

GENERAL UPKEEP OF YOUR HOME

We want you to enjoy your home and to feel safe and comfortable in it ☺
Here you will find some relevant information that should assist you in managing your dwelling.

Our commitment

We have a duty of care to you and the property and we endeavour to ensure your home is kept in the best possible condition by providing the necessary support and coordination with professional contractors whenever appropriate. Our response times are as follows:

Emergency Repairs: 24h

Issues affecting health or safety e.g. major electrical fault with risks to personal safety, blocked WC, fire, flood...



Urgent Repairs: 5 working days

Issues affecting material comfort e.g. loss of hot water and heating (where it is not the boiler pressure), power outage, fridge or washing machine failure, serious roof leak, etc

In all cases we will attempt to repair/replace the items as soon as possible however several factors prevent us from stipulating deadlines e.g. availability of contractor, delivery dates etc.

We are not liable for charges incurred due to appliance faults such as eating out, launderette costs, etc, (this is standard across the private rented sector);

Non urgent Repairs: 20 working days

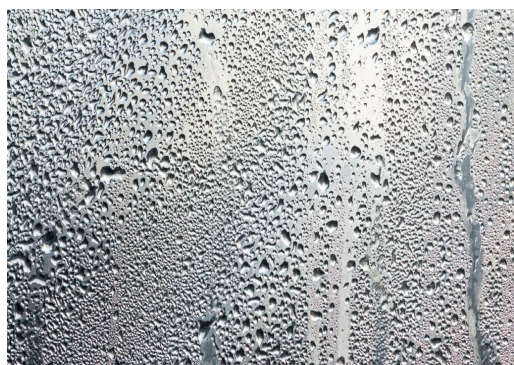
General handyman tasks i.e. fix a cupboard or repair a handle, will depend on landlord priorities and availability of contractors.

If you experience any emergency call us on **0117 3210503**
or email us at hello@renthappily.co.uk and we will get back to you asap.
If we DO NOT manage your property, please check directly with the landlord in case of need.

Your duties

As householders you will need to take appropriate care of the property and ensure that it is kept in good living conditions. Some key areas that we expect you to pay attention to are:

Damp and Condensation



The majority of our houses of traditional construction are susceptible to condensation and moisture build up. Condensation is caused when the water vapour present in the air- even though it may not be visible- enters into contact with a colder surface. As the vapour becomes colder, it is unable to hold and absorb all of the water in suspension, and it will become saturated. This will allow tiny droplets of water to form and gradually become visible.

Over time this causes mould, which can be easily avoided.

We ask you to please:

- Refrain from drying clothes on radiators or cover them as the heat needs to circulate or it will create condensation, as shown in this [diagram](#);
- Leave a couple of inches' gap between your furniture and the walls to allow the air to flow freely;
- Ventilate and air all rooms daily, especially bathroom and kitchen to disperse moisture build up, yet don't allow them to get cold, as the cold walls will then create condensation immediately;
- Leave doors open within the property in daytime to allow air renewal and disperse air humidity;
- Keep the house reasonable warm, and dry it every day with at least two hot cycles of two hours each;
- Apply the recommendations by the [NHBC](#).

Unblock Sink/Drain

This is important especially where wet wipes, hair and grease have been deposited down them. Place receptacle under any leaking plumbing issue to prevent further water damage!

Top tip: blockages are caused by organic matter accumulations, and any blockage will dissolve if you pour boiling water into the drains!

Maintenance: pour soda bicarbonate into the drain and pour white vinegar onto it, the ensuing chemical reaction will clean smelly drains and sanitise the surfaces, plus it's cheap and environmentally friendly!



Avoid Leaks

If these are down to washers, it is your responsibility to change them. If the problem persists or it is down to piping or plumbing connections, then we will take charge.

Washing Machine stopped working

Most of the times, cleaning the filter solves the problem; Google or Youtube with the make and model of your appliance and it should tell how to do this simple, straightforward maintenance.

