



PMC

PROPERTY
MANAGEMENT
& LETTINGS

New Tenants

Welcome Pack

Welcome to your new home!

We hope that everything goes well with your move into your new property. In this guide we have included helpful tips and information that you may need for living in your new home.

Our Accreditations:



Get In Touch



PMC Property Shop: 01224 678888



96 Holburn Street, Aberdeen, AB10 6BY



lettings@pmcproperty.com



Out of Hours Emergency: 07891 406021



Report a Problem:

<https://www.pmcproperty.com/report-an-issue>

Our lettings team are on hand should you need any assistance during your time as a tenant with us.

Our current office hours are Monday - Friday , 8am-4.30pm

In case of emergencies that occur out of office hours, please call us using the out of hours details highlighted above, rather than emailing, as our emails are not monitored out with office hours.

Other Useful Phone Numbers

Aberdeen City Council: 03000 200 292

Aberdeenshire Council: 03456 08 12 08

Scottish Water: 0800 0778 778

SGN (Gas Emergency-Smell Gas): 0800 111 999



Moving Into Your Property

Setting Up Payments with PMC

We recommend you arrange a standing order with your bank for your monthly rental payments, to allow an automatic payment to be paid out to us every month when your rental is due. The amount to be paid each month and our bank details can be found in your tenancy agreement under the rental clause.

Utility Bills

The management of all utilities are your responsibility as a tenant. You are free to choose your own supplier, and will need to arrange a method of payment with them and provide meter readings.

Council Tax

As with the utilities we have notified the council of your move in however if you qualify for discount or exemptions you will need to apply for this directly via:

Aberdeen City Council:

<https://www.aberdeencity.gov.uk/services/council-tax>

Aberdeenshire Council:

<https://www.aberdeenshire.gov.uk/council-tax/>

TV Licence

For more information on TV Licensing please see the following link:

<http://www.tvlicensing.co.uk/>

Remember, you could be prosecuted if you are found to be watching, recording or downloading programmes illegally. The maximum penalty is a £1,000 fine plus any legal costs and/or compensation you may be ordered to pay.

Internet and Landline

Broadband and landlines are your responsibility as tenant to arrange unless we have told you this is provided. You are free to choose a supplier of your choice.

Repairs and Maintenance

It is inevitable when you're moving into a new home there will be some minor maintenance issues that arise along the way. If this is the case, don't worry at all - our maintenance team are here to help.

To report a problem, simply head to our website and work through the steps on our maintenance portal, Fixflo. You can access this here:

<https://www.pmcproperty.com/report-an-issue>

After filling us in on the details and uploading photos and videos, our maintenance team immediately receive a notification and will get in touch to resolve your issue. You can even track the progress of your job using your Fixflo login.



To report your problem, head to:
<https://www.pmcproperty.com/report-an-issue>



Helpful maintenance tips

If you have no electricity

If you are experiencing issues and have no power in your home, this may be an easy fix. Locate the fuse box within the property and check to see if any of the switches have been turned off. If this is the case, turning the switches on should solve any issues. However, if this problem continues, there may be a blown fuse somewhere. If so then report the issue via Fixflo and we will send someone out to solve the issue.

If you cannot find any cause of the fault and you are still without electricity, report the issue on Fixflo, and if this is out of office hours then you should call the out of hours number.

If you have no hot water/heating

Look at the display screen of the boiler, if the pressure is low then follow the boiler manual to top the pressure back up. If this isn't to hand, you can download it from the internet by searching the make and model. If the pressure is not low then you may need to reset the boiler. If there is still not hot water or heating after reading the manual and trying the above, then report it to us using Fixflo.

Electrical faults

If you are experiencing any electrical faults within your house then check that any properties in the area are having the same problem. If so, this would mean there is a power cut and it is out of our maintenance team's control. These power cuts usually last for approximately 2 hours, but sometimes longer. If it is just in your house, or certain areas in the house, then tell us the details via Fixflo.

Water leaks

Water leaks can seriously damage a property and can be very dangerous, especially if it is leaking into the electrical fittings. If you notice any water marks or leaks you must do the following:

- Closing the stop tap will stop the main flow of water into your house and in the event of a leak, it will limit the amount of damage that can be caused.
- If you spot a leak, try to identify the source quickly. If the leak is minor and you can stop it yourself, try that first. If it is more than a steady drip for over 20 seconds, locate and close the stop tap immediately. You should also turn on any un-associated taps and drain the entire water system as quickly as possible.
- Call the office telephone at any time if you appear to have a genuine water emergency, which is defined as uncontrolled and continuous water leakage for over 20 seconds.
- Get an empty container to catch excess water if you are able.
- Do not touch any electrical sockets before you have been given the go ahead from the maintenance team.



Living In Your Property

Security

It is your responsibility to keep your keys safe and for these to be returned at the end of your tenancy. Any lost keys must be reported immediately and any costs incurred to change locks/have new keys cut must be paid by you in advance of being issued another key.

If you do lock yourselves out within office hours, we can arrange for keys to be handed out for the time it takes to get back in. These MUST be returned within the day and you will be charged if there are not.

If you lock yourself out out-with office hours, it will be your responsibility to arrange a locksmith to attend.

