



## **Residential Lettings Move-in Guide**

Welcome to the world of renting, where you're about to embark on an exciting journey into the realm of housing and accommodation.

Renting a place to call home can be a rewarding and liberating experience, but it can also come with its fair share of challenges and uncertainties. Here at Reed Residential we aim to equip you with the knowledge and tools you need to make your renting experience with us as smooth sailing as possible.

Whether you're a first-time renter or a seasoned tenant, this guide and FAQ booklet are here to provide you with valuable insights and answers to common questions.

### **What are the next steps after I have collected my keys?**

Once you have collected your keys and made your way into the property there are a few things that you will need to do within the first 48 hours. This includes informing the council and energy suppliers of your tenancy, reviewing your inventory and making any necessary comments, take meter readings and test your heating.

### **Who do you need to inform when you move in?**

- Your local council.
  - If you are unsure which borough you fall under you can check using the government website: <https://www.gov.uk/find-local-council>
- Electricity company
  - If you are unsure who supplies your Electricity, you can use UK power networks search tool: <https://www.ukpowernetworks.co.uk/who-is-my-electricity-supplier-and-what-is-my-mpan>
- Gas company if applicable
  - Often your Gas and Electricity will be supplied by the same company. However again if you are unsure you can check online: <https://www.findmysupplier.energy/>
- Waterboard
  - All properties in Essex fall under Essex & Suffolk water and Anglian. However if you are unsure, you can check online: <https://www.water.org.uk/customers/find-your-supplier>
- TV licence.
  - All properties in the UK that watch live TV are required to purchase a TV licence. <https://www.tvlicensing.co.uk/>





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### Supply Meters

- Where can you locate your electricity and gas meters.
  - You will find the location along with a meter reading on the first few pages of your inventory. In most cases you will be able to find your gas meter on the outside of your property in a white box and your electricity meter within a communal area or cupboard under the stairs.
- Where can you locate your water meter.
  - Water meters can generally be found on the pavement outside the front of your property. If you live in a high rise block, this will be different and you will need to refer to your inventory or concierge.

### Additional Keys & Lockouts

- What should you do if you require additional set of keys.
  - Reed Residential will not supply additional sets of keys. If you wish to purchase yourself any additional sets, you will need to email your Property Manager for written consent. We would also expect these to be returned when you vacate the property.
- What should you do if you need to change the locks.
  - If for any reason you need to change the locks on your front or back door, you will need to inform your Property Manager in writing and supply a copy of the new keys to Reed Residential.
- What should you do if you lock yourselves out the property.
  - **During office hours only** - Reed Residential do hold some management keys for properties, you can come to the office and borrow our set to gain access. You will in this case need to leave a form of ID with us.
  - **Out of hours** – You will need to call a local locksmith to gain access into the property.

### Electrics

- What to do if you have no electric.



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If you have woken up or come home to no electricity there could be a few reasons for this. Before informing Reed Residential you will need to carry out a few routine checks:

- Check you have credit on your meters.
  - Is there a power cut in the area? You can either check this online at: <https://www.ukpowernetworks.co.uk/> or you can check if your neighbours if they are in the same boat. Often or not, if you are experiencing a power cut the streetlights in the road will also be off.
  - Check your fuse box. If there is a problem with the electrics in your home, a switch will trip off and break the electricity supply to that circuit. When looking at your fuse box all switches should be facing upwards. If one is facing the opposite way this is where the error has occurred. You will then need to carry out a trip switch test to find the faulty appliance, switch or socket.
  - If you have carried out both the above test, please then contact your Property Manager for assistance. Please note you may be held liable for the costs of the electricians call out if the cause is deemed your error or you have not carried out the above checks.
- How do you carry out a trip switch test.
    - Turn off and unplug all appliances on that circuit, often the power point circuit. Don't forget items like the alarm clock, dishwasher or fridge which may have sockets which are hidden in or behind cabinets and furniture. A good tip is to go from room to room working around the walls from left to right making sure everything is unplugged.
    - Reset the safety switch.
    - If the switch re-trips straight away the problem could be in the wiring or electrical systems of your home. Call your Property Manager immediately.
    - If the switch stays on work your way around the house gradually plugging in appliances. If you've just plugged in the lava lamp and the safety switch trips you've found your problem.
  - What to do if your lights are not working.
    - Often when a bulb 'blows' or stops working it can cause your trip switch to activate turning off all the lights in the house. Check your fuse box for a tripped switch.
    - If Tripped, turn off all the light switches and reset your electrics.
    - Turn on each room light one by one until you find the broken bulb.
    - Replace the bulb with a new one.

