



Customer Reviews  
4.9 out of 5



# TENANTS

# WELCOME PACK

[www.routeestates.com](http://www.routeestates.com)



# Welcome To Your New Home!

Dear Tenant

We would like to thank you for choosing Route Estates and we want to assure you that our number one priority is to make sure you are happy and comfortable, you enjoy your stay and you are safe in your new place!

It won't be long before you arrive and this handy pocket book has all of the information you need to ensure a hassle free move in!

If you are still feeling unsure about your move after reading this guide then please feel free to contact our office, we are always happy to give you a heads up!

We look forward to meeting you very soon!

Your Sincerely

**Route Estates Team**

# TABLE OF CONTENTS

1. Moving In	04	11. House Inspections	09
2. Payments	04	12. Security	09
3. Utility Bills	05	13. Keeping Safe	09
4. Council Tax	05	14. Contents Insurance	10
5. TV License	05	15. What to do in an Emergency	10
6. Internet	06	16. Complaints Procedure	12
7. Repairs and Maintenance	06	17. Comments and Feedback	13
8. Condensation	08	18. What do I do if I want to leave?	13
9. Toilets and Drainage	08	19. Moving Out	13
10. Waste Refuse & Recycling	08	20. Your Deposit	13

## 01 Moving In

If you haven't already done so, you will need to book a moving in time with the team in our office. This must be booked a minimum of 7 days prior to the date you are arriving so we know when to expect you and to make sure that everything is ready for you upon your arrival. If you're a student moving in with a group, only the first person due to arrive needs to contact us.

To do this, all you need to do is contact the office by either phone or email, tell us your name, the property you are due to be moving in to and let us know the date and the time you'd like to move in. We'll confirm if that's OK and we'll explain what you need to do to collect your keys (usually keys can be picked up at our office in Stoke Newington or Enfield).



## 02 Payments

You should have been made aware of your rent schedule, including the total amount, and date due. If you are unsure please refer to your Assured Shorthold Tenancy Agreement (AST) for details.

Remember for any late rental payments, charges may be incurred in line with the terms and conditions in your AST. As a responsible agent, we take our rent chase procedures very seriously. If you feel you will not be able to pay your rent on time, it's always best to pre-empt this and contact us as soon as possible to discuss.



## 03 Utility Bills

You will need to set up an account for the utilities from the first day of your tenancy. These utility bills include Gas, Electricity, Council Tax and Water. To find out who your current utility providers at the property are you can go to the following link: [www.uswitch.com/gas-electricity/guides/who-supplies-my-electricity-and-gas/](http://www.uswitch.com/gas-electricity/guides/who-supplies-my-electricity-and-gas/)

**If you wish to switch energy providers, you MUST request permission from us in writing first and wait to get confirmation by email.** You should hopefully be on the most economic tariffs! If your bills are included, you don't need to set any up. Please remember your tenancy agreement provides a 'fair usage policy' of gas and electricity, for the duration of your tenancy.

## 04 Council Tax

Students don't have to pay Council Tax! If you're a student and you do get a bill, you can apply for an exemption. You need to contact the council tax department yourself to do this.

**To count as a full-time student, your course must:**

- Last at least 1 year
- Involve at least 21 hours study per week

**If you study for a qualification up to A level and you're under 20, your course must:**

- Last at least 3 months
- Involve at least 12 hours study per week

If there's someone in your house who is not a full-time student, you will still be liable to pay Council Tax; but your household might still qualify for a discount so you should contact the council tax team.



## 05 TV Licence

The responsibility to purchase a TV licence will fall on the tenant. For more information on TV Licensing please see the following link: <http://www.tvlicensing.co.uk/> Remember, you could be prosecuted if you are found to be watching, recording or downloading programmes illegally. The maximum penalty is a £1,000 fine plus any legal costs and/or compensation you may be ordered to pay!

## 06 Internet

You will need to order your internet service yourself. Most properties will already have a working telephone line installed so you can choose any internet provider of your choice prior/upon your move in.



NOT EVERYTHING  
NEEDS REPORTING,  
AND WITH SOME  
GOOD OLD  
COMMON SENSE,  
YOU SHOULD BE  
ABLE TO ADDRESS  
A NUMBER OF  
ISSUES YOURSELF.

## 07 Repairs & Maintenance

It is inevitable when you're moving into a new home there will be some maintenance issues that we may have missed or that will occur during your tenancy. You can report any maintenance issues to Route Estates Management Team by email to either of these contacts

[gulsah@routeestates.com](mailto:gulsah@routeestates.com)

[sultan@routeestates.com](mailto:sultan@routeestates.com)

[sara@routeestates.com](mailto:sara@routeestates.com)

or to call our management line on

0203 084 4030 or 0207 241 6563

We will always try to provide a minimum of 24 hours' notice if we, or anybody instructed by us, need to access your property; except in the case of an emergency whereby we feel you, or the property's safety, is at risk.

