

# Handy Rental Guide to your New Build Bromford Home

Bromford Rental Manual

**Bromford.**



# Welcome to your new home

We are delighted that you have chosen a Bromford home and hope that your rental journey has been as smooth as possible to date.

In partnership with our chosen developers we are committed to producing quality homes located in desirable locations, homes that customers are proud to live in. Our aim is to make the next stage of your renting process as straightforward, informative and efficient as possible. Our teams are dedicated to supporting you as you start to live in your new home.

The Guide has been split into sections, which covers how to maintain and care for your new home, the services and support Bromford will provide, who to contact should you have any questions or queries plus much, much more.

Thank you again for choosing a Bromford home; we hope you enjoy your new home.

## Bromford.

# Living in your new home

## Rental Manual

This guide has been designed to provide you all the information that you might need as you move into your new home, but if you do have any questions please do not hesitate to contact us.

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## Section 1

# About Bromford

### Who we are

We are a housing association, who has been working in partnership with our chosen developers for the past 60 years to provide for those who can't access market housing. However, it is not just about the homes, we care about the people who live in them as well, which is why our purpose is to invest in homes and relationships so people can thrive.

### What we do

We build relationships; whether it's with our customers, our partners or within our communities that we shape. When our customers succeed, we succeed - and that success drives us to do even more.

Through our neighbourhood coaching approach we have individual relationships with more than 110,000 customers living in our existing 46,000 homes. And we plan to do more.

### Our vision

We care about the people who live in our homes and want each of them to be able to achieve their goals in life. We know this will be different for each customer but want to do what we can to help them to thrive.

The Bromford strategy sets out our course for how we will do this for many years to come. We will take a place-based approach to tailoring how we work to the needs and aspirations of the individual communities in which we work. And we will use our size, our influence and our resources to maximise the social and economic impact we have in these places.



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### Coaching support

We realise that the key to strong, successful communities are the people who live within them. That's why our neighbourhood coaches focus on what people can do, what they can bring to their community and how they can make the most of their talents.

Being at the heart of the community, neighbourhood coaches will connect customers with local services, community groups, local clubs, voluntary organisations and each other to help you build thriving neighbourhoods and resilient individuals.

Our approach isn't about doing things for people, it's about empowering them to get what they want out of life, and the benefits of this include long-term sustainable communities that fix things for themselves and achieve their aspirations.

Your first point of call for queries relating to your home, tenancy and your community is your neighbourhood coach.

You will meet your Neighbourhood Coach at sign up, who will provide a tour of your new home.

### Income support

We have an Income Management Team. They will be there to assist in setting up rent payments, dealing with any payment queries, and can provide some assistance and signposting should you experience any challenges in the future meeting your costs.

If at any time you're worried about paying for essentials like your rent, talk to us. We can provide you with local help on a whole range of subjects.

It's really important to talk to us if you have concerns about your ability to pay your charges. Your Bromford income management advisor is there to support you and work with you to find an affordable solution. They can also assist you to claim benefits and to help you to maximise your income. Their contact details will be provided to you at handover.

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### Repairs and defects

As your landlord there are elements of your home that we will have a responsibility for repairing and maintaining, and some elements that become your responsibility.

As you are moving into a newly built home this looks slightly different in the first year as the developer who built the home is responsible for some repairs or “defects”.

### Handover snags

When you move into your home we aim to have all works fully completed. However, there may be occasions where there are minor snags, which should not delay you moving in, but still require resolving by the developer who built the home.

At moving in your Handover Form will highlight any remaining snags in your home. The Construction Team will be in touch to schedule the completion of these. We aim to conclude all within 30 days, subject to access and materials.

### Year 1 defects service

Developers have a responsibility to fix any “defects” in a new home in the first year of build. A defect is an issue occurring in the home due to poor workmanship or poor materials. Any issues you identify in the first year should be reported to Bromford, and if it is a defect it will be attended to by the developer or their contractors.

Our Aftercare Team are here to work with the developers and ensure they deliver a timely and quality resolution to any defects reported.

The Aftercare Team will also get in touch with you as the end of the defects period is approaching to arrange a visit and/or gather a list - to identify any remaining defects to be reported to the developer.

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### Responsive repairs

After the defects liability period ends, as your landlord Bromford becomes responsible for some maintenance and repairs to your home.

#### Things we will fix

- Roof, chimney, gutters, down pipes.
- Outside walls and floors.
- External doors and frames.
- Windows, frames, sills, catches.
- Baths, basins, sinks, toilets, cisterns and waste pipes.
- Meter cupboard doors.
- Drains and waste pipes.
- Sockets, switches and light fittings.
- Central heating, water heaters and fitted fires.
- Garden fences which face a public boundary.
- Communal entrances, halls, lifts, passageways, rubbish chutes and other communal parts including their electrical lighting and a shared TV aerial.

We will also undertake certain external repairs to the building if they're causing issues.

#### Things you need to fix

- All internal decorations unless your agreement says otherwise.
- Replacing light bulbs, fluorescent tubes/starters, fuses and batteries.
- Replacing floor coverings unless they were fitted by us.
- Replacing plugs and chains to baths, basins and sinks.
- Filling minor internal cracks in wall.
- Adjusting/replacing letter box covers.
- Replacing kitchen cupboard catches.
- Altering kitchen units to fit new appliances.

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- Repairing or replacing washing lines or posts, with the exception of those in communal areas.
- Toilet seat renewal and fitting.
- Plumbing and/or fitting of appliance.
- Providing additional power sources and sockets.
- Glazing, you should claim on your contents insurance. If you do not, we will make safe but you will be re-charged.
- Cutting extra keys or replacing keys if they are lost.
- Providing extra key fobs if they are lost, damaged or not returned to us at the end of your tenancy - these fobs can cost up to £40 each.
- Replacing locks and keys, and any repairs caused by us lawfully forcing or gaining access, or if you lock yourself out of your home.
- Replacing bathroom fittings such as toilet roll holders.
- Environmental treatment of wasps and ants nests, vermin, pigeon, squirrel, flea or beetle infestation inside the home unless due to property defect, and in all instances outside the home.
- Garden fences between neighbouring properties and timber sheds.
- Work to trees in individual dwellings, unless they are subject to a tree preservation order, a maintenance agreement or may cause damage to the property if not pruned.
- TV aerial repairs, unless you share a communal aerial.
- More than one annual chimney sweep.
- Unblocking sinks where the blockage has been caused by the wrong items being put down - this could be things such as fat and food waste.

