



Stef & Philips Ltd

Temporary Accommodation Welcome Pack

Please note that the use of the terms 'license', 'licensee', 'licensor', 'tenant', 'tenants', 'tenancy' or 'tenancies' anywhere within this documents or other S&P literature is merely for convenience and ease of reader understanding. Such terms are not used with the intention of conveying, conferring or implying any strict legal interpretation of those terms. The temporary accommodation provided by S&P is, in reality, always occupied on the basis of an 'Allocation' from the relevant Borough Council rather than a 'Tenancy' or a 'License'. Therefore, legally the occupiers are 'Excluded Occupiers' referred to as 'Service-Users' (SU) rather than actual 'Tenants' or 'Licensees'.



S&P New Tenants Welcome Pack

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1. DISCLAIMER

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2. INTRODUCTION

Welcome to S&P.

This Welcome Pack has been prepared as a reference guide for your stay with us. It contains useful information about your temporary accommodation, together with information on your rights and responsibilities (as well as those of S&P), and, of course, important contact information.

Please keep this Welcome Pack to hand for future reference and the "do's and don'ts" you have signed. The Welcome Pack should contain the answers to many of the questions you might have both now and in the future. However, if you cannot find the answer to your query within this pack, then please feel free to contact a member of S&P's staff who will try and answer any queries you might have as quickly as possible.

NB Below is the text of the standard letter that is normally given to all new 'tenants' when they first move in to any temporary accommodation that is managed by S&P.



Dear Guest,

Welcome to Your Temporary Accommodation.

S&P is your Temporary Accommodation provider (TA provider) on behalf of your local council. The accommodation is provided on a temporary basis until such time as the council is able to determine your housing application and/or housing needs.

Accordingly, you should be aware that if you have any questions regarding your housing application and/or housing needs assessment, such questions can only be answered by officers from your local council.

We hope that you will be comfortable in our accommodation and settle in to your new environment without too much difficulty. However, we understand that moving into a new home, possibly in an unfamiliar area, can be both difficult and stressful. Therefore we would like to stress that if you require help with anything relating to your use and occupation of our accommodation, you are always welcome to contact a member of our team based in our offices in North London, at:

68 Aldermans Hill, Palmers Green. N13 4PP

Our office telephone number is: 020 8882 8372

Normal office hours are from 9.30 am to 6.30 pm Monday to Friday, but in the event of an emergency occurring outside normal office hours you can telephone our emergency call out service on: 07583 402 490

Please note that this number is for genuine emergency use only, and that non-urgent matters should be reported during the next normal working day.

Your anticipated co-operation in not abusing the emergency call out service is greatly appreciated.

Finally, just to remind you that if there is anything we can reasonably do to help you during your stay with us, we are here to help: please feel free to contact us.

Yours sincerely,

Stef & Philips



3. ESSENTIAL CONTACT INFORMATION AND MAP

How to contact Stef & Philips...

Our Address...

68 Aldermans Hill, Palmers Green. N13 4PP

Our Opening hours...

Monday to Friday 9:30 am – 6:30 pm

Repairs and Maintenance Requests...

Inform our member of staff in person when you next meet with them. A member of the Maintenance team will be there every fortnight.

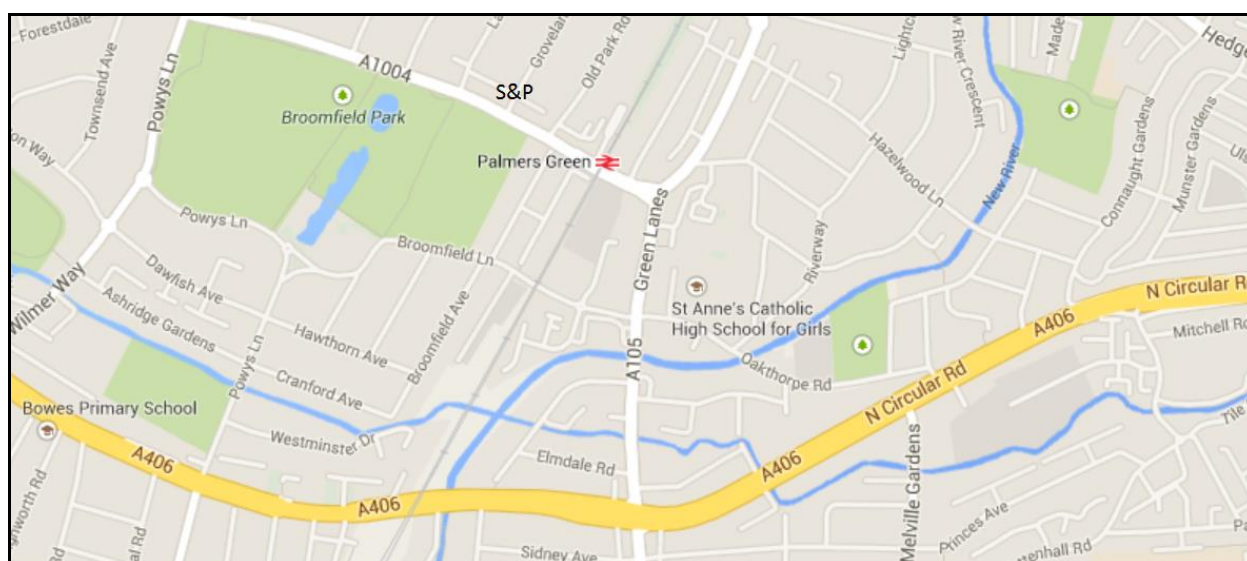
Report your repair or maintenance issue by telephone:

020 8882 8372 (office hours only)

Out of Hours Emergencies...

