



**A-Team Properties**

1 Station Parade

Kirkstall

Leeds

LS5 3HG

Tel: 0113 274 1010

Email: [enquiries@ateamproperties.co.uk](mailto:enquiries@ateamproperties.co.uk)

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Dear Tenant(s),

Welcome to your new home.

To make your stay as comfortable and secure as possible, we have produced this booklet in which we outline procedures that should be followed to ensure that your property is well looked after and provides you with both **comfort** and **security**.

We ask that you and **each** member of your household take time to read its contents and to sign the back page to acknowledge safe receipt of this booklet.

Should you experience any problems with the property, please refer to the Reporting Procedure as detailed on Page 10.

We hope you have an enjoyable and carefree stay.

With best regards

***The A-Team***

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# SECURITY

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In an attempt to safeguard your personal security, the security of your personal possessions and property you are requested to **ALWAYS**:-

## **N.B**

1. Ensure that the front door is securely closed **at all time**.
2. Ensure that the back door is securely bolted and mortice locked **at all times**.
3. Ensure that the back gate is securely bolted **at all times**.
4. On leaving the premises - **even for the shortest** - you must carry out the following:-
  - (a) Check that **all** windows and doors are fully **closed and locked**
  - (b) Check that the downstairs **blinds** are closed and/or **net curtains are in place**.
  - (c) Check that the downstairs **external doors** are **locked**.
  - (d) Set the **burglar alarm** then **lock** the front door with the **cylinder lock and mortice lock**.

Please take care when you set the alarm on leaving the premises. If it activates it will cause a disturbance to your neighbours. If it is left sounding for some time the Police will request the Landlord/Managing Agent to check the property and re-set the alarm. Should it be necessary to attend the property because the alarm was not set correctly or the procedures not adhered to, a call-out fee of £35 will be charged for attending during our normal working hours. Evenings, weekends and bank holidays will incur a call-out fee of £50.

**Please note:** These charges will be levied for all frivolous/unnecessary call-outs or disturbances.

Additionally you will run the risk of the police "blacklisting" your home from future attendance calls.

**DO NOT REVEAL THE ALARM CODE TO ANYONE WHO IS NOT A MEMBER OF THE HOUSEHOLD**

## **BREAK INS**

In the unlikely event of a break-in you must advise the police immediately by telephoning the emergency services on **999**. You must request a crime number, which you should keep a record of in the event of insurance claims. **We will also need you to provide us with this crime number**. Please note: Should emergency security repairs need to be carried out as a result of a break-in, see telephone number 11 of this booklet.

You should also leave the following information on **0113 274 1010**

Your name

Your telephone number

The Property Address

The time of your call

Details of the emergency

This telephone number must also be used for any NON URGENT Maintenance calls, or enquires and may be used at any time i.e. 24 hours.

## **HOLIDAYS**

When vacating the property in excess of three days you are required to **inform the office** with the specific vacant dates of your property in order that we may attempt to keep a watch on it on your behalf, for longer periods of absence, we are obliged by our insurers to enter the property weekly to ensure all is well.

### **Christmas Holidays are a particular problem:**

1. It is essential that all external signs of Christmas decorations are removed before vacating the property as this is a give-away to potential thieves and is an invitation for break-ins.
2. Central heating needs to be timed to come on one hour mid evening and one hour mid morning to ensure that pipes do not freeze over and thereby avoid the possibility of more bursts. This also keeps your house aired and the boiler ready for use on your return. Failure to comply will render you liable for any consequential damages and/or loss.
3. No signs, posters or decorations are permitted at any time in the windows - this is a give-away to potential thieves that the property is occupied by students and thereby represents an Aladdin's cave of opportunity.
4. We will contact you again with respect to property security during the holiday period.

## **NET CURTAINS**

Where provided, these are there for your security during the day and must be kept properly in place **IN FRONT** of your windows at all times. They must not be removed or tied back. During the hours of darkness nets provide **NO** security when lights are on from prying eyes, and at these times you must draw your main curtains to a close.

