



KHALBROS

Essential Tenant Guidance Information for your Property

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Fire Safety Information

Stay Put Policy



What to do in the event of a fire

This premises operates a stay-put policy.

A stay put policy allows occupants to remain in their own zone in relative safety in the event of a fire in another zone. This means unless a fire is in your zone, you may not hear the alarm sounding.

A 'stay put' policy involves the following approach:

- When a fire occurs within a flat, the occupants alert others in the flat, make their way out of the building and summon the fire and rescue service;
- If a fire starts in the common parts, all persons in these areas makes their way out of the building and summons the fire and rescue service;
- All residents who are in their flat and are not affected by the fire are expected to 'stay put' until directed by the fire and rescue service.

It does not mean that those not directly involved who wish to leave the building should be prevented from doing so.

Lifts must not be used (unless they are clearly marked as suitable for the evacuation of disabled people; they should then only be used for the evacuation of disabled people, facilitated by the fire and rescue services).

If you are likely to need assistance to evacuate in the event of a fire or other emergency, please make this known to your Managing Agent as soon as possible. You will be asked to contribute to a Personal Emergency Evacuation Plan (PEEP)^A (see Appendix A). If you choose to sublet your property, please ensure this document is forwarded on to your Tenants so you can make the necessary enquiries for any PEEP requirements.

Familiarise yourself with all the fire exits routes in the building as your nearest route may not always be available.



If you discover a fire, you must:

If it is safe to do so and equipment is provided, tackle the fire using the appropriate fire extinguisher or fire blanket.

If possible, close the door to the room affected by fire.

Phone the emergency services on 999 using the nearest telephone. It is some Fire and Rescue's authority's policy to not respond to an auto-dialler call from the fire alarm unless it is combined with a 999 call, a call to 999 is crucial.

Evacuate the building using the nearest fire exit and report to the assembly point, as identified on the signage in the building.

Use a Refuge Area if you require assistance evacuating, inform the emergency services on 999 of your location.

Call your Managing Agent's emergency line on 01133912818 Option 0.



On hearing an alarm within your zone, you must:

If possible, close all doors and windows behind you whilst leaving the building leaving your belongings behind.

Phone the emergency services on 999 using the nearest telephone.

Use a Refuge Area if you require assistance evacuating, inform the emergency services on 999 of your location.

Evacuate the building using the nearest fire exit and report to the assembly point, as identified on the signage in the building.

Call your managing agent's emergency line on 01133912818 Option 0.

Do not re-enter the building or leave the assembly point until advised by the emergency services.



General Fire Prevention Tips

- Do not plug too many appliances into an electrical outlet.
- Make sure that combustibles are not too close to a source of ignition (heaters and hobs)
- Smoking is not permitted in any internal communal areas and smokers should not congregate around the external of the building.
- Smoking may not be permitted within your apartment.
- Flammable substances are not permitted on the balconies this includes BBQs and lit cigarettes.
- Never store or use petrol, bottled gas, paraffin heaters or other flammable materials in your apartment, on your balcony or in shared areas.
- Do not use damaged or frayed electrical cords or extension cords.
- Keep matches and lighters out of the reach of children.
- Teach your children about the dangers of playing with fire.
- Never use extension cords with heating or air conditioning equipment.
- Have an Emergency Escape Plan and practice it frequently.
- Close your doors at night before going to bed.
- Test your smoke alarms at least weekly to ensure that they still work.
- Check your fire doors regularly (See Fire Door Guidance document page 10)
- Do not leave an open flame unsupervised (candles)



General Security and Maintenance Tips

- It is important to maintain block security, make sure doors are closed behind you when you enter or leave. Be vigilant for deliberate fire setting, report suspicious behaviour to the Police and then your Managing Agent.
- All communal areas are 'sterile', this means there must be no personal possessions of any kind permitted in the communal areas. This includes deliveries. You must remove parcels, post and deliveries promptly. We may remove parcels or other belongings and store them securely elsewhere for your collection.
- Ensure that the building's fire doors self-close properly and not wedged open, left ajar, tied back or otherwise held open. If you notice a defect, inform the Managing Agent as soon as possible.
- Never tamper with or change the window opening restrictors, these are in place to prevent falls particularly those by vulnerable persons. The window is normally restricted to an 100mm gap. If it appears you can open your window further than this, reinstate the restrictor as soon as possible or refer the matter to your Managing Agent who will assist.
- As per the lease, you must seek permission for any alterations so we may check the building plans to confirm whether it is safe or what remedial action is required to reinstate safety. If you pierce any internal wall, ceiling or floor (accidental or otherwise) inform your Managing Agent as soon as possible so we can investigate whether the fire compartment has been breached.
- Never obstruct emergency services vehicle access with illegal parking or other items. Ensure, when parking, to keep fire main inlets and outlets (wet and dry risers) clear of obstruction.
- Do not block external fire exits with rubbish or personal possession. These should not be used as a main point of entry/exit and should never be propped open.
- If there is a risk of injury or concern about any of the fire measures please contact your Managing Agent's emergency line, 01133912818 Option 0. For any other concerns, email management@khalbros.co.uk preferably with a photo and a description of location.
- If your property has an unvented hot water cylinder (this is usually applicable in properties that do not have gas) you must ensure this system is serviced at least

annually. Depending on manufacturing guidance this may be recommended more frequently, if you are unsure on the frequency required or whether you have an unvented hot water system, please ask your managing agent of the property or development.