Telephone: 07503 402 490

NB This number should only be used in genuine emergencies such as flooding and should not be used to report non-essential repairs or maintenance issues.





4. TERMS AND CONDITIONS OF OCCUPATION

1. S&P accommodation units and communal area (hereafter all called the “Premises”) are only available for use as temporary accommodation on the basis of an allocation by Borough Councils or other form of non-secure tenancy.
2. No relationship of landlord and tenant is involved and there is no right to buy.
3. If, for any reason, Stef & Philips Limited is required to seek possession via the Courts, the Company will ask the Court to make an order for Costs against the Tenant.
4. Any keys or access fobs issued to you in respect of your accommodation remain the property of S&P and must be surrendered upon your departure.
5. S&P accepts no responsibility for the loss or theft of such keys or access fobs once they have been issued, and any costs incurred as a result of same remain the direct responsibility of the Tenant.
6. S&P only grants the authorised Tenant permission to occupy the Premises on the following terms (the Tenant’s Obligations):-

The Tenant hereby agrees:

Access (a) to allow the TA provider and the freeholders and anyone with proper reason to require access to the Premises and their employees agents or contractors access at all times and for all purposes

Use (b) to use the Premises for residential purposes only as the Tenant’s only accommodation and not for any other purpose than residential accommodation

Cleanliness & Internal Decoration (c) to keep the interior and all furnishings fitted carpets and floor coverings in the Premises and any garden garage or land which are a part of the Premises in a clean and tidy condition

NB during the term of the Licence period Stef & Philips Limited will not normally undertake any internal redecoration of the premises and will also not normally undertake the replacement of any furniture or carpeting or floor coverings or curtains etc.

Food Storage (d) not to store any items or quantity of food in such a way as may be deemed to encourage insect, pest or vermin infestations (all food stuffs must be stored in sealed containers)

Nuisance (e) not to cause or allow members of the Tenant’s household or invited visitors to cause a nuisance or annoyance to neighbours or other Tenants of the TA provider and not to commit any form of harassment on the grounds of race colour religion sex sexual orientation or disability



Noise	(f) not to play or allow being played any radio, television, record, tape or CD recording or any musical instrument so loudly that it causes a nuisance or annoyance to neighbours or can be heard outside the Premises between the hours of 11.00pm and 7.30am
Pets	(g) not to keep any pets at the Premises
Damage	(h) to be the cause of any damaged caused wilfully or loss to the Premises or to any stairways corridors or entrance halls serving the Premises caused by the Tenant or any member of the Tenant's household or any invited visitor to the Premises and to pay any costs incurred by the TA provider in carrying out such work in default
Reporting Disrepair	(i) to report to the TA provider or its agents promptly any disrepair or defect in the structure or exterior of the Premises or in any installation or in any stairways corridors or entrance halls serving the Premises
Alterations	(j) not to make any alterations to the premises, structural or otherwise
Satellite Television	(k) not to install or make arrangements for the installation of a satellite television dish without the written permission of S&P Limited
Rubbish	(l) not to allow the accumulation or dumping of rubbish and/or discarded goods within the Premises or any land that is a part of the Premises
General Storage	(m) not to leave or store any items in any common parts eg stairwells, halls or landings (any such items found in contravention of this clause will be removed or destroyed without further notice)
No sharing	(n) not to allow anyone else to occupy your unit at the Premises
Posters	(o) not to affix posters signs or notices on the exterior or interior of the Premises
Moving Out	(q) at the end of the allocation period to give the TA provider vacant possession and return the keys of the Premises and to remove all personal possessions and rubbish and leave the Premises in a clean and tidy condition and proper state of repair and to pay to the TA provider the cost of repairing or replacing any recklessly damaged or missing parts of the Premises (The TA provider accepts no responsibility for anything left at the Premises by the Tenant at the end of this allocation)



Cooking No cooking or facilities are permitted in any unit

Acknowledgement The Tenant acknowledges that failure to carry out any of the above obligations could render the Tenant and the Tenant's family to eviction and the consequent discharge by the Council of its responsibility for providing accommodation under the homeless legislation.

5. STEF & PHILIPS'S COMMITMENT TO ITS 'TENANTS'

S&P is committed to providing the highest standard of service possible. As such, you can expect the following from us:

- All S&P staff should normally carry an official S&P identity card (including a photograph of the bearer) which should be made available to you upon request
- Our staff should be courteous and polite at all times
- A member of S&P staff will either accompany you when you initially move in to your new accommodation, or will sometimes meet you there the next day. This will provide us with an opportunity to provide you with essential practical information about your new home and to answer any questions you might have
- A member of our staff will need to visit you at your new home either once a week (if your accommodation is booked on a Nightly Let Scheme and we are required to obtain your signature(s) for the Council's weekly register) or once every 4-8 weeks (if your accommodation is booked on a Private Sector Leasing (PSL) Scheme; Private Licenced Accommodation (PLA) Scheme; or Non-Secure Tenancy (NST) Scheme).
- S&P staff will be well trained and competent to complete the job required of them
- We will work constructively with any necessary organisations or third parties to help provide a continued high standard of service and support during your stay
- The structure, exterior and interior of your accommodation will be properly maintained and repairs carried out in a timely and professionally manner with due regard to health and safety
- We will endeavour to return all telephone calls promptly and in any event within 24 hours
- We will endeavour to reply to any emails promptly and in any event within 24 hours
- We will endeavour to reply to any letters that may be sent to us promptly and in any event within 10 working days



- We will respect your right to confidentiality
- We will consult with you on any matters affecting your 'tenancy'
- We will provide an out of hours (ie. 24 hour) EMERGENCY repairs service
- We will always listen to what you have to say and wherever possible try to work with you to resolve any issue you might have
- If you are dissatisfied with any aspect of S&P's performance or conduct we support and encourage your right to register a complaint – details of how to do this are included elsewhere in this pack.

