

WELCOME HOME

Here, for renters

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At Folio London we are all about doing right by our tenants, meaning we put you first. As a tenant of Folio London, you are at the heart of everything we do.

Here, for renters

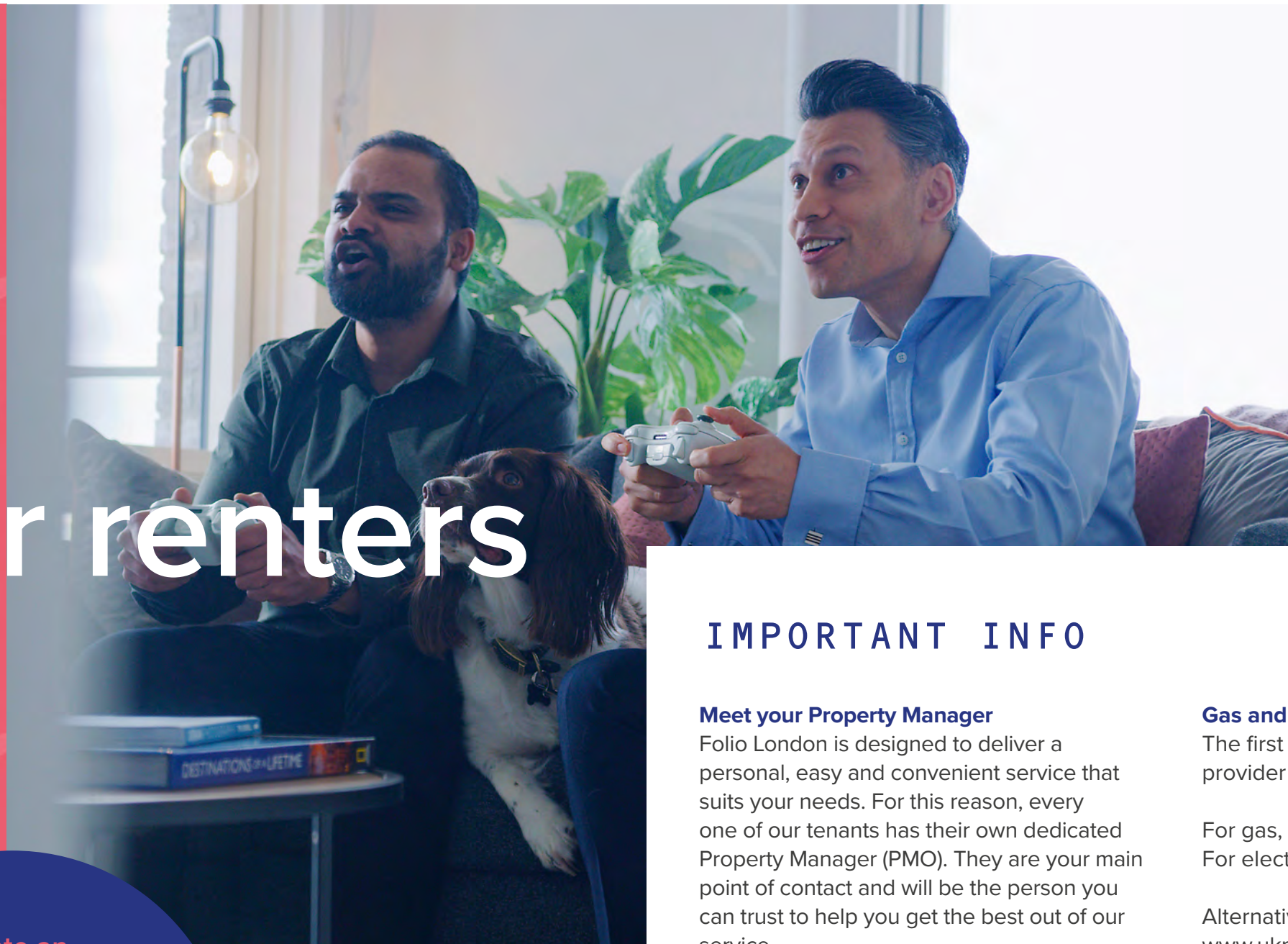
This guide provides answers to some of the questions you may have about your tenancy and how we work*

[Create an online account](#)

[CLICK HERE](#)

The quickest and easiest way to pay your bills or report a fault

*This guide does not form part of the tenancy agreement.



