



## Maltings Handbook

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## Welcome

Welcome to the Maltings. We hope you will enjoy your time in Pitlessie. If you have any problems or questions, please do contact us. We can be contacted by email at [pitlessiehouseholidays@gmail.com](mailto:pitlessiehouseholidays@gmail.com). In emergencies, call 07726 281462 to reach our property manager.

This booklet should contain all the information you need to make the most of the property. However, if you think any information is unclear or missing, do let us know so we can provide an update.

You'll find a welcome pack to enjoy in the basket stand on the bench in the kitchen.

## Things That Could Catch You Out

There is a single step down from the dining area to the living room. This step isn't always easy to spot so we have marked it with a removable sign. Once your party has all familiarised themselves with this aspect of the property, feel free to pop the sign on the coffee table shelf.

In the bedrooms at the south end of the building, (the Master bedroom, the twin and the double), the mirrored wardrobe doors are opened by pushing the handles to release the catch, before pulling to open the door.

**IMPORTANT NOTE:** As The Maltings is an old building connected to a 19<sup>th</sup> century drainage system, we do ask that you use the bins provided for sanitary items, nappies and wipes. Flushing these items can easily block Victorian plumbing and interrupt your holiday.

Please check the rubbish and recycling information in this folder. The system may be different to the one you have at home. It is important to get the right recycling items into the right bins, otherwise the refuse collectors will not empty them. The food waste recycling caddy is in the cupboard under the sink.

The courtyard is shared with our neighbours, so please keep vehicles to walking speed and watch out for children and animals. Please leave the courtyard gates as you find them – opened or closed. ***If they are closed and you want to enter or exit the courtyard, please do open the gates but close them again afterwards.*** Please note that, because it is a shared space, the courtyard is not a play area for pets or children.

When exiting the property onto the road, please be aware of pedestrians – The Maltings is on the walking route between the bus stop and the village school.

The orchard garden off the courtyard is the garden of Pitlessie House and is not part of The Maltings.



## 1. Pets

We are pet owners ourselves and we know how important it is to be able to take the family dog on holiday. However, *not all of our guests are pet owners*, so we do have a few requests to help us maintain the property for the benefit of all of our guests.

We ask you to ensure that your dogs:

- do not go upstairs. (We have provided stairgates in case your dog isn't used to staying downstairs)
- do not go into the ground floor bedrooms;
- are not allowed onto the furniture;
- are not left unattended in the property.

Please don't exercise your dogs on the premises. There are many great walking routes for dogs accessible from the property - see the "things to do" guide for details. Of course, accidents do happen with pets. If you do have to clear up after your dog in the garden or courtyard, please double bag the waste and place it in the BLUE landfill bin by the main gates.

## 2. Check Out Procedures

Check-out time is 10:00. We do ask guests to ensure that they vacate the property by this time so we can prepare the property properly for the next guests. The Maltings is a big house to clean, and we do need the full time between 10:00 and the 16:00 check-in to complete the cleaning.

The Association of Scotland's Self Caters has worked with the Scottish Government to define specific cleaning processes for self-catering properties in the COVID19 era and we follow these to keep our guests and our staff safe. We do request your cooperation with the checkout processes that are part of the ASSC cleaning guidelines. Before you leave, please ensure that:

- All crockery, cutlery and pots are cleaned and returned to the cupboards (or are in the dishwasher with the wash cycle started);
- All sheets, pillow cases, duvet covers and towels are placed in the blue laundry bags provided.
  - This is to conform with the Scottish Government's COVID19 safe guidelines for self-catering businesses.
  - The blue laundry bags are found in the wardrobe in each bedroom.
  - In each room, there's one bag for bedding and towels.
  - Please leave each filled bag in the room.
  - ***Please don't remove pillow protectors and mattress protectors.***
- All rubbish and recycling is placed in the correct outside bin. ***All glass recycling is either disposed of at a local recycling centre or taken home with you for recycling*** (there is no glass recycling collection at the property);
- Any furniture or contents that have been moved are returned to their original positions.
- Any last-minute notes on breakages or problems are sent to [pitlessiehouseholidays@gmail.co.uk](mailto:pitlessiehouseholidays@gmail.co.uk);
- Please lock doors and windows, then leave the front door key back in the key safe by the front door.



