



blueleaf

PROPERTY

Tenant Welcome Pack

**Your tenancy is managed by
Blueleaf Property**



Hello,

Your tenancy is managed by Blueleaf Property. This means that we look after all aspects of your tenancy. If you have any questions or queries regarding your tenancy or would like to ask permission from the landlord for anything, please do not hesitate to contact our office.

Essential Contact Details

Any enquiries regarding your tenancy or any maintenance or repair issues should be directed to:



Blueleaf Property
Office 4, Stockley Farm
Stockley, Wiltshire
SN11 0NT



01225 839050



hello@blueleafproperty.co.uk

Our office opening hours are Monday – Friday 9am to 5.30pm. Outside of office opening hours, if you have an emergency, please call 01225 839050 and follow the options for our out of hours service where a member of the team will be on hand to help.

What is an emergency? To help decide whether your repair is urgent or not, listed below are examples of repairs that are classed as urgent and should be reported as soon as possible.

- A serious leak that cannot be caught in a bowl or bucket and is likely to cause damage if left.
- A burst water tank or hot water cylinder.
- Water dripping into light or power sockets.
- Blocked toilet (if it's your only one).
- Blocked outside drains where sewage is overflowing.
- Broken door locks where you cannot secure the property.
- A Broken window where you cannot secure the property.
- No heating (during periods of cold weather)
- Total loss of electricity, but please check fuses and trip switches. It may even be a general power cut in your area.

Other Useful Numbers

Wiltshire Council 0300 456 0100 or 01225 776655 (Refuse Collection)

Wiltshire Police 999 (Emergency) 101 or 0845 408 7000

Gas Emergencies 0800 111 999



Alistair
Director



Tory
Director



Nathan
Senior Property Manager



Sophie
Property Portfolio Manager

Meet the team

Our team are always on hand to help if you have any questions. Our contact details are at the end of this document if you would like to get in touch.

“Being a first time renter, I had little to no idea what to look for or do and the team have been very helpful throughout, sorting any issues for us very promptly and as easily as possible for us. Thank you!**”**
Tenant





General Information



Blueleaf Property are members of The Property Ombudsman. We have client money protection ensuring your money is safe (insured) whilst in our clients account.



Rent - The rent is exclusive of all bills except where expressly stated in the tenancy agreement. The required method of payment is by standing order on the agreed date each month. You will be provided with a unique payment reference number. The first payment is due before the commencement date of the tenancy in the form of cleared funds.



Deposit – Blueleaf Property normally request one month’s rent as a deposit. Your deposit will be due prior to move in and will be lodged with The Deposit Protection Service. We will provide you with The Deposit Protection Service Prescribed Information, Guidance Notes and Terms and Conditions. The Deposit Protection Service will email you with your deposit certificate.

A deposit is taken as a security against any damage or unpaid rent that occurs during your tenancy. At the end of your tenancy, we will confirm if any deductions need to be made. If deductions are required, we will provide you with a full description of why and quotes for costs. If you disagree with these costs The Deposit Protection Service provide an evidence-based adjudication service to decide how the deposit should be returned.

For further information on how the Deposit Protection Service works and how you can contact them, please visit their website <http://www.depositprotection.com/>





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Inventory/Check in Procedure

The 'check-in' is carried out on the day the tenancy commences regardless of whether occupation takes place at the same time. At this appointment we will read the utility meters, show you where the relevant stop cocks are and test the property alarms.

Once the check in is completed, you will be asked to sign a Schedule of Condition / Inventory which will reflect a general synopsis of the property. You will have one week to return the inventory to the office and this document will be used at your check out to compare any changes in property condition during your tenancy and if any deductions against the deposit are required.

We will take meter readings and advise the utilities companies along with Wiltshire Council of the change of occupier.



Periodic Inspections

Periodic Inspections will be carried out at the property at regular intervals. The purpose of inspections is to ensure that the property is being kept in a satisfactory condition and also to ensure that any maintenance issues are noted and reported back to the landlord.