- Any servicing should be recorded and performed by a competent professional. This means you should check the qualifications of the professional and they have the relevant insurances.
- Failing to service the system may result in the warranty being voided and/or any leak stemming from the system being unrecoverable on the buildings insurance policy.
- Implementing simple, proportionate, and appropriate control measures will ensure the risk of Legionella remains low. For most domestic hot and cold water systems, temperature is the most reliable way of ensuring the risk of exposure to Legionella bacteria is minimised i.e. keep the hot water hot, cold water cold and keep it moving. Other simple control measures to help control the risk of exposure to Legionella include:
 - Flushing out the system regularly.
 - Avoiding debris getting into the system (e.g. ensure the cold water tanks, where fitted, have a tight fitting lid).
 - Setting control parameters (e.g. setting the temperature of the hot water cylinder (calorifier) to ensure water is stored the correct temperature).
 - Make sure any redundant pipework identified is removed.
- Please report any maintenance matters promptly to on-site staff or to Managing Agent's office.



Automated Gate Emergency Override

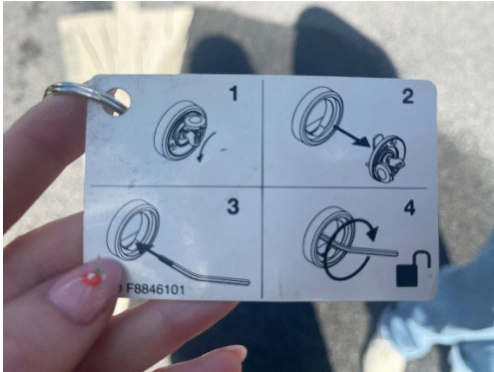
Some premises operate an automated gate. If the gate becomes damaged or faults in a way that prevents leaving or access the following measures can be taken to set the gate in to manual to be pushed open for emergency egress/access. Always report the damage or fault to the Managing Agent or on-site team so the system can be restored to full working order.

If it is safe to do so (the gate is not at risk of falling and the wiring is not damaged):

Type A

If the gate faults in a way where access and egress is prevented:

1. Locate the key box, inside you will find a key and a 6mm allen key– see attached photo



2. Call the emergency line 01133912818 (Option 0) and we will provide the access code for the key box.
3. Remove the panel from the fence, to locate the motor.



4. Take the key and place it in the motor, turn and take the cap off.



5. Turn the allen key, this should set the gates in to manual to allow them to be pushed open.



6. Call the emergency line 01133912818 (Option 0) update on the situation so we can instruct a repair or further action if needed.

If your site is manned, please instruct the on site team before attempting any measures yourself.

Type B

If the gate faults in a way where access and egress is prevented:

7. Locate the key box- see attached photo.



8. Call the emergency line 01133912818 (Option 0) and we will provide the access code for the key box.
9. Turn the key in the mechanism, there are motors on both gates - see attached photo.



10. This should set the gates in to manual to allow them to be pushed open.
11. Call the emergency line 01133912818 (Option 0) update on the situation so we can instruct a repair or further action if needed.

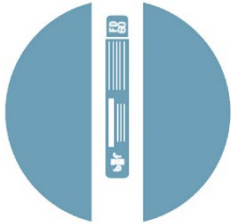
If your site is manned, please instruct the on site team before attempting any measures yourself.

Flat Front Door - Fire Door Guidance

Fire doors are one of the most important fire safety measures and are integral to a buildings' safety. You must be aware of the standard expected of a fire door to provide adequate protection for yourself and all other occupants.

Inspecting your Fire Doors

Follow this 4-step checklist once a month to review the fire doors in your property.



1. Identify the Door as a Fire Rated Door

Look for a certification label or a coloured plug that is usually located on the top edge of the fire door. Fire doors are crucial on bedrooms, kitchens, and the entrance door. An uncertified door may not offer any protection, if in doubt please contact your Managing Agent.



2. Check Gaps and Seals

Check if the gap between the door and the frame is between 2mm and 4mm all the way around, this is roughly the thickness of a pound coin. If it is larger than 4mm, smoke and fire could spread through the gaps. Intumescent and cold smoke seals should be fitted around the door or frame and must be in good condition.



3. Check the Hinges

Fire doors should be fitted with at least 3 hinges. The hinges should have their screws intact, should be CE marked and fire rated to the same standards as the door leaf. Look out for a 'Certifire' logo on the hinge to show that it is fire rated.



4. Check the Front Door Closer

Apartment front doors should have a working door closer, this can be found overhead or integrated into the hinges. Check that the closer is not damaged and that the door shuts and latches unassisted from any position of opening.

In buildings over 11 meters, we will be performing an annual survey of all apartment front doors. We will be in contact to arrange this visit should your building meet the height threshold for this professional review.

Note For Leaseholders: The apartment entrance door is usually part of the demised premises, this means financial responsibility for any remedial works is likely to be that of the Leaseholder.



Insurance Guidance

- The buildings insurance covers the Landlords' fixtures and fittings and the building's structure. It does not cover personal possessions. Please take out your own contents insurance to cover this.
- There are varying excesses associated with the policy, the excess may be paid via the service charge or in some circumstances via the leaseholder/tenant.
- Loss of rent cover for buy-to-let Landlords should be sort separately through a specialist Landlord policy.
- Various seals including silicone around a shower have a recommended life span of a maximum of 2-5 years and should be maintained regularly as this is frequent grounds for an escape of water claim to be rejected.
- Please report any circumstances that may give rise to a building insurance claim as soon as possible as a delay can be grounds on which to refuse a claim.
- Please be reminded that crime matters should be reported to the police without delay with a copy of the crime reference number/log provided to the Managing Agent. It is not possible for the Manging Agent to receive a crime reference number if the Landlord's property is not the target of the crime.
- It is your responsibility to make sure that the balconies and gutters within your demise are cleaned at twice a year to ensure they are free flowing, we recommend Spring and Autumn. Document this maintenance.
- Ensure you conform to manufacturer and regulatory requirements for all systems, equipment, and products in your property. Items to consider include:
 - Unvented Hot Water Cylinder
 - Fire Alarm
 - Smoke and Heat Detectors
 - Fire Doors
 - Extractor Fans

Failure to do so may invalidate an insurance claim.