Be aware when your room lights are switched on your net curtains become transparent so everything you have will be on view

## **FIRE PRECAUTIONS**

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Where fire extinguishers and fire blankets are provided, these are for your safety in the event of a fire. Please familiarise yourselves as to where these items are located in the property and with the individual instructions on how to use them.

**The cost of having fire extinguishers re-filled/repared as a result of miss-use will be charged to the tenants at £50 (minimum) per extinguisher. Plus the cost of any parts that may be required to ensure that it is in a good safe working order.**

A **FIRE DRILL** is pinned on the Notice Board - **DO NOT REMOVE IT** - it is there for your benefit.

The most common cause of household fires are chip pans/smokers' materials setting fire to upholstery such as chairs and sofas/leaving naked flames unattended (candles etc).

Even if you don't smoke or use a chip pan you could still be at risk. Therefore, in the interests of your friend's safety and the safety of the property and its contents, you are asked to comply with the following:-

### **Naked Flames:**

**NO** naked flames are permitted in the property except for the cooker.

**Use of candles, night lights etc. are strictly forbidden.**

### **SMOKING**

A lit cigarette (or pipe) can be deadly. **NEVER** leave cigarettes unattended. Cigarettes left burning on the rim of an ashtray may fall onto the armchair or carpet, particularly if the ashtray is already full. The armchair or carpet may soon catch fire and start to give off dense smoke and fumes making it difficult for you to escape. Falling asleep with a lit cigarette can also be fatal especially in bed where the bedding can quickly catch fire. **The fumes will not wake you.**

In view of the hazards presented by smoking you are advised that smokers must always use an ashtray and ensure that all cigarette ends are fully extinguished at all times. You must ensure that matches are extinguished (and cold) before discarding.

**Never smoke in a chair if you are tired as you may fall asleep with the cigarette still lit.**

**N.B.** Hot ash or matches dropped onto the carpet will cause burn holes on contact. These will be charged for.

### **COOKING**

Chip pans are one of the most common causes of fire in the home. **NEVER** fill a chip pan more than one-third full of fat or oil. **NEVER** leave the pan unattended when the heat is switched on. If the pan does catch fire, **DO NOT** move it and **NEVER** throw water on it. Turn off the heat if it is safe to do so, use the CO2 fire extinguisher or fire blanket provided (usually located in the kitchen) or cover the pan with a damp cloth or tea towel and leave it to cool for at least half-an-hour. Never leave a lit grill or hob unattended as these too can create a fire hazard.

### **IRONING**

Please do not iron on the carpets as this causes scorching or worse burns through, but if you have not got an ironing board in the property, we suggest you use the table in the property with a suitable barrier e.g. a towel.

## **SMOKE ALARMS**

Batteries in all smoke alarms (where fitted) must be tested by you at least once a month to ensure that the alarm is operating correctly. Make sure that you replace the batteries when they are low on power (intermittent single beep).

## **ELECTRIAL APPLIANCES**

Some electrical appliances are designed to be switched on all the time - for example refrigerators, freezers and most VCR's. If you are not sure about whether you have appliances that can be left on, check with the manufacturer or an electrical retailer. All other electrical appliances **must** be switched off and unplugged when not in use. **Never leave them on overnight.**

### **NEVER REMOVE A PLUG BY PULLING THE FLEX - ALWAYS USE THE PLUG**

**Remember** one socket, one plug. You could overheat a socket and start a fire by putting several adaptors into one socket.

**Always** make sure your plugs and adaptors have the right fuse for the appliance you are using.

## **RETIRING**

Because many fires in the home happen at night-time, it is important that you make a special check of the danger spots mentioned above before you go to bed. Remember if the batteries in the smoke alarms are not working, there will be nothing to wake you if a fire does occur.

