

arden

PROPERTY MANAGEMENT

Tenant Information A-Z

Arden Property Management
43 Morningside Road, Edinburgh, EH10 4DR
0131 516 8159 | info@ardenpm.co.uk

Opening Hours

Mon-Wed	8am-5:30pm
Thursday	10am-5:30pm
Friday	8am-5pm
Saturday	10am-4pm

Contents

Alarms.....	4
Change of Tenant.....	4
Complaints Procedure.....	4
Compliance.....	4
Council Tax.....	4
Debt Recovery.....	4
Decoration.....	4
Deposit Return.....	5
Emergency Telephone Number.....	5
First Tier Tribunal.....	5
Fees.....	6
Fire / Smoke Detection.....	6
Garden.....	6
GDPR.....	6
HMO Licenced Properties.....	6
Holidays.....	6
Instruction Manuals.....	6
Insurance.....	6
Inventory.....	7
Joint and Several Liability.....	7
Keys.....	7
Lead Tenant.....	7
Lease: Your contract, tenancy agreement.....	7
Letting Agent Code of Practice.....	7
Maintenance.....	8
Mice and other Vermin.....	8
Move Out.....	8
Neighbours.....	8
Noise and Nuisance.....	8
Notice.....	8
Property Visits.....	9
Renewal.....	9
Rent.....	9
Repairs.....	9
Rubbish / Uplift.....	10
Smoking Policy.....	10
Stair Cleaning.....	10
Telephone/Television/Internet (Cable & Satellite).....	10
Utilities.....	11
Ventilation, Condensation & Mould.....	11
Viewings.....	11
Window Cleaning.....	11
Guidance on Legionnaires' Disease for Tenants.....	12
Arden Directory.....	13

Alarms

Some properties are fitted with Burglar Alarms. The codes for these will be provided. If you decide to change the Alarm Code during your tenancy, please let us know the new code by calling the office on 0131 516 8159 and also adding it on to your inventory. If you fail to inform us of the new code and an engineer is required to attend you may be charged for this call out. Please note that we will not access your property without your permission or without providing the required notice.

Change of Tenant

Once you have entered into a tenancy agreement, you are bound by terms and conditions until the last day of the lease. We cannot allow a change of tenancy during the period of the lease as all contracts are joint and severally liable.

Check-out

Once notice has been given we will write to you with confirmation and to advise the amount due for your final rental payment. You will also receive a check list of essentials to be completed in order to return the property to us in the best possible condition. At check-out we will go through the inventory, take meter reads and detail any areas we have of concern. Please ensure that the property is completely ready and the keys are handed back to our office by 12 noon on your lease end date.

Complaints Procedure

A copy of our complaints procedure is available on request.

Compliance

There are a number of safety requirements which a let property must comply with in Scotland. It is therefore absolutely vital that access be granted to allow these checks to be carried out and certificates renewed before they expire.

Council Tax

All tenants are responsible for the payment of Council Tax at their rented property. If you are a student you must ensure that you organise an exemption with the Council directly. We will inform the Council of the tenant details after check-in and check-out to ensure you are not charged beyond the period of your tenancy. If you have any queries regarding your Council Tax then please contact your local authority directly.

Debt Recovery

Arden Property Management may use the services of a debt collection agency to recover any outstanding amounts during or at the end of a tenancy, which includes rent arrears, tenant fees, outstanding contractor expenses and the cost of any remedial works to a property not covered by deposit. Tenants should be aware that all debts are passed to this company and that the debt will affect your credit rating once it is in their hands. In addition the debt collection agency will add a recovery charge onto the initial amount which is charged at a percentage of the original debt.

Decoration

You are not permitted to carry out any alterations or redecoration at the property without the Landlord's permission. Should you wish to make any changes to the property, you must inform us in writing and wait until permission is given before any work commences. If you do carry out alterations or redecoration without permission you will be charged for any costs associated with returning the property to its original state.

Deposit

We require a deposit for every tenancy, which may vary depending on individual tenant circumstance and instruction from the Landlord. Your deposit will be transferred to Safe Deposits Scotland once your tenancy has begun. They will hold the deposit until you have vacated and will administer the release. Safe Deposits Scotland have asked that you use your own personal email address and not a university email address.

Deposit Return

Your deposit is refundable only after you have vacated the property and when your lease has come to an end. If you move out before your lease end date you are still liable for the rent and the deposit cannot be returned until the end date. We make every effort to request the deposit return within seven working days where there is no dispute, however if there are deductions for works this can delay the refund as we then need to wait for invoices from contractors to come in. Deposits will not be requested for refund until we have forwarding addresses for all tenants.

