


Cloud lettings

Tenancy Guide

Your personal renting guide

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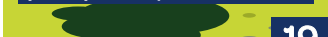
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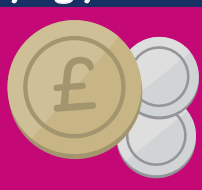
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Who are Cloud Lettings?

We hope you're really excited about moving in to your new property.

First and foremost, we are here to help you with any questions. We're a paperless company, so you won't be sent endless reams of paperwork which will promptly get lost in amongst all your stuff. You can pay your rent and report any maintenance issues online.

Being paperless doesn't mean we're faceless. You'll be given a contact here who you can talk to whenever you like – and if they aren't around there will always be someone who knows your account, so you're not explaining yourself over and over again.

Cloud are a 'managing agent', which means we look after properties on behalf of a landlord. Landlords respond more quickly to an agent, and we can do all the chasing so you don't have to. We act on behalf of the Landlord with your best interests at heart.



Contact details

Cloud Lettings Ltd
41 Carholme Road
Lincoln
LN1 1RN

Open: Mon-Fri 9am-5pm.
Closed: weekends and bank holidays.

Website: www.cloudlettings.co.uk
Office: 01522 802020
Email: info@cloudlettings.co.uk
WhatsApp: 07908 557770

Useful Numbers

Fire Service/Police/Ambulance	Dial 999 / 112
NHS (non-emergency)	111
Lincoln County Hospital	01522 512512
UOL Medical Surgery	01522 870010
Lincolnshire Police (non emergency)	03001 110300
National Gas Service	0800 111999
City of Lincoln Council	01522 881188

Please refer to pages 4 and 5 for emergency out of hours contact details.

Notes

If there are any matters we can be of assistance in please do not hesitate to contact us.

Once you have settled into your accommodation please ensure you enrol with a local GP service and Dental practice.

You are now responsible for your own well-being and should the need arise you will need to seek professional medical advice either via the NHS Direct phone service, by contacting your GP during normal hours or by contacting the ambulance service in an emergency.



Emergency out of hours call-out

We understand that it can be confusing on what to do in out of hours time, so we have compiled a list on who to call and why.



IF YOU CALL OUR OFFICE NUMBER 01522 802020 OUT OF HOURS, YOU WILL BE GIVEN A LIST OF OPTIONS OF KEY PEOPLE TO CALL DEPENDING ON THE NATURE OF YOUR CALL.

*If your contract is with **Bond Housing Group** please call 01522 246145

*If you live at **Brayford Court** please call Dan 07845 976827

LOCK EMERGENCY

If you have locked yourself out or if a lock has failed, call **07599 642944**.

Please be advised there will be a **minimum charge of £40.00** payable to the contractor if you have locked yourself out and need to be let back in; if you can wait until the next working day you can borrow a spare key from the office for free.

LEAK EMERGENCY

If you have a serious leak that cannot be contained, please call **07599 642944**.

If there is a small leak which can be easily contained and does not require emergency attention, please report via the property portal.

FIRE ALARM FAULT & ELECTRICAL EMERGENCY

In case of a fire alarm fault or electrical emergency call **07591 095588**.

Please do not contact the contractor by text as they will not receive your message. If you call and there is no answer, leave a voicemail message and they will get back to you as soon as possible.

WINDOW, DOOR OR GLAZING DAMAGE EMERGENCY

If damage has been caused to windows or doors which require temporarily boarding to secure the property call **07823 341559**.



HEATING EMERGENCY

If you have no heating please report the issue through your **property portal** and a plumber will attend as soon as possible during working hours. If the problem has started on a Friday evening or Saturday and you require temporary portable heaters until the office re opens on Monday please call **07599 642944**.

GAS EMERGENCY

If you can smell gas at the property, the first thing you must do and before you call anyone else please call the Gas Emergency line on **0800 111 999**.

After you have called National Gas Service, please report the issue via email or portal and we will arrange any follow up works as required when the office is open.

FIRE EMERGENCY

In the event of fire, leave the building immediately using the nearest exit route. Do this in a calm and orderly manner closing any doors behind you, making your way to a safe space outside and away from the building.

When in a safe space please call **999** and ask for Fire and Rescue and give location/details to the operator. When you have spoken to the emergency services call:

Cloud Lettings Ltd (Monday – Friday 9am – 5pm): **01522 802020**
Out of Hours contact number: **07599 642944**

Do not stop or return to collect personal belongings.
Do not re-enter the building. Only return to the building when told it is safe to do so by the Fire & Rescue, Fire Officer in Charge.

METER TOP UP

If you let a property which includes an allowance for utilities and your meter has ran out of credit, please either top up the card at the nearest **PayPoint** shop (see link below) and the cost will be reimbursed to you and email a copy of the receipt to info@cloudlettings.co.uk or please call **07599 642944**.

[Find your local PayPoint store | PayPoint](#)

If you are responsible for paying the utility bills at your property and find your meter is in debt, you will likely need to contact the supplier to obtain a code to clear the debt on the meter before you top up. You can find the supplier using the following links:

Electricity - www.westernpower.co.uk

Gas - www.findmysupplier.energy



Please note!

The contractors will attend to complete emergency repairs only, further remedial works may be required in working hours following the call-out.

Please ensure all non-emergency maintenance is reported through your property portal.

You can find the portal here: <https://cloudlettings.propertyfile.co.uk/login>

Or you can call the office during opening hours.

Please do not abuse the system – you may be charged for all non-emergency call-outs at a minimum of £50.00 each.