Below is a table of our target response times for reported maintenance jobs:

Emergency	Timescale	Description
Emergency	24 hours	An emergency includes anything that has a danger to the health and safety of you.
Urgent Repair	RUO	An urgent repair materially affects your comfort or convenience.
Non-Urgent Repair	RUO	A non-urgent repair does not fall into the above two categories.

**If you have electricity in your house, but you have no lights working in the house**

Have you just replaced a bulb? If yes, then there may be something wrong with that bulb, take the new bulb out, turn the RCD for the lights on the Mains Board back on and if they stay on then it is the bulb; if not then there may be a problem with another bulb, if they are easily reachable it will be a trial and error process. If the lights are still not working after this process or are in an inaccessible area then contact our maintenance inbox

**If you have electricity in the house but the sockets are not working**

Have you bought a new electrical appliance recently? If yes, then take this item out and turn the RCD for the sockets back on, if it stays on then the appliance is faulty and should not be used. If the sockets still don't work then contact the maintenance team.

**If you have no hot water/heating**

Look at the display screen of the boiler, if the pressure is low then follow the boiler manual to top the pressure back up. If this isn't to hand, you can download it from the internet by searching the make and model. If the pressure is not low then you may need to reset the boiler. If there is still not hot water or heating after reading the manual and trying the above, then contact the maintenance inbox.

**Electrical faults**

If you are experiencing any electrical faults within your house then check that any properties in the area are having the same problem. If so, this would mean there is a power cut and it is out of the maintenance team's control. These power cuts usually last for approximately 2 hours, but sometimes longer. If it is just in your house, or certain areas in the house, then you will need to contact the maintenance team.

**Water leaks**

Water leaks can seriously damage a property and can be very dangerous, especially if it is leaking into the electrical fittings. If you notice any water marks or leaks you must do the following:

- Closing the stop tap will stop the main flow of water into your house and in the event of a leak, it will limit the amount of damage that can be caused.
- If you spot a leak, try to identify the source quickly. If the leak is minor and you can stop it yourself, try that first. If it is more than a steady drip for over 20 seconds, locate and close the stop tap immediately. You should also turn on any un-associated taps and drain the entire water system as quickly as possible.
- Call the office telephone at any time if you appear to have a genuine water emergency, which is defined as uncontrolled and continuous water leakage for over 20 seconds.
- Get an empty container to catch excess water if you are able.
- Do not touch any electrical sockets before you have been given the go ahead from the maintenance team.

## 08 Condensation

Condensation is one of the biggest problems tenants experience in shared accommodation. To avoid this, please ensure you ventilate your room by opening your windows on regular interval and avoid air drying any clothing/fabric items inside. If you don't do this, damp patches will appear on the walls and ceiling. It is your responsibility to remove these marks if they appear. If these are left then damage may occur to the paintwork or plaster which will need to be rectified at your expense.

A more in-depth manual on how to manage condensation in your property is available for tenants upon request. Please contact our office via email if you would like a copy: [pm@routeestates.com](mailto:pm@routeestates.com).

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AT ROUTE ESTATES, WE CONDUCT QUARTERLY INTERIM INSPECTIONS ON ALL OF OUR PROPERTIES TO HELP KEEP THEM IN A GOOD CONDITION.

## 09 Toilets and Drainage

Please DO NOT put objects down the toilet that could cause a blockage, e.g. baby buds, cleansing pads. If the toilet or drainage becomes blocked due to misuse then it will be charged to the tenant responsible. If nobody admits liability, the cost will be divided equally between all tenants.



## 10 Waste Refuse & Recycling

As one of our tenants, you are responsible for making sure all your household waste is disposed of and recycled properly and legally. We urge all of our tenants to check their local councils' website for information on how to do this. Rules and regulations will vary from area to area. REMEMBER, councils have a zero tolerance for poor waste/recycling management and bins being left on the roadside. Those guys won't hesitate to hit you with a fine, so take it seriously.



## 11 House Inspections

At Route Estates we conduct 6 monthly interim inspections on all of our properties to help keep them in a good condition. We'll let you know in advance, but during the inspection, we will check for cleanliness, damages, missing items and any un-reported maintenance issues; It's really important to us that our property is looked after, so try and ensure your home is always clean and tidy. When we do an inspection, we'll need to check your bedroom too. Hopefully your inspection will be fine, but in the event an inspection is failed, we will have to re-visit and you will be charged in line with the charges noted in your AST terms and conditions.

## 12 Security

It is your responsibility to keep your keys safe and for these to be returned at the end of your tenancy. Any lost keys must be reported immediately and any costs incurred to change locks/have new keys cut must be paid by you in advance of being issued another key. Most of our homes operate on a master key system so changing keys and locks can be very expensive.