Deductions will be made from your deposit to cover rent arrears, breakages, rubbish removal, repairs, cleaning, damage caused to fixtures and fittings, non-returned keys (leading to lock changes) and replacement items from the inventory. We will inform you of these deductions before making a submission to the deposit scheme where your deposit is held. The scheme will then refund the deposit as agreed via a bank transfer, therefore it is very important that you ensure that you have given them up to date details. If there are deductions we must wait until invoices come in from contractors before we can ask for the deposit to be refunded and this can slow the process down.

To make sure you get as much of your deposit back as possible you should:

- Ensure your rent is paid up to date as any arrears will be taken from your deposit
- Attend to all cleaning required
- Ensure all items listed on the inventory are present, in good condition and in the original location otherwise you will be charged

Emergency Telephone Number

This is for HMO properties only. Please text 07789 140 288 but please be aware this service for genuine emergencies only and the person manning the phone may not respond immediately and will not have access to keys for your property.

Edinburgh Council operates a 24 hour line for any issues relating to nuisance neighbours, noise disturbance or problems in the street. **0131 200 2000.**

Appliance and heating breakdowns are not regarded as emergencies

Non urgent repairs reported as an emergency will result in call handling costs being charged to the tenant.

Transco – Gas Emergency	0800 111 999
Electricity Emergency	0845 270 9101
Scottish Water	0845 600 8855
Plumbing – Celsius	07397205821
Locksmith – Rec Circle Locks	0131 510 3887

First Tier Tribunal

As part of the changes in legislation which came into force in 2017, all housing matters are now heard at The First Tier Tribunal. The Tribunal will deal with complaints, evictions, recovery of rent and all other issues which used to be heard in the Sherriff Court. This service is free to all users and more information can be found at <https://www.housingandpropertychamber.scot/>

Fees

Below are a list of fees and charges payable in certain circumstance:

- Late rent charge £30 on each and every occasion
- Interest may be payable on late/outstanding rent
- Alterations to tenancy agreement £100
- Failure to set up a single standing order for rent payment £20
- Failure to pay rent using standing order £20

All Fees Inc. VAT

Fire / Smoke Detection

It is your responsibility to check all smoke detectors and carbon monoxide detectors, where applicable, on a weekly basis and change batteries when required. Do not disable alarms or leave them without batteries. If the property is a House in Multiple Occupation (HMO), tenants must also keep a record of these checks and a log sheet is provided in the property. Please contact your property manager if you require a new log sheet.

Garden

If you live in a house, main door flat or ground flat, there may be a garden that you are responsible for maintaining, either yourselves, or through a maintenance company. Please note that even if the garden is not directly attached to your property, there may still be an obligation for you to pay a part share of its upkeep or take your turn with general maintenance (i.e. a communal garden in a tenement). Failure to do so may mean that there will be a charge taken from your deposit to bring the garden up to standard.

Gas Leak - What do you do if you smell gas in your property?

Turn Off the Supply to The Gas Meter – Open All Windows and Doors to Ventilate – Get Out – Call the National Gas Emergency Service on 0800 111 999 – They will provide Further Instructions.

Do not use any electrical equipment until you have been informed it is safe to do so.

GDPR

Every care is taken to ensure that any sensitive data which we hold is stored and used correctly. We do not pass on your details to any third parties unless it is in relation to the property of which you are a tenant, for example utility companies or contractors. We are registered with the Information Commission and a copy of our Privacy Policy is available on request.

HMO Licenced Properties

As part of the requirements of the Council these properties will be visited by their officials to ensure that standards are being adhered to, in addition to our routine quarterly visit. It is the tenant's responsibility to ensure that they maintain the safety regulations within the property and incidents where door closers are disconnected or fire extinguishers are unnecessarily discharged will not only be chargeable to the tenant but notice may be served. Neighbour complaints must also be taken very seriously and in circumstances where we receive a second complaint about noise we reserve the right to serve notice.

Holidays

If the property will be completely unoccupied for more than 14 days at any one time, you must let us know in writing. This may affect the landlord's house insurance and we may need to take additional steps to protect the property. During winter months (Nov-Mar), your heating should be left on low or on a timer to avoid burst pipes.