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### How to report defects and repairs

Any defects or repairs should be reported via the Bromford Portal, or by telephone at 0330 1234 034. NB: Any emergencies should always be reported via telephone.

On receipt, our team will create a job for the defect/repair to be addressed. In the first year we will report it to the developer, who will instruct their Construction Team or Contractor to resolve. After that we will issue it to our colleagues, or contractors.

With the exception of emergency (24 hours) and urgent (7 day) jobs, we aim to conclude all within 30 days, subject to access and materials.

### Round the clock cover

If the job is deemed an emergency, please call our contact centre, who provide a 24-hour, 365 days a year response service for emergency repairs.

## Emergency Contact Centre 0330 1234 034

Please only call the number out-of-hours for the following instances:

- Complete failure of the heating system and / or hot water system
- Water leak that cannot be contained
- Complete failure of electrics (first check that the failure has not been caused by the trip switch being activated by a fault on a domestic appliance)
- Flooding caused by blocked drains that threatens to enter the home
- If you suspect a gas leak, call National Gas Emergency Services on their 24-hour free phone telephone number 0800 111 999
- In the event of loss of gas, electricity or water supply, first check it has not been caused by a general failure, or 'switch off' in your area before either contacting our customer services team or using your emergency out of hours number

**Should your home have a gas, or water leak, you should immediately turn off the supply at the mains.**

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### How to contact us

As your initial point of contact, your Neighbourhood Coach will do everything possible to ensure that you have all the information you may need as you move into your new home. Our aim is to make the process as straightforward as possible.

### How to raise any concerns

Sometimes we get things wrong, and you may feel the need to escalate the matter to our complaints team. In the first instance, please contact your Neighbourhood Coach who will give you details of who to contact and our complaints procedure.

A complaint can be raised in the following ways:

- Calling us on 03301 234 034
- Filling in the form on our website: [www.bromfordhomes.co.uk](http://www.bromfordhomes.co.uk)
- Emailing [customersolutions.team@bromford.co.uk](mailto:customersolutions.team@bromford.co.uk)
- Contacting us through social media by direct message
- Writing to us at: Bromford, Shannon Way, Ashchurch, Tewkesbury, Gloucestershire GL20 8ND

The complaints team will look to update you at various stages and aim to resolve all complaints within 56 calendar days (see our [Complaints Procedure](#)).

If the complaint has not been resolved within this timescale you then have the option of contacting the Housing Ombudsman service, where an independent arbitrator could be asked to consider the complaint and provide a ruling as to what action is required. Your legal rights are not affected by this process.

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### On the day you move

On the day you move in you will be met at your home by your Neighbourhood Coach. They will talk you through your tenancy agreement to facilitate sign up and will provide a home demonstration covering some of the aspects of your home. They will also “handover” the keys so that you can start moving in.

On moving day, you should know how to do the below:

- Electricity**  
Where the consumer unit is and how you can switch off the supply.
- Water**  
How to find the main stopcock and how to isolate the incoming water main.
- Gas (if applicable)**  
The location of the mains gas tap and how to isolate the supply.
- Central heating**  
How to operate it and be familiar with the operating instructions.
- Contact numbers**  
The key contact numbers for your neighbourhood coach, income management team, to report defects, appliances warranty provider and out of hours support services.

Ask your Neighbourhood Coach if you require a refresh.

### Take meter readings

We highly recommend that you take the heating, electric and water meter readings on the day that you move in and send them to your service provider along with your new address and contact details. This will allow the utility provider to produce an up-to-date bill. If for any reason you do not receive a bill after a few months we suggest that you contact them to avoid receiving a larger bill in the future.

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### Tell people that you have moved

As soon as the move in date is agreed you can start telling family, friends and third parties of your new address.

*Don't forget to tell:*

- |   |   |
|---|---|
| <input type="checkbox"/> Gas                              | <input type="checkbox"/> TV licence / Sky                   |
| <input type="checkbox"/> Electricity                      | <input type="checkbox"/> Doctor                             |
| <input type="checkbox"/> Water                            | <input type="checkbox"/> Dentist                            |
| <input type="checkbox"/> Employer                         | <input type="checkbox"/> Optician                           |
| <input type="checkbox"/> Banks                            | <input type="checkbox"/> Council tax                        |
| <input type="checkbox"/> Building societies               | <input type="checkbox"/> Electoral roll                     |
| <input type="checkbox"/> Premium bonds / savings accounts | <input type="checkbox"/> Child benefit                      |
| <input type="checkbox"/> Credit cards                     | <input type="checkbox"/> Other benefits                     |
| <input type="checkbox"/> HP companies                     | <input type="checkbox"/> Clubs                              |
| <input type="checkbox"/> Shop accounts / cards            | <input type="checkbox"/> Magazine / newspaper subscriptions |
| <input type="checkbox"/> Insurance companies              | <input type="checkbox"/> Vet                                |
| <input type="checkbox"/> Schools                          | <input type="checkbox"/> Passport office                    |
| <input type="checkbox"/> DVLA                             | <input type="checkbox"/> Pensions                           |
| <input type="checkbox"/> Car breakdown                    | <input type="checkbox"/> Cancel milk / deliveries           |
| <input type="checkbox"/> Telephone / internet / cable     | <input type="checkbox"/> Set up mail redirection service    |

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### Caring for your new home - internally

Prior to you moving into your new home it has gone through rigorous checks to ensure that everything is working correctly. There are a number of things that you can do to prolong the life of the fixtures and fittings that you have been provided, which are detailed in this manual.

#### Moisture and condensation in your home

During the construction process the materials and fabric of your home absorb thousands of litres of water. Once the house is lived in and heated the materials dry out causing condensation on surfaces like windows, floors and walls. Your walls and ceilings have been painted with a light emulsion to help moisture evaporate.

As your home is newly built the internal 'drying out' process will continue after you move in and you may find that there is a build-up of moisture. Whilst this is a natural occurrence, it is important that it is allowed to evaporate naturally to ensure that it doesn't cause damage to your home.

