



TENANCY

Information Pack





Welcome to Your New Home



We know moving home can be stressful so we have put together a simple Welcome Pack where you'll find all the essential information you need about your new home, the building's facilities and the local area. We've included details about the building's rules and policies, emergency contacts and other useful tips to help you get settled.

We're committed to providing you with a comfortable and enjoyable living experience ensuring your transition into your new home is as smooth as possible.

If you ever have any questions or need assistance our team are here to help. Don't hesitate to reach out to us on email info@renaissance-housing.com or visit renaissance-housing.com

Please be advised that the buildings insurance policy does not cover the contents of your property and therefore we strongly suggest tenants take out contents insurance.



Trusted by tenants, valued by landlords.

Lift Breakdown



If you are inside the lift when it breaks down, remain calm and press the emergency button. In the event there is no response call 999 and ask for the fire department. Do not attempt to exit the lift on your own. Stay inside and wait for assistance.

Once you have safely exited the lift, please contact our maintenance team. In the meantime, tenants should avoid using the lift for safety reasons and be mindful of any posted notices or updates regarding repairs. Tenants are also encouraged to use the stairwell as an alternative while the lift is being serviced and to report any issues or damages they notice in the communal area.

Power Cuts or Electrical Emergency

Each property has different energy suppliers, however it is SP Energy who operate the networks. SP Energy have a 'Priority Services' Register where you will be updated on a regular basis regarding any power outages and they will try to resolve issues as quickly as possible. You will qualify for this service if you are/have one of the following:

- You are over 60 years old
- Have a child under the age of 5
- Have a chronic illness
- Depend on electrical medical equipment
- Have a special communication needs

To register for this service, head to spenergynetworks.co.uk or call 0330 10 10 167

**POWER CUT?
CALL 105**



How to Keep Safe During a Power Cut

If you experience any electricity shortages or power outages, we ask that you do the following:

1. Check with your neighbours to see if they are also experiencing the same issues.
2. Head to www.spenergynetworks.co.uk and go to 'Power Cuts'.
3. If the power outage is limited to your property, check the circuit breakers or fuse

box inside your property to see if there are any tripped switches – if there are, turn them back on.

If you encounter any sparks, smoke, or electrical hazards, turn off the main power supply (if safe to do so) and immediately call 999. During a power cut, please use torches or battery-operated lights, and avoid opening fridge/freezer doors to preserve food.



Reporting Maintenance Issues

All maintenance issues are categorised into emergent and non-emergent and will be dealt with as soon as possible. For emergent maintenance issues, please email repairs@renaissance-housing.com. For power cuts please refer to the section on page 3. If there is a fire, please call 999. If you smell gas, please call the National Gas Emergency Service on 0800 111 999.

Emergency Maintenance Issues

Please contact us immediately if you experience one of the below:

- Major Water Leak – A burst pipe or a significant



water leak that is causing severe water damage to your property or water that is coming through or is on any electrical appliances or sockets is an emergency. Do not attempt to turn off anything electrical but do turn off the stopcock.

- Malfunctioning Appliances – This only applies if your property was already furnished with appliances when you moved in.
- No Running Water – Total loss of water supply or a water outage affecting essential services (e.g. the ability to flush toilets, bathe or cook).
- Break Ins or Security Issues - A broken or compromised main building door or property door, a low level window that is broken or could cause harm to a person.
- A broken key or unable to unlock/lock your main building door.
- Blocked or Broken Toilet – A completely blocked toilet. Issues that lead to sewage or waste water backing up into the toilet or leaking into the bathroom.

Non-Emergent Maintenance Issues

Please contact us immediately if you experience one of the below:

We will always do our best to fix non-emergent maintenance issues as promptly as possible but for comparison, here is a list of non-emergent repairs which can be reported by emailing repairs@renaissance-housing.com.

- Minor Plumbing issues – Leaky faucets or slow drains that are not causing flooding or severe inconvenience.
- Cosmetic Issues – Painting walls, fixing minor dents or scratches or replacing worn out fixings.
- Malfunctioning Appliances – This only applies if your property was already furnished when you moved in.

Building Information

- **Waste Disposal and Recycling** – Waste disposal and

recycling are provided for you. Please ensure you separate your rubbish into general waste and recycling. Items such as cardboard, magazines, paper, tins, aerosols, plastic, jars and glass can all be recycled into their respective bin.

- **Smoking Policy** – Smoking is not permitted inside any of our properties or in any communal areas. You may smoke outside of the building.

- **Pet Policy** – Pets are not permitted inside any property, unless prior authorisation has been given by the Landlord.

- **Fire Regulations and Emergency Evacuation Procedure** – Smoke detectors are installed in every property. Please ensure all fire exits and communal spaces are not obstructed. In the event you see a fire, please break the fire alarm or if you hear the fire alarm, please treat it as an emergency and do the following:

- Vacate the building in a quick and calm manner via your nearest stairwell closing all doors behind you. **DO NOT USE A LIFT.**
- If the building/property is filled with smoke, crouch down as low as possible and cover your mouth and nose to limit smoke inhalation.
- Head to the assembly point or outside of your property and wait for further instructions from management or the fire department.
- **Noise** – Please keep all noise to a minimum between the hours of 10pm and 8am. If you wish to report a noise complaint please contact us as soon as possible contact@renaissance-housing.com. Alternatively you can report a noise complaint to your local council.



Rent Payment Policy



We want to ensure that all tenants have a clear understanding of the rent payment process. As part of your tenancy agreement, it is important that rent is paid on time each month to avoid any disruptions.

We understand that life can sometimes go off plan and circumstances change, however if you anticipate any delay in your payment, please contact the building management team as soon as possible to discuss your situation. We are happy to work with tenants who communicate in advance, but failure to notify us may result in further action.

If rent is not paid on time and no communication is received from you regarding the delay the following steps may be taken:

- Reminder Notices
- Final Notice
- Legal Action

If rent remains unpaid after reminder notices have been sent to you and you do not attempt to communicate with us, a final notice will be sent and we may begin the process of taking legal action to recover the arrears.

This could include involving a debt collection agency or starting eviction proceedings as per the terms of your tenancy agreement. If you are experiencing financial difficulty you can contact the charity Step Change on 0800 138 1111 who will be able to provide you with free financial advice.



Office Hours:

Monday: 09:00 - 17:00

Tuesday: 09:00 - 17:00

Wednesday: 09:00 - 17:00

Thursday: 09:00 - 17:00 Friday:

09:00 - 17:00 Saturday:

Appointments only Sunday:

Closed Bank Holidays: Closed

Contact Details:

For maintenance please email:

repairs@renaissance-housing.com For
anything else please email:

contact@renaissance-housing.com