IMPORTANT INFO

Meet your Property Manager

Folio London is designed to deliver a personal, easy and convenient service that suits your needs. For this reason, every one of our tenants has their own dedicated Property Manager (PMO). They are your main point of contact and will be the person you can trust to help you get the best out of our service.

Paying your rent

We have made the process of paying your rent as simple as possible and have created an individual payment reference for you. We ask that you pay your rent in advance on the first day of every month via standing order. If you have any questions about setting up a standing order, please contact your bank.

Please don't forget to refer to your payment reference. This is how our finance team identifies you!

Gas and electricity

The first step is to find out which UK provider supplies your utilities.

For gas, call: 08706 081 524
For electricity, call: 08456 000 102

Alternatively, you can visit:
www.ukpower.co.uk

You will need the meter readings that are supplied in your check-in inventory report to set up these accounts.

Please note: you will not need to do this if your accounts are monitored on pre-payment meters.

Water

Contact Thames Water: 0845 9200 888.

Council Tax

Please contact your local council to notify them you have moved in. For help finding your local council visit www.gov.uk/find-your-local-council

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MAINTAINING YOUR HOME

We want you to be as comfortable as possible in your home. To ensure this, we are responsible for maintaining and repairing some things including:

The structure of your home including the roof, outside walls, doors, windows and windowsills

Gutters, down pipes and drains

Garden walls, fences, pathways and steps

Existing central heating, water heaters and fire places (where provided by us)

Doors, door frames, door hinges and skirting boards, window catches, sash cords and window frames

Chimney stacks and flues

Plasterwork (except minor cracks)

Banisters

Kitchen units, air vents and extractor fans

We are also responsible for internal and external structures, surfaces, fixtures and fittings including:

Fire resistant and self-closing front doors

Corridors and staircases

Fire alarms in common areas

Emergency lighting

We understand that you will want to make your property feel like a home but there are limitations to what you can do. As outlined in your tenancy, you are responsible for:

Internal decorations and small cracks in plaster or woodwork

Repairs to furniture and floor coverings (including carpets, lino, tiles, wooden floors and carpets)

Preventing and treating condensation

Replacing light bulbs, fluorescent tubes, starters or fuses

Fitting smoke and carbon monoxide alarms and replacing batteries

Keeping all drains clear and free of debris etc

Replacing toilet seats, shower heads, hoses and plugs for sinks and baths

Installing additional locks and security features, or replacing keys and changing locks. In an emergency or where your home is not secure we may carry out these works and recharge the costs to you

Garden or basement clearance and cleaning or repairs to any items that have been damaged by you or your guests

Appliances, fixtures and fittings you've installed yourself

Please note: any repairs to gas installations such as cookers or gas fires should be carried out by a certified Gas Safe engineer.



Follow us on social and check out our website www.foliolondon.co.uk for tips and hacks on making your house a home



STAYING SAFE IN YOUR HOME



Your safety is our priority, so we have listed some simple steps for you to take if things go wrong in your home.

Water leaks

When you move in, find out where the stopcock is located. If you have a leak or burst pipe, turn off the water supply straight away by switching off the main stopcock. Once you have done this, call your PMO.

If you see a leak outside your home (e.g. on the pavement or road), you can call the Thames Water free help line on 0800 714 614 (Thames Water area only).

Frozen pipes

Severe winter weather can cause the water in your pipes to freeze and cause damage. If your pipes freeze, you must defrost them slowly and carefully.

Always turn off your water supply and use an electric hairdryer at its lowest setting to help defrost the pipe –do not warm pipes too quickly. Do not use a blow lamp, heat gun or any other naked flame. Thaw along the pipe from the end nearest the tap.

