

NOTICE

During office hours, tenants must contact Drake & Co directly with any emergencies, repairs and/or queries. You can contact us on:

Phone: **0161 224 2134** Email: **info@drakes.co.uk**

Any/all maintenance issues must be reported via the repair page on our website: www.drakes.co.uk/tenants/repair-request/

In case of **EMERGENCIES outside of office hours**, follow the procedures on our website and call the office for emergency contact numbers.

*Charges will apply if this is due to a tenants negligence (e.g. losing your keys)

Office open hours: 9:30am-5pm Monday-Friday & 10am-1pm Saturdays

- **NO SMOKING** and/or **vaping** and/or **burning incense** in the property.
- You **MUST** lock all doors, close all windows and set your burglar alarm before leaving the property.
- Internal **bins and recycling** must be **emptied regularly**. Refer to Manchester City Council's website for information on bin collection dates etc.
- Bikes **MUST NOT** be stored inside the property, as per your Tenancy Agreement.
 - Keep **fire doors** closed at all times.
 - Keep all **fire escape routes** (hallways etc) **clear** of belongings.
 - **DO NOT** hang hooks over the doors as the extra weight causes damage.
- Make sure the property is **well ventilated** to prevent a build up of condensation.
- **USE YOUR BOILER TIMER** - do not leave the heating and/or water on constant.

Please refer to your Tenancy Agreement, the Tenant Advice Hub and our email/newsletter correspondence for further information, including how to take meter reads, how to use your boiler and appliances etc.