6. YOUR 'TENANCY'

The local authority housing Department that you approached for housing assistance (ie. your own council) has procured the accommodation you now occupy for your temporary housing needs through S&P. Because it is only intended as temporary or interim accommodation your occupation is governed by way of a Licence. You do not have the same security of tenure that you would have with a permanent offer of accommodation from either the Council itself, or from a Housing Association or other Registered Social Landlord (RSL).

You have the right to remain in occupation of your temporary accommodation only until either the Council or Stef & Philips informs you that you must leave.

You do not have the right to apply to:

- Buy your unit of temporary accommodation
- Take in or share your unit
- Occupy another unit
- Make improvements or alterations
- Redecorate internally or externally
- Exchange your unit
- Undertake any business

You must:

- Continue to occupy your temporary accommodation as your principal accommodation at all times
- Accept responsibility for the behaviour and actions of everyone living with you or who visits you
- Try to maintain the Premises and its general appearance to the same standard and condition that it was in when you first moved in

**You must not:**

- Keep or use liquid petroleum gas cylinders, paraffin, bottled gas, or store petrol scooters in your home
- Remove furniture, carpets, curtains or white goods from your temporary accommodation (you will be held liable for the cost of replacing all such items at the end of your 'tenancy')
- Remove batteries from (or otherwise disable) fire or smoke detection equipment, and/or CO2 detectors in your home
- Block ventilation grills or air bricks
- Dry damp washing over electric storage heaters or radiators
- Overcrowd your home with furniture and other possessions (this will restrict airflow and could cause damp and condensation especially if such items are stored against an outside wall)

Please do:

- Keep to your terms and conditions of occupation and licence conditions
- Look after your home and keep it clean and free from rubbish
- Ventilate your property so as to avoid damp and condensation
- Keep your garden or any outside areas neat and tidy, and free from rubbish
- Help keep any communal spaces clean and tidy, and free from rubbish
- Dispose of rubbish and waste appropriately
- Use recycling facilities where they are available
- Show consideration and respect for your neighbours

Please do not:

- Become a nuisance to your neighbours (or allow any member of your household, or any visitors to your household, to become a nuisance)
- Allow, permit or condone rude or offensive language or behaviour by any member of your household, or any visitors to your household

7. KEYS POLICY

S&P will normally provide only one set of keys in respect of any allocated property.

The 'tenant(s)' is responsible for the safe keeping of any keys that they are given, and where necessary, the full cost of obtaining replacements (see below).

If additional keys (or sets of keys) are required by the new 'tenant(s)' it is recommended that the 'tenant(s)' purchase these direct from a reputable locksmith.

NB We strongly recommended that at least one set of additional keys is obtained and left with a relative or friend so that in the event of the original set being lost or stolen (or inadvertently locked-in the property) that a spare set is easily accessible.



No information which might reasonably identify the property address to which the key(s) relate should be attached to the key(s). This is so as to prevent the need for a lock change if the keys are inadvertently lost or stolen.

In the event that the household's key(s) becomes lost; stolen; or perhaps locked in the property, then it will be the 'tenants' personal responsibility to either:

(1) Arrange for a reputable locksmith to attend to the problem at their own expense,

or

(2) Notify S&P of the fact and arrange to attend our offices during normal office hours with acceptable proof of identity in order to be issued with a duplicate set of keys (for which there will be a set charge of £5 per standard key and £15 (or more) for any special order keys - eg electronic fob or special order communal door keys).

Please also note that all such costs and/or charges are required to be paid in cash at the time of collection.

NB S&P is at all-times required to hold spare keys for each of the properties in its management. Therefore, should any of our 'tenant(s)' ever have to undertake a lock change at their temporary accommodation, they must immediately inform S&P for this work to be done. Neither the tenant nor any subcontractor must carry out a lock change.

IMPORTANT – Returning Keys When Moving Out:

The 'tenant(s)' will remain liable for the full rent payable to the Council in respect of their temporary accommodation until they have handed back all their keys to S&P.

S&P will issue a properly signed and dated Key Receipt for all keys that are returned to us. This is an important document and should be retained for future reference (especially if the Council subsequently query your leaving date).

Keys should never just be left in your temporary accommodation or sent in the post.

8. REPORTING REPAIRS

Any repairs or maintenance issues which might sometimes arise in your temporary accommodation should be reported to S&P as soon as possible. If you do not do so the problem could get worse (or even cause damage to someone else's property) and therefore end-up costing much more to fix – if this were allowed to happen, then you would be held liable and required to contribute towards the cost of any additional expenses that had been incurred unnecessarily.

S&P's own maintenance staff will aim to attend to and resolve all such matters in accordance with the time frames prescribed by the local authorities with whom we work.



NB 1. Please check the identity of anyone attending your home (all such trades personnel should carry identity cards) or, if in any doubt, please telephone Stef & Philips to check...

