



NEW TENANTS WELCOME PACK

TUNGSTEN MANAGEMENT
GROUP LETTINGS LIMITED
(TMG Lettings)

TMG Lettings 2025: NEW TENANTS WELCOME PACK

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1: DISCLAIMER

Please note that the use of the terms 'tenant'; 'tenants'; 'tenancy' or 'tenancies' anywhere within these documents or other TMG Lettings literature is merely for convenience and ease of reader understanding. Such terms are not used with the intention of conveying or implying any strict legal interpretation of those terms. The temporary accommodation provided by TMG Lettings is, in reality, always occupied on the basis of a licence rather than a tenancy, and occupiers will therefore be 'licensees' rather than actual 'tenants'.

2: INTRODUCTION

Welcome to TMG Lettings.

This Welcome Pack has been prepared as a reference guide for you. It contains useful information about your new home, together with information on your rights and responsibilities (as well as those of TMG Lettings), and, of course, important contact information.

Please keep the Welcome Pack to hand for future reference. The Welcome Pack should contain the answers to many of the questions you might have both now and in the future. However, if you cannot find the answer to your query within this pack, then please feel free to contact TMG Lettings staff who will answer any queries you might have as quickly as possible.

Welcome to your new Home.

We hope that you will be comfortable and settle into your new home quickly. However, we understand that moving into a new home, possibly in an unfamiliar area, can be both difficult. Therefore, we would like to stress that if you require help with anything relating to your use and occupation of your home or surrounding area, you are always welcome to contact a member of TMG Lettings.

Contact number: Vanessa 07904 383 5880 or Emma 07779 597626

Our email address is: vanessa@tungstenmg.com or emma@tungstenmg.com

Normal office hours are from 9:00 am to 6:00 pm Monday to Friday, but in the event of an emergency (such as a burst pipe) then you should telephone the **emergency services** and then call either of the numbers above.

Please note that these numbers are for genuine emergency use only, and that non-urgent matters will be acted upon the next normal working day.

Your anticipated co-operation in not abusing the emergency call out service is greatly appreciated.

Finally, just to remind you that if there is anything, we can do to help you, we are here to help: please feel free to contact us.

Yours sincerely
Emma and Vanessa

TMG Lettings

3: ESSENTIAL INFORMATION AND CONTACT DETAILS

How to contact TMG Lettings

Our opening hours...

Monday to Friday 9:00 am – 5:00 pm

Report your repair or maintenance issue by telephone:

07904 383 5880 (office hours only) or vanessa@tungstenmg.com

Out of Hours Emergencies...

Gas: 0800 111 999

Police, Fire or Ambulance: 999

And then call Vanessa 07904 383 5880 or Emma 07779 597626

NB These numbers should only be used in genuine emergencies such as a fire or a flood and should not be used to report non-essential maintenance issues.

Wi-Fi – Wi-Fi network and password can be found on the Wi-Fi router in the lounge/hallway

Cleaners – a bi-weekly clean will happen to all communal areas so please keep the communal areas tidy.

Monthly Fire Alarm tests, CO2 tests and emergency lightening tests are carried out by TMG Letting's staff and recorded on the kitchen notice board.

Insurance –TMG have buildings insurance for the whole house but this does not include your personal items. It is recommended that each tenant takes out their own content insurance to cover their personal items.

Rubbish and recycling – General waste in black bin liners must be kept in black wheelie bins until your weekly kerbside collection service. For you this is a **Friday** and they will collect food waste, recycling and general waste. Please make sure all items are **outside by 7am on the collection day**. You can store refuse in a dustbin but must put the black sacks on the pavement for collection. (See point 15)

Visitors – We are unable to allow under 18-year olds to stay overnight at the property. As you are sharing your home with other people, we ask that you only have a guest stay overnight for a maximum of two weekends a month.

