



ENGLEFIELD
ESTATE

TENANT HANDBOOK



englefieldestate.co.uk

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Welcome to your new home



We are very pleased to welcome you to the Englefield Estate and we hope you will enjoy living in your new home.

The majority of the houses on the Estate date back to the 19th Century and the tradition of providing homes for families and individuals goes back even further than that.

We place great value on our long term relationships with occupiers and many of the Englefield Estate properties have been home to the same people for decades. We are committed to taking care of your home and will endeavour to address maintenance tasks as efficiently as possible, either through our in-house maintenance team or by utilising one of our loyal contractors.

We hope this guide provides a helpful point of reference for property related queries, however we are always happy to hear from you if you have any questions which are not catered for in this document.

On behalf of the Englefield Estate team I would like to wish you all the very best for your time on the Estate.

Richard Benyon

Chairman of the Englefield Estate



About us and this guide

The Englefield Estate is a long established, family-owned business based in West Berkshire managing a diverse range of land and property interests, in both rural and urban areas. We take pride in our heritage, including the contribution we make to the local economy, the environment and local communities.

We continue to invest for the long-term, with each of the Estates we manage providing a range of homes, workspaces and places for recreation, together with opportunities for sustainable development.

This handbook, which should be read alongside your tenancy agreement, sets out the details of our relationship in more detail. The law already gives you a number of safeguards, but we'll also explain further commitments we're making to you, as well as those we hope you will make to us.

To keep up-to-date with the Estate, visit our website at www.engagefieldestate.co.uk and follow us on social media.

 [@EnglefieldUK](https://twitter.com/EnglefieldUK)

 [@EnglefieldEstate](https://www.facebook.com/EnglefieldEstate)

 [@EnglefieldEstate](https://www.instagram.com/EnglefieldEstate)



Our commitments to you



We aim to provide a high-quality service and have set standards to make sure that this is achieved.

We will:

- ✘ Treat all tenants with dignity and respect
- ✘ Deal with you in a professional and courteous manner
- ✘ Ring you back if we are not available to take your call, or if you ask us to
- ✘ Carry out regular property inspections
- ✘ Wherever possible, visit you at the property, if you ask us to
- ✘ Contact you and explain if we are going to be late or unable to keep an appointment we have made with you
- ✘ Continually review and monitor our services, making improvements wherever possible
- ✘ Investigate and report back to you on any complaint you make to us
- ✘ Apologise if we get things wrong and do our best to put things right.

We will not:

- ✘ Work in a property if you are not present unless by express agreement
- ✘ Enter the property if only children are present.

In return, we ask that you:

- ✘ Work with our staff in a courteous and co-operative way
- ✘ Let us know if you cannot keep an appointment
- ✘ Let the Estate Office know if your contact details change
- ✘ Let our staff have access to your property to survey its condition, carry out work or discuss matters with you as required
- ✘ Not abuse, threaten or harass our staff or contractors, and prevent members of your household or visitors from doing so
- ✘ Keep dogs and other pets under appropriate supervision and control whilst we are working in the property
- ✘ Do not smoke whilst we are working in the property
- ✘ Observe the terms of your tenancy agreement.



Maintenance and repairs



Our in-house maintenance team is based at the Estate Yard in Englefield Village. We also use a variety of contractors to help us with routine maintenance to residential properties as well as farm and commercial premises.

To keep all our properties up to a high standard, we operate a rolling programme of maintenance.

We will look after:

- ✘ The structure and exterior of the building, to include painting the exterior once every five years or so.
- ✘ Equipment associated with the supply of water, electricity and, where relevant, gas and oil. This means we'll repair sinks, baths, basins, WCs and foul water drainage, as well as heating and hot water systems and wiring. We aim to service gas and oil boilers once a year but in all cases they will be inspected for safety annually. We will also conduct electrical inspections every five years. Your assistance in providing access on a timely basis will assist us greatly in ensuring your home remains safe.

