

amrp
providing innovative solutions
turning empty houses
into homes

WELCOME PACK

www.amrp.co.uk

HOW TO PAY YOUR RENT

Rent should be paid to the following bank account –

Barclays Bank
AMRP
20-27-41
83956520

Payment can be made at Barclays Bank or any Post Office.

PLEASE ENSURE THE CASHIER QUOTES YOUR ADDRESS WHEN BANKING YOUR PAYMENT.

IF YOU ARE FACING FINANCIAL DIFFICULTIES

Contact your co-ordinator urgently as we will be able to advise you on the best course of action to ensure your tenancy remains safe, and you are quickly directed to the best advice available.

IF YOU DO NOT PAY YOUR RENT

Should you not pay your rent you can expect us to take swift action to ensure you bring your account up to date.

Once your arrears reach the equivalent of one full month's rent you will be issued with two months notice to vacate the property, only if we are satisfied that you have taken appropriate action to bring your rent account up to date will we consider allowing your tenancy to continue.

If you leave with arrears legal action will be taken at whichever address(s) you move too, and or against your guarantor, but action will continue until all of your arrears are recovered in full regardless of how long it takes.

PROPERTY INSPECTIONS

An inspection of your property will be undertaken one month from your move in date and as deemed necessary thereafter.

We expect the property to be maintained to at least the standard to which it was supplied to you on move in.

Any damage to the following will be charged to you at the end of your tenancy -

- Carpets not left as found
- Interior Doors damaged
- Rubbish / unwanted furniture left at the property
- Uncompleted decoration
- Missing / Lost door and window keys
- Broken Windows

If any of the above issues are found at inspection, you will be issued with a written notice to make good these issues, if at the end of the deadline you have not done so the work will be undertaken and the costs charged to you and your guarantor.

If discovered at the end of your tenancy the resulting costs will be added to your account and the normal procedure to collect the outstanding amount followed against yourself and guarantor.

LOSS OF KEYS

Please note, lost keys will not be replaced by AMRP, the only assistance we can offer is to arrange for the locks to be changed at a cost of £40 per lock which must be paid to the locksmith at the time of the visit.

MISSED APPOINTMENTS

Should you agree with us an appointment, or agree to allow access to one of our tradesmen and then fail to cancel no less than 2 hours before the agreed time a fee of £25 will be payable to AMRP.

REPORTING OF REPAIRS AND MAINTENANCE

To report maintenance requirements please call your coordinator, send an e-mail or visit www.amrp.co.uk

For emergencies only and out of hours please leave a message for your coordinator who will contact you as soon as possible.

GAS QUERIES

For non urgent call please follow above guidelines, emergency or out of hours please call 0800 111 999

CAN YOU SMELL GAS?

- Open all doors and windows to ventilate the room. Get fresh air immediately
- Switch off the appliance and do not reuse until it has been checked by a Gas Safe registered engineer
- Shut off the gas supply at the mains (if you know where this is)
- Call 0800 111 999 and then 07535 644 209 Between 9am and 5pm Monday to Friday or 07942 816 295 out of hours.

LOSS OF ELECTRICITY

To report a loss of electricity supply, or if you are concerned about the safety of our equipment, call our 24 hour emergency number 0800 668877

WATER LEAK

Should there be a significant leak inside your property, please turn off the water supply at the stop tap which can be found –

COMPLAINTS PROCEDURE

In the first instance please refer any queries or complaints to your co-ordinator.

Should you not be satisfied with the outcome please contact –

gary.vickers@amrp.co.uk
andrew.marshall@amrp.co.uk

Or feel free to write to us at this address:

Andrew Marshall Residential Properties Limited
11 Murray Street
Camden
London
NW11 9RE

Outside agencies such as Citizens Advice Bureau and the local council would also be able to advise you, however we would ask that you attempt to resolve any concerns with us in the first instance.

OTHER SERVICES WE OFFER

We can take the hassle out of your setting up your

- Gas and Electric Supply
- Landline
- Broadband internet access
- Mobile Phones
- For all of the above contact your co-ordinator

Our partner Insurance Company, Alan Boswell will be calling you over the coming days to offer you a quote for contents insurance on our behalf.

YOUR LOCAL CO-ORDINATOR

Telephone: 0191 640 4604

Gary Vickers - Maintenance Manager and Co-ordinator for Durham
Email: gary.vickers@amrp.co.uk

Gareth Rowell - Co-ordinator for Durham and Darlington
Email: gareth.rowell@amrp.co.uk

Serena Pears - Co-ordinator for Newcastle, South and North Tyneside
Email: serena.pears@amrp.co.uk

Annette Thompson - Co-ordinator for Durham
Email: annette.thompson@amrp.co.uk

Louise Taylor - Co-ordinator for Northumberland
Email: louise.taylor@amrp.co.uk

Gina Wild - Co-ordinator for Bishop Auckland
Email: gina.wild@amrp.co.uk

David Manton - Co-ordinator Teesside and Hartlepool
Email: david.manton@amrp.co.uk

ENDING YOUR TENANCY WITHIN FIRST 6 MONTHS

As tenant you can not normally end your tenancy in the fixed period of your tenancy (first six months).

We may allow you to end your tenancy early if:

- You are able to find an alternative tenant who meets the original selection criteria and who is accepted by us.
or
- By giving two months notice to end the tenancy at the end of the six month period.

AFTER THE FIRST 6 MONTHS

After the fixed six month period your tenancy becomes periodic and runs from month to month.

You can give one months notice by writing to us at this address:

Andrew Marshall Residential Properties Limited
11 Murray Street
Camden
London
NW1 9RE



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11 Murray Street Camden London NW11 9RE

0191 640 4604
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