4: TERMS AND CONDITIONS OF OCCUPATION

1. These premises are only available for use on the basis of a Licence by tenant named on tenancy contract.
2. No relationship of landlord and tenant is involved and there is no right to buy.
3. If, for any reason, TMG Lettings is required to seek possession vis the Courts, the Company will ask the Court to make an order for Costs against the Licensee.
4. Any keys or access fobs issued to you remain the property of TMG Lettings and must be surrendered upon your departure. We accept no responsibility for the loss or theft of such keys or access fobs once they have been issued and any costs incurred as a result of same remain the direct responsibility of the Licensee.
5. TMG Letting's only grants the authorised Licensee permission to occupy the premises on the following terms (the Licensee's Obligations):-

The Licensee hereby agrees:-

Access	(a) To allow the Licensor and the freeholders and anyone with proper reason to require access to the rooms and their employees agents or contractors access at all times and for all purposes
Use of Premises	(b) To use the Premises for residential purposes only as the Licensee's only home and that of his/her family and not to operate a business at the premises or to use the Premises for any other purpose. No occupation shall be allowed by those not on the tenancy contract
Cleanliness & Internal Decoration	(c) To keep the interior and windows of the room and all furnishings fitted carpets and floor coverings in the Premises and any garden to the Premises in a good and clean condition and to carry out any repair work and maintenance of a minor nature

NB during the term of the Licence period TMG Lettings will not normally undertake any internal redecoration of the premises and will also not normally undertake the replacement of any furniture or carpeting or floor coverings or curtains etc

Food Storage	<p>(d) Not to store any items or quantity of food in such a way as may be deemed to encourage insect, pest or vermin infestations (all food stuffs must be stored in sealed containers)</p> <p>(e) To use the cupboards and fridge and freezer draws that have been assigned to you</p>
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Nuisance	(f) Not to cause or allow members of the Licensee's household or invited visitors to cause a nuisance or annoyance to neighbours or other Licensees of the Licensor and not to commit any form of harassment on the grounds of race colour religion sex sexual orientation or disability
Noise	(g) Not to play or allow to be played any radio, television, record, tape or CD recording or any musical instrument so loudly that it causes a nuisance or annoyance to neighbours or can be heard outside the Premises between the hours of 11.00pm and 7.00am
Outgoings	(h) To pay all gas, electricity, water and telephone and other charges levied in respect of the Premises including any Community Charge or Council Tax or other tax replacing the same for the period of the Licence (unless otherwise advised in writing) that are not covered by TMG Letting's as part of the tenancy agreement.
Pets	(i) Not to keep any pets at the premises
Damage	(j) To make good any damage or loss to the Premises or to any stairways corridors or entrance halls service the Premises caused by the Licensee or any member of the Licensee's household or any invited visitor to the Premises and to pay any costs incurred by the Licensor in carrying out such work in default
Reporting Disrepair	(k) To report to the Licensor or its agents promptly any disrepair or defect in the structure or exterior of the Premises or in any installation or in any stairways corridors or entrance halls serving the Premises
Alterations	(l) Not to make any alterations to the premises, structural or otherwise, without the written permission of TMG Letting's
Satellite Television	(m) Not to install or make arrangements for the installation of a satellite television dish without the written permission of TMG Letting's
Rubbish	(n) Not to allow the accumulation or dumping of rubbish and/or discarded goods within the Premises or any land appurtenant to the Premises
General Storage	(o) Not to leave or store any items in any common parts eg. Stairwells, halls or landings (Any such items found in contravention of this clause will be removed or destroyed without further notice)
Assignment	(p) Not to allow anyone other than tenant occupy the Premises
Posters	(q) Not to affix posters signs or notices on the exterior of the Premises or on the inside so as to be visible from the exterior
Overcrowding	(r) Not to allow more than the maximum number of occupants to reside at the Premises