You'll need to look after:

- ✘ Internal decorations. But please, let's talk before you choose a new colour scheme.
- ✘ Anything that belongs to you. You must take out home contents insurance to cover this.
- ✘ Anything that belongs to us which is unfortunately damaged by you, your family or visitors. Contents insurance might cover this too – please consider it carefully.
- ✘ The upkeep of any gardens, including trees, hedges, lawns and borders. If you're not green fingered, you may wish to consider using a contractor to help.
- ✘ Keeping working chimneys swept. This is particularly important because chimneys can act as an escape route for dangerous combustion gases. Chimneys should be swept at least once a year, ideally in the later summer before winter use. If your property is thatched, we will request proof of sweeping each year for insurance purposes.
- ✘ Keeping gutters and downpipes clear and having septic tanks emptied or meeting the cost of this. If it's a shared tank, the cost will be split between properties.
- ✘ Problems caused by something you've done, or failed to do, such as unblocking drains (unless they're broken), replacing lost keys, resetting a heating system if it's run out of oil.
- ✘ Replacing light bulbs, plug and chains in baths, for instance.
- ✘ Replacing batteries in smoke, heat and CO detectors. Detectors should also be checked monthly.
- ✘ The control of any pests, including moles, wasps, rabbits, flies, rodents, birds etc
- ✘ Replacing any broken glass.

If you do need to contact us about any repairs, please do so as quickly as possible, so minor issues don't become major problems. We'll attend to all issues as soon as we can, but we will prioritise the most important jobs first. We'll talk to you about when we'll be able to start work, and how long we think it will take.

During office hours, please call the **Estate Yard on 0118 930 2538** with any property maintenance issues. If your call is not answered, please leave a message and we will respond as soon as possible. Alternatively you may email us at maintenance@englefield.co.uk. If you need to make contact out of hours, please refer to the separate emergency contact sheet provided at the start of your tenancy.

We kindly ask that you do not carry out any improvements or alterations to the property without our prior written consent. Improvements or alterations may not be appropriate, and certain areas may contain hidden services or materials that could pose a health or safety risk if disturbed. If you want to make improvements or alterations to your home, please contact the **Estate Office on 0118 930 2504**, or email us at office@englefield.co.uk. Together we can discuss the options open to you, and in all cases you will need our written approval before you start work.

Emergency repairs:

For out of hours contact information, please refer to the separate out of hours emergency contact sheet, provided at the commencement of your tenancy, or subsequent revision if applicable.

We will carry out emergency repairs as soon as we can.

Emergency work includes (but isn't limited to):

- ✘ Major bursts to external water supplies and major leaks to internal water services,
- ✘ Defects to your only working WC pans or cisterns,
- ✘ Defects to water heaters (where no other form of water heating is available),

- ✘ Major defects to central heating appliances (where this is the sole form of heating and where this is the landlord's responsibility),
- ✘ No electrical power to the entire dwelling (other than a power cut or termination of supply by a utility company),
- ✘ Serious electrical faults, i.e. defective ring main / lighting circuit,
- ✘ Repairs to entrance doors or ground-floor windows, where the property is unsecure.

In cases of storm, accident or flood damage to the structure of the building, or if the structure becomes dangerous through, for example, a major roof leak, we will also make the building safe as soon as we can before taking further action.

In any emergency you may also need to contact your gas, electricity or water company yourself.

If we are called out as a result of “self-inflicted” matters such tripped electrics because of a faulty appliance which belongs to someone in your household, or blocked drains, we may need to charge you to recover our costs.

If you call us out for a repair which is not a genuine emergency, we also may need to charge an out-of-hours call-out fee.

Timescales

We will always try to agree a timescale for any repairs with you. If, after that, we find we can't finish on schedule, we will let you know as soon as we can, explain why, and agree a revised timescale.

If you have any complaints about any agreed repairs, please contact us and we will aim to rectify the issue as quickly as we can.

Please note that we will not pay for anyone else to work on your home unless we've agreed to it first, except where it is in line with the emergency repairs advice above.

