

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	0800 048 0202
EDF Energy	0800 056 5927
Eon	0345 303 3020
Npower	0800 073 3000
Scottish Power	0800 027 0072
SSE	0345 026 2658

The following websites can be used to search for the best tariffs on the market:

www.uswitch.com

www.moneysavingexpert.com/cheapenergyclub

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. We have a dedicated maintenance service and all maintenance problems should be reported to our team. Please contact by telephone 0121 507 0657, email maintenance@evenbrook.co.uk or by letter Evenbrook Limited, 4th Floor, Brecon House, Browns Green, Birmingham, B20 1FE. **The contact number for out of hours EMERGENCY maintenance is available on the evenbrook website – www.evenbrook.co.uk**
2. 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.

IMPORTANT- SANDWELL COURT

When turning the supply on again, turn on water stopcock and make sure water flows through the pipes and **fills** the cylinder tank *before turning on the immersion heater*. If the cylinder is not full the immersion heater could burn out.

3. Please **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, call our maintenance department on 0121 507 0657.
4. Clothes should not be draped over the central heating radiators/vents or hung visibly **to dry in the balcony areas**.
5. Sorry, no pets allowed in the property
6. **BROWNS GREEN AND SANDWELL COURT**
 - a. These two sites are provided with 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 (£25/collection or £23 if booked on line)
 - c. The nearest Household Recycling Centre (Council Tip) is Holford Drive, Perry Barr, B42 2TU.
7. **Cars must not be parked in pedestrian or grassed areas at any time.**
 - a. 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.
8. Externally fixed satellite dishes are not permitted on any of the properties, communal satellite facilities are available. For more information please contact Digital Direct on 0800 311 8478 or by visiting ddaerials.com. Cable TV is available at all sites.
9. 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.

10. 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.
11. Please ensure that you update us with any changes to your contact details.
12. Should you receive any post at the property addressed to Evenbrook please forward to the address below.
13. You must not move anyone, not listed on the tenancy, into the property without the prior agreement of Evenbrook.
14. 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.
15. 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.
16. A copy of our complaints procedure is available on our website.

I have received a copy of this information and should I have any points to raise, I agree to do so within 24 hours of completion.

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

Telephone No: 0121 507 0657
customerservices@evenbrook.co.uk

Signed Date.....

Name

Property