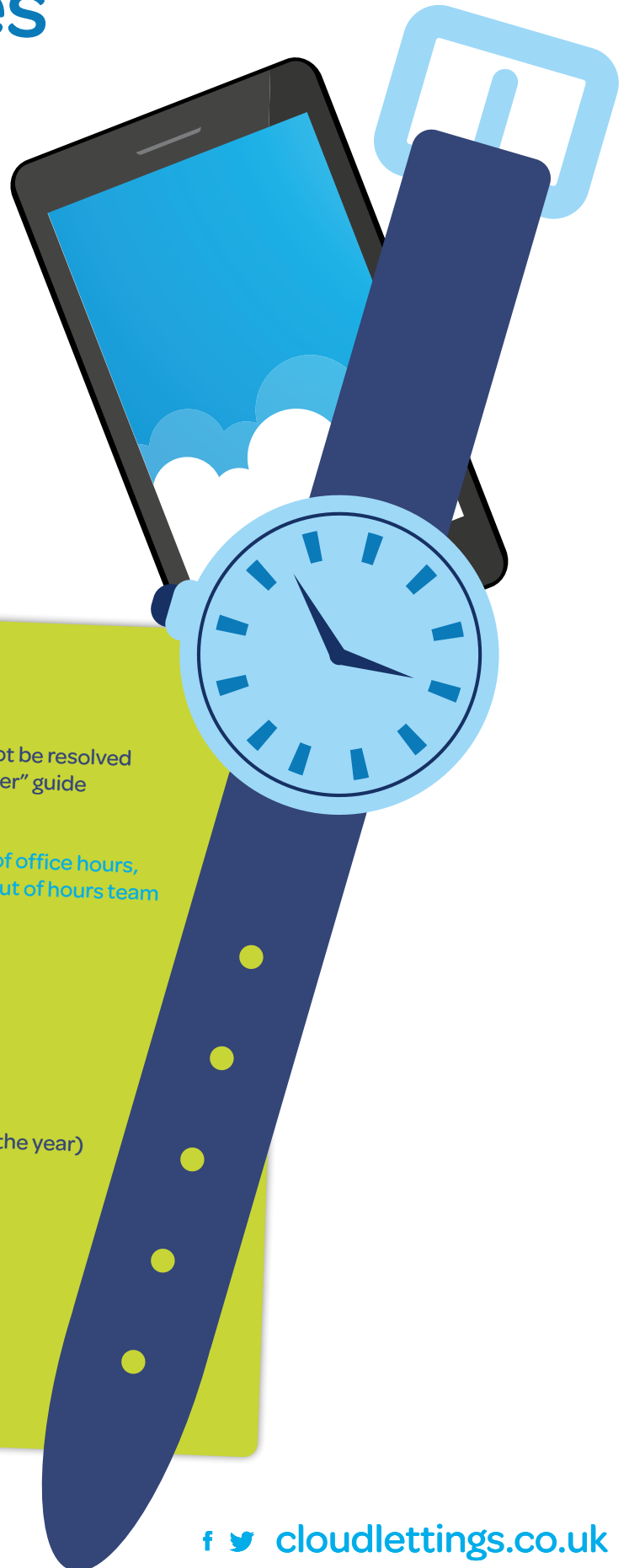


Response times

The response times are for guidance. In all cases, we will deal with your maintenance enquiry as soon as possible.

Please remember the Landlord must authorise all works required, as a managing letting agent we are not able to order works without speaking to them first. We will always contact the Landlord by email and phone the same day and until contact is made to get permission for you. We also work with third party contractors who do not solely operate for Cloud and manage their own diary. We ask that any work we request is given the utmost priority.

Following a report of a maintenance issue to the office, it is expected for a contractor to attend for an initial visit within the timelines stated below. Please be advised it is not always possible for a fault to be resolved on the initial visit, as parts or replacement items may have to be ordered and the contractor return to complete the works later.



Within 24 hours:

- Burst pipes
- Electric failure – where this cannot be resolved by following our “No lights or power” guide
- Lock failure

**If any of the above faults occur out of office hours, you should contact the emergency out of hours team*

Within 48 hours:

- Hot water failure
- Blocked drains
- Shower failure
- Central heating failure in winter (within 72 hours during the rest of the year)

Within 5 working days:

- Appliance failures
- Minor leaks

Within 14 working days:

- Furniture repairs/replacement



Living with your housemates

Please be considerate to your fellow tenants and allow them to enjoy their stay without having to endure excessive noise or antisocial behaviour. If you need any guidance on how to deal with 'in-house issues' please just get in touch. We have years of experience of house shares, and we've also been students ourselves, so can give you realistic advice on just about every issue.



Repairs and maintenance



Repairs and maintenance can be reported online through the '[report repair](#)' link on our website. In order for issues to be responded to promptly please include as much detail as possible. If there is not enough detail we will contact you to discuss the repair before sending an appropriate contractor.

Unless you specify otherwise, a contractor will attend the property with our management keys. If you are not home they will enter the property to diagnose the repair.

We always need to seek permission from the Landlord before a repair is carried out and we try to get this as quickly as possible. We'll keep you updated on the status of your request.

During your tenancy, it's likely you'll come across property maintenance that you may not have seen before or issues that maybe your parents dealt with. Part of renting a property means that you will need to look after it. We only work with landlord's who commit to maintaining their properties to a high standard, however we politely request that you should bear in mind most properties in Lincoln have been around for at least 100 years and may require some TLC when you're living there.

Below are some useful how to guides which will help you to resolve some issues you may have in the property.

Please remember if you have any questions at all please do not hesitate to contact a member of staff and we will be more than happy to help you.

WHAT TO DO IF YOU SUSPECT A GAS LEAK IN THE PROPERTY

If you think you can smell gas or think there is a gas leak the first thing to make sure that you do is stay safe, so please:

- Do not smoke
- Do not light matches or cigarette lighters
- Do not turn light switches or anything electrical on or off
- Put out any naked flames such as candles
- Open all the doors and windows
- Turn the gas meter off at the supply. The gas meter is usually found at the front of the property or under the stairs. Most commonly a gas meter will look as shown and have a lever that will operate in an off position



- Before you call anyone call the National Gas Service Emergency Line on **0800 111 999**
- If the office is open call **01522 802020** and inform a member of staff. If the office is closed, after you have called the National Gas Service, please report the issue via email or the portal and we will arrange any follow up works as required the next working day
- The Landlord will always arrange to have a plumber with you the next working day if the National Gas Service turn off the gas supply. A plumber will only be able to attend **Monday – Friday 9am – 5pm.**



WHAT TO DO IF MY CARBON MONOXIDE DETECTOR ALARMS

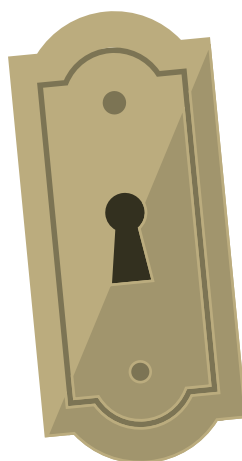


Firstly, please note not all properties are fitted with a carbon monoxide detector as it is only a legal requirement where a room is used as living accommodation which contains an appliance which burns, or is capable of burning, solid fuels.

This would include any appliance that operates with log or coal, even if they are not normally in use, **but does not include gas and oil burners.**

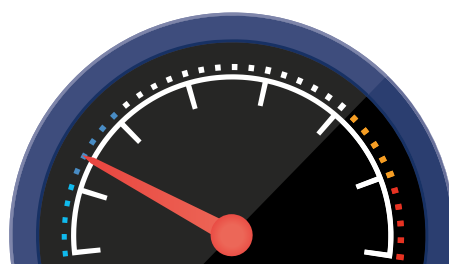
If you have a carbon monoxide meter in the property it will always be placed 1 – 3 metres away from the solid burning fuel source. If your carbon monoxide detector sounds you should take the following action:

- Get fresh air immediately. Open the doors and windows
- Turn off the fuel appliance
- Call the National Gas Service Emergency Line on **0800 111 999**
- If the office is open call **01522 802020** and inform a member of staff
- If the office is closed call the Cloud Emergency Out of Hours **07599 642944**
- The Landlord will always arrange to have a plumber with you the next working day if the National Gas Service turn off the gas supply. A plumber will only be able to attend **Monday – Friday 9am – 5pm**
- Immediately visit your doctor or hospital to check for carbon monoxide poisoning.



LOCKED OUT OF YOUR ROOM?

Call-out for loss of keys or to be let in your room outside office hours will also incur a minimum charge of £40.00. The office hours are 9am to 5pm Monday to Friday, so it's worth considering if you can wait until the office is open so you can borrow our set of keys to let yourself back in.



WHAT TO DO IF YOU HAVE NO HEATING OR HOT WATER DUE TO LOW PRESSURE ON THE BOILER

If you have no heating and/or no hot water and the pressure gauge on your boiler is below 1, it is likely the problem can be resolved by topping up the pressure.

Most boilers especially if newly installed have a lever or switch which is designed for the user/tenant to operate. You do not have to be a plumber to take the action required to top the water back up.

The blog below is a great guide on how to top up your boiler:

[Low Boiler Pressure](#)

The lever or switches will depend on the type of boiler you have. If you are not sure then put the make and model in Google and a guide or video link will be available.

What to do if you have no lights or power



If all the electrics have gone in your house; all sockets and lights, it is likely there is a power cut. Please look down the street to see if your neighbours are experiencing the same problem or check the local power grid:

<https://www.westernpower.co.uk/power-outages/power-cuts-in-your-area.aspx>

Insert your postcode and it will let you know any details for your area.

