

Mr Karthik Venkataraman and Mrs Aishwarya Sridhar
5 Stanhome Drive
West Bridgford
Nottingham

NG2 7FF

20 August 2018

Dear Mr Venkataraman and Mrs Sridhar,

RE: WELCOME TO YOUR NEW HOME

We hope you are now starting to settle into your new home. As you are aware Royston & Lund Lettings manage this property and tenancy on behalf of the landlord.

To assist you during your stay, we wish to provide you with the following information:

Your property is managed by our in-house property management team, to report any maintenance requirements please either telephone **0115 9824949** or email **repairs@royston-lund.co.uk**

Your landlord has advised us to use local contractors at the property for any maintenance requirements, however please contact the office to report all maintenance requirements during office hours.

For any potential emergency call hours (out of office hours) please make direct contact with the following tradesmen:

• Mark Adamson	Tel: 07973659775	General Builder
• Linton Vickers	Tel: 07800532269	General Handyman
• Matt Hayes	Tel: 07980113746	General Builder & Plumber
• Heightley-White Plumbing	Tel: 07403330745	Plumber (and Gas Engineer)
• Matthew Heather	Tel: 07879897437	Gas, Boiler & Heating Engineer (and Plumber)
• Steven Rollason	Tel: 07948406537	Blocked and over flowing drains
• Andy Beever	Tel: 07966246727	Electrician

Please note that only genuine emergency call outs will be funded by your landlord. A contractor will discuss the situation with you and will assess at their discretion whether the situation warrants an emergency call out.

Other useful contact numbers you may need are Transco 0800 111 999 (for gas escapes) and Severn Trent Water 0800 783 4444.

Royston & Lund would like to take this opportunity to ask for your assistance in preventing burst pipes and water leaks. Please could you ensure that if you are away from home for a period of time that you always turn the water supply off at the stop cock. Also during the cold weather please leave you heating on low all the time to prevent pipes freezing and bursting, if your central heating does not have a room thermostat please ensure that your heating comes on at least twice a day to keep the house warm enough to prevent any pipes freezing.

If you would like any further information or advice about the above please do not hesitate to contact us and we will do our best to help.

Attached to this email will be a copy of your Deposit Certificate of Registration for you to retain with your Tenancy Agreement.

Thank you for your co-operation with this matter.

Yours sincerely

Hannah Hughes

For and on behalf of Royston & Lund