

JSC PROPERTIES

Tenant Frequently Asked Questions

RENT

Q. How do I pay my rent?

A. Rent must be paid monthly in advance to the account nominated by the Landlord

We recommend that a Standing Order is set up to ensure that rent is paid on time and without any hassle. In exceptional circumstances, we can accept rent by debit or credit card.

Q. What happens to my deposit?

A. As required by law, it is held by an approved third party to protect it during the term of the lease. We lodge deposits with LPS as per the details provided at entry.

MAINTENANCE AND REPAIRS

Q. How do I report a maintenance issue in my property?

A. Please report any maintenance issue to us as soon as you become aware of the problem. If we need to instruct tradesmen, we will give them your contact numbers to arrange access, or if you would prefer we will allow tradesmen access when you are out.

Q. I think the property is damp – what should I do?

A. You must let us know immediately if the property shows any sign of dampness or water ingress. Minor problems can quickly become a serious issue if not addressed promptly, but we can only deal with a problem once it has been reported. However, tenants often mistake condensation as an indication of damp. Condensation is caused by water vapour created within the house by normal everyday activities (cooking, showering, drying clothes etc.) condensing on cool surfaces, such as windows, or in areas that are unheated and poorly ventilated, such as behind wardrobes. If the condensed moisture is not wiped up regularly it can cause mould growth and a damp smell. This is not rising damp or dampness caused by any defect in the property itself. To reduce condensation, the property should be regularly ventilated by opening doors and windows to allow fresh air to flow through the house and also ensuring that all rooms are adequately heated, even those not in use.

Q. How quickly will the problem be fixed?

A. We aim to either inspect the problem or instruct the necessary tradesmen the same day we are made aware of the problem and thereafter have it fixed as quickly as possible with regard to the seriousness of the problem. If there is a problem with an appliances, waiting for parts can cause a delay.

Q. Do you undertake regular maintenance?

A. Yes. We have the roof checked annually for missing slates and all exterior wood work is repainted every three years. The alarm system and central heating is checked annually. We will inform you of all proposed maintenance visits in advance. We can grant access to tradesmen in your absence if this is more convenient for you.

Q. Can I decorate the property?

A. No, we do not permit any redecoration of the property.

Q. Can I instruct a tradesman myself to fix a problem or do other work to the property?

A. No, please report any problems to us. We will undertake all essential repairs to the property and electrical goods included in the lease, but not any items damaged by the Tenant. Any requests for works which amount to improvement or additions to the property will be undertaken at the Landlord's sole discretion.

Q. A bulb has blown in the property and it needs to be changed. What should I do?

A. All bulbs are the responsibility of the Tenant to change. All bulbs which are LED bulbs must be replaced with the same.

Q. My sink/bath/shower is blocked, what should I do?

A. Use drain un-blocker or a plunger or clear hair from waste traps, if it's a serious blockage or there is a smell of sewage from any drain then please contact us as there may be a problem with the drainage system.

UTILITIES

Q. Who are my utility suppliers?

A. The current electricity supplier is noted in the Inventory. We will inform them of the tenancy, but you must contact them as soon as you take entry to arrange for an account in your name, failing which you risk the electricity being cut off.. There is no gas connection to the property. There is no phone line connected to the property at present and you will need to arrange connection of a new line with BT if you so wish at www.bt.com. You are also responsible for arranging a TV licence for the property which can be obtained at <https://www.tvlicensing.co.uk/>.

Q. Who pays the Council Tax for the property?

A. This is always due by the Tenant and you should advise the Council Tax office of your tenancy. You can do this by calling them on 08456 08 09 21 or 01224 219 283 or online at <http://www.aberdeencity.gov.uk>. As the property is served by a private drainage system, your Council Tax bill should not include the domestic sewerage charge. If this appears on your bill, you should advise the Council Tax office that it is not applicable and request an amended bill.