2. S&P will not normally repair any damage caused by:

- a. Anything you have done (whether that is a deliberate act or omission, or an accident)
- b. Anything done by anyone living with you (including children) or anyone who was visiting you (whether that is a deliberate act or omission, or an accident)
- c. Anything arising from something which you or members of your household etc have undertaken or installed in the property – with or without S&P permission

Non-urgent repairs may be reported as follows:

- By informing S&P member of staff when he/she next visits you
- By phoning S&P's office staff during normal office hours on: 020 8882 8372

Urgent repairs may be reported as follows:

- By phoning S&P's office staff during normal office hours on: 020 8882 8372
- Outside of normal office hours by phoning S&P's emergency out of hours service on: 07583 402 490

NB Our emergency out of hours' service is only available for genuine emergency calls only (eg. if you have a flood or major leak during the night then you should, of course, please use this number). However, if you use this service to report non-urgent repairs outside of normal office hours your repair request will not be dealt with and you will merely be advised that you must report your repair during normal office hours on our main switchboard number.

When reporting repairs or maintenance issues please be prepared to provide the following information:

- Your name
- Your address
- Your telephone number and/or mobile telephone number
- Access availability
- As much accurate and detailed information about the nature of the repair as possible



And in the event that you discover a burst pipe, then please:

- Turn the water off at the mains and/or stopcock immediately
- Turn on all the taps to drain the system
- Telephone Stef & Philips on:

020 8882 8372 or

07583 402 490 (out of office hours)

9. PERIODIC PROPERTY INSPECTIONS

S&P has been contracted to provide you with temporary accommodation by the local authority (the Council) dealing with your housing application.

Please note that this accommodation is only provided for your use on a temporary basis and is therefore never going to become your permanent home. As such you do not have the same kind of rights and security of tenure that you would have with permanent rehousing or even a private letting (an Assured Short-hold Tenancy – AST), and you may be required to leave this accommodation at any time (subject to proper notice being issued). It is therefore extremely important throughout your temporary accommodation stay that you fully comply with and abide by all the stated terms and conditions associated with its provision. Failure to do so could result in either the Council or S&P ending your temporary accommodation provision. If this happened the consequences could be very serious; you might not be eligible for any further assistance from the Council; this would then necessitate you having to make your own private accommodation arrangements.

As part of Stef & Philips's contractual arrangements with the Council for the management of your temporary accommodation our staff are required to routinely visit you in your home, at regularly specified intervals.

You are similarly required by the occupation agreement you sign with the Council, to fully comply with all S&P's periodic property inspection requests.

The intervals between inspection visits are determined by the individual agreements S&P operates with each local authority. Generally, however, we are required to undertake most periodic property inspections on either a weekly, monthly or 6 weekly cycle.

You will be allocated a named Housing Officer (HO) by S&P shortly after you take-up occupation of your offer of temporary accommodation. Your Housing Officer will inform you as to how often he or she will need to visit you at home, and confirm the specific arrangements for the same.

It is important that you always try to make yourself available for any scheduled property inspections wherever possible. Should you regularly fail to keep such appointments the Council may decide to end your temporary accommodation provision!



If for any reason you cannot keep any scheduled appointment for a property inspection you should try to rearrange the appointment with S&P at the earliest possible mutually convenient date and time thereafter.

Please note that inspection visits can usually only be arranged during normal office hours ie. Monday to Friday from 9:30am to 5pm.

If any appointment for a home property inspection is not kept, or rearranged, then S&P reserves the right for its staff to access its temporary accommodation in your absence.

NOTICE of WEEKLY VISITS:

S&P's Housing Officers ["HO's"] visit the property every week, this includes an inspection of the accommodation units. One very important matter which the HO's are expressly asked to look out for on their weekly inspections is cooking in the accommodation units, which is not permitted. Cooking is only permitted in a communal kitchen. If the HO's discover any irregularity e.g. cooking in accommodation units, smoking, drugs, anti-social behaviour, excessive clutter etc, they will give a verbal warning to the service-user. If the situation persists HO's then deliver a written, firm and final warning.

These visits are done in order to ensure your wellbeing and are an important part of our commitment to your Borough Council. Our 'Housing Officer' will knock on the door and request entry if you are present. In your absence he/she will make a brief visit to ensure all is well and there are no issues.

NB S&P maintenance team staff are required to inspect every room in your temporary accommodation. Amongst other things, they need to be able to verify that you continue to occupy the property as your principal residence; that you are not sub-letting; that you are not allowing people other than those detailed on your housing application to reside with you; that you do not permit or cause overcrowding of your temporary accommodation; that you are looking after the property appropriately and not permitting or causing abuse or neglect of the property; that you are abiding by all the terms and conditions attached to your occupation agreement; and that any repairs and maintenance issues that are the responsibility of S&P are identified promptly so that they can be dealt with without undue delay.

10. GAS AND ELECTRICAL SAFETY TESTING AND CERTIFICATION

There is a legal requirement within the UK for all rented property to have appropriate testing undertaken of specified services on a regular or periodic basis by suitably qualified personnel.

Any rented property that has an operational gas supply is subject to an annual Landlord's Gas Safety Inspection by a registered Gas Safe Engineer.

All properties that are let as temporary accommodation on behalf of a local authority are periodically required to have their electrical installations tested by a NICEIC registered



electrical contractor (or equivalent) – albeit that this is not necessarily an annual test/inspection.

Such testing is necessary to ensure that the supply of such services conforms to current UK standards and will therefore provide a suitably safe environment for all the occupiers within the accommodation.

S&P will automatically arrange for any such testing and certification as and when it becomes necessary, and will endeavour to arrange mutually convenient appointments for such testing directly with the residents of the properties concerned.