Keeping Safe

To minimise any compromise to the safety of you, your fellow tenants and any possessions, please be conscious of the following tips at ALL times:

- Ensure doors and windows are always closed and locked when you are not in.
- Never keep your valuables on display at any times when the room/house is unoccupied.
- Never let any strangers into your house - if we have sent anybody to the property you will always be notified.

Gas

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the National Gas Service Emergency Line on 0800 111 999 to report a suspected gas leak. They'll sort out the problem and tell you what to do to stay safe.

In the meantime:

- DON'T smoke
- DON'T light matches or cigarette lighters
- DON'T turn light switches or anything electrical on or off
- DO put out any naked flames such as candles
- DO open all doors and windows
- DO turn off your gas supply at the meter (and leave it switched off until you're sure it's safe to turn it back on again)



Water

In the case of a water or waste water emergency, please call Scottish Water on 0800 0778 778 immediately. In emergencies, this is where you can get the best advice on what to do.

Condensation

Condensation is one of the biggest problems tenants experience. To avoid this, please ensure you ventilate your room by opening your windows on regular intervals and avoid air drying any clothing/fabric items inside. If you don't do this, damp patches will appear on the walls and ceiling. It is your responsibility to remove these marks if they appear. If these are left then damage may occur to the paintwork or plaster which will need to be rectified at your expense.

A more in-depth manual on how to manage condensation in your property is available for tenants in your New Tenant pack or on our website- head to: <https://www.pmcproperty.com/resources>

Toilets and Drainage

Please DO NOT put objects down the toilet that could cause a blockage, e.g. baby buds, cleansing pads. If the toilet or drainage becomes blocked due to misuse then it will be charged to the tenant responsible. If nobody admits liability, the cost will be divided equally between all tenants

Waste Refuse & Recycling

As one of our tenants, you are responsible for making sure all your household waste is disposed of and recycled properly and legally. To find out your bin collection day please enter your post code:

Aberdeen City area:

<https://online.aberdeenshire.gov.uk/Apps/Waste-Collections/>

Aberdeenshire area:

https://integration.aberdeencity.gov.uk/service/bin_collection_calendar_view



House Inspections

At PMC, we conduct inspections on all of our properties every 3 months to help keep them in a good condition. We'll let you know in advance, but during the inspection, we will check for cleanliness, damages, missing items and any unreported maintenance issues; It's really important to us that our property is looked after, so try and ensure your home is always clean and tidy. When we do an inspection, we'll need to check your bedroom too.

Hopefully your inspection will be fine, but in the event an inspection is failed, we will have to re-visit.



Feedback and Reviews

We need your help to make us even better at what we do!

Your feedback is invaluable so if you have any positive comments or feedback for our team, then please send us an email or leave us a 5-star review on Google.

At PMC, we strive to provide the very best service for our customers and we welcome and value both positive & negative feedback. If at any time you have any suggestions on how we can improve our services then please contact a member of our team.

Complaints Procedure

If you have a problem, we can help. We aim to offer you the best possible service, but there may be occasions when you feel you have cause for a formal complaint. If so, we will always aim to resolve the problem quickly and to your satisfaction. If you are unhappy with our response, you can take your complaint further through our formal complaints procedure.

Our staff attempt to resolve complaints as soon as is reasonably practicable. We are committed to acknowledging receipt within 5 working days and endeavour to resolve the complaint as quickly as possible. If we are unable to do so within 4 weeks, we will write with an explanation of the reasons why and the further action we will take.

Often the people you first raise the matter with are able to help, but there may be occasions when a more senior person needs to be involved.

If you don't know who to contact, you can:

- Telephone PMC Property Shop on 01224 678 888
- Make contact by emailing lettings@pmcproperty.com
- Write to 96 Holburn Street, Aberdeen, AB10 6BY
- Post a comment on our website

Our lines are open between 8am and 4:30pm, Monday to Friday. We will then arrange for the appropriate individual to look into and respond to your concerns.

For more information, you can download our full Complaints Procedure information on the Resources page of our website.



Moving Out

When the time comes for you to move out of your property, you will need to give us 28 days notice. We will need this in writing via email from each tenant. This can be sent to lettings@pmcproperty.com

Please ensure the property is ready to be handed back by 12 noon on your move-out date, and return your keys to us in our Holburn Street office, ensuring the doors are locked before you leave. At the move-out inspection, the inventory company will check the inventory, property condition, and obtain the final meter readings.

Your Deposit

In order to return your deposit as quickly as possible, the following actions need to be completed.

- Please complete and sign our Move Out document, which you can find [here](#).
- Return all keys.
- Please email us scanned or photographed confirmation that Council Tax and Utilities have been paid up to the move out date.

Many tenants leave cleaning until the last night and discover there is far more to do than they envisaged. We advise you read the document now and make an early start on the items.

If no deductions are to be made the deposit can be returned to you promptly. If there are deductions then this can delay the process as we will have to wait until work has been completed and we have copies of invoices / receipts. We aim to have deposits returned within 30 days.



Follow us on social media
for our latest updates:



We're here if you need us

PMC Property Shop

96 Holburn Street, Aberdeen, AB10 6BY

Tel: 01224 678888

lettings@pmcproperty.com

www.pmcproperty.com