigarettes properly and throw them away carefully• Put them out! Right out!• If possible, wet them and dispose of them in a bin outside your home• NEVER smoke in bed• Keep matches & lighters away from children
<p data-bbox="233 1100 337 1129">Candles</p> 	<ul data-bbox="678 1100 1089 1501" style="list-style-type: none">• Make sure they are fully extinguished after use• Don't leave them unattended• Make sure they are put on a safe surface• Put them in a fireproof holder• Keep them away from curtains, fabrics, pets & children

The most common causes of fire	What you can do to help prevent the risk of fire in your home
<p>Gas Appliances</p> 	<ul style="list-style-type: none"> • Make sure you give us access to carry out the yearly checks on your gas central heating system & appliance • Always use a Gas Safe registered engineer if you install your own appliances • Keep clothing, furniture and other inflammable items away from heating appliances • Don't use heaters to dry clothing • Ensure heaters are turned off properly when not in use • Use a guard if necessary to ensure the safety of children, pets, etc.
<p>Litter, cardboard, bulky furniture, rubbish, etc.</p> 	<ul style="list-style-type: none"> • Always dispose of any items in the appropriate bins provided • Store any bulky items in a safe location until they are removed for disposal
<p>Alcohol/Medication</p> 	<ul style="list-style-type: none"> • Drink safely – take special care when you have been drinking • Don't attempt to cook if you are under the influence of alcohol • Be extra careful if you are taking medication which can make you drowsy

The most common causes of fire

What you can do to help prevent the risk of fire in your home

Kitchens



- Turn off cookers & ovens when not in use
- Don't leave children alone in the kitchen when cooking
- Make sure saucepan handles are out of reach from children and free from any interference
- Take care when cooking with hot oil
- Keep tea towels, cloths & kitchen roll away from the cooking area
- Take care if you are wearing loose clothing, they can easily catch fire
- Keep the cooking appliances clean and in good working order as a build up of fat and grease can ignite a fire
- Don't put anything metal in a microwave

Smoke Alarms



- Make sure you test your smoke alarms regularly and tell us above any problems
- NEVER cover up your smoke alarms
- Report any damage immediately

Our flats are located across 3 boroughs, these are:

London Borough of Hammersmith and Fulham

Hammersmith Town Hall, King Street, London W6 9JU
Main switchboard: 020 8748 3020
Council Tax Dept: 020 8600 7777
Website: www.lbhf.gov.uk

Royal Borough of Kensington and Chelsea

Town Hall, Hornton Street W8 7NX
Main Switchboard: 020 7361 3000
Council Tax Dept: 020 7361 3005
General Email Address: information@rbkc.gov.uk
Website: www.rbkc.gov.uk

This is your local council and to whom you pay council tax.

If you are a student or living on your own or are the only full time working person in your household you may be entitled to discounts on or exemptions from council tax. As the named occupant, you will personally have to inform and inquire with your council for your specific case. We will arrange for the council tax account to be put into your name but you will have to liaise with the council for your own discounts/ exemptions.

Post Offices

118 Gloucester Rd SW7 4PH 0845 722 3344
185 Earls Court Road SW5 9RB 0845 722 3344

City of Westminster

Westminster City Hall, 64 Victoria Street, SW1E 6QP
Main Contact Tel: 020 7641 6000
Council Tax Dept: 0845 302 3400
Website: www.westminster.go.uk

If you are a student or living on your own or are the only full time working person in your household you may be entitled to discounts on or exemptions from council tax. As the named occupant, you will personally have to inform and inquire with your council for your specific case. We will arrange for the council tax account to be put into your name but you will have to liaise with the council for your own discounts/ exemptions.

Police:

In the case of an emergency such as a break in or continued disturbance from neighbours at unsociable hours please contact the police.

Here are the contact details and opening times:

Hammersmith

- Telephone: 0300 123 1212
- Opening Hours: 24 hours a day

Shepherds Bush

- Telephone: 0300 123 1212
- Opening Hours: 0700 - 2200 daily

Fulham

- Telephone: 0300 123 1212
- Opening Hours: 24 hours a day

Chelsea Police Station

- 2 Lucan Place SW3 3PB
- Telephone: 020 7589 1212/ 0300 123 1212
- Opening Hours: 24 hours a day

Kensington Police Station

- 72-74 Earls Court Road W8 6EQ
- Telephone: 020 8721 2003/ 0300 123 1212
- Opening Hours: 24 hours a day

Disputes with your neighbours

If someone is causing you a disturbance, they might not realise that their actions are bothering you. The best initial step you can take is to talk to them calmly in person, explaining your position and the problem will be solved.