This needs to be allowed to evaporate slowly, which is why it can take your home up to 18 months to completely dry out. Don't worry if you see condensation - this is to be expected in a new home once it is occupied, as it is produced from everyday activities as well as from drying out.

Listed below are some steps you can take to help the process:

- Programme your heating at 20°C or lower, and keep this temperature as constant as possible
- Ventilate your home, as this helps moisture evaporate more efficiently. Use the trickle vents, where fitted, in your windows and extractor fans in kitchens and bathrooms as much as possible
- Opening the door to the kitchen, bathroom and en suite after use and ensure that they are ventilated and trickle vents used
- Be mindful of over-packing cupboards and wardrobes and keep furniture slightly away from walls
- Ideally, hang washing outside if you can and if you must dry it indoors keep a window open
- Keep any wardrobe doors open or ajar whenever possible, to allow air to circulate, again to reduce any moisture or damp build-up.
- If condensation does occur, clean up any excess/lying water (as this could cause mould), then heat the room, open a window and keep the door shut.



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### Changes in your home

Your home can show signs that it's drying out in the form of minor cracking known as 'shrinkage.' These shrinkage cracks are not a structural problem, nor are they evidence of poor construction. They are a usual occurrence within all newly-built homes and are expected as part of the drying out process.

- Small cracks appearing in walls and ceilings
- Baths or shower trays dropping
- Screw heads showing in ceilings
- Gaps appearing in skirting boards

**Solution:** This can be rectified with a filler or decorator's caulk or applying a mastic to wet areas. However, we will inspect any shrinkage cracks measuring over 33mm wide (width of a pound coin) at the end of defect period.

A white chalky substance appearing on brickwork, which is known as efflorescence.

**Solution:** A white chalky substance appearing on brickwork, which is known as efflorescence. This can be removed and advice on how to do this can be found online. Your walls and ceilings have been painted with a light emulsion to help moisture evaporate.

Your walls and ceilings have been painted with a light emulsion to help moisture evaporate.

**Solution:** We recommend that you do not redecorate for 18 months after you have moved in. We are not liable for damage to decorations that have been applied too soon.

Small cracks/gaps in wooden fixtures such as bannister, skirting boards and garden fencing.

**Solution:** Wood is a natural material and as such will expand/contract from heat which may cause slight warping/cracks. Minor warping that does not affect the operation of the component is not considered a defect.

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### It's your home, so what do you need to know about decorating?

As mentioned, we advise that you delay decorating until the drying out process has completed, which can take between twelve and eighteen months. This also ensures that defects works will match the current finish, as we are unable to colour match paint or wallpaper that has been applied before the end of the defects liability period.

However, you may need our permission to carry out any significant improvements or alterations to your home. Please refer to your tenancy agreement for guidance.

If required, [ask for permission to make a change in your home](#)



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### DIY safety

Now that you have the keys to your new home you may be planning to undertake some DIY to allow you to personalise elements within it. To ensure that you remain safe at all times, please consider the below guidance:

- Have a well thought out plan and consider the safety precautions you will need to undertake, including protective equipment you may need to wear.
- Check that you have the right tools for the job and that they are in good condition.
- Have a well-equipped first aid kit at home.
- Check that there are no cables or pipes behind any walls, floors or ceilings that you could drill into. Cable/pipe detectors are available online.
- Do not attempt to undertake any work that is beyond your capabilities.
- Try and make sure someone else is at home with you, just in case you have an accident.
- Make sure you know where the mains on/off switch is for electricity and gas and where the mains stop cock is for water.



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## Kitchen care

Our kitchen manufacturers supply specific information on the care of their products, so please refer to these for full maintenance details.

Our general care and cleaning advice is to:

- Ensure that the kitchen is well ventilated and is free of excessive humidity as this may result in damage to doors and units that isn't covered by your warranty.
- Dry any spills immediately – your kitchen cabinets are not water resistant and may swell if they get wet.
- Wipe off any water with a soft cloth rather than leaving it to stand.
- Clean cabinets using a slightly damp non-abrasive cloth with a bit of liquid soap, then always dry them.
- Regularly check that all handle screws are secure. Your unit doors may need adjusting after a period of use. This is achieved by adjusting the screws located within each hinge.



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- Place the heaviest items on the bottom or lower shelves of your kitchen cabinets.
- Avoid using any form of abrasive cleaner or strong chemicals on surfaces like worktops and cupboard doors and shelves (like bleach, solvents, nail varnish remover or vinegar).
- Don't place electric kettles and steamers under wall units or directly on worktop joints, so that you can minimise condensation.
- Avoid using steam mops – they'll create a lot of moisture.
- Never rest anything heavy on partly opened doors or drawers.
- Avoid placing hot pans direct from the oven, or hob, onto work surfaces.
- We would advise you to fill any shrinkage cracks in tile grouting as soon as possible to stop liquids/water penetrating through to the wall.

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### Bathroom care

To keep your bathroom(s) clean you should use a good quality bathroom cleaner and ensure that it is rinsed off thoroughly to remove any residue. We recommend that you avoid abrasive cleaners, bleach or any products that could discolour or scratch the surfaces and invalidate your warranties.

Whilst using your bathroom(s) always use the extractor fan and trickle vent open to allow condensation and vapour to escape.

If any cracks appear in the grout due or around the bath seal due to shrinkage, to avoid water seeping into the wall a filler or sealant can be used. We recommend that the bath is full of water when resealing to allow for the additional weight.



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### Hot water and heating

You will have been provided with a manufacturer's instruction booklet for your central heating system, which we recommend that you read and digest. Your boiler also has a manufacturer's warranty.

It is extremely important your heating system is serviced in line with the manufacturers instructions to keep you safe, and ensure your system works effectively.

We will contact you ahead of the service being due to schedule an appointment with a suitably qualified engineer.

Under the terms of your lease it is necessary for you to provide access for these appointments to keep your home safe and compliant.

If you are experiencing a cold winter, to avoid frozen pipes leave on some background heating in the home at all times.

If you have an outside tap make sure the stopcock is shut off during cold periods. Drain off all water to avoid pipes freezing and bursting.



### Your heating system explained



#### Boiler thermostat

This can be changed to different settings dependent on the time of year.



#### Room thermostats

The thermostats continually measure the temperature in the air surrounding them, turning the boiler on or off, to maintain your preferred setting.