You will be provided with a copy of your inspection report after each inspection via email. The inspection reports are a great reference for future tenancies as they detail how well you look after a property. Blueleaf Property will contact you in advance of each inspection to confirm the date and time it will take place.

Please note we will take a photo of each room during the inspection and photos of any specific maintenance issues.





Check Out Procedure

 The 'check-in' is carried out on the day the tenancy commences regardless of whether occupation takes place at the same time. At this appointment we will read the utility meters, show you where the relevant stop cocks are and test the property alarms.

Once the check in is completed, you will be asked to sign a Schedule of Condition / Inventory which will reflect a general synopsis of the property. You will have one week to return the inventory to the office and this document will be used at your check out to compare any changes in property condition during your tenancy and if any deductions against the deposit are required.

We will take meter readings and advise the utilities companies along with Wiltshire Council of the change of occupier.

Moving Out

Periodic Inspections will be carried out at the property at regular intervals. The purpose of inspections is to ensure that the property is being kept in a satisfactory condition and also to ensure that any maintenance issues are noted and reported back to the landlord.

You will be provided with a copy of your inspection report after each inspection via email. The inspection reports are a great reference for future tenancies as they detail how well you look after a property. Blueleaf Property will contact you in advance of each inspection to confirm the date and time it will take place.

Please note we will take a photo of each room during the inspection and photos of any specific maintenance issues.



Utilities

As a tenant you will be responsible for all utility bills including water rates and council tax. You will also be responsible for ensuring that there is a television licence for the premises should a television be used in the property. Blueleaf Property will take meter readings at the start of the tenancy, where possible, and will notify the utility companies and Wiltshire Council of the new occupancy, but you should also submit regular meter readings during occupancy to ensure accurate bills are provided by the suppliers

Insurance

Blueleaf Property strongly advises you to insure your contents and are happy to recommend suitable insurance companies on request.

Council/Refuse Collection

Wiltshire Council contact details are as follows:

Tel: 0300 456 0100

Website www.wiltshire.gov.uk

Email: customerservice@wiltshire.gov.uk

To find out your areas rubbish and recycling collection days please check the Wiltshire council site: <http://www.wiltshire.gov.uk/rubbish-collection-days>

Local Police

Melksham police HQ is on the A350 Westbury/ Semington Road before the Semington Bridge.
Tel: 01225 703444. For emergencies dial 999.

Your Responsibilities as a tenant

Care

Take good care of the property to avoid any preventable issues. For example, turn off the water if you'll be away from the property during the colder months.

Cleanliness

It's your responsibility to keep the property clean and tidy. If it is untidy at the end of the tenancy, your landlord or property manager (in the case of a fully managed property) may deduct from your deposit to make good.

Pests

You must deal with a pest infestation in cases where it is caused through your own actions, e.g. by not taking out the bins.

Repairs

If damage does occur and is caused by you, a friend or family member, it must be repaired or paid for by yourself.

Rent

Even if you've run into a dispute with the landlord or property manager (in the case of a fully managed property) rent payments must be made on time and be the agreed amount, as laid out in your tenancy agreement.

Anti-Social Behaviour

Refrain from acting in an anti-social way towards your neighbours, landlord or agency. You can be held accountable for the anti-social behaviour of anyone who lives with or visits you.

Subletting

Do not sublet a property if your tenancy agreement, landlord or property manager has not agreed to it.

Additional Charges

Make sure other additional charges, laid out in your tenancy agreement, such as utilities and Council Tax are paid in on time.



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Looking After Your Rental Property

Water leaks

If you suspect that there is a leak at the property, please firstly try to find the source to the leak. You should then turn off the water supply by turning off the stop cock which is normally located under the kitchen sink or to the exterior of the property or the closest isolation valve.

Unplug and remove any electrical items below the leak and remove any items that could be affected by the water.

If the ceiling starts to bubble and fill with water, if it is possible and safe to do so, place a bucket beneath the area and pierce the centre of the bubble to release water into the collections bucket.

If you see water coming through the ceiling or if you live in a flat on the top floor and see water coming through the ceiling, you should check to see if there is a loft access hatch you can get into. If there is, we recommend you open it up and look at the water tank to see if it is leaking. Please do not enter the loft space itself, only inspect from a suitable ladder.