### Heating

- What should you do if your heating is not working.

If you have woken up or come home to no heating or hot water, there could be a few reasons for this. Before informing Reed Residential you will need to carry out a few routine checks:

- Check the batteries in your thermostat are working.
  - Check any timers on your boiler are set correctly.
  - Check your boiler for error codes. If an error code is present on the digital screen, please report this to your Property Manager along with the make and model of your boiler.
  - Check your boiler's pressure. If your pressure has dropped below the green gage you will need to repressurise your boiler.
  - If you have electric heating, please check for any trip switches on your fuse box.
- How to bleed your radiators.
    - **Turn off the heating.** Before starting the bleeding process, make sure to turn off your heating system. This precautionary step ensures your safety and prevents any accidental burns from hot water.



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- **Identify the radiator bleed valve.** Locate the bleed valve on your radiator. The bleed valve is usually located at the top of the radiator, on one side. It resembles a small square or hexagonal nut.
- **Prepare for bleeding.** Place the cloth or towel or washing up bowl below the bleed valve to catch any water that may drip out during the process. This prevents any water from staining your flooring or carpets.
- **Insert Radiator Key.** Insert the radiator key into the bleed valve and turn it counterclockwise. You should hear a hissing sound as the trapped air begins to escape.
- **Release trapped air.** As the hissing sound stops and water starts to trickle out of the bleed valve, it indicates that the trapped air has been released. Once a steady stream of water appears, close the bleed valve by turning the radiator key clockwise.
- **Check for leaks.** After bleeding the radiator, inspect the bleed valve for any signs of leakage. If you notice any leaks, tighten the bleed valve gently until the leak stops – but be very careful not to over tighten, as this may damage the “O” ring and could lead to further problems.
- **Repeat the process.** Finally, repeat the bleeding process for all radiators in your home, starting from the ground floor and working your way up. This ensures that all radiators are free from trapped air and operating efficiently.

### Water

- Where can I locate my stopcock?

- You'll find the internal stopcock inside your home, as close as practicable to the point where the cold-water supply enters your property, usually under the kitchen sink or in a downstairs WC or bathroom.
- What to do if you have a leak?
  - Firstly, you will need to contain the leak. Please place a towel, bowl, or bucket under the leak to reduce damage. If you can not do so you will need to turn your water off at the stopcock inside your property. If the leak is coming from an upstairs neighbour please knock on the door and work with them to determine the cause of the leak (shower, washing machine etc).
  - Contact your Property Manager to inform them of the leak, what you have done to contain it and any other relevant information.
  - If you have been left without drinking water as you have had to turn off your water at the stopcock, please purchase some bottled water and keep a hold of the receipt to pass over to your Property Manager.