### 3. Doors

There are 6 external doors on the property. The one you entered with the key from the key safe is the main door. The lock on this door has a double lock feature - you turn it two full turns clockwise to lock (and two full turns anticlockwise to unlock and open).

The backdoor from the utility room into the garden works the same way as the front door. Please use this door to bring in wet or muddy dogs! There is a key for this door in the pink binder so you can leave and return through this door if appropriate.

The french windows into the patio can both be unlocked using the same key which is in the lock when you arrive.

The floor length windows from the kitchen and the dining room into the rear access pathway are the same and are “tilt and turn” windows, although these are only used as emergency exits.

The door into the courtyard from the ground floor living room can be locked and unlocked from the inside.

The door from the upstairs living room onto the external stairway works can be locked and unlocked from the inside. We recommend keeping this door locked if you have small children in the party as the staircase is quite steep.

The door from the ground floor bedroom into the courtyard is for emergency exit only.

### 4. Windows

There are 3 types of windows in the property.

Most of the ground floor windows have the same locking mechanism as the emergency doors and the same key can be used to unlock any of them.

The windows in the bedrooms at the north end of the property (off the living area) don't have any locks fitted).

The Velux windows in the roof can be opened using the remote control in the downstairs living room or using the extending pole in the upstairs rooms. The blinds on the Velux window in the master bedroom are closed using the remote control provided. The blinds on the Velux windows in the upstairs living room are closed using manually, the extending pole. If you are unfamiliar with Velux windows, please note that you have to unlock the catch by pivoting downwards the opening handle at the top of the window before pulling the top of the window down and into the room.

Please remember to close all the windows before leaving the property, but especially the roof windows.



## 5. Heating, Hot Water

The Maltings had “state of the art” electric boilers installed in 2023 as part of our move away from fossil fuels. There are two boilers, one in each under-stairs cupboard. Please do not put anything else in these cupboards or adjust any boiler controls. If you have any issues with heating or hot water, please contact us.

The heating is set to remain on all day so you should never be cold. The heating is supplied through a mixture of underfloor heating and radiators. The system provides hot water on demand using heat exchangers – if the hot water looks cloudy, this is due to the tiny bubbles resulting from the heat exchange process. These disappear in about 30 seconds.

In the bedrooms with radiators, if required, the temperature can be adjusted using the thermostat on the radiator itself. Radiators switch on and off at the same time as the underfloor heating.

## 6. Showers

The house has new showers throughout in 2023. The left-hand control on the shower bar is for water flow and the right-hand control adjusts the temperature.

## 7. Burglar Alarms

There are burglar alarms fitted in the property, but these are not enabled when we have guests, so you don't need to worry about these.

## 8. Gas Fire

The fireplace in the upstairs living room is powered by bottled gas. The gas bottles are outside at the back of the house. To light the fire, open the lower metal panel to access the controls. You need to lift the right-hand end of the panel to do this. Then turn the dial to the ignition symbol, press and hold the dial and press the ignition button. Once the fire lights, keep pressing the dial for a few seconds until the fire fully lights, then release the dial slowly and turn to the required level for heat.

Please ensure the fire is turned off before leaving the property or when unattended. This fire radiates heat in all directions. We don't recommend using the fire if you have small children in the party.



## 9. Entertainment

### 9.1. TV

The large TV in the downstairs living room has a built-in FreeSat Tuner. Pressing the Home button on the remote will bring up a screen for internet based streaming Apps including iPlayer, Netflix etc. Select "LiveTV" for satellite channels.

There is a Wii games console connected to the TV in the upstairs lounge and a selection of games is provided for a range of age groups. The Wii has the iPlayer application installed.

If you log into your iPlayer or Netflix account on either of the devices, please remember to logout again before you leave.

### 9.2. Internet

Pitlessie is a rural location, so internet speeds might not reach what you are used to if you live in a town or city. The BT fibre service typically delivers download speeds of ~25Mbps. Wifi is enabled throughout the property.

SSID: "The Maltings"

Password: "Th3M4lt1ngs""

### 8.3 Books & Games

There are a range of games and books around the property for you use. If you do discover any missing pieces from games, please let us know on [pitlessiehouseholidays@gmail.com](mailto:pitlessiehouseholidays@gmail.com).



## 10. Kitchen

The kitchen was refitted in 2023 and is equipped with an induction hob and a dual electric oven.