If you live in a flat which is not on the top floor and see water coming through the ceiling, you should immediately go upstairs and speak to your neighbour. You should ask them to check their water outlets and intake pipes in areas such as under sinks, baths, toilets, washing machine and dishwasher.

If you spot a leak outside the property boundary, for example in the street, you should contact your local council.

Please report ANY leaks at the property to Blueleaf Property immediately.





Looking After Your Rental Property Continued

Care

If you intend to leave the property for any extended period (2 weeks or more) during the tenancy you should advise Blueleaf Property and make arrangements for the property to be checked on a regular basis. You might like to leave a contact address or telephone number in case of an emergency.

You are responsible for the care of the property you are renting. Should any problems come to your attention, which you do not believe to be your responsibility to rectify, you have a duty to advise Blueleaf Property.

Minimising Condensation

- Keep all rooms warm and ventilated with an even temperature throughout.
- Keep kitchen doors closed when cooking, washing or drying clothes.
- Open windows or use extractor fan, where fitted.
- Keep the bathroom door closed when bathing and open window or use the extractor fan, where fitted.
- If possible, have some heating on at all times during cold weather.
- Where possible open trickle vents in windows to encourage air flow.
- If condensation occurs:
 - Heat the room
 - Mop up as much as possible
 - Open the windows a little
 - Keep doors shut

Remember, Warmth and ventilation help prevent condensation.





Looking After Your Rental Property Continued

Frost Precaution

It's essential that every precaution is taken to avoid frost damage and burst pipes during cold weather.

If you:

Leave a property vacant and/ or have rooms or buildings which are cold/exposed and that contain water service, pipes or plumbing.

Then you are advised to:

Drain all water systems and central heating radiators or leave the central heating system on at an adequate level to maintain a proper room temperature.

Do not underestimate the onset of a severe cold spell. We must stress that if repair costs arise from damage or default on the part of the occupant to take proper precautions, then the landlord will not be expected to pay for reinstatement and repairs – nor possibly will his/her insurers.

If a hot water system is drained down- particularly where an electric immersion heater is installed please ensure that the heater is switched off and the water reinstated prior to switching on again.





Looking After Your Rental Property

Continued

Caring for Appliances

Under the terms and conditions of your tenancy agreement you will be under an obligation to look after the landlord's contents. Special care is needed where domestic appliances are concerned and below are a few basic instructions to help prolong the life of some appliance and assist in a trouble free tenancy.

Read the instructions booklet carefully before use. If an instruction booklet has not been left or has been lost by the previous tenant you should contact Blueleaf Property. Check to see that the machine is plugged in.

Appliance	Our Advice
Washing Machine	Ensure that all the items are removed from the pockets of the clothes before putting into the machine as failure to do so can result in blockage being caused and the machine refusing to empty.
Tumble Dryer	Ensure that all the items are removed from pockets of clothes. Ensure the filter is kept free from the fluff and fibres. Using a tumble dryer when the filter is clogged can result in burnt clothes and seizure of the motor.
Dishwasher	The machine will need regular filling up with dishwasher salt, which can be obtained from any local supermarket; you will also need to regularly fill the machine with rinse fluid. Again this can be obtained from any local supermarket. Ensure that the filler is cleaned regularly. Do not put cutlery with a 'bone' handle into the dishwasher as they will crack and eventually disintegrate.
Water Softener	You will need to ensure that water softener is regularly topped up with a special type of salt; this can usually be obtained from the supplier. Please check the manual for this information.
Radiators	You are advised not to place damp or wet items of clothing over the radiators as these cause the radiators to rust. If the wall behind the radiator is papered it can also cause the wall paper to lift. This can also cause condensation problems.





