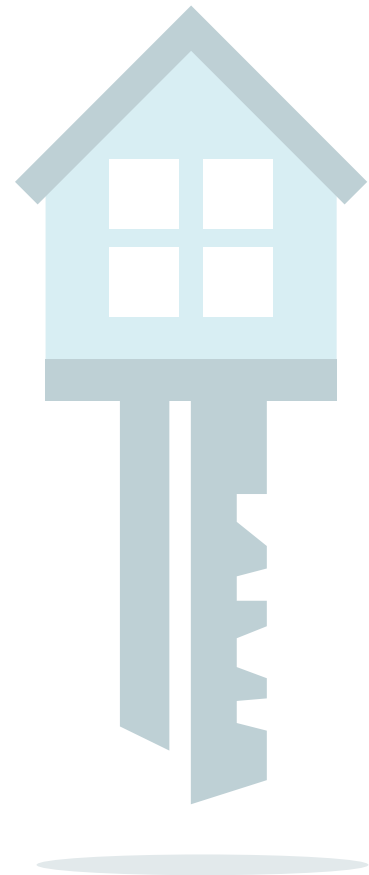


PROPERTY MANAGEMENT GUIDE

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property experts
since 1987



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Introduction

Welcome to your new house. We wish you a pleasant stay in the new place.

For a satisfactory experience during the tenancy, it is always important to look after your home with cooperation between the tenant, the landlord and the agency.

Every tenancy agreement expects the tenant to take care of their home in a 'tenant-like' way. Using your home in a tenant-like way generally means:

- ✓ **Doing minor repairs yourself, such as changing light bulbs.**
- ✓ **Keeping your home reasonably clean.**
- ✓ **Not causing any damage to the property and making sure your visitors don't cause any harm.**
- ✓ **Using any fixtures and fittings properly, for example, not blocking a toilet by flushing something unsuitable down it.**
- ✓ **If, in your opinion, a maintenance issue arises, you need to carry out proper preemptive measures before reporting it.**
- ✓ **For any urgent matters, please report us without any delay. Providing relevant pictures of the condition will help us understand what actions need.**

We hope this management guide is helpful. Topics in this content consist of the most frequent cases based on our maintenance database, and we have tried to introduce practical tips.

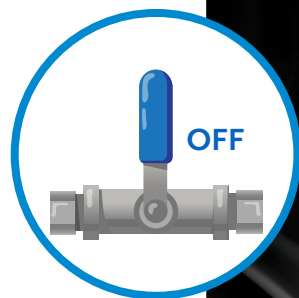


How to act in an Emergency

If you smell gas

✓ Do

- Turn off the gas at the mains tap.



- Report it to the gas company.



✗ Don't

- Don't light any sort of flame within the property.



- Open doors and windows to ventilate the property.



- Don't turn any power or light switches on or off.
- Don't use any appliances that could cause a spark.

Leakage

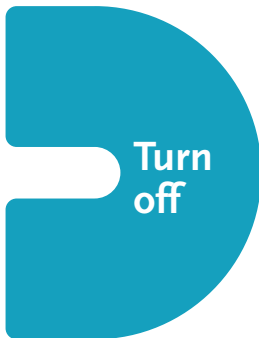
water leakage could be from the kitchen sink or bathroom, or roof.

✓ Do

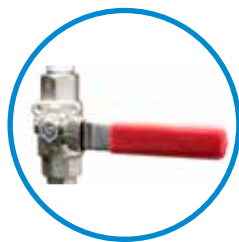
- Please ascertain the location of the water valve (normally situated under the kitchen sink) when you first move into the new home.



- Use towels and sponges to absorb any sitting water on the floor to reduce and stop further damage.



- Turn off the main water supply valve (or stopcock) to your house if the leak is caused by a plumbing issue



- Move furniture away and lay plastic sheeting over fitted carpets if you can't roll them up.

✗ Don't

Don't use a leaking bath or tap until fixed by an expert.

Mould

What is mould?

- It is a fungus that breaks down dead material. It grows in our homes because they offer the ideal conditions to grow – namely moisture, warm air, and materials to feed on, such as wood, carpet and dust.
- Poor ventilation of warm air causes these problems.

How to remove the mould on the wall?

✓ Do

- Purchase and use mould cleaning spray: You can purchase the mould cleaning spray at your local supermarket.

✓ Do

- How to use mould spray: Use a cloth or rag to help clean the mould away and dispose of it in a bag after use to prevent spreading mould to another part of your home.



How to handle mould

Tips for how to preventing mould

✓ Do

- Open your curtains and let the light in. Make sure there's plenty of natural light and fresh air entering the room for more air circulation.
- Maintain the minimum temperature inside. The recommended room temperature for a domestic dwelling is 20°C. This should be maintained throughout the day.
- Open bedroom windows for 5-10 minutes when you get up. Even in winter, the amount of heat loss through windows to the outside air is minimal.
- Close internal doors when cooking or showering and open the window after cooking or showering.
- Leave a gap between furniture and external walls.

