

City Rooms Tenant Move in Guide



What if I can't operate an appliance or the heating and hot water?

Remember your flatmates are sharing the same facility with you, so you can always help each. Or you can check the manuals provided. Please contact our maintenance team if a manual is missing. Alternatively, and to save time and inconvenience, manuals are often available online.

Leaks

Leaks from one property to another are not uncommon, especially in developments comprising a number of apartments. Leaks can result from something as simple as seals in baths and showers to more serious problems with pipework installations. In situations such as this, please speak to your neighbours first to identify where the leaking is from. At the meantime, please notify our maintenance department.

Who is responsible for changing light bulbs?

CityRooms will remove the blown bulbs from the rooms at the check-out, and will replace it with a new one. You will be responsible for change the bulbs in your room during your stay, and we will replace the bulbs of the common areas.

In an Emergency

When an imminent danger, injury or damage happens, it should be reported as soon as possible whether to our Maintenance team by calling our office number and choose option 3 (During out of office hours, it will be connected to a mobile number operated by one of our dedicated staff). You should use your common sense to judge whether you need call the Emergency services (999).

Who is responsible if the drains become blocked?

Unless the problem results from a failure in the sewerage drainage system you as tenant are responsible for clearing blockages. Subject to any restrictions on the use of chemicals with septic tanks, regular use of drain cleaners in the bathrooms and kitchens helps avoid blockages. If you

cannot unblock the drains please call CityRooms Maintenance at a call out charge. The charge will go to one particular person who caused the problem or shared by each room if it cannot be identified.

Who looks after the garden?

If the landlord provides gardening tools, tenants will be responsible for maintaining the garden in order.

If the landlord doesn't provide any tools, CityRooms will be responsible for the maintaining of the garden.

Remember to water planters and pots as required.

Ventilation

The property must be kept ventilated so as to avoid the build-up of condensation and mould. To prevent these issues, always use extraction fans and ventilation systems whilst regularly opening windows to allow fresh air to enter the property.

Can I hang pictures?

Subject to the provisions of the Agreements yes, providing the number is not excessive and that you use commercially produced pictures hooks making good any damage at the end of the tenancy.

What if I need more keys to the property?

Subject to the agreement, you are not able to have additional sets of keys cut. Details will be held on file, and keys must be returned at the end of the tenancy.

What about property inspections?

When CityRooms Company requires a property inspection, you will be given a notice of an intended visit and it is not necessary for you to be at home.

Your Tenancy Manager will contact you to clarify the details of the inspection.

Do I have to allow access?

Yes, you are under statutory contractual obligation to allow CityRooms representative's access subject to you being given twenty-four-hours' notice.

What if I lose or damage my keys or am locked out?

During office hours CityRooms staff will assist you giving you a copy of your property key, but a fee will be charged. In case you are locked out the property, call our emergency line and one of our maintenance team will arrange for an engineer to come to the property.

Who is my contact at CityRooms Ltd?

For breakdown and repairs – Maintenance department;

If you have problem with your rent, or you need references – Admin department;

If you have problems with your tenancy – Prior to moving into your new home you will be provided with details of a dedicated Tenancy Manager, who will take care of you throughout your tenancy, when issues cannot be resolved by Maintenance or Admin department.

We hope you find this guide useful.

Do not hesitate to contact our office if you have further questions.

Thecityrooms.com Ltd

144 Cambridge Heath Road, London E1 5QJ

Tel: +44 (0) 20 7790 5577 – Option 1 for Lettings, Option 2 if you are a Landlord, Option 3 for Maintenance, Option 4 for Admin, Option 5 for Accounts.

Email:

Maintenance Department: service@thecityrooms.com

Administration Department: info@thecityrooms.com

Enjoy your stay with CityRooms!