



## Maltings Handbook

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## Welcome

Welcome to the Maltings. Your hosts, Jim & Mari, hope you will enjoy your time in Pitlessie. We live right next door in Pitlessie House, so if you have any problems or questions, please do contact us. For emergencies with the property, please call 07525 632101. Otherwise, we can be contacted by email at [pitlessiehouseholidays@gmail.com](mailto:pitlessiehouseholidays@gmail.com).

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.

The food waste recycling caddy is in the cupboard under the sink.

The small patio table and chairs on the outside steps are well placed to catch the sun for morning coffees. If, however, you don't want to sit at the top of the staircase, feel free to let us know and we'll relocate them to the bottom of the steps for you.

The cloth "Roman" blinds around the property are operated by a cord on the left. To release the catch and lower the blinds, you have to pull the cord vertically downwards and not out at an angle as it is more common with blinds.

The courtyard is a shared space so please keep vehicles to walking speed and watch out for children and animals. 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.

**CANDLES** – Please note that our insurance policy does not allow for candles and naked flames to be used in The Maltings so we ask you to not bring candles into the house.



## 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 Caterers 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 cleaning cycle started);
- All bedding (including quilts, pillows and mattress toppers), bed linen 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 laundry bags are found in the wardrobe in each bedroom.
  - There's one bag for pillows, one for the quilt, one for bedding and 1 for towels.
  - Please leave the filled bags in each room.
- 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;
- Any furniture or contents that have been moved are returned to their original positions;
- Any last-minute feedback or notes on breakages or problems are sent to [pitlessiehouseholidays@gmail.co.uk](mailto:pitlessiehouseholidays@gmail.co.uk);



- Please do add an entry to our Guest Book;
- All doors and windows are closed and locked, and the front door key is placed back in the key safe by the front door.

### 3. Doors

There are 7 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. This is a good way to bring in wet or muddy dogs!

The patio door in the snug by the kitchen is opened using the small key on the key ring. The keyhole is on the bottom of the handle! (I know, who designed that!). You turn the key and the lock pops downwards then you can open the door. If you turn the handle 90 degrees, the door will lean inwards for ventilation. To open as a door, you need to turn the handle 180 degrees to the vertical position. To lock this door, just push the lock back up into the handle.

The doors from the kitchen and the dining room into the rear access pathway are the same as the patio doors and use the same key, although these doors are not normally used for access.

The door into the courtyard from the ground floor living room is the same as the front door.

The door from the upstairs living room onto the external stairway works the same way as the front door. We recommend keeping this door locked if you have small children in the party as the staircase is quite steep.

### 4. Windows

There are 3 types of windows in the property.

The ground floor windows with the green frames all have the same locking mechanism as the patio 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.

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



## 5. Heating, Hot Water

Pitlessie is "off grid" when it comes to gas. Therefore, the hot water and heating are powered by oil boilers. There are two boilers, one in each understairs 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 and water are set to remain on all day so you should never be cold or without hot water. The heating is supplied through a mixture of underfloor heating and radiators.

In the bedrooms with radiators, if required, the temperature can be adjusted using the thermostat on the radiator itself.

In the rooms with underfloor heating, the temperature can be controlled by using the up and down arrows on the relevant control panel. Please don't adjust the programming of the underfloor heating by pressing any other buttons on these panels.

## 6. Showers

The spa showers in the ensuite rooms at the north end of the house are operated by the three dials in the centre of the panel. The top dial selects the preferred set of nozzles, the middle dial controls the water pressure and the bottom dial controls temperature. The water in these ensuites is heated on demand by the boiler, so please take care if showering children.

In the Jack & Jill bathroom, shower water temperature is controlled by the right-hand knob, while water pressure is controlled on the left.

In the master bedroom ensuite, the left-hand knob selects the bath or shower outlet, and the right-hand knob controls temperature.

## 7. Alarms

There are 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. 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

There is a FreeSat tuner connected to the large TV in the downstairs living room on port HDMI 1. The TV also has a NOWTV streaming stick on HDMI 3 and a spare HDMI cable in port HDMI 2 with an iPhone adaptor for streaming.

There is a Wii games console and an XBOX360 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 any 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: "P1t13ss13H0us3H0l1d4ys"

("PitlessieHouseHolidays" with a "1" for any "l", a "3" for any "e" and a "4" for any "a")

### 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 is equipped with an induction hob, a dual electric oven and a microwave. The Aga cooker is not in use, and we ask that you don't attempt to turn on this device.

Instruction leaflets are available in the handbook for the hob, oven and microwave. The induction hob may be a new device type to you. The best thing to note is that if you get in a fankle with the settings, you can press the padlock symbol to reset the hob and start again!

To operate the dishwasher, once it is loaded and a capsule is added to the compartment in the door, use the **programme button** to select the correct programme and then press the **start button**.

The taps on the kitchen sink can look a little like a challenge from the Crystal Maze. Temperature is set by the big mixer handle at the bottom of the tap stem. A directional jet for washing is obtained by squeezing the handle on the hose. Alternatively, a stream of water can be obtained by turning the small mixer handle on the left stalk.

Items in the kitchen cupboards are located as shown below:

- Crockery- under microwave
- Pots - under hob
- Oven trays - under oven
- Wine Glasses - dining room cupboard
- Coasters/table mats - dining room cupboard
- Serving bowls/plates/mugs/tumblers - above sink

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.

## 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.

## 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.

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 Thursday morning, so if you could empty the inside bins into the wheelie bins on a Wednesday evening that would really help us. I appreciate that this might seem a pain if you are checking out on a Friday, but each bin type is emptied on a different week of the month and rubbish not picked up on a given collection day might then wait for another month to be collected.



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. 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.

### 13. Garden

The garden can be accessed via the patio doors from the kitchen.

There is a barbecue available for your use and a starter pack of charcoal and lighters can be found in the utility room cupboard. 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) - log refills are available at £5.

Cushions for the garden furniture are also in the utility room cupboard, along with some plastic picnicware for garden dining. Parasols can be found in the garden shed.

When using the garden in the 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.

If you make use of the barbecue, please remember to wash the cooking grills afterwards.