



General Information

- Gas Meter:** The gas meter is usually located at the front of the property.
Make sure you always have enough credit (for top up see enclosed instructions)
After buying credit hold card in until you hear a beep
Lever has to be positioned parallel to the gas pipe.
The screens reads "O" which means gas pipes open.
If screen reads "C" and flashes "off" hold down black button until it stops flashing and "O" appears on the screen.
If it is still not working contact the office or contact Phoenix Gas on 08454 55 55 55
(For Gas Emergencies Only Call 0800 002001)
- Fire Alarms:** To silence alarm press Alt 5-1-4 to activate controls
The control active light is now illuminated.
Press 1 to silence the alarm.
DO NOT RESET if the alarm is BUZZING.
CALL the OFFICE and someone will call to reset it.
- Boiler Type:** Instruction for the boiler at the back of the boiler door
To reset the time clock phone the office for instructions.
- Locks & keys:** Individual keys are replaced at a cost of £35.00
Phone our office with your key code to order Replacement.
- Electrical:** Your fuse box is situated in the hallway or 1st bedroom.
In case of power failure check all trips in the fuse box are facing the same direction.
Or call NIE on 08457 455 455.



M&M PROPERTY SERVICES

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Fire Equipment: Report any misuse of fire equipment immediately. You will be charged for replacing fire equipment if tampered with.

Burglar Alarm: Please confirm code with the office.

Appliances: Please report faults to the office.

Condensation: The cause of condensation is lack of heat and ventilation.
Make sure to use trickle vents in windows.

Bins: Collection day is Wednesday. Ensure that the bin is presented for collection on Tuesday evening and returned and secured on Wednesday.

Oil: Ensure you always have oil.
Never let the tank run empty.

Water: If you experience low water pressure contact NI Water on 0845 744 0088

General condition of the property:

Hallways and communal areas must be cleaned and cleared.

Rubbish should only be disposed of in wheelie bin provided.

Fire escapes must remain cleared at all times.

Cleaning rotas for flats are attached to the inside of one of the kitchen cupboards.

Belfast City Council : 028 9032 0202

PSNI : 0845 600 8000 (Any damage to your property believed to be caused by a third party must be reported to the PSNI and a crime reference number produced to our office within 24 hours)

www.mandmpropertyservices.com

RESIDENTIAL LETTING, MANAGEMENT AND DEVELOPMENT