Home insurance

The Estate carries insurance which covers the structure of your home, but this does not cover your belongings so please ensure you arrange your own contents insurance. For the avoidance of doubt, this should include cover for damage caused by water, for example by way of a roof leak or water escape. Please also note that you should not do anything to the property which may invalidate our insurance as you will be liable for any uninsured loss. If in doubt, please contact us for advice.



Your safety at home



Electricity

You may not be surprised to learn that electrical cooking appliances are the biggest cause of accidental fires in homes.

The Royal Berkshire Fire and Rescue Service advise you to:

- ✖ Unplug electrical appliances and chargers when you're not using them and when you go out or go to bed
- ✖ Look out for signs of dangerous or loose wiring e.g. scorch marks, hot plugs and sockets, flickering lights, fuses that blow or circuit breakers that trip for no obvious reason. Any such faults should be reported to the Estate Yard
- ✖ Keep appliances clean and in good working order e.g. regularly remove lint from tumble dryer filters
- ✖ Don't overload sockets

You should also check that none of your appliances have been recalled over electrical safety fears. You can do this online by searching for Electrical Safety First.

Additionally, please take extra care if hanging pictures or fitting curtain poles to ensure you are not working in close proximity to fixed electrical wiring.

In the garden, you should also use an RCD with any electric mowers or other electric tools, switch off equipment before cleaning or adjusting them, and always be aware of where the power cable is.

We would also advise you to make sure you know where the main electrical fuse board is located.

Please note that, we carry out fixed wiring electrical tests every five years. Where repairs become necessary outside this planned cycle, you should contact the Estate Yard.

Alarms

For your safety, we have installed smoke, heat and carbon monoxide detectors (where applicable) in your home. We will check they are in working order before you take occupation.

Please test them regularly. If they are battery powered and the battery goes flat, please replace the battery as soon as possible. It is also recommended that alarms be gently vacuumed every six months to remove dust which can impede their operation.

Please report any problems with your alarms to us promptly; including if any do not appear to work despite having changed the battery.

Heating

If you have oil or gas in the property, we will arrange for a gas or oil safety test to be carried out every year by a registered engineer.

Where your home has central heating installed, the Estate may decide not to install or maintain any open fires or solid fuel appliances such as wood burners. This will be reviewed on a case by case basis.

Please do not install a wood burner or similar without first speaking with the Estate Office. As with any other improvements or alterations, you will need our written consent before you start work. On leaving the property, unless otherwise agreed with the Estate, you can take the appliance with you, ensuring that you make good the fireplace.

You must arrange for a qualified chimney sweep to clean your chimneys once a year and if you live in a thatched property, we will request to see a copy of the sweep certificate. For all other property we may request a copy certificate to ensure sweeping is taking place.

If you have a solid fuel appliance which is the responsibility of the Estate, we will ensure that this is serviced on an annual basis.

Please use a recommended type of fuel and only burn wood which has been seasoned for at least one year. Do not use fire bricks or hearth fittings which are burnt away or damaged – contact us for advice first.

We will provide you with an Energy Performance Certificate for your home at the beginning of your tenancy, where applicable.

Water and Legionnaire's Disease

Some Estate properties, such as those around Englefield village, are on private water supplies.

Whether or not your water comes from a private water supply or the mains, it is a finite resource which should be used wisely. For example, a tap left running wastes more than six litres of water a minute, so please turn off the tap while brushing your teeth, shaving, or washing your face. Use cold water if you don't need hot and please avoid using sprinklers at any time. For further water saving tips, please visit www.ofwat.gov.uk/households/conservingwater/watersavingtips/.

