



Welcome to your new home

www.lamptonhomes.co.uk



Lampton Homes

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About Us

Lampton Homes are a landlord that own a vast portfolio of properties, our portfolio consists of 600 homes, and we are looking to expand on this. We want to deliver high quality homes and hope to support you with your tenancy.

Payment of Rent

Your rent frequency and due date will be within your tenancy agreement, so please do refer to this. We ask for you to set up a standing order mandate to ensure no missed/late payments.

Sort Code: 60 -11-18

Account: 27622134

Bank Name: Natwest Bank

Account Name: Lampton Investment 360 Limited

Reference: Please use your unique tenancy reference number this will be sent to you via email by our tenancy coordinator.





Reporting Repairs

Reporting a Repair

The way to report a repair is to contact us on **020 8129 7295**. You can reach us on working days between 9am and 5pm.

Please provide as many details as possible about the issue. If needed, our call centre will do a video call to help diagnose the issue. Our repairs team will raise the required repair and our repairs contractor Lampton Services will reach out to schedule the appointment.

We have a web-portal currently under development.

Reporting Emergency Repairs

If you have an urgent issue in your home that requires an emergency appointment, please contact us on:

- **020 8129 7295** on working days between 9am and 4pm
- **020 8129 7296** outside the above hours (this number will only be able to support with emergency repairs).

Examples of emergencies include water leaks, gas leaks (inside your home), dangerous electrical faults or anything that presents an immediate danger.



Utilities

Your property will be fitted with gas, electricity, and water meters (where applicable). The location of these will be provided to you within your inventory report and our Lettings Coordinator or your Lettings Agent will also run through these during the viewing.

Please ensure to set this up as soon as occupation begins, this will ensure accurate billing. To do this please contact the provider you would like to use and set up an account in your own name, the current provider will be octopus, should you require further information on the account. If you are unsure of your provider please contact us.

Heating and Hot Water

Heating and hot water are supplied by a gas /electric system within your home. The location of your heating system will be provided in the inventory report as well as during the viewing. If you are having an issue with the above, please contact our repairs team. If your property has a district heating system this will be noted in your inventory report, our team will contact you with the charges associated with this.



Kitchen and Bathroom Appliances

If not supplied with your home when you move in, you will find spaces for your own cooker, fridge and dish washer. Each space will have its own dedicated electrical and/or water supply to it. When you plug in your items remember to switch on the fused spur marked for that appliance, located on the wall above your countertop.

General Care – As your worktops are laminate, please avoid placing anything hot directly on the surface as this may burn and blister the worktop. Use a proprietary stand or equipment. Mop up any spilled liquids immediately, as they can seep through any gaps and cause serious damage to the worktops and units below if not dealt with straight away.

Smoke and Carbon Monoxide Detectors

The location of your smoke and carbon monoxide detectors can be found in your inventory report. Smoke detectors can be mains or battery powered. They should be checked on a monthly basis; this can be done by pressing the test button on each detector. If it beeps, it is working correctly.

Carbon monoxide is a colourless and odourless gas that can be given off if substances like gas or solid fuels are not burnt properly in a faulty boiler or in an open fireplace. Carbon monoxide is poisonous so this needs to be detected as soon as possible if it is emitted. Carbon monoxide detectors are checked yearly when annual Gas Safety checks are carried out by qualified engineers, if you have any concerns about the Carbon monoxide or Smoke detectors, please contact Lampton Homes on homes@lamptongroup.co.uk or **020 8129 7295**.

If the detector beeps constantly, the battery may need to be replaced. Please note this is your responsibility.

