



Welcome

to your New Home



iCCOMMODATE

Property Management, Lettings and Maintenance

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iCCOMMODATE

Property Management, Lettings and Maintenance

It is our pleasure to welcome you as a new tenant(s).

Tenant Information



Landlord name: iCCOMMODATE Ltd

Landlord address: 447 Smithdown Road, Liverpool, L15 3JL.

Email: info@iccommodate.co.uk

Telephone: 0151 291 1770

Emergency Contact



In the event that emergency repairs are needed contact iCCOMMODATE in the first instance. If not available, contact the mobile numbers provided on the last page.

For any suspected gas leak please contact **British Gas 0800 111 999**

How to live harmoniously and comfortably

Most problems in shared properties seem to arise from tenants not taking personal responsibility for communal areas – The '*someone else will do it*' attitude. People all living together can generate some disagreements. In this case we would advise calling an informal meeting of all housemates to ensure a smooth running household. Most problems can be sorted out by talking.



Our 4 main criteria for living together: Don't be noisy, Keep the place clean and tidy, Pay the rent on time and Have mutual respect for others.

Fire

The hall, landing and stairs must be kept completely clear of obstruction at all times – this is a requirement by the local authority as it forms the fire exit. Keep all your belongings in your room.



In the case of fire- raise the alarm, (shout 'FIRE' as loud as you can!) call the fire brigade, 999, from a safe place, do not attempt to extinguish the fire and ensure doors are closed behind you.

This is a non-smoking property, when smoking outside the property; please step away and close the door to prevent smoke entering the building.



Do not use deep fat fryers at this property, if you introduce any of your own furniture into the house, please ensure it complies with the safety fire regulations.

Smoke Alarms

The smoke alarm system is hyper sensitive and will be activated by the slightest bit of smoke!



Be aware that if you decide to wedge open the **kitchen door**, smoke from cooking food in the kitchen may set off the smoke alarms, to the annoyance of anyone else asleep in the house!



Viewings, Inspections & Maintenance

Viewings and maintenance will need to be carried out at the property from time to time. If you have a fire alarm panel in the house there will be a monthly check of this. Whole house inspections are carried out at 3 month intervals, all tenants will be informed by text 24 hours in advance. Please report any maintenance issues immediately.



Your Contact Information

Please inform us immediately of any change of email address or mobile number; Failure to do so could result in an embarrassing situation should we have to do a room inspection.



Security

It is very important to close all windows and external doors securely when leaving the property unattended. Please leave a light on in either the hall or landing when leaving the house unattended for long periods of time. You may be liable for missing items if its determined that it was you that left the door unlocked.



Keys

Please be careful with your keys - we charge £20 for replacements.



Electrics and Plumbing

Please familiarise yourself with the positions of the fuse-board and stopcock for turning off the water.



Blocked Drains

Take care not to allow excess hair to clog the shower and basin. Also take care what is deposited into the kitchen sink and WC - You may have to pay for call outs and plumbers are expensive!



Heating

In very cold weather please do not turn off the heating when the property is left empty. Set the timer so that it switches on for two bursts a day. This is to ensure that pipes do not freeze. Failure to do so may result in tenants being charged for any subsequent damage and repairs.



The overall heat of the house can be adjusted with the thermostat. Individual room temperatures can be adjusted with the thermostats on the radiator in your room. No need to adjust the boiler.

Monthly Bills

Be sensible- don't leave the heating on all day!



Utility providers:

To find who supplies the electricity to the property call: 0845 270 9101

To find who supplies the gas to the property call: 0870 608 1524



Water: United utilities 08457462222

Council Tax: Please make sure you have provided your course UCAS code or council tax student certificate.

Lighting

You have a responsibility to replace blown light bulbs in the whole of the property, in communal areas this should be done immediately to ensure the safety of all tenants.



Waste Collection

Refuse bins are collected in specific days for each of the street in Liverpool, to enquire for the date and time when the bins would be collected in your street please call:



Refuse Collection: 0151 233 3001

Or check the website: www.liverpool.go.uk

Wheeled Bin Collection

Residents having a wheeled bin collection are asked to ensure that their bin is placed at the normal collection point by 7am ready for collection. Please ensure it is returned to your property as soon as is practically possible. Try to get it all in the bin with the lid closed, let's try not to make it easy for the rats!

A REMINDER ABOUT WHAT GOES WHERE

Blue Box or Bin

- Glass bottles and jars, cans, paper, magazines, newspapers, wrapping paper (without the sticky tape), cardboard, egg cartons, toilet or kitchen roll inners, plastic drink bottles, washing up liquid bottles, shampoo bottles, phone directories including yellow pages and Christmas cards.