Cleaning Your Gutters

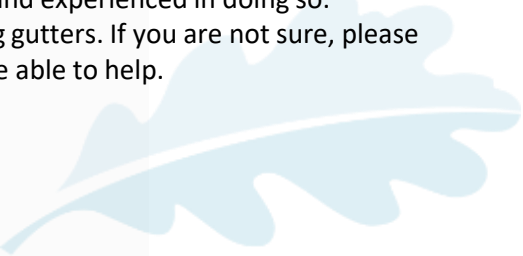
How to Guide

Choose a sturdy ladder, and place it on a firm, level base. A tall stepladder can be easier to use than an extension ladder. If you must lean an extension ladder against a gutter, protect the gutter by placing a short piece of 2 by 4 wood inside it. Stand on the ladder with your hips between the rails, and don't lean out over the sides. Never stand on the top two rungs.

Never work on the roof in wet, icy, or windy conditions. Wear non-slip shoes, and never lean over the edge or work near power lines.

1. Starting at a drain outlet at the low end of a gutter, use a narrow garden trowel to scoop out loose debris, working away from the drain outlet. It's usually easiest to do this when the debris is slightly damp and pliable, not soggy or dried and encrusted. To minimize clean up later, you can scoop the debris into a plastic bucket.
1. Using an on-off high-pressure nozzle mounted at the end of a water hose, wash out each length of gutter, working toward the drain outlet. This can be a messy job; try to avoid splattering mud all over your house. If necessary, use a stiff scrub brush to remove encrusted dirt.
1. If water doesn't drain freely through the drainpipes, try flushing the debris down them with a hose. If that doesn't work, use a plumber's auger (snake) to free and pull out the debris from the bottom or, in some situations, to push it through from the top.

Note: Only attempt to clean gutters and climb ladders if you are confident and experienced in doing so. Blueleaf Property cannot accept any liability for accidents while maintaining gutters. If you are not sure, please contact the office and we can put you in touch with a contractor who will be able to help.





Pest Control

Our Advice

Pests can invade your home or garden at any time of the year, be it rodents or insects, and once they're in they can be difficult to shift. Here are some things you can do to prevent pests taking over the property.

Keep your home tidy – rats, mice and cockroaches love clutter, so clear up to make sure that pests have nowhere to hide and breed. Regular dusting and vacuuming is very important to get rid of dust mites who live in carpets and soft furnishings and can irritate asthma and eczema.

Block up holes and gaps- maintain the exterior of your home. Make sure there are no holes or cracks around pipes which pests can squeeze in through. Vents can be covered with wire meshing.

Don't leave food out- use plastic containers in the kitchen and make sure food is sealed or put away properly.

Seal rubbish- storing rubbish in suitable containers is essential; foxes, insects and mice all love to get inside bins and will keep coming back, causing a real mess along the way.

Ventilate your home- homes should be well ventilated to prevent damp and stop mites and fleas from multiplying.

Cover compost- rats in particular love to burrow in compost, as do cockroaches, so make sure yours is placed in a container and doesn't include food waste.

Trim branches and trees away from the home – insects and animals can get into your home via overhanging trees and bushes which comes into contact with the exterior walls. Make sure you trim regally or hire a tree surgeon or gardener to do it for you. Use safe bird feeders- simply throwing bread crusts or other foods on your lawn for birds can attract foxes, rodents and other pests, so use properly designed bird feeders.

Fix leaky plumbing- damp can encourage some pest to silverfish which are normally found in kitchens, bathrooms and cellars, so plug up any leaks or hire a plumber to do it for you. Any leaks at the property should be reported immediately.

Remove pet food at night- Many nocturnal pests like rodents are attracted by a regular supply of food, so make sure that you remove any pet food before you go to bed.

Keep your roof in good repair- broken, rotting or missing roof tiles can make your loft easy access for some pests, so any problems with broken tiles or any other roof problems should be reported. Do not attempt to carry out any repairs yourself.



Waste Bins

Visit this useful link www.wiltshire.gov.uk/new-replacement-bins

You should have the following:

- One 180-litre wheeled rubbish bin for household waste
- Up to two 240-litre wheeled bins for recycling plastic bottles and cardboard
- Up to two 55-litre black recycling boxes for recycling cans, glass, paper and clothes.