### **IN THE UNLIKELY EVENT OF A FIRE, FOLLOWING THE PROCEDURE LAID DOWN IN THE FIRE DRILL.**

**DO NOT USE WATER TO EXTINGUISH AN ELECTRICAL FIRE – USE C02 (BLACK OR RED CYLINDER) OR FOAM (CREAM OR SILVER) - IF PROVIDED - WHICH IS USUALLY KEPT IN THE KITCHEN**

**MAKE SURE YOU DO NOT CONFUSE THE RED C02 CYLINDER WITH THE RED WATER CYLINDER**

Should you experience a fire, you must notify the Landlord/Managing Agent as soon as possible so that an inspection can be carried out to ascertain that the property and/or its contents are in safe condition and to effect any remedial works.

## **GAS AND ELECTRICAL SERVICES**

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All gas appliances in the property are checked at least once a year in accordance with current legislation. However, for your own safety and for safety of others, you are asked to take note of the following:-

### **GAS LEAKS**

Should you smell gas when entering the property the procedure is:-

**Do not switch on any electric light**

**Do not use a naked flame**

- **Open the windows to allow the gas to escape**
- **Check all taps on the cooker/oven/hob are switched off**
- **Turn the gas off at the meter**

If the gas escape was due to a tap being left on, wait for at least one hour before switching it back on at the meter and closing the windows. Re-light all the pilot lights. However, if the gas was **not** due to a gas tap being left on, you must immediately telephone: - **0800-111-999**

Your following information should be left on **0113 274 1010**

Your name

Your telephone number

The address of occupier

The time of your call

Details of the emergency

### **ELECTRICITY FAILURE**

Should there be no electrical supply to the property, carry out the following:-

- Switch the power off at the meter
- Check the fuse(s) are okay - if not - replace the brown fuse with a new one making sure that it is the correct size or re-set the circuit breaker (where fitted).
- Check that the bill has been paid.

If the fault is not due to any of the above then please contact **YEDL - THE ELECTRICITY BOARD** to find out if they are responsible for the power failure. If this is not the case follow the above reporting procedure.

## HOUSE KEEPING

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**This property has been finished to a high standard and all tenants are expected to maintain the quality of the accommodation, decor and all facilities on an ongoing basis.**

- **Decor**

If you wish to hang pictures, posters etc. on the walls you may do so using white tack only. Any other method such as sticky tape or green tack is forbidden. Please note that if the walls are in anyway damaged after vacating the property then the tenants will be liable for the costs.

- **Cleaning**

It is expected that all rooms and common areas are cleaned, dusted and vacuumed on a regular basis, at least WEEKLY. Vacuum cleaners are provided for the cleaning of carpets and should be used to remove dust only. Any larger items such as small pieces of paper, gravel, hair etc. should be brushed up prior to commencing vacuuming.

It is your responsibility to ensure:-

- The vacuum is cleaned and emptied regularly.
- The nozzle and heads of the vacuum are cleaned of excess dust.

Vinyl floors, especially in the kitchen must be kept free from grease. Ensure that you thoroughly mop the floors at least once a week using a propriety floor cleaner to prevent a serious accident from happening as a result of someone slipping on a greasy floor.

Windows should also be cleaned internally and also externally on a regular basis.

- **Bathroom/Shower Room**

After you have used the shower, remove all excess moisture from the shower curtain. To ensure that the shower curtain does not become affected by mould, once a month you must remove the curtain from the shower rail and wash it using a mild detergent. After using the bath, remove all excess moisture from around the sides of the bath and from the floor. Do not use the sides of the bath to store bottles of shampoo etc., as moisture can gather around and/or under them and cause a build up of mould damage.

- **Cookers/Ovens/Hobs**

To ensure that all gas jets are free from grease etc., you must clean the hob and oven on a regular basis, preferably immediately after use and in any event, fully each week. All cookers, should be supplied with a grill plate, **THESE SHOULD BE USED AT ALL TIMES**, if there is none provided, please inform the office.