Green Wheeled Bin

- Real Christmas trees – please place trees out next to green bin on collection days.
- Dead flowers and foliage from real wreaths.
- House plants.

Purple Wheeled Bin

- All other non-recyclable waste.



Removal of Large items

Please contact Bulky Bobs to have large items removed from the property.

Tel: 0151 233 3000

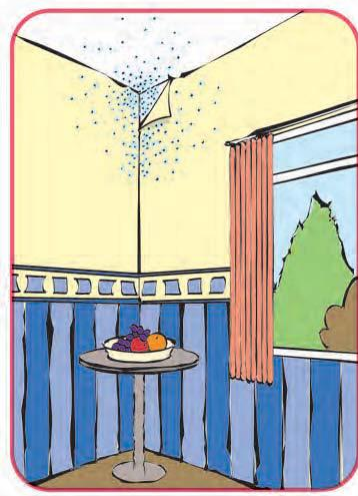
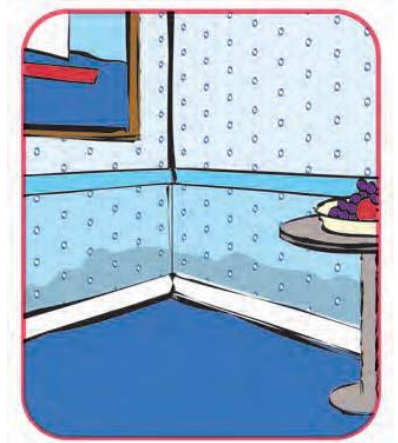
Condensation and Damp

1 – What Is Condensation

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water, most noticeable on windows

on a cold morning. This is condensation. It can also be seen on mirrors when you have a bath or shower, and on cold surfaces such as tiles or cold walls.

Condensation occurs in cold weather, even when the weather is dry. It doesn't always leave a 'tidemark' round its edges on walls. If there is a 'tidemark', this dampness might have another cause, such as water leaking into your home from a plumbing fault, loose roof tiles or rising damp. Look for condensation in your home. It can appear on or near windows, in corners and, in or behind wardrobes and cupboards. Condensation forms on cold surfaces and places where there is little movement of air.



Problems that can be caused by excessive condensation

Dampness caused by excessive condensation can lead to mould growth on walls and furniture, mildew on clothes and other fabrics and the rotting of wooden window frames. Also, damp humid conditions provide an environment in which house dust mites can easily multiply.

First steps against condensation

You will need to take proper steps to deal with condensation, but meanwhile there are some simple things you should do straight away. Dry your windows and windowsills every morning, as well as surfaces in the kitchen or bathroom that have become wet. Wring out the cloth rather than drying it on a radiator.



First steps against mould growth

First treat the mould already in your home, then deal with the basic problem of condensation to stop mould reappearing. To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash that carries a Health and Safety Executive (HSE) 'approval number', and ensure that you follow the instructions for its safe use. These fungicidal washes are often available at local supermarkets. Dry-clean mildewed clothes, and shampoo carpets. Do not try to remove mould by using a brush or vacuum cleaner. After treatment, redecorate using good-quality fungicidal paint and a fungicidal

resistant wall paper paste to help prevent mould recurring. The effect of fungicidal or anti-condensation paint is destroyed if covered with ordinary paint or wallpaper.

But remember: the only lasting cure for severe mould is to get rid of the dampness.

2a – What Causes Condensation?

There are four main factors that cause condensation:

- **Too Much Moisture Being Produced In Your Home**
- **Not Enough Ventilation**
- **Cold Surfaces**
- **The Temperature Of Your Home**

You need to look at all of these factors to cure a condensation problem.

2b – Too Much Moisture Being Produced In Your Home

Our everyday activities add extra moisture to the air inside our homes. Even our breathing adds some moisture (do you remember breathing on cold windows and mirrors to fog them up?). One person asleep adds half a pint of water to the air overnight and at twice that rate when active during the day. To give you some idea as to how much extra water this could be in a day, here are a few illustrations:

Reduce the potential for condensation by producing less moisture

- Hang your washing outside to dry if at all possible, or hang it in

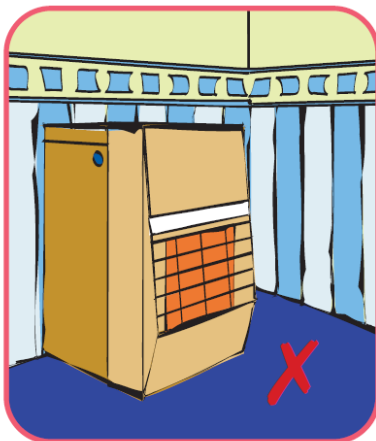


the bathroom with the door closed and a window slightly open or extractor fan on. Don't be tempted to put it on radiators or in front of a radiator heater.