Chargeable 180-litre wheeled bins for recycling garden waste. When you move house, all bins should be left at the property. If you have paid for the garden waste service, please contact the council.

What can I put in my black box?

Please put all clothes, shoes and accessories in tied plastic bags to keep them dry. The council can't collect wet items or those in black refuse sacks/charity bag.

What can I put in my blue-lidded bin?

Plastic bottles of any colour, including:

- Washing up liquid bottles Bleach bottles
- Laundry liquid and fabric conditioner bottles
- Cooking oil bottles
- Drinks bottles Juice or squash bottles
- Milk and yoghurt drink bottles
- Hand wash bottles
- Shampoo and conditioner bottles
- Cardboard of any colour including cereal boxes
- Egg boxes
- Ready meal sleeves
- Food packaging boxes and sleeves
- Brown paper and Greetings cards
- Wrapping paper (but not the foil kind)
- Pizza boxes
- Shoe boxes
- Shredded paper
- Toilet and kitchen rolls
- Corrugated cardboard





Your Television License

No matter what device you use, you must be covered by a TV Licence if you watch or record live TV. This includes:

- TV sets
- Laptops and desktop computers
- Tablets, mobile phones, satnavs and other portable devices
- Digital boxes (PVRs)
- Satellite and cable, e.g.
- Freeview
- Freesat
- Sky
- Virgin Media
- BT Vision
- YouView
- Apple TV,
- Chromecast
- Roku and Amazon Fire TV
- Games consoles
- DVD, Blu-ray and VHS recorders

How to apply for a Television License

There are lots of different ways to buy your licence:

- On the TV Licensing website
- By telephone
- By post

For more information visit, <http://www.tvlicensing.co.uk/easy-read/how-you-can-get-your-tv-licence-ea24>





What is the difference between a Prepayment meter and a Direct Debit meter?

When you pay quarterly by cheque or monthly by direct debit you are getting credit from your gas or electricity provider. So you are using the power or gas first and then they are billing you. Paying quarterly used to be the main option, but it makes budgeting harder as it means finding quite large sums of money every few months. As a result, paying monthly by direct debit has become the norm. It spreads the cost over the full year and the direct debit will go straight out of your account, with no fuss and no need for you to change anything about your payments from month to month.

A pre-payment meter is exactly what it sounds like. You would get a meter fitted in your house – someone would have to come to your property to install it – and it keeps track of what you use. Unlike a normal meter you have to pay before you use the energy. Once in place, you simply top-up your credit, which can be purchased in shops or newsagents (some providers allow you to top up online or by text), and load that credit on to your meter. A kind of pay-as-you-go deal for gas and electricity.

Please note that you should contact Blueleaf Property before making any changes to the metering of the property. Changes will need to be agreed by the landlord.





Maintaining Your Garden

You have an obligation to maintain the garden in accordance to the condition it was when you moved in.

Please ensure the following is completed

- Mow lawns on a regular basis not allowing the grass to get too long in between cuts
- Weed beds and borders regularly to remove unwanted weeds
- Keep shrubs / bushes / trees trimmed and tidy, do not let them get too overgrown
- Keep patio / decks clean and clear from moss and debris build up

If you would prefer to use a local gardener to keep on top of your obligations for the garden, please contact Blueleaf Property and we will be able to provide you with some great local gardening contractors.





Safety and Legislation

Gas Safety Regulations

Under the gas safety (installation and use) regulations 1994 and the gas safety (installation and use) (amendments) regulations 1996, where gas is supplied to a property, all gas appliance in that property must be inspected and serviced at least once in every 12 months.

The gas appliance at the property will have already been inspected within the previous 12 months and the gas safety inspection record will either be at the property or enclosed within this pack. If the annual inspection becomes due during the term of your tenancy then Blueleaf Property will arrange for a gas safe engineer to attend the property and carry out the safety inspection under the above mentioned regulations. These regulations were brought in so they protect you from carbon monoxide poisoning and it's imperative that you allow access for the engineer to carry out this very important safety check.

Your landlord will need to arrange to remedy any defect, fault or repair found to be necessary following the safety check.