Moving Out	(s) At the end of the tenancy period to give the Licensor vacant possession and return the keys of the Premises and to remove all personal possessions and rubbish and leave the room in a clean and tidy condition and property state of repair and to pay the Licensor the cost of repairing or replacing any damaged or missing parts of the Premises. (The Licensor accepts no responsibility for anything left at the Premises by the Licensee at the end of this tenancy period)
Pests	(t) Inform TMG immediately of any infestation to allow TMG to take steps to ensure a treatment programme is carried out

5: TMG Lettings COMMITMENT TO ITS 'TENANTS'

TMG Letting's is committed to providing the highest standard of service possible. As such you can expect the following from us:

- Our staff should be courteous and polite at all times.
- A member of TMG Lettings staff will either accompany you when you initially move in or before the move in date. This will provide us with an opportunity to provide you with essential information about your new home and to answer any questions you might have.
- You will be allocated a named Tenancy Management Officer who will be your principal point of contact.
- Your Tenancy Management Officer will need to visit you at your new home every 3 months.
- TMG Letting's staff will be well trained and competent to complete the job required of them.
- We will work constructively with any necessary organisations or third parties to help provide a continued high standard of service and support during your stay.
- The structure and exterior of your accommodation will be properly maintained and repairs carried out in a timely and professional manner with due regard to health and safety.
- We will endeavour to return all telephone calls promptly and in any event within 48 hours.
- We will endeavour to reply to any emails promptly and in any event within 48 hours.
- We will endeavour to reply to any letters that may be sent to us promptly and in any event within 10 working days.
- We will respect your right to confidentiality.

- We will consult with you on any matters affecting your ‘tenancy’
- We will provide an out of hours (ie 24 hour) EMERGENCY repairs service.
- We will always listen to what you have to say and wherever possible try to work with you to resolve any issue you might have.
- If you are dissatisfied with any aspect of TMG Lettings performance or conduct we support and encourage your right to register a complaint – details of how to do this are included elsewhere in this pack.
- Your deposit is kept by statutory tenancy deposit scheme and details can be provided.

6: YOUR ‘TENANCY’

You do not have the right to apply to:

- Buy your home
- Take in lodgers
- Sublet all or part of your home
- Make improvements or alterations without prior approval by TMG Lettings
- Redecorate internally or externally
- Overcrowd the property
- Exchange your home
- Use the premises for any business purpose

You must:

- Rent is due monthly and no exception for missed payments
- Try to maintain the property and its general appearance to the same standard and condition that it was in when you first moved in.

You must not:

- Keep or use liquid petroleum gas cylinders, paraffin, bottled gas or store petrol scooters in your home
- Remove furniture, carpets, curtains or white goods from your temporary accommodation without written permission from TMG Letting’s (you will be held liable for the cost of replacing all such items at the end of your ‘tenancy’).
- Remove batteries from (or otherwise disable) fire or smoke detection equipment and/or CO2 detectors in your home.
- Block ventilation grills or air bricks
- Dry damp washing over electric storage heaters. Keep the property well ventilated and open windows especially in listed buildings

- Overcrowd your home with furniture and other possessions (this will restrict airflow and could cause damp and condensation especially if such items are stored against an outside wall).

Please do:

- Keep to your terms and conditions of occupation and licence conditions.
- Look after your home and keep it clean and free from rubbish.
- Ventilate your property so as to avoid damp and condensation.
- Keep your garden or any outside areas neat and tidy, and free from rubbish
- Help keep any communal spaces clean and tidy, and free from rubbish
- Keep your windows clean.
- Dispose of rubbish and waste appropriately.
- Use recycling facilities where they are available.
- Show consideration and respect for your neighbours.

Please do not:

- Become a nuisance to your neighbours (or allow any member of your household, or any visitors to your household, to become a nuisance)
- Allow, permit or condone rude or offensive language or behaviour by any member of your household, or any visitors to your household.

7: KEYS POLICY

TMG Lettings will normally provide only one set of keys in respect of any allocated property.

You are responsible for the safe keeping of any keys that they are given, and where necessary, the full cost of obtaining replacements (see below).