Unoccupied Property Procedure

Advise the Managing Agent as soon as the property is to become unoccupied for a period of 28 days or more. Insurer(s) must be notified of unoccupancy as this is a material fact and they may wish to survey and/or require increased security.

If a property is to be unoccupied in whole or in part for more than 28 days the following precautions should be implemented:

- Mains services of Gas or Electricity should be isolated and disconnected other than to maintain security lighting, safety feature and heating. Any disconnection of the supply/isolation is to be made in such a way as to avoid easy reconnection by intruders.
- Portable heaters should be permanently removed from the property.
- Storm water drainage and valley gutters should be inspected and cleaned as soon as the property becomes unoccupied and twice yearly thereafter.
- Unfixed combustible materials both inside the property and within the perimeter fence should be removed, in any event, storing such items at the property is a breach of lease.
- Any flammable material should be removed from the premises, occupants are reminded that the storage of such materials is a breach of lease/tenancy and will give rise to liability where the tenant does/or allows to be done anything that invalidates the insurance policy or reduces the insurance settlement.
- The integrity of fences gates and boundary walls should be maintained and site gates and entry and exit doors should be secured by good quality locks.
- Letter boxes should be sealed and accessible windows and rooflights regardless of the level at which they are installed should be secured.

- Existing intruder alarms and fire protection systems should be operational and maintained in efficient working order during the period of unoccupancy with existing central station connections being maintained and existing maintenance contracts continued.
- Internal and external inspections should be undertaken at least weekly to ensure that the building or unoccupied portion is secure and that no damage has occurred. Such inspections should be recorded in writing or full-time 24-hour security should be in operation.

If a property is unoccupied in whole or in part the following precautions should be implemented from 1st November to 31st March:

- The central heating system should be kept in full working condition with controls set and maintained at an adequate level to prevent freezing and water pipes storage tanks and cisterns in unheated or exposed parts of the building should be adequately lagged or trace heated to reduce the risk of freezing.
- The water supply should be turned off at the mains and all water systems, except sprinklers, drained with disconnection of the supply to be made in such a way as to avoid easy reconnection by intruders.
- It is important that water is not allowed to stagnate within the water system and so there should be careful management of properties left vacant for extended. As a general principle, outlets on hot and cold water systems should be used at least once a week to maintain a degree of water flow and minimise the chances of stagnation. To manage the risks during non-occupancy, consideration should be given to implementing a suitable flushing regime or other measures such as draining the system if it is to remain vacant for long periods.
- Wherever possible existing sprinkler protection should be maintained with weekly tests continued and the building should be heated to an adequate level to prevent freezing.

NB – All sprinkler shutdowns with a duration of longer than 1 day should be notified to the Managing Agent.



Emergency Escape of Water

A 24/7 emergency clean-up service is available. This service must be used only in the following circumstances:

1. An escape of water or leak effecting more than one unit, and;
2. The presence of standing water, and;
3. Water is dripping or running in to a neighbouring property (staining would not be sufficient), and;
4. The source of the escape of water or leak has been repaired or isolated and is no longer active. **A roof leak is unlikely to be relevant for this service unless the water ingress from the roof is as result of an extreme rain event overwhelming undamaged infrastructure**, and;
5. Time is of the essence to prevent significant damage from standing water, and;
6. The escape of water or the leak has occurred outside of normal working hours.

This service must only be used where multiple units are affected if the service is used inappropriately Khalbros Management reserves the right to charge this service back to the respective instructing party. In all other circumstances self-mitigation measures are required.

It is strongly advised that photographic and video evidence is taken to support the use of this service and any subsequent insurance claim. If you wish to use this service, please call 'Restorations UK' on 01252 874866 or 08000 926 123 providing the development address and the reference "Khalbros".



Fire Control Servicing and Maintenance

The smoke and heat detectors within the apartment are your responsibility to test on a weekly basis. The sprinkler system head should be visually inspected once a week.

The sprinkler system heads are located behind the white disks across your apartment ceiling. To visually inspect the sprinkler system within your apartment, stand at floor level and ensure the sprinkler is free of debris, dust or anything that would prevent it from opening.

You can test the smoke and heat detectors by pressing and holding the button on them for a few seconds until an alarm sounds. Please ensure that the smoke/heat detectors are switched on at the

fuse board at all times and that the batteries are changed regularly.

A specialist service for the sprinkler system is due annually, this may require access to your apartment.

Fire doors are one of the most important fire safety measures and are integral to a buildings' safety. You must be aware of the standard expected of a fire door to provide adequate protection for yourself and all other occupants. You are required to perform regular inspections on your flat front door to ensure they remain compliant. Please review the fire door guidance in this booklet for further advice, page nine.

On an annual basis, the Managing Agent will perform a review of your apartment front door as required under Regulation 10 of the Fire Safety (England) Regulations 2022. The cost of any remedial works required will likely be the responsibility of the leaseholder.



Additional Support

We know that some things can only be truly tried and tested by living there and that things may become faulty, please contact management@khalbros.co.uk and we will endeavour to answer any questions, advise on any snagging matters and suggest contractors for any repairs you may need.

Flood Emergency Plan

An Emergency Response Plan (ERP) is an important tool to help reduce the impact of damage of a natural hazard to your property.

This Flood Emergency Response Plan details some actions to consider if your location is exposed to a flood hazard, either from intense rain or a water body. This plan will outline the following three stages.



Preparation



Response



Recovery

An effective flood emergency plan when properly executed, can greatly reduce potential property damage and business interruption. Most flooding events allow an adequate warning period to implement an effective emergency response plan. This warning period is an important factor to consider in the development of the plan.