If you are experiencing a problem with the electrics cutting out or tripping some areas of the property but not the others there can be a few reasons for this and you will need to take some action before the Landlord sends an electrician.

LIGHTS NOT WORKING BUT SOCKETS OK

It is likely a bulb has blown and caused the trip switch to go off. There are other causes but this is the most common:

- To switch the lights back on you will need to locate the consumer unit, shown below. It is normally in the cupboard under the stairs, hallway or near the front door



- When everything is working the circuit breakers (black switches) which separate the lights from sockets will be in the UP position. Check which switch has tripped DOWN and push these back into the on position – UP
- If a light bulb has blown you will need to change the bulb. Please follow advice on how to change a light bulb if you don't already know how.

ELECTRIC SOCKETS NOT WORKING BUT LIGHTS OK

It is likely an electrical appliance within the property has become faulty:

- If you are not sure which item has tripped the electrics first go round the house and switch off all the plug sockets at the switch
- To switch the electric back on you will need to locate the consumer unit, shown below. It is normally in the cupboard under the stairs, hallway or near the front door
- When everything is working the circuit breakers (black switches) which separate the lights from sockets will be in the UP position. Check which switch has tripped DOWN and push these back into the on position – UP
- You will then need to switch each appliance back on one at a time to find out which item has tripped the electrics
- If it is an appliance provided by the Landlord please [report the fault through our website](#) and we will contact the Landlord for you. If it is the fridge or freezer that has broken it is not always possible that the item can be replaced straight away so please call on friends in the area to store your food until the issue is resolved. As the fault will be unexpected and not caused through neglect of the item the Landlord is not responsible for compensation for any loss of food or damage to personal belongings. If you need to claim compensation for any loss or damage of items please make a claim in line with the procedure set out by your personal contents insurer
- If it is an item that belongs to you please do not use the item again until it has been repaired or replaced.

If you follow the above process and you still have a fault with the electrics, please contact the office and we will contact your Landlord to ask him to send an electrician to you. Please note if the electrician attends and the fault is simply a case of placing a trip switch into the ON position or it is an item that belongs to you that caused the fault you will be charged for the visit. Electricians charge a minimum of £48 per visit.

How to change a light bulb



There are four common types of light bulbs in your home. Learning how to change a light bulb will not just be helpful to you now, but for the rest of your life.

All types of replacement light bulbs are widely available in supermarkets; hardware stores or homeware stores. You can take the old light bulb to the store with you, to ask the shop assistant to help you or match it yourself to the bulbs on the shelves.

The three video links below show you how to change a light bulb, watch the relevant video before you change the bulb. You will also find below a written explanation of the types of light bulbs and how to change them.

VIDEO LINKS

Bayonet light bulbs (classic or screw mount) or halogen spotlights are most commonly found in all areas of the property other than the bathroom:

<https://www.youtube.com/watch?v=JW2Br1yjwZA>

2D light bulbs are most commonly found in bathrooms and new build communal areas:

<https://www.youtube.com/watch?v=2ld-RoOwsxl>

Strip fluorescent tubes are found in some kitchens:

<https://www.youtube.com/watch?v=0ozxHtexEGE>

WRITTEN EXPLANATION

Bayonet light bulb

Classic fitting with two pins or screw



Classic



Screw

1. Turn the light off
2. Let the bulb cool down
3. Ensure you can safely reach the bulb
4. Remove the bulb
 - a) Classic - Grasp the bulb lightly but firmly, push inwards gently and turn anticlockwise until it is released from the socket
 - b) Screw - Keep gently twisting anticlockwise until the bulb comes loose from the socket
5. Do not put your fingers in the exposed light socket
6. Check the type of bulb and wattage on the used light bulb and replace with the same light bulb
7. Replace the bulb - Insert a replacement bulb lightly but firmly into the socket. Depending on the type, turn it clockwise until it locks into place or keep gently twisting clockwise until it won't go any further
8. Switch the light back on
9. Safely dispose of the old bulb.



How to change a light bulb

Halogen light bulb

Classic fitting with two pins or screw



GU10



GU5.3

1. Turn the light off
2. Let the bulb cool down
3. Ensure you can safely reach the bulb
4. Press inward on the halogen bulb that is already screwed into place in your light fixture using both thumbs and rotate counter clockwise about 90 degrees
5. Pull the light bulb straight out of the socket
6. Do not put your fingers in the exposed light socket
7. Check the type of bulb and wattage on the used light bulb and replace with the same light bulb
8. Replace the bulb from the same position that you took the old bulbs from. Twist it clockwise as far it will go
9. Switch the light back on
10. Safely dispose of the old bulb.

2D light bulb

Fitting with two or four pins



2 pins

4 pins

1. Turn the light off
2. Let the bulb cool down
3. Ensure you can safely reach the bulb
4. Remove the cover
 - a) Take out the screws remembering to support the cover
 - b) Gently pushing the cover inward, within the mounting and then slide the cover to one side, releasing the holding clips. It will release
5. Remove the light bulb by holding the centre point of the bulb unit (not the bulb itself) and pulling it out of the fitting
6. Do not put your fingers in the exposed light socket
7. Check the type of bulb, number of pins and wattage on the used light bulb and replace with the same light bulb
8. Replace the bulb. Simply push the new bulb back into the fitting, again holding the centre point of the unit
9. Secure the cover back into place with the screws or push it back on
10. Switch the light back on
11. Safely dispose of the old bulb.

Please note!

If you feel you are unable to change a light bulb safely, please contact a member of staff.



Fire safety

PLEASE DO NOT:

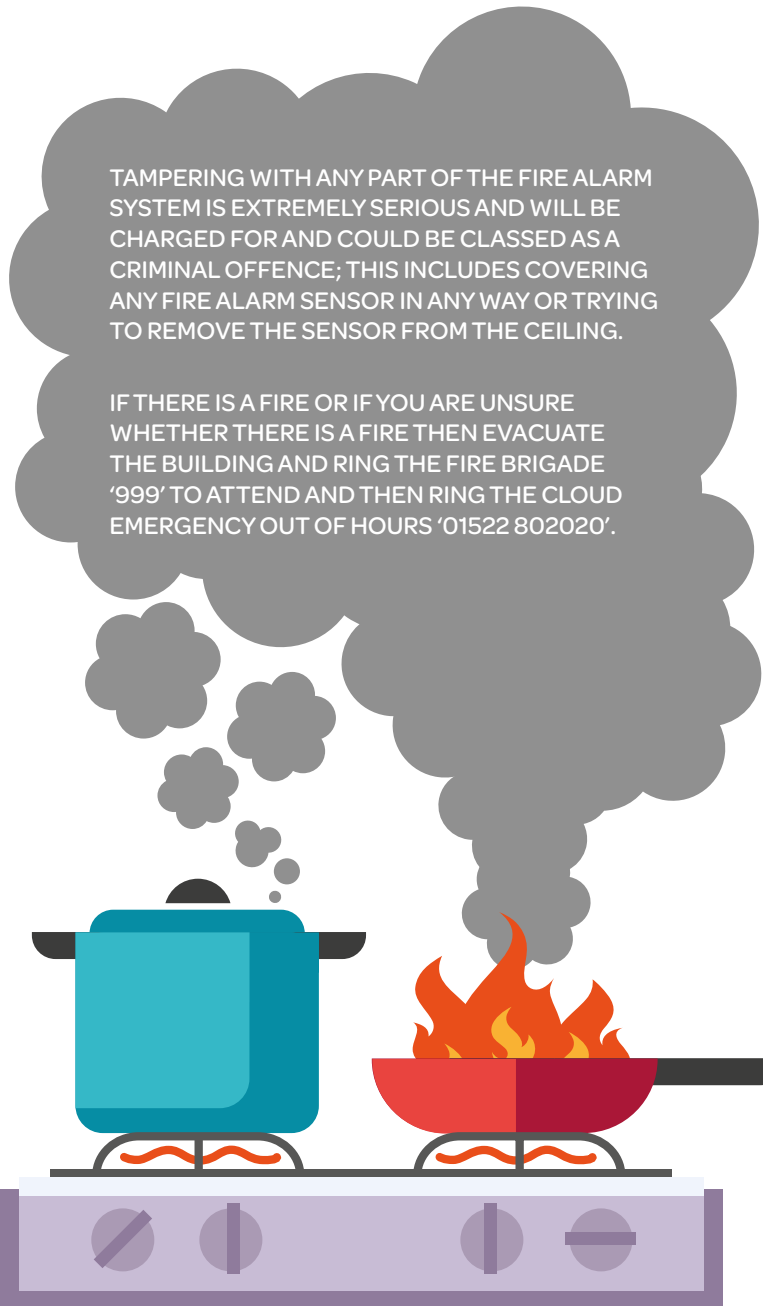
- Block any fire exit routes
- Leave cooking unattended, especially when using cooking oil as this is a common cause of fire
- Smoke inside the property
- Overload plug sockets, and be sure to switch off electrical equipment you are not using.