Cold weather brings an increased risk of burst pipes and to help prevent this you should:

- ✘ Insulate or isolate external taps and pipework, especially in the winter months
- ✘ Make sure you know where your stopcock is, and test it twice a year to make sure it is still working. If it isn't please let us know.
- ✘ If you plan to leave the property empty for an extended period over the winter, please turn off the main water supply and arrange for the draining down of hot and cold water systems if required. Remember to tell us if you plan to be away for longer than 28 days.
- ✘ Should you unfortunately have a burst pipe, please turn off the stopcock immediately, and then turn on all your taps to drain the system which will help minimise damage from the burst.
- ✘ If the burst is near an electric switch or socket, you must first turn the mains electricity supply off at the meter.

Please also report any bursts to our maintenance team as soon as possible.

As your Landlord we would like to ensure you are aware of the possible causes of Legionnaire's disease so you can identify any problems easily and report any concerns to us. Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria. All hot and cold-water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, e.g. in spray from showers and taps, even in dishwasher and washing machine pipes. Conditions ripe for colonisation are where water of between 20°C and 45°C stagnates, and where there is sludge, rust and scale present for the bacteria to feed upon and multiply.

Legionnaire's disease most commonly affects the elderly, or people with chest or lung problems. It is easily preventable by putting in place some simple control measures...

- ✘ Flush through showers and taps for 10 minutes following a period of non-use (i.e. after you have been on holiday or if a room is not in regular use)
- ✘ Keep all shower heads and taps clean and free from a build-up of lime scale, mould or algae growth
- ✘ Keep hot water on your boiler system at a temperature of 60°C or greater but be careful of scalding.
- ✘ Report any deposits such as rust or any unusual matter flowing from your water outlets

Sewerage systems

Whether your home is connected to the mains sewer or to a separate system, to prevent blocked pipes please do not flush any of the following items down the toilet or any drain:

- ✘ Rags
- ✘ Dishcloths,
- ✘ Sanitary wear,
- ✘ Paper towels,
- ✘ Nappies,
- ✘ Wet wipes (even those claiming to be biodegradable),
- ✘ Cotton wool buds.
- ✘ Fats and oils left over from cooking

Should blockages occur because of misuse, the Estate reserves the right to recharge you the cost of any remedial work.

Condensation and Damp

From time to time tenants experience problems with condensation, damp and black spot mould. Before any remedial work takes place, we ask you to consider the advice below as these problems can often be resolved by taking some simple steps.

The air inside your home is full of moisture vapour. An adult asleep in bed will breathe and perspire as much as one pint of moisture into the air during the night. Taking a shower or a bath, cooking a meal and doing some washing could result in gallons of vapour unseen in the air. All that moisture is looking for a cold surface to condense onto and it will do so on the coldest part of the room.

Usually, the window glass is the coldest part of a room but condensation can occur in all sorts of places such as on external walls, solid floors and upper floor ceilings.

It can be difficult to cure the problem completely, however significant improvements can be achieved by the occupier. The battle against condensation is fought on three fronts:

1. Reducing the amount of water vapour getting into the air,
2. Removing vapour from the house, and
3. Taking a few sensible precautions.

Reducing Vapour: Obviously you can't stop breathing and washing but simple measures include putting lids on pans, drying washing outside the house or in a tumble dryer and keeping the bathroom door closed whilst bathing.

Getting Rid: This is the key. Open windows and let the moist air out, especially whilst cooking or after bathing. Use extractor fans and cooker hoods where possible. Unblock any ventilation bricks/grills that may have been covered. Leave internal doors open when you are out, to let air circulate around the property.

Other Precautions: Condensation occurs where the warm moist air is allowed to cool. This is made worse if the air is still; say behind furniture or in the corner of a room. To help prevent this, ensure that furniture is a good 3-4 inches away from outside walls (6 inches for a big wardrobe) and that belongings are not piled up in corners or against outside walls.

Black spot mould can be treated with diluted bleach solution (always follow the manufacturer's instructions and take appropriate safety precautions). If left untreated, mould can stain surfaces irreversibly and you may be faced with the cost of redecoration.

We hope the above advice is of assistance to you. By taking these simple steps your home should stay dry and pleasant.

Gutters

Please make sure gutters, grates and downpipes are kept clear. If you aren't able to clear them yourself, you may wish to contact a suitable contractor.