Because of the potentially serious (and perhaps even fatal) health and safety implications of such installations not being routinely tested as recommended, all residents of S&P properties are required under the terms of their occupancy agreements to grant full and unrestricted access to any qualified personnel who might be contracted to undertake such safety testing on behalf of either S&P or any individual property's landlord(s).

Failure to comply with any such reasonable request could result in S&P refusing to continue your temporary accommodation provision, and thereafter the placing local authority determining that it owes you no further housing duty. In these circumstances you would then be required to make your own accommodation arrangements.

***** IMPORTANT *****

11. COUNCIL TAX AND UTILITY SUPPLIES

For all S&P properties that are let as Temporary Accommodation S&P Management are responsible for paying the following utilities bills:

- Gas and electric bills
- Water rates

You are responsible for the payment of Council Tax. On receipt of the bill in your name kindly make arrangement with the local Council Tax Department for any rebates/discounts and payments.

12. INSURANCE

Buildings Insurance is the owner's responsibility (ie. the Landlord). This is normally undertaken on an annual basis and is at no cost to the 'tenant(s)'.

However, your personal possessions and any valuables you might have are not covered by the Buildings Insurance.

Home Contents Insurance is your responsibility. If you require Home Contents Insurance you must arrange this yourself, and at your own cost.

NB Neither S&P nor the Landlord will accept any financial liability for any loss or damage to any personal possessions or valuables in your temporary accommodation, no matter how such loss or damage may have arisen or been caused.



13. SECURING AND PROTECTING YOUR HOME AND VALUABLES

Please always try to keep your home and personal possessions safe by:

- Always checking the identity of anyone you let into your home
- Leaving an electric light on when you go out and always locking-up
- Not leaving any naked flames (especially candles) unattended
- Not removing or 'hiding' from plain sight any fire blankets and/or extinguishers that have been provided for your safety
- Considering taking out suitable contents insurance
- Marking or photographing personal possessions for insurance purposes
- Regularly testing and changing batteries in any smoke/ heat and/or CO2 detectors (Remember Smoke/ Heat/ CO2 detectors save lives)
- Ensuring all security locks to doors and windows are used when you are going out
- Joining your local Neighbourhood Watch or Residents' Association
- Cancelling any deliveries if you know you are going to be away
- Being vigilant...

14. DISPOSAL OF RUBBISH

Please ensure that all your household rubbish and domestic waste is placed in refuse sacks and deposited in the appropriate or designated place for its collection. The local authority in the area where you now live will normally collect your household rubbish and domestic waste on a regular weekly cycle. It is very important that you ensure that your household rubbish and domestic waste is put out ready for the Council's refuse collection service on the evening before the refuse collection service is due (accumulations of household rubbish and domestic waste that are left out for too long will only attract vermin and rodents to your home).

15. ENVIRONMENTAL AWARENESS

S&P is committed to improving its environmental performance by measurably reducing any negative impact its operations might have on the world at large.

To this end, S&P has established its own 'S&P Environmental Policy'.

Some of the benefits of pursuing an Environmental Management System include:

- Cleaner air
- Less carbon emissions
- Less pollution, and
- Less waste

YOU can help us by...



- Switching off any unnecessary lights and appliances when they are not in use
- Ensuring that water is not left running in your accommodation
- Efficiently controlling the temperature of your accommodation

Please be kind to the environment... Show respect for the world we're living in.

16. PETS

Many Leasehold properties (and especially those located on private housing estates or on new developments) contain covenants in their head-lease terms and conditions which strictly prohibit residents keeping pets.

Pets are therefore not permitted in any of our properties.

The only exceptions to this policy are Guide Dogs for the Blind and Hearing Dogs for the Deaf.

NB Failure to abide by S&P's Policy on Pets could result in the loss of your temporary accommodation.

17. GARDEN MAINTENANCE

If you are fortunate enough to have been provided with accommodation that has the exclusive use of its own private garden, then it is your responsibility to keep it tidy.

Regular maintenance and to keep it free from overgrowth is the responsibility of S&P.

18. CARS AND PARKING

Unfortunately, not all our accommodation comes with allocated off-street parking and if you do have a car, parking can therefore sometimes be quite difficult.

Additionally, street parking can also be difficult in many areas, and increasingly many local authorities are introducing Controlled Parking Zones (CPZ) which will require residents to apply for (and pay for) a residents parking permit to allow you to park your vehicle on the street.

Where allocated off-street parking is available, a permit is also often required from the estate management company and you will need to contact S&P to find out how to arrange this.

NB The cost of obtaining any such permit is your personal responsibility. Failure to obtain and display a valid permit could result in your vehicle being clamped or impounded.

Permission to park on private housing estates, new developments, and other designated areas is only given to those vehicles that are kept in a roadworthy condition and display a valid tax disc.



Permission will not be given to keep vehicles “off road” as per the permission in the DVLA Statutory Off-Road Notification (SORN) rules.

Please do not:

- Obstruct emergency access areas
- Park on grass verges or pavements
- Park vans, lorries, caravans, or other large vehicles on private housing estate roads, in parking bays, or on the approaches to flats and houses.
- Undertake repairs or maintenance to any vehicle(s) parked on a private housing estate
- Abandon any vehicle on private housing estates/ developments

19. PEST CONTROL AND DOMESTIC HYGIENE

- You must keep your home free from rats, mice and other pests and infestations (eg. cockroaches and ants).
- To help prevent pests entering your home keep all floors and work surfaces clean and free of all food stuff.
- Remove and thoroughly clean-up after any spillages.
- Vacuum all carpets regularly.
- Wash or mop hard floors regularly with a proprietary cleaner and/or disinfectant.
- Please do not store packs and bags of dry foods such as rice and flour etc on the floor or on lower surfaces.
- Please also be aware that bulk purchase and inappropriate storage of vegetables and other food stuffs can also encourage pest infestations.
- All food stuffs should ideally be stored in air tight containers.

