

Welcome to AM-PM Leasing Aberdeen

AM-PM Leasing welcomes you to your new home. We hope that you will enjoy living here and that your experience with AM-PM Leasing is easy and stress-free.

Communication

The office is open from 9:30 AM to 5:30 PM on Monday and 9:00 AM to 5:30 PM Tuesday to Friday.

For all urgent Maintenance issues relating to your apartment please contact us on 01224 59555

Maintenance emergencies include the following:

1. Broken/unusable toilet
2. Both the oven and grill not working
3. Security of the property compromised (note that tenants should replace broken windows at their own cost by phoning a glazier)
4. No running water
5. Water leaks/floods
6. No hot water or heating for 24 hours +
7. Electrical faults
8. Sewerage blocks/floods
9. Other emergency issues that require immediate attention to ensure the property is habitable or that would cause further damage to the property.

For all non-urgent Maintenance issues we ask that you email us at contactus@amandpm.co.uk

In addition:

- We will endeavour to respond to all phone messages and emails by the next business day
- We will endeavour to respond to all mail within three business days of receipt
- We will provide all written correspondence in English, and explain any terms, conditions or industry jargon in plain, easy to understand English
- We will provide you with copies of all documentation that has your signature on it, and any other documents you may require

Professionalism

- We will provide you with the highest possible standards of honesty, integrity and professional practice
- We will, with your assistance, keep your personal information accurate and up to date, and we will correct any errors you bring to our attention
- We value the personal information you provide to us and will take all reasonable steps to prevent unauthorized access to this information
- We will not provide your personal information to any other organisation for marketing purposes without your written authorisation

AM-PM LEASING responsibilities:

- Provide and maintain the premises in reasonable condition
- Allow the tenant quiet enjoyment of the premises
- Comply with all building, health and safety standards that apply to the premises
- Not seize the tenants goods for any reason
- Inform the tenant if the property is put on the market for sale
- Not interfere with the supply of services (power, water, gas etc.)

Tenants responsibilities,-

- Pay the rent on time on the agreed date of every month
- Keep the property clean and tidy, free of rubbish, bottles etc
- Notify AM-PM Leasing as soon as any repairs are needed
- Note that you may not withhold rent if you cannot get repairs effected – If you were to have an issue Regarding repairs please contact us on 01224 595 555
- Use the property primarily for residential services
- Not damage or allow guests to damage the property
- Inform AM-PM Leasing of any damage as soon as possible
- Not to disturb the neighbours or other tenants
- Not alter the property without prior written consent of the landlord
- Not use the property for any unlawful purpose
- Pay all charges for electricity, gas and water (where applicable) and all telephone and toll charges incurred during the tenancy
- Replace all light bulbs and switchboard fuses in the premises as they wear out, are broken or become unusable
- Replace all window panes, mirrors and light shades at the premises if they are broken or become unusable (excepting fair wear and tear) with others of at least the same quality as at the beginning of the tenancy
- Pay contractors call out fees if arrangements have been made to enter the premises are not adhered to
- Not exceed maximum number of occupants
- The tenants will not paint, drive nails or screws into, or affix any kind of adhesive tape to, or in any way deface the walls, ceilings, floors, wood or iron work, or the owners fittings and fixtures
- Lawns, where required, should be mowed regularly and gardens kept tidy – all waste and clippings are to be removed from the property
- The tenant shall keep drains, sink wastes, and shower wastes clean, clear and in good order, and will not pour oil or fat down the sink waste
- The tenants shall keep the premises free of pests and vermin, and if any pests enter the property during the tenancy, shall pay for fumigation or removal
- The tenant agrees to keep the premises well ventilated at all practical times to prevent the build-up of mould and/or mildew

Routine property inspections are primarily to ensure the owners property is being maintained to the standard expected by the owner.

The initial property inspection will be completed approximately 12 weeks after the start of the tenancy and every three months thereafter.

AM-PM Leasing will send you a letter/email advising you of the date of the inspection and a minimum of 48 hours' notice is provided.

The property inspector does not require you to attend the inspection, but you are most welcome to be there if You wish to be. It is unlikely that the day of the inspection can be changed, unless there are extenuating circumstances.

These inspections will help the property manager:

- Check that the properties is being well cared for and kept clean and tidy, and if necessary issue any 10 day notices for breaches of the tenancy agreement. Any such letter will outline the breach and give 10 days for the tenant to rectify the issue.