Call-outs for the fire alarm will be charged for if the cause is found to be carelessness or vandalism including setting off the fire alarm unnecessarily by you or your visitors.

Please do not remove any fire signs, prop open any fire doors or remove any door closers as this is a fire safety issue and they are there for your own wellbeing. If these items are ignored it will be taken very seriously.

Your fire evacuation procedure is supplied to you in your property information pack given to you when you move in. A copy is also framed in the property.

Please remember smoking is not permitted in the property.



STRICTLY PROHIBITED ITEMS

- Cookers, toasters, grills, kettles, refrigerators and heaters of any type are not allowed in your bedroom, as these constitute a serious fire risk
- Chip pans and deep fat fryers
- Candles, joss/incense sticks/halogen lights
- Fireworks
- Pets
- Firearms of ANY type and for ANY use
- Weapons i.e. knives, crossbows, etc
- Any highly flammable liquids or items (i.e. petrol, firelighters, etc).

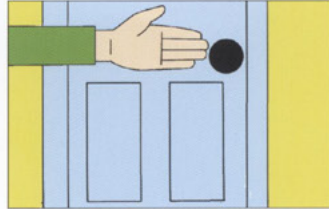


FIRE PLAN

Plan A - How to get to safety



1. Under the smoke, then you won't choke. Stay low at all times.



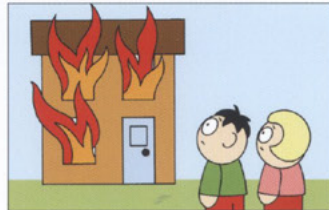
2. Get the door felt, so you don't melt. Use the **back** of your hand.



3. If the door feels cold it is safe to go through. Go through and close the door for 20 minutes more and to stop the smoke spreading.



4. On the way out shout **FIRE** to wake everyone up. Don't stop for anything or anyone.

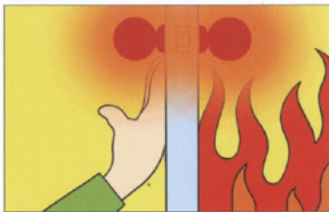


5. Get out, stay out and call the Fire Brigade out. Their number is 999.



6. Don't return or you will burn.

Plan B - What to do if fire is blocking your escape



a) If the door is hot you shouldn't go through it as the fire might be on the other side.



b) Place something soft and thick at the bottom of the door to stop smoke getting in.



c) Go to the window and open it. Then shout **FIRE** to raise the alarm. The Fire Brigade will come and rescue you.

What if your clothes catch fire?



STOP



DROP



ROLL



How to test your smoke alarm



Test button

It is vital for you and your housemates safety to test your smoke alarms either weekly or monthly.

It also a term of your tenancy agreement, the test will take 10-20 seconds.

Cloud Lettings will check the system is working before you move in and during any property inspection.

The link below is a 30 second guide on how to test your alarms:

https://www.safelincs.co.uk/video_player.php?vid=31

TO TEST THE ALARM

- Check that the green power light is lit on the smoke alarm
- Press and hold the test button for up to 10 seconds to ensure the alarm sounds and triggers any interconnected alarms.

You must record faults or false alarms immediately.

If the alarm only sounds in one room or does not sound at all please report this to the office immediately by calling **01522 802020** or via the maintenance portal:

<https://cloudlettings.propertyfile.co.uk/login>

The smoke alarm is wired into the main electrics with a battery back up which will come into use in the instance the electricity has been cut. From time to time the battery will need changing. Please refer to page 15 on how to change a battery or report the issue via the maintenance portal:

<https://cloudlettings.propertyfile.co.uk/login>



Please note!

You should fill this out when you test the alarm every month. You may be asked to produce a copy at any time. If you have an alarm panel on the wall this guide will not apply and your alarm will be tested weekly for you.

Test date	Tested and working ok (YES OR NO)	If NO please report to Cloud Lettings https://cloudlettings.propertyfile.co.uk/login Insert date reported



How to change a smoke alarm battery

If the smoke alarm is beeping it is because the battery is running low.

All smoke alarms require a 9V battery. These types of batteries can be purchased from all supermarkets, household stores, or online. Example below.



VIDEO LINKS

You may find it easier to follow the video link below for a guide on how to change the battery. Alternatively, a written guide is provided underneath the link.

<https://www.youtube.com/watch?v=gKPSLjOGDLc>

WRITTEN EXPLANATION

1. Safely remove the smoke alarm from the ceiling mount:
 - a) Insert a screwdriver into the slot
 - b) Push a small flexible panel on the side and twist
 - c) Simply push and twist
2. Remove the old battery from the detector
3. Insert the new battery
4. Safely replace the smoke alarm to the ceiling mount. Generally push and twist until you hear a click and the smoke alarm is secure.



Please note!

If you feel you are unable to change a smoke alarm battery safely, please contact a member of staff.



How to unblock a drain

If you have an internal drain (kitchen sink, hand basin, bath or shower drain) that is blocked it is likely the cause is items you are using. Drains are most commonly blocked with hair, food, grease and soap.

Even if the water is simply slow to drain, over time this will cause a slippery build-up of soap scum, dirt and grime in the bottom of the bath or shower tray that could be dangerous at worst, or just plain unsightly at best. Whichever form your pesky blockage has taken, it needs fixing.

Luckily, it's usually not too difficult to unblock a bath or shower waste yourself, so there's no need to call a plumber just yet. There are a number of DIY methods you can try to clear the blockage, below we'll talk you through what you need to do.

CLEARING OUT THE BLOCKAGE

The first step is to take a look and see if you can spot what's causing the blockage. Remove by lifting or unscrewing (whichever works for your type of waste) the chrome cover of your waste, or pulling out the plug if you've got an old school plug and chain variety.

