



# TENANT HAND BOOK

Everything you need to  
know about your new home

Flat 31 Ocean View, High  
Street, Bristol, BS1 2AB



**ocean**  
lettings & management  
[oceanhome.co.uk](http://oceanhome.co.uk)

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**Welcome to your tenant handbook.  
It's full of useful information and tips  
about your new home.**

We'll introduce your Portfolio Manager – and cover key property details, like who supplies your utilities and what days to put the bins out, and how to report a maintenance issue via our online maintenance service Fixflo.

We hope you settle into your new home quickly – if there's anything you're unsure of, you may find an answer on our frequently asked questions section (P14), and if you need any further assistance, just drop your **Portfolio Manager** an email or give them a call.

Thank you – the Ocean lettings team



## Your Portfolio Manager

**Rachel Stokes**

When you let through Ocean, you get your own dedicated 'Portfolio Manager'. They're here to take care of you, and are specially trained to sort out any problems or issues you may have with your home.

If your query isn't urgent (and the answer can't be found in this hand book) drop them an email and they'll get back to you asap. If it's an urgent issue, please give them a call.

## Portfolio Manager



**Call:** 0117 9440932



**Mail:** [r.stokes@oceanhome.co.uk](mailto:r.stokes@oceanhome.co.uk)



### Working hours:

Mon – Fri 8.30 – 17.30

Saturday 9.00 – 17.00 (lettings team)



### Property management

201 Gloucester Road  
Bishopston BS7 8BG

**Call:** 0117 910 8055



## What to do if you have a problem with your property

### We're here to help

In most non-emergencies your Portfolio Manager will be your first port of call, they will be able to advise on day to day issues, don't forget that there is a FAQ section on P14 of this book that may help you resolve the issue even quicker.

If you have a maintenance issue we have an innovative and super efficient online service called Fixflo to report the problem and get it resolved – more about that on P12.



### Maintenance issue

If you have a maintenance issue your first port of call is to report it through our online Fixflo system – see P12 for more info.

**Fixflo** [ocean.fixflo.com](https://ocean.fixflo.com)



### Out of hours emergency contacts:

(please only use if the issue really cant wait!)

#### Plumbing/Boiler

EPIC Heating – 07921 813 485

#### General Building

Quick Response Maintenance – 07523 880 127

#### Locksmith

Craig Jarrett – 07907 154 377

## Emergencies



For police assistance dial 101  
(or if it's an emergency 999)



For medical assistance dial 111  
(or if it's an emergency 999)



In case of fire call 999 immediately



If you smell gas and suspect a leak call the  
National Gas Service Emergency Line on  
0800 111 999. (Gas isolation valve location P9)



## Smoke Alarms, Carbon Monoxide Alarms and Communal Fire Alarms

As per Avon Fire and Rescues recommendations, the smoke alarms should be tested on a weekly basis. Carbon monoxide detectors should also be tested on a weekly basis by pressing the 'test'/'reset' button.

Smoke alarms and carbon monoxide detectors are there for your safety and its imperative these tests are carried out without fail to ensure your safety at the property. Please let us know if you are missing either a smoke detector or a carbon monoxide detector.

Carbon monoxide alarms are only in a property that has a solid fuel appliance i.e. log burning stove or if it is a recommendation on the Gas Safety Certificate for the property. Equally, any faults should immediately be reported to Ocean so further action can be taken.

For further information on fire safety, please refer to [www.avonfire.gov.uk](http://www.avonfire.gov.uk) and for carbon monoxide [www.gassaferegister.co.uk](http://www.gassaferegister.co.uk)

### Fire safety information

[www.avonfire.gov.uk/safety-advice/fire-safety/kitchen-safety](http://www.avonfire.gov.uk/safety-advice/fire-safety/kitchen-safety)

[www.avonfire.gov.uk/safety-advice/fire-safety/electrical-safety/avoiding-the-risks](http://www.avonfire.gov.uk/safety-advice/fire-safety/electrical-safety/avoiding-the-risks)

[www.avonfire.gov.uk/safety-advice/fire-safety/smoke-alarms](http://www.avonfire.gov.uk/safety-advice/fire-safety/smoke-alarms)

[www.gassaferegister.co.uk/help-and-advice/carbon-monoxide-poisoning](http://www.gassaferegister.co.uk/help-and-advice/carbon-monoxide-poisoning)



## Property details – some key information about your home

### What you need to know

Hopefully most of the information you'll need to know about your home can be found here, but if you have a specific question or need to know more about anything on these pages, please drop your Portfolio Manager an email and they'll do their best to get you an answer.