Once the response plan is developed, train all involved staff, practice the plan, and learn from the things that work well and from those that do not. Outside emergency response services should be involved in the planning and training. Effectiveness of the plan is contingent upon support from upper management.

The following table provides advice for preparation of a response plan depending on the stage of flooding.



Preparation

Action	Detail
Identify flood sources: rivers, streams, lakes, rain, reservoirs, dams etc.	Clarify with local authorities using the flood mapping service and your Managing Agent.

<p>Identify and contact authorities and agencies responsible for monitoring of water-level or rain intensity (forecasting and monitoring service).</p>	<p>Sign up for the Flood Alerts by phone and text on the UK GOV website. Understand the differences between flood advice: Be Prepared or Act Now and the timescales needed for action.</p>	
<p>Determine the lead time available to implement the flood plan.</p>	<ul style="list-style-type: none"> • Identify the local authority or agency responsible for monitoring meteorological and water body conditions. • Establish the conditions (water levels or rain intensities) at which warnings are issued by the relevant authorities and the time/distance until adverse conditions reach the site. • Define actions for each warning level and who is responsible for implementing these actions, as well as resources required, for each individual water source. 	
<p>Define emergency response organization.</p>	<ul style="list-style-type: none"> • Ensure enough people in your household are aware of the plan and factor in for absence or incapacity. • If you have individual flood protection equipment within your property, ensure regular testing e.g. emergency lighting, backup power supply, sump pump and sandbags. • Ensure adequate fuel is available for emergency medical equipment. Store fuel safely according to fire safety requirements and ensure it will not be impacted by flood water. If this is not possible, ensure that relevant authorities and medical personnel are aware of what could become an urgent need. • Consider issues such as loss of phone signal or battery power without mains power to recharge. Consider alternative means of communication such as internet connectivity. 	
<p>Determine the lead time available to implement the flood plan.</p>	<ul style="list-style-type: none"> • Important documents and data should be backed up regularly to an online storage area as you may not have time to protect these documents 	
<p>Identify equipment, possessions and material, which could potentially be affected by roof damage-induced flooding.</p>	<ul style="list-style-type: none"> • Flooding of the building due to roof damage is common not only due to high intensity rain but to wind events as well. Rain infiltrates through the roof into the building, resulting in damaged predominately in the upper levels of the building. • Ensure a regular inspection and maintenance plan is implemented for building envelopes (wall panels, roofing systems, drainage systems, doors, windows). 	<p>Rain</p>
<p>Identify below-ground structures potentially exposed to flood waters.</p>	<ul style="list-style-type: none"> • Identify flood protection measures for these critical areas. • Move high-value possessions to higher levels. • Identify what materials and portable equipment must be relocated from flood exposed areas before flood waters enter the site. • Define septic tanks, sewage lines, etc. through which flood water can backflow into the buildings or site and provide backflow prevention valves, where necessary. 	<p>Surface and Ground</p>

Identify what flood-exposed equipment and structures must be anchored to secure foundations.	<ul style="list-style-type: none"> Uplift (buoyancy) of equipment and possessions due to flood can be avoided by pre-event identification of such components. 	Surface and Ground
Inspect roof panels, gutters, water proofing systems, roof-mounted equipment anchorages, conditions of eaves, etc. as part of the building's regular maintenance plan.	<ul style="list-style-type: none"> Architectural and topographic features can result in high variations in wind forces on different parts of the building. Identify these critical areas with the support of a qualified structural engineer. Wind can tear off roof panels and expose of building contents to rain damage. Regular maintenance reduces likelihood of damage. Conduct a detailed structural analysis of wind resistance, especially for older buildings. It should be conducted by a qualified structural engineer in accordance with pertinent wind design codes. 	Rain
Regularly check all equipment, including fuel pumps, emergency power generators, etc. as part of the building's regular maintenance plan.	<ul style="list-style-type: none"> Prepare a formal building maintenance plan, where types, frequency, responsibilities, etc. of activities are clearly defined. Results of inspections are to be documented. 	All
Inspect roof and site drainage systems as part of the building's regular maintenance plan.	<ul style="list-style-type: none"> Ensure building contents are protected when conducting any activities, such as pressure testing of drainage pipes. Issues to consider are not only removal of debris, but also pressure testing of drainage pipes etc. 	Rain
Verify all installed back-flow valves and closures are fully functional.	<ul style="list-style-type: none"> This is to be included in the building's regular maintenance plan. 	All
Conduct regular training exercises. Include the participation of local emergency services.	<ul style="list-style-type: none"> Document all lessons-learned and define and implement areas of improvement. 	All
Include details of utility suppliers (gas, power, water etc.) into flood plan.	<ul style="list-style-type: none"> Continued supply of utilities is necessary for post-event site rehabilitation and resumption of activities. Contact utility suppliers and become familiar with their response plans, including definitions of the critical flood levels and corresponding actions. 	All
Include details of various contractors into flood plan.	<ul style="list-style-type: none"> The list may include: sprinkler system contractor, power transformer contractor, heat exchange room contractor, plumbers, decorators etc. This is necessary also for post-event rehabilitation of the site. 	All