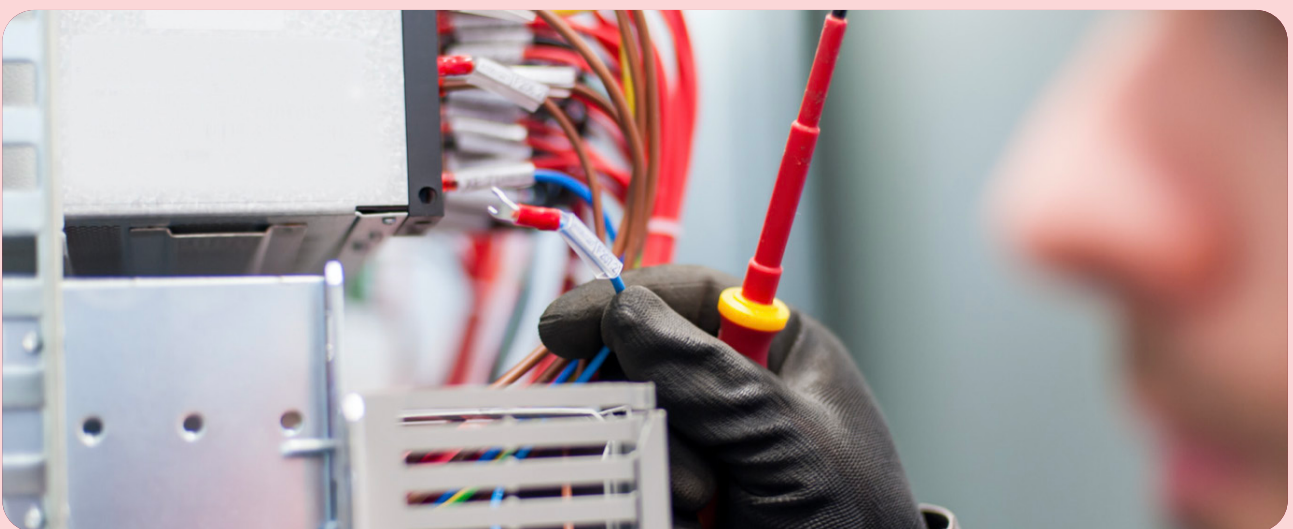
Electrical Safety

All Lampton Homes residential properties have mains electrics installed and are subject to a periodic (normally 5 yearly) Electrical Installation Condition Report (EICR) that will be carried out by a qualified electrician on behalf of Lampton Homes. This is intended to assess the condition of the electrical system within the property, not the electrical appliances. If electrical fittings etc, need repair or updating, these may be dealt with at the time of the test or on a return visit by the Engineer. If you are contacted by Lampton Homes to have an electrical test you must allow access for this essential test.

You must not alter, add or change the electrical system within your property without written permission from Lampton Homes and any works must be carried out by a suitably qualified Engineer.

- Do not, overload sockets
- Use damaged appliances
- Change existing electrical systems
- Use sockets that show signs of burning or heat

If you are concerned about the condition of your electrical system, you must report this without delay.





Gas

If a Gas supply is installed in your home, it will be required to be inspected by a qualified (currently GasSafe) registered Engineer every year. Lampton Homes will make arrangements for this to take place. You must provide access to your home for this essential and legally required safety check.

You will receive an up-to-date Gas Safety Certificate within 28 days of a satisfactory inspection.

You must not tamper with installed Gas pipes and fittings, and you must seek permission for Lampton Homes if you plan works that could interfere with existing gas installations. The gas check is a safety requirement, and allowing access for the inspection is a condition of your tenancy agreement.

Any work on Gas installations MUST be carried out by a Gas Safe registered Engineer.

If you smell Gas and/or believe that there may be a Gas leak, it must be reported immediately as an Emergency on **0800 111 999** (24/7). This must also be reported to Lampton Homes.



Asbestos

Please be aware that certain properties may contain materials containing asbestos. Asbestos containing materials were commonly used in properties built before the year 2000 and can be found in items such as boarding, floor tiles, Artex, and pipework etc and particularly where insulation or fire resistance is needed. It can also be found outside in outbuilding roofs, drainpipes and guttering etc in the form of asbestos cement.

If undisturbed and in good condition asbestos containing materials are not a health risk. However, long-term exposure to damaged asbestos can cause ill health, including serious respiratory conditions.

If you plan to carry out any work in your home, you should seek permission from Lampton Homes, who will advise you how to proceed safely before any work starts.

If you have any concerns about the condition of materials in your home, please contact us for advice.



Fire Safety in Your Home

Your safety is very important to us. To help reduce the risk of fires and keep you safe while living here, please follow these simple guidelines:

- Stay focused when cooking. Avoid distractions to prevent accidents.
- Keep flammable items away from the cooker, hobs, and any open fires.
- Do not leave electrical appliances switched on overnight.
- Never leave naked flames unattended, especially overnight or near soft furnishings.
- Test your smoke detector every month to ensure it's working properly. If the battery is low, please replace it promptly.
- Gently clean around the smoke detector using a vacuum cleaner to keep it free from dust and debris.
- Do not have barbeques, firepits or other open fires on balconies or close to buildings.
- Make sure all smoking material is extinguished before going to bed, avoid smoking in bed.
- Make sure escape routes are kept clear to use in the event of an emergency, don't block doors or store items in the communal areas.