If a pipe bursts after it has frozen, ensure the water supply is switched off and contact your PMO straight away.

Annual gas safety inspection

We require access to your property on an annual basis in order to carry out a gas safety check with a gas safety supplier. This is to ensure your property is compliant with all the latest safety regulations.

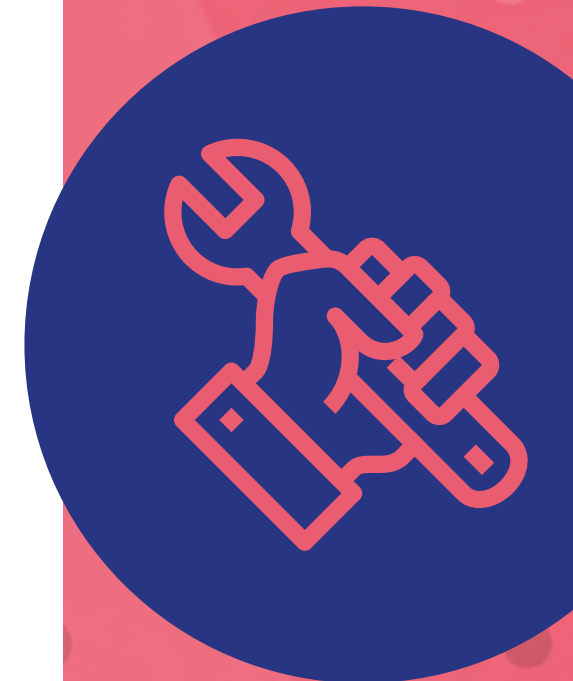
Fit a smoke alarm in your home

Fire safety is a major concern to all of us. Your smoke alarm should be tested weekly and gently cleaned with a vacuum every six months to keep the sensor free from dust. You should replace your battery once a year as well as if the battery is low (you will hear an intermittent beep).

If you live in a building with a communal area, make sure you know where the nearest fire exits are located. An evacuation procedure should be displayed on a notice board in the common areas.

For the safety of tenants in shared properties, do not leave any goods or belongings in the shared areas, staircases and halls. These are usually the main escape routes, so items left here can cause an obstruction to you and your neighbour during a fire.

If you require further information on fire safety, visit the London Fire Brigade website: www.london-fire.gov.uk/FireSafety.asp You can also learn more about fire prevention at: www.gov.uk/firekills



STAYING SAFE IN YOUR HOME

Emergencies

We understand that sometimes emergency situations are unavoidable. However, as a safety precaution it is important that you familiarise yourself with the location of your water stopcock, gas stopcock and your mains electricity switch.

If something goes wrong after 5pm, all tenants have access to an emergency out-of-hours repairs service. Details of this service are on a separate sheet in this folder.

Fire

If there is a fire in your home, get everyone out of the building immediately, if you can do so safely, and dial 999. Do not try to save any personal belongings.

Electricity

If you have an electrical fault that you think might be dangerous, switch off the electricity at the mains. The switch is either next to the fuse box or next to the meter. If your electricity supply fails completely, call your electricity supplier.

Gas

If you smell gas, turn off the gas supply at the mains next to the gas meter, open all windows and call the 24/7 National Grid service on 0800 111 999 immediately. If the problem relates to one of our gas appliances or our pipework, contact your PMO.

Household pests

You are responsible for dealing with household pests such as ants, wasps, cockroaches, rats and mice within your property. Contact the environmental health department at your local council for advice or go to www.gov.uk/report-pest-problem for more information. If you cannot deal with the issue, and believe you have an infestation, or if you have a pest problem in a communal area then contact your Property Manager.

Condensation

Condensation is a common problem in many UK homes. It is caused by warm, moist air hitting a cold surface and is most commonly found in bathrooms and kitchens.

Condensation control is easier than you think. It is all about increasing the air circulation to minimise the amount of moisture inside your home. To reduce condensation follow these simple steps:

Open your windows to help water in the air escape your home.

Leave your 'trickle vents' open. This is a vent found on most modern windows that will let water out without losing the heat from your property.