- **Washing Machines**

**DO NOT WASH TRAINERS IN THE WASHING MACHINE** this can damage the drum and will incur charges if a repair/replacement is necessary. When the washing is finished please leave at least five minutes before attempting to open the door.

- **Washer/Dryer**

Please ensure you only use a half load each time you use the dryer - overloading will damage the machine.

Any damages to the furniture, fittings, appliances etc., must be reported to the Landlord/Managing Agent in accordance with the instructions under '**Maintenance and Repairs**' contained in this booklet. Any cost for outstanding repairs following vacation of the premises will be recoverable from the tenants and may include additional Management Charges.

At the end of your tenancy you must replace all consumable items such as light bulbs, batteries, fan



belts etc.

## **SANITATION**

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You must ensure that **all** rubbish is safely secured in black plastic bags, sealed tightly and placed in the "wheelie bins" (where provided) remembering to place the "wheelie bins" outside the front gate for refuse collection. (Details at the back of this booklet). Do not store bags in the yard as this encourages scavenging cats/rats.

**Ensure the back gate is locked securely afterwards.**

### **N.B**

- **DO NOT** use the drains to dispose of solids, i.e. pasta, vegetable peelings etc., or fats or fatty deposits as these will cause blockages to the pipes/drains.
- **Female Tenants** - please note that you must not dispose of any sanitary towels via the lavatory as this will create severe blockages to the foul drainage system with attendant health risks.

**PLEASE DISPOSE OF SANITARY TOWELS VIA THE REFUSE SYSTEM USING SEPERATELY SEALED PLASTIC BAGS**

## **CONDENSATION**

This is caused by the lack of circulation air and exacerbated by drying of laundry indoors. You must therefore ensure all rooms to the house are aired daily by opening the windows for a period of time - this is essential when drying laundry indoors. Ideally, leaving a transom window ajar for longer periods will be most beneficial for the room.

Condensation must be removed from the affected areas soon as possible as it can result in mould forming as well as causing damage to window frames and walls. To remove condensation you must wipe over the affected area with a damp cloth. To remove mould you must use a mild detergent with a little bleach in warm water and dab the surface until clean. This should cure any mould and remove staining.

## MAINTENANCE AND REPAIRS

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To enable the provision of an efficient Maintenance and Repair Service, you are asked to observe the following simple rules:-

- **Non-Urgent Repairs/Maintenance**

When you first become aware that non-urgent maintenance and/or repairs are required, please report this via the homepage on our website [www.ateamproperties.co.uk](http://www.ateamproperties.co.uk). Click on the spanner icon and follow the prompts.

- **Emergency Repairs**

In the event of any works or services needing urgent attention, you must telephone:-

**01132741010 (during office hours)**

**07939939390 (out of hours)**

If you do not receive a response, please leave the following information on the telephone answering machine:-

Your name

Your Telephone number

The address of the property

The time of the call

Details of the emergency

## RENT AND DEPOSITS

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- **Rents**

Rent is due for payment in full, without any deduction, by no later than the dates shown on your tenancy agreement, it is required that you pay by Standing Order. You will have received our previous letter with The A-Team bank details. Please ensure that these are used and in place before your tenancy starts. However, if you think you may have a problem with paying your rent on time, please contact my office to discuss the matter - **please do not ignore your obligation to pay your rent on the due date.**

- **Deposits**

Deposits are normally refunded within 14 days from the date your Tenancy Agreement expires. However, deposits will **ONLY** be refunded when the following has been complied with:

1. Receipts have been submitted to the Landlord/Managing Agent to prove **all** bills for the following services have been paid up to and including the final date shown on your Tenancy Agreement:-
  - (a) Water Rates
  - (b) Gas
  - (c) Electricity
  - (d) Council Tax (where applicable)
  - (e) Telephone

(The simplest and most convenient way to do this is to pay your bills at the Post Office or bank and have it stamped as paid.)