In the unfortunate event that you are locked out of your room or house for any reason than a faulty lock or key, we will of course help you gain access during office opening hours. In this event, charges will apply in line with the terms and conditions of your AST and these must be paid in advance to regaining access.

## 13 Keeping Safe

To minimise any compromise to the safety of you, your fellow tenants and any possessions, please be conscious of the following tips at ALL times:

- Ensure doors and windows are always closed and locked when you are not in.
- Never keep your valuables on display at any times when the room/house is unoccupied.
- Never let any strangers into your house - if we have sent anybody to the property you will always be notified.

## 14 Contents Insurance

Please note Contents Insurance is not provided by Route Estates This must be organised by you.



## 15 What to do in an Emergency

We hope the following never happens, however, if you need any emergency contact details you will find them below: Once you have contacted the emergency services, you should also report any emergency to us at any time of the day by contacting Route Estates on 0203 084 4030



### Fire

If you see a fire and the alarms haven't already been activated, sound the alarms as soon as possible, call 999 and ask for the Fire Service. On hearing the alarm, you **MUST** leave the building. Try to stay as calm as possible. **DO NOT** try and collect any belongings, run or shout. Any person found to have tampered with any of the fire alarm systems will be charged accordingly and may face criminal prosecution.





## Personal Injury

If someone has had a serious accident please call 999 and ask for the Ambulance Service. Ensure someone is available to greet the ambulance at the front door.

### An ambulance should be called if someone

- Is bleeding heavily
- Is falling in and out of consciousness, or is unconscious
- Has suspected broken bone(s)
- Is having difficulty breathing
- Has severe burns
- Has had an allergic reaction



## Water

In the case of a water or waste water emergency, please call your local waterboard immediately. In emergencies, this is where you can get the best advice on what to do. You will find your local water board's number on the property notice board.



## Gas

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the



National Gas Service Emergency Line on 0800 111 999 to report a suspected gas leak. They'll sort out the problem and tell you what to do to stay safe.

- DON'T smoke
- DON'T light matches or cigarette lighters
- DON'T turn light switches or anything electrical on or off
- DO put out any naked flames such as candles
- DO open all doors and windows
- DO turn off your gas supply at the meter (and leave it switched off until you're sure it's safe to turn it back on again)



## Criminal Behaviour

If you have been involved in or witnessed any criminal behaviour, this must be reported to the police immediately.

For any emergencies, please call 999 and ask for the police. For anything that does not require an emergency response, please call 101.



## 16 Complaints Procedure

We aim to provide the highest standards of service, but to ensure that your interests are safeguarded, in cases where you feel this expectation has not been fulfilled, we ask for any complaints to be submitted via the following procedure:

- Any grievances must be put in writing and addressed to our Lettings Manager at the following address below: Route Estates, 517 Hertford Road, Enfield EN3 5UA.
- The grievance will be acknowledged within 3 working days of receipt and then investigated thoroughly in accordance with our established in-house complaints procedures.
- A formal written outcome of the complaint will be sent to you within 21 days of receipt of the grievance. If we require longer than this to resolve a matter, we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, your grievance will then be put forward to our Managing Director who will then review the outcome. Following the conclusion of this review we will write to you with a final written statement.
- Should you remain dissatisfied with the conclusion of the in-house review of the complaint, the matter can then be redirected to The Property Ombudsman Services: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.





## 17 Comments and Feedback

We need your help to make us even better at what we do! Your feedback is invaluable so if you have any positive comments or feel we have not met this aim, we welcome and value positive & negative feedback. If at any time you have any suggestions on how we can improve our services then please contact a member of our team.

## 18 What do I do if I want to leave?

As you have signed a legally binding Assured Shorthold Tenancy Agreement you cannot just up and leave. However, if for some reason you do not wish to continue your tenancy because your circumstances have changed, please give your portfolio manager a call. We'll review your situation and help weigh up your options.

Please note you will remain liable for all responsibility of your tenancy, for the duration of the tenancy term, unless this is officially declared otherwise by Route Estates.

## 19 Moving Out

We would like your deposit return to be swift and would like to end your tenancy on a happy note. With this in mind, it is useful to know, cleaning and damages is the most common reason for delays with deposit returns. Reading your original inventory can help ensure that you are returning the property to the same level of condition and cleanliness. If you cannot find your copy of the inventory then please contact our office

## 20 Deposit

During your tenancy, your security deposit will be held with a government approved deposit protection scheme. Please see either your AST or your Deposit Protection Certificate for further details on this. Can't find either? No problem – just drop us an email to [pm@routeestates.com](mailto:pm@routeestates.com) and we will supply copies of both!

Deposits are generally returned to the lead tenant within 10 working days after the tenancy end date minus any charges for damages, providing there are no disputes.



## CONTACTS

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0203 084 4030



[pm@routeestates.com](mailto:pm@routeestates.com)



[www.routeestates.com](http://www.routeestates.com)

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