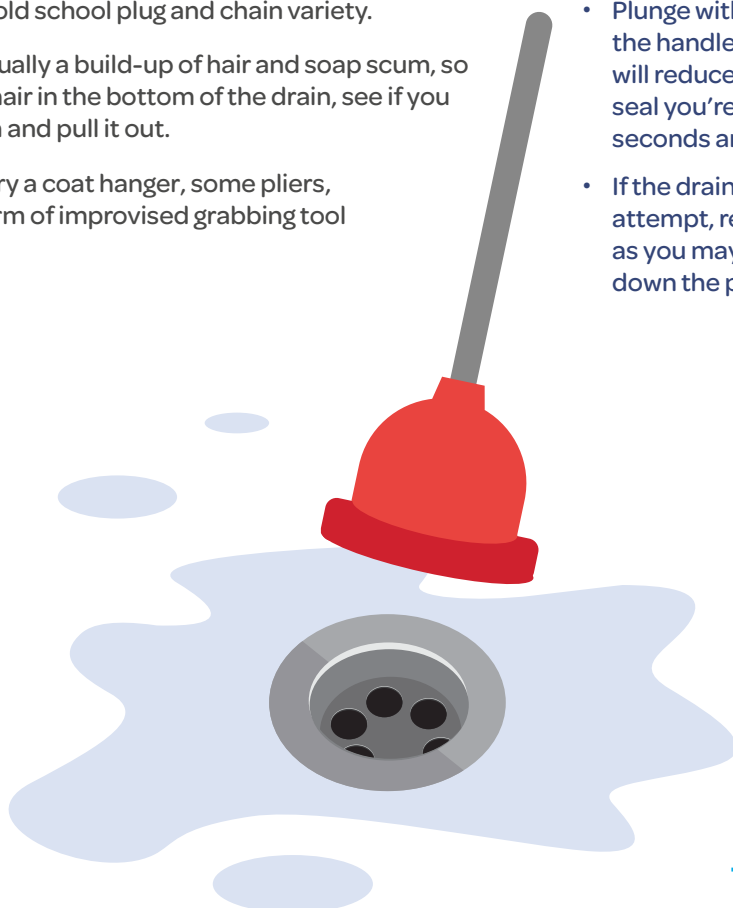
The culprit is usually a build-up of hair and soap scum, so if you can spot hair in the bottom of the drain, see if you can just reach in and pull it out.

You could also try a coat hanger, some pliers, or whichever form of improvised grabbing tool you can find.

Using a plunger to unblock the drain

The plunger is the next obvious step to clear a blocked drain. You'll need a 'cup' type plunger for clearing a basin, bath or shower blockage:

- Make sure you don't use any chemicals yet, as using a plunger with chemicals is inevitably going to splatter them all over your clothes or skin
- You'll need to have enough water in the bath or shower tray to completely submerge the cup of the plunger. Too much water and you'll make a splashy mess, so use a bucket to remove the excess if you're drain isn't clearing at all
- You will get better results if you can block off any outlets (overflow, another basin etc.), so if you can put a wet cloth in these drains then you will have a higher chance of succeeding with this method
- Plunge with a vertical up-and-down action, keeping the handle straight and vertical. Tilting at an angle will reduce the force and potentially break the seal you're making with the cap. Do this for 15-20 seconds and then have a look at the results
- If the drain is still blocked after your first plunger attempt, repeat the process a couple more times as you may have simply moved the blockage further down the pipes.





Using baking soda and vinegar to unblock your drain

Baking soda on its own does a decent job of loosening grimy sludge from your drain, and when you add some vinegar as well you get a chemical reaction that should hopefully jolt the blockage loose.

This isn't a method that will work for the very troublesome blockages, but for slow-draining bath or shower wastes, this is a cheap, eco-friendly method worth trying:

- First pour a pot of boiling water down your drain
- Pour a small amount (perhaps half a cup) of baking soda down the drain. Let it sit there for a couple of minutes
- Follow it up with a cup of white vinegar and a little more hot water. Leave for 5-10 minutes
- Flush with boiling water.

You should be able to hear the chemical reaction as it bubbles away. With a bit of luck, the debris caught in your drain will be broken down.

Using chemicals to unblock your drain

Your local supermarket, household store, or online will sell a variety of sink and drain unblockers. Remember these products damage the environment so where possible please try the natural methods on the left.

If the drain is blocked please report the issue via the link.

[Request a repair](#)



Please note!

If a plumber attends and finds the issue has been caused by foreign items belonging to you, you will be responsible for the cost of the call-out. Please note a plumber charges a minimum of £48 per blockage.



Top tips for checking a fault with your Virgin Media router

We can appreciate there is nothing more frustrating than slow or intermittent internet access.

To keep your rental experience as hassle free as possible your Landlord pays all the utility bills for you including the internet but unfortunately if there is a fault they are in the same position as you when it comes to diagnosing the problem.

Virgin Media are a national company with millions of users in the country therefore if you are experiencing problems with slow or faulty internet they are the only ones who can provide the help and answers. Neither the Landlord or Cloud Lettings have any more or less influence than you, the service is paid for by the Landlord but is delivered to you by Virgin Media, they must provide the service that is being paid for.

When checking for any faults initially the tests will always need to be done at the property where there is access to the router. Virgin Media request these checks are carried out by the people using the router as any preliminary checks cannot be conducted remotely.

If you have a 'Hitron Router' this means you are signed up to the fastest internet in town. However there may be instances where you experience an issue with the internet and you will require assistance from Virgin Media.

As a Virgin Media business customer you can call Virgin direct to help you resolve the problem;

0800 052 0800 option 3 for faults

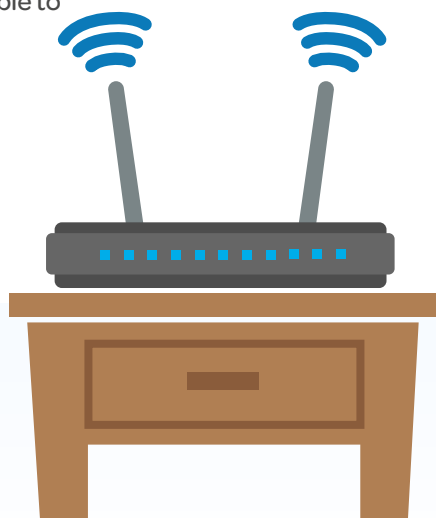
You will need to provide the account name, postcode, Broadband product. Please contact us before calling so we can give you the details.

Please note this is only applicable to Virgin Business customers.

Below are Virgin Media's top tips for diagnosing a problem with the WiFi so before you report a fault to Virgin please be sure to try them all out.

1. Check to see if there is a known fault in the area. <https://my.virginmedia.com/faults/service-status> As you are not the account holder go to the "Can't sign in?" section and input your postcode. If there are no known faults follow the tips below
2. Keep your hub upright. Standing on its base, lights facing into the room
3. Don't tuck the hub away, it's best out in the open
4. Switch channel with a reboot. The internet router transmits signals on wireless channels in the 2.4GHz and 5GHz bands. If another gadget nearby is also using the same channels (for example your neighbour's router) the two devices could be duelling it out for the airwaves. Turn your hub off and switch it back on again. It'll automatically pick up the least congested channels giving your hub more room to do what it does best
5. Check the lights. Each router is different so check the [Virgin guide here](#)
6. Check the [advanced wireless settings](#). Sometimes changing the operating channel can help. Follow the Virgin guide for instructions on how to do this and also how to check and resolve the router status
7. If you try all of the above and have no success please contact the office – **01522 802020**.

If there are any free upgrades required to equipment or an engineer is required to resolve the issue it may need a call from the bill payer. Please let us know if that is the case and we will contact the Landlord and ask him to call Virgin Media to follow up on the advice.





How to prevent and deal with mould in the property

As the weather turns colder, condensation and mould can form more easily. Condensation can build up within a property and create problems such as water dripping down and mould appearing on walls and ceilings. Most commonly you notice black marks/mould on the walls or window. Below are the reasons for condensation and tips on how to prevent this problem in your home.