2. All the contents of the house, including furniture, fittings, appliances etc., are found to be in good condition and state of repair. All items of furniture **must** be returned to their original location, non-compliance will incur charges.
3. The property and its decor are found to be in good, clean condition as at the commencement of your tenancy. **Any damages will be chargeable**, as will any required cleaning.
4. **All** house keys have been returned to the Landlord/Managing Agent. Failure to return house keys will result in a charge of £50 (per set or part thereof) being made. Similarly, this charge will also be made should you lose your keys during the course of your tenancy to cover the cost if replacement, lock replacement will be charged at £70.00 + £50.00 per set of keys including the management copies.

When vacating the property at the end of your tenancy period you must ensure that all rooms, landings, stairs and hallways are clean and tidy. Any additional cleaning cans/bottles and/or rubbish bag removal will be charged to you. Refrigerators/freezers must be defrosted, switched off and cleaned and left with doors open - all foodstuffs having been removed from the premises. Ensure that all your personal belongings are removed from the property as we do not have the resources to either store or forward anything on to you. Similarly, you are advised to arrange with Royal Mail to have your mail forwarded to your new address, we will not be able to forward for you.

## VIEWINGS

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We will require access to your property, next year, to show potential new tenants around, this will probably be from end of November 2013 onwards. Whilst we try to give you ample notice with regards to these viewings, it is not always possible, some are last minute, sometimes we are unable to contact a house member, and we would ask therefore your co-operation and understanding, last year it was **YOU** who were being shown around someone else's home.

There will **always** be a senior member of staff with these students whilst they are being shown around your home.

Please be aware, there may be occasions when minimal or no notice is given.

## EMERGENCY PROCEDURES

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- **Electricity**

You notice smoke coming from any electrical item or boiler please switch off at the mains immediately and un-plug. If you have no power supply to your property, firstly, check the fuse box, make sure that all the switches are in the **ON** position, if they are not, switch them **ALL ON (up)** position if this solves the problem it usually indicates a bulb has blown please check all bulbs and replace where necessary - taking care not to damage the bayonet fitting. If you still have no power after trying the above, check with your neighbors to see if they have any power. If they do not have power then it is **YEDL's** fault and you should report this to them by telephoning:- **0800 375 675**

- **Gas**

If you smell gas firstly, check that you have not left a gas top on your cooker switched on, if this is not the case, open all windows and doors **DO NOT LIGHT A NAKED FLAME OR SWITCH ON A LIGHT SWITCH** leave for approx 30 minutes.

If you cannot find the source of the leak go to your gas meter and switch off the gas supply then telephone **0800 111 999**

**OPEN WINDOWS AND DOORS DO NOT LIGHT A NAKED FLAME OR SWITCH ON A LIGHT SWITCH** leave for approx 30 minutes before putting lights back on.

- **Break In**

Follow procedures set out on Page 1 of this booklet - leave a message on **0113 274 1010**

Your name  
Your telephone number  
The address of the property  
Brief description of problem

If during the break in a window has been broken cover it with a piece of wood or strong plastic - we will send out a glazier as soon as possible.

- **Lock Out**

If you find you have been locked out of your home, firstly telephone one of your house-mates and use their key - if you cannot contact them we will supply the telephone number of a Locksmith on **07939939390**

**You will be charged for this service**

- **Central Heating**

If your central heating goes off, check the pressure it should be between 1-2 if it's any lower it needs "topping up" as follows: - check underneath boiler for flex hose connection you will find either:-

- a washing machine type pipe fitting (blue/red) turn tap through 90 degrees you will heat water filling boiler **you must watch the pressure gauge and ensure it does not rise above 2 and switch off tap before reaching bar 2** your boiler should automatically fire up if the central heating has been left in the **ON** position or,
- a baller stop valve, use a screw driver to turn screw head through 90 degrees then as above before reaching 2 bar turn screw back to original position to shut off water supply. Once you have done all of this then please check the radiators for leaks as this can cause the pressure to drop. **Note, you will be liable for damage caused by over filling the system.**

# SHUT IT - PROTECT YOUR PERSONAL SPACE

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## What could you be doing wrong?