Prepare diagrams/plans showing locations of shut-off valves.	<ul style="list-style-type: none"> Identify locations of backflow valves, power, gas, water valves and other utilities. <p>Define responsibilities and action levels for each stage of the event with regards to shut-down levels of the plant.</p>	All
Prepare diagrams/plans to indicate the locations for flood measures (e.g. mobile flood protection, tie-down of equipment).	<ul style="list-style-type: none"> Define responsibilities and action levels for each stage of the event with regards to mobilization of the protection system measures and where these are to be implemented throughout the site. 	Surface and ground
Ensure that roof and site drainage systems have been designed according to local design codes.	<ul style="list-style-type: none"> Local rainfall intensity-duration-frequency parameters are to be used in the design. This item is recommended if any expansion of an existing site (especially older ones) is planned. Note that code-defined rainfall characteristics, drainage system requirements, safety factors, etc. have potentially changed since site inception. It is also highly likely that drainage is not an 'engineered' system, i.e. has not been designed to a code nor local rainfall intensities considered, but rather merely been procured off-the-shelf. This activity is to be conducted by a qualified specialist. 	Rain
Sign contracts with subcontractors for post-event recovery work.	<ul style="list-style-type: none"> These are companies, who support the site in postevent debris removal, repair of damaged infrastructure, etc. The Managing Agent may have a retainer for these companies, familiarise yourself with the details. 	All
Prepare hand tools and personal protective equipment.	<ul style="list-style-type: none"> Equipment for small repairs (e.g. shovels, mattock, submersible pumps) should be stored in an accessible place. Pumps and other mechanical items should be checked and tested, and the results of these should be documented. Pre-purchase blowers and dehumidifiers in order to facilitate the drying out process of building and assets. These items will be in high demand post-event. 	All
Identify needed sewer lines backflow protection, e.g. at exit points of black, i.e. industrial, water or sewage water pipeline, septic tanks, etc.	<ul style="list-style-type: none"> Use drainage drawings and design documentation to determine locations of septic tanks, outlets, etc. 	All

Identify construction material that could potentially be damaged by flood water, e.g. facade elements of composite panels, and prepare a stock of replacement material.	<ul style="list-style-type: none"> Scarcity of construction materials is common after any natural hazard event. Providing a stock of replacement material, as well as onsite expertise to conduct necessary repairs, ensures quick restoration of operations after the flood event. Consider replacement of water-sensitive construction materials, e.g. replace composite panels for facade elements with precast concrete at critical buildings. 	All
Prepare safety measures for potentially delayed evacuation if your location is at risk of flash flood, rapidly rising river flood, riverbank failure, etc.	<ul style="list-style-type: none"> Due to the short warning time of such events, a timely evacuation may not be possible. Prepare stocks of fresh water, non-perishable and canned goods. Provide communication equipment as well as spare batteries. 	Rain



Response

Once the flood trigger levels have been reached activate the emergency response plan. Example actions are provided below (list is not conclusive and not in sequence).

Action	Detail
Maintain a detailed log of events (diary or logbook).	<ul style="list-style-type: none"> Detailed documentation of the event, e.g. maintaining a log book documenting alarm stages, communications and actions, photos of measures taken onsite and of the event before, upon and after arrival onsite, etc. will not only facilitate the post-event loss adjustment exercise but also support the emergency response team and site management in improving the response plan.
Keep stakeholders informed of situation.	<ul style="list-style-type: none"> Not only occupants, but staff and local authorities should be informed of developments. Inform suppliers to stop site attendance.
Prepare for safe shut-down of operations.	<ul style="list-style-type: none"> Critical operations and utilities are to be identified as part of the risk assessment conducted during the preparation stage.
Remove all hazardous substances to a safe location.	<ul style="list-style-type: none"> These locations, as well as access routes, based on flood levels are to be defined during the preparation stage.

Remove portable machinery and equipment to higher levels (groundwater/river flood) or away from the building envelope (wind/rain).	<ul style="list-style-type: none"> • These locations, as well as access routes, based on flood levels are to be defined during the preparation stage.
Close sewer backflow prevention valves and plug drains and/or sewer lines to prevent sewage backup.	
Check and cover/plug sinks, toilets and drains to prevent backflow.	
Isolate any low-level electrical equipment, shut down machinery & equipment.	<ul style="list-style-type: none"> • Equipment which is not portable and cannot be removed must be protected from flood effects.



Recovery

The following are some of the suggested actions to be undertaken once the authorities or emergency services have declared conclusion of the flood event and the site may be safely accessed.

Action	Detail
Assess and document damages.	<ul style="list-style-type: none"> • Document (with photos) extent of damage. This will facilitate the claims process
Contact stakeholders and Managing Agent to update on situation.	
Initiate clean-up operations when safe to do so in your property.	<ul style="list-style-type: none"> • Site access only after instructions from authorities and with authorisation from Managing Agent. • Remove ruined, moisture-soaked objects from the affected buildings and away from the walls to facilitate the drying out process. Damaged material, which is also most likely to be contaminated, is to be disposed according to advice from either Managing Agent, Emergency Services or Local Authority- record this advice.
Have all utilities checked by qualified personnel before use.	<ul style="list-style-type: none"> • Power and other utilities to be restored only after inspection by qualified personnel to ensure employee safety upon resumption of operations and prevent equipment damage.
Inform insurance	<ul style="list-style-type: none"> • Provide photo documentation of damages as well as diary of events.
Conduct environmental controls.	<ul style="list-style-type: none"> • Be aware water could be contaminated. Use bottled water and PPE if handling flood water damaged property.

<p>Inform disaster recovery company if one has been contracted.</p>	
<p>Ensure Local Water Supplier is aware of the site damage.</p>	
<p>Inform electricity and gas supply company to restore services.</p>	

Guide to Damp & Condensation

Damp and mould in the home can be a health hazard, causing respiratory problems and exacerbating allergies. Making sure your home is free of mould and damp is not only important for your health but can also be your responsibility as a Tenant.

This quick guide explains how some everyday habits contribute to damp indoors and offers simple solutions to minimise and deal with small damp and mould issues.

