



Tenant Home Maintenance Guide



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How to End Your Tenancy

Tenant Guide (Renter's Rights Act Compliance)

Introduction

This guide explains how to end your tenancy correctly under the Renters' Rights Act. It sets out the notice you must give, how it should be served, and what happens next.

What is a Periodic Tenancy?

A periodic tenancy (also known as a rolling tenancy) has no fixed end date and continues on a recurring basis. All tenancies changed by Law or are now created on a Assured Periodic Tenancy

Notice Required (Renter's Rights Act)

Under the Renters' Rights Act, tenants must give a **minimum of two full months' written notice** to end a periodic tenancy.

This applies to all periodic tenancies, regardless of how often rent is paid.

How to Give Notice

To end your tenancy correctly:

- Notice must be given in writing (email or letter, unless your tenancy agreement states otherwise).
- Notice must clearly state the date you intend to leave.
- You remain responsible for rent until the tenancy ends.

When Notice Must End

Your notice must end on the last day of a tenancy period.

Your notice must be served so that it expires on the correct tenancy end date, ensuring compliance with the Renters' Rights Act.



- You must give at least **two months' notice** under the Renters' Rights Act
- You cannot shorten the notice period unless agreed in writing by your landlord
- Rent remains payable until the tenancy legally ends
- Failure to give correct notice may delay your move-out date

Maintenance

This guide is to support tenants when questions arise during your tenancy and sometimes outside of normal working hours.

Pygott & Crone have compiled some useful information and steps to take outside of not just our business hours, but those of the contractors. It is challenging to source a contractor in the early hours of the morning both on the availability of contractors and for them to work safely under their industry guidance.

These useful steps are to assist you with some of the issues you are experiencing outside of normal working hours.

You will be able to report any maintenance issues quickly through our maintenance reporting system 24/7, with the ability to provide supporting images showing the problem you are experiencing.

This link can be found on the footer of all emails sent by Pygott & Crone lettings.

 **Report Maintenance Issue**




If outside of Property Management hours - please contact a qualified local tradesman to prevent any danger to your health and safety and any damage to the property.


For these visits - please obtain a receipt for any emergency contractor and send to us as soon as possible so that we can arrange reimbursement.


Please note: if the issue was not deemed to be an emergency your landlord may not reimburse the full cost of the repair.

It is essential to keep certain equipment ready and know the location of your consumer unit, internal stopcock and external water meter.

Please keep;


Spare batteries
(Including a 9V replacement battery for smoke or carbon monoxide alarm)


A set of screwdrivers


Battery-operated torch


WD40

Home Safety

Electrical

Trip switches in the consumer unit - the consumer unit is designed to trip to protect the property. When resetting the trip to an upward position, it may go down again. If a trip switch will not reset, there is likely a fault with an appliance or socket. To determine what is causing the consumer unit to trip, you will need to unplug every appliance, re-set the consumer unit and re-insert each plug into the individual socket (commonly; ovens, kettles, irons, washing machines, and electric showers are the causes, but it can be any appliance) once this is determined, you can check if the appliance needs replacing and you will then be able to have power until an electrician can attend, if it is a socket or fitted appliance.

Complete loss of power - no issue with the consumer unit. Check with any street lights or your neighbours to see if there is any local power issue. [National Grid](#) shows live power cut maps in your area.

105 is a new, free and easy number to call. If you require priority assistance call National grid on **0800 6783 105**.



Gas

What should I do if I smell gas?

If you smell gas inside a property, there are several steps that you should take.

Call the National Gas Emergency Service number on **0800 111 999** to notify of the problem, and we can give you some advice on what to do next. Before that, taking the following action will help keep you and the property safe:

DO open doors and windows to ventilate the property.
DO turn off the gas at the mains tap. This can usually be located near the gas meter and has a handle that can be turned 90 degrees. If the gas leak is in a cellar or basement, do not enter and instead evacuate the building.

If you suspect you have a gas leak or you smell gas, it is important that you don't do any of the following as these could place you in further danger:

DON'T turn any power or light switches on or off.
DON'T light any sort of flame within the property.
DON'T use any appliances that could cause a spark.

Cadent Gas will make the property safe by isolating the meter and a gas engineer will then be required to check the operation of the appliances before these can be used. Please notify Pygott & Crone once you have contacted the National Gas Emergency Number.

Smoke Alarms and Carbon Monoxide Alarms

Replacing and testing smoke alarms and carbon monoxide detectors regularly is important to prevent the battery from failing. Your smoke alarm will beep once the battery is running low, to indicate this requires replacing.

Mains wired smoke alarms also hold a battery as a backup in the event of loss of power and will require careful removal to replace the battery.

