

Dear tenants

**Please read this in full.**

Below is some important information regarding your move in to the property.

You have just collected your keys, signed for your inventory, and we have attached a copy of the inventory to this email. As discussed, you have a maximum of 5 working days to contact us if there are any discrepancies regarding it. To bring a discrepancy to our attention you must email this to us with the discrepancy clearly stated eg Page 5 Point 4.8 etc. Please remember, failure to bring any discrepancies to our attention within this 5 working day period, will mean that the copy you signed in the office today, will be deemed accurate and agreed to so it's important you check the Inventory thoroughly.

If you have any maintenance issues that need addressed please wait until you have lived in the property for 7 days before you notify us. Put these in an email to [hello@relettings.co.uk](mailto:hello@relettings.co.uk). NOTE: We can only attend to maintenance issues that are emailed though unless it is an emergency such as a burst pipe etc.

Shortly after you have moved in you will receive an email from us containing your Prescribed Information. We will also keep a hard copy of this in the office. This Prescribed Information is relating to your security deposit so keep it safe. In addition to this, 'TDSNI' will also email you a reference number and log in details which will enable you to access your account where the security deposit has been placed. You will need these details to release your deposit at the end of the tenancy so again keep it safe.

Please read the attached booklet 'Re Booklet' that covers all information involved in renting a property with us.

Please do the following as soon as you enter the property:

- **Check now that all appliances work e.g. The heating, the washing machine, shower, and cooker/oven.** We cannot be held responsible for items that you only discover to not be working weeks into your tenancy. Check every appliance now.
- If applicable, locate your 'pay as you go' gas and electric cards and top them up. **If you have Oil heating, order some oil now. The previous tenants may have left you with no credit or oil so don't delay in doing this. We can fix an airlock in an oil system at the start of your tenancy, but if you let the oil run out and the system needs bled again then this is your responsibility. We can provide you with a plumber but you will need to pay the charge yourself.**

- If there is a billed gas and/or electricity meter then it is **your** responsibility to arrange the supply to be provided with a utility company of your choice.
- Whilst you are topping up or checking your credit, take meter readings for the electric and gas also and advise the relevant utility company. This avoids you paying someone else's unpaid bill.
- Locate the manuals for each appliance so you know how to use them. They can normally be found in the kitchen draws. However, if they are not there, look up the 'make and model number' of each appliance on the internet, and download the 'user guide'. Keep these in a safe place for future reference

### **Trouble Shooting:**

During the first few days of moving into a new place it is not uncommon to experience some maintenance issues as everything is new and unfamiliar to you. Most of these issues however are normally easily resolved by you with a little initiative, effort, and common sense. Here are some common scenarios of issues you may encounter and helpful tips on how to deal with them.

**Problem:** My boiler isn't working, I have no heating. Possible reasons: Check the boiler is not off at the mains. If it's turned on, check if any lights or codes are flashing and then refer to the 'user guide' to see what they mean. Try to trouble shoot the issue yourself if you can but only if it's simple and doesn't require taking the boiler apart, in anyway. Other possible reason and most commonly, is you have run out of gas or oil.

**Problem:** My phoenix gas meter isn't working. Possible reasons: Check what the meter says on it, a code of some sort. Then check Phoenix gas website and see what it means. The meter is owned by Phoenix gas so we cannot assist you in this matter. Some general advise though: Sometimes when meter isn't working it is due to you running out of gas which means it would have locked out. Check this helpful link.

[http://www.phoenixnaturalgas.com/fs/doc/PNG\\_PAYG\\_MtrStkr\\_110\\_7958\\_prs.pdf](http://www.phoenixnaturalgas.com/fs/doc/PNG_PAYG_MtrStkr_110_7958_prs.pdf)

<http://www.phoenixnaturalgas.com/help-and-advice/using-your-gas-meter/>

69 University Road  
Belfast BT7 1NF

mobile: 077 888 78525  
office: 028 9099 8272

email: [hello@relettings.co.uk](mailto:hello@relettings.co.uk)  
web: [www.relettings.co.uk](http://www.relettings.co.uk)



**Problem:** My cooker isn't working: Possible reasons: Maybe it's switched off at the mains. Or it is set to 'automatic'. Different cookers work in different ways so always refer to the manual and try and trouble shoot it yourself before contacting us.

**NOTE: Issues that are the tenants fault must be paid for by the tenant.**

Receiving an email simply stating 'my shower isn't working' is not sufficient enough information for us to correctly expedite your repair. We need to know for example if it is electric or gas/oil, if it's the main shower or the en-suite? if you still have running water, but it's cold, or boiling hot, or is there no water at all? Provide your contact details too so the contractor can call you directly for access and meet with you at the property.

Before your next rent due date, please check with your bank that the standing order has been set up. If it has not, then please arrange for this to be done without delay.

Finally, sometimes your predecessors try to 'disguise' broken items etc that then may have gone unnoticed when the 'move out' inspection was carried out. Therefore, if you notice anything broken or missing in the property, then please advise us by email, by no later than the 7th day of your tenancy commencing. This avoids that 'broken item' becoming your problem and affecting your deposit.

We hope you have found the information in this email of some use and understand that we are only acting in your best interest to help your move in run as smoothly as possible.