

OCTOBER 2026

Living in your Michael Anthony home

Tenant Handbook

Moving in, looking after your home, repairs, safety and moving out: the practical things you need to know, in one place.

 Moving in

 Repairs

 Damp and mould

 Safety

 Moving out



Michael Anthony Lettings

Aylesbury · Leighton Buzzard

michaelanthony.co.uk · lettings@michaelanthony.co.uk

Welcome to your new home

This handbook explains what it means to be a Michael Anthony tenant. It is designed for quick reference and should answer most everyday questions about living in your home.



Your tenancy agreement comes first

Please read this handbook alongside your tenancy agreement. If anything in this handbook differs from your tenancy agreement, **the tenancy agreement takes precedence**.

The rules about rent, deposits, notice, rent increases and your personal data are in our separate **Tenants' Guide**. Our fees are in the **Tenant fees** section on page 12.

What's inside

Contacts and emergencies	3	Safety and security	9
Moving in	4	Living in harmony, pets and visits	10
Repairs: who does what	5	Moving out	11
Reporting repairs and emergencies	6	Tenant fees	12
Looking after your home	7	Comments, complaints and help	14
Damp, mould and condensation	8		

★ Our commitment to you: the Tenants' Charter

At Michael Anthony, we don't just manage properties; we support people. This is the standard of service you can expect from us.

A HELPFUL TEAM

"We invest in our staff so they have the skills to solve your problems quickly and kindly."

RESPECT FOR ALL

"Everyone is welcome here. We are dedicated to equality and to making sure every tenant feels respected and heard."

QUALITY REPAIRS

"We only work with contractors who are safe, skilled and polite. We expect them to treat your home with the same respect we do."

RENT SUPPORT

"We make payments easy. If you ever run into financial difficulty, please contact our accounts team. We're here to help you find a solution."

CONTINUOUS IMPROVEMENT

"Your voice matters. Whether it's a compliment or a complaint, your feedback helps us improve the experience for everyone."

Contacts and emergencies

Keep this page handy. Save the numbers in your phone on move-in day.

Contacts and emergencies at a glance

OUT-OF-HOURS EMERGENCIES

07585 004011

Genuine emergencies when our office is closed

OFFICE HOURS: REPAIRS

01296 324441

Urgent repairs and emergencies while our office is open

ACCOUNTS AND GENERAL ENQUIRIES

01296 254425

Rent, payments and general questions

REPORT A REPAIR BY EMAIL

lettings@michaelanthony.co.uk

Routine repairs, notices and questions

SMELL GAS?

0800 111 999

National Gas Emergency Service, 24 hours

FIRE, POLICE, AMBULANCE

999

Power cut: call 105 (free)

Who to contact

Managed properties: contact Michael Anthony for everything in this handbook.

Let only or rent collection: your landlord (or their representative) is your main contact for repairs and day-to-day matters. We give you their phone number and email before your tenancy starts.

After a break-in

Call 999 first to get a crime reference number. Then call Lockfit on 07496 432636 to make the property secure, and let us know.

If a break-in is caused by negligence (for example windows left open or lost keys), you may be charged for the repairs.

Get to know your home on day one

- ☐ Where the **stopcock** is (to turn off the water)
- ☐ Where the **fuse box** is, and how to reset a tripped switch
- ☐ Where the **gas meter** and its emergency shut-off lever are
- ☐ How the **boiler and heating controls** work
- ☐ Where the **smoke and CO alarms** are; test them
- ☐ Your **bin collection days** (check the council's website)

Your move-in checklist

- ☐ Give energy and water suppliers your opening meter readings
- ☐ Register for council tax with the local council
- ☐ Arrange broadband and, if you need one, a TV Licence
- ☐ Take out contents insurance
- ☐ Set up your rent standing order after your first payment
- ☐ Check the inventory within 7 days

Moving in

Your first weeks at a glance

	Before move-in	Payments cleared Your first month's rent and deposit must have cleared before we can hand over keys. Please pay in good time (see the Tenants' Guide).
	Move-in day	Check-in and keys A member of our team meets you at the property for the check-in. You receive one full set of keys for each person named on the tenancy agreement. Take photos of the meter readings.
	Within 7 days	Check the inventory Read the inventory report carefully and tell the inventory company about anything you disagree with. After 7 days the report is treated as final.
	Within 14 days	Report any mice If you find signs of mice in the first 14 days, report them and the landlord will deal with them (see page 9).
	Within 3 months	First property visit For managed properties we visit within the first three months, then every six months (see page 10).

Check-in and inventory

Before you move in, an independent inventory clerk visits to record the condition of the property. **Your landlord pays for this.** The inventory protects you and the landlord: by recording the exact condition now, any changes can be fairly assessed at the end of your tenancy, avoiding unfair deposit deductions.