Instruction Manuals

Whilst we make every effort to ensure that these are available for tenant use, it often is just not possible. Please search online using the make and model of the appliance if you have trouble operating an appliance

Insurance

We strongly recommend that you have Tenants Contents Insurance to provide cover for all your own personal possessions and any accidental damage you may cause to the property, furniture, fixtures or fittings. It should be noted that in the case of a fire or flood for example your possessions would not be covered by the landlord's insurance. There are numerous providers and we have information from a few suppliers so please let us know if you would like us to provide their details.

Inventory

At Check-in we will provide you with a signed copy of the up to date inventory. All amendments, if any, must be noted within 7 days. The inventory must then be returned to our office to keep on record. If the inventory is not returned to us within 7 days then you are accepting the document as it is. We will use this when you move out of the property to assess any missing items or damage caused. If new items or appliances are supplied to you during your tenancy these should be added to your inventory.

Joint and Several Liability

All tenants are jointly and severally liable under the terms of the lease agreement. This means that any individual tenant can be made liable for the actions and full obligations of all tenants under the tenancy agreement, including payment of rent and any works which may need to be carried out to the property from deposit.

Keys

Each tenant will receive one full set of keys, which must be returned at the end of the tenancy. Under no circumstances should locks be changed or additional locks added without our permission. Failure to comply with this may result in additional costs to you. All keys should be returned to Arden on the day of Check-out in working order. Failure to return all keys issued will result in the locks being changed and deductions made from your deposit. If you lock yourself out of the property keys are available from the office during normal working hours however £20 must be paid as a refundable deposit. If you lock yourself out outwith our opening times then the cost of any emergency contractor would have to be met by you and probably will have to be settled on the spot. Our emergency contractors do not have access to our keys. If the lock is changed as a result of you losing your keys then you will be responsible to ensure all other tenants and Arden are provided with enough copies.

If a lock is changed on a communal stair door, please inform your property manager and provide us with a copy of the key, we will reimburse you the cost as required.

Lead Tenant

To avoid unnecessary confusion, we ask that each property appoint a lead tenant who will be responsible for communicating information to the others. Arden Property Management will initially contact this tenant regarding all tenant matters. This arrangement does not obligate this person in any way.

If a maintenance repair is arranged, the lead tenants details will be provided to the contractor as the preferred contact, unless other arrangements are agreed.

Lease (Tenancy Agreement)

The lease you sign is a legal document and constitutes a contract between the owner of the property (The Landlord) and yourself (The Tenant). Arden Property Management acts as Agent for the Landlord. You should read the contents of the lease carefully and ensure you understand your obligations before signing. Everyone living at the property over the age of 18 must be named on the lease. You must inform us of anyone who reaches their 18th birthday during the term of the lease. You may not move anyone into the property unless you have asked us (in writing) and we have given written permission for you to do so from the landlord. All new tenants must complete our application and referencing process before they will be accepted.

Letting Agent Code of Practice

The Letting Agent Code of Practice came into force on the 31st of January 2018. All letting agents must register with the Scottish Government and adhere to this code. **Our Letting Agent Registration number is LARN1809020.** Details of the code can be found at <https://www.gov.scot/Resource/0053/00530797.pdf> or is available upon request from our offices.

Maintenance

Tenants are expected to attend to small maintenance issues themselves for example changing light bulbs or replacing smoke alarm batteries. They are also expected to look after the property and keep it clean and in good order and keep wear and tear to a minimum. This includes keeping drains clear by periodic use of a drain clearing product, ensuring bathroom seals are cleaned regularly with bleach or other anti mould cleaner and ensuring that the property is adequately heated to avoid burst pipes and ventilated to avoid problems with condensation. Tenants are also expected to maintain appliances in the property for example by emptying the vacuum cleaner and cleaning any filters or not overloading the washing machine and cleaning the soap drawer regularly. For any other maintenance issues please report these by using the online portal. Please ensure you choose your property from the drop down menu for a faster response. www.ardenpm.co.uk/repairs

Mice, Vermin and Pests

If you experience mice, vermin or any other pest control issues within the property during the first 2 weeks of your tenancy, your Landlord will be responsible for the treatment. After this period, it becomes the responsibility of the tenant.

Move Out

You must move out on the agreed date (usually the last day of the lease) and provide us with a forwarding address and return all keys by 12 noon. It is rarely possible to end a tenancy before the end of a lease because it is a legally binding contract. If tenants wish to give notice at the end of tenancy this must be submitted in writing and signed by all tenants or emailed, copying in all tenants, otherwise it will not be accepted.