Instruction leaflets are available in the handbook for the hob and oven.

To operate the dishwasher, once it is loaded and a capsule is added to the compartment in the door, press the power button for a second then release it – all the lights will then illuminate. Then use the programme button to select the correct programme and then press the start button.

We understand that accidents happen. If anything is broken in the kitchen, or anywhere else in the house, please let us know as soon as possible via the email address. We may be able to replace it immediately, as we keep a stock of spares.

Instructions for appliances are in the red folder.

## 11. Washing Machine

There is a washing machine and tumble dryer in the utility room for your use. There are also drying racks if you don't want to use the tumble dryer. Please don't dry clothes on the radiators. The utility room floor is heated, so use of the drying racks in the utility room is recommended. The tumble dryer has a condenser attached to the hose, but we recommend "tilt opening" the window while the tumble dryer is on.

## 12. Rubbish & Recycling

Waste and recycling schemes across the country are guaranteed to be different in every council area! Fife Council is a leader in recycling and operates a "4 bin scheme" for recycling and waste. We provide a range of recycling bins in the house for your convenience and a copy of the council's leaflet explaining the process.

- The paper bin and the tin/plastic bin are in the drawer to the right of the oven
- General rubbish and glass bins are by the window to the left of the oven;
- Food caddy is under the sink.

Please ensure that recycling is sorted correctly and that the recycling bins are emptied into the correct wheelie bins by the gates. The recycling bins and the wheelie bins are labelled to help you. The refuse collectors will not collect wheelie bins with the wrong waste type, so to avoid us having to empty and sort the wheelie bins by hand, we do ask that you pay attention to the council's recycling rules.

The bins are emptied on a Friday morning, with different bins emptied each week. So if you are emptying the inside bins into the wheelie bins on a Friday morning, you may find one or more bins by at our outside the main gates.

**Note that there is no glass recycling service at the property.** Public glass recycling bins are available in the car park of the Pitlessie Village Inn, or at Tesco in Cupar. These are the wheelie bins beside the exit ramp from the car park. Please don't use the large, purple waste bins in the carpark, as these are the waste bins for the Village Inn. **Please DO NOT leave glass for recycling at the property – the cleaning team cannot take care of your glass.**



## 13. Garden

The garden can be accessed via the patio doors from the kitchen, or through the utility room door.

There is a barbecue available for your use and a starter pack of charcoal and lighters can be found in the utility room cupboard or in the bunker in the garden. If you make use of the barbecue, please remember to wash the cooking grills afterwards. Matches are in the high cupboard above the kitchen sink.

There's also a chimenea for the evenings. There are some logs provided for the chimenea (in the bunker in the garden).

Cushions for the garden furniture are in the shed. There is some plastic tableware for garden dining in the utility room cupboards.

When using the garden in the late evening, please be sensitive to our neighbours who may have work in the morning and keep noise levels down. This is farming country and some people start work very early!

The garden area is secured with gates to ensure the security of pets and children.

## 14. Parking & EV Charging

Please use the 4 parking spaces at the end of the Maltings, as shown on the map provided with the arrival instructions.

Please do not park in front of the garage doors and do not block access to the side of Pitlessie House. Our neighbours require access to the garages frequently and we don't want you to be disturbed to move vehicles when access is required.

If you are driving an electric car and wish to charge it overnight using the charging point at the end of the house, we are happy to provide this facility at an additional cost (£50 per week per electric vehicle).

Charging EVs using an extension from a standard socket is not allowed as it breaches our insurance conditions.

## 15. Fire Precautions

The Scottish Government requires self-catering accommodation to meet a number of fire safety regulations. The Maltings conforms to these regulations, and details are below.

There are linked smoke detectors throughout the house. Should one detect smoke, all of the alarms will sound.

All of the exit doors from the building can be unlocked from the inside without a key – the front door, the utility room door, the upper lounge door and the lower lounge door.

There are movement triggered safety lights at each staircase and at the main exit doors. If the power fails for any reason, these safety lights will turn on automatically. If you need to evacuate the property in the case of a fire alarm, these safety lights can be lifted from the cradles and used as torches – please DO NOT remove them from the cradles for any other reason. If you need a torch for any other reason, there is one provided in the cupboard in the utility room.