How to prevent damp and mould



Leaks

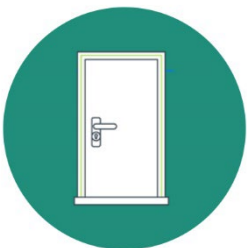
Keep an eye out for leaks. Leaky window frames, pipework, walls and doors are common sources of moisture. If you see a leak, you need to report it to us as soon as possible so we can deal with the problem. This will also stop the issue from turning into more serious problem and causing further damage to the property which you may be held responsible for. In the meantime, use a bucket or bowl to collect any drips and make sure to keep surfaces dry with a mop or towel.



Drying clothes

Don't dry clothes indoors. The vapour turns into moisture in the air gathering on walls, windows and other fabrics in the home and can be a mould risk.

Use a tumble drier or external clothes line. If this is simply not possible, dry clothes on a clothes airer in a well-ventilated room by opening a window or using a dehumidifier. Keep doors closed to these rooms.



Keep doors closed

Keep doors closed when showering/bathing or generating a lot of water vapour- such as boiling water. This also helps the efficiency and effectiveness of any extractor fans.



Use extractor fans

Ensure you use your extractor fans in the bathroom and cooker hood in the kitchen, always make sure it is running when you're having a shower, bath or boiling water. Check it is in working order regularly. You should also consider opening windows when bathing, showering or cooking to allow the moisture to escape.



Air property regularly

Open windows regularly to make sure your property is well-ventilated. Moisture is more likely to condense on to surfaces in cold weather. Use the trickle vent on the window to ensure ventilation whilst preserving heat.



Use a dehumidifier

Using a dehumidifier is a great way to take the moisture out of the air. You can buy an inexpensive one from a local hardware store or online. Disposable damp traps can be picked up relatively cheaply, but over time, you might find it more economical (and environmentally friendlier!) to use an electric dehumidifier.



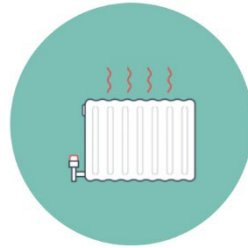
Grow moisture absorbing plants

Some plants can absorb moisture and pollution from the air and are a great addition to your damp prevention arsenal. Peace lilies, tillandsia, palms and ferns are all moisture absorbers — some ferns actually thrive in damper rooms such as kitchens and bathrooms, just make sure you also give them some indirect sunlight.



Not over-stuffing your property

Avoid pushing furniture against the wall, or overstuffing wardrobes as this can cause damp and mould to grow and spread. Check behind furniture regularly for signs of damp or mould developing.



Turn on your heating

Running your heating can avoid cold spots, dry out damp and lower the chances of getting mould.



How to clean small damp and mould spots

Damp commonly occurs in the bathroom, on exterior facing walls and around window and door frames. Keep an eye on these problem areas and clean the moisture and damp regularly to minimise your chances of getting black mould or mildew. If you do see mildew or mould forming, be sure to use gloves and a face mask before cleaning. Ventilate the room well when cleaning mould spots. When working with chemicals, you must always follow manufacturers' instructions. Dispose of any rags that you have used to clean mould after using. Most black mould spots can simply be wiped off with a damp cloth. Be sure to dry the affected area after and leave the room to ventilate. If there is a more ingrained mould problem, such as in a bathroom or exterior wall, follow these steps:

- Make a bleach solution with 1 part bleach to 3 parts water or as advised by the manufacturer.
- Use a stiff bristle brush to scrub the area.
- Clean off the area then dry it, then leave a window or door open to ventilate.

Any extensive mould issues or mould issues that cannot be resolved with the above advice should be reported to your Managing Agent so the cause can be fully investigated and we can protect your health and wellbeing in the interim.

Your Rental Property

We are delighted that you have chosen to rent a property from Khalbros Management. Please will you attend to the following details immediately after moving in:

- Check the inventory and inspect the property carefully. If there is anything that differs from the inventory report, you will need to report this within 14 working days to tenants@khalbros.co.uk. Anything that is not reported within 7 working days will be deemed to have occurred during your tenancy on final inspection.
- Contact the relevant utility companies to let them know that you have taken over the tenancy of the property and to set up an account. Your start meter readings should be recorded on your inventory report. If the inventory company has been unable to provide this for any reason then you are responsible for providing the utility company with the reading.

Setting up your utilities

- If you wish to change supplier you are free to do so. The details of your supplier can be provided by your Managing Agent or on the Inventory.
- If you have any queries on who last supplied gas in the apartment, you can use <https://www.findmysupplier.energy/>.
- If you have any queries on who last supplied electric in the apartment, you can use <https://www.northernpowergrid.com/electricity-supplier>

Pre-payment meters reset guide

- Although the Letting Agent or Property Agent should have advised you if the property is on a pre-payment meter, on occasion the Court may give the supplier permission to change the meter to a prepayment meter and we may not be notified. We suggest that:
 - Upon moving into your new property you check your electricity, gas and water meters to find out if they are pre-payment meters they will look slightly different as they will show a credit amount as well as reading.
 - With pre-payment meters you need to pay for your energy up-front using either a top up card or key or by using an app- like "topping up" a pay-as-you-go mobile phone.
 - It is important that you check if there is any debt on the meter when you arrive at the property, as this is the most likely cause for the electrics not to be working. Any current debt will be shown on the meter's screen. If you find that there is

outstanding debt showing you will need to follow the following procedure to re-set the meter; If there is credit on your meter and your electrics are working it is still important that you contact the supplier to notify them of your move in.

1. Locate your payment key/card and insert into the meter. If you do not have a key/card or if there is an 'error' showing, you can obtain new ones free of charge from your local PayPoint.
2. Find out who your energy supplier (guidance above)
3. Obtain a re-set code. Contact the supplier notifying them of your details, move-in date and the amount of debt on the meter and they will provide a re-set code, take note of this.
4. Load the re-set code onto the key/card. Take your payment key/card to your local PayPoint and quote the reset code (you can find your local PayPoint here <http://www.paypoint.co.uk/>).
5. Re-set the meter. Insert the key/card into the meter and leave until the meter is re-set.
6. Top-Up your meter. For the electric to work you will need to credit your meter, this can be done by taking your payment key/card back to the PayPoint and asking to top it up. You can then put the key/card back into the meter which will load the credit. It is important that you only top up AFTER resetting your meter.