Managing condensation is not a result of a defect with the property itself and can only be resolved by changing the way you use the property. Condensation is common in most homes; be it a rented property or the property you will own, so these tips will help you not just now but in any property, you will live in, in the future.

Whilst there is a lot of information below, it will only take 5 minutes for you to read, please take the time to do so, as it is only intended to help you and make for a more pleasant experience whilst living in the property.

If you have already noticed damage to the property caused by condensation, please treat any mould in the property.

TREATING MOULD

To kill and remove mould, wipe down or spray walls and window frames with a fungicidal wash or very diluted bleach. Ensure that you follow instructions for its safe use. These fungicidal washes are available at local supermarkets on the cleaning aisle or DIY stores costing around £2 for a bottle that will last at least a year. Even when you put all the practical precautions into place you may still find condensation and mould forms, so whenever you notice a black spot of mould wipe it down with the anti-fungicidal spray. The spray is intended to be used regularly hence why there are 100s of applications available in one bottle.

Mould can easily get onto curtains and upholstery and will rot the fabric if not washed off immediately.

Dealing with the basic problem of limiting the amount of condensation you are creating will stop mould reappearing.



ABOUT CONDENSATION

Condensation is simply water which collects as droplets on a cold surface when humid air is in contact with it.

There is always some moisture in the air, even if you cannot see it. If air gets cold, it cannot hold all the moisture produced by everyday activities and some of this moisture appears as tiny droplets of water (condensation) most noticeable on:

- Windows on a cold morning
- In bathrooms
- Kitchens after cooking
- Walls where furniture or personal belongings have been pushed up against the wall preventing the circulation of air
- Mirrors when you have a bath or shower
- Cold surfaces such as tiles or cold walls (walls that correspond with the exterior of the property) and ceilings.

Have you ever noticed you get more condensation on cold beer if you're on holiday in a warm humid country? Well it's the same principle. Only when it is forming inside a property, it's a problem that requires tenants to take swift action. Our everyday activities add extra moisture to the air inside our homes. Even our breathing adds some moisture (remember breathing on cold windows and mirrors to fog them up?). One person asleep adds half a pint of water to the air overnight and at twice that rate when active during the day.





To give you some idea as to how much extra water this could be in a day, here are a few illustrations:

- 2 people at home (just breathing!) can produce = 3 pints
- A bath or shower = 2 pints
- Drying clothes indoors = 6 pints
- Cooking and use of a kettle = 3 pints
- Washing dishes = 1 pint
- Total moisture added in one day = 15 pints.

PRACTICAL PRECAUTIONS

These problems can be easily controlled if you follow a few simple precautions:

- Ensure the property is well ventilated. Condensation mostly commonly appears during the winter months when the windows aren't open and you take action to prevent any drafts or cold air into the property. Whilst it might not always be practical; where possible open the windows in the property at some point in the day to allow fresh air to circulate. Most windows can be left in a lockable, draft position whilst you are not in the property. If your windows have a sliding vent system, please ensure the vents are left open at all times
- Keep the bathroom door closed whilst using the bath or shower and open a window to allow any excess steam to escape after use. Running both the hot and cold taps at the same time can reduce the build-up of steam. Wipe down tiles and shower screens after use
- Keep the kitchen door closed when cooking and again open the window to let any excess moisture escape. Do not allow over boiling of food
- Make sure both the kitchen and bathroom are kept warm as this will keep moisture levels down
- DO NOT hang washing over radiators or around the property to dry as this will also increase moisture levels



Please note!

Condensation and damp are two different issues. If you can see a visibly wet line or tidemark in the property, please contact us to enable us to advise your Landlord that a contractor is required to assess any potential water ingress issues.

- Use the heating throughout the day as required.
- Pull back the curtains or blinds during the day and if the windows have condensation on them you should open a window or wipe off the water with a cloth
- If there is condensation on the windows or mirrors when you wake up in the morning, please dry immediately
- Do not block or cover any air vents as these provide vital ventilation as well as an escape route for excess moisture
- Do not place wardrobes, beds or other large items of furniture directly against a wall especially an outside wall as this prevents air circulation and the hot air hitting a cold outside wall will encourage mould to grow quicker. Please ensure where the furniture is in the room there is a gap between the furniture and wall of at least two inches
- Do not leave a collection of plastic bags, boxes or suitcases pushed up against any wall in the property. If you have no option again leave a gap between the furniture and wall of at least two inches
- Keep all internal doors open when not in the property to ensure free circulation of air
- If there is an extractor fan in the kitchen or bathroom, please ensure it is working and report any faults immediately. This is particularly important for internal rooms without windows.

If you have any questions at all or you are unsure of the action required, please do not hesitate to contact a member of the team and we will be more than happy to help you.





Practical precautions for Legionnaires'

Domestic hot and cold water systems can provide an environment where Legionella bacteria can grow.

This can cause Legionnaires' Disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria.

Please make sure you follow the tips below:

- Hot water in the system remains hot
- Cold water is kept cold
- The water is kept circulated.

In particular, it is important that you:

- Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60 degrees celsius.

Tell your Landlord if:

- The cold water is still running warm after you have initially run off any water which may have accumulated in the pipes. It should not be above 20 degrees celsius
- There are any problems, debris or discolouration in the water
- The boiler or hot water are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50 degrees celsius after it has run for a minute at the latest.

Where showers are fitted:

- If they are only used occasionally then flush them through by running them for at least two minutes every week. Keep out of the way whilst this is being done as far as possible
- Clean the shower head periodically, descale and disinfect it. This should be done at least once every six months.

Where a property is left vacant for anytime, e.g. student accommodation over the summer holidays, make sure that when it is occupied again at the outset both hot and cold water systems are flushed through by running all outlets for at least two minutes.

Legally, it is your Landlord's responsibility to take precautions to prevent Legionella being present in the hot and cold water system but tenants and residents also have an important part to play in taking these simple practical precautions.





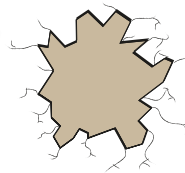
Can I put up pictures or posters?

The Landlord would like you to feel at home at the property, we understand this may mean you would like to put up pictures or photographs.

We all want you to feel at home in your lovely new space. In the majority of instances, the Landlord is happy for you to put items on one wall in each bedroom – otherwise they will supply you with a noticeboard (or similar) which should be used instead.



If you do put up items, it is your responsibility to rectify all damage e.g. excessive blu tac marks, holes in the walls etc. (this is classed as any damage that affect the aesthetics of the room).



You should be prepared to fill holes and paint the walls, but bear in mind that paint can fade so it is unlikely patch painting will work and may mean you need to repaint the whole room! Painting needs to be completed to a professional standard ensuring no splash marks on woodwork, ceiling, flooring or furniture, either by yourself or a contractor



Click here for more information on the cost for a professional to decorate the walls in an average sized room. Prices will vary depending on room size and paint required.



REMEMBER: the property needs to be returned in the same condition as at the beginning of your tenancy, taking into consideration fair wear and tear as noted on the inventory and schedule of condition prepared at the start of your tenancy.



Utilities

Your utilities are subject to a fair usage cap as agreed in your Tenancy Agreement.

It's easy to keep on top of this, we simply ask that you use the utilities as you would do at home (we're sure your mum or dad wouldn't be happy if you had the heating on full blast, windows open walking around in your shorts and t-shirt or if they came home and the lights and TV had been left on and you weren't home). Please use gas, electricity and water economically additional charges may be incurred if this is not adhered to.