Tests on your smoke and carbon monoxide alarm should be done monthly. If the alarms continue to beep after your test, you will need to replace the battery.

Water

Complete loss of water supply - before contacting Pygott & Crone, please check that your water supplier has not turned off the water to carry out repair work in the area.

You can see a list of current works via the [Anglian Water website](#).

Water Leak

Isolator valve - Isolation valves are located on many water pipes throughout your home and help to stop the flow of water into a particular area of the system. If you find your toilet, sink or other water pipes are leaking, look for the isolator which is often behind the sink or toilet which will allow you to isolate the water supply.

Please then report the maintenance issue.



Water leak from bath - If you find water leaking following the release of water from the bath, please place the plug back into the bath as soon as possible and stop using the bath until the waste pipe can be replaced. Any water discharging from a failed waste pipe will find the nearest gap/hole to come through, this is often the ceiling light downstairs.

- First of all, do what you can to contain the water leak. If the water's still coming through, find something to catch it in so that it doesn't cause any more damage than it already has.
- Next, find your mains water service valve and turn it off. It will be downstairs, usually in the kitchen but sometimes next to a downstairs toilet or under the stairs. The valve looks like a small tap – turn it clockwise and it will shut off all the water into the house.
- Do what you can to protect the items under the water leak. Any kind of plastic sheeting will help cover furniture – tarpaulin, shower curtains, even umbrellas!

! If the ceiling water leak is anywhere near electrical appliances or the light fixture, do not turn the light on or use the affected socket. Please turn off any affected circuits at the consumer unit. Once turned off, wipe it with a paper towel so you can see if any moisture collects on it. If you find it is all dry, wait 24 hours before using the light.

Block drain internal

If the water in your toilet or sink is slow moving, there are a few steps to take:

- A plunger is one of the most effective methods of moving small blockages.
- If you do not have a drain unblock product to hand, try pouring boiling water and household detergent down the plughole or toilet, then leaving it for 10 minutes before flushing or rinsing through with hot tap water. This will help melt and break up grease and soap residues.



Boiling water can cause serious injuries. It is therefore essential that you take extra care at all times to:

- Ensure children are made fully aware of the work you are carrying out and that they are safely out of harm's way before begin work
- Always wear practical, long sleeved garments (a waterproof jacket for example) heavy duty rubber gloves and leave no skin exposed.

Block drain external

With external block drains, prevention is important. To help prevent blocked drains, remove fallen leaves promptly from patios and be careful what items are flushed down toilets and sinks.

If your drain is blocked, a drain specialist would be required to remove any blockage on private land.

The water company are responsible to maintain drains that are on public land only. If the blockage is effecting multiple properties in your area, the local water company will be able to attend as the blockage is likely in the drains on public land.



Central Heating System

Complete failure of the combined central heating/hot water system.

In the event your boiler stops working, please check the following:

- Check that this has not been caused by local electricity or gas supply problems.
- Many timers are now battery supplied. Please check your timer or thermostats to confirm the batteries do not need replacing.
- If you are on a prepayment meter and recently run out of credit, this will shut off the boiler which can be reset by the user.

Combi Boilers:

Please check the pressure of your boiler by looking at the small round gauge on the front of your boiler.

- You will notice a **SAFE Green Zone** and the **Maximum pressure with a Red Zone**. Some boilers have digital gauges and these will show if the pressure is too high or too low by flashing the reading on the boiler display screen.
- The pressure of your combi boiler should be between **1 and 1.5 bar** when the system is off & the water is cold. It is perfectly normal to see your gauge rise when your heating system is on and the water is hot.
- If your pressure is less than 1 bar, it's possible that you have lost water from your system via a leak.

There are often two types of filling loops with guidance notes for each below.

- Find the filling loop and check that both ends are securely attached.
- Open both valves by turning them through 90 degrees so that they are in line with the pipes, this allows cold water to enter the system.
- Keep an eye on the pressure gauge & close both valves when the pressure gauge reaches 1.5 bar.
- Remove the filling loop & re-fit any caps (if applicable).
- Turn the boiler back on and recheck the pressure gauge.
- Depending on your boiler make/model you may need to reset your boiler – if you are unsure check your boiler manual.
- Open a hot tap and check that your boiler fires and your water heats up.



Internal filling loop type

The Keyless Filling Link allows you to quickly and effortlessly re-pressurise your heating system without the need for a separate filling loop or key. The keyless filling link is quick to locate and makes re-pressurising your heating system easy.