Electrical Appliances

Washing machine

How to prevent the mould forming around the door seal?



- Dry and clean the door seal and leave the door open after use.
- Clean the rubber gasket.
- Clean the detergent and fabric softener dispensers.



Maintain your drum as effectively as possible



- Descale the drum and internal parts by using a cleaner a couple of times annually



- Don't overloading. Never overload the machine beyond its capacity.
- Don't leave any small items such as coins and handkerchiefs in your trouser pockets. This may cause block the drain.



What to do if the machine is noisy or vibrating



- Make sure the floor surface is level.
- Adjusting washing machine levelling feet.



Dishwasher

Not using the dishwasher can cause a problem?

Unlike other appliances, the less you use it, the more likely it is to break down. When the dishwasher is not used for long periods of time, the water evaporates, seals dry out, and leaks and motor problems become likely.

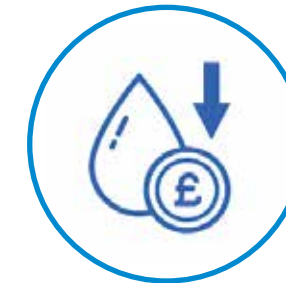
Regular use of the dishwasher is necessary to prevent future repair costs.

Water usage dishwasher vs hand washing?

A modern dishwasher uses 11 to 13 litres of water per cycle on average, while washing by hand can use up to nine (9) times that amount if you rinse everything under a running tap. Using a dishwasher saves more water usage.

Do dishes need pre-rinsing before putting them in the dishwasher?

To save water further, there's no need to rinse your plates before putting them in the dishwasher – simply scrape off the food and off you go! Skipping pre-rinsing dishes before putting them in the dishwasher can save around 1,115 litres of water a year!



Refrigerator

Cannot close the door?

Icing in the freezer and overfilling in the fridge can cause the door not to close. Try to remove ice and excessive food items in your refrigerator before contacting the landlord.



Make sure the doors are properly closed.

Is there a foul smell coming from the refrigerator? Please check the "drip tray" and clean it. Typically, it is located at the rear & bottom of the refrigerator.

Gas & Electrical maintenance

Gas Hob



Gas hob doesn't ignite well: food waste or spilt liquid could be blocking the gas nozzle.



- Please open the gas hob crown.
- Clean its burner and nozzle.

Beeping sound from smoke, heat, carbon monoxide alarms.



- Beeping is a signal to replace the battery.



- Check if the alarm is operated by a battery.



- Open the cover of the alarm and change the battery. Battery type of "6LR61" is typically used for the alarm.



- Search YouTube :
"How to replace your smoke alarm batteries."

Where to find alarms

- Smoke/heat alarms are normally installed on each floor of your home and are typically located on the ceiling in the kitchen, reception or hallway.
- A carbon monoxide (CO) detector is located in rooms with a coal fire or a wood-burning stove.
- If you cannot find the alarm in the appropriate places, please report it.
- If you find a fault in an alarm, which is non-battery operated (or hard-wired type), please get in touch with the landlord for the repair or replacement.



Gas safety check

Annual gas safety check is mandatory, and it requires tenant cooperation for arranging the engineer's visit.



Electrical safety

What to do about electrical devices and electrical safety?

- Re-setting trips and replacement of fuses should be done by the expert, except main service fuses which are the responsibility of the electricity provider.
- Try to avoid using more than one high power device at the same time.



Plumbing

Leakage in the bathroom

Leakage from the bathroom: It could be from the drainpipe under the bath or the gap between the tiles and the bathtub.

✓ Do



Check the source of leakage. It could be from broken sealing or drainpipes under the bathtub.

✓ Do



Take emergency measures such as applying silicone and tightening the pipe.

✗ Don't Do not use water until leaking stops completely.

Water bubble in the ceiling due to leakage:

✓ Do



The water bubble will not dry out, it must be emptied out.

✓ Do



Poke or cutting a hole and letting the water out.

✗ Don't The ceiling could collapse. Don't just leave it when there is a leak from upstairs.

Kitchen sink leakage

✓ Do



Turn the valve counter-clockwise to shut off the water supply.

✓ Do



Tightening the joints as an emergency measure.

✓ Do



If it is still leaking or dripping, report it.

✗ Don't Do not use water until the leaking has stopped completely.



Boiler

What to do when the hot water and heating are not working?



✓ Do

Check the boiler pressure. The ideal boiler pressure should be between 1 and 1.5 bars.



✓ Do

If it is too low, please repressurise it.

Repressurising the boiler: To increase the pressure, you will need to locate your filling loop under the boiler and simply rotate the key, and the boiler may restart without calling out the engineer.



- Search YouTube : "How to repressure a boiler."