Should you smell gas or suspect a gas leak at any time ring TRANSCO immediately on 0800 111 999 – do not wait.





Safety and Legislation

Carbon Monoxide Poisoning

When gas does not burn properly, carbon monoxide is produced and it is poisonous.

You can't see it, you can't taste it, you can't even smell it.

However, carbon monoxide can kill you without warning in just a matter of hours. You are at risk of carbon monoxide poisoning if your gas appliances are not working correctly or if the room is not properly ventilated.

To make sure that your appliances are working correctly, they are all checked and maintained at your annual gas servicing appointment.

You also need to ensure that adequate ventilation is maintained. It's illegal to tamper with operation of a gas appliance unless you are a 'gas safe' engineer and this includes any attached ventilations systems. Avoid blocking up ventilation holes or air bricks, and ensure that plants are not allowed to do so.

For further information on the symptoms and danger of carbon monoxide poisoning please visit the health and safety executives' website - www.hse.gov.uk





Smoke and Carbon Monoxide Alarms

How to test alarms

Most smoke and carbon monoxide alarms have a test button on their face. Press this once a week to ensure the alarm is operational. If you believe your alarm is faulty contact Blueleaf Property immediately.

Looking after your Smoke / Carbon Monoxide Alarm

Follow the manufacturer's instructions – smoke / carbon monoxide alarms need very little maintenance. A few minutes of your time during the year will ensure that your alarm is working and could help save your life and the lives of your family.

You should:

Test your alarms regularly and vacuum them gently using the soft brush attachment to remove dust from the sensors.

Once a year change the battery (unless it's a ten-year alarm)





A Guide to Legionella

What is Legionella?

Legionella or Legionnaire's disease is a potentially fatal form of pneumonia which can affect anybody.

How to Reduce the Risk of Legionella in a Residential Property

If a property water system is properly maintained and the water system is in constant use, for example when the property is occupied, the risk of Legionella is extremely low. With this in mind there are still steps that can be taken to keep the risk level as low as possible;

- Ensure the boiler thermostat is set to 60°C*
- Ensure the hot water tank (if present) is set to 60°C*
- Ensure shower heads and taps are kept clean of lime scale and dirt
- Ensure garden hoses are detached after use and drained of water
- Flush any little used or unused outlets for a minimum of 5 minutes at least once a week
- If the property is void for a week or longer, such as when you go on holiday, on your return all taps and showers** should be flushed for a minimum of 5 minutes to refresh the water in the pipes. If there is any form of stored hot water in the system, taps should be run to empty the tank, approximately 60 minutes, refilled and heated to 60 degrees before normal use.

The water coming out of the hot taps will be very hot so please take care not to burn or scald yourself or others.

When flushing a shower, place head in plastic bag and seal tight around neck with hole in bottom and place the head into the bath or shower tray prior to running. This is to reduce the risk of creating aerosols which may be inhaled.

Simple rules to remember about the control of Legionella bacteria in the home..

Keep the hot water hot. Keep the cold water cold. Keep it clean. Keep it moving.





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Guidance for Complaints

Everybody at Blueleaf Property hopes you will be more than satisfied with the service provided, however should you wish to make a complaint below is our process to assist with any complaints you may have with regards to the Business and its employees;

- Please either deliver or post a written complaint to Blueleaf Property, Office 4, Stockley Farm, Wiltshire, SN11 0NT or email a complaint to hello@blueleafproperty.co.uk We will acknowledge receipt of the complaint within one to three working days of receipt.
- If you wish to meet in person we will happily meet with you at your property or at the office.
- If you prefer not to meet in person or once we have met, we will write / email you with our findings into the complaint and how we propose to resolve the complaint. This contact will be made within fifteen working days from receiving the complaint or having met. We will ask your thoughts on the intended action and if you are happy with the intended action.
- After confirmation that your are happy with our intended action we will complete the actions as detailed. Once completed we will contact you to ensure you are happy with the final outcome.
- Should at this stage you not be happy with the final outcome of our actions the matter can be referred to The Property Ombudsman. You have six months to refer the complaint to the Ombudsman from the date of our final viewpoint letter. The Property Ombudsman can be contacted on the following details:



The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP
01722 333 306
01722 332 296
admin@tpos.co.uk
www.tpos.co.uk





End of Tenancy Clean Down and Handover

Towards the end of your Tenancy Agreement Blueleaf Property will contact you to arrange a convenient date and time to complete the move out report, take final meter readings and collect all keys. You have the choice to either be present at the inspection or not, if you choose not to be present at the inspection you must return all keys to the office on or before the final day of your contract.

