

XXX Helmsley Road, Sandyford, Newcastle-upon-Tyne, NE2 1RD

The Property

The landlords purchased XXX Helmsley Road in March 2017. They have renovated the property. Much of the work was completed in Summer 2017. Properties built around 1900 require periodic maintenance which had not been addressed by the previous owner.

Damp issues have been rectified and many rooms had to be replastered. Every room has been redecorated with the exception of the bathroom, shower room and toilet: these areas should be redecorated in Summer 2018.

The downstairs electric shower needed to be replaced and the upstairs bathroom electric shower has been replaced with a thermostatic shower. The heating system has been overhauled and a very efficient boiler has been installed in the kitchen which will result in lower bills. The electrics have been inspected and renewed where necessary. All the interlinked smoke alarms have been replaced. All ceiling lights are energy efficient LED bulbs.

The kitchen has been completely renewed and redecorated. All the old appliances have been replaced with upmarket brands which should be very reliable. The storage in the kitchen has been increased by installing larger cupboards. This has been supplemented by a hanging rack for pans in the kitchen and a tall cupboard in the living room for crockery and glasses.

Around 50% of the carpets have been replaced by carpet with a good underlay. The remaining carpets in the front bedrooms will be replaced in 2018 during the tenancy changeover.

All window blinds have been replaced by higher quality wooden Venetian blinds.

There are secure locks on all the entrances doors, windows and the new roller shutter entrance to the back yard. There are additional security measures which tenants are informed about when they take up the tenancy.

While we the landlords have undertaken every reasonable measure to avoid breakdowns or maintenance problems during the tenancy, there will inevitably be matters to be attended to. It is our intention to take care of anything that arises immediately either by inspecting the problem ourselves or by asking a tradesman to act

as soon as possible depending on how severe the issue is. In matters of urgency we leave you details of telephone numbers to call yourselves.

Our success in managing the property depends on good mutual communication so that our tenants can benefit from living in a safe property where everything functions virtually all of the time. To this end we ask one tenant to be responsible for reporting all maintenance directly to us except in an emergency. We shall then provide feedback to every tenant so everyone is aware of how the matter is being dealt with.

Operating instructions for appliances are kept in a folder in the living room and can also be viewed online.

Suggestions for improvements from tenants are always welcome!

Graeme and Rosemary Kirk, Landlords