If you can't make the check-in meeting, don't worry. We will send you the full report. You have **7 days** to tell the inventory company about anything you think is wrong. After that, the report is considered final and is used for comparison when you move out.

Keys and access

- **Your keys:** one full set for every person named on the tenancy agreement.
- **Our keys:** Michael Anthony keeps a set for management purposes, emergency repairs and authorised access.
- **Lost or damaged keys or fobs:** you pay the cost of replacing them. If locks must be changed to keep the property secure, this can include the locksmith, new locks and replacement keys for you, the landlord and our office. We will show you the costs in writing. Our tenant fees are listed on page 12.
- **Locks:** you must not change locks or add security hardware without the landlord's written permission.

Bills and insurance

Unless your tenancy agreement says a bill is included in the rent, you are responsible for all utility bills during your tenancy:

 Your bills • Gas, electricity and water • Council tax • Telephone and broadband • TV Licence, if you watch or record live TV or use BBC iPlayer	 Contents insurance The landlord's insurance covers the building only. It does not protect your belongings. We strongly recommend you take out contents insurance.
---	---



Repairs: who does what

A quick guide. Your tenancy agreement sets out the exact responsibilities.

What	You	Landlord	Michael Anthony
Light bulbs and smoke alarm batteries	✓		
Testing smoke and carbon monoxide alarms	✓ Test monthly	✓ Fit alarms and check they work on day one	✓ Arranges repair when you report a fault
Bleeding radiators	✓		
Unblocking sinks and toilets blocked by everyday use	✓	✓ Blocked drains caused by a defect	✓ Arranges contractor
Glass broken during your tenancy	✓ Your cost to replace		
Garden: weeding, mowing, trimming hedges	✓ Keep it tidy and seasonal		
Clearing leaves from gutters and drains; controlling ivy and moss	✓ Everyday care, only where safe	✓ Repairs to gutters, drains and pipes	
Structure and exterior: roof, walls, windows, outside pipes		✓	✓ Arranges and oversees
Water, gas, electricity, sinks, baths and toilets		✓	✓ Arranges and oversees
Heating and hot water		✓	✓ Arranges and oversees
Appliances supplied by the landlord	✓ Clean and use properly	✓ Routine maintenance and repair	✓ Arranges contractor
Gas safety check (yearly) and electrical check (EICR, at least every 5 years)	✓ Allow access	✓	✓ Books and sends you copies
Damage caused by misuse, negligence or accident (not wear and tear)	✓ You pay		

"Michael Anthony" applies to properties we fully manage. If we do not manage your home, contact your landlord directly. Pests are covered on page 9.



The landlord's legal duties

By law your landlord must keep the structure and exterior of the home in repair, keep the installations for water, gas, electricity, sanitation, heating and hot water in repair and proper working order, and make sure the home is **fit to live in** throughout your tenancy (Landlord and Tenant Act 1985, as amended by the Homes (Fitness for Human Habitation) Act 2018).

Everyday care, such as keeping the home clean, ventilated and free of blockages caused by use, is your part of the bargain.

Reporting repairs and emergencies

Please report problems promptly. Small problems left alone can turn into big ones.

Emergency

An immediate risk to health and safety, or a risk of major structural damage.

Call 999 or the gas emergency line if needed, then call us: **01296 324441** in office hours, or our out-of-hours emergency line **07585 004011**.

Urgent

Not an immediate emergency, but needs prompt attention. We aim to assess within 24 hours and complete the work within three working days where possible.

For example: faulty landlord's appliances, a blocked toilet or drain, no hot water, heating failure in mild weather, a minor leak.

Call **01296 324441** in office hours.

Routine

Everything else. Email **lettings@michaelanthony.co.uk** with a short description and photos if you can.

What to do in an emergency at night or at the weekend

1

Safety first

Call the emergency services (fire, police, ambulance or gas) if needed.

2

Limit the damage

Take sensible steps to stop things getting worse, for example turn off the water at the stopcock.

3

Call us

Call our out-of-hours emergency line, 07585 004011. Emergency work only makes the property safe; the full repair follows.

4

Email us

Email **lettings@michaelanthony.co.uk** so we can follow up as soon as the office reopens.

