



**Kwiklet**  
PROPERTY SERVICES



# Kwiklet

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Kwiklet Property Services want to wish you a warm welcome to your new home. Thanks for choosing us as your agent.

We have put together this welcome pack just for you. It contains both important and useful information that will help you to get the best experience from your stay. Remember, we manage the property on behalf of the landlord so don't hesitate to contact us with any queries you may have throughout your tenancy. Our office is located at:

11a Park street,  
Treforest,  
Pontypridd,  
Cf371sn

01443409072

[Info@kwiklet.co.uk](mailto:Info@kwiklet.co.uk)

For out of hours and emergencies  
07970785055/07875382493

This will be your main point of contact with any queries during your tenancy. We do have other **Emergency contact numbers**. They are as follows:

Kevin (K Carter Heating)	07966 496655
Paul (Lecit electrical)	07768 632427 / 07474 705878
Paul (locksmith)	07869 478661
Paul Griffiths (general maintenance)	07967 541732

Please only contact these people if your enquiry is an emergency and you have already tried to contact us. Please note that a callout fee may be payable by the tenant, if the callout is found to be for something that is the responsibility of the tenant.



## National emergency numbers

If you suspect there could be a gas leak, call the National gas leaks emergency service on the number below and someone will respond to you free of charge.

Gas leaks & emergencies (Transco)  
0800111999

Welsh water  
08000520130

Police, ambulance and fire service  
999



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## **Utilities contact numbers**

British Gas - 0333 202 9802  
Swalec (SSE) - 0345 070 7373.  
Ovo - 0330 303 5063  
Eon - 0345 052 0000.



## **Council contact numbers**

Council contact  
Cardiff county council - 02920872000  
Rhondda Cynon Taff council – 01443425005

## **Other contact numbers**

Citizens advice bureau - 08007022020  
BT - 0800800150  
Virgin media – 03454541111





## Fire Safety

### Carbon monoxide

Carbon monoxide is an odourless, colourless and tasteless gas which can make it difficult to detect. If you or multiple tenants in the house start to experience unexplained symptoms such as; drowsiness, headaches, chest pains, giddiness, sickness, diarrhoea, stomach pains, please contact the national gas emergency services immediately and inform your agent.

### Fire alarms

It is the tenants responsibility to never cover up or remove the batteries of your smoke alarm. **You risk serious injury or death if you do so and the landlord can sue for damages caused to their property should any fire breakout.**

Changing the battery is the responsibility of the tenant. If an alarm is beeping intermittently, it usually means the battery needs replacing. Instructions for removing the detector are usually on the detector itself. Most are designed to slide or twist off their fittings to disconnect from the power supply and remove the battery. Before they slide or twist there is usually a catch on the side that must be pushed before it comes off. Never force the alarm off, they are designed to come off easily. Some fire alarms have a control panel. If this beeps try pressing the reset button. Sometimes there is a code written on or near the alarm which may need to be keyed in. If you have tried all the above and are still having difficulty, please contact your agent.

### Smoking

All our properties are non-smoking. If there is any damage to the property, discolouration of walls or damage to the fire alarms in the property caused by smoking, the tenants will be liable for the costs.





## Meter readings

We take meter readings for your gas, electricity and water at the start of your tenancy. These can usually be found in your inventory list but if not, will be communicated to you by your agent. This is what the meters look like;

### Standard gas meter



### smart gas meter



To read your standard gas meter, you ignore any zeros to the left and ignore any numbers after the decimal.

To read your smart gas meter, press the A button, wait a little until it reads 'Meter index' followed by the meter reading.

### Standard electricity meter



### smart electricity meter



To read your standard electricity meter, you ignore any zeros to the left and ignore any numbers after the decimal.

To read your smart electricity meter, press the 9 button, wait a while until it reads 'Act Import' followed by the meter reading.



There is a useful link bellow which will give you clear instructions on how to read your meters.

<https://www.britishgas.co.uk/help-and-support/meters/how-to-take-a-reading-on-a-smart-meter>

## **Finding out your gas and electricity supplier**

This can easily be done by following instructions 1 & 2 bellow.

1. To **find out** who your **gas supplier** is you can go to the link bellow and follow instructions for address details;

<https://www.findmysupplier.energy>

2. To **find out** who your **electricity provider** is you can go to the link bellow and follow instructions for address details:

<https://supplier.westernpower.co.uk/Home/IndexM>

Once you have found out who your supplier is (it is more often than not the same supplier for gas and electricity), you will need to contact them and provide them with meter readings and personal details to set up your account. Some of the main utility providers contact telephone numbers are listed on page 3. They will then set up your account for billing. **You are only liable for energy you use during your tenancy agreement.** It is important you frequently provide the utility company with an updated reading. This can usually be done on the utility company website or some have an app feature.

You will also need to inform Welsh water of your move. They supply water to your property. Their details are bellow.

<https://www.dwrcymru.com/en>

0800 052 0130



## Council tax

You will need to contact the council to inform them that you have moved in. You will need to provide them with your name and the date you moved in or start of your tenancy (whichever is earlier).

**Students** will be required to have a **student exemption letter (CAS)** and/or be issued with their student card. You will need to supply proof to your local council of your status if you need to apply for a discount or exemption.

The easiest way to do this is by sending them an email giving the property address followed by 'council tax exemption' in the subject, giving them names, dates and attachments with your student card or CAS.