Wildlife

There are many advantages to living in the countryside, and being surrounded by wildlife must be high on anyone's list. But sometimes wildlife can cause problems if it decides to invade your home.

Simple steps to help prevent this include cutting back overhanging or overgrown climbing plants close to your home, and making sure food and water aren't easily accessible.

If repairs are needed to the structure of your home to prevent an infestation please let us know. Otherwise, West Berkshire Council or a qualified pest control contractor may be able to offer the best advice.

Pets

Please contact the Estate Office if you want to keep a pet or pets at home. You will need written consent, but as long as the animals are appropriate for your home, we won't normally say no. We would usually request that carpets are professionally cleaned at the end of your tenancy, should consent be granted. If your pet or pets damage the property or otherwise becomes a nuisance, we may have to consider withdrawing our consent.

Access

Your tenancy agreement may include a plan to show the extent of your property and any other land which you have the right to cross or park on. Please respect the privacy and rights of your neighbours and the Estate too, and when exploring the area around your home please keep to public footpaths and rights of way.

Thatched homes

If you live in a thatched property, there are extra steps which need to be taken.

Open fires and solid fuel stoves: Please ensure your chimney is swept along its entire length at least once a year, preferably at the beginning of the burning season, by a qualified sweep who is able to provide you with a recognised certificate. We need copies of the certificates for our own insurance company. The National Association of Chimney Sweeps (www.nacs.org.uk) can help you find a suitable qualified sweep.

TV aerials and satellite dishes: Aerials and dishes are well known to attract lightning so they should not be installed on or near your roof or chimney. Instead, they should ideally be fitted to a freestanding pole at least six metres (19 feet) from the building. Cables of any kind shouldn't come into contact with the thatch – please fix them to a brick wall instead.

Contractors: If at all possible, contractors should avoid work which will increase the risk of fire. In any event, contractors should only be working in the property with our explicit consent, especially if work involves welding or burning. Please note that tenants in thatched homes should not carry out any work whatsoever which involves welding or burning.

Attics: Please carefully avoid storing any combustible material in attics, and keep everything away from old thatch, straw, dust and any other debris.

Bonfires, barbeques and fireworks: these are best avoided altogether because of the real risk of a fire spreading very quickly to your home. If a bonfire is essential it should be kept at least 100m from the property, remembering that the wind strength and direction can change very quickly. Please speak to your neighbour if they have any open flames close to your thatched home.

Smoking: This is not permitted in attics or loft spaces, nor if working on or near the thatch.

Be prepared: Please have suitable fire extinguishers readily available throughout the property. These should be serviced annually, and should be suitable for tackling electrical and cooking-based fires. Please check they're marketed as meeting British standards. Please also have a fire blanket in the kitchen.

Hose: Outside, please have a hosepipe permanently connected to the main water supply, and make sure the hose can reach all around the outside of the property and can spray across the whole roof. If you don't appear to have an outside tap, please let us know.

Fire brigade: Should a fire occur, please be ready to give the 999 operator as much information as possible, so find out the Ordnance Survey reference location of your home and keep it handy – near the landline telephone for instance. There are a number of online tools to help you find the reference number but if you need assistance, please contact the Estate Office.

As landlords, we will make sure that the chimney is structurally sound and that the thatch is checked regularly by a qualified thatcher.

We will also make sure electrical tests are carried out so your home complies with all regulations, ensure contractors are aware there is thatch present and act accordingly, make sure the loft can be accessed by a firefighter with equipment, and fit wire netting appropriately.

Use of your home

We expect you to live in the property as your principal home and not to use it to run a business or for any other purpose not consistent with a private residence. A degree of home working is acceptable, but if you plan to use the property as a registered business address or for a full-time business you will need our written consent.

You must not allow the property to be occupied by any persons other than those adults and children named in the tenancy agreement or to be used for any illegal or immoral purposes. You are also not permitted to have lodgers, sublet or share occupancy.