- Always cook with pan lids on, and turn the heat down once the water has boiled. Only use the minimum amount of water for cooking vegetables.
- When filling your bath, run the cold water first then add the hot- it will reduce the steam by 90% which leads to condensation.

- If you use a tumble dryer, make sure it is vented to the outside or that is of the new condensing type.
- Don't use your gas cooker to heat your kitchen as it produces moisture when burning gas. (You might notice your windows misting over)



- Try to avoid use of bottled gas heaters; they produce about 8 pints of moisture from an average cylinder. (Tenancy agreements may not allow the use of this type of heater).

3 – Ventilation Of The Home

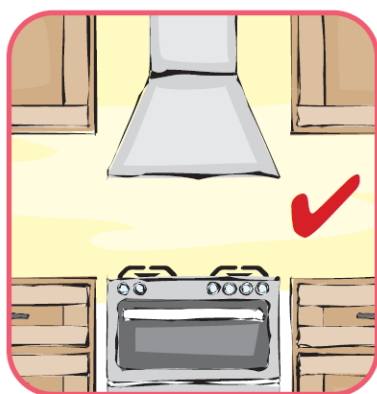
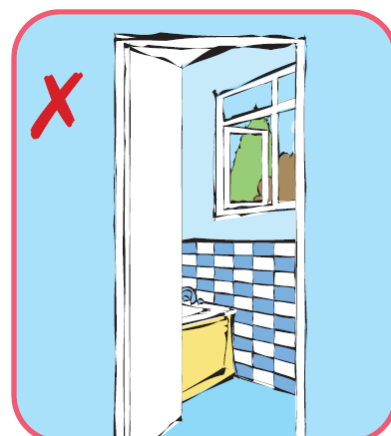
Ventilation can help to reduce condensation by removing moist air from your home and replacing it with drier air from outside.



Help to reduce condensation that has built up by 'cross ventilating' your home – opening to the first notch small window downstairs and a small one upstairs. (They should be on opposite sides of the house, or diagonally opposite if you live in a flat). At the same time, open the interior room doors, this

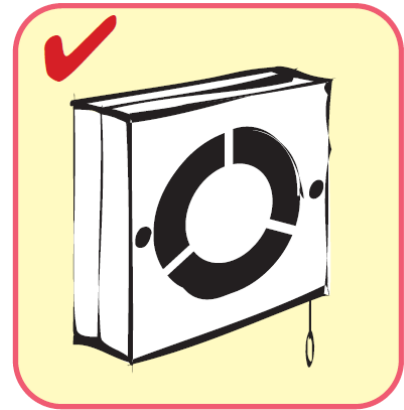
will allow drier air to circulate throughout your home. Cross ventilation should be carried out for about 30 minutes each day. Where your property has additional fire precautions in place such as fire doors, remember that these must only be held open for short periods when the property is occupied, and never overnight.

Note: Make sure that accessible windows will not cause a security problem; Remember to close them when you go out.



- Ventilate your kitchen when cooking, washing up or washing by hand. A window slightly open is as good as one open. If you have one, use your cooker extractor hood or extractor fan.
- Ventilate your kitchen and bathroom for about 20 minutes after use by opening a small top window. Use an extractor fan if possible as they are cheap to run and very effective.

- Ventilate your bedroom by leaving a window slightly open at night, or use trickle ventilators if fitted. (But again remember your security).
- Keep kitchen and bathroom doors closed to prevent moisture escaping into the rest of the house.



To reduce the risk of mildew on clothes and other stored items, allow air to circulate round them by removing 'false' wardrobe backs or drilling breather holes in them. You can place furniture on blocks to allow air to circulate underneath. Keep a small gap between large pieces of furniture and the walls, and where possible place wardrobes and furniture against internal walls. Pull shelves away from the backs of wardrobes and cupboards. Never overfill wardrobes and cupboards, as it restricts air circulation.



4- Cold Surfaces in Your Home

Condensation forms more easily on cold surfaces in the home, for example walls and ceilings. In many cases, those surfaces can be made warmer by improving the insulation and draught proofing.

Insulation and draught proofing will also help keep the whole house warmer and will cut your fuel bills. When the whole house is warmer, condensation becomes less likely.