Don't dry clothes on the radiator- use a drying rack.

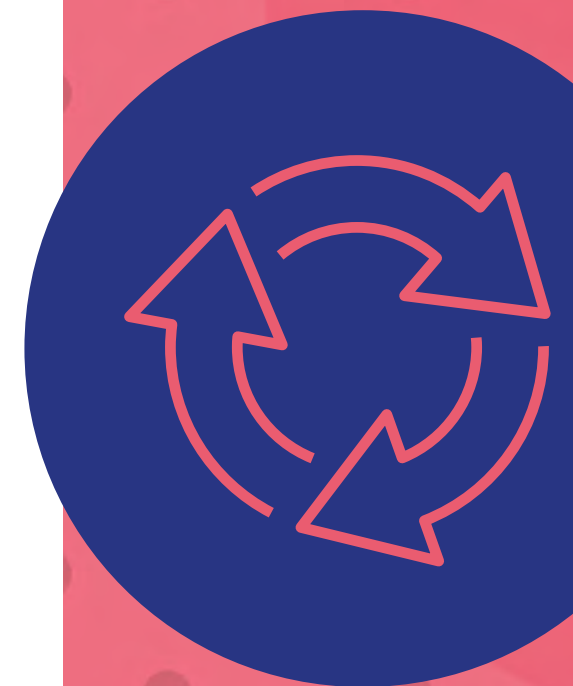
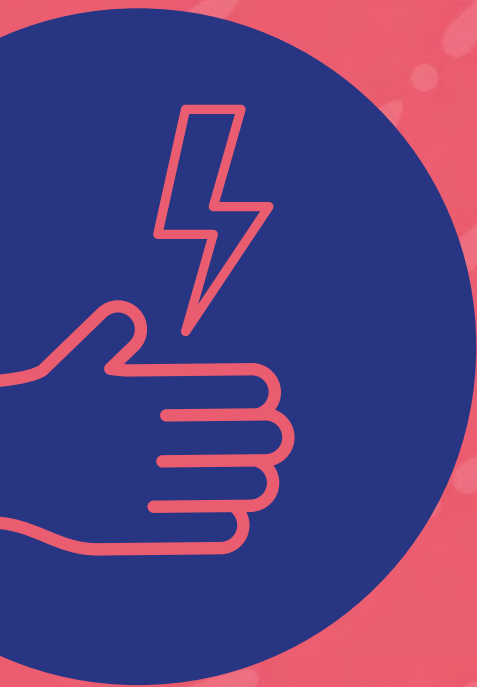
Close the door and open the windows when you cook, shower or bathe.

Leave a gap between furniture (such as wardrobes) and the walls to allow air to circulate.

Make sure your kitchen and bathroom fans are working. To check this hold a piece of paper over the fan when it's on. If it stays there when you take your hand away it is functioning.

Sometimes condensation can cause a black stain on walls and paintwork. You can wash this off using a suitable cleaner or diluted bleach solution (you may need to do this more than once).

**If you have
any issues
please contact
your Property
Manager.**



LIVING IN A COMMUNITY

Many of our tenants live in a community with shared areas. We have outlined some rules for you to follow that will help you maintain a peaceful lifestyle.

Assignment, subletting and lodgers

Assignment, subletting or having lodgers is against the terms of your tenancy (Section E point 32) and will result in your lease being terminated. If for any reason you need to move out before your contracted end date, please contact your PMO.

Estate agreements

If you live on an estate, there may be local rules and regulations. For example, rules relating to parking or social behaviour. These are in place for the general interest of all tenants and you will be breaking the terms of your tenancy if you breach any aspect of the estate agreement.

Car parking

Some of our schemes have car parking spaces available. When you move in, your Property Manager will explain the terms of use.

Home contents insurance

Unexpected problems often arise that put all your belongings at risk. For this reason, we suggest you take out a home contents insurance policy to insure your personal belongings, furniture, and decorations against damage or loss due to water, fire or burglary. Taking out your own insurance will also provide you with cover if you are held responsible for damage caused to your home or a neighbour's home or belongings (for example, if you let your bath overflow or if you accidentally hammer a nail through a central heating pipe).