## General information

Useful property information, bin days, management company, car parking etc.



### Bins and recycling

**Bin are collected:** Every other Thursday  
**Recycling collected:** Every Thursday  
**Bin location:** Side of property - bin store  
**Special instructions:** Please only use bin store provided



### Security

**Code for communal area:** Main entrance - 9876



### Car parking

**Your parking space is located:** Number 31



### Council tax

**For details on your council tax and how to pay it visit:** <https://www.bristol.gov.uk/council-tax>



### Block Management Company

**The property is managed by:**

Block Management Company  
Management@Oceanview.org  
01234 678901



## Utilities

Details of your gas, water, electric and phone/ broadband providers, and location of meters and cut-off switches/valves are below.



### Gas

**Supplier:** for information on the current Gas supplier in the property contact Transco: 0870 608 1524  
**Meter location:** Side of property (left)  
**Shut off valve location:** With meter



### Electricity

**Supplier:** for information on the current Electricity supplier in the property contact Western Power: 0845 601 5972  
**Meter location:** Entrance hallway  
**Fuse board location:** With meter



### Water

**Supplier:** Bristol Wessex Water  
**Supplier contact:** <https://aoo.al/sScLio>  
**Meter location:** Pavement - driveway of building  
**Shut off valve location:** Under kitchen sink

## Utilities continued



### Heating and hot water

You should familiarise yourself with how the central heating and hot water system works, useful information and tips can be found at [www.bristol.gov.uk/housing/central-heating-instructions](http://www.bristol.gov.uk/housing/central-heating-instructions)

**Manual location:** Kitchen drawer (next to oven)

**Special instructions:** Boiler is set on a timer - please see manual in order to adjust this.



**free  
service**  
manage your  
utilities

**Our partner Utilitease offers a complete utility management service, designed specially for tenants. They make moving in and notifying all your current providers a simple and hassle free process.**

They'll inform your water, gas, electric, and internet suppliers that you've moved in and even sort your council tax too.

They can also ensure you are on the best tariffs for you and make the switch for you if there's a better deal!

And at the end of your tenancy they'll let your suppliers know you're moving out, so all you'll have to do is pay the final bill.

The service is **totally free, with no obligation** – give them a call or drop them an email for more information.

**Call:** 01623 880095

**Text:** "CALL ME" to 07944 691926

**Email:** [support@utilitease.co](mailto:support@utilitease.co)

**[www.myutilitease.co.uk](http://www.myutilitease.co.uk)**



## What to do if you have a maintenance issue

### Reporting it using Fixflo

Fixflo is an extremely user friendly platform for managing the maintenance of your rented home. It has multi lingual options and will help all parties keep a detailed report of any situation that has occurred.

It has easy to follow instructions to resolve common faults and can help you take care of issues that you might otherwise have been liable for the cost of resolving.



Visit: [ocean.fixflo.com](https://ocean.fixflo.com)

## Maintenance time scales

We aim to investigate maintenance issues as swiftly as possible. Listed below are the qualifying repairs that we must complete.

Qualifying repair definition	Initial investigation (Working days)
Total loss of electric power	1 day
Partial loss of electric power	3 days
Unsafe power / lighting / socket / electrical fitting	1 day
Total loss of water supply	1 day
Partial loss of water supply	3 days
Total or partial loss of gas supply	1 day
Blocked flue to open fire or boiler	1 day
Total or partial loss of space or water heating between 31st October and 1st May	3 days
Blocked or leaking foul drain, soil stack or toilet pan (where there is no other working toilet in the dwelling)	1 day
Toilet not flushing (where there is no other working toilet in the dwelling)	1 day
Blocked sink, bath or basin	3 days
Tap which cannot be turned off	3 days
Leaking from water or heating pipe, tank or cistern	1 day
Leaking roof	7 days
Insecure external window, door or lock	1 day
Loose or detached banister or handrail	3 days
Rotten timber flooring or stair tread	3 Days
Door entry phone not working	7 Days
Mechanical extractor fan in internal kitchen or bathroom not working	7 Days





## FAQs

### Answers to some frequently asked questions

Before you get in touch with your Portfolio Manager, it's worth checking our FAQs to see if your issue or question can be resolved without them needing to visit the property.

#### I've lost my keys what do I do?

You will be liable for the replacement of the locks to the doors which you had keys for. Please check your contents insurance policy as you may need to make a claim.

#### I've locked myself out

If we hold a set in our office, you can borrow them to let yourself in. However be aware that we will require a form of ID and a £20 deposit. The deposit will be returned once you return the keys.