Q. What does it mean for the property to be served by a private septic tank?

A. Foul drainage from the Steading is not to the main sewer, but to a septic tank which breaks down and treats all sewage effluent and disperses it to an underground soakaway. The system is not designed to deal with facial, baby or cleansing wipes, nappies, any type of plastic or rubber item, sanitary products including their wrappers or plasters, irrespective of whether they are described as 'flushable'. IT IS VITAL THAT NOTHING OTHER THAN NORMAL TOILET TISSUE IS DISPOSED OF DOWN THE TOILET AND THAT NO FOOD STUFF OR FAT / GREASE IS DISPOSED OF DOWN THE SINKS. This will cause the drainage pipes to choke, back up and flood the Steading with foul water. It is the Tenant's responsibility to ensure all parties using the toilets and sinks are aware of this requirement. Please see Scottish Water Advice for more details.

Q. What do I do if there is a power cut?

A. If only the lighting or other electrical circuit is affected, the circuit breakers have probably blown. They are located in the meter cupboard and can be re-set by flicking the affected switches. If this happens regularly, the circuit is probably being overloaded by use of too many electrical items at one time or a faulty electrical items causing a short circuit. If it appears that the power to the whole property has been affected, please contact Scottish and Southern Energy on 105 to report the fault. Faults can also be reported online and tracked at <https://www.ssepd.co.uk/Powertrack/>.

Q. What do I do if there is a problem with the water supply or quality?

A. Please contact Scottish Water on 0345 601 8855 to report the fault.

Q. What do I do if there is a problem with my satellite TV / broadband / telephone service?

A. Please contact your service provider.

Q. When do my bins get collected?

A. Bin collection dates are noted in the property information folder in the property. If you have any problems with your refuse collection, please call Aberdeen City Council Waste and Recycling on 01224 219281. Please leave all rubbish in the wheelie bins at the bin storage area and not in any other part of the property, garden, yard or communal areas. Please see attached guide as to the days on which different bins are collected.

Q. The alarm is going off – how do I silence it?

A. The alarm is set and unset using the key fob. It can also be silenced by typing in the code provide at entry. If there is an alarm call when you are out, we will be alerted and will contact you. If the alarm displays a 'fault' reading, please check the manual in the document box in the cupboard at the front door on how to clear it. If the problem persists, please let us know and we will arrange for an engineer to inspect the system.

CENTRAL HEATING

Q. What is an oil fired central heating system?

A. An oil fired central heating system works in the same way as gas central heating, except the system is powered by kerosene. The fuel tank adjacent to the car park must be kept plenished with oil during the term of the lease to keep the system running. There will be a small amount of oil in the tank when you move in, but you should arrange for it to be filled as soon as possible after the entry date.

Q. How long will a tank of oil last?

A. This entirely depends on how much you use your heating, but the tank should not need to be filled more than once or twice per year.

Q. My heating is not working, what should I do?

A. Please check that the tank has adequate fuel in it. If the tank has run dry, please order fuel as soon as possible. Once the tank has been refilled, please let us know as a heating engineer will be required to purge air from the system and re-start the boiler. The cost of an engineer call out for this purpose is due to be met by the Tenant, so please keep an eye on the monitor. If the tank has an adequate supply of fuel, please check your time clock and thermostat settings. If the problem persists, please let us know.

Q. Who can I order fuel from?

A. We suggest you ring around local suppliers to get the best price available when you order.

- Regency Oils Ltd 01542 832327
- Gleaner Oils Ltd 01771 622451
- Johnson Oils Ltd 01224 774774
- Brogan Fuels 01224 871171
- Scottish Fuels 01224 213132

Q. One of my radiators is cold, what should I do?

A. Please bleed the radiator using a radiator key which you can buy one from your local hardware shop. Put the key in the valve at top of radiator, turn anti clockwise until you hear a hissing noise and when the water comes out close it. Make sure you have a bowl or towel to catch any water drips. If the problem persists, please let us know.