It is important that you check the credit on your meter frequently to ensure it is topped up adequately. Most meters will allow the use of around £5 of emergency credit and will then stop the supply once exceeded, you are then responsible for any debt obtained on the meter

It is also your responsibility when vacating the property to ensure that any debt is cleared from the meter and that the electric supply is active.

Maintenance procedures

- Please report any maintenance issues via email to: tenants@khalbros.co.uk
- We are committed to delivering an efficient and caring maintenance service, but we must always triage maintenance issues, act in accordance with the tenancy agreement and with consent of the Landlord unless in an emergency situations.
- Emergencies: "Emergency" means where there is a risk to life, safety or health or risk of serious damage to the fabric of the premises. Both during office hours and out of hours, any emergency repairs should be reported via 0113 391 2818, Option '0'. If appropriate, always call 999 or other appropriate agencies (as listed below) before

calling Khalbros Management to ensure the promptest response time to your emergency.

Please be aware that calls to the emergency line during out of office hours and holiday periods could be chargeable for non-emergencies or incidents that would be out of the scope of Khalbros Management. The option '0' for emergencies is not available until after the message. Please be aware that call out charges are increased when out of office hours and during holiday periods.

Gas leak

- If you suspect a gas leak, you should call Northern Gas Emergency immediately on 0800 111 999.

Water Ingress

- If you have water entering your property from a public drain/sewer or burst main call Yorkshire Water on 0800 57 35 53, the situation can also be monitored and updated on the website.
- If an appliance or pipe is leaking within your property, please turn off the water at the stop tap and contact us immediately.
- If water is coming into the property through the roof, or through the ceiling or a light fitting, please call us immediately.

No water

- If you have low pressure or no water supply is lost, please check the situation with Yorkshire Water on 0800 57 35 53, the situation can also be monitored and updated on the website

Electrical supply & appliances

- Electrical supply & appliances: if any or all the electrics have failed, first check the fuse box of your apartment to see if there are any obvious faults. Do not interfere with the electrical supply.
- If the communal areas are also affected, please report the matter to Northern Power Grid 0800 375 675, the situation can also be monitored and updated on the website.
- Whilst we appreciate that the short term loss of heating, hot water or cooking facilities are inconvenient, they do not constitute an emergency repair.

Burglary or Break-In

- In the event of a burglary, you should first call the Police making a note of the log number and requesting a crime reference number. If the building is securable, please await further guidance from the Police. If the premises cannot be secured,

this would be considered an emergency. Please call us, or take the offer of the Police's emergency responders to ensure efficiency and safety.

Tenant responsibilities

While it is fair to expect that your landlord will deal with any of the above repairs promptly, in return we would expect our tenants to take responsibility for resolving day-to-day household problems wherever possible. It is the tenant's responsibility to attend to the following matters;

- Replacing light bulbs
- Replacing plug fuses
- Replacing Hoover bags and belt
- Blocked sinks & wastes
- Checking a filter on washing machines before reporting as not working
- Maintaining adequate ventilation, especially in the bathroom and kitchen
- Cleanliness to interior and exterior
- General day-to-day home maintenance
- Smoke alarm upkeep & battery replacement
- Gardens where applicable

Please note, that if you call out a contractor to a repair that comes into the above category, you will be liable for the charge.

Communal areas

Some meter cupboards are restricted due to the fire and health and safety strategy, please contact your Managing Agent for access.

Communal areas that are damaged can be reported Khalbros Management.

Safety

Rented properties must comply with Fire & Soft Furnishing Regulations in line with current legislation. Items of furniture, which are covered by this legislation are mattresses, headboards, sofas, armchairs and padded dining chairs. If you have any concerns about any of the furniture in your apartment, please let us know. The Landlord (and the landlord's Agent) will not be held responsible for any item of furniture that belongs to the tenant. Where applicable, our properties may have to undergo various formal servicing and inspections to ensure compliance with current Law. Although this may be inconvenient is essential.

Interim inspections

We will visit your property every 3 months during the tenancy to ensure compliance with the tenancy. This provides you with an opportunity to highlight any problems that may not have been reported and satisfies us that the property is well cared for. We will always give you notice of our visit in non-emergency situations, and you will be invited to be present if you wish.

Cleaning

- It is your responsibility to keep the property clean and tidy. If it is unsatisfactory when we carry out the inspection, we reserve the right to instruct cleaners. If this is necessary, we will give you 7 days' notice, and the cost of this cleaning will be your responsibility. Any repeat inspections will also be charged to you.
- You are also responsible for keeping floor coverings in good order. If you stand plants on the floor, or any other surface, please make sure that it is properly protected. Dealing with any stains or damage caused will be charged to you. Your obligations regarding cleanliness also apply to the outside areas, including bins and gardens.
- Where there is a pest problem that is shown to be because of lack of cleanliness, then you may be held responsible.

End of tenancy

- We will contact you in advance of the end of your fixed term to start discussions about your intentions to remain or leave. If you are not sure, we will endeavour to work with you until a decision is reached but please consider the contractual limits to your notice period.
- If you are vacating, we will begin to re-market the property, and will instruct a local agent to begin the remarketing. At this point we will need access to show prospective tenants around the property, we will provide the instructed agent with the lead tenants contact details. The instructed agent will confirm viewing appointments directly with the lead tenant, giving at least 24 hours' notice. If you decide you do want to stay during this period, we will be happy to renew your tenancy, unless a new tenant has been found and referenced.