NB Having moved in to your temporary accommodation, if it does at some later point in time suffer from any kind of pest problem or infestation, you should always notify S&P and seek advice.

20. TV LICENCING, BROADBAND AND SATELLITE TELEVISION SERVICES

If you intend to use a television at your temporary accommodation you must apply for a TV Licence registered from that address: failure to do so could result in your prosecution and a significant fine being imposed by the Courts.

NB You are NOT permitted to install a satellite dish or broadband at your temporary accommodation. It should be noted that many private housing estates and new developments have covenants in their head-lease terms and conditions which strictly prohibit residents from installing these services. Accordingly, any such facility installed will be removed and disposed of without notice, and a charge for the same levied against the ‘tenant’.



21. BANNED SUBSTANCES & DRUGS

Banned substances and/or drugs must not brought into (or allowed to be brought into) your home.

Failure to adhere to this requirement could result in the loss of your temporary accommodation.

NB S&P staff are required to work closely with the local Police authorities and will always co-operate with any legitimate enquiries or investigations in which the local Police may request our assistance.

22. FLAMMABLE (COMBUSTIBLE) AND EXPLOSIVE MATERIALS

You must not keep, store, or use liquid petroleum gas cylinders, paraffin, bottled gas, or store petrol scooters etc in your home.

You must not keep store or use any other potentially flammable or explosive materials or chemicals in your home.

*** IMPORTANT ***

23. DAMP AND CONDENSATION

Condensation can cause dampness and mould growth in your home. This looks unpleasant and can increase the risk of respiratory illness. It can also cause wooden window frames to rot. The information below explains how condensation forms and how you can keep it to a minimum.¹⁸

What is condensation?

Condensation starts as moisture in the air, usually produced by cooking, washing, or drying clothes indoors on radiators. When it hits cool surfaces such as walls, mirrors, wall tiles and windows it condenses and forms water droplets. The moist air rises when it is warm and often ends up on ceilings and in upstairs rooms and then it forms mould.

Why is it a problem?

Left untreated, condensation can result in mould growth on walls, ceilings, furniture, furnishings, and clothing in cupboards and drawers. It can also affect wall plaster and cause woodwork to rot.

What are the different types of Dampness?

Condensation is caused by moisture in the air inside your home. This section of S&P's Welcome Pack explains how you can reduce condensation and prevent mould forming.

However, damp is generally caused by a fault in the structure of the building. There are two basic types of damp:



- Penetrating damp happens when water enters your home through an external defect (for example a crack in a wall or a loose roof tile).
- Rising Damp is when there is a problem with the damp proof course or membrane and water rises from the ground into the wall or floor.

If you think you have a problem with damp in your home, please contact S&P.

How to reduce condensation in your home:

Control excess moisture

- Close kitchen and bathroom doors to prevent steam going into colder rooms.
- When cooking or washing, let the steam escape by opening a window or using an extractor fan if you have one fitted. Leave the window open or the extractor fan on for up to 20 minutes after you have finished cooking or washing.
- Open some windows in other rooms for a while each day and open any trickle vents in your window frames. This allows a change of air.
- Wipe down surfaces when moisture settles to prevent mould forming.
- Do not block air vents and allow air to circulate around furniture and cupboards.
- You must not use bottled gas or paraffin heaters – these produce a lot of moisture and they are also a health and safety risk.

NB Your tenancy agreement or lease states that you are not allowed to use these in your flats.

Produce less moisture

- Dry clothes outdoors whenever possible or use small ventilated rooms.
- Cover fish tanks and remember that house pets and plants produce moisture as well.
- Cover pans when cooking.
- If you have a tumble drier or washing machine, ensure that it is vented in accordance with the manufacturers' instructions.

Keep your home warm

Insulation and draught proofing will keep your home warmer and will also cut fuel bills. When the whole house is warmer condensation is less likely to form.

- Insulating your loft and walls will help.
- Maintain low background heat when the weather is cold or wet.

Some words of warning:

- Do not block permanent ventilators.
- Do not completely block chimneys. Leave a hole about two bricks in size and fit a louvered grille over the opening.
- Do not draught-proof rooms where there is condensation or mould growth.



- Do not draught-proof a room where there is a gas cooker or a fuel-burning heater, for example a gas fire.
- Do not draught-proof windows in the bathroom or kitchen.
- Do not put furniture against cold external walls.

First steps against mould:

- Treat any mould you may already have in your home then do what you can to reduce condensation. This will restrict new mould growth.
- Do not disturb mould by brushing or vacuum cleaning. This can increase the risk of respiratory problems.
- Wipe off mould growth immediately with water. Do not use washing up liquid.
- To kill and remove mould growth, wipe down affected areas with a fungicidal wash. This is available from a hardware or DIY store or supermarket. You should choose a product which carries a Health & Safety Executive 'approval number'. Always follow the instructions carefully. Do not use bleach.
- Dry-clean clothes affected by mildew and shampoo carpets.
- After treatment, redecorate using a good quality fungicidal paint to help prevent mould recurring. This paint is not effective if overlaid with ordinary paints or wallpaper.

