



Woodfell

A lifetime  
of difference

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# Living Guide



For A Residential Dwelling

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**Congratulations  
on your move  
into your new  
home.**



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# Living Guide



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<b>Contents</b>	
Introduction	05
Our Support	06
Your Move-in	07
Move-in Set-up	08
Caring For Your Home	11
Your Sanctuary	14

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# Introduction

It's our great pleasure to welcome you to your new home. All of us at Woodfell sincerely hope you find it comfortable and well equipped, and that you enjoy a happy and trouble-free tenancy.

With the intention of facilitating your journey into your new home, this brochure serves as your trusted companion, offering a wealth of invaluable information to help you embark on this exciting adventure with confidence and ease.

This **Living Guide** brochure serves as a comprehensive resource, offering valuable information and guidance to facilitate a smooth transition into your new home. It covers essential advice on settling in and provides insights into the necessary maintenance to ensure your residence remains well-cared-for. Additionally, the brochure delves into the specifics of your Tenancy Agreement (AST), managed by our dedicated Customer Care Team, offering clarity on the terms and conditions governing your tenancy.

In conclusion, the **Living Guide** serves as a comprehensive manual to enhance your experience in your new home, covering settling-in advice, maintenance guidelines, and specifics regarding your Tenancy Agreement. Our commitment to ensuring a seamless transition is further demonstrated through meticulous property inspections, 'sparkle cleans,' and appliance testing. For any queries or clarifications, our dedicated team is just a message away, ready to provide the support and information you may need.

Prior to your move, we conduct a meticulous final inspection of the property, coupled with a thorough 'sparkle clean' to guarantee a radiant and welcoming environment upon your arrival. Our team also tests all appliances, including heating and water systems, to ensure their functionality.

# Our Support

Call us on: 020 7112 5405

Email us at: [office@woodfell.co.uk](mailto:office@woodfell.co.uk)



**Woodfell work hard to ensure our homes continue to deliver perfection and longevity.**

## Woodfell Customer Care

For the duration of your tenancy, our team will continue to support you in your new home. If you have any questions, our Customer Care Team are more than happy to help and are on hand to answer any questions that you may have along the way.

Our Team may be present on your move in day to greet you and hand over the keys to your new home.

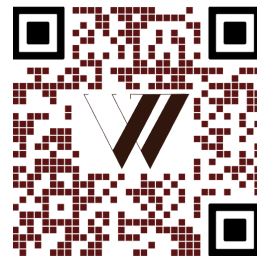
## Maintenance

If something needs attention, please report it to us via our online portal which can be found with the link below. For problems which you can't fix yourself, we will arrange a time with you for someone to come and carry out any repairs needed. If the problem is a danger to you or other tenants, or could cause damage to the property, please call the emergency services.

<https://woodfellestates.fixflo.com>

**Exciting days, not sleepless nights.**

## Report Maintenance



# Your Move-in

Making your move-in as seamless as possible, giving you the peace of mind you deserve.

## The first 7 days

Here at Woodfell we understand how busy the first week in a new home can be. There is plenty to arrange to help you settle in, however please ensure you find time to inspect your home thoroughly.

We have already completed our final inspection but this is the opportunity for you to check for yourself and report any major issues within 7 days of moving in. Please be aware that damage caused during your move will not be covered under the warranty.



**We are with you every step of the way.**



## Reporting any issues

We advise you to carefully read this **Living Guide** along with the inventory report provided. This will help you to identify if the issue you wish to report is covered, but please reach out to our Customer Care Team if you are unsure.

# Move-in Set-up

## Payments

Set up a recurring payment method for rent, ensuring timely and hassle-free transactions throughout your tenancy with an automated payment system or standing order from your bank account.

## Our Details

Barclays Bank  
Woodfell Asset Management  
20 - 76 - 90  
03613771

## Insurance

Obtain comprehensive contents insurance to protect your personal belongings from theft, damage, or unforeseen circumstances, providing peace of mind for your valuable possessions.

## Providers

<https://www.moneysupermarket.com/home-insurance>

<https://www.comparethemarket.com/ps/home-insurance>



## Community

Familiarise yourself with the local community, including nearby amenities such as grocery stores, healthcare facilities, public transportation options, and local regulations that may impact your daily life in the area.

## Utilities

Contact utility providers (gas, electricity, water, internet, etc.) to transfer accounts or set up new connections in your name for seamless access to essential services.

## Gas

Set up your gas bill by taking a meter reading and then contact **OFGEM** to find and notify your supplier.

## Electricity

Set up your electric bill by taking a meter reading and then contact **OFGEM** to find and notify your supplier.

## Water

Notify your water supplier by contacting **WATERUK** and advise them of your new tenancy.

## Council Tax

Setting up council tax bills when you rent is very easy. All you need to do is **find your local council** and notify them that you've moved in.

## TV License

Pay for your TV license online via the **TV license website**.

## Maintenance

Understand the process for reporting repairs or maintenance issues to the landlord or property management promptly, ensuring a safe and well-maintained living environment throughout your tenancy.

## Report

<https://woodfellestates.fixflo.com>





# Caring For Your New Home

We have detailed below some useful **information for caring for your new home**. By following the information you will uphold the quality of your home and ensure the best durability and use of the structural fabric, fixtures, and fittings within your home.

## Condensation

- Ensure you keep any window vents open at all times.
- Open your windows at least once a day in each room to allow for air changes and natural ventilation.
- Always use the cooker hood extracts and room extracts where they are present.
- Keep curtains and any window coverings at least 15-20 cm away from the glazing to allow for free passage of air.

## Heating System Maintenance Care

In the colder months, it will help to keep the heating on a constant lower heat as this will keep the fabric of the building warm and reduce any frozen pipes, which can lead to leaks inside of the property if they burst.

## Ceilings and Walls in Your Home

The internal walls in your property are designed not just for separating rooms but also form part of the insulation, noise prevention and fire safety.

The stud walls may be made up of 12mm plasterboard with a timber or metal partition framing, so please keep this in mind if purchasing a wall bracket to mount a TV on the wall. Wall installations must first be approved by the Customer Care team.

## Shrinkage Ceilings

There is a lot of water that is involved in building your home, especially where the plaster is being applied. This can show what is commonly known as shrinkage cracks. They develop as part of the drying out process and frequently occur near stairs, around door frames and along skirting boards. The rate they appear depends on the time of year when you move in, as the drying out process can be accelerated when you put the heating on during the autumn and winter months.

Although nothing to be concerned about, shrinkage cracks can be unsightly so if your home has any cracks that are 3mm or more in diameter, please report these to our Customer Care Team.

Please email us at [office@woodfell.co.uk](mailto:office@woodfell.co.uk) and we will arrange for them to be corrected. Any cracks under 3mm are your responsibility and can easily be filled and painted over if you wish. We can advise you on the paint type used if you do need to do this.

## Bathroom Maintenance Care

Here's a few handy tips to keep your bathroom in top condition:

- Remove hair and soap build up and put drainage unblocker down the plug-holes and shower on a monthly basis – this can be purchased from supermarkets.

# Caring For Your New Home

- Anything abrasive or solvent based will discolour your bathroom and shower taps. These include cream cleaners, power abrasives, any kind of metal polish, and bleach. There are plenty of good quality cleaners on the market that do not contain any solvents and are kinder to the materials used for the bathroom's fittings.
  - Please make sure that you rinse any solution thoroughly after cleaning and eliminate any residue that may be left behind.
  - If there are any en-suites, bathrooms or cloakrooms that are not used on a regular basis, this may cause a sewage or off-water aroma. This is because the water isn't getting flushed or run through the pipes and instead evaporates; causing the trap to stay open (which is designed to close after flushes). It is not classed as a defect and is easily resolved by running the cold or hot tap and flushing the toilet once. If the room doesn't get used often, we suggest doing this on a weekly basis to avoid the issue.
- Floor Maintenance Care**
- Your floors will experience high traffic so to maintain quality and durability please keep the following in mind:
- Newly laid carpets have a higher fibre content which will show loose fibres coming through when you first start vacuuming, this is completely normal and will become less noticeable after a few occasions of cleaning.
  - The carpets are fitted and stretched enough to prevent them from becoming loose.
  - To prevent indentations in your carpets it is advisable to periodically move any objects placed on the carpets. This includes tables, sofas, and any other furniture.
  - If any spillages occur onto the carpets, it's important to clean these as soon as possible to prevent staining. Always read the manufacturer's instructions on any cleaning products prior to use to make sure they are suitable.
  - Clean up any spillages on wood or laminate floors as soon as possible as any standing water will potentially swell and split the wood and laminate finish.
  - Wooden, laminate and vinyl flooring can easily be scratched and need to be looked after. Place protective pads underneath movable furniture to reduce damage when moved about. High heeled shoes or any other object with a certain degree of a point can damage the floors very easily and can dent or pierce through.
  - Cleaning of the floors is advisable on a regular basis as this will maintain quality and keep the manufacturer finish. Always check the label of any cleaning products to make sure it is usable on your floors.

**A home is not a little love and care. The most important work you will ever do will be within the walls of your own home.**

# Caring For Your New Home

## Ironmongery

Any rings or keys being knocked or rubbed against the ironmongery to both external and internal doors can cause scratches and dents – please take care. When it comes to cleaning, only use non-solvent cleaners and avoid abrasive solutions as this may cause tarnishing.

## Decorating Your New Home

The paint used in your new home is designed to help the walls breathe as the drying process takes place over the next few months.

We recommend leaving any decoration until after the drying process has finished. This will normally take between 6-12 months, depending on when your completion date is. By this time any shrinkage cracks should have shown through.

## Kitchen Maintenance Care

Your kitchen will experience plenty of use, so to maintain quality please follow these tips:

- When cleaning your worktop surfaces it is important to wipe them rather than putting excessive water or spray on them as this could cause swelling to the joints.
- To preserve your worktops it is advisable to use a chopping board rather than cutting directly onto the surface.
- To prevent condensation building up in your kitchen, use the extractor fan when cooking to reduce both the cooking smells and prevent the moisture content in your new home.

- Any stainless steel taps, sinks, fixtures, and fittings in your kitchen should be cleaned with non-abrasive and non-solvent based cleaner otherwise they can become discoloured and tarnished. Always check the label of cleaning products before use.
- Try not to lean on kitchen cupboard doors as this will strain the hinges.
- Avoid placing hot trays and pans directly onto the surfaces as this can leave a mark.

## Internal Doors

Some of the internal doors in your property may need what is commonly known as 'easing'. This may be because as your house is going through the drying out process, due to the moisture content caused by the water used during the construction period.

It is quite normal for the wood in the doors to swell slightly. This causes doors to either rub or get stuck in the frames. If this happens during your first 2 years in your new home, please contact our Customer Care Team and we will arrange for these to be rectified for you.

# Your Sanctuary

## Thank you for choosing a Woodfell home to start this next chapter in your life!

Every home we care for reflects our value for service. The importance we hold for detail demonstrates the time and thought we put into each and every tenant and their home.

We wish you a lifetime of joy in your new sanctuary. And don't forget, we're just a phone call or email away. For the duration of your tenancy, our team will continue to support you in your new home.

Call us on: 020 7112 5405  
Email us at: [office@woodfell.co.uk](mailto:office@woodfell.co.uk)



We're dedicated to making a positive difference in society, for our tenants and for our environment. Our homes last lifetimes, and our impact will too.

[woodfell.co.uk](http://woodfell.co.uk)





# Woodfell

enquiries: 020 7112 5405

rentals: 074 6260 1177

customer care: 020 7112 5405

email: [office@woodfell.co.uk](mailto:office@woodfell.co.uk)

For the latest company news on future property development please visit our website -- [woodfell.co.uk](http://woodfell.co.uk)

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