APPLIANCES

Q. My oven is not working. What should I do?

A. Please check if this is switched on at the wall and make sure there is power available elsewhere in the property. If there is power getting to the oven but it will not heat up please make sure the clock is set on the appliance. If the problem still persists then please let us know.

Q. My washing machine has stopped working. What should I do?

A. Please check the filter on the washing machine normally found on the front of the appliance at the base of the unit. Make sure this is cleared and if the problem still persists please let us know.

Q. I need an instruction manual for my appliance. Where can I find one?

A. All appliances have manuals in the folder under stair cupboard. If any of these have gone missing, they can usually be obtained online. If not, please let us know.

POLICIES

Q. Can I have a pet in the property?

A. We do not allow any pets within the property without our prior agreement. We will usually agree to a specific number of well behaved pets, subject to the following conditions:- any damage done by them is the Tenants responsibility, they are not allowed to worry livestock, they do not cause a nuisance and are kept under control at all times, they are not allowed to damage the garden, no animals will be bred in the property and all animal mess is promptly cleared from the gardens and communal areas.

Q. Can I or a visitor smoke in the property?

A. Smoking is strictly prohibited in the property. If smoking outside used cigarette butts must be disposed of in household waste and not in the garden or communal areas.

Q. Can I rent a spare room to a lodger?

A. No. Any form sub-letting or paying guests or boarders are strictly prohibited.

Q. Can I run a business from the property?

A. No, the property is let for use as a residential property only. Ancillary use of a spare room for a home office is permitted, provided that no commercial signage is erected and there is no retailing from the property.

Q. Can I put up pictures?

A. As walls have been freshly plastered please keep all holes driven into walls for hanging pictures to a minimum. If there has been excessive damage to the walls we will seek to recover the cost of such damage from the deposit at the end of the lease. No holes may be drilled or bored into any doors, wood work, tiled, glass or splash-back surfaces.

Q. Who insures the property?

A. We do, but not any Tenant's contents. These must be insured by the Tenant, including any fuel in the tank for the central heating system.

Q. Should I tell you if I am going away for a while?

A. It is a condition of the lease that we must be advised if the property is to be vacant for 14 days or more. This is to comply with our insurance. However, we would prefer to know of any time the property will be unoccupied for more than a few days in order that we can check for any problems in the event of inclement weather and generally keep an eye on the place, so please do let us know.

OUTSIDE

Q. Where can I park my car?

A. This will be specified in the Lease. Please note that as a working farm, agricultural operations will be carried out in the surrounding area throughout the year. To avoid impeding access to the farm, it is essential that no vehicles are parked in the access road or farm close at any time as 24 hour access is required for long vehicles, tractors and cattle floats. Access to the pump shed is also required at all times.

Q. I've seen a mouse! What should I do?

A. As a rural property surrounded by operational farmland, field mice, squirrels, foxes, rabbits, badgers, birds of prey and roe deer are common place and not usually a cause for concern. To discourage them, make sure all foodstuff is put away (especially after a barbecue or eating outdoors) and any rubbish is disposed of in the wheelie bins. To deter mice, please try putting down traps or use a sonic repellent rather than poisons which can be harmful if accidentally ingested by children or pets. If there appears to be a serious infestation, please let us know.

Q. I have noisy neighbours, can you help?

A. Please see our Policy Statement on Antisocial Behaviour for guidance on this matter and when we can intervene.

Q. Who looks after the garden?

A. We maintain the garden and other external areas, but it is the Tenant's responsibility to take reasonable steps to prevent any damage to plants / trees / grass etc. A Schedule of the intended maintenance weeks will be issued at commencement of the lease. The grass is cut fortnightly April – October and general garden maintenance is undertaken monthly. We cannot specify the exact dates that the maintenance will be undertaken as this is weather dependant and also depends on other maintenance commitments that we have. Gardens must be kept clear of all items which would prevent grass cutting and maintenance being carried out. The Landlord will not remove rubbish or litter from the garden and it is the Tenant's responsibility to keep the garden clear of all rubbish and litter at all times.