

fresh move warmly welcome you to your new home...

Please find below a list of information that you may find helpful throughout your tenancy. Should you have any further queries please contact our office on 01803 504000 where we will be happy to help.

INVENTORY

Our inventory is a video stating the condition and contents of the property and will be sent to you on your move in date.

A check in report, including meter readings will be photographed and sent to you with the video. If for any reason the meter readings have not already been taken, please take photographs and email them to us at maintenance@fresh-move.co.uk.

METER READINGS

When you move into your new property it is important that you check the meter readings so that the relevant services can be informed. If you have already received your inventory

the meter readings may have already been photographed. If this is the case please double check that the figures given match those on the meter boxes. The majority of modern properties have gas, electric and water meters, although this varies from house to house and in some cases there may only be one meter. Should you be unable to find the meters please contact our office as soon as possible and we will help you locate them.

SERVICE LETTERS

Shortly after your move, we will contact the electric, water and gas suppliers as well as your local council to inform them that you have taken possession of the property.

We also advise you to contact the various utility companies and local council to confirm that your new accounts are correctly set up.

YOUR TELEPHONE NUMBER

If your contact number changes once you have moved into the property, please ensure that you notify us immediately so that we are able to contact you if necessary.

RENT

Your rent must be paid on or before your rent due date every month. (ie If you moved in on the 11th September, your next rent due date would be the 11th October). If you are

paying by personal cheque, please ensure that we receive it at least seven working days before your rent is due.

If you wish to pay your rent by standing order please complete the enclosed direct debit form and return it to your bank. Please ensure that your standing order is arranged for three days before your rent due date.

We regret that we are unable to accept post dated cheques. Should you ever encounter any difficulty paying the rent please contact the office immediately.

BUILDING MAINTENANCE

Should the property require any maintenance, please visit our website and click on the tenants maintenance link or alternatively contact our office so that we can arrange for a contractor to call.

In all cases we will have to contact your landlord before we instruct a contractor. However, if it is an emergency (e.g severe leak), we will send a contractor out at as soon as they are available.

UPKEEP

You are responsible for keeping the property in the same condition as when you moved in, obviously taking into account normal wear and tear.

Please ensure that any garden at the property is maintained to a reasonable standard, and the interior of the property is kept clean.

You may need to open windows after a hot shower or bath, so that condensation does not cause any damp or mildew problems etc (please do not switch off extractor fans). In winter, please ensure that the property is kept warm so that the pipes do not freeze and consequently burst. It is important that when you vacate the property it is left as stated on the inventory and any items belonging to the property are replaced to their original position, so that we can refund your deposit.

PROPERTY INSPECTIONS

Fresh move will contact you to carry out property inspections every four months. This should only take around five or ten minutes, and gives you a chance to express any concerns or problems you may be having. We would appreciate your co-operation in arranging rent inspections as it is important we keep up to date with maintenance of the property.

END OF CONTRACT

At the end of your first six months in the property you will automatically go onto a monthly tenancy. If you wish to vacate the property at the end of your six months please advise our office of your decision at least one month prior to the end of your six month lease. Please contact our office

so we can arrange your check out and return of any deposit held.

GIVING NOTICE

If and when you decide to vacate the property, you must give us one months written notice from your rent due date. During the first, and subsequent, six month term(s) you will only be able to give notice on month five of your tenancy to end on the last day of the six month term.

If your tenancy is renewed on a monthly basis you will be able to give one months notice from any rent due date.

VIEWINGS

At the end of your tenancy, should the landlords decide to re-market the property we will contact you to arrange suitable viewing times to show prospective tenants around. While we will do our best to arrange viewings in blocks so that you are not frequently disturbed, we may have to arrange a number of appointments.

If you are unable to meet us at the property in office hours, we would appreciate it if you could allow us entry with keys to carry out viewings. We will always contact you with as much notice as possible prior to making a viewing.

YOUR LAST DAY

On the last day of your tenancy please hand the keys over to our office by 11am along with a forwarding address. We will then inspect the property and providing there are no arrears or damage, return your deposit as quickly as possible.

AND FINALLY...

We trust your tenancy will run smoothly but if any queries or problems arise please do not hesitate to contact us. You will find a list of useful telephone numbers attached but would take this opportunity to point out that the out of hours number should only be used for genuine emergencies.

CONDENSATION QUESTIONS & ANSWERS

What is condensation?

Condensation is the fog that suddenly appears in cold weather on the glass of windows and sliding glass doors. It can block out the view, drip on the floor, freeze on glass...it's annoying! It's natural to blame the windows...but you shouldn't.

What causes window condensation?