Behaviour

You are responsible for the behaviour of people who live with you or visit you. This responsibility covers behaviour in your home, and in the locality. You, or they, must not:

- ✘ Cause nuisance, annoyance, harassment, alarm or distress to other people
- ✘ Create unreasonable noise
- ✘ Cause damage
- ✘ Commit an offence.

Ultimately, if tenants seriously breach the terms of their agreement, we may have to take steps to end the tenancy.

The Estate will not accept harassment or bullying, of any kind, of any employees, workers, agency workers, volunteers, tenants and contractors, whether these acts are committed by other employees, workers or third parties including tenants and contractors.

Any instances of harassment or bullying should be reported to your contact. Alternatively contact the Estates Director or his personal assistant by calling 01189 302 504 or by email to office@engefield.co.uk

Changes in your circumstances

We understand that your circumstances may change, whether this be with work, money or family life. Certain changes may affect your tenancy agreement or you may be facing difficulties in paying your rent. Should this be the case, please do contact the Estate Office as soon as you are able. The Estate will assist as much as possible; however we can only offer support if you keep in touch.

If you are on a low income, become unemployed or unable to work, you could be eligible for assistance such as Housing Benefit or Universal Credit. If you are eligible, remember you should tell the council about any future changes in circumstances as they happen.

It's always better to seek advice about all forms of debt problems sooner rather than later. The Citizens Advice Bureau is a good starting point.

If you have fallen into arrears and we have come to an agreement about how and when it is paid off, please abide in full by our agreement, or else we may have to start proceedings to recoup what you owe us. If you make no attempts to reduce or clear any arrears, we may regrettably have to seek to bring the tenancy to an end.

You can seek independent free legal advice about any such action by contacting your local Citizens Advice Bureau, Housing Aid Centre, Law Centre, or a solicitor under the Community Legal Service Scheme.

If a relationship with a partner breaks down or a joint tenant decides to leave the property please let us know, so we can discuss with you what this might mean for your tenancy.



Tenancy agreements

Your tenancy agreement is an important legal document which sets out your rights and responsibilities, and ours, in full. This guide should be read alongside your tenancy agreement, with your tenancy agreement taking precedence on any conflicting matters.

It will also set out, among other things, which bills such as council tax you are responsible for paying.

Depending on when you first became a tenant, you may have one of three types of tenancy:

Protected or Statutory Tenancy

If your agreement was signed before 15 January 1989, it is likely to be protected under the Rent Acts. This means that the rent will be set using the independent 'Fair Rent' system and your agreement cannot be ended unless certain legal conditions apply. Once you have a protected tenancy with the Estate, it will remain protected for the duration.

Assured Periodic Tenancy

This is the most common type of tenancy agreement. As long as you don't break the terms of the Tenancy Agreement, you can live in the property for an agreed period and after that, continue to live there unless certain legal conditions apply. Your tenancy agreement specifies the amount, date and frequency of rent payments. We will only send regular written rent demands if you ask us to.

Payments by standing order are a requirement of most of our tenancy agreements.

If you have an assured periodic tenancy which started after 6 April 2007, any deposit will be held in a recognised tenancy deposit protection scheme. This is detailed in your tenancy agreement.



Rent reviews

We usually review residential rents every two years, unless your agreement specifies otherwise.

If you have a **Protected Tenancy**, a fair rent has to be set by the Government's Rent Services. We will apply to the Rent Officer for a new rent and we will let you know how much we are asking for. You will have the chance to let the Rent Officer know if you feel this is too much. The Rent Officer may want to visit your home to set the new rent. The Rent Officer will notify us both of what rent he/she feels is appropriate and both parties have a right of appeal if they do not feel this is reasonable. Once the Rent Officer has set the rent, it will be registered for the property and cannot be changed for two years, unless there is a significant change in the property during that time.