Rubbish

Please do not let rubbish accumulate during your tenancy. In Lincoln City, household waste goes in the black bin and recycling goes in the brown bin.

Please remember to take your bins out as instructed by the Council. To find your collection dates please use the link below:

<https://forms.lincoln.gov.uk/popup.aspx/RenderForm/?F.Name=hGEM3QvHQX7>

If you move in and find you are missing a bin please call the Council for a replacement bin; **01522 873423**.

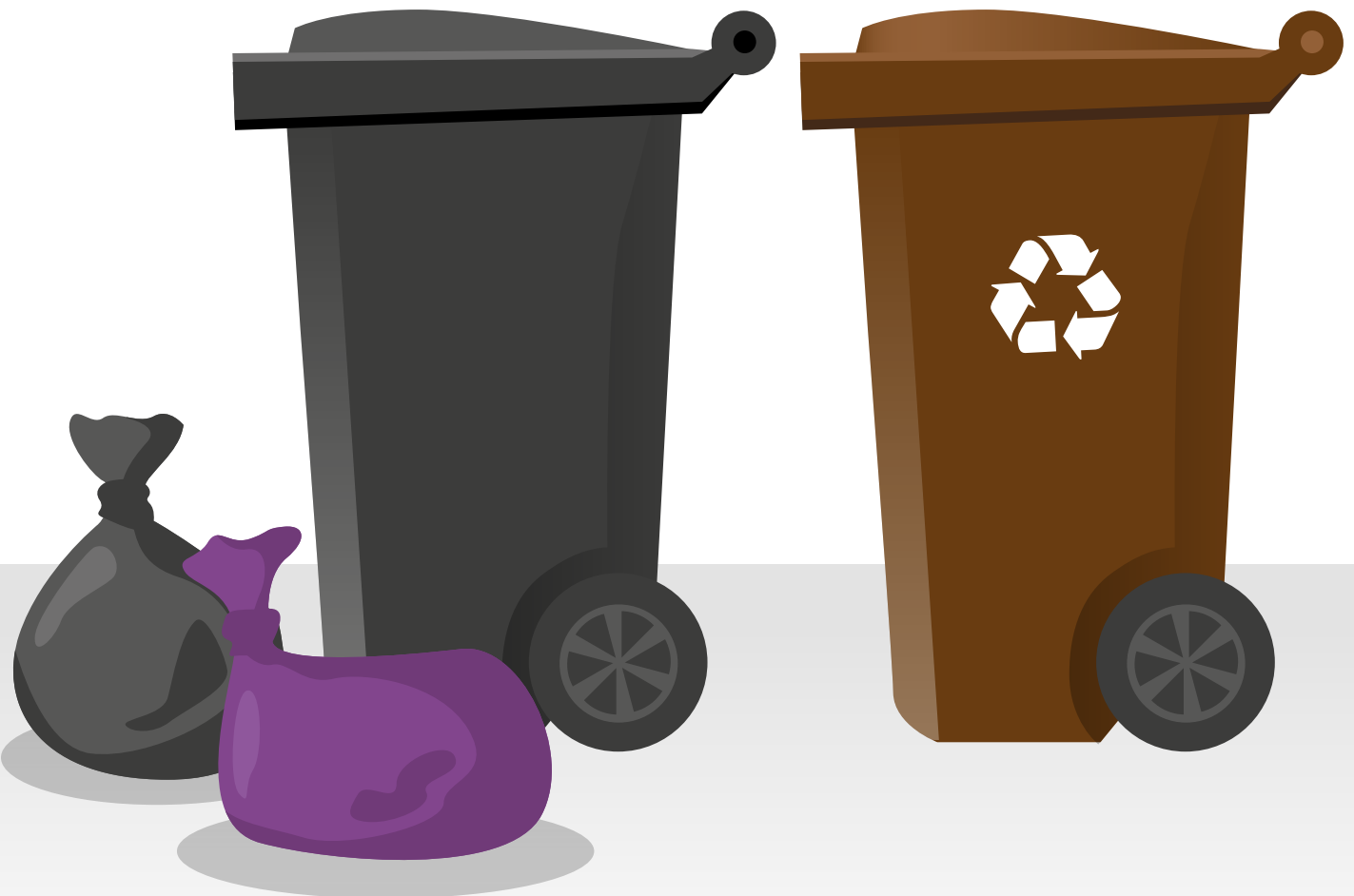
If you find yourself with an excessive amount of rubbish it is easy for you to dispose of it locally:

Great Northern Terrace Household Waste Recycling Centre

Great Northern Terrace, Lincoln, LN5 8HJ

If an excessive amount of rubbish is found at the property you will be asked to remove this within seven days. If the rubbish is not removed Lincoln City Council will commence enforcement action, which includes court orders and hefty fines of up to £2000.

If the rubbish attracts vermin you will also be responsible for the cost of removal.



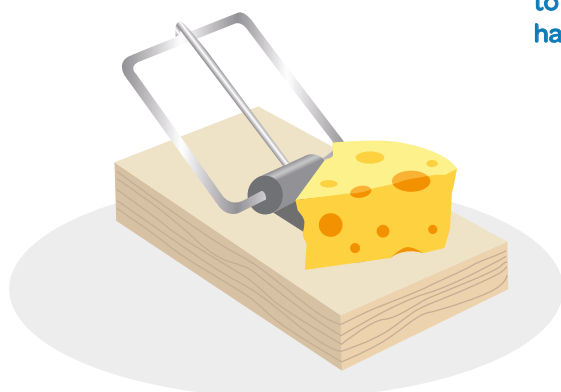


How to prevent pests in the property

Most pests in the UK are seasonal and harmless, although not necessarily the type of housemates you were looking forward to living with. Usually the key is prevention as opposed to a property defect.

In order to prevent mice, rats, ants, slugs, woodlice, earwigs, silver fish or other crawling insects infestations, please keep to the following tips:

- Keep your house clean, especially the kitchen, as pests get attracted by food sources
- Cover attracting substances tightly and clean the furniture surface
- Sweep the floor after meals, even little messes can attract pests
- Always cover the foods you don't keep in the fridge
- Never leave dirty dishes in the sink. Wash them up after each meal
- Keep rubbish bins far from your house
- Take the rubbish out regularly, keep a lid on the bin and don't allow it to overflow or have collections of rubbish at the side of the bin
- Don't allow moisture to accommodate on counters and other surfaces, as some pests will keep looking for water wherever they can find it and stay near its sources
- Please check if there are any broken air bricks, drain covers or holes in the outside wall which might be allowing entry to give the Landlord the opportunity to repair the affected area. Please report the issue via the link: [Request a repair](#). Your Landlord will arrange for a contractor to attend as soon as possible.



WHAT TO DO IF YOU HAVE A CRAWLING INSECT INFESTATION

If you already have insects in the property first try and figure out where they are entering the property. Then line the suspected entryways with anti pest substances. Your local supermarket, household store, or online will sell a variety of powders, pellets or sprays for £5 and under. Especially for smaller insects a product labelled for ants will treat most small insects like woodlice, silverfish and earwigs.

Use as instructed on the packet and treat any affected cracks and crevices. If you cannot find the point of entry sprinkle along doorways, window frames and air bricks. See below links for products available in [Wilkos](#) and [B&Q](#).

In some instances, especially if the issue is left unattended, a specialist pest controller may be required. If they deem the infestation has been caused due to cleanliness; lack thereof, or poor attention to the day to day running of a property (any of the above mentioned tips have not been adhered to) you will be responsible for the cost.