- Locate the **Small BLUE Lever** beneath your combi boiler
- Pull the lever down and hold
- Keep an eye on the pressure gauge & release the lever when the pressure gauge reaches 1.5 bar
- Turn the boiler back on and recheck the pressure gauge
- Depending on your boiler make/model you may need to reset your boiler – if you are unsure check your boiler manual
- Open a hot tap and check that your boiler fires and your water heats up



By re-pressurising your boiler, you're allowing more water to enter the system from the mains supply. If you accidentally over-pressurise the system, don't panic. You may need to bleed your radiators to bring the pressure back down to 1.5 bar.

You should keep an eye on the pressure over the following days and weeks to make sure the pressure doesn't drop again. If it does, there's a chance you may have a leak.



Never over pressurise a boiler as this will go into lockdown. Do not do this for more than 10 seconds at a time.

Condensation

External condensation

Condensation, and in very cold scenarios, ice, can form on the external pane of some modern glass units; this is a sign that your windows are doing their job - to retain heat inside the home. External condensation will disappear as the day warms up.

Internal condensation

With internal condensation, good ventilation is key. Excessive volumes of moisture in the air from drying clothes, bathrooms, cooking etc. may end up forming as condensation on your glass overnight and as the temperature drops. The glass is the coldest external surface in the property, with any moisture settling on the coldest surface.

During colder months regularly open windows, particularly in small spaces, to clear condensation and ventilate your home.

At the end of this guide, we have attached some information from Peter Cox Damp Specialist.

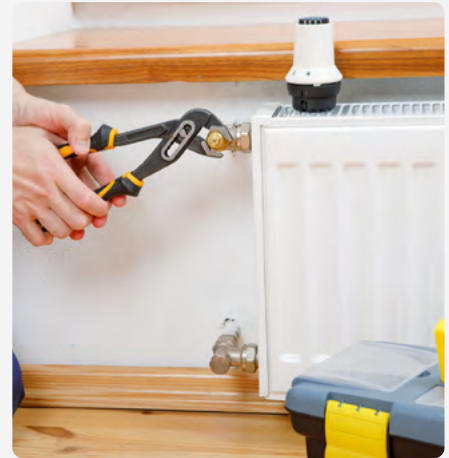


If you are suffering from mould in your home, please report to Pygott & Crone who will undertake an inspection to review and report to your landlord.

Routine Maintenance

Regular maintenance in your home will help prevent some of the maintenance issues that can occur when you least expect it, and in particular, over winter months.

1 Bleed radiators so they working effectively in heating your home at least once a year.



2 Check bath and shower sealants and report any cracking to prevent leaks.

3 Test your smoke alarms and carbon monoxide and replace the batteries before yearly.



4 Descaling your shower head every few months. An effective way to do this is to soak the head in a mixture of water and white vinegar, then the flakes of the scale should rinse away.

5 Check the boiler pressure monthly to help check for any potential leaks and loss of hot water/central heating.

6 We recommend that locks and hinges to windows and doors, together with any garage doors are regular lubricated to help keep the mechanisms in good work order and to prevent locks from failing. Using WD40 in the locking mechanism regularly will help.

7 Once any leaves have fallen over autumn/winter, clear your gutters and drainage holes. Look for any pipes or gutters which have come away (water running down the brick work may cause dampness to the external brickwork).

8 Clear leaves and debris that have gathered around your external walls to prevent any risk of damp.

9 Clear leaves from the lawn to prevent damage to the grass.



Garden Maintenance

- Keeping the garden clear of litter and other debris, such as fallen branches and leaves.
- Maintaining a reasonable standard of orderliness, e.g. basic pruning of shrubs once to twice a year.
- Regular lawn mowing and weeding.
- To clear gutters regular to prevent any overflowing gutters.



Decorating During Your Tenancy

By making changes to a rental property, you could be putting your deposit at risk. Whilst some landlords maybe happy for a tenant to decorate their rental property, others are less likely to allow any permanent changes.

Making changes to your rental property could mean your landlord has grounds to deduct money from your deposit, so it's important to fully understand what you can and can't do.

Always ask your letting agent or landlord by email. It is not sufficient to ask by conversation and agreement during an inspection or conversation. Asking your landlord for permission to make decorative changes is always the right approach.



That way, the worst that can happen is the landlord says 'no' but they may be prepared to allow you to paint, for example, as long as they have approval on the colour scheme, or you agree to return the property to its original state before you leave.

! Always ask for permission to decorate before making any changes!

Hanging Wall Art and Pictures

Hanging kits, such as command strips, are a great solution for hanging pictures art without damage walls.

One of the best ways to make a rental property feel like home is by adding pictures of family and friends, or your favourite art.

Using hanging kits is a great way to do this without causing damage to walls and having to repair them before you move out.

If your landlord agrees you can fit pictures hooks, having first requested in writing, you will be responsible to check the location and position of any pipework or cables within the walls.