If you have an **Assured Periodic Tenancy**, we will agree a new rent together without involving the Rent Officer. We will normally arrange to meet you to look at the property and discuss any relevant issues. You will then be provided a written notice of the new rent at least two months before it takes effect. The revised rent will be based on rents for comparable properties in the local area, taking into account any particular advantages or disadvantages that your property has.

Leaving the property

Your tenancy agreement will usually set out what notice you need to give should you wish to leave. If in doubt, please get in touch with the Estate Office. In all cases we will require written Notice and will acknowledge receipt in writing.

You must pay the rent and all other outgoings for the final month(s) and we ask that you give us a forwarding address.

When you leave the property, you are responsible for:

- ✘ Clearing the property including any loft spaces, sheds, garages and garden of all your personal belongings and any rubbish
- ✘ Ensuring everyone moves out with you, including pets,
- ✘ Removing and disposing of floor coverings you have fitted unless we agree at the time that you may leave them,
- ✘ Putting right any damage that has occurred – for example, where shelves and pictures have been taken down,
- ✘ Ensuring decorations are left in good order,
- ✘ Cleaning all surfaces, fixtures and fittings, including the bath, toilet, basin, kitchen units, sink, etc. This may include professional cleaning of carpets and other areas where pets have been kept,
- ✘ Leaving flues and chimneys in clean condition and providing a copy of the latest sweeping certificate(s)
- ✘ Leaving solid-fuel appliances in clean condition.

We will arrange to meet you to inspect your home before you move out so we can agree what you may need to attend to before you leave. We may recharge you if we find that remedial work is required. Reference will be made to the record of condition prepared at the start of your tenancy (where applicable).

Before you leave the property for the last time you need to ensure you have:

- ✘ Read any gas, electric and water meters and sent the readings on to your suppliers so they can close your accounts with them. Please inform us of the name of the supplier,
- ✘ Informed the local authority for the purposes of Council Tax,
- ✘ Informed other service providers such as telephone and broadband,
- ✘ Redirected your post to your new address. The Royal Mail can help with this.

You also need to ensure that your rent account is up to date. You are responsible for rent up to the last day of your tenancy.

Finally, please make sure you return all keys. We will usually arrange to meet you at the property to collect the keys and undertake a final inspection; otherwise keys must be returned to the Englefield Estate Office.

Feedback

We are always keen to provide the best service we can, and so would welcome any feedback on what we do and if you think it could be improved.

Complaints

Sometimes, despite everyone's best efforts, things may occasionally go wrong. If you have a complaint, we will take it seriously and are committed to improving how we work to avoid similar issues arising in the future.

If you are dissatisfied with our service you should, in the first instance, try to sort it out with the person you have been dealing with. If you do not already know who is dealing with the matter, the Englefield Estate Office will be able to tell you who can best solve the problem. Most issues can be resolved at this stage.

If you still feel the issue has not been resolved, you can take the matter further by writing to the Chief Executive. You can send this directly by post, email or you can have someone else (for example an advice worker, solicitor, friend or relative) make a complaint on your behalf. You should provide as much detail as you can and explain why you are not happy with what has happened so far. The Estate Office contact details are as follows:

Address: The Estate Office
Englefield Estate Yard
The Street
Englefield
Reading
Berkshire
RG7 5ES
Tel: 0118 930 2504
Email: office@englefield.co.uk

If you feel you have been unable to resolve your formal complaint through our own procedure detailed above, then you can contact the Property Redress Scheme. For further information go to www.theprs.co.uk or call on 0333 321 9418.



Data protection

Your privacy is important to us.

We do not source personal data from third parties and when we collect data from you we will ensure it is adequate for the purpose and not excessive. We will ensure data we hold is as accurate and up-to-date as possible.