In the event of noise issues, your local council offers 24 hour noise/nuisance

London Borough of Hammersmith and Fulham

In the event of continued noise or nuisance issues, your local council offers a 24 hour Environmental Protection Service and call out service.

- Tel: during office hours, Monday to Friday 8am to 5.30pm call 020 8753 1081
- Tel: outside office hours call 020 8748 8588
- Website: www.lbhf.gov.uk/Directory/Environment_and_Planning/Pollution/Pollution_control_-_noise/7565_Pollution_control_noise_and_nuisance.asp
- Fax: 020 8753 3922
- Write to: Public Protection & Safety, 6th Floor, Town Hall Extension, King Street, London, W6 9JU
- Email: environmentalprotection@lbhf.gov.uk

Royal Borough of Kensington and Chelsea

- By telephone on 020 7361 3002
- Website: www.rbkc.gov.uk
- Write to The Noise and Nuisance Service, The Royal Borough of Kensington and Chelsea, Council Offices, 37 Pembroke Road, London, W8 6PW
- By E-mail at environmentalhealth@rbkc.gov.uk

City of Westminster

- Tel: 020 7641 2000 (24 hours)
- Website: www.westminster.gov.uk/services/environment/pollution/noisepollution/about/
- Write to: 24 Hour Noise Team, Premises Management, Westminster City Council, PO Box 240
- E-mail: noiseteam@westminster.gov.uk

Service Providers

These are the companies set up to supply your flat's utilities.

We will arrange for the accounts to be set up in your name and give you the meter reading from the day you move in. Once this has been done, responsibility for the account falls to you, the tenant. You will then be responsible for liaising with the utility companies for your meter readings and payment.

If you have not received any utility bills after three months of moving into your flat then please email info@citylivinglondon.co.uk to avoid any outstanding payments or overdue bills.

At the end of your tenancy it is your responsibility to provide the final meter readings and close the account. If you require access to a meter cupboard that is locked, please email info@citylivinglondon.co.uk to request access.

Electricity

EDF Energy

Tel: 0800 096 9000

Web: www.edfenergy.com

Water

Thames Water

Tel: 0845 9200 888

Web: www.thameswater.co.uk

Gas & Electricity

British Gas

Tel: 0800 048 0202

Web: www.britishgas.co.uk

TV Licence

If you watch or record television programmes as they are being shown on TV you must, by law, pay for a TV Licence, no matter what device you are using (PC's included).

General Enquiries

<http://www.tvlicensing.co.uk/>

Telephone / Internet

In each flat there is a hardwired phone access point. This allows you to set up a phone and internet connection to suit you.

Telephone / internet connections are your responsibility to set up, manage and disconnect during your tenancy. Any costs associated with the connection are your responsibility.

If this is all new to you, we provide some suppliers below*

*We do not endorse any of these suppliers and are not in any way liable for the service they provide

BT

Web: www.bt.com

Talk Talk

Web: www.talktalk.co.uk

Your mobile phone provider may also be able to provide you with internet and wireless options

Virgin

Web: www.virginmedia.com

Sky

Web: www.sky.com

Royal Mail Post Redirection

What is the Home Redirections Service?

When you move home, whether temporarily or permanently, the Home Redirections service will forward mail from your old address to your new one.

How long does the service last?

You can choose to redirect your mail for anything from one month to two years.

Can I redirect mail from anywhere?

Royal Mail can redirect your post from most UK addresses to any other UK or overseas addresses, including British Forces and PO Box addresses. Please note, Redirections to European Union destinations (excluding the UK) are subject to VAT at the standard rate.

Can I set up a Redirection from abroad?

Yes. Just call +44 1752 387 116 for more details.

What happens when my redirection runs out?

Royal Mail will write to you two to four weeks before it runs out to let you know your service is due to expire. Then you can either renew online or through the post using the Freepost envelope Royal Mail will send, or you can do it over the phone and pay by credit or debit card.

For more information please go to www.royalmail.com