#### Radiators

Radiators have been placed in each room of your home in the optimum location to allow heat to circulate within your home. Each of them are heated by the hot water circulating with the heating system.



#### Top tip

If you find parts of a radiator are not heating, 'bleeding' the radiator by turning the valve in the top corner to release any air pockets

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### Thermostatic Radiator Valves (TRVs)

These are located on each radiator except in the room where your thermostat is held, and allow you to control the temperature individually, by turning the valve up or down.



### Heated towel rails

Just like the radiators, the towel rails in your bathrooms are heated by the hot water circulating in the heating system.



#### Top tip

Avoid placing items over the radiators to maximise the impact of your heating system.



### Hot water

Your mains pressured hot water cylinder stores the hot water heated by your boiler for use when required. The temperature of the water is automatically set, and the times when hot water is produced can be controlled using your thermostat.



#### Top fact

Your heating system is also fitted with an immersion heater as a back-up option to ensure hot water can be generated, even in the event of a boiler failure.



#### Top tip

To allow your system to work as efficiently and as cost effectively as possible, programme your hot water to come on during peak times. It can be idle during off peak times as the cylinder should store enough water to meet your reduced needs!



### The consumer unit

This is where the trip switches are located. The trips can be sensitive and even a light bulb blowing may trip the electrics. If the electric does 'trip' you are responsible for checking if any of your appliances are the cause and can do this by turning them all off and slowly turning each one on to see if it trips the electrics. Following a trip, if a light bulb has blown this will need to be replaced, which is your responsibility.



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### Air Source Heat Pump

If your home is fitted with an air source heat pump (ASHP), it may not work as you'd expect. It pulls air in which it uses to warm a fluid, which heats the home bit by bit and then holds it there at the temperature you set. It doesn't work like a gas system, and as such won't work properly if it is turned on and off again. The unit will be located outside your home linked to a tank inside.

Heat pumps are very efficient and provided yours has been properly set up, the unit is not covered, and the system is left alone to run according to its programming, it should keep your home warm and save you money.

If your water temperature goes down, and your bills go up then there may be an issue. If this happens please call our contact centre so an engineer can be sent to investigate.



### Solar panels

If your home is fitted with solar panels, they will generate free electricity in daylight hours. If your solar panels are connected to a battery, this will charge when you are not using the free electricity.

If you don't have battery storage, and you don't use the electricity during the day, it may be exported to the grid. So, plan to run your washing machine, or do the ironing, during daylight hours to make the most of it.

Many electricity suppliers offer you money back for unused/ exported solar power, under a Smart Export Guarantee (SEG). If you don't have an agreement, the electricity company might just accept the power going back to the grid, for free. So, please check whether your supplier offers a SEG.

Solar panels, or PV panels, are a robust technology not likely to fail. If they do fail, however, you will not see any benefit from having them. So, if you believe an issue has occurred please contact us.

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### Caring for your floors

Your home has been fitted with some flooring which may consist of laminate, vinyl or wood finishes and carpets which may be prone to scratching or damage and we advise the following to avoid any damages occurring:

- Placing protective pads under metal legs of furniture.
- Being conscious that shoes, in particular those with stiletto heel or metal heels may cause damage.
- Regular cleaning will help to maintain the appearance of your new floors
  - Tiled floors can be cleaned regularly with a damp cloth and a degreasing agent to remove staining
  - Carpets can be regularly vacuumed.
- Aim to clear up spillages quickly before damage can occur and refer to the manufacturer's guidelines with regards to which stain removal products are appropriate to use.

Any floor coverings we have installed are covered by the defects period. After that Bromford will continue to look after flooring in wet areas such as bathrooms and kitchens. If flooring has been provided in other spaces this has been gifted and becomes your responsibility after the defects period.

In the case of any flooring gifted to you should ensure that it is covered by suitable insurance for any damage it may incur.

In the unlikely event that Bromford do need to replace any flooring, we are unable to guarantee a perfect match.



### Ironmongery and brassware

These should be cleaned in line with manufacturer's recommendations. Check before you paint hinges on doors and windows as this can prevent them working efficiently.

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### Doors and windows

These should be cleaned in line with manufacturer's recommendations.

We also advise that:

- Handles will ease with use and customers should try using a suitable lubricant in the first instance.
- Window restrictors are not a requirement of building regulations but an extra precaution we instruct to avoid falls from height. These are normally installed above ground level but may be installed if a window opens onto a walkway. If an issue occurs to window restrictors please call Bromford and we ensure this is picked up as an emergency.
- Keys are your responsibility and we do not keep spares. If you lose a key then you will need to pay a locksmith to attend. Fobs are also a chargeable item if any additional fobs for communal entrances are required (where applicable).

### Internal doors

Your home has been fitted internally with timber doors and therefore it is not unusual for them to move according to changes in their moisture content. Minor warping that does not affect the operation of the door is not considered a defect.

All internal doors have a specified clearance between the bottom of the door and the bare floor. The clearance is enough for the vast majority of carpets and under lays. However, if you choose a thicker combination, please ensure that you check that they are compatible and if the door requires removing, planning and re-hanging that this is taken into consideration.

### Roof space

We do not recommend your roof space being used as a storage area. Boarding or loading the space could cause damage to the structure of your home and items placed in the roof space may be damaged as the space can naturally get damp during the drying out process. We also suggest that the loft access remains closed, especially during colder spell to avoid loss of heat and condensation forming.

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# Living in your new home

### Caring for your new home – externally

#### Brickwork and render

If your home has been built using a brickwork and/or render, then it is perfectly normal for variations in the colour to occur on the outside of your home. Some bricks that we use contain salts which in time may produce white crystal deposits, which is the result of changeable weather conditions, from wet to dry and is not a defect in the brick.

If this happens in your home, then please be aware that no action is required and is perfectly normal and will eventually disappear if left alone. However, should you choose to remove deposits then we recommend that you do so when you are experiencing dry weather using a stiff non-metallic brush and we recommend that you take steps to ensure your safety if you are required to use a ladder to reach higher areas of the external facade.

As with indoor shrinkage, outdoor shrinkage may also occur and on the occasion that cracks appear that are over 5mm wide during the defects liability period please report to Bromford and the developer will investigate and may undertake a process which includes 'patching' and 're-decoration'. After minor repairs, colour variations may be visible, although these should diminish over time through natural weathering.