Neighbours

Please respect your neighbours, especially if you live in a communal tenement. If a stair cleaning or garden rota is in place, you are responsible for taking your turn or paying any monies due. Make sure you put the rubbish out on the correct day and help to keep the communal areas tidy. Consideration of other people goes a long way to avoiding disagreements. Always make sure to let your neighbours know if you intend to have a party.

Noise and Nuisance

Tenants must ensure that they live peacefully in their property ensuring neighbours and other residents nearby are not disturbed. You are also responsible for the conduct and behaviour of any visitor to the property. Arden Property Management takes noise and nuisance complaints seriously and in extreme cases are obliged to act on neighbours' complaints which may lead to eviction from the property. The main complaints received by Local Authorities concern door slamming, shouting, using washing machines after 10pm, pounding bass from hi-fi equipment, hard shoes on laminated floors, etc. Rubbish disposal is also a contentious issue. If you are planning a party, ensure your neighbours are informed in writing and give a reasonable finishing time. Local Authorities have increased powers and night enforcement teams who can issue on the spot fines and seize equipment. Equally, you may feel the need to call them out if your neighbours are causing the problem. If noise is the problem call Edinburgh Council on 0131 311 3131. Anti-social behaviour should be reported to 0131 529 3030. If you have an out of hours problem the Council does have an emergency number which is 0131 200 2000.

Notice

Short Assured Tenancy

If you wish to end your tenancy after your initial contract period you must do so in writing and give 2 month's notice. This must be given before the anniversary of your lease end date. *For example* if a lease ends on the 10th of the month, you must write to us before the 10th May in order to leave the property on the 10th of July.

Private Residential Tenancy (From Dec 2017)

If your lease began after December 2017 and you wish to terminate your agreement you must give 28 days notice.

Notice can be emailed to info@ardenpm.co.uk copying in all other tenants or in writing, signed by all tenants.

Pets

You may only keep a pet in the property with the express written consent of the Landlord. An additional deposit payment will be required prior to the lease beginning. Any damage as a result of keeping a pet will affect your deposit, including the cost of a pest control specialist to treat the property. All carpets, sofas and other soft furnishes will have to be professionally cleaned at the end of the tenancy and treated for flees. A receipt confirming the work has been carried out must be provided on the day of the check-out or this cost will be deducted from the deposit.

Property Visits

We have an obligation to carry out regular visits at all our tenanted properties, normally every three months. Visits are carried out to ensure that the terms and conditions of your tenancy agreement are being met. You will be given notification prior to a visit being carried out and this visit will also give you the opportunity to raise any concerns you have first-hand with our representative.

Renewal

Short Assured Tenancy

Most of our short assured tenancies are on a rolling basis which means that they will automatically continue until either you or the landlord give the required 2 months notice by the anniversary of your lease end date.

Private Residential Tenancy (From Dec 2017)

From December 2017 the type of tenancy agreement used in Scotland changed from a short assured agreement to a Private Residential Tenancy Agreement (PRT). This contract has no end date and can only be terminated once either party has provided the correct notice.

Rent

Rent must be paid using a Standing Order. The full amount for the rent must reach our account by the 1st day of each month. The standing order must come from one account only and NOT a standing order per tenant. Failure to organise this will incur a £20 administration fee each time a payment is paid by another means.

We have a zero tolerance policy on rent arrears. If for any reason your rent payments are late, administration fees of £30 Inc. VAT will be incurred. This will also apply in the event that a Standing Order is cancelled during the term of the lease without prior agreement with Arden Property Management and thus causing rent to be outstanding or paid late. If further reminders to pay outstanding rent, including letters, texts or emails are required, tenants will be charged further administration fees of £30 Inc. VAT for each reminder sent. If the rent/late fee still remains outstanding, additional charges may apply including debt recovery costs which will be charged at the percentage set by the recovery agent.

Repairs

If there is a repair required to the property, it is important that you inform us immediately in order for us to act quickly to resolve this. It is a condition of your tenancy agreement to do so and failure may mean that you are held partially responsible should the delay result in added deterioration or damage. Once you have informed us of any repairs, faults or problems we will contact your landlord and act upon their instructions. Please note that while we have a 24 hour service, only emergency repairs will be carried out within a 24-48 hour period. A guideline to repair time is as follows:

Urgent Priority Repairs (24-48 Hours)	Heating, Hot Water, Major Electrical Faults, Security Issues, Leaks
Urgent Repairs (48-72 Hours)	Cookers, Radiators, Major Joinery Repairs, Showers, Fridge Freezer, Minor Plumbing
Non Urgent Repairs (4-7 Days)	Minor Electrical, Washing Machine, Replace Seals, Secure Tiles, Cracked Window, Dishwasher

These are standard callout times. However if the appliance is still under warranty or parts are required these timescales do not apply as we will be at the mercy of the manufacturer.