If you are locked out and can't get hold of us (nighttime or Sunday) you can use the emergency locksmith on P5, **please be aware that you may be charged a premium for using the out of hours locksmith service.**

#### Contractor access

We will give the contractor the contact details of the lead tenant and they will be in contact. If the contractor does not speak to you directly they will leave a message on your voice mail confirming the day and approximate time they will attend the property. Alternatively they will send a text or email.

#### Property inspections

##### Property inspection frequency?

We will carry out the first property visit in the 3rd month of your tenancy. If there are any issues we will revisit the next month. If everything is in order then we will visit every 6 months thereafter.

##### What do we do on a property visit?

We will take general photos of each room and the report will be sent to the Landlord(s).

#### Rent

##### Standing order – why have/haven't you taken my rent?

In the majority of cases if the rent hasn't been taken, the bank has cancelled the standing order or there were insufficient funds in the account to honour the payment. Please be aware that the only person who has control over the standing order is the account holder.

Continued >>

### Can I change the date the rent leaves my account?

Unfortunately not, the rent is due on a specific day of each month as detailed in your tenancy agreement.

### What happens with the standing order at the end of the tenancy?

You will need to cancel the standing order after the last payment has left your account, your bank will only take instruction from the account holder.

### Can we break our tenancy early?

If you have a break clause within the tenancy agreement, then you can evoke that clause and give notice to end the tenancy. However if you are in a fixed term then you do not have an option to be released early.

You may be released early if the landlord agrees and you pay a re-marketing fee. You will be required to adhere to the tenancy conditions until a new tenancy begins or your tenancy ends (whichever happens sooner).

If you share your home with other tenants and want to find a replacement tenant, see P20 for guidance on replacement tenants.

### Tenancy renewals – is there a charge?

To extend the tenancy agreement with the same tenants as the previous tenancy there's no charge. There may be a charge if there is a materialistic change in the details of the tenancy.

### What happens at the end of the tenancy?

We will confirm the process for you in writing before the end date.

Please ensure that the property is in the same condition as it was when your tenancy started. If you have a professional cleaning clause in your tenancy, we will be happy to recommend a local cleaning company.

### What happens at the end of the tenancy? (continued)

#### The checkout.

A check-out will be conducted, photos will be taken and the meters read. All keys will be returned. The report will be forwarded to the landlord(s) and we will report back to you within 10 days if the landlord intends to make a claim on your deposit.

#### The possible outcomes are:

1. If everything is OK and no claim is being made then we will refund the monies due.
2. If the landlord makes a claim and you agree with it, we pay each party the agreed amount.
3. If you disagree with a claim, we will assist you with negotiations directly to the landlord. If an amicable compromise can't be reached, then either party can raise a claim with the appropriate deposit scheme. Deposit scheme claims processes vary, please refer to your tenancy agreement to confirm the process.

You will need to inform all of the utilities companies that you have moved out and also please remember to cancel your standing order.

### Where can I get my landlord details?

As we are managing the property, you shouldn't need to contact the landlord directly. If you make a formal written request, we can provide the postal address of the landlord.

#### Post

We advise that you set up a redirection service with Royal Mail which can be found at: [www.royalmail.com/start-your-redirection](http://www.royalmail.com/start-your-redirection)

If you receive any post for the landlord we would appreciate it if you could forward it to us. If you receive post for anyone else we would recommend that you 'return to sender' if it looks important.

### I would like to hang some picture/ redecorate some rooms

The tenancy specifies that you can't do this without the Landlord's permission. You will need to make a written request to your Portfolio Manager, detailing what you would like to do, specifying which rooms, and the colours you would like to use, or the number of picture hooks and locations.

We will then contact the landlord and get a response to you in writing so that you will have the necessary permission.

### Parking space

If your property has allocated parking, the space will be confirmed on check-in, this information is also available on P8. If someone is parking in your space please contact your Portfolio Manager and they will try to assist you. If you live in a development with a Block Management Company, you can also contact them directly to discuss the problem. Their contact details are often published in the communal areas of your building, or if we have been supplied them they will be on P8 of this guide.

### Gardening and tools

If it's specified in your tenancy agreement, you must maintain the gardens and outdoor spaces that come with the property. Your landlord has no obligation to provide any equipment to assist you in carrying out your responsibilities. If you require assistance with the gardens, ask your Portfolio Manager for a recommended local contractor.

### I have black mould on my walls what do I do?

In the majority of cases this is known as condensation mould and occurs where the room/property has not been ventilated or heated adequately.

