

Information & Advice

THE FOLLOWING INFORMATION CONTAINS USEFUL TELEPHONE NUMBERS AND CONTACTS AND INCLUDES IMPORTANT ADVICE ABOUT YOUR TENANCY

Electric

Please contact your electricity supplier as soon as you move in. You will need to provide a meter reading and billing details to your new supplier. Do not change the meter without prior consent from Evenbrook. **To avoid incorrect billing Evenbrook will also pass on your details to the utility providers.**

The following numbers are provided for your assistance:

Your current supplier is:

British Gas	0333 202 9802
EDF	0333 200 5100
Eon	0808 501 5200
Octopus	0203 542 7020
Scottish Power	0800 027 0072
SSE	0345 600 2006

You may wish to compare utility providers and if beneficial, switch to a better rate or different supplier

DONE

Water

You should also contact your water supplier to inform them of your billing details and tenancy start date. To avoid incorrect billing Evenbrook will also pass on your details to the utility providers.

Severn Trent Water 0345 7500 500
www.stwater.co.uk

DONE

Council Tax

You must register with your local Council Tax Office. To avoid incorrect billing Evenbrook will also pass on your details to the Council tax office.

Birmingham City Council 0121 303 1113
www.birmingham.gov.uk/changeincircs

DONE

Insurance

Evenbrook strongly recommends that you take out personal contents insurance to compensate for losses or accidental damage.

DONE

1. For future reference please use the following email addresses:

maintenance@evenbrook.co.uk for property maintenance issues
rent@evenbrook.co.uk for rent and heat payment matters
customerservices@evenbrook.co.uk for non-rent & non-maintenance tenancy related matters eg. notices etc

The contact number for out of hours EMERGENCY maintenance is available on the evenbrook website – www.evenbrook.co.uk

2. You must not arrange for the electricity meter to be changed to a top up meter.

3. For information, the cold water supply to your property can be shut off by using the stop tap which is a 'T' shaped handle and in most cases is situated below the hot water cylinder but may be in the bathroom behind W.C. It is important to familiarise yourself with the location so that in the event of a leak you will be able to stop the supply.

4. **Please take care not to block the sinks. DO NOT use CAUSTIC SODA or other HARSH DETERGENTS** to unblock sinks or drains, this can damage the pipes. If you do have a blockage, email maintenance@evenbrook.co.uk. You may be charged if the blockage is something you have caused.

5. **Clothes should not be draped over the central heating radiators/vents or hung visibly** to dry in the balcony areas. Please manage the level of condensation by adequately heating & ventilating your property to avoid mould forming. Open the windows for short periods to ventilate rooms and wipe down surfaces.

6. Due to our properties being in large development, **no animals allowed.**

7. Refuse:

- a. The blocks have refuse chutes. Please ensure large objects are not placed in these chutes as this may cause blockages. **Under no circumstances should rubbish be left on the landings or by the refuse chutes.** Bin stores are located at the bottom of each stairwell, larger items of refuse should be taken to these areas.
- b. Larger items such as household goods should not be dumped on site, your local council may arrange to collect a limited number of items from your property each year. Tel. 0121-303-9944 or visit www.birmingham.gov.uk (£35/collection or £33 if booked online)

8. Cars must not be parked in pedestrian or grassed areas at any time.

- a. Large commercial vehicles, vans and caravanettes etc. must not be parked anywhere on site.
- b. All vehicles using the car parks on site must be correctly taxed and licensed. Any vehicle not correctly taxed and licensed is likely to be removed.

9. **Externally fixed satellite dishes are not permitted** on any of the properties, Cable TV is available at all sites.

10. We ask you to consider the close proximity of your neighbours and therefore, excessive noise levels (including the playing of loud music) will not be tolerated.

11. Rent is payable by Standing Order, in advance on **the first day of each month.** Please set up payments with your bank, contact us for bank details and reference.

12. Please ensure that you update us with any **changes to your contact details**.
13. Should you receive any post at the property addressed to Evenbrook please forward to the address below. Post for previous occupants should be returned to sender.
14. **You must not move anyone, not listed on the tenancy, into the property without the prior agreement of Evenbrook.**
15. In accordance with the tenancy contract **you should not undertake any works to the Property whatsoever**. Asbestos was commonly used in the construction of properties in this country for a long time until 2000. As a result, many properties built before 2000 may have asbestos present. Asbestos does not produce any risk provided that it is left undisturbed.
16. Under the terms of your Tenancy Agreement it is necessary for you to hand the property back in good order. You will need to give written notice to vacate your property as per your Tenancy Agreement. We don't generally take reference from previous landlords during the application process and we don't provide references to referencing agencies/agents/landlords at the end of the tenancy. A rent statement can be made available to you on request.
17. A copy of our complaint procedure is available on our website.

Evenbrook is a member of the British Property Federation.

Any correspondence in writing must be posted to the following address:

**Evenbrook Limited
4th Floor, Brecon House
Browns Green
Birmingham
B20 1FE**

Opening hours: Monday-Friday 9am-5.30pm customerservices@evenbrook.co.uk