Arden Property Management does not have authority to carry out repairs without your Landlord's permission, and this, plus quotations may add on time to the guideline timescales above. Some landlords carry out their own repairs and unfortunately there may be times where we have no control over when a landlord will attend to a repair but we will always do our best to ensure this is done as quickly as possible. Please contact us if there is an issue with this.

If you are willing to allow contractors access to carry out a repair while you are not present in the property, we will ask you if we may give keys to them. This is a service which Arden Property Management offers as a convenience to tenants. It is ultimately the tenant's responsibility to allow access or be available to allow access for any repairs to be carried out in the property.

If you have agreed to be at home to give a contractor access to carry out a repair or to take delivery of an item, but are not there when they call, you will be charged for the call out.

If a repair is due to tenant negligence or misuse, the tenant will be required to pay the cost of this at the time or pay the contractors invoice directly. Any such outstanding charges will be deducted from deposit at the end of the tenancy.

We will undertake to have repairs carried out as quickly as possible; however the contractor appointed may set their own timescale for completing the repair depending on how urgent it is. Please inform us if you are experiencing any delays (as per the timetable above) if a contractor has been appointed. We will also be happy to provide the contractor's details, if you believe a repair is taking longer than necessary.

Tenants are themselves responsible for carrying out some small repairs and maintenance to the property such as changing light bulbs, fuses and re pressuring the boiler etc. We may ask you to replace smaller, broken items yourselves and reimburse you to prevent delays.

You can Troubleshoot and Report Repairs online at ardenpm.co.uk/repairs

Rubbish / Uplift

It is your responsibility to dispose of all rubbish in an appropriate manner. Tenants must ensure rubbish is never left in any common area and is disposed of correctly on the day it is to be uplifted. Contact your local council office for details. You are responsible for the wheelie bins and any associated costs for collections, such as garden waste. Please contact your local authority if you have any issues.

Please also be aware that rubbish should not be allowed to pile up inside a property as this will encourage vermin.

If larger items or appliances which cannot be collected with normal rubbish need to be removed from the property then you must arrange a special uplift with the council and pay any relevant costs. We can provide a contact for a specialist company if required. Any rubbish or furniture not listed on the inventory which is left at the time of your move out will be removed and the costs deducted from your deposits.

Smoking Policy

All our properties are non-smoking. Any damage caused by tenants or tenants' visitors who smoke in the property, such as repainting or specialist cleaning, will be deducted from your deposit. Please ensure all cigarette ends are disposed of correctly if smoking outside the property.

Stair Cleaning

If you live in a block with a communal stair you must take your turn cleaning the stairs either by local arrangement or established rota. If the stairs are cleaned and monies are due from each flat, you must ensure you pay your share. Tenants are not responsible for landlord factoring fees. Stair cleaning bills will be deducted from deposit at the end of the tenancy and an admin fee charged of £20 if they remain unpaid.

Telephone/Television/Internet (Cable & Satellite)

As a tenant you are responsible for any telephone and television connections. If you have a TV in your property whether your own, or part of the inventory, it is your responsibility to purchase a TV license. The landlord is not responsible for providing the TV license.

Tenants must be given permission in writing before a satellite dish may be erected at the property they are renting. In many modern developments and in conservation areas satellite dishes are forbidden. In all cases it is the responsibility of the tenant to find out if any restrictions exist on the property they are renting. If a dish has to be removed because of such a restriction the tenant will be liable for all costs.

The costs and the contract for broadband are the tenant's responsibility. The contract must be cancelled and all hardware removed from the property before the end of the tenancy. Please note that permission must be sought from the landlord to install this if there is not already cabling into the property. If Arden need to collect equipment from the property on behalf of the tenant then there will be a charge of £30.

Utilities

When you move in and again when you vacate a property, we will take a note of the meter readings and inform the current utility providers. You should also take a note of these for your own records. Please inform us at check-out who your providers are along with a note of your forwarding address. If there is a prepayment meter in the property you must inform the utility provider that you are the new tenant and set up your own account. Failure to do this may mean that the tariff that you are paying may include repayments to a debt incurred by a previous occupier. Cards and keys can be topped up at convenience stores and Post Offices. Please note you are responsible for the administration of your accounts and must ensure they are set up and closed down correctly.