Fire Door

Do not tamper with fire doors: Never remove or damage the fire-resistant seals, automatic closers, or other fire door components. Likewise, don't fit anything to your door that requires drilling into or through the door leaf or frame, such as a cat flap, as this could impact how well your door protects you in the event of a fire.

Report any damage: If you notice a fire door that's been damaged, is not closing properly, or looks worn out, report it immediately.

Keep fire doors closed: Fire doors are only effective when they are closed. Never prop them open, especially in corridors and stairwells.

By following these tips and staying alert, you can help make your home a safer place for everyone.

Damp and Mould

Mould needs a moist environment to grow. Sources of moisture can include leaks, high humidity, condensation, or flooding. With its source of moisture, mould could potentially spread within the property's walls, ceilings, bathroom tiles, carpet, and furniture.

How to prevent damp and mould?

Poor ventilation can lead to build up of moisture indoors encouraging damp and mould growth, ensuring good ventilation, especially in the bathrooms, kitchen, and basement (if applicable), could keep mould at bay.

- Leave the extractor fan on when cooking or when taking a shower or bath.
- When cooking or taking a shower, close the doors to the other rooms.
- Try to hang your washing outside. We understand this isn't always possible with London weather, so when drying inside ensure to leave a window open to keep fresh air circulation. Use a dehumidifier. There can be purchased online.
- Try to leave a gap between the walls and furniture.

Legionella Water Safety

The location of your water stop cock will be addressed to you in the viewing.

Legionella (Legionnaires diseases) is a bacterial disease that can be contracted by inhaling water vapour where bacteria has been allowed to grow at certain temperatures. It can affect the lungs and produces flu-like symptoms.

To reduce the risk of legionnaires disease, we recommend the following steps be taken. For most domestic hot and cold-water systems, temperature is the most reliable way to avoid the risk of legionella. Hot water cylinder should be kept at 60c and above, hot water coming from the tap should feel hot without being scalding. Cold water tanks should remain sealed to ensure debris does not pollute the water. If a shower has not been used for more than a week, it should be run for a few minutes before using it. Shower heads should be de-scaled periodically to remove calcium build up.

If you are concerned about the above, please contact us immediately to discuss!



Refuse and Recycling

Bins are provided either in front of the property or to the side, it may be that you have a communal waste and recycling located within the communal area of the block.

Please use the correct bin for your rubbish. Also please ensure that the lid to the bin closes and do not stack rubbish in front of the bins, contractors may refuse to empty the bins. Any other items such as old furniture, mattresses, fridges etc. should be taken to the local refuse recycling centre. If you are unable to take your items, you can contact London Borough of Hounslow who operate a bulky waste collection.



Subletting

Your tenancy is between you and your landlord, it is strictly forbidden for any of the part of the property to be sublet. If this, is brought to our attention, you can lose your tenancy as this will be a breach of your agreement.



Your Responsibilities

Keep the interior of your property clean and in working condition, maintaining the property as in your inventory report. (We are considerate to general wear and tear of the property).

Report any faults and maintenance issues to our repairs team as soon as possible.

Ensure that the property is ventilated, with special care for bathroom and kitchen spaces.

Regularly check and replace smoke and carbon monoxide detector batteries.

Be respectful of other residents in and around the property.

Ensure you inform us, if you are due to leave the property unoccupied for over two weeks.

Ensure you notify us of any financial challenges that may hinder your rental payments.

Maintain outside spaces.

Not to keep pets unless permission is sought, sometimes permission may need be sought from block management.



Compliments, Complaints and Suggestions

It's important to get in contact if you have any compliments, complaints, and suggestions as we use information from them to help us optimise our services. If you have feedback about something that went well or something that did not go well, please tell us.

We aim to handle complaints in a prompt, fair and transparent manner. We want to work with our customers to resolve a complaint as soon as possible.

For compliments, complaints and suggestions you can:

- email your feedback to residents@lamptongroup.co.uk
- contact us on 020 8129 7295
- tell us in person

When you contact us, please tell us:

- your full name, address, and contact number(s)
- what happened, when it happened and how it affected you
- what you think we should do as organisation going forward

Contact Us

We are here to assist you with your tenancy, this manual will provide you with general information on your responsibilities as a tenant. If you need any further assistance or have any questions, please do not hesitate to contact us.

Phone number: 020 8129 7295 (Within working hours)

Phone number: 020 8129 7296 (Outside of working hours)

Email: residents@lamptongroup.co.uk



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