#### Damp proof courses and air bricks

If your home has been built with brick, whatever the specification or colour, it is important to ensure that they are maintained.

Daily habits such as ensuring that garden materials or soil are not placed against external walls as this will stop the bricks from being ventilated and damp may find its way into your home. We encourage you not to cover air bricks or place garden items over the damp proof course.



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### Gutters and rainwater pipes

Your home has been fitted with gutters and rainwater pipes which are designed to divert water away from your home. To ensure that they remain clear of leaves and dirt, especially if there are trees nearby, we recommend that they are cleaned out regularly.

They have been designed for average levels of rainfall so if you are experiencing a particularly wet season it is normal for them to overflow, contract and expand, which may result in a 'clicking' sound.

To help maintain your gutters and rainwater pipes, do not lean anything against them as this could damage them. However, should they start to leak it is recommended that you try to push back together any pipes prior to calling Bromford.

When inspecting your home, in particular high level gutters and pipes, please ensure that your ladder is secure and placed on level ground with another adult holding it firmly at the base, ensuring that your safety is the priority.



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### Drains

It is imperative that you take preventative measures to ensure that your drains remain unblocked by only placing standard toilet paper into the system.

We recommend avoiding placing any items such as oil, fat, nappies/baby wipes, plasters and sanitary products into the system as any blockages caused by mis-use may be recharged back to you..

### Garages

Garages are generally constructed using a single skin of brickwork, compared with a full cavity wall as on the home itself. Garage doors are not sealed to be watertight and depending on wind conditions driving rain may penetrate. For this reason garages should not be used to store anything that could be affected by damp.

### Driveways

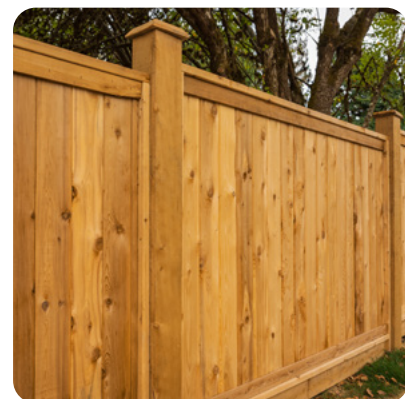
Your driveway has been designed to accommodate domestic and light commercial vehicles, and damage may be caused if heavy vehicles are driven over and/or placed on them e.g. skips. Power steering and 'wheel turning' can also wear the surface of some drives especially in hot weather and this sort of damage is not covered under your warranty.

Should a repair to a driveway or path, be required, the surface will be made good but it may be visible afterwards. It is important to understand that the whole area may not be resurfaced.

### Fencing and sheds

Fences between properties are your responsibility and we recommend that they are maintained. You may also have been gifted with a shed which is also made from a natural material.

A preservative treatment every other year will help to protect the fence and shed against natural weather wear and tear. In the event of storm damage to fencing and/or your shed please refer to your home insurer.



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### Garden

Where your new home comes with a turfed garden and landscaping you will need to undertake maintenance as soon as you move in.

If the turf is allowed to dry out then there is a high risk that it will die. Watering the entire area every day for eight weeks after it has been laid will allow it time to fully settle and roots to form. Avoid walking on the turf for at least three weeks. Aerating the lawn periodically will help maintain its growth.

If completing any landscaping to garden you should seek advice on appropriate drainage.

Where new trees and shrubs have been planted, they will need to be watered daily also, especially in the summer months and should be given enough space around them to grow and flourish.

Please note placing items over the grass (such as trampolines) will block sun and rain and cause the grass to die.

Also, if using a paddling pool, please note the garden is not designed to drain away large volumes of water such as this and as such if not emptied into a drain can cause standing water.



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# Living in your new home

### Energy-saving advice

At Bromford we are committed to reducing our carbon footprint and we have designed your home to be as energy efficient as possible. We also acknowledge that not only is this good for the planet but it will also help our homeowners to manage their costs.

We have put together some suggestions on how you can maximise the efficiency of the appliances within your home, to help you do your bit and combine our efforts.

Visit [energysavingadvice.co.uk](http://energysavingadvice.co.uk) for more tips and advice.

### Electrical appliances

- Replace your energy efficient bulbs with like for like bulbs.



#### *Did you know?*

To produce the same amount of light, energy saving light bulbs use a fraction of the electricity verses a normal light bulb.

- Switch off household appliances at the plug. Remember that they still use energy when in standby mode.
- When replacing/buying new electrical goods choose 'A' rated models and look out for those with the 'energy saving recommended' logo.

### Refrigeration

- Allow food that you intend to put into the fridge to cool down beforehand as it will use less energy to cool the contents.
- Defrost your fridge frequently and check the door seals.

### Heating tips

- Set a timer to control your heating system and use thermostatic valves to control radiators in each room.
- Check radiators are not obstructed by curtains, furniture or clothes.
- Draw your curtains at dusk to retain heat.
- Keep up regular maintenance on your heating and hot water systems.



#### *Did you know?*

Simply by turning your heating thermostat down by 1 degree can save you around £30 a year.



## Section 3

# Living in your new home

### Installing washing machines, tumble dryers and dishwashers

If you install a washing machine, tumble dryer and/or dishwasher:

- Get to know your washing machine! Choose the right setting based on your requirements, opting for a low temperature setting or economy programme and filling the machine rather than half loads.
- When the weather allows, opt for drying your clothes outside and give the tumble dryer a rest.



#### *Did you know?*

A fully-loaded dishwasher uses less energy and water than washing up by hand.

### Cooking

- Select a pan which is the same size as the cooker ring to prevent heat loss.
- Opt for lidded saucepans to heat up contents faster, with less energy.



#### *Did you know?*

Using pressure cookers, steamers and microwaves takes less energy.



## Section 3

# Living in your new home

### Hot water

- When it's cuppa time, only boil as much water as you need in the kettle.
- Descale your kettle regularly, limescale affects its efficiency (and taste!).
- Your shower and bath thermostatic mixing valves have been set to a maximum temperature for both energy efficiency and to comply with the latest building regulations.



#### *Did you know?*

A standard shower uses only around 40% of the water required for a bat.