More information can be found at  
[www.bristol.gov.uk/documents/20182/32771/Damp.pdf](http://www.bristol.gov.uk/documents/20182/32771/Damp.pdf)

If the mould is caused by condensation, then it will be your responsibility to manage the issue by cleaning the affected areas, and making sure there's sufficient heating and ventilation.

### What is a washing machine filter?

Most washing machines have a filter to protect the pump from a build up of lint, and obstructions such as coins. It should be at the front of the washing machine at the bottom left or right, and should be obvious (a square or round flap).

If this filter is blocked, by foreign objects i.e. coins, hair clips etc. water will remain in the drum and will need to be drained.

A good general guide for clearing a filter can be found at  
[www.youtube.com/watch?v=f9uS8\\_0-pWY](https://www.youtube.com/watch?v=f9uS8_0-pWY)

### We have rats, what do we do?

Inform your Portfolio Manager who will get a contractor out to investigate. In the majority of cases rats enter buildings in search of food – keeping a tidy home, not leaving food out on work surfaces, sealing food containers and not allowing washing up to accumulate is the best deterrent!

### Noisy neighbours

Talk to your Portfolio Manager in the first instance and they will try to help. If you live in a development with a Block Management Company, you can contact them directly to discuss the problem. Their contact details are often published in the communal areas of your building, or if we have been supplied them they will be on P8 of this guide.



## Replacement tenants

### What to do if one of you wants to move out of your jointly rented home

If one or several tenants of a joint and severally liable tenancy agreement wishes to vacate during the fixed term of a tenancy agreement, legally there is no provision within the contract for them to do so.

However, we understand that people's circumstances can change and there may be a need for them to leave the property sooner. In which case there is the possibility of introducing replacement tenants, however this is subject to the Landlords agreement.

Replacement tenants is an agreement outside of your tenancy agreement and does not form part of the Housing Act. Your Landlord is under no obligation to release one or several tenants earlier than the end of the fixed term and is within his rights to refuse such request from his tenants.

Should your Landlord refuse such request, the tenant(s) that is wanting to vacate is unable to do so and should they decide to vacate, they will still remain responsible for the property, rent and all tenancy obligations as set out in the tenancy agreement. If rent is unpaid, as all tenants are joint and severally liable on the tenancy agreement we would look to the remaining tenants to cover any shortfall (if applicable).

#### If your Landlord does agree, the process is as follows:

1. It is your responsibility to find a suitable replacement tenant. The tenants that are remaining in the property need to be involved in this process to ensure they are happy with the replacement.
2. At least one original tenant that moved into the property at the original start date of the tenancy needs to remain in the property. If no original tenant is remaining, we cannot allow a replacement tenancy to take place, regardless as to whether the Landlord has previously allowed replacement tenants.
3. The replacement tenant will need to be referenced, the fee is £300+VAT, per tenant. This covers the following:-
  - Reference costs which include employment reference, credit checks and landlord reference (if applicable).
  - Right to Rent checks. In accordance with the Immigration Act 2014 Ocean must ensure that all tenants have a right to rent a residential property. A person who has the right to rent is someone who is:
    - a) a British citizen,
    - b) a national of an EEA State other than the United Kingdom,
    - c) a national of Switzerland,
    - d) has been granting permission by the Secretary of State to enter or remain in the UK, or
    - e) granted permission by the Secretary of State to occupy a premises in the UK for the purpose of Chapter 1 within the Act.

For more information, please refer to the following website:

[www.citizensadvice.org.uk/housing/renting-a-home/immigration-checks-by-landlords](http://www.citizensadvice.org.uk/housing/renting-a-home/immigration-checks-by-landlords)

- Administration, chasing references and drawing up of the new tenancy agreements.
- Re registering of the deposit within The Tenancy Deposit Scheme and updating the certificate as required.
- Setting up of the standing order.
- Overseeing the signing of the agreements and executing the tenancy on behalf of the Landlord.

In order to pass the referencing the replacement tenant will at minimum need to be in full time, permanent employment, free of any adverse credit history and have an income of 30 times their share of the rent. i.e. if the replacement tenants share of rent is £750 the replacement tenant needs to earn in excess of £22,500 p.a. (Rent £750 X 30 = £22,500). If the replacement tenant fails the referencing then they made need a Guarantor (additional fees will apply).