Useful information

You can get useful information on effective ways to heat and Insulate your home from the Energy Savings Trust on 0845 727 7200 or at www.est.org.uk

If you are an owner-occupier or private tenant and are aged 60 or over, disabled or infirm, or receiving benefits you may be eligible for assistance with carrying out insulation, draught-proofing or heating works.

If dampness has caused window frames in your home to rot you can treat the wood with preservatives. However, it is important to remember that the only lasting remedy for wood rot is to cure the damp that caused it in the first place.

24. IMPORTANT NOTICES

Fire Prevention:

1. Please turn off all lights, gas and electrical appliances when you leave your accommodation.
2. Never cover or restrict the airflow to electrical appliances or stand items like vases or candles on top of items such as televisions or Hi-fi equipment.
3. Never disable or cover any smoke or heat detectors that may be fitted within your accommodation
4. Always utilise (and never disable) any extractor-fans that may have been provided. (The correct use of extractors will help minimise the number of false fire alarms...)

**In the Event of a Fire:**

1. Alert everybody in the building; get them to leave the building without delay; find a telephone, dial 999 and ask for the Fire Brigade.
2. Do not endanger yourself or others by trying to save any personal possessions.
3. Telephone S&P

Theft and or damages:

1. All furniture, kitchen appliances and any other items provided for your comfort and use at this accommodation are the property of S&P.
2. Tenants are responsible for the appropriate use and safe keeping of all such items whilst they remain in occupation of S&P accommodation.
3. The disappearance, abuse or destruction of any such items will be treated as theft and the Police advised accordingly.
4. S&P will prosecute all offenders.

Smoking Drugs and Alcohol:

1. All communal areas are designated non-smoking areas.
2. Alcohol consumption is not permitted in any of the communal areas or immediately outside the premises.
3. Alcohol abuse/ related nuisance will immediately be reported to the Council and could jeopardise your continued occupancy of this accommodation.
4. Drug use or supply is strictly prohibited: any breach will immediately be reported to the relevant authorities. (Stef & Philips and Council Officers will fully co-operate with any Police investigations relating to the same.)

Loitering:

Loitering, assembly or congregation outside the premises is strictly prohibited.

25. COMPLAINTS

S&P has an enviable reputation for customer care and service delivery. We are here to help you and we pride ourselves on our levels of service and commitment. However, as with all organisations things can and sometimes do go wrong. In such circumstances we will endeavour to put things right as quickly as possible, and with the minimum possible inconvenience to you, our client.

In the event that you do have a complaint, then please pursue one or more of the following courses of action as may be appropriate to your particular circumstances:

Informal complaints

- Inform a S&P member of staff in person when you next meet with them at your regular home visit/ property inspection



- Report your complaint by telephone: 020 8882 8372 (office hours only)

Most such 'informal' complaints can usually be resolved satisfactorily without the need for any laborious or time consuming correspondence.

However, for more serious or formal complaints, or where you are dissatisfied with our initial response to your informal complaint, you should put your complaint in writing and address it for the attention of:

- The General Manager – Stef & Philips, 68 Aldermas Hill, Palmers Green, London, N13 4PP

We aim to fully respond to all formal (ie. written) complaints within 10 working days of receipt. However, in the event that we may be unable to do so, we will write to you and advise you accordingly.

Please note that there is a right of appeal to all decisions made in respect of formal complaints. Appeals must be made in writing – clearly stating the grounds for the appeal – and providing any additional information that may be relevant. Appeals should be addressed for the attention of:

- The Directors – Stef & Philips, 68 Aldermas Hill, Palmers Green, London, N13 4PP

Finally, if you still remain dissatisfied you can of course contact the staff at the council who originally nominated you to us.

26. ENDING YOUR 'TENANCY'

You can surrender your unit of accommodation and end your 'tenancy' at any time by giving at least 24 hours' notice to S&P. All Keys should be returned to S&P in person; where upon you will be issued with an official S&P Key Receipt. You should keep your Key Receipt safe as this confirms the date when your 'tenancy' ended and accordingly when you ceased to be liable for further rent payments.

NB If you do not obtain a Key Receipt (confirming your leaving date) you may continue to be held liable for rent payments after you have vacated and any resulting rent arrears transferred to your new rent account. It is therefore in your own best interests to return all keys personally to S&P's office and to ensure that you are issued with an official Key Receipt which has been duly signed and authorised.

27. BELONGINGS LEFT IN THE PROPERTY AT THE END OF YOUR 'TENANCY'

No personal possessions and/or other belongings (such as furniture or electrical equipment) must be left behind when you vacate your temporary accommodation unit. It is your personal responsibility to either take all such items with you, or to arrange for their safe storage - either with friends or family, or perhaps through a commercial storage company - before your 'tenancy' ends.



In the event that any personal possessions and/or other belongings have been left behind after you vacate (or appear to have abandoned) your temporary accommodation unit S&P will normally assume that they are no longer wanted and having taken an inventory and photographs of the same, will arrange for their immediate disposal, sale, or donation to a charity shop (as appropriate) without any further notice or warnings.

However, in exceptional circumstances, and at S&P's absolute discretion, we may in some instances secure commercial storage of any such items for a maximum period of one month. (This would normally only be in circumstances where we had perhaps been made aware by the Council that the 'tenant' had been forced to abandon the property through no fault of their own.) In such exceptional circumstances any abandoned possessions could be reclaimed by the former 'tenant' within one month of the abandonment of their temporary accommodation upon full payment of the commercial storage fees incurred by S&P to date, together with a £50 contribution towards S&P's own costs for arranging such storage. Any items not reclaimed within this period would again be disposed of, sold, or donated as detailed previously.