Loft and wall insulation are the most effective forms of insulation.

If you install any draught proofing, observe the following guidance:

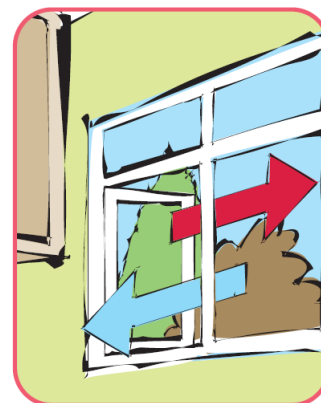
- Do not draught proof rooms with a condensation problem, or where there is a heater or cooker that burns gas or solid fuel.
- Do not block permanent ventilators or air bricks installed for heating or heating appliances.
- Do not draught proof bathroom or kitchen windows.

5 – The Temperature of Your Home

Warm air holds more moisture than cooler air which is more likely to deposit droplets of condensation round your home. Air is like a sponge; the warmer it is, the more moisture it will hold. Heating one room to a high level and leaving the other rooms cold makes condensation worse in the unheated rooms. That means that it is better to have a medium-to-low level of heat throughout the house. Keeping the heating on at low all day in the cold weather will help to control condensation, but keep a check on your meters to check how much it is costing you.

* If you don't have heating in every room, you could keep the doors of unheated rooms open to allow some heat in them.

* If you have a freezer, it is good idea to put it in a space suffering from condensation, as the heat from the motor should help to keep condensation at bay.



Be careful not to 'over-ventilate your home when it is cold, as it will cause the temperature inside to drop and make condensation more likely. It will also increase your heating costs.

Generally

No pets allowed at this property



We find that a house runs smoother when those who live there have a little respect for each other, this could be as simple as:

- Closing doors quietly.
- Cleaning up communal areas after use.
- Not playing music too loud.
- Not turning TV up too loud.
- Sharing any jobs or working out a rota.
- Being considerate.
- Using your indoor voice whilst in doors.
- We request that your guests use the off street parking area considerately in order to avoid any inconvenience to the other tenants.



Tips for Keeping the House Looking its best

Here are some quick and simple cleaning tips to help keep the house and furniture looking its best, follow these to help save money.



- Tenants need to defrost freezer periodically.
- Oven: Place a layer of foil in the bottom of the oven to collect spills; Replace when dirty.
- Grill pan: Place a layer of foil in the pan so it covers the top edges. This will catch all grease and fat, replace after use.
- Grills: Once every couple of months, soak overnight in biological washing powder, they will come as new!
- Shower: You can use a shower de-scale spray on the shower screen and shower head and ventilate the room to avoid mould.
- If you spill something then treat immediately to avoid staining.
- Coke is probably the best cleaner on the market (The drink). It cleans sanitary ware, sinks, taps, cookers and many other things. Minimal elbow grease needed. WC's just pour the coke into the toilet and leave it overnight.



- A dirty microwave is easily cleaned with a cup of lemon juice mixed with sodium bicarbonate placed inside and microwave for a couple of minutes; The lemon will evaporate and condense onto the metal surfaces melting the grease ready for a quick wipe out. The same mixture can be warmed and used to clean and deodorise a fridge or freezer.
- Great product for a dirty oven is 'Oven Pride'. It comes with a bag which you put your oven trays in and then pour some of the liquid in, leave overnight and in the morning the grease has melted leaving the trays shining like new. The product comes with full instructions, you can pour the remaining liquid in the bottom of the oven and spread it around, within a few hours the oven is clean and ready to wipe out- again very little elbow grease is needed. Wear gloves as it burns!



Important Contacts:

In the event that emergency repairs are needed out of office hours please call the numbers below:

Emergency number: (5pm – 9am)

Emergency Calls Only!!!!

Mobile: 07753497377 / 07793726449



Crime Stoppers:

0800 555 111

Police station:

Rose Lane, Liverpool, L18 6JE.

Main Switchboard: 0151 709 6010

Fire Brigade:

City Centre: 0151 296 6250

Main Switch: 0151 296 4000

Royal Liverpool University Hospital

Prescot Street, Liverpool, L7 8XP.

Tel: 0151 706 2000

Broadgreen Hospital

Thomas Drive, L14 3LB.

Tel: 0151 282 6000

Liverpool Women's Hospital

Crown Street, Liverpool, L8 7SS.

Tel: 0151 708 9988

Liverpool University Dental Hospital

Pembroke Place, Liverpool, L14 3LB.

Tel: 0151 706 2000