Window condensation is the result of excess humidity in your home. The glass only provides a cold surface on which humidity can visibly condense. The fog on your windows is a form of condensation; so is the water that forms on the outside of a glass of iced tea in the summer and on the bathroom mirrors and walls after someone takes a hot shower. Condensation usually occurs first on windows because glass surfaces have the lowest temperature of any of the interior surfaces in the house. When the warm, moist air comes into contact with the cooler glass surfaces, the moisture condenses.

The important thing is, your foggy windows and sliding doors are trying to tell you to reduce indoor humidity before it causes hidden, costly problems elsewhere in your home - problems like peeling paint, rotting wood, buckling floors, insulation deterioration, mildew, even moisture spots in ceilings and walls

Foggy windows and sliding doors are the indicators, the warning signs, that humidity could be damaging your home.

How can my home have indoor humidity?

Humidity is water vapour, or moisture in the air. All air contains a certain amount of moisture, even indoors.

Where does the moisture come from?

There are many things that generate indoor moisture; humidifiers will, heating systems, even plants. Cooking three meals a day adds four to five pints of water to the air. Each shower contributes half a pint. In fact, every activity that uses water (like dishwashing, mopping floors, doing laundry) adds moisture to the air.

More water vapour in the air means a higher indoor humidity. High indoor humidity means condensation.

How much indoor humidity is too much?

The householder can use the windows as a guide to the proper humidity level within the house. If objectionable condensation occurs on the inside surface of the windows, the humidity level is too high.

To avoid excess condensation, the following winter humidity's are recommended in the house:

<u>Outside Temperature</u>	<u>Inside Relative Humidity</u>
-20°C	15 to 20%
-10°C	15 to 20%
0°C	20 to 25%
10°C	25 to 30%
20°C (Room temperature)	30 to 35%

(The indoor humidity can be checked with a sling psychrometer or humidistat)

Will reducing the humidity in my home during winter help control condensation?

Eliminate the excessive humidity and you will eliminate most (possibly all) the condensation.

How can I reduce the humidity in my home?

Control the source of moisture and increase ventilation.

As a temporary solution to an acute problem, open a window in each room for just a few minutes. Opening windows allows the stale, humid air to escape, and fresh dry air to enter. After a shower, for example, open the

bathroom window or turn on the exhaust fan, so steam can go outside instead of remaining in the house.

Vent all gas burners, clothes dryers, etc. to the outdoors. Install kitchen and bathroom exhaust fans. If there are a large number of plants in the house during winter, concentrate them in one sunny room and avoid over watering.

Keep basements as dry as possible by waterproofing floors and walls. Run a dehumidifier if necessary. Make sure attic vents are open and unobstructed.

Opening the windows slightly throughout the house for a brief time each day will go far toward allowing humid air to escape and drier air to enter. The heat loss will be minimal.

Consult a local heating and ventilating contractor to help determine whether ventilation is adequate and whether it can be improved.

Insure humidifiers are correctly set according to the outside temperature.

Installation of storm windows will often relieve condensation on the prime house windows by keeping the interior glass warmer.

Does condensation occur more often in particular climates or types of homes?

Absolutely! Condensation is more apt to occur in climates where the average January temperature is 35° or colder

because there will be greater extremes between indoor and outdoor temperatures affecting the glass surfaces in the home.

During the summer and fall, all parts of a house pick up moisture from damp air. In the fall, when the windows are closed and heat is turned on, this moisture will pass into the air of the house. For a week or two there is likely to be condensation.

During the first year after construction or remodelling, it is likely a house will have more condensation present because of the massive amount of moisture in the building materials used. Building materials need about one year to dry out, so excessive condensation can be expected in the first heating season. Even after the first year, if the humidity level is too high, condensation may still be a problem because today's homes are much "tighter" (in the interests of energy efficiency) than older homes. New materials and techniques in weather stripping, insulation, vapour barriers, etc., which are intended to keep out cold air, also lock moisture inside. As a result, moisture created by bathrooms, kitchens, laundries, and occupants no longer flows to the outside unless mechanically ventilated.

Are there any cases where window condensation is only temporary?

Yes, there are primarily three.

- New construction or remodelling

- The beginning of each heating season
- Quick changes in temperature

Wood, plaster, cement, and other building materials used in new construction and remodelling produce a great deal of moisture. During the heating season, there may be a significant amount of temporary condensation. After the first few weeks of heating, it will dry out, and you'll have less condensation troubles.

Sharp, quick drops in temperature can also cause temporary condensation problems during the heating season.

Why, if my old windows did not have condensation, do my new windows have it now?

One of the reasons you probably replaced your old windows was because they were drafty, and when the wind wasn't blowing in, those slight cracks allowed the excess humidity that is in your house is unable to escape, therefore, it is showing itself on the glass. This is your first indication that you have too much humidity in your home.

The condensation resistance factor (CRF) of your new windows will also play a part in the amount of condensation that appears. The higher the CRF, the less condensation will appear relative to the humidity of your home.