Emergency reference guide

Situation	What to do straight away
 Major water leak	Turn off the water at the stopcock. Put a bucket under the leak. If the leak is coming from a flat above, tell your neighbours immediately.
 Electrical failure	Check the fuse box for tripped switches. Contact your energy supplier, or call 105, to rule out a local power cut or a billing problem.
 Gas leak	Call the National Gas Emergency Service on 0800 111 999 straight away. Open windows. Don't use naked flames or electrical switches. Then tell us so we can alert the landlord.
 Fire	Get everyone out and call 999.
 Total heating failure	An emergency in winter or holiday periods when there is a risk of pipes freezing. Call 01296 324441 in office hours, or 07585 004011 out of hours.
 Break-in or security	Call 999 first to get a crime reference number. Then call Lockfit on 07496 432636.
 Structural danger	Leave straight away and call 999, then call us: 01296 324441 or, out of hours, 07585 004011.



Costs: please read

- Calling out a contractor out of hours for something that is **not** an emergency: you will be charged for the call-out and labour.
- Repairs caused by damage, misuse or negligence, or that are a tenant responsibility: you may be charged for the call-out and repair, or the cost claimed from your deposit. Please check who is responsible when you report a repair.

Looking after your home

Taking care of the small things keeps your home comfortable and helps protect your deposit.

Minor jobs we expect you to do

- Replace light bulbs and smoke alarm batteries
- Bleed radiators if they have air in them
- Unblock sinks and toilets blocked by everyday use
- Replace glass broken during your tenancy

Walls and decor

- Don't use Blu Tack or similar: it leaves oily marks. Use purpose-made picture hooks or Command strips.
- Get written permission before decorating or using nails or screws.

Floors and surfaces

- Protect carpets from stains and burns. Serious damage may mean replacing the carpet at your cost.
- Always use chopping boards and heatproof mats.
- Never pour fat or oil down the drains.

Garden and outside

- Keep the garden tidy and seasonal, including weeding borders and trimming hedges.
- Don't fit satellite dishes or aerials without written consent. You pay for fitting and for professional removal.

Rubbish and recycling

- Dispose of rubbish responsibly to avoid attracting vermin.
- Get to know your collection days and put bins out on time.
- Don't leave rubbish or bins in shared areas.

Going away?

Please tell us if the property will be empty for **14 days or more**. When you come back, run the taps and shower for a few minutes to flush the pipes.

Appliance care (where supplied)

Appliance	What to do
Fridge and freezer	Defrost regularly. Never scrape ice with a knife or sharp object: it damages the cooling elements.
Washing machine	Clean the soap drawer, door seal and filter regularly.
Tumble dryer	Clean the lint filter after every use. Make sure vented dryers are vented properly.
Showers	Descale the shower head regularly, especially in hard water areas.

Green tips: good for the planet and your bills

- ✓ Heat your home steadily at 18°C to 21°C rather than in short, hot bursts.
- ✓ Keep lids on pans and use the right size ring or hob.
- ✓ Wash clothes at lower temperatures and dry them outside when you can.
- ✓ Switch off lights and appliances at the wall when not in use.
- ✓ Recycle everything your council collects.

Damp, mould and condensation

Moisture in the home is normal, but if it isn't managed it can lead to black mould, which can harm your health and damage your belongings.



Always report damp or mould that keeps coming back

Tell us straight away if you see damp patches, a leak, or mould that keeps coming back, spreads, or can't be removed with normal cleaning. Damp and mould can be a serious health risk, especially for children, older people and anyone with a health condition. We will look into it.

Is it condensation or a leak?

Condensation (usually everyday care)	Leak or rising damp (landlord repair)
Mostly happens in winter	Can happen at any time of year
Black mould in corners or behind furniture	Clear damp patches, often with surface water
Water "sweating" on pipes or windows	Little or no black mould on the damp area
Affects outside walls more than inside walls	Can appear in the middle of a wall or ceiling

If you think there is a leak, report it to lettings@michaelanthony.co.uk immediately.

Three steps to a mould-free home



1. Reduce moisture

- **Cooking:** lids on pans, kitchen door closed, extractor fan on or window open.
- **Bathing:** run cold water into the bath first, then hot. Keep the door shut and leave the fan on for 20 minutes after a shower.
- **Laundry:** avoid drying clothes on radiators. If you must dry indoors, use one room with the door closed and the window open.
- **No portable gas (LPG/Calor) heaters:** they are not allowed. They produce a lot of moisture and are a safety risk.



2. Ventilate

- Leave a small gap between furniture and outside walls, and don't overfill wardrobes.
- Keep window trickle vents open at all times.
- Don't switch off automatic extractor fans at the isolator. Use manual fans whenever cooking or bathing, with the window closed so the fan pulls damp air out.



3. Heat steadily

- Aim for a steady 18°C to 21°C. A lower temperature for longer costs less than short bursts of high heat.
- Don't put large furniture in front of radiators.

✓ Looking after the property

- Remove small spots of mould promptly with a mould and mildew cleaner (sold in supermarkets).
- Wipe condensation off windowsills and frames regularly to prevent rot and damage.
- Report a faulty extractor fan straight away.
- If you have permission to redecorate, use fungicidal or kitchen and bathroom paint.