4. We can only draw up a new tenancy with effect from the rent due date, i.e. we cannot move a tenant in half way through a rental period, so if your rent due date is the 20th that is the date the replacement will move into the property. The term of the tenancy will be agreed between all tenants and the Landlord.
5. We need a minimum of 4 weeks to carry out the referencing and organise the paperwork. Therefore if you are aiming to move a replacement tenant in 20th September, we need to have the details of the replacement tenant and the fee by no later than 20th August. We will need the replacement tenant's full name, contact details (email, address and number). Their details will then be uploaded to our referencing company's website (The Lettings Hub) and the replacement will need to click on the link and follow the prompts to start the referencing process.
6. We are unable to refund the deposit that is registered within the Tenancy Deposit Scheme until the official end date of the original tenancy and when all tenants move out. Therefore, the replacement tenant needs to pay their share of the deposit over to the outgoing tenant. This is a private arrangement and not something which Ocean will be involved with. Once the funds have been transferred, we will require confirmation of this so we can update the TDS certificate to reflect the new tenant's interest in the deposit.

7. It is the outgoing tenant's responsibility to ensure their keys are handed over to the replacement tenant in time for the move in date.
8. We will not check out the tenant that is leaving the property, or check in the new tenant. The reason for this is that we cannot do a check-out on a property that still has tenants in situ. The replacement tenant moves into the property as seen and will be asked to sign a deposit indemnity letter. If this letter is not signed, we cannot allow the replacement tenant to move in.
9. Once the referencing has been completed we will arrange for all tenants along with the replacement tenant to sign the tenancy agreements one week before the tenancy is due to take effect. The replacement tenant will need to pay their first month's rent to the office in cleared funds (cash, or a bank transfer can be done prior to the tenancy signing date). They will also need to provide their bank account details, photographic ID and proof of their current address (utility bill/bank statement etc). The replacement tenant will be asked to set up a standing order prior to signing the tenancy agreement.
10. Once the above has been completed the replacement tenant can move into the property on the start date of the tenancy.

If it is still your intention to have a replacement tenant(s), please contact Ocean to discuss further.





## Help and support – what to do if you have a problem with your tenancy, rent or your rights as a tenant.

We believe happy tenants mean happy landlords. We support the rights of tenant and landlords alike.

If you have any issues with your tenancy your first port of call is your Portfolio Manager, they will be able to offer advice and help you rectify the situation.

If you're having financial issues and you think you may struggle with your rent, you should contact your Portfolio Manager as soon as possible to discuss your situation, they will be able to put you in touch with organisations that can offer help, **do not leave it until you miss rent payments.**

Further advice on what to do if you're struggling to pay your rent and your rights as a tenant can be found on the Citizen's Advice website:

[www.citizensadvice.org.uk/housing/renting-privately/private-renting/get-help-with-renting-costs](http://www.citizensadvice.org.uk/housing/renting-privately/private-renting/get-help-with-renting-costs)



Clifton Down Station Whiteladies Road

## Welcome to Clifton – we've put together a brief guide to your new neighbourhood with useful information such as the best shops, local schools, and places to eat or grab a coffee.

Clifton is the area running west of Whiteladies Road to the Avon Gorge, down to Hotwells and up to The Downs. It's one of the oldest, most affluent and most beautiful parts of the city.

Clifton is renowned for its wonderful Georgian terraces and squares, and the world-famous Clifton Suspension Bridge. It's also home to much of Bristol University.

Property ranges from beautiful converted flats and stylish modern apartments and houses to grand Georgian townhouses and Victorian villas. Clifton has some of Bristol's most expensive property.

Whiteladies Road has a range of independent shops, and a vast selection of cafes, bars, pubs and restaurants. You'll find furniture shops, delis, galleries, fashion and gift shops – and a very good selection of estate agents.

## Clifton area guide



The city centre is walkable – downhill on the way, up Park Street on the way back! There are regular buses, and trains to Temple Meads from Clifton Down station.

### Local favourites:

-  **Green space:** The Downs, Ashton Court, Leigh Woods, Victoria Square
-  **Shopping:** A fantastic choice, from local independents to chains, including Waitrose – see also Clifton Village, including Clifton Arcade, The Triangle, Alma Vale Road
-  **Eating and drinking:** The Cowshed, The Clifton Sausage, Clifton Lido, Primrose Cafe, The Ivy (coming soon)
-  **Schools:** Clifton High School, Clifton College, Christchurch CofE Primary School

## **Ocean lettings & management**

**Clifton Office** – 185 Whiteladies Road,  
Bristol, BS8 2RY

**Call:** 0117 970 7540

**Mail:** [cliftonlettings@oceanhome.co.uk](mailto:cliftonlettings@oceanhome.co.uk)

**Search:** [oceanhome.co.uk](http://oceanhome.co.uk)