



**TOTAL**  
Landlord

## Welcome pack

Welcome to your new home! I hope you're excited about your move and that you enjoy living here. This welcome pack is designed to help you settle in and give you all the information you need about the property and the area.

If you have any questions about anything in this pack or if you need to contact me for any reason, please don't hesitate. My contact details are listed below for your reference:

**Email:**

**Telephone:**



### 1. Your tenancy agreement

As you know, you've already signed the agreement which includes all the details of your tenancy. For your ease and reference, I'm including a copy of the signed tenancy agreement attached.



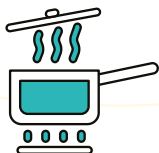
### 2. Inventory

Your inventory lists all the fixtures, fittings and furnishings, along with a description of each item's condition. The purpose of this is to provide a detailed account of the property's contents at the start of your tenancy. Please take the time to check the inventory and let me know if you have any suggestions or objections about any of the items' descriptions.



### 3. Housekeeping advice

Every house is different, and it can take time to find out how everything works. That's why I'm including some handy tips to help you get to know the property and how to best take care of it:



#### 4. Preventing damp

Damp is a common issue in many homes, and the best way to tackle it is prevention rather than cure. Try these simple tips:

- Leave your heating on a constant low heat above 12°C during the colder months to help prevent sudden drops and rises in temperature
- Remember to close the bathroom door during and after a shower to stop moisture and steam spreading through to other rooms
- Air the property as much as possible by opening windows that mist up, to help avoid condensation build up
- Avoid drying wet clothes on radiators or other heaters
- Always cover saucepans while cooking to limit the steam spreading through the kitchen



#### 5. Gardening advice

I hope you enjoy using the garden. In order to keep it looking lovely and healthy, I'm including some advice on how to take care of it. The garden is an extension of your home, so its maintenance is your responsibility during your tenancy. Please make sure to regularly:

- Mow the lawn/weed outside space and keep it tidy
- Water flowers and small shrubs when necessary
- Let me know if any significant pruning needs to be done

You can find gardening tools:



#### 6. Door locking and burglary prevention

Your safety and the security of your home and its contents are the top priorities. Please contact me immediately with any security issues, and keep the following advice in mind:

- Make sure that all windows and doors are locked and secured at night and when you leave the property
- Avoid displaying valuable electronics such as laptops and phones in downstairs windows
- Notify me if you are going to be away from the property for a longer period of time
- Make sure burglar alarms are set when leaving the property

The property does/does not have alarms. Further information on these below:

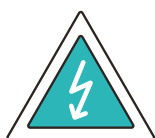


## 7. Fire safety

Your new home is in full compliance with fire safety regulations. This means it's fitted with smoke alarms and a carbon monoxide alarm for your safety. However, it is your responsibility to check that the smoke alarms are working. The recommendation is to test them once a month so it may help to set a reminder to do this each month.

Please also keep these important fire safety precautions in mind:

- Switch off and unplug appliances when they are not in use
- Do not overload extension leads and plug sockets
- Remove pans from the heat if you need to leave the kitchen
- Keep tea towels and cloths away from the cooker and the hob
- Clean the oven, hob and grill frequently, a build-up of grease can ignite a fire
- Keep Christmas cards and decorations away from heaters, fireplaces and candles
- Do not leave candles and open flames unattended



## 8. Utilities information

As the legal occupier of the property, you are liable for paying utility bills. To make it easier for you, I have taken meter readings for your gas and electricity which I'm including below. I'm also including the locations of the gas and electricity meters for your future readings, as well as the location of the stopcock (in case of plumbing problems). I've listed some numbers to call if you have any issues with your gas, water or electricity.

### GAS

**Meter reading:**

**Location:**

### ELECTRIC

**Meter reading:**

**Location:**

### WATER

**Stopcock location:**



## 9. Appliance manuals

I'm sure you've used a cooker and a washing machine before but as each one's a little bit different, I'm including the manuals for your reference. I hope this helps. If you have any trouble using any of the appliances, please feel free to contact me.



## 10. Your new area

I thought it might be useful to include some information about the area and your immediate neighbours. If you have any questions or if there's anything you need which I haven't included, please let me know. Here's a list of all the local amenities and where to find them:

Grocery store

Pharmacy

Public transport information

Pubs

Restaurants

Takeaway

Please be aware that your neighbours at:



## 11. Other documentation

Please also find these documents attached:

Gas safety certificate

Energy performance certificate

Deposit protection scheme details

How to rent guide