Ventilation, Condensation & Mould

It is a tenant's responsibility to take reasonable steps to deal with condensation and ensure that the property is being heated and ventilated throughout. Condensation will not usually occur in areas that are both well ventilated and warm. In cold weather, people are understandably reluctant to open windows and let heat escape, but some level of effective ventilation must be maintained. Property must also be heated in order to help keep condensation levels at a minimum. Wipe and remove any condensation regularly, especially around windows to avoid a mould build up and use a mould removing spray. For further information please consult the Council website on www.edinburgh.gov.uk

- Always use extractor fans and open any windows in bathrooms and kitchens whilst carrying out any cooking, washing or drying activities. Leave fans on and windows open until the visible steam has left the air
- If you are unable to dry washing outside or in a properly ventilated dryer, choose a room that can be heated and ventilated safely and shut it off from the rest of the home
- Never dry clothes over doors or on radiators
- Keep furniture away from walls to help allow air to circulate
- Keep a small window ajar and any window trickle vents (small vent at the top of the double glazed units) open
- Keep any room vents open
- Ensure the heating system is left on timer, especially over winter, even if the property is unoccupied
- If you have excess moisture in the property, you may wish to purchase a domestic dehumidifier to help manage the moisture levels.

Viewings

Once you have given notice we will be carrying out accompanied viewings for new tenants as detailed in your tenancy agreement. We will always endeavour to notify you of the date and time of the viewing and this will normally be done two days before. Please make sure to inform us of any changes in contact details or advise us of any issues which may affect viewings for example shift work or pets. If there is a burglar alarm in the property, ensure that you have supplied the current code or have left it disabled for the viewing if this is what you prefer.

Window Cleaning

It is your responsibility to make sure that your windows are regularly cleaned. If your windows open in to the property we ask that you clean both the inside and outside. If you have windows which do not open inside (i.e. sash cord) you are required to clean the insides and arrange for a professional window cleaner to clean the outsides. We can provide window cleaning company details, if required. Windows should be cleaned regularly throughout your tenancy and at your move-out.

Guidance on Legionnaires' Disease for Tenants

Domestic hot and cold water systems can provide an environment where Legionella bacteria can grow. This can cause Legionnaires' Disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria. See below, the tips for residents of rented domestic accommodation such as houses, bungalows and flats in small blocks.

Legally, it is your landlord's responsibility to take precautions to prevent Legionella being present in the hot or cold water system but residents also have an important part to play in taking these simple and practical precautions.

Most importantly, make sure that –

- Hot water in the system is kept hot
- Cold water is kept cold
- The water is kept circulated

In particular, it is important that you –

- Tell Arden if the boiler or hot water tank are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.
- Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.
- Tell Arden if the cold water is still running warm after you have initially run off any water which may have accumulated in the pipes. It should not be above 20°C.
- Tell Arden if there are any problems, debris or discolouration in the water.

Where showers or spray taps are fitted –

- If they are used only occasionally then flush them through by running them for at least 2 minutes once a week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head and spray tap periodically, descale and disinfect it. This should be done at least every six months.

Arden Directory

Arden Property Management
43 Morningside Road, Edinburgh, EH10 4DR
0131 516 8159 | info@ardenpm.co.uk

www.ardenpm.co.uk

Arden Property Management	
Accounts and Rent Maintenance (www.ardenpm.co.uk/repairs) General Enquires	rent@ardenpm.co.uk repairs@ardenpm.co.uk info@ardenpm.co.uk

Useful Contacts	
Transco – Gas Emergency	0800 111 999
Transco	0870 608 1524
Electricity Board - MPASS	0845 270 9101
NHS 24	08454 24 24 24
Edinburgh City Council – 24hr Line	0131 200 2000
Scottish Water	0845 600 8855

Utilities			
British Telecom (BT)	bt.com	British Gas	Britishgas.co.uk
Scottish Gas	britishgas.co.uk	Scottish Power	Scottishpower.co.uk
EDF	Edfenergy.com	EON	Eonenergy.com
N Power	Npower.com	Scottish Hydro	Sse.co.uk
SSE	Sse.co.uk	TV Licensing	gov.uk/tv-licence

Need to find out who your utility provider is?

Gas Board - Transco	0870 608 1524
Electricity Board - MPASS	0845 270 9101

LARN: 1809020

Limited Liability Partnership No: SO301137 Registered in Scotland, Registered Office:

