

TENANT'S UNDERTAKING

This document is intended to ensure that you as tenants are aware of your responsibilities relating to anti-social behaviour, fire safety, waste management, emergency call outs, rent payment, condensation & mould and various other information / responsibilities. All of these points are designed to keep you comfortable & safe!

ANTI-SOCIAL BEHAVIOUR.

This can be defined as 'an action likely to cause harassment, alarm or distress, or behaviour which prevents others from enjoying an acceptable quality of life'.

Examples of anti-social behaviour could include:

- Harassment
- Vandalism, fly posting or graffiti
- Excessive noise (shouting, loud music, etc.)
- Drunk or disorderly conduct
- Rubbish dumping

You should ensure that nothing that you or your visitors do will interfere with other occupants within the house or the neighbourhood. The result of anti-social behaviour on the part of yourself and/or any of your visitors could include eviction and/or charges to you or your guarantor for repairs, etc.

In addition, cases can be referred to the local Anti-Social Behaviour Coordinator which could result in the service of an Anti-Social Behaviour Order (or ASBO).

FIRE SAFETY

The fire precautions and procedures are there for the protection of the occupants of the property and should never be interfered with in any way.

FIRE SAFETY INSTRUCTIONS

Please ensure you familiarize yourself with the 'Fire Safety Instructions' which are displayed in the communal areas of your property and are also on the 'My Documents' section of the 'My Condor' app (please ensure you download the app if you haven't already done so) – these instructions are extremely important and give clear instruction of what to do in the event of a fire. There may also be additional Fire Safety Instructions specific to your property (emergency escape windows etc.) – please ensure you read and understand these – if in doubt on anything, please ask your local Maintenance Manager or Location Manager.

Fire doors:

Never prop, wedge, tie or otherwise keep a fire door open and never disconnect any door closing mechanism. Do NOT put anything between doors / door frames (blutac - cardboard etc.) or use over door hangers (if any of these are found to be being used they will be removed). The fire door is there to prevent the speedy spread of a fire throughout the property and to save lives.

Fire alarms:

Alarm Panels - DAILY VISUAL CHECK of Alarm Panel for any fault lights – we request that all tenants keep an eye out for any faults displayed on the fire alarm panels (if present in your property) and that you report them to Condor IMMEDIATELY if discovered.

If the fire alarm sounds, please ensure you follow the FIRE SAFETY INSTRUCTIONS displayed in your property. Never assume that a fire alarm is false.

You must never do anything to the fire alarm system to interfere with its proper working. Removal of detectors, covering detectors with plastic bags, etc., jamming alarm sounders or interfering with the fire alarm or fire-fighting equipment may result in eviction by your landlord and/or prosecution.

If a fire has spread because of your interference with the fire escape systems and procedures, you may also face civil proceedings by the landlord to recover costs for any additional damage caused. If you think that the fire alarm is sounding falsely, or if the control panel shows a fault, contact your landlord about it.

Calling the Fire Service:

Never assume that someone else has telephoned the Fire Service. Give the exact address clearly and accurately. Remember that the fire alarm does not sound in the fire station.

The Escape Route + Service Cupboards (containing electrical sources/Distribution Boards/boilers etc):

Familiarise yourself with the escape route. **ALWAYS** keep the escape route (normally the hall, stairs and landings) + service cupboards with electrical sources free from combustible/flammable items + obstructions such as bicycles, scooters, luggage, clothes rails, cardboard boxes, unwanted furniture etc. Obstruction of the escape route may delay escape from the property in the event of a fire and could result in casualties.

E-Bikes / E-Scooters or any other Electric Powered Personal Vehicles (EPPVs) or their Batteries

NEVER store or charge e-bikes, e-scooters or any other kind of EPPVs or their batteries in ANY escape routes of the property. Fires caused by EPPV's and their batteries / chargers are increasing rapidly and should therefore NEVER be stored or charged in the emergency escape routes of the property.

Emergency Lights

If you have emergency lights in your property these will illuminate in the case of a power outage – all emergency lights have a charging LED light (either red or green solid charging light) – if you notice that any of these LED lights are not illuminated, please let us know. The lights are subject to routine maintenance but this will help us ensure any issues are picked up in between testing.

Portable Electric Fan Heaters + Multi-way plug adapters / adapter blocks (cube type)

Please note – Portable Electric Fan heaters are **NOT** permitted in your property. If additional temporary heating is required in an emergency due to loss of central heating, portable electric oil filled radiators should be used. Tenants bringing their own electric fan heaters into the property is NOT permitted – any found will be asked to be removed with immediate effect. Multi-way plug adapters / adapter blocks (cube type) are not permitted as when overloaded can cause a serious fire risk – extension leads with a cable manufactured to BS1363/A standards are permitted.

Wall Heaters – Electric

Electric wall heaters should NEVER be covered with ANYTHING (clothes/towels etc.) – this can cause a serious fire risk.

WASTE MANAGEMENT

You have a responsibility to co-operate with the provisions in place for the storage and collection of domestic refuse and recyclable materials.

Information on rubbish & recycling collection times & procedures can easily be found on your local council's website.

You should ensure that refuse and recycling is placed in appropriate containers and placed out at the correct location for collection at the correct time.

If refuse is allowed to accumulate in front forecourts or rear yards/gardens, or is found to be dumped in the street, action may be taken against you by the Council. Such action could include prosecution in the Magistrate's Court.

Reminder: never put cooking oil down a sink or drain!

Emergency Call Outs

An emergency is anything potentially harmful to you, and / or, the property such as gas leaks, major water leaks & electricity problems. Should you consider a situation an emergency you should call your designated Location Manager if in normal office hours (Mon – Fri 9-5). For out of hours emergencies (outside Mon – Fri 9-5), call the emergency number displayed in your property.

For an out of hours, non-emergency callout you will be re-charged for the cost of the attending contractors invoice (to be paid within 14 days). For example: losing your key and needing to be let into your property by us.

If you ever feel in danger, you should call the emergency services immediately.

Rent Payment

Rent payments are to be made promptly on the dates agreed, be this monthly or semesterly. Any late payments may be liable to a charge per notification. If you are having trouble paying your rent or foresee any problems always call your Location manager before the due date to discuss.

If you are on a group tenancy then all members of the household are responsible for the full amount of rent owed under this tenancy. This means you are all jointly & severally liable.

Condensation & Mould

Black mould growth and condensation in your home are the visible signs that the air in your home is too wet. Things that can cause excess condensation are;

- Drying clothes inside / on radiators.
- Not ventilating rooms.
- Cooking.
- Showering & bathing.

To avoid excess condensation and the appearance of mold you should;

- Dry clothes outside whenever possible.
- Regularly ventilate rooms by opening windows.
- Use extractor fans in bathrooms & kitchens.
- Keep your home at a constant temperature; not too hot, not too cold.

Utilities

Included within your tenancy agreement is a FAIR USAGE POLICY (see the Condor website for details). If you exceed the limits, or interim meter readings indicate that the limits will be exceeded at the end of the tenancy, then Condor Properties is entitled to charge you for the extra usage.

Please refer to page 13 of your Tenant Guide for tips on how not to exceed your fair usage limit and avoid getting a charge.

House Rules

Cleanliness:

Cleanliness is important within your household for a number of reasons. The most serious reason is the risk of attracting pests such as rats and mice. Neglect of your property can lead to other problems like mould and damp. Blocking fire exits and escape routes is also extremely dangerous. You need to keep your property clean & tidy to avoid creating issues which you may be responsible for.

If your property is found to be in an unacceptable state you will receive a written warning – if the warning is ignored and the cleanliness does not improve at the property the appropriate action being taken against the tenant responsible or the household if required.

To prevent pests, you must empty bins regularly and set them out for collection on the days prescribed by the local authority. If you report the presence of pests more than 21 days after you collect your keys to the dwelling on a permanent basis, you will be liable for the cost of any pest control or eradication services required.

Pets

As stated in your tenancy agreement, no animals are allowed in the property. Any animals discovered at the property will result in appropriate action being taken against the relevant tenant or the household if required.

Blu Tac

Any Blu Tac or similar adhesive used on the walls is strictly BANNED. If ignored this could be classed as damage to the property and the cost to repaint the wall will be charged to you at the end of your tenancy.

LED Strip Lights

Any Led strip lights should not be used in the property. Upon removal they do damage the wall and the cost to repaint the wall will be recharged to you at the end of your tenancy.

Smoking / Vaping

As stated in your tenancy agreement, smoking is strictly prohibited in the property. Any tenants found to be smoking / vaping in the property will result in appropriate action being taken against the responsible tenant or the household if required.

Any evidence of smoking i.e ashtrays, cigarette butts, strong smoke smells or covering of smoke detectors will also result in appropriate action being taken against the responsible tenant or the household if required.

If evidence of a tenant smoking in the property is found, this will be classed as damage to the property and tenants will be re-charged to fumigate affected areas and repaint walls if necessary. Fumigation includes carpet cleaning, replacing curtains & other soft furnishings that are affected.

Candles / Incense

Do not burn candles or incense anywhere in the property this is a fire risk and unsafe.

Bikes

If a bike shed / shelter is provided with your property then all bikes should be locked up using these appropriately (please ensure your bike is insured against theft). If your property does not have a bike shed/shelter then you are permitted to store your bike within the property, either within your bedroom or an area completely clear of all fire escape routes (e.g halls, stairs, landings, in front of doors) – any damaged / marked walls will be charged back to the household/tenant. PLEASE NOTE – you are NOT permitted to store bikes in the halls, stairs, landings, in front of doors – these areas are your/your housemates emergency escape routes in the event of a fire/emergency therefore if you are found to be storing bikes in these areas or blocking fire exits then you/the household will be issued an immediate written warning – this is a legal requirement and must be adhered to.

Post / Parcels

Parcels – if you live in one of our blocks we are unable to accept liability for any lost/undelivered parcels – it is your responsibility to make appropriate delivery arrangements with the deliverer if you plan to have parcels delivered to the block. For non-delivered parcels – the deliverer will have access to the site to leave information about the parcel's non delivery so that tenants can either arrange a collection themselves or arrange a delivery when they can collect the item/s.

At the end of your tenancy, all tenants are responsible for ensuring they have redirected their mail – Condor do not offer a forwarding service.

Guidance on Legionnaires Disease for tenants of rented Domestic Accommodation

Domestic hot and cold-water systems can provide an environment where Legionella bacteria can grow. This can cause Legionnaires Disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria. This advice section gives tips for residents of rented domestic accommodation such as houses, bungalows and flats in small blocks.

Most importantly, make sure that:

- **Hot water in the system remains hot**
- **Cold water is kept cold**
- **The water is kept circulated**

In particular, it is important that you –

- Do not interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.
- Tell your landlord if:
 - The cold water is still running warm after you have initially run off any water which may have accumulated in the pipes. It should not be above 20°C.
 - There are any problems, debris or dis-colouration in the water.
 - The boiler or hot water tank are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.

Where showers are fitted –

- If they are used only occasionally then flush them through by running them for at least two minutes every week at maximum temperature. Keep out of the way whilst this is being done as far as

possible – it's best to remove the shower head and hold the hose against the side of the bath whilst the water is flowing.

- Clean the shower head & hose periodically - descale and disinfect it. This should be done at least quarterly.

As your landlord we will take precautions to prevent Legionella being present in the hot or cold water system by servicing your boiler/hot water heater but tenants and residents also have an important part to play in taking these simple and practical precautions.

TENANTS DECLARATION

I have been informed of my responsibilities in relation to anti-social behaviour, waste management, emergency call outs, rent payment, condensation & mould, fire safety, post/parcel management and Legionnaires Disease Guidance to tenants at this property. I have been made aware of admin fees that I may incur. I am also aware that all of these points are included in my tenancy agreement which is a LEGALLY BINDING DOCUMENT.

I confirm that I will co-operate with the landlord in all of the above respects and understand the consequences if I do not.

Signed

Signed

Signed

Signed

Signed

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Signed

Signed

Signed

Condor Properties.....

Date