End of tenancy procedure

If you are not renewing your tenancy agreement, the end of tenancy procedure is as follows:

- The property should be cleaned either professionally or to a high standard. If it is found not to be to the required standard at the final checkout, then professional cleaners will be instructed, and the charge will be deducted from your bond.

- Please make sure that all carpets are left in a clean condition. If there are any stains, which were not present at the start of your tenancy, we reserve the right to instruct a professional company to attend, similarly with upholstery. Again, the cost will be charged to your bond.
- Furniture should be left in the position it was in at the start of the tenancy and should not have any stains or damage. Any costs relating to damage to furniture will be charged to your bond.
- Contact all utilities companies to give final meter readings and request final bills. Remember to re-direct your mail.
- On the last day of the tenancy, we will carry out a final inspection (check out report). The checkout is done to evidence any bond deduction items the landlord intends to charge to you but also to protect you from deductions you are not liable for.
- All keys should be handed back to us on the final date of your tenancy by close of business (confirmation of returning key process will be provided when notice has acknowledged). If all keys are not returned, we reserve the right to carry out a lock change and charge this to your bond.

Tenant guidance notes for check-out and deposit return

If you have any rent arrears, please make sure these are paid immediately to ensure return of your bond. It is important that you report anything you are not satisfied with at the beginning of the tenancy, as otherwise it may be assumed that damage outside normal wear and tear is your financial responsibility.

Please note that we are unable to allow further access to the property once the keys have been returned.

To ensure quick and easy return of your deposit the following steps should be taken:

- The property should be thoroughly cleaned and left tidy throughout. This includes all appliances - ensuring the oven is cleaned thoroughly, including the internal racks and trays, the fridge/freezer is thoroughly defrosted and free of excess water (and left off and the door open), the washing machine powder drawer and any filters are cleaned out, extractor fans cleaned, and filters replaced or cleaned, kitchen units wiped out. Skirting boards, door frames & light fittings are dusted, finger marks are removed from light switches and any marks on paintwork removed and the windows cleaned inside and out. This list is just for guidance and is not exhaustive.
- All light bulbs in the property to be replaced if required (or a charge will be made for our contractor to source and replace. This will also include a call out charge).

- Any broken or damaged items from the inventory should be replaced with the same or as near match as possible. The portfolio manager would need to be made aware of this in advance of the tenancy end date.
- The garden, including lawns, borders, paths, driveways, patios and hedges should be left in a good tidy condition and all weeds removed. We can recommend gardeners to you should you prefer it is done professionally.
- Curtains and nets should be washed or dry cleaned as appropriate along with Venetian blinds.
- Ensure that carpets are as clean as you found them (the original cleanliness will be noted on the inventory you were sent). If there are any new stains or grubby areas the carpets MUST be professionally cleaned. It is a condition of your tenancy agreement that, if you have been at the property for 12 months or more, the carpets must be cleaned in any case. We can recommend carpet cleaners. If you arrange the carpet cleaning yourself, you must provide proof that this has taken place by a professional cleaner.
- If you have had authorised pets at the property, you will have signed additional clauses in your tenancy agreement obligating you to have the carpets professionally cleaned and treated specifically to eradicate the possibility of fleas. Please ensure that you obtain proof when having this done.
- Arrange final accounts for gas, electric, telephone, water rates and council tax but not to disconnect the gas, electric or water, just to take final readings and close accounts.
- You must arrange re-direction of your mail with the Post Office; we will not accept responsibility for any mail which arrives after you have vacated the premises. Tenants are at risk of falling prey to identity fraudsters by failing to change their details when they move house so please do this in good time.
- Ensure that all your personal belongings are removed from the premises, including cleaning materials prior to our inventory check, and handing back of the keys.
- To enable the return of your deposit please provide your forwarding address and bank details by returning the enclosed form.
- Please advise us if you have changed the alarm code (if applicable) during your tenancy or check with us that we have the correct alarm code when you hand in the keys.
- If your rent is paid by standing order, you must contact your bank and cancel it directly. We cannot do this for you.

Please ensure you read this Guide in conjunction with the following contained within your Essential Guidance Pack:

- **Fire Safety and Maintenance**
- **Fire Door Guidance**
- **Insurance Guidance**
- **Guide to Damp and Condensation**

- **Flood Emergency Plan**
- **PEEP Template**



Personal Emergency Evacuation Plan

Contact Details:

Name of Resident	<input type="text"/>
Full Address (Include Flat and Floor No)	<input type="text"/>
Contact Details	<input type="text"/>

Personal circumstances of the resident:

Have you received general fire safety information about your building?	<input type="text" value="Yes/No"/>
Do you know what to do in case of a fire?	<input type="text" value="Yes/No"/>
Do you have difficulty self-evacuating?	<input type="text" value="Yes/No"/>
Reason for this (e.g., mobility issues, cognitive impairment, etc.)	<input type="text"/>

Do you use any equipment or devices (e.g., evacuation chair, oxygen tank, etc.). If yes, what?

Description of the Personal Emergency Evacuation Plan. You should consider:

- *Agreed place of safety to evacuate to away from the building*
- *The safest route to get there*
- *Name of anyone willing and able to assist the resident in an emergency*
- *Name of any back-up person willing and able to assist the resident in an emergency*
- *List any specialist equipment*
- *Access by Fire and Rescue Service to flat (key code, breaking door down)*
- *What should NOT be attempted in the case of a rescue*

Plan has been tested on (if applicable)

This plan will be reviewed on

Do you agree for this information to be shared with the local Fire and Rescue Service

Yes/No

Date

Signature of Responsible Person

Signature of the Resident

Signature of any other party involved in completion of this plan