By agreeing to a date and time for the final inspection to be completed you are confirming that the property will be in a condition you are happy with to hand back and you will not be able to complete any further cleaning once the inspection is completed. If you would like Blueleaf Property to complete a pre inspection to identify any areas that need addressing prior to final inspection, please contact the office to arrange.

Please see below a checklist to complete ready to hand the property back at the end of your Tenancy ensuring the property is in the same condition as you received it allowing for fair wear and tear;

Task	Completed
Remove all your belongings from the property, including loft space, storage, garage & sheds	
Remove all rubbish from property including loft space, storage, garage & sheds	
Vacuum all carpets (ensure all dust is removed from edges where carpets meet skirting)	
Mop all hard surface floors	
Clean windows inside and out including internal and external frames	
Wipe down / clean all cupboards and drawers	
Wipe down / clean all surfaces	
Wipe down / clean all woodwork (skirting's, door frames, doors etc)	
Wipe down / clean all external doors inside and out including frames (front door, patio doors)	
Wipe down / clean oven inside and outside (consider professional cleaning if required)	
Wipe down / clean hob (consider professional cleaning if required)	
Wipe down / clean hob extractor. Remove and clean / replace filters where required	
Wipe down / clean all bathroom fixtures & fittings removing any lime scale build up	
Dust all lampshade and light fittings (ensure all light bulbs are in working order)	
Wipe down / clean all radiators including in between radiator panels.	
Tidy gardens including cutting lawns and tidying flowerbeds / bushes where required	
Sweep out garages and sheds	
Empty waste bins and clean internally and externally	



End of Tenancy Clean Down and Handover Continued

The above is not an inclusive list and there may be additional cleaning required. Should you require professional cleaners to complete any of the above tasks or additional tasks please contact the office and we can provide contact details for suitable companies.

Please note that if the property is not left sufficiently clean at the end of the Tenancy, we will employ professional cleaners to bring the property back up to the standard it was at the beginning of the Tenancy and seek to deduct this from your deposit. Approximate pricing for professional end of Tenancy cleans are provided below and no deductions are made for properties which have been partially cleaned.

Approx cleaning rates	EOT Charge	Additional Oven Clean	Additional external windows	Surcharge for excess dirt / mould / lime scale
1 bed	£ 130.00	£ 60.00	£ 20.00	£ 30.00
2 bed	£ 160.00	£ 60.00	£ 30.00	£ 30.00
3 bed	£ 210.00	£ 60.00	£ 40.00	£ 30.00
4 bed	£ 270.00	£ 60.00	£ 50.00	£ 30.00
5 bed	£ 320.00	£ 60.00	£ 60.00	£ 30.00

If you are completing any painting / decorating, ensure full walls are painted rather than painting over marks. Please contact the office prior to completing this as you will need to obtain the landlords authority to undertake decorating.


Once the final inspection has been completed we will contact you to advise if the landlord wishes to make any deductions from your deposit in accordance with deposit guidance.

Once the final inspection has been completed Blueleaf Property has ten working days in which to decide if a deduction from the Deposit is required to bring the property up to standard under your obligations as tenant. You will be provided with written / email confirmation of our decision.



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 Office 4
Stockley Farm
Stockley, Wiltshire
SN11 0NT

 01225 839050

 hello@blueleafproperty.co.uk

 www.blueleafproperty.co.uk

 @blueleaf_property

 facebook.com/blueleafproperty

 linkedin.com/blueleafproperty

We hope this brochure provides you with everything you need to know. If you still have any questions, please get in touch

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VAT Registration number: 996 2353 77