



Dear New Tenants,

Welcome to your new property! We have put together some useful information about your property to help you throughout your tenancy.

Maintenance Reporting

Please ensure to always report maintenance promptly to maintenance@sd-properties.co.uk unless it is an emergency, in which case call the 24hr emergency maintenance line on 07525130296. Please do not report maintenance issues to office staff or to any contractors attending to jobs in your property. When reporting maintenance please remember to specify your property address and the room with the issue. Reporting maintenance properly allows us to ensure it is dealt with as quickly and efficiently as possible.

Heating

Get to know your heating system and set your heating on a timer to come on and go off when you want it to. A heating timer is a great way to stay on top of your usage to ensure you don't exceed your fair energy usage policy whilst keeping your property warm. If you need help setting your heating up on a timer just email our Maintenance Manager.

Mould and Condensation

All our properties are well insulated and well protected against damp. The main cause of mould is condensation caused by tenants not ventilating the property. Please only dry washing in a well-ventilated area with the window open (make sure you are in the property and alert as to not affect security). Other ways to prevent condensation include leaving a small gap between furniture and walls so air can move freely, regularly opening windows (without affecting security) and not blocking the radiators or panel heaters.

Shower Plugs and Traps

In order to stop your shower tray from overflowing you must keep your shower drain free from blockages. Most shower units have a removable trap and plug so please ensure that you regularly remove yours and clean them, we recommend that you do this once a week. You will need to remove the round or square cover and the cup-like component underneath. Remove any built-up hair and scum etc... (not down a drain) and give the parts a clean before returning them to the shower drain. Please ensure that you then run the shower to fill the trap (cup-like component) as this should have water in at all times. If you need any guidance on this just contact our Maintenance Manager.

Power Cuts

If you experience a power cut, firstly check the trip switches in the fuse board. This will usually be located in the cellar if you live in a house, or in the hallway if you live in an apartment. If one or more of the switches are down, flick it/them back up and the power will come back on. If none of the switches are down it might be a local issue so call '105' to check if there is a power cut. If there isn't a power cut contact the Maintenance Manager.

Mice

Sources of food, not buildings themselves attract mice. As student properties are rather busy with tenants cooking/eating at different times and producing more food waste than the average household, mice can be enticed into student properties more frequently. As a precaution we put down mouse poison in our properties but there are steps tenants can and should take to discourage mice, such as: **1.** Make sure that all food is stored in sealed packets and containers, even if it is in a cupboard or the fridge. **2.** Regularly clean the inside of your kitchen cupboards and fridges (they will smell any spilled foods or crumbs). **3.** Regularly empty and clean your bin. **4.** Wash up dirty dishes etc... straight after use. **5.** Clean the kitchen worktops after every use and ensure hard floors are swept and mopped and carpets are vacuumed regularly. If you report mice we will inspect your property to ensure you are taking steps to deter mice and we will provide more poison to help eradicate them.

Bins and Recycling Facilities

You are responsible for separating your recycling from your non-recyclable rubbish and disposing of items in the correct bins. ***If you live in one of our apartments***, the bins in your communal bin store will be labelled so please familiarise yourself with what can go in each bin. Please ensure that you recycle all items that can be recycled so the general waste bins don't overfill with rubbish that doesn't need to go in them. Never leave rubbish on the floor in your bin store, if the bin you require is full, take the rubbish back to your apartment and contact us. ***If you live in a house*** you will have a blue box for paper and card, a blue bin for recyclable plastics, glass and cans and a black bin for anything that cannot go in a blue container. You will be responsible for putting your bins out for collection on the correct day and bringing them back in again. Look online to find out what your collection day for each bin is. If your bin goes missing or doesn't get emptied when it should and there is no apparent reason as to why, call Veolia (they manage household waste collections on behalf of Sheffield City Council) on 01142734567 and report it. ***Please all note*** that if you use a plastic bag to collect recyclable items, you must empty the items loose into the correct bin, the plastic bags can not be put in the recycling bins. Please also note that **cardboard takeaway containers such as pizza boxes cannot be recycled** and need to go in the general waste bins.

Security

Although Sheffield is a lovely city, unfortunately it isn't perfect and much like other cities there are opportunistic thieves around. There are very few break-ins, most thefts happen because doors aren't locked or windows are left open and unattended. Please ensure that your external doors are locked at all times (even if you are in) and never leave windows open if it affects the security of your property. If your property has a security alarm, make sure you set it whenever the property is going to be empty. If you need help working your alarm, contact the Maintenance Manager. In the unlikely event you are a victim of theft or if anyone is acting suspiciously outside your property, please report it to the police by calling 101 straight away.

Vacuum Cleaners

Tenants regularly report that their vacuum cleaner is broken and when our Maintenance Manager attends to look at the machine it just needs emptying or unblocking. Please take care when vacuuming not to pick up large items that will block the machine. Empty the vacuum cleaner regularly, taking care not to throw away the filters when doing so. If your machine does stop working, please check it doesn't need emptying and that none of the tubes are blocked. If it still doesn't work, then you can contact our Maintenance Manager.

Thank you for choosing Symon Donovan Properties and we hope you enjoy your time with us!