We collect and retain personal data:

- ✘ To enable us to comply with our legal obligations such as gas and electrical safety inspections and energy performance certificate requirements
- ✘ To enable you to pay your rent, or report a repair
- ✘ To enable us comply with any repairs and maintenance obligations within a tenancy agreement
- ✘ To perform credit checks as part of a tenancy application
- ✘ For internal record keeping
- ✘ For management reporting and business planning - we produce internal documents in order to monitor our own activities
- ✘ For other legitimate business purposes

The law can require the disclosure of information for various reasons, in such circumstances the Estate must comply with those requests

In the course of business, the Estate may share information with carefully selected organisations we engage with to provide certain services or to meet our legal obligations. These include:

- ✘ External contractors who perform repairs, maintenance, gas and electrical safety inspections, assessments for Energy Performance Certificates etc
- ✘ Solicitors advising on tenancy agreements
- ✘ Accountants and tax advisers as required in preparing year end accounts and tax returns
- ✘ The Estate's selected marketing and public relations organisations
- ✘ Credit reference agencies
- ✘ HMRC, fraud protection agencies and the police
- ✘ Data storage services, including cloud storage and data management
- ✘ Financial organisations such as banks and building societies
- ✘ Mandatory legal disclosures.

At the start of your tenancy, we will obtain your consent to send additional information or documentation relating to general updates and Estate activities.

Please contact us if you wish to know what data we hold about you, either by calling or writing to the Estate Office or by emailing privacy@englefield.co.uk

For our full privacy notice, please see www.englefieldestate.co.uk/privacy-notice, or call or write to the Estate Office.



Directory



Please find below a list of local organisations that may prove useful during your time on the Estate.

Estate Contact Details

Englefield Estate Office
Englefield Estate Yard

0118 930 2504 or office@englefield.co.uk
0118 930 2538 or maintenance@englefield.co.uk

Emergency Numbers

- 999 Police, Ambulance, Fire Brigade Services – Emergency response
- 111 NHS – Urgent Medical Care Number
- 101 Police – Report a crime or other concerns that does not need an emergency response

Further Sources of Help and Information

Citizens Advice Bureau
Universal Credit

www.citizensadvice.org.uk
www.gov.uk/apply-universal-credit

Electricity

Power Cuts

CALL 105 or 0800 072 7282

www.nationalgridet.com/safety-and-emergencies/power-cuts

Water & Drains

Thames Water

0800 714 614

Contractors

Chimney Sweeps

www.nacs.org.uk

Locksmiths

www.theinstituteofcertifiedlocksmiths.org

Parish Councils

Englefield Parish Council

www.englefieldpc.org.uk

Theale Parish Council

www.thealeparishcouncil.gov.uk

Sulhamstead Parish Council

www.sulhamsteadcommunity.org.uk

Stratfield Mortimer Parish Council

www.stratfield-mortimer.gov.uk

Burghfield Parish Council

www.burghfieldparishcouncil.gov.uk

Pamber Parish Council

www.pamber-pc.gov.uk

Beenham Parish Council

www.beenhamonline.org/govt.htm

Silchester Parish Council

www.silchester-pc.gov.uk

Tadley Town Parish Council

www.tadleytowncouncil.gov.uk

Mortimer West End Parish Council

www.mortimerwestendpc.org.uk

District/ Borough/County Council

West Berkshire District Council

www.westberks.gov.uk

Reading Borough Council

www.reading.gov.uk

Wokingham District Council

www.wokingham.gov.uk

Basingstoke & Deane Borough Council

www.basingstoke.gov.uk

Hampshire County Council

www.hants.gov.uk

Englefield Village

Englefield Stores & Tea Rooms

0118 930 2479

Englefield Church of England

Primary School

www.englefieldprimary.co.uk

The Old Fire Station Nursery

www.theoldfirestationnursery.co.uk

St Mark's Church

www.stmarksenglefield.org.uk

Englefield Garden Centre

www.englefieldgardencentre.co.uk

Five A Day Market Garden

www.fiveaday.org.uk

Englefield Cricket Club

www.englefieldcc.co.uk

Cobbs Farm Shop

www.cobbsfarmshops.co.uk/cobbs-englefield





The Estate Office, Englefield Estate Yard, Englefield, Reading, Berkshire RG7 5ES

0118 9302504 www.Englefieldestate.co.uk