✓ Our commitment to you

We will arrange an inspection and consider further work, such as insulation or new fans, if you have followed this advice but still have significant mould in living areas, or if the mould is caused by a structural defect or plumbing leak.

Small surface patches, particularly in kitchens and bathrooms, can usually be managed by cleaning and ventilating as above. If you are not sure, report it and we will advise.

✓ Safety and security

Your landlord must meet strict safety rules. Here is what that means for you.

Safety item	What the landlord does	What you do
 Gas safety	Keeps gas appliances and pipework safe. A Gas Safe registered engineer checks them every year. You get a copy of the record before you move in and within 28 days of each check.	Allow access for the yearly check. Never block flues or air vents.
 Electrical safety	Has the wiring inspected and tested by a qualified electrician at least every 5 years (EICR) and gives you a copy.	Report damaged sockets, switches or cables. Don't overload sockets.
 Smoke alarms	Fits a smoke alarm on every floor used as living space and checks they work on the day your tenancy starts.	Test alarms monthly and change batteries where needed. Report faulty alarms straight away.
 Carbon monoxide alarms	Fits a CO alarm in any room with a fixed fuel-burning appliance (such as a boiler or wood burner, but not a gas cooker).	Test monthly. If the alarm sounds, open windows, get out and call 0800 111 999.
 Furniture	Any upholstered furniture, beds or mattresses supplied meet the fire safety regulations.	Don't remove the fire safety labels.
 Energy Performance Certificate	Gives you a copy of a valid EPC, rated E or above unless exempt.	Keep it for your records.
 Security	Keeps doors and windows in repair (part of the structure and exterior).	Lock all windows and doors whenever the property is empty.

Vermin and infestations

Preventing infestations is mostly about hygiene and storage. Keep rubbish sealed, and store things like bird food or grass seed in airtight containers.

Pest	Who deals with it
 Mice	If reported within the first 14 days of your tenancy, the landlord deals with it. After that, pest control is normally your responsibility, unless the mice are getting in because of disrepair, for example gaps or holes in the structure, which the landlord must fix.
 Rats, wasps or bees	Generally not the landlord's responsibility. Contact your local council for advice and treatment. Tell us if you think pests are getting in through a defect in the building.
 The general rule	Unless the council decides the landlord is in breach of health and safety rules, or the problem is caused by disrepair, removing an infestation is the occupier's responsibility.

Living in harmony, pets and visits

We want all our tenants to enjoy their homes. Please treat your neighbours with the respect you would expect in return.

Noise and nuisance

We take noise nuisance seriously and will act against any tenant causing a persistent disturbance.

- Keep music, TV and instruments at a reasonable volume, especially early in the morning and late in the evening.
- Planning a party or barbecue? Tell your neighbours beforehand, keep noise down and ask guests to leave quietly.

Smoking and vaping

Smoking and vaping are not allowed inside any property managed by Michael Anthony.

Problems with a neighbour

1. First, try speaking to them politely. They may not realise they are causing a problem.
2. If a friendly conversation doesn't work, contact Michael Anthony for advice.

Parking

If your home has an allocated space, use only your own space. Commercial vehicles, boats and caravans may not be kept in allocated spaces or shared car parks without written consent.

Pets

Asking to keep a pet

You need the landlord's written permission to keep a pet. You can ask at any time: write to us with a description of the pet. The landlord must not refuse unreasonably and must reply in writing, normally within 28 days. Full details are in the Tenants' Guide.

If permission is given

Make sure your pet doesn't cause a nuisance (for example persistent barking) or damage the property. You are responsible for any damage your pet causes.

Property visits

For managed properties, a member of our team visits within the first three months of your tenancy and every six months after that, to check the property is being looked after and to spot any repairs that are needed.

- ✓ We arrange visits well in advance to keep disruption to a minimum, and always give you **at least 24 hours' written notice**.
- ✓ You are welcome to be there if you wish.
- ✓ Photos may be taken and shared with your landlord.
- ✓ If we don't manage your home, your landlord may carry out visits and will contact you directly to arrange them.

Moving out

The legal rules on notice are in the Tenants' Guide. Here is the practical side.

Giving notice

Give your notice **in writing**: a letter, email or text is fine. Email to lettings@michaelanthony.co.uk is quickest for us. We ask every tenant named on the agreement to confirm the notice. Most tenants need to give at least 2 months' notice.

What we do next

- Confirm your move-out date and email you the full vacating process.
- Arrange a professional check-out: a trained clerk visits, usually within 48 hours of your departure, and compares the property with the original inventory.
- Tell you about any proposed deