



## Blagdon Estate

Welcome to Blagdon Estate. This leaflet is designed to help you understand the Estate procedures and give guidance in the event of emergencies. Please check our website regularly for up to date information, advice on emergencies, events and our monthly newsletter. [www.blagdonestate.co.uk](http://www.blagdonestate.co.uk)

## The Estate Office

The Estate Office is open from 9am to 5pm Monday to Friday. Telephone number (01670) 789621 or email: [enquiries@blagdonestate.co.uk](mailto:enquiries@blagdonestate.co.uk)

## Repairs

All requests for repairs **must** be made direct to the Estate Office, a works ticket will be issued for all valid repairs and the work will be carried out as soon as possible. We try to prioritise all repairs so routine items may take a little while to attend to. Out of office hours requests should only be made in the cases of emergency and can be made by leaving a message on the office answer phone or alternatively to:

Matthew Williamson	01670 789784/ 07824 437 940
Trevor Beal	07710638796
Plumbing	07860 595672
Electrical	07913 933984

Please note that the Estate's resources out of hours are very limited and we may not be able to help in some cases. You should have alternative heating appliances in case of loss of heating.

## Alterations

Any alterations or tenant improvements must be agreed in advance and, work must not be carried out without written permission. Due to the age of our properties, there may be asbestos lagging in inaccessible areas and roof spaces. This is perfectly safe while undisturbed. However you should be aware that disturbance of these areas can create a serious hazard. Should you have any concerns, please contact the Estate Office.

## Insurance

You should ensure that you have adequate contents insurance suitable for a tenanted property; there may be repairs for which you are responsible that will be covered by this.

## Responsibilities

You should carefully read your tenancy agreement and make yourself aware of your responsibilities with regards to repairs. Please note that the Estate is not responsible for **all** repairs particularly not for those caused by misuse, e.g. broken windows, blocked gutters or for blocked drains caused by grease or other inappropriate items being introduced into drainage systems. We do not deal with vermin or bees/wasps. If you call us for repairs which are your responsibility you may be charged for the cost.

If you use a wood burning stove or open fire you must inform the estate office. You must have the chimney swept at least annually and supply a certificate from a HETAS registered sweep. You must

also have a CO detector in the room containing the solid fuel appliance. All repairs to stoves and chimneys are not your landlord's responsibility.

You will have at least one smoke alarm fitted in your property, you must check this regularly and change the batteries when required.

## **Leaving your property unoccupied**

Should you leave your property unoccupied over the winter period for more than 2 days, you should ensure that it is adequately protected against frost. We recommend leaving your heating on low and turning off your mains water supply.

## **Rent**

Your tenancy agreement states that rents are payable quarterly in advance on 2nd February, 12th May, 1st August and 11th November. Invoices will be sent to you each quarter and the rent should be paid **on or before the quarter day**. If you foresee any difficulty in paying your rent on time, please let the Estate Office know as soon as possible. Please note late rent payments are a breach of your tenancy agreement and may result in your tenancy being terminated, we also may be obliged to inform credit agencies which may affect your future ability to obtain credit.

## **Walks**

You are welcome to walk on hard roads throughout the Estate and on some footpaths through the gardens and woods. A map of suitable routes is available on request. Please note dogs must be kept on leads at all times and please clear any mess they make.

## **Some useful telephone numbers**

**Electricity emergency:** 0800 66 88 77

**Northumbrian Water:** 0845 717 1100

**Gas emergencies:** 0800 111 999

**Heating Oil:** WCF Fuels: 0191 518 6770

**Calor Gas:** 0845 609 6202

**Northumberland County Council:** 0845 600 6400

**North East Pest Control:** 07887 842663 / 0191 4142418 (Bees, wasps, vermin)

Agent to the Estate, Matthew Williamson.