- Houses are left empty
- Windows are left open and un-locked
- House keys are lost
- Keys are left with strangers (cloakroom attendants etc.)
- House address is kept with keys
- Notes are left to say "no one's at home" - post builds up when the house is empty
- Talk to strangers about your business and whereabouts

## Solutions

- Use secure locks on windows, perimeter doors & gates
- Keep your keys with you at all times
- Only ever leave your keys with someone you know and trust
- Close curtains and leave lights and radio/TV on when you go out
- Install a timer switch
- Get a friend to remove post and make sure the house is secure
- Leave valuables with a friend

## Key Contacts

Switch Board- Police Main Switchboard **101**

The above numbers are all for non-urgent police matters and open from 8.00 a.m. until 10.00 p.m.

For practical help and advise contact

Crime Stoppers (anonymous) **0800 555 111**

If you have any information regarding crime and disorder in your area (telephone anonymously)  
Victim Support (Support for all Victims of Crime) **0845 303 0900**

## **CHIP/FAT PAN FIRES**

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Chip pan fires are the most common cause of fire injury in the home today. In 2005 there were 12,300 chip pan fires in the UK which led to 52 deaths and nearly 4,500 injured. For this reason it is worth repeating this advice.

- A small pan fire can easily and very quickly turn into a major blaze
- Just a small amount of water or wet chips poured into very hot fat/oil can cause a veritable explosion.
- Never fill the pan more than 1/3 full of fat/oil
- Never put food into the pan if it's wet, or if the oil is smoking (the oil is hot enough when a small piece of bread is dropped in the pan crisps up very quickly)
- Never leave the pan unattended whilst cooking
- A thermostatically controlled fryer will help reduce the risk of fire
- Don't toss wet chips into the pan, dry them first
- If the pan catches fire **NEVER** put water on it and don't use a fire extinguisher
- The answer is to starve the fire of oxygen by using a fire blanket or a thick cloth that has been soaked in water and **THOROUGHLY WRUNG OUT**. At the earliest opportunity, but only if it is safe to do so, turn off the heat source and after stifling the flames leave for at least half an hour.
- Never attempt to pick up a pan which has caught fire to carry it outside or to the sink

## **FIRE ALARMS/SMOKE DETECTORS**

- Tenants have a major responsibility to maintain the effectiveness of fire alarms/smoke detectors and to prevent them being immobilised. When an alarm detector sounds without good reason, tenants should be advised not to immobilise the alarm but simply to wave a tray or other large sheet vigorously under the alarm. If necessary the alarm should be cleaned by holding the vacuum cleaner nozzle underneath to remove any dirt/dust which might have adhered to the surface.
- The only person who can safeguard the day in day out fire safety of the tenant is **THE TENANT**.

**Tenants should be aware of the dangers of using candles - not just for effect, but also when they resort to using candles when they run out of money for the electricity meter - the fatality rate per 1,000 fires started by candles has jumped from 6 in the year 2005 to 10 in 2006.**

## **HOUSE ALARM**

If there has been an electricity surge/failure your alarms may be affected, in most cases if your alarm has been activated (for whatever reason) it is simply a case of pressing the reset button on the alarm key pad (this will clear any problems). If the fault persists for more than half an hour leave a message on the office telephone **0113 247 1010**

## **WATER LEAKS**

If it is only a tap dripping - make sure the sink is empty and that all dripping water has easy access to the plug hole. If there is a water leak anywhere else turn off the water at the stop cock. If you notice your shower/basin/toilet/bath/radiator leaking please do not use them until a member of staff has been to check and repair the fault - until such time please place a towel under the leak to ensure it does not seep through the floor into rooms below, make sure it does not affect the lights in the rooms below the shower/bath room if it has seeped through to a light fitment please turn off electricity at the mains report the fault on the office telephone number - **0113 274 1010**.