Where possible, we will assist with setting up your property for council tax, but ultimately it is the tenants responsibility to ensure the account has been set up correctly.

Cardiff  
Council tax, P.O. Box 9000, cf103wd  
02920878087  
[ctax@cardiff.gov.uk](mailto:ctax@cardiff.gov.uk)

Rhondda Cynon taff  
Oldway House, Porth, CF39 9ST  
01443 425002  
[revenues@rctcbc.gov.uk](mailto:revenues@rctcbc.gov.uk)

Remember, if you wish to vote, you will need to register to vote at the address. This can be done so via the link bellow:

<https://www.gov.uk/register-to-vote>



## General information

### Appliances

We make every attempt to include the manuals for various appliances and white goods that are supplied by us in the properties. However, sometimes it is just not possible. If you are unsure of how to use an appliance, you can get good help and resources from Google and YouTube. Simply find the **make and model or serial number** of the product. This is usually available on the product on a small sticker (see image bellow). Type this into Google or YouTube followed by e.g. Instruction manual or how to use or problem solving. Of course you can also check on the manufacturers website or by contacting them directly.



### Troubleshooting white goods

**Washing machine** - commonly water won't drain. Usually because small items have blocked the filter. This is usually at the front of the washing machine near the bottom. Take out, clean and replace. You will need to place a towel down to stop all the leaking water from going everywhere.

**Tumble dryer** – Wont dry the clothes. Ensure filter is clean from fluff. Usually located on the lip of the door entrance. Ensure that water tank is emptied. Usually located top left on the front.

**Fridge freezer** – wont stay cold/food not freezing. Check the seal to the door is sealing fully when the door is closed. Also check thermostat is correctly positioned. Is there too much food in the fridge/freezer? Blocked drain hole at the back of the fridge?





## Internet

Installing broadband is the responsibility of the tenant unless otherwise stated in the contract. You should always contact us if you wish to have installed new cabling or routers. It may be worth speaking to your chosen provider to ask if new installation is needed. They often have a link on their website where you can check their service availability in your postcode.

## Gardens

If there is a garden at the property, it is the responsibility of the tenant to upkeep and it should be returned back to the agent in the same state as it was at the start of the tenancy. Remember this applies to general weeding of the area even if there is no lawn or grass patch. Gardening tools are not always kept at the property but can be hired for cheap locally. Alternatively, we may be able to provide you with quotes from local contractors if you would rather it to be handled (at the expense of the tenant).



## Redecoration

You are not allowed to carry out redecoration or movement of furniture items without prior consent from your agent. We may ask you to return the item back to its original state at expense of the tenant if costs are incurred. Please remember, you will be charged for marks left on the wall if you have been hanging posters using blue tack or any other self adhesive that causes a mark.





## Rubbish

It is the tenants responsibility to dispose of all waste at the property in the correct manner, promptly and at the correct time.

**Food waste and recycling** (clear bags) are collected **weekly** on the same day depending which area you are living.



**Non recycling (big wheelie bin)** is collected on a **fortnightly basis**. You must put your recycling bags, food waste bags and wheelie bin curb side the night before collection and return it as soon as possible after it has been collected usually the morning after.



You can find out from your local council the different waste collection days, what can be recycled, order more bags, order replacement bins and report rubbish that has not been collected, by visiting the websites bellow depending on which council you are under.

Rhondda Cynon Taff council

<https://www.rctcbc.gov.uk/EN/Resident/BinsandRecycling/BinsandRecycling.aspx>

Cardiff council

<https://www.cardiff.gov.uk/ENG/resident/Rubbish-and-recycling/Pages/default.aspx>



## Changing tenants

**The tenancy agreement that you sign whether physically or electronically is a legally binding agreement and can be held in court should your landlord need to recover rent or other charges from you. The landlord is under no obligation to release you early from the tenancy if you change your mind or for any other reason after it is signed. You will be liable for the duration of the contract even if you do not move in.**

The landlord may allow you to release early from the tenancy agreement, **only unless a suitable replacement is found that meet the exact criteria as the existing tenant and agree to the exact terms and conditions of your signed tenancy agreement.**

It is the responsibility of the tenant(s) to find a suitable replacement and the landlord/agent is under no obligation to help to look for a suitable replacement though may help if the result is mutually beneficial for all parties.

Please note that there are fees involved for this procedure which are outlined in your signed tenancy agreement.



## Cleaning

At the end of the tenancy, the property will need to be handed back to us in the same condition as it was at the start of the tenancy (or when you moved in) whichever is earlier, less fair wear and tear. If you would like us to handle cleaning for you at the end of your tenancy, please get in touch giving a couple of weeks in advance notice. This service will be at a cost to the tenant.

You will need to ensure you leave ample time to clean the property thoroughly. Ideally this would need to be done when most of your belongings are packed or vacated already from the property. The right cleaning equipment needs to be used on the different surfaces and you will need specialist cleaning solutions for some items including but not limited to the gas cooker, to ensure they are cleaned correctly.

Some items may need to be left treated for several hours before they can be cleaned and wiped down. Please plan correctly giving ample time for this to be arranged. Some common cleaning equipment and products can be seen in the pictures below.





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**Finally...Enjoy your stay!**

We do hope you enjoy your new home and wish you a pleasant and peaceful tenancy. We will do our best to assist you in any way we can throughout your tenancy so please don't hesitate to contact if you have any questions or queries.