### Water-saving advice

Turn off the tap while brushing your teeth, shaving or washing.



#### **Fact**

A running tap uses over 6 litres of water per minute. Ensure taps are properly turned off and if a tap starts dripping change washers as soon as possible.



#### **Fact**

A leaking tap can waste over 5,000 litres of water a year.

# Section 3

## Living in your new home

### Energy Performance Certificate (EPC)

You will have been sent a copy of the Energy Performance Certificate (EPC) for your home.

You will notice two ratings on the certificate, the higher the rating (numerically and alphabetically) the less impact your home has on the environment.

The Energy Efficiency Rating for your home has been calculated based on the amount of energy that is required to heat your home.

The Environmental Impact Rating has been calculated based on the amount of CO<sub>2</sub> (Carbon Dioxide) that your home will produce via heating and lighting.

English | [Cymraeg](#)

### Energy performance certificate (EPC)

|               |   |                    |  |
|---------------|---|--------------------|--|
| Energy rating | D | Valid until        |  |
|               |   | Certificate number |  |

Property type: Mid-terrace house  
Total floor area: 100 square metres

#### Rules on letting this property

Properties can be let if they have an energy rating from A to E.  
[You can read guidance for landlords on the regulations and exemptions](#) (<https://www.gov.uk/guidance/landlords-private-tenanted-property-minimum-energy-efficiency-standards-landlords-guide>).

#### Energy rating and score

This property's energy rating is D. It has the potential to be B.

[See how to improve this property's energy efficiency](#)

| Score | Energy rating | Current | Potential |
|-------|---------------|---------|-----------|
| 92+   | A             |         |           |
| 81-91 | B             |         | 86 B      |
| 69-80 | C             |         |           |
| 55-68 | D             | 63 D    |           |
| 39-54 | E             |         |           |
| 21-38 | F             |         |           |
| 1-20  | G             |         |           |

The graph shows this property's current and potential energy rating.

Properties get a rating from A (best) to G (worst) and a score. The better the rating and score, the lower your energy bills are likely to be.

For properties in England and Wales:

- the average energy rating is D
- the average energy score is 60

#### Breakdown of property's energy performance

#### Features in this property

Features get a rating from very good to very poor, based on how energy efficient they are. Ratings are not based on how well features work or their condition. Assumed ratings are based on the property's age and type. They are used for features the assessor could not inspect.

| Feature              | Description                                    | Rating    |
|----------------------|--|-----------|
| Wall                 | Solid brick, as built, no insulation (assumed) | Very poor |
| Roof                 | Pitched, 100 mm $\mu$ W insulation             | Average   |
| Roof                 | Flat, no insulation (assumed)                  | Very poor |
| Roof                 | Roof room(s), no insulation (assumed)          | Very poor |
| Window               | Fully double glazed                            | Average   |
| Main heating         | Boiler and radiators, mains gas                | Good      |
| Main heating control | Programmer, room thermostat and TRVs           | Good      |
| Hot water            | From main system                               | Good      |
| Lighting             | Low energy lighting in 70% of fixed outlets    | Very good |
| Floor                | Suspended, no insulation (assumed)             | N/A       |
| Floor                | Solid, no insulation (assumed)                 | N/A       |
| Secondary heating    | None   | N/A       |

#### Primary energy use

The primary energy use for this property per year is 236 kilowatt hours per square metre (kWh/m<sup>2</sup>).

[About primary energy use](#)

#### How this affects your energy bills

An average household would need to spend **£1,663 per year** on heating, hot water and lighting in this property. These costs usually make up the majority of your energy bills.

You could **save £682 per year** if you complete the suggested steps for improving this property's energy rating.

This is based on average costs in 2024 when this EPC was created. People living at the property may use different amounts of energy for heating, hot water and lighting.

#### Heating this property

Estimated energy needed in this property is:

- 13,908 kWh per year for heating
- 1,943 kWh per year for hot water

#### Impact on the environment

This property's environmental impact rating is D. It has the potential to be B.

Properties get a rating from A (best) to G (worst) on how much carbon dioxide (CO<sub>2</sub>) they produce each year.

#### Carbon emissions

|                               |                               |
|-------------------------------|-------------------------------|
| An average household produces | 6 tonnes of CO <sub>2</sub>   |
| This property produces        | 4.2 tonnes of CO <sub>2</sub> |

The above certificate shown for illustrative purposes only. It does not represent a Bromford home.

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# Living in your new home

### Refuse, recycling and reducing your waste

|  |   |  |   |
|--|---|--|---|
|  <p><b>Refuse</b><br/>Non-recyclable waste. You will be supplied with a refuse bin.</p>   |  <p><b>Food waste</b><br/>You will be supplied with a food caddy bin for household food waste.</p>   |  <p><b>Glass</b><br/>Rinse jars and remove labels where necessary. You will be supplied with a single wheelie bin* for mixed recycling including glass bottles and jars.</p>  |  <p><b>Metal cans and tins</b><br/>Rinse cans and tins. You will be supplied with a single wheelie bin for mixed recycling including glass bottles and jars.</p>                                   |
|  <p><b>Paper and cardboard</b><br/>You will be supplied with a single wheelie bin* for mixed recycling including cardboard, paper, envelopes, catalogues, newspapers and magazines.</p> |  <p><b>Plastic</b><br/>You will be supplied with a single wheelie bin* for mixed recycling including plastic bottle tubs, pots and trays, tins/cans, aerosols, foil and cartons.</p> |  <p><b>Clothes and linen</b><br/>Contact your local charity shop to donate your unwanted items, or deposit at your local clothes bank.</p>  |  <p><b>Tools/furniture/toys</b><br/>Consider donating to your local charity shop or visit the furniture re-use network <a href="https://reuse-network.org.uk">https://reuse-network.org.uk</a></p> |
|  <p><b>Garden waste (£)</b><br/>You may need to subscribe to the council for a garden waste bin which upon subscription. Check on lookup on your local council's website'</p>         |  <p><b>Bulky items (£)</b><br/>If your local council has partnered with a charity to provide a paid for service, you may be able to organise for the removal of bulky items.</p>   |  <p><b>Electronic equipment</b><br/>Schools, charities and recycling companies will be able to assist if you have electronic devices that require recycling. Consider <a href="https://www.computersforcharities.org">https://www.computersforcharities.org</a></p> | <p>Alternatively broken small electrical appliances and electronics such as mobile phones, chargers, games consoles can be put in an old carrier bag and placed next to your recycling bin on collection day.</p>   |

Exact collection dates can be found using the collection day lookup on your local council's website.