All problems, whether they have been repaired or are still faulty should be reported to this office immediately, by telephoning **0113 274 1010** and leave the following:-

Name, Address, Telephone Number, Details of problem

## **ROOF LEAKING**

If you notice the roof is leaking place a bowl/bucket under the leak. If it has leaked near an electricity outlet, turn the supply off at the mains report the fault on the office telephone number - **0113 274 1010** and we will send the relevant workmen out as soon as possible.





# FIRE

## **ON DISCOVERING A FIRE**

- **RAISE THE ALARM**

- Operate the nearest fire alarm point if one is available

- **CALL THE FIRE BRIGADE**

- This should be done from a safe place by using a neighbour's telephone or alternatively a pay phone

- **ONLY ATTEMPT TO EXTINGUISH THE FIRE**

- If you feel it is safe to do so, without taking personal risk
- Leave the room and ensure the door closes behind you

- **ON HEARING THE ALARM**

- Leave the house closing all doors behind you
- Proceed to a safe assembly point on the pavement opposite the house
  - Do not rush
  - Do not attempt to pass others
  - Do not use the lifts

## RESPONSIBLE MANAGEMENT OF THE CONDITIONS WITHIN THE HOUSE/FLAT AND ROOMS WILL REDUCE THE EFFECTS OF CONDENSATION

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<p><b>CONDENSATION</b></p>	<p><b>Activities that produce water are:</b> Breathing, perspiring, showering, cooking, washing/drying of clothes, etc.</p> <p>Condensation occurs when water vapor, naturally present in the air, meets a surface cold enough to change it back into its liquid state. The primary factors are moisture content of the air, <i>humidity</i> and the ambient temperature of the room.</p>
<p><b>HUMIDITY</b></p>	<p>The greater the percentage of moisture contents in the air, the greater the risk of condensation.</p> <p>Excess moisture is generated by the actions of occupants. The amount of water vapor released into the air is best controlled at source.</p>
<p><b>VENTILATION</b></p>	<p>Excess moisture requires increased ventilation to compensate.</p> <p>Windows and ventilators must be opened to allow the moist interior air to escape and the drier external air to enter flat/rooms.</p>
<p><b>TEMPERATURE</b></p>	<p>Low constant background heat is most efficient.</p> <p>Increase the heat, as and when required.</p> <p>Heating a flat/rooms from a relatively warm temperature requires less energy than from cold.</p> <p>Heating for short periods does not allow sufficient time for walls and ceiling to warm up.</p>
<p><b>SOLUTIONS</b></p>	<p>Always open a window when in your rooms or when activities are producing moisture.</p> <p>Close shower door/curtain and open window during and after showering/bathing.</p> <p>When cooking - open windows, activate extractor fans, do not leave pans boiling unnecessary.</p>

## THE UTILITY SERVICES

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The utility services for this property are provided by the following:-

<b>Transco</b>	Gas leak	Telephone	0800 111 999
<b>Electricity</b>	YEDL	Telephone	0800 357 657
<b>Gas</b>	British Gas	Telephone	0845 955 5316
<b>Water</b>	Yorkshire Water	Telephone	0845 1 242424
<b>Water leak</b>	Yorkshire Water	Telephone	0845 1 242424

Please ensure that you inform the above that you have taken up tenancy of the property and provide them with the necessary readings.

**You must not, under any circumstances, change the service providers. A charge of £100 will be incurred should you do so. This charge will be in addition to any contractual costs and/or obligations.**

**Meter readings at commencement of tenancy: -**

<b>METER</b>	<b>LOCATED</b>	<b>READING</b>	<b>DATE</b>
Electricity			
Gas			
Water			
Stop tap for water supply			
Refuse Collection Day			

I/we the tenants of..... have read, understood and accepted the conditions outlined in the Welcome Pack from A-Team Properties

We accept..... set(s) of keys for the above property and aware it is our responsibility to return these keys at the end of our tenancy.

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

Name.....Signed.....Date.....

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