Property Maintenance

AM-PM Leasing prefers all non-urgent maintenance requests to be emailed to your Property Manager. contactus@amandp.co.uk

You will need to include the following information:

1. Property Address
2. Maintenance problem
3. Description of the issue and the effect it is having on the property and on you as tenants
4. Best contact for access
5. If possible photos of the issue

Insurance

The property owners insurance does not cover tenant's belongings or liability. For this reason and to protect your assets, we strongly recommend that all tenants have their own contents and indemnity insurance. These policies generally cover third party damage, which you may cause to the owners property.

As an example, in the event of a fire caused carelessly or deliberately by the tenant or their guests, the owner's insurer may take action to recover the costs for the damage, from the tenant(s).

The owner is only responsible for insuring the house and the owner's property in the house.

Rent Arrears

AM-PM Leasing have a zero rent arrears policy which we strictly implement and action with all tenants. Many of our landlords have Mortgages and other associated costs relating to the property. We must be able to inform them at the first instance to allow him to make alternative provisions.

All late payments of over 3 days will incur a £35.00 late payment charge.

If you are experiencing difficulties in paying your rent for any reason please contact us immediately. Call AM-PM 01224 595555 or email andrew@amandpm.co.uk

Condensation And Mildew

Condensation is a major property maintenance issue for two key reasons:

1. It can accelerate damage to a property
2. It can have detrimental effects on the health of occupants

Many homes have condensation and mould issues due to the cold winter temperatures and high moisture levels.

The following information is provided by the local council website:

Keeping Condensation and Mildew at Bay Condensation and mildew in homes are mainly winter problems but they can occur all year round in some situations. The purpose of this information is to provide some simple guidelines to minimise the moisture burden inside your home, therefore reducing the level of condensation and mildew.

Condensation occurs when the air becomes saturated with water vapour to the point where it cannot hold any further moisture, i.e. high moisture burden. In areas where there is a temperature difference between two surfaces, such as with windows, some of the moisture will condense on to the colder surface. Condensation can leave water stains and if persistent, can lead to mildew growth and will help rot set in.

Mildew and other fungal growths grow from spores that abound everywhere. Mildew needs moisture in order to grow so the more persistently damp a situation the more likely mildew will grow.

How can you reduce the level of Condensation? There are two ways to reduce the level of condensation in your home - by heating and ventilation. Heating will raise the air temperature and allow the air to hold more moisture, ventilation then removes the moisture to the outside.

Condensation: Tips to Remember:

- Keep the house warm, generally 5-7°C warmer than the outside is recommended. A little heat constantly throughout the day is more effective than a lot of heat in the evenings.
- Space heaters, open fires or electric heaters and heat pumps are best to provide warmth. Gas or oil heaters give off moisture as they provide heat, thereby contributing to the air moisture burden
- It is better to have many windows slightly open for long periods than a few wide open for short bursts, as this prevents the home from losing too much heat as well as providing a more constant level of ventilation.

However, there are times when opening windows wide helps to remove large quantities of moisture rapidly, the most obvious times being during cooking or using a shower or bath

- Keep doors closed when using the bathroom or kitchen to prevent the steam spreading through your home. Extract fans over a shower or stove for example, will also assist to remove air moisture from the room but do ensure it is ducted outside, not into the ceiling or wall cavities. If you have a clothes drier, ensure it is also ducted to the outside
- Use heavy curtains that cover the windows completely so they 'seal off' the cooler surface from the warmer air
- Wipe any moisture off glass or cold surfaces when condensation has occurred
- Avoid hanging wet clothes indoors to dry out.
- Limit the number and size of houseplants as the plants themselves, along with watering, can add to the level of moisture in the air
- Provide ventilation to wardrobes by such means as louver doors or cupboard heaters.

The use of dehumidifiers in particularly cold and damp areas is recommended. Dehumidifiers can remove up to 5 litres of water per day – imagine the ongoing effect of that water being retained by your furniture, blankets, and the house itself.

Dealing with Mildew:

Mildew can usually be washed out of clothing and curtains; however, if this is not done in time, it can leave permanent stains.

For mildew growing on walls and ceilings, clean the area down with a damp cloth and household bleach. 1 part bleach to 4 parts water is recommended. Use a test- patch to make sure the bleach does not affect the paint or wallpaper colour. If the colour is damaged, try a fungicide solution, which you can purchase from most paint or hardware shops.

When the mildew has been removed, ensure it does not recur by keeping your home warm throughout and moderately ventilated.

So remember to prevent condensation and mildew, it's a bit like real estate, the golden rule is "Ventilation, ventilation, ventilation"

If you have major concerns regarding condensation and mildew and these tips have not helped the situation, please contact your property manager.