Top up Boiler Pressure and bleed Radiators

Radiators must be full of water, and if you have cold spots within them, they may need bleeding. Pressure gauge should be on 1.5bar in cold conditions, and the boiler will stop working altogether if under pressure.

- Use a bleeding key –in some cases a screwdriver will do- until there is no air in the radiators;
- Wait for the system to cool down, and use the water valves on the boiler pipes to top up pressure.

You can youtube how to do this if unsure. It is your duty to keep the on top of this, and if we call a gas engineer to find out the above was not done, we may have to pass the invoice onto you.

How to deal with Power Cuts

Before reporting loss of power please establish whether its an internal fault e.g. short-circuit caused by appliances, fuse trips, etc, or whether it is external outage from the supplier. If in doubt, call an electrician or contact us and we will assist you in detecting the fault if we can. If the fault was internal, the contractor's call out invoice will be passed onto you.

Ensure Security of the Property



Make sure you keep doors and windows locked. If you are unfortunate enough to experience a break in, please inform the police, they will then give you advice on temporary boarding up. We will then arrange windows replacement etc. although we will not be responsible for any material loss arising from the break in. You may be able to claim this from your contents insurer. Note that in ALL cases we will need a Police Crime Number for

claiming reimbursement, otherwise the invoice will be passed onto you.

Fire Precautions

Your furniture must be safe and show fire retardant label, according to the Soft Furnishing Regulation. Smoke Alarms need to be tested regularly by pressing the check button, and battery must be replaced when the unit emit a constant, feeble beep. In case of false alarm, pressing the test button will reset the unit. In case of fire, use the main exit routes -including windows when applicable- to go to nearest safety point.

Smart meters and EMF

The government expects every household to be offered a smart meter by 2020, with the aim of reducing bills through better usage and [monitoring of energy consumption](#). Yet, it poses health concerns due to the radio waves, which are still poorly understood. Also, your private data will become property of the utility companies, one more step towards the [loss of privacy](#). The choice is yours, it is your home!

To protect your home from nasty waves, you could get an EMF cleanser from www.blushield-eu.com or www.emfhomeharmony.co.uk. With the wifi and 4G emitting constant microwave radio frequencies, and due to the rolling out of 5G -which is more dangerous due to its wavelength and the density of masts required- we are exposed to damaging energies on a constant basis, which is unprecedented in history. A good summary of this is explained in the following [TED talk](#).

Bins, Pests and Vermin Control

Please use the facilities provided for storage and disposal of refuse and recycling in accordance with the waste and recycling collection requirements, see info: www.bristolwastecompany.co.uk

Preventing infestations

It is normal for small animals to sometime take refuge in small orifices in your home. To keep them at bay, do the following:

- Keep your home tidy and clean
- Keep high food hygiene and storage
- Don't leave food lying around on surfaces/floors
- Dispose of waste and rubbish safely and tightly



Who is responsible?

The responsibility for infestations falls onto the landlord when it appears at the start of the tenancy or when it is due to disrepair in the property. In these cases we will instruct a pest control specialist and pay for it.

Otherwise, fleas, bed bugs, ants, moths, mites, beetles, mice, wasps, cockroaches, pigeons, and foxes will generally have to be dealt with by the tenant. Rats are generally a systematic and ongoing problem which should be left to the council.

Smelly carpets?

A good trick is to pour soda bicarbonate onto the area when dry, brush for the product to dissolve, and vacuum after a while. This solves most of the problems at little cost and with minimal effort.

Taking action

The Council offers an affordable eradication service, yet it can take time to get an appointment:

<https://www.bristol.gov.uk/pests-pollution-noise-food/pest-control>

Remember that **bees**, **bats** are protected species, and it is illegal to trap and/or kill **red squirrels** during breeding season. If unsure, contact a specialist. You can read the full list of recommendations here:

https://england.shelter.org.uk/housing_advice/repairs/how_to_deal_with_pests_and_vermin_in_your_home

Thank you for reading! We hope you find this information useful
If in doubt please contact us, we are here to help :)