If additional keys (or sets of keys) are required by the 'tenant(s)' it is recommended that the 'tenant(s)' purchase these direct from a reputable locksmith.

If you lose your keys please notify TMG Lettings and arrange to attend our offices during normal office hours with acceptable proof of identity in order to be issued with a duplicate set of keys (for which there will be a set charge of £5 per standard key and £15 (or more) for any special order keys – eg electronic fob or special order communal door keys).

Please note that all such costs and/or charges are required to be paid in cash at the time of collection.

NB TMG Lettings is at all-times required to hold spare keys for each of the properties in its management. Therefore, should any of our 'tenant(s)' ever have to undertake a lock change at their temporary accommodation they must immediately inform TMG Lettings of that lock change and provide our staff with a full set of new keys at the earliest possible opportunity.

IMPORTANT

Returning Keys When Moving Out:

The 'tenant(s)' will remain liable for the full rent payable in respect of their home until they have personally handed back all their keys to TMG Lettings.

We will issue a properly signed and dated key receipt on your check out for all keys that are returned to us.

Keys should never just be left in your property unless agreed with TMG Lettings or sent in the post.

8: REPORTING REPAIRS

Any repairs or maintenance issues which might sometimes arise in your accommodation should be report to TMG Lettings as soon as possible. If you do not do so the problem could get worse (or even cause damage to someone else's property) and therefore end-up costing much more to fix – if this were allowed to happen, then you would be held liable and required to contribute towards the cost of any additional expenses that had been incurred unnecessarily.

TMG Letting's own maintenance staff or its authorised sub-contractors (or perhaps the landlord or his or her own authorised sub-contractors) will aim to attend to and resolve all such matters in accordance with the time frames prescribed by the local authorities with whom we work.

NB

1. Please check the identity of anyone attending your home (all such trades and personnel should carry identity cards) or, if in any doubt, please telephone TMG Letting's to check.
2. TMG Letting's will not normally repair any damage caused by:
 - a. Anything you have done (whether that is a deliberate act or omission, or an accident)
 - b. Anything done by anyone living with you (including children) or anyone who was visiting you (whether that is a deliberate act or omission, or an accident)
 - c. Anything arising from something which you or members of your household etc have undertaken or installed in the property – with or without TMG Lettings permission

Non-urgent repairs may be reported as follows:

- By informing your Tenancy Management Officer when he/she next visits you.
- By phoning your Tenancy Management Officer on his/her mobile number (this number will have been provided to you when you first move in).

- By phoning TMG Lettings office staff during normal office hours on: 07779 597626

Urgent repairs may be reported as follows:

- By phoning TMG Lettings office staff during normal office hours on: 07779 597626
- Outside of normal office hour by phoning the emergency services and then TMG Letting's
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NB Our emergency out of hours service is only available for genuine emergency calls only (eg If you have a flood or major leak during the night then you should, of course, please use this number). However, if you use this service to report non-urgent repairs outside of normal office hours your repair request will not be dealt with and you will merely be advised that you must report your repair during normal office hours on our main switchboard number.

When reporting repairs or maintenance issues please be prepared to provide the following information:

- Your name
- Your address
- Your telephone number and/or mobile telephone number
- Access availability
- As much accurate and detailed information about the nature of the repair as possible

And

In the event that you discover a burst pipe, then please:

- Turn the water off at the mains and/or stopcock immediately
- Turn on all the taps to drain the system
- Telephone Tungsten Management Group and water provider

9: HOME VISITS / PERIODIC PROPERTY INSPECTIONS

As part of TMG Lettings contractual commitment to you our staff are required to routinely visit you in your home, at regularly specified intervals.

You are similarly required by tenancy contract, to fully comply with all TMG Lettings periodic property inspection/home visit requests.

It is important that you always try to make yourself available for any scheduled home visits/property inspections wherever possible. We will give you 24 hour's notice of a visit.

If for any reason you cannot keep any scheduled appointment for a home visit/period property inspection you should try to rearrange the appointment at the earliest possible mutually convenient date and time thereafter.

Please note that home visits can usually only be arranged during normal office hours i.e. Monday to Friday from 9:30 am to 5 pm.

NB TMG are required to inspect/access every room to be able to verify that you continue to occupy the property as your principal residence; that you are not sub-letting; that you are not allowing people other than those detailed on your housing application to reside with you; that you do not permit or cause overcrowding of your temporary accommodation; that you are looking after the property appropriately and not permitting or causing abuse or neglect of the property; that you are abiding by all the terms and conditions attached to your occupation agreement; and that any repairs and maintenance issues that are the responsibility of TMG are identified promptly so that they can be dealt with without undue delay.

10: GAS AND ELECTRICAL SAFETY TESTING AND CERTIFICATION

There is a legal requirement within the UK for all rented property to have appropriate testing undertaken of specified services on a regular or periodic basis by suitable qualified personnel.

Any rented property that has an operational gas supply is subject to an annual Landlord's Gas Safety Inspection by a registered Gas Safe Engineer. This is displayed in your property.

Such testing is necessary to ensure that the supply of such services conforms to current UK standards and will therefore provide a suitable safe environment for all the occupiers within the accommodation.

TMG Lettings will automatically arrange for any such testing and certification as and when it becomes necessary and will endeavour to arrange mutually convenient appointments for such testing directly with the residents of the properties concerned.

Because of the potentially serious (and perhaps even fatal) health and safety implications of such installations not being routinely tested as recommended, all residents of TMG Letting's properties are required under the terms of their occupancy agreements to grant full and unrestricted access to any qualified personnel who might be contracted to undertake such safety testing.

Failure to comply with any such reasonable request could result in Tungsten Management Group terminating your agreement.

11: EVACUATION PROCEDURE

Site evacuation procedures should be based on the following steps:

Fire

1. On discovering a fire, call the fire brigade
2. Do not attempt to tackle the fire yourself unless it is obviously small, and you know how to use the extinguisher or fire blanket and how to use it
3. On hearing the house alarm, leave the house by the nearest exit. Do not stop to collect personal belonging and do not use the lift
4. Do not re-enter the building until the fire brigade or the most senior manager present says it is safe to do so.

12: COUNCIL TAX AND UTILITY SUPPLIES

The responsibility for paying the payment of Council Tax sits with TMG Lettings.

13: INSURANCE

Buildings Insurance is the owner's responsibility, TMG the Landlord). This is normally undertaken on an annual basis and is at no cost to you.

However, your personal possessions and any valuables you might have are not covered by the Buildings Insurance.

Home Contents Insurance is your responsibility. If you require Home Contents Insurance you must arrange this yourself and at your own cost.

NB Tungsten Management Group/ TMG Lettings will not accept any financial liability for any loss or damage to any personal possessions or valuables in your temporary accommodation, no matter how such loss or damage may have arisen or been caused.

14: SECURING AND PROTECTING YOUR HOME AND VALUABLES

Please always try to keep your home and personal possessions safe by:

- Always checking the identity of anyone you let into your home
- Leaving an electric light on when you go out and always locking-up
- No naked flames
- Not removing or 'hiding' from plain sight any fire blankets and/or extinguishers that have been provided for your safety
- Considering taking out suitable content's insurance
- Marking or photographing personal possessions for insurance purposes
- Regularly testing and changing batteries in any smoke/heat and/or CO2 detectors (Remember Smoke/Heat/CO2 detectors save lives)

- Ensuring all security locks to doors and windows are used when you are going out
- Joining your local Neighbourhood Watch or Residents' Association
- Cancelling any deliveries if you know you are going to be away
- Being vigilant

15: DISPOSAL OF RUBBISH

Please ensure that all your household rubbish is placed in black sacks and stored in the wheelie bins provided at the front of the house. Do not leave black sacks outside of these bins as the foxes/birds will open them causing a mess. Please place recycling in the appropriate place.

The local authority will collect your household rubbish and recycling each week. Please place the rubbish on the pavement before 7am on your collection day.

https://www.medway.gov.uk/homepage/45/check_your_waste_collection_day

Accumulation of household rubbish and domestic waste that are left out for too long will only attract vermin and rodents to your home.

NB The Council's regular refuse collection service will not remove large items such as fridges or furniture. You can, however, contact the local council's waste management service to arrange a special collection of any such item(s). A small fee may be payable for this.

16: PETS

Pets are not permitted in any of our properties.

The only exceptions to this policy are Guide Dogs for the Blind and Hearing Dogs for the Deaf.

17: GARDEN MAINTENANCE

The responsibility to maintain the garden is with TMG Lettings and we will keep it tidy and free from overgrowth.

18: CARS AND PARKING

Unfortunately, not all our accommodation comes with allocated off-street parking and if you do have a car, parking can therefore sometimes be quite difficult.

Additionally, street parking can also be difficult in many areas, and increasingly many local authorities are introducing Controlled Parking Zones (CPZ) which will require residents to apply for (and pay for) a residents parking permit to allow you to park your vehicle on the street.

NB The cost of obtaining any such permit is your personal responsibility. Failure to obtain and display a valid permit could result in your vehicle being clamped or impounded.

19: PEST CONTROL AND DOMESTIC HYGIENE

- You must keep your home free from rats, mice and other pests and infestations (eg. Cockroaches and ants)
- To help prevent pests entering your home keep all floors and work surfaces clean and free of all food stuff
- Remove and thoroughly clean-up after any spillages
- Vacuum all carpets regularly
- Wash or mop hard floors regularly with a proprietary cleaner and/or disinfectant
- Please do not store packs and bags of dry foods such as rice and flour etc on the floor or on lower surfaces
- Please also be aware that bulk purchase and inappropriate storage of vegetables and other food stuffs can also encourage pest infestations
- All food stuffs should ideally be stored in airtight containers.

20: TV LICENCING AND SATELLITE TELEVISION SERVICES

A TV Licence is held by TMG Lettings

21: BANNED SUBSTANCES & DRUGS

Banned substances and/or drugs must not be brought into (or allowed to be brought into) your home.

Failure to adhere to this requirement could result in the loss of your home.

22: FLAMMABLE (COMBUSTIBLE) AND EXPLOSIVE MATERIALS

You must not keep, store or use liquid petroleum gas cylinders, paraffin, bottled gas or store petrol scooters in your home.

You must not keep store or use any other potentially flammable or explosive materials or chemicals in your home

Don't tamper/hide/cover smoke alarms or firefighting equipment that is provided to keep you safe.

23: DAMP AND CONDENSATION

Condensation can cause dampness and mould growth in your home. This looks unpleasant and can increase the risk of respiratory illness. It can also cause wooden window frames to rot. The information below explains how condensation forms and how you can keep it to a minimum.

What is condensation?

Condensation starts as moisture in the air, usually produced by cooking, washing or drying clothes indoors on radiators. When it hits cool surfaces such as walls, mirrors, wall tiles and windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings and in upstairs rooms and then it forms mould.

Why is it a problem?

Left untreated, condensation can result in mould growth on walls, ceilings, furniture, furnishing and clothing in cupboards and drawers. It can also affect wall plaster and cause woodwork to rot.

What are the different types of Dampness?

Condensation is caused by moisture in the air inside your home. This section of the welcome pack explains how you can reduce condensation and prevent mould from forming.

However, damp is generally caused by a fault in the structure of the building. There are two basic types of damp:

- Penetrating damp happens when water enters your home through an external defect (for example a crack in a wall or loose roof tile).
- Rising Damp is when there is a problem with the damp proof course or membrane and water rises from the ground into the wall or floor.

If you think you have a problem with the damp in your home, please contact TMG Lettings

How to reduce condensation in your home:

Control excess moisture

- Close kitchen and bathroom doors to prevent steam going into colder rooms
- When cooking or washing, let the steam escape by opening a window or using an extractor fan if you have one fitted. Leave the window open or the extractor fan on for up to 20 minutes after you have finished cooking or washing.
- Open some windows in other rooms for a while each day and open any trickle vents in your window frames. This allows a change of air
- Wipe down surfaces when moisture settles to prevent mould forming
- Do not block air vents and allow air to circulate around furniture and cupboards
- You must not use bottled gas or paraffin heaters – these produce a lot of moisture and they are also a health and safety risk

Note: Your tenancy agreement or lease states that you are not allowed to use these in your flats.

Produce less moisture

- Dry clothes outdoors whenever possible or use small ventilated rooms
- Pants produce moisture as well
- Cover pans when cooking
- If you have a tumble drier or washing machine, ensure that it is vented in accordance with the manufacturers' instructions

Some words of warning:

- Do not block permanent ventilators
- Do not completely block chimneys. Leave a hole about two bricks in size and fit a louvered grille over the opening
- Do not draught-proof rooms where this is condensation or mould growth
- Do not draught-proof a room where there is a gas cooker or a fuel-burning heater, for example a gas fire
- Do not draught-proof windows in the bathroom or kitchen
- Do not put furniture against a cold external wall

First steps against mould:

- Treat any mould you may already have in your home then do what you can to reduce condensation. This will restrict new mould growth
- Do not disturb mould by brushing or vacuum cleaning. This can increase the risk of respiratory problems
- Wipe off mould growth immediately with water. Do not use washing up liquid

- To kill and remove mould growth, wipe down affected areas with a fungicidal wash. This is available from a hardware or DIY store or supermarket. You should choose a product which carries a Health and Safety Executive 'approval number'. Always follow the instructions carefully. Do not use bleach
- Dry-clean clothes affected by mildew and shampoo carpets
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paints or wallpaper

24: IMPORTANT NOTICES

Fire Prevention:

1. Please turn off all lights, gas and electrical appliances when you leave your accommodation
2. Never cover or restrict the airflow to electrical appliances or stand items like vases or candles on top of items such as television or Hi-fi equipment
3. Never disable or cover any smoke or heat detectors that may be fitted within your accommodation
4. Always utilise (and never disable) any extractor-fans that may have been provided. (The correct use of extractors will help minimise the number of false fire alarms)

In the Event of a Fire:

1. Dial 999 and ask for the Fire Brigade
2. Do not endanger yourself or others by trying to save any personal possessions
3. Telephone Vanessa 07904 383 5880 or Emma 0777 959 7626

Theft and or damages:

1. All furniture, kitchen appliances and any other items provided for your comfort and use at this accommodation are the property of TMG Lettings.
2. Guests are responsible for the appropriate use and safe keeping of all such items whilst they remain in occupation of TMG Lettings accommodation
3. The disappearance, abuse or destruction of any such items will be treated as theft and the Police advised accordingly
4. TMG Lettings will prosecute all offenders

Smoking Drugs and Alcohol:

1. All communal areas are designated non-smoking areas
2. Alcohol consumption is not permitted in any of the communal areas or immediately outside the premises
3. Alcohol abuse/related nuisance will immediately be reported to the Council and could jeopardise your continued occupancy of this accommodation

4. Drug use or supply is strictly prohibited: any breach will immediately be reported to the relevant authorities

Loitering:

Loitering, assembly or congregation outside the premises is strictly prohibited.

25: COMPLAINTS

TMG Lettings has an enviable reputation for customer care and service delivery. We are here to help you and we pride ourselves on our levels of service and commitment. However, as with all organisation's things can and sometimes do go wrong. In such circumstances we will endeavour to put things right as quickly as possible, and with the minimum possible inconvenience to you, our client.

In the event that you do have a complaint, then please pursue one or more of the following courses of action as may be appropriate to your particular circumstances:

Informal complaints –

- Inform your Tenancy Management Officer in person when you next meet with them at your regular home visit/property inspection
- Report your complaint by telephone: 07904 383 5880 (office hours only)

Most such 'informal' complaints can usually be resolved satisfactorily without the need for any laborious or time-consuming correspondence.

However, for more serious or formal complaints, or where you are dissatisfied with our initial response to your informal complaint, you should put your complaint in writing.

We aim to fully respond to all formal (i.e. written) complaints within 10 working days of receipt. However, in the event that we may be unable to do so, we will write to you and advise accordingly.

26: ENDING YOUR 'TENANCY'

You can surrender your accommodation and end your 'tenancy' at the date shown on the tenancy agreement. All keys should be returned to TMG Letting's in person.

Please ensure you redirect your mail to your new address via Royal Mail.

27: BELONGINGS LEFT IN THE PROPERTY AT THE END OF YOUR 'TENANCY'

No personal possessions and/or other belongings (such as furniture or electrical equipment) must be left behind when you vacate. It is your personal responsibility to

either take all such items with you, or to arrange for their safe storage – either with friends or family, or perhaps through a commercial storage company – before your ‘tenancy’ ends.

In the event that any personal possessions and/or other belongings have been left behind after you vacate, TMG Lettings will assume that they are no longer wanted and having taken an inventory and photographs of the same, will arrange for their immediate disposal, sale or donation to a charity shop (as appropriate) without any further notice or warning.

NB TMG Lettings will not accept any financial liability for anything that may have been left behind after your ‘tenancy’ ends and you should be aware that if any such items are left behind, you may also continue to be held liable for the payment of rent with Tungsten Management Group until all such items have been removed.

28: EMERGENCY CONTACT INFORMATION

Gas Supply:

If you smell **gas**, think you have gas **leak**, or are worried that fumes containing **carbon monoxide** are escaping from a gas appliance please call: **0800 111 999**

National Grid Gas Emergencies (Formally Transco)
(This is a 24 hours emergency line)

NB Gas is usually a safe and easy way to heat your house, but it can also be potentially dangerous if a leak occurs or an appliance is faulty.

If you smell gas or think that you may have a gas leak somewhere then you should call the National Grid Gas Emergencies line straight away.

If you smell gas or think that you may have a gas leak somewhere then you should call the National Grid Gas Emergencies line straight away.

- Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible
- Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion
- Do not smoke, light a match or any other naked flame
- Do not try and investigate the problem or attempt to fix a leak or faulty appliance

Electrical Supply:

Your electricity network operator looks after the safety and security of your electricity supply.

What to do in an emergency if you have no electricity?

Power cuts

First, check whether your neighbours have also lost their supply. If your neighbours don't have power, call the emergency line for your area:

London	East of England	South East of England
0800 028 0247	0800 783 8838	0800 783 8866

29: SUMMARY OF OUR RESPECTIVE RESPONSIBILITIES

Your Main Responsibilities...

- To occupy this accommodation as your principal home
- Not to alter, adapt, modify, improve or redecorate your accommodation without first having obtained written authorisation from TMG Lettings
- Not to damage or misuse your accommodation, or allow it to be damaged or misused by others
- To be responsible for the cost and/or repair of any damages which do occur at the property whilst you are the legal tenant/licensee
- To be a good neighbour and not to cause or permit nuisance to others
- To at all times permit unrestricted access to your accommodation by tungsten Management Group staff, their sub-contractors or agents, in the reasonable pursuance of their duties
- Not to threaten, intimidate, harass, physically or verbally abuse TMG Lettings Staff, their sub-contractors or agents, or any other person

Our Main Responsibilities

- To provide you with a safe and secure temporary home in which to live
- To undertake regular safety certification
- To regularly visit you at home and monitor your use of the accommodation which you have been allocated
- To undertake or arrange for repairs and maintenance which may reasonably be required at your accommodation
- To provide your nominating Council with regular monitoring and home visit reports

...Show respect for the world in which we're living; respect yourself, your neighbours, and everyone else.