You say I should have less humidity, but I have been told that more humidity is healthier.

At one time, it was believed that humidifiers helped people stay healthy during the winter months. Recent tests have shown that for usually healthy people, this is not the case. In fact, humidifiers may actually cause health problems. Additionally the Association of Home Appliance Manufacturers™ makes no medical claims for humidifiers. An Association spokesperson said, "We do not have the evidence of medical benefits". However, the Association said, "Manufacturers do maintain the humidifiers help plants and furniture only".

Does the amount of condensation depend on the type of window?

Sometimes. Recessed windows, like bay or bow windows, usually experience more condensation than other window styles. This is because air circulated around those window types is usually more restricted, and since they hang away from the insulated house wall, bays and bows could be a few degrees cooler in temperature. To diminish excessive condensation, the smart installer will insulate under the seat and the head of the unit. As a secondary measure, placing a common electric fan near the window to produce air circulation may also be helpful.

Do drapes and window shades cause window condensation?

Drapes and other window coverings do not cause the window condensation, but they can contribute to the problem by restricting the flow of warm room air over the glass surface. Therefore, condensation is more apt to occur

when drapes are closed and shades are pulled down. Today's heavily insulated drapes and tighter shades can contribute to the problem even more.

Remember.....Vinyl windows resist condensation!

Windows with vinyl frames help guard against the damaging efforts of window condensation because of the higher insulating value of the vinyl. Also, double glazed windows are far more resistant to condensation than single pane windows. Single pane windows allow for a higher percent of the indoor relative humidity.

THE FOLLOWING SOURCES WERE USED:

The Condensation Problem - Here are the causes and cares: Canadian Builder. VolXIII No 7
Condensation Problems in Your Home: Prevention and Solution: U.S. Dept of Agriculture Forest Services. Agriculture Info Bulletin NO 373
Technical Bulletin 01: Ethyl Corporation
The Condensation Answer Book: Anderson
Getting at the Source of Window Condensation: Vinyl Window and Door Institute

End of Tenancy Guidance; Handing back the Property

In accordance with the terms in the tenancy agreement, you have two main obligations to consider when ending your tenancy:

1. The property and it's contents should be handed back in the same condition as they were at the beginning of the tenancy, allowing for normal wear and tear.
2. The rent must be up to date and all bills settled

The following notes are intended to help you prepare for the checkout to ensure it runs smoothly and to minimise the risk of misunderstandings and deductions from your deposit

The Checkout

We will contact you to make an appointment time for your checkout and this will need to be fixed for a time you will be ready to close the door and hand back the keys (please note checkout time as agreed in your tenancy agreement should be 11am).

During the checkout we will check the condition of the entire property, grounds and contents against the inventory and record all relevant meter readings.

The Inventory

It is a good idea to start your preparations now by running through your copy of the inventory to remind yourself of the about the contents and condition at the start of your tenancy.

- All soft furnishings including carpets and curtains should be left clean and free from stains and tidy.
- Cookers, hobs and extractor hoods should be cleaned and grease free
- Fridges and freezers should be defrosted and cleaned and switched off (with doors left open)
- Kitchen cupboards, worktops, sink and flooring should be free from food and cleaned with a kitchen cleaner
- Bathroom suites and flooring should be cleaned with bathroom cleaner and left stain free
- All woodwork should be cleaned down and dust free
- All electrical items to be left clean and working including all light bulbs
- Gardens and patio's areas should be weed free and lawns mowed
- Garages and sheds/outhouses to be clear and swept out

- No rubbish should be left at the property except for one bin secured in the properties bin provided by the local council.
- All keys should be handed over on the check out and all internal keys to locks to be left in there appropriate positions.
- If furnished please ensure all furniture is left in original places and are clean.

*Please note some landlords insist and as agreed with yourselves in the Tenancy Agreement at the beginning of the tenancy that the carpets and cooker are professionally cleaned at the end of the tenancy.

Mail Forwarding

You should make arrangements with the Royal Mail to forward your mail once you have vacated (we are not liable for any mail that may go missing once you have vacated)

Viewings

It is possible that we may contact you to arrange to show the property to prospective tenants. It is a condition of your tenancy agreement that you are allow us to do so. However we will give reasonable notice and endeavour to do viewings at your convenience.

Return of the Deposit

Please note that your deposit will not be returned at the checkout.

The deposit will be refunded by the DPS once the checkout has commenced and your landlord has agreed for it to be returned. Where it is necessary to obtain quotes for replacement or remedial works there will be a delay but we will endeavour to keep this to a minimum.

We look forward to speaking to you shortly but in the meantime if you have any questions please do not hesitate to contact us.

**Thank you...On behalf of the
fresh move team**