Neighbour disputes and nuisance

A certain amount of noise and differences in lifestyles should be expected when you live in a community. Sometimes differences in lifestyle, a disturbance or a disagreement may lead to a dispute between neighbours. In most cases you should try and sort out the problems yourself. Raising the issue with your neighbour and explaining why it is causing a problem is usually the best way forward. Your neighbour

may not be aware they are disturbing you and will be willing to compromise without the need to involve other people.

If the problem carries on, or if you think the matter is too serious to discuss with your neighbour, please speak to your Property Manager. For consistent extreme noise nuisance contact the environmental health department at your local council.

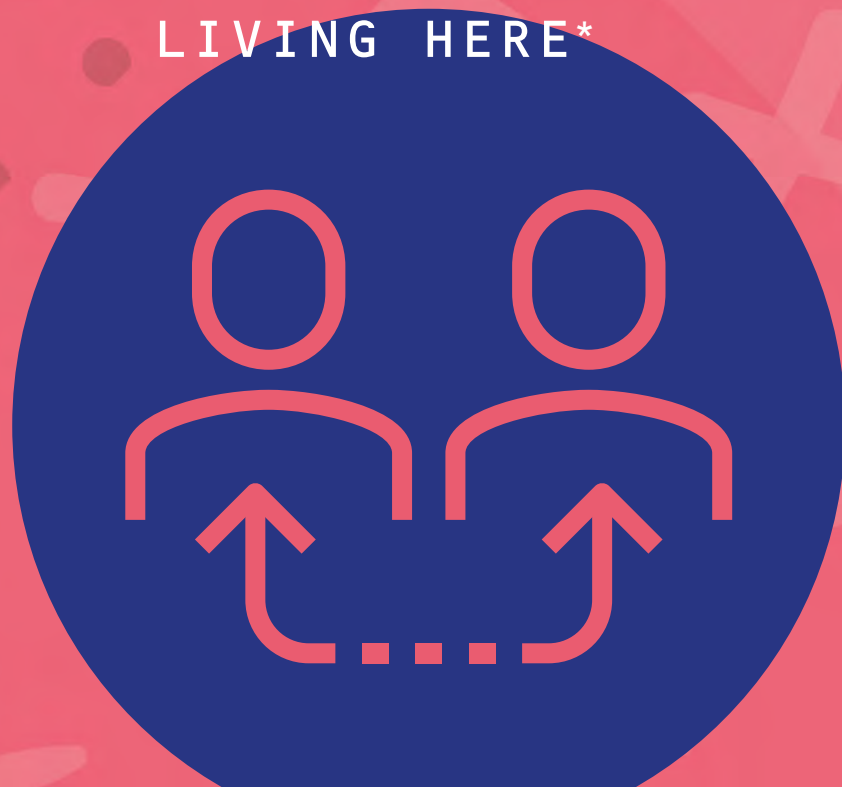


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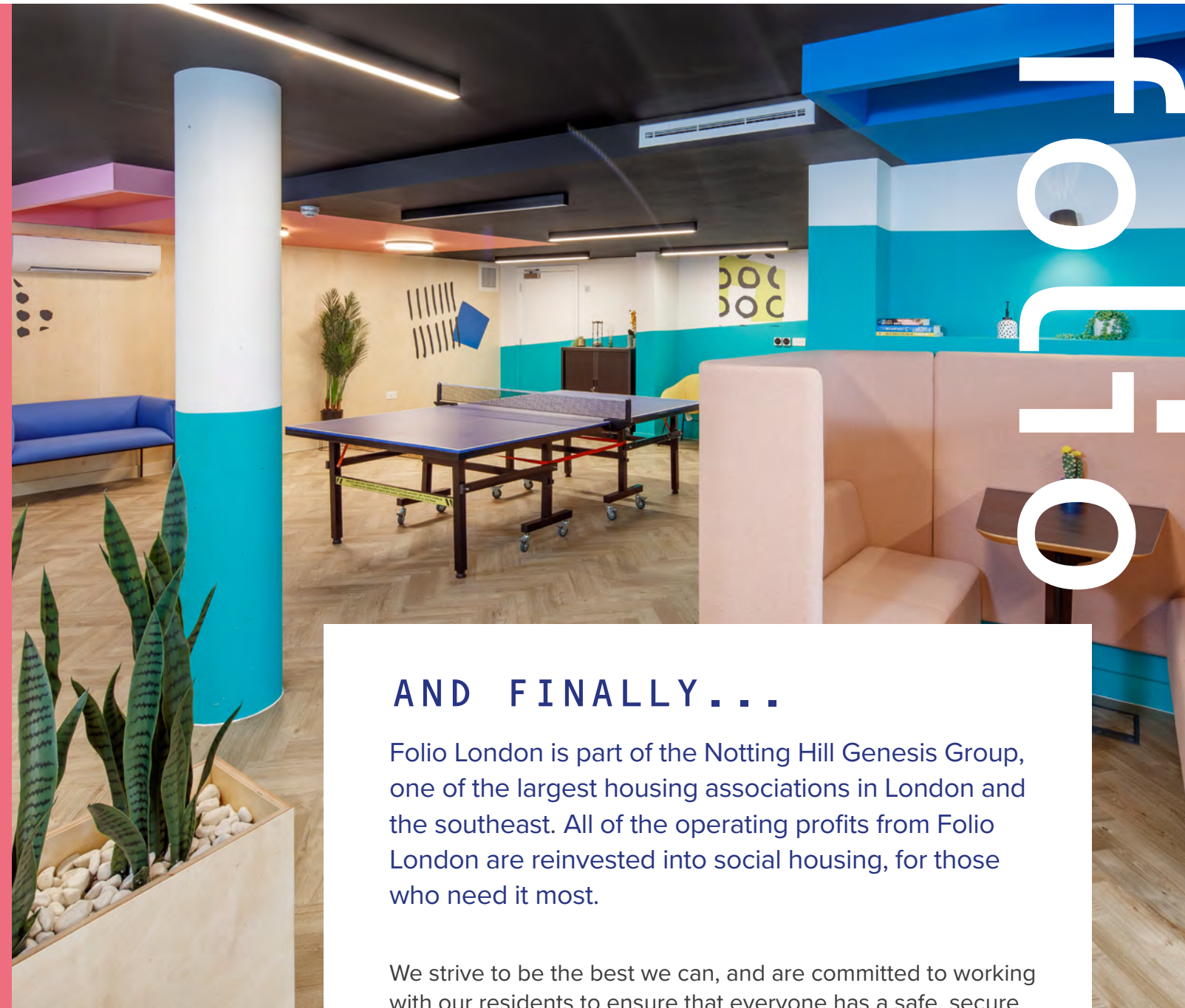
For exclusive offers and competitions for Folio residents, join our Facebook community pages, follow us on social or register for updates on www.foliolondon.co.uk



DO YOUR FRIENDS
HAVE HOUSE ENVY?
GET £100 EACH
IF YOU RECOMMEND
LIVING HERE*



*Visit www.foliolondon.co.uk for terms and conditions



AND FINALLY...

Folio London is part of the Notting Hill Genesis Group, one of the largest housing associations in London and the southeast. All of the operating profits from Folio London are reinvested into social housing, for those who need it most.

We strive to be the best we can, and are committed to working with our residents to ensure that everyone has a safe, secure and good quality home. We aim to give you an excellent and personal service. If we do not meet your expectations, or if any problems arise throughout your residency, please do not hesitate to contact your Property Manager.

We are regulated by a number of organisations including ARLA, Chartered Institute of Housing, Deposit Protection Scheme, British Property Federation, Institute of Customer Services, Investors in People and The Property Ombudsman.

We hope that you enjoy living in your home and we will take care to make your time as a Folio London tenant as easy and comfortable as possible.

Thanks,
The Folio London Team

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