WHAT TO DO IF YOU SUSPECT MICE OR RATS

Please ensure all the preventative tips above have been enforced before reporting the issue. If you are satisfied you have taken all the action necessary please report the issue via the link:

[Request a repair](#)

If you fear the infestation has been caused due to an issue you have triggered you can take action to resolve the issue by purchasing products to remove the mice or rats or invite a specialist to resolve the issue for you. There are lots of helpful guides online.

If you have any questions at all, please do not hesitate to contact a member of staff and we will be more than happy to help you.



Paying your rent

By now you will have paid your deposit and first month's rent. Please make sure all future payments are made in accordance with your tenancy agreement.

Standing order is our preferred payment method. Please use the details below to set up a standing order through your online banking. Please detail a reference which should include your surname and first line of the property address.

- Please make sure any standing orders are set up 4 working days before the payment is due to ensure your payment is received on time.



For national payments;

Bank Name: Natwest
Payee Account Name: Cloud Lettings Ltd
Sort Code: 60-13-15
Account Number: 50166085

For international payments;

IBAN: GB03 NWBK 60131550166085
BIC: NWBKGB 2L

Alternatively, payments can be accepted via immediate bank transfer, card payment online through our website

<http://www.cloudlettings.co.uk/pay-your-rent>

or by card payment over the phone or in the office.

Please note we are unable to accept cash or cheques.

If you are unable to pay your rent on time, please follow this procedure:

1. First, speak to your guarantor to see if they can make the payment on your behalf. They have signed an agreement which commits to payments in your absence. If you are waiting for your student loan, suggest you can pay them back as soon as it comes in
2. You may be able to pay with your student loan. Please confirm via email your payment plan with dates and confirmation from the University of your loan dates, and we will ask the Landlord if they can accept your payment plan. While we will do everything we can, unfortunately, sometimes Landlords have mortgage and insurance commitments which will mean they cannot agree to termly payments
3. If neither options are possible and you are unable to pay, please seek advice from Lincoln University Student Services for a 'hardship loan'. You'll find more information here:

<http://adviceguidancefunding.blogs.lincoln.ac.uk/hardship-funds/>

If you need any more advice about paying your rent, please get in touch and we'll do everything we can to help.



Checklist for your vacation

There are lots of things to organise and think about when moving out of your property, including getting your deposit back. In order to do so, it is important to leave the property in the same condition as it was when you moved in.

Follow our simple top tips to help ensure you get your deposit back – we've even created a quick checklist for you. Remember, we are here to help. Please get in touch with one of our team and we'll be happy to help with any queries.



REMOVE ALL WASTE FROM THE PROPERTY

All waste must be removed from the property, including the outside bins. If bin collection day does not fall on the day of your vacation you must make alternative arrangements for the waste to be removed. Household waste can be disposed of free of charge at Great Northern Terrace Household Waste Removal Centre; Great Northern Terrace, Lincoln LN5 8LG.

CLEAN ALL APPLIANCES

Refrigerators and freezers should be defrosted and wiped out. The door must be left open and the appliance switched off.

Cooker must be cleaned thoroughly with oven cleaner, do not forget shelves in the oven, the glass door, grill pan and oven trays and changing the extractor hood.

LEAVE THE PROPERTY CLEAN AND TIDY

If you are all leaving at different times, it is advisable that you all agree a day and time to meet up at the property again to ensure you are happy with how it is being returned. Your responsibilities remain joint until the last day of your tenancy agreement regardless of your physical presence in the property. It is hard work getting the property clean and tidy ready to vacate but it is possible for you to do this ensuring no deductions are made from your deposit for cleaning. But you will need to work together and allow at least a couple of full working days on this (not hours).





ENSURE THE CARPETS AND MATTRESSES ARE CLEAN AND FREE FROM STAINS

Check all carpets and mattresses are free from any stains in addition to any noted on the inventory which you completed when you moved in. In some instances they can be cleaned and do not need to be replaced. It is much cheaper to clean the mattress than replace it.



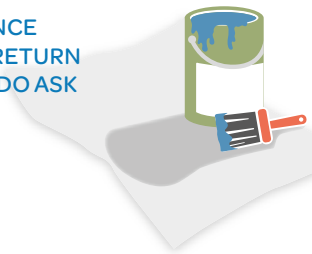
LEAVE THE WALLS CLEAN AND FREE FROM DAMAGE

All washable wall surfaces to be washed down and left free of dust, dirt and stains.

Rectify any damage you have caused from using blu tac or nails from pictures frames. On the condition that the work is completed to a satisfactory standard and no further damage is made to the remainder of the property, it may be worthwhile considering the implications of painting with professional assistance or otherwise to return the property to an acceptable condition.

If you know you have caused any damage to the property e.g. rips to floor vinyl, broken furniture, please contact us prior to vacation to discuss how best to rectify.

WE HAVE A WEALTH OF EXPERIENCE AND IT IS FAR EASIER FOR US TO RETURN YOUR FULL DEPOSIT, SO PLEASE DO ASK FOR OUR HELP IF REQUIRED.



CHECKLIST

- Remove all personal belongings
- Remove all waste from the property
- Leave all walls free from any damage exceeding fair wear and tear
- Wipe down all furniture to ensure dust, dirt and stain free
- Clean inside all cupboards and drawers
- Wipe down skirting boards, doors and window frames
- Carpets free from stains not noted on the original inventory
- Hoover and clean all floors including under furniture
- Empty hoover
- All mattresses clean and free from stains
- Turn off all fridges and freezers defrosted and wiped out. Door left open
- Cooker clean inside and out including shelves
- Washing machine soap dispenser washed and filter cleaned
- Clean microwave inside and out
- Clean bath/shower, shower screen, toilet and basin
- Repair any furniture you may have accidentally broken
- Garden free from any waste, remove BBQs and road signs

For further guidance on a list of charges for damage please refer to the Tenancy Guide sent to you at the start of your tenancy. If you require a copy please do not hesitate to ask.



Charges for any damage to the property

If you breach your tenancy agreement by causing any damage beyond fair wear and tear, either maliciously or by accident, you will be responsible for the cost to remedy the situation. Where there is more than one tenant if a specific individual cannot be identified as responsible, then the charge will be divided equally to all residents.

Usually, we will arrange for the damage to be rectified by our preferred contractors as we have undertaken the relevant checks to ensure any work is being conducted in accordance with all laws, legislation and with suitable public liability insurance in place. We have worked with our preferred contractors for a long time and receive preferential prices that help to mitigate everyone loss.

Click here for an indication of the contractor's usual prices. Where the cost of works required are not stated you will be provided with the invoice from the contractor and clarification of the amount you need to pay. The Landlord is not entitled to betterment of any items therefore the charge will always take this into consideration. Payment is due to the Landlord and should be made via Cloud Lettings. Please note no additional costs or commission is charged on top of the contractor invoice by Cloud Lettings.

You are not obligated to use our contractors to rectify any damage, if you choose to instruct works yourself, please ensure it is done to a professional manner and at all times they must satisfy all national and local rules, laws and legislation. The works undertaken must observe all Health and Safety at Work Regulations, COSHH regulations, British Standards and HSE guidance as relevant and applicable. The contractor shall fully indemnify the Landlord and Agent and at all times maintain a £1 million minimum Public Liability insurance. Any work you arrange will be subject to an inspection upon completion to confirm it has been finished to a satisfactory standard. The Landlord reserves the right to impose a charge where the finish is not satisfactory.

If you know you have caused damage to the property, please contact us and we can advise you on how to rectify the issue.



Please note!

Where items are damaged but not in need of replacement then a charge will be made as a contribution to the future replacement of the item in question.