NB Neither S&P nor the Council will accept any financial liability for anything that may have been left behind after your 'tenancy' ends (or where it appears you have abandoned your temporary accommodation) and you should be aware that if any such items are left behind, you may also continue to be held liable for the payment of rent at your temporary accommodation unit with S&P until all such items have been removed.

28. EMERGENCY CONTACT INFORMATION:

Gas Supply:

If you **smell gas**, think you have a **gas leak**, or are worried that fumes containing **carbon monoxide** are escaping from a gas appliance please call: 0800 111 999

National Grid Gas Emergencies (Formally Transco)
(This is a 24 hour emergency line)

NB Gas is usually a safe and easy way to heat your house but it can also be potentially dangerous if a leak occurs or an appliance is faulty.

If you smell gas or think that you may have a gas leak somewhere then you should call the National Grid Gas Emergencies line straight away.

- Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible.
- Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion.
- Do not smoke, light a match or any other naked flame.
- Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.



Electricity Supply:

Your electricity network operator looks after the safety and security of your electricity supply.

What to do in an emergency if you have no electricity?

Power cuts

First, check whether your neighbours have also lost their supply. If your neighbours don't have power, call the emergency line for your area:

London: 0800 028 0247

East of England: 0800 783 8838

South East of England: 0800 783 8866

29. SUMMARY OF OUR RESPECTIVE RESPONSIBILITIES

Your Main Responsibilities...

- To occupy this accommodation unit and use the communal facilities as your principal home
- Not to alter, adapt, modify, improve or redecorate without first having obtained written authorisation from S&P
- Not to damage or misuse your accommodation, or allow it to be damaged or misused by others
- To be responsible for the cost and/ or repair of any damages which do occur at the property whilst you are the legal Tenant
- To be a good neighbour and not to cause or permit nuisance to others
- To at all times permit unrestricted access to your accommodation by S&P staff, their sub-contractors or agents, in the reasonable pursuance of their duties
- Not to threaten, intimidate, harass, physically or verbally abuse S&P staff, their sub-contractors or agents, or any other person
- Not to cook or have any cooking facilities in your unit – you must only use the communal kitchen

Our Main Responsibilities...

- To provide you with a safe and secure temporary home in which to live
- To undertake regular safety certification
- To regularly visit you at home and monitor your use of the accommodation unit which you have been allocated
- To undertake or arrange for repairs and maintenance which may reasonably be required at your accommodation
- To provide your nominating Council with regular monitoring and home visit reports

29. CANCELLATIONS

A cancellation notice may be issued over the phone, in person by your Housing Officer or issued in writing at any time.

Once you have received a cancellation notice, the day following your 'final night', you must;

- Vacate the accommodation
- Remove all your personal belongings
- Hand your keys back to your Housing Officer

If you have any queries regarding your cancellation, you must liaise with your Borough Council who had placed you at this accommodation.

Behaviour Management Procedure

If for any reason you are found to be in breach of the terms set out within the Welcome Pack, you may be issued with a Cancellation Notice terminating your accommodation and your Borough Council would be informed.

As such you would receive the following;

- An official verbal warning
- First official written warning
- Second official written warning
- Immediate Cancellation

You will have the opportunity of resolving any issue(s) to satisfy the given warning; however the warning will remain on file and would not be 'downgraded'.

Stef & Philips reserve the right to override the Behaviour Management Procedure at their own discretion.

If any Service User is found to be in breach of the terms of their accommodation, Housing Officers may need to issue warnings in order to address any concerns before a cancellation is issued.

The following Behaviour Management Procedure is a guideline which should be followed, however in certain circumstance may be superseded with the discretion of the management team.

1. Step-1: Issue an official verbal warning
2. Step-2: Issue an official first written warning
3. Step-3: Issue an official second written warning
4. Step-4: Issue cancellation

It is paramount that the Service Users are given ample opportunity to resolve any outstanding concerns in a cooperative manner.



The intended use of the above procedure is that of a final resort.
Housing Officers must try to resolve all issues, depending on their nature, by directly liaising with the Service User.



Housing Officer Guidelines

Cancellation Procedure

Upon receiving instructions of a cancellation from the Council, the following 3-Day guideline must be adhered to;

1. Day One;
 - a. Receive instructions of Cancellation
 - b. Deliver the Cancellation Form attached with an S&P Cancellation Form detailing the Final Night
 - c. Call the Service User informing them of their Final Night date
2. Day Two;
 - a. Call the Service User on the day of the Final Night to arrange collection of keys
 - b. Ensure the Service User is aware of the following;
 - i. They must remove all their personal belongings by midday of Day-3
 - ii. In the event that they are unable to do so, their belongings may be bagged, tagged and stored for a period not exceeding 7 days
 - iii. If the Service User fails to claim their personal belongings, then these would be destroyed accordingly
3. Day Three;
 - a. The keys must be collected by the Housing Team & they must ensure the accommodation is properly vacated
 - b. If there are any personal belongings, the Housing Team must create an inventory of items and hand it over to the Maintenance Team
 - c. The Maintenance Team must change the locks and service the accommodation within 24hrs of the Final Night making sure it is made available to use the following morning
 - d. If there are any personal belongings, these must be bagged, tagged and stored by the Maintenance Team for a period not exceeding 7 days