(\*Some local authorities may vary their recycling bin provision)

### Recycle Now and WRAP (Waste & Resources Action Programme)

Recycle Now provides information to help you to reduce, reuse and recycle your waste on their website [www.recyclenow.com](http://www.recyclenow.com)

To receive guidance on how to reduce waste, develop sustainable products and use resources in an efficient way, please visit the WRAP (Waste & Resources Action Programme) website, [www.wrap.org.uk](http://www.wrap.org.uk)

### Further information

| Organisation        | Telephone     | Website  |
|---------------------|---------------|--|
| Energy Saving Trust | 0300 123 1234 | <a href="http://www.energysavingtrust.org.uk">www.energysavingtrust.org.uk</a>   |
| Environment Agency  | 0370 850 6506 | <a href="http://www.environment-agency.gov.uk">www.environment-agency.gov.uk</a> |
| Global Action Plan  | 020 7420 4444 | <a href="http://www.globalactionplan.org.uk">www.globalactionplan.org.uk</a>     |

## Section 3

# Living in your new home

## Your service providers

### Electricity

Your site electricity supplier will be noted on the handover form.

|                       |                      |
|-----------------------|----------------------|
| Electricity supplier  | <input type="text"/> |
| Telephone (enquiries) | <input type="text"/> |
| Website               | <input type="text"/> |

Your electricity supply enters your home through your electricity meter. Both this meter and the cable that is attached to it belong to the electricity company, and you should not tamper with them. Any wires that run from your meter to the rest of your home are your responsibility.

The wires from your meter lead to your consumer unit, which houses the main on/off switch for your home's supply and a collection of miniature circuit breakers (MCBs) which protect individual circuits for wall and ceiling lights, power sockets, etc.

### **Troubleshooting**

If a circuit trips:

- Unplug any appliances you think might have caused the trip.
- Go to your consumer unit and switch the affected MCB back on.
- Plug all the appliances back in one by one. When the circuit trips again, this means you've found the fault.
- If you still can't find the fault, we suggest you call an electrician instead of repeatedly tripping the MCB, as the fault might be intermittent or inside a socket or switch. Please be aware that the MCBs are very sensitive, and even a light bulb blowing can make them trip.

We will:

- Inspect your electrical supply every 5 years to ensure this remains safe and compliant.

You must:

- Provide access for this appointment under your lease to ensure we can keep your home safe and compliant.

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# Living in your new home

### Gas

Where applicable, your site supplier will be noted on the Handover Form and they will supply the gas to your boiler and other gas fuelled appliances within your home.

|                       |                      |
|-----------------------|----------------------|
| Gas supplier          | <input type="text"/> |
| Telephone (enquiries) | <input type="text"/> |
| Website               | <input type="text"/> |

Your gas fired boiler heats water which is then pumped through an underfloor heating system and radiators throughout your home.

### Telephone

The main telephone point in your home is located in the media cupboard and is ready for your chosen supplier to activate it.

Secondary telephone points have been provided to the living room and master bedroom. If you would like the additional telephone points in your home connected too, you should let your supplier know when you first contact them. Please be aware they might charge you for this.

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# Living in your new home

### Plumbing

Your water supplier will be specified in your Handover Form.

|                |                      |
|----------------|----------------------|
| Water supplier | <input type="text"/> |
| Telephone      | <input type="text"/> |
| Website        | <input type="text"/> |

Your home's water supply is fed from a water meter to a stopcock, and its location will have been shown to you in your home demonstration. If necessary, you can turn off the water supply to your home using this stopcock. Your home also has a second stopcock located outside your property.

### Waste water

Any waste water is drained away from your toilets, sinks, showers and baths through plastic pipework into the underground drainage system.

#### **Troubleshooting**

If you suspect a blockage in your sink, bath or shower:

- Try using a flexible rod or a suction cup to clear it.
- If this does not work, empty it by hand and pour in some drain cleaner.
- If there is still a blockage, place a container underneath, unscrew the plastic trap below, remove the blockage whilst wearing gloves and screw the trap back in place.

If there is a blockage in your toilet:

- Try using a flexible rod or a suction cup to clear it.
- If this does not work, you may need to call Bromford to send suitable tradesperson.

#### **To Prevent Blockage**

##### **Do**

- Regularly remove hairs trapped in plug holes.

##### **Don't**

- Throw anything other than toilet paper down your toilet.
- Empty cooking oil or large quantities of bleach into your pipework.
- Use lots of washing powder in your machine.

You may be charged for costs incurred to clear any blockages that happen as a result of not following the above advice.

## Section 3

# Living in your new home

### Staying safe in your home

We take health and safety extremely seriously and want you to be happy and safe in your new home and development.

In order to keep yourself and your family safe at all times, we recommend that you consider the below safety precautions which have been provided as general advice from the National House Building Council (NHBC).

#### Fire safety

Your home has been fitted with both a smoke and carbon monoxide alarms, which we recommend that you test regularly to ensure that they are working at all times.

Your smoke alarm is powered by the mains however, in the event of a power failure the battery back-up will ensure that your home remains protected.

In the event of a fire the alarm will sound alerting you to ensure that you and your family vacate the home immediately. The alarm will also beep to indicate a fault, which should prompt you to check the battery and detector regularly.

A carbon monoxide alarm will have been fitted in your home, likely in the same room as your boiler. This will alert you if a fault develops with your boiler.

Remember, never disconnect any smoke alarm, heat detector or carbon monoxide alarm. It could save your life.





## Section 3

# Living in your new home

### Tips and tricks

Listed below are a few points that will help reduce the risk of a fire starting in your home:

#### *Do*

- Make sure your smoke and heat detectors are working properly.
- Be careful when you are cooking with hot oil.
- Be mindful of ensuring that cigarettes and candles are put out properly and are not left unattended at any time.
- Have a fire blanket or general purpose fire extinguisher available and make sure you read how to use them.
- Only use appliances which are BEAB approved or CE marked.