### Toilets & Drainage

- **What should I do if my drains, sinks, or toilet is blocked?** How you clear your blocked drain will depend on what's caused the blockage in the first place. There are plenty of home remedies you can try prior to contacting your Property Manager.
  - **Boiling water.** Boiling water is useful for tackling blocked drains caused by grease, conditioner and other kinds of toiletries. Boil a kettle of water and pour it down the drain to shift the blockage.
  - **Natural cleaners.** You can use some natural cleaners to create a fizzing effect that breaks blockages apart. Try pouring hot water down the drain, then follow it with one cup of bicarbonate of soda and one cup vinegar. Leave for ten minutes, then chase it with more hot water.
  - **Over counter drain unblocker.** You can purchase chemical drain unblocker from most supermarkets that can be help to break down any food waste build up in the drains. Always follow the instructions on the packaging and ventilate the room before starting.
  - **Plungers.** Plungers can help to dislodge local blockages by forming a seal around the plug hole, followed by a vacuum effect. These can be purchased at most supermarkets.
- How do I manually flush a toilet.
  - **Throw a Bucket of Water into the Toilet Bowl.** Fill a bucket with at least one gallon of water. Begin by pouring the water into the bowl, slowly at the beginning while gradually speeding up and dump the remainder of the water into the bowl. If done correctly, the water should push the waste in the toilet through the pipes, and your toilet will flush.
  - **Pour Water into the Toilet Tank.** Fill a bucket with at least one gallon of water. Begin by pouring the water into the bowl, slowly at the beginning while gradually speeding up and dump the remainder of the water into the bowl. If done correctly, the water should push the waste in the toilet through the pipes, and your toilet will flush.



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- **Pull the Rubber Flapper in the Toilet Tank.** To do this; Remove the toilet tank lid, If the chain is disconnected from the handle arm, grab the loose end of the chain and slide a link onto the hook at the end of the handle arm. Try pressing the flush handle again.

### Betterment of the property

- Can I redecorate the property?
  - If you wish to redecorate the property, you will need written permission from your landlord. Please contact your Property Manager via email to request and provide as much information as you can regarding plans/paint colour etc.
- Can I make amendments to the garden?
  - It is the tenants responsibility to upkeep the garden however if you wish to make large changes such as adding decking, moving sheds etc you will need permission from your landlord. Please contact your Property Manager via email to request and provide as much information you can regarding your plans.

### Pests

- What do I do if I have seen a rodent within the property or droppings?
  - If you have seen a rodent or its droppings within the property, you will need to first try and eradicate the problem yourself.
  - Please ensure your property is clean throughout, there is no food or rubbish left around in the property and/or pet food left out.
  - You can purchase poison from most supermarkets and lay this around your property to bait areas.
  - Place wire wool in access holes.
  - If the problem persists for over 2 weeks, please contact your Property Manager.



- I have noticed a silverfish in my sink, what can I do?
  - If you have seen silverfish within the property, you will need to first try and eradicate the problem yourself.
  - Reduce the humidity in your property by opening windows, running dehumidifier, and keeping extractors fans on for slightly longer.
- I think the property has fleas, what is the process here?
  - If you have seen fleas within the property, you will need to first try and eradicate the problem yourself.
  - Purchase over the counter room foggers and keep a copy of the receipt.

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- If the issue persists after 2 weeks, please contact your property manager.

### **Maintenance**

- What kind of maintenance is the responsibility of the tenants to repair?
  - As per your tenancy agreement, it is expected that you as the tenant will keep up the day-to-day tasks and maintenance to upkeep the property. Examples of this include: minor painting, carpet cleaning, upkeep of garden, cleaning of appliances, refreshing silicone/sealant and tightening of loose screws that may occur over the course of your tenancy.
- How do I report new maintenance?
  - We no longer accept maintenance requests over the phone, you will need to report all maintenance via our online portal found on our website home page:  
<https://www.reedresidential.co.uk/maintenancerequest.aspx>
  - If you have an out of hours emergency, we do have a text only service available out of office hours: 07584953850
- I have reported maintenance, when will the contractor be attending?
  - Reed Residential do not get involved in arrange appointments. Once you have reported your maintenance issues, we will pass over your contact details along with any information/photographs you have provided to your landlords chosen contractor to make contact directly.
  - Maintenance is prioritised into three categories: High (24 hours) Normal (1-10 Days) Low (10-28 Days)

### **Mail & Letters at the property**

- What should I do with post for the previous tenant?
  - Please return to sender all mail for the previous tenant. You can do this by striking through the address, writing return to sender on the front and reposting in Royal Mail post box.
- What should I do with post for the landlord/occupier?
  - Please forward all landlords mail to your Property Manager.