Radiator is not hot?



✓ Do Vent a radiator

The most common issue the tenant can find is that the bottom of the radiator feels hot and the top feels cool. Air and gas can get trapped in the system causing cold spots, making it both costly and wasteful to run one with air trapped inside.



✓ Do How to vent

① Turn the boiler off. ② Use radiator key to open the valve. ③ Turn key anti-clockwise until it hisses. ④ Make sure water is clear before closing the valve. ⑤ Check pressure at the boiler, top-up if it's too low. ⑥ Bleed radiators at least once a year.



- Search YouTube : "How to bleed a radiator."

What to do with blocked bathtubs, sinks, and basins.

- Please use an unblocker, which you can easily purchase from the supermarket. Regular use of an unblocker may help.
- Most people know that a plunger is a quick and easy way to clear a toilet clog, but it can also work on blocked sinks as well.



What if you have a wobbly toilet seat?

It can be an easier DIY project than you thought

✓ Do



Simply tighten the toilet seat bolts.



- Search YouTube : "How to repressure a boiler."



External Maintenance

Gardening

What is the tenant's responsibility for the garden?

✓ Do

- Tenants can usually be made responsible for: mowing the lawn, weeding, cutting hedges, and pruning larger bushes.



When should I contact the landlord about garden maintenance?

You can request items such as:

- Pruning trees.
- Trimming very high hedges.

How to treat the garden waste after gardening?

✓ Do



- Use the garden waste bin which you can subscribe to from your local council.

✓ Do



- Or, please use the council-operated recycling centre to dump garden waste. For the details, please get in touch with your council.

✗ Don't

Don't put the garden waste into the general waste bin or any other recycling bin.

Bamboo/Japanese knotweed

- If you spot bamboo or Japanese knotweed in the garden, please contact the landlord and agency before it grows and is out of control.



Fencing

- Please check which side of the fence belongs to the property.
- If you detect a wobbly garden fence, please report it to prevent further damage.
- Please get in touch about repairing/replacing boundary fences/walls.



External drainage

✓ Do

- Try to clear and remove any waste or fallen leaves around the drain hole.

✗ Don't

- Do not dispose of any food waste or oil down the drain hole.



Pest control

As with other maintenance issues, the landlord and the tenant both have responsibility for handling pest control. Who has to pay for pest control can vary according to the situation. In a nutshell, if this problem was not apparent on check-in day or at an early stage of the tenancy, it would be difficult for the tenant to pass the cost to the landlord regarding removal measures.

Tips and tricks to keep pests away

✓ Do

- Keep the kitchen clean and dry.
- Dispose of refuse regularly.
- Keep items for external use outside.
- Contact a professional pest control service if you need it.

✗ Don't

Don't keep fruit and vegetables out for long.



What to do for the most frequent cases

• Ants

These can be a real nuisance and will return, usually to the kitchen, time and time again. There are a multitude of treatments available from supermarkets or hardware shops.

• Wasps

If a nest appears in the middle of a tenancy, removal is at the tenant's cost. Please call a professional wasp nest remover.

• Mice

If this problem was not apparent on check-in day, removal measures are at the tenant's cost. Again, ensuring that no food debris is left lying around will discourage them.

Summary of Tenant's Responsibilities

Mould

- Open windows regularly for air circulation.
- Maintain recommended minimum temperature - 20°C.
- Remove mould if it develops in the walls and ceilings.

Electrical Appliances

- Clean the washing machine.
- Use the dishwasher regularly.
- Make sure refrigerator doors are properly closed.
- Clean the refrigerator drip tray.

Gas & Electrical Maintenance

- Clean the burners and nozzles on the gas hob.
- Change the smoke alarm batteries when there is a signal.
- Gas safety check annually is mandatory regulation.
- Try to avoid using more than one high power device at the same time.

Plumbing

- Shut off the water supply if there is leakage from the pipes.
- Remove the water bubble if there is leakage from the ceiling.
- Repressurise the boiler when the boiler pressure is lower than 1 bar.
- Ventilate the air if the radiator is not hot.
- Unblock the basin and kitchen sink.
- Tighten the bolts for a wobbly toilet seat.

External Maintenance

- Gardening: mowing the lawn, weeding, and cutting hedges.
- Use the garden bin or the council's recycling centre to dispose of the garden waste.
- If you spot bamboo or Japanese knotweed in your garden, please report it immediately.
- For a wobbly garden fence, please report it to prevent further damage.
- Clean waste around the garden drain hole.

Pest Control

- Keep the kitchen clean and dry to keep pests away.
- If this problem was not apparent on check-in day or at an early stage of the tenancy, the tenant has responsibility for ants, wasps, and mice.

Contacts

Please make notes for your primary contacts.

SeOUL Residential

admin@sr4u.co.uk, 020 8949 4989

Landlord

Insurance company

Utility companies

Emergency Contact