#### *Don't*

- Overload power sockets and avoid having electrical items plugged in overnight. If you are to use extension leads, place them where they will not be damaged or a trip hazard.
- Work on live electrical appliances – always turn off and disconnect from the mains.
- Use portable heaters with a naked flame or electric bar heaters.
- Block access roads or escape routes out of your home.
- Prop open doors or block fire exit doors.

## Section 3

# Living in your new home

### While we finish building

At the point of moving into your home it is very likely that construction work will be ongoing until the development has been completed and therefore there may be contractors and machinery within the vicinity of your home.

Construction sites can be very dangerous and whilst we take all the necessary safety precautions we ask that you follow the below guidelines to allow for a harmonious and safe transition whilst the development is completed.

- If you have children, please ensure they do not attempt to enter the construction area and that they are aware of the dangers on a building site.
- Take special care when walking or driving through the development under construction, especially during winter months where there may be more surface water and mud on the roads and pathways.
- If you are walking through the development please ensure that you wear appropriate clothes and shoes and avoid construction traffic.
- Follow any road signs that have been put in place and take note if the location of the signs have changed as the development progresses.
- Never enter the construction areas without a member of our team and ensure that you follow the correct safety protocols at all times.

We will try our best to keep disruption to a minimum whilst we continue with construction at your development but please be aware that at times there may be challenges beyond our control, such as mud, dust, dirt on the roads and pathways, construction traffic plus noise and other construction related disruptions may occur and we hope you will be understanding.

If any issues arise either with your home or the shared areas, please contact your Neighbourhood Coach in the first instance.



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# Paying rent

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## Section 4

# Paying rent

### Paying your rent

As the Agreement Holder you are responsible for ensuring you keep up to date with your rent payments.

#### How can I pay?

##### ***Use your online account***

Sign in to your online account for secure, easy payments. Simply go to your account summary, tap “Make a Payment,” enter the amount, and you’re good to go.

Don’t have an account yet? [It’s quick and easy to register.](#)

##### ***By direct debit***

Want peace of mind? Set up a Direct Debit to ensure your rent is paid automatically, on time, every month.

Call us on 0300 1234 034 or use our [live chat](#) to get started. It’s the easiest way to never miss a payment.

##### ***Over the phone***

You can call us on 0330 1234 034 any time to make a payment. You’ll need your tenancy reference number to hand.

If you would like further information please contact us or call our Customer Service Centre on 0330 1234 034.

### If you’re struggling with payments

We understand that things don’t always go as planned, and it can be hard to keep up with rent. If you’re finding it difficult to make a payment, get in touch with us as soon as possible. We’re here to help.

Call us on 0300 1234 034 to see how we can assist you. We can offer free advice, connect you with specialist services for managing debt, or help you explore your options.

Need advice? Check out our [help and advice](#) section for tips on budgeting, benefits, and financial support.

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## Section 4

# Paying rent

### Changes to your rent and other charges

Each year, there will be changes to your charges. This section explains more about how your charges are calculated.

#### Why does my rent change?

Our rental income pays for all of the services we provide to our customers. Every year we have to make carefully considered decisions relating to rent increases, the increases we apply to your rent are set out within the terms of your rental agreement.

#### What does my rent pay for?

As a not-for-profit organisation, every single penny we receive is reinvested in services for customers, such as things like front-line services.

#### What other charges may I have to pay?

**Service charges** - A service charge is the amount payable in addition to the rent (if applicable) such as for the delivery of communal services, communal repairs and maintenance, estate grounds maintenance, buildings insurance, and the landlord's cost of management.

#### How do we calculate your service charge?

Service charges are 'variable'. This means the service charges you will see in your letter will be an estimate of what we believe it will cost to deliver the services you receive for the year (from April to March).

If we have charged you more than we have spent, the surplus/credit will be offset against the following years' service charges to reduce them. If we charged you less than we spent, then the deficit/shortfall will be added on to your service charges for the following year. This means customers will only ever pay the actual costs incurred by Bromford, no profit can be made through service charges.

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## Section 5

# Your forms and useful information



## Section 5

# Forms

To allow both Bromford and yourself to have an accurate record of your whole customer journey, we keep all forms and records of information on file and have collated them below:

- Your tenancy agreement
- Energy Performance Certificate (EPC)
- Heating Certificate (e.g. Gas, ASHP, GSHP)
- Smoke alarm certificate
- EIC certificate

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Section 6

# The language of rental property





# The language of rental property

You may not be familiar with all the legal and financial terms involved in the rental process. That's why below you'll find a list of all the key words and phrases. We've tried to explain them in as clear a way as possible, so you have a better understanding of what's involved at every stage.

## A

### AGENT

A person, firm or company used by a home builder to deal with any matter on their behalf (for example, an estate agent or contractor).

## B

### BUILD COMPLETE

Construction of your new home is now finished.

## C

### CONTRACT

The legally binding document drawn up by solicitors.

### CONVENANCE

Stipulations as to what a freeholder or leaseholder, may or may not do with the property or within the neighbourhood.

### COVENANT

A restriction of condition affecting the property which must be complied with by law.

## F

### FREEHOLD

The full ownership of both the property and the land on which it stands.

## H

### HANDOVER

This is when you are presented with the keys to your new home.

### HOME DEMONSTRATION

A practical demonstration in your new home that takes place before you move in. The demonstration shows you how appliances and systems work and allows you time to inspect your new home.

## I

### INSURANCE

There are two main insurances that you should take out. It is advisable to review insurance cover regularly.

## K

### KEY INFORMATION DOCUMENT (KID)

Contains essential facts in an easy-to-read format. This document summarises vital information.

## L

### LEASEHOLD

Land held under a lease for a number of years on which ground rent is paid if applicable.

## M

### MANAGEMENT COMPANY

Apartment buildings usually have a management company responsible for maintaining the main structure, common parts (e.g. stairs and hallways) and landscaped areas.

Your neighbourhood coach should be able to confirm in more detail.

## S

### SITE MANAGER

The build sales representative who supervises the building of the development.

### SNAGGING

Minor remedial work which arises given the method of construction of a new home, in which the developer commits to rectifying within the timescales set out under the warranty.

## W

### WARRANTY

Cover, backed by an insurance provider, which ensures defects in your home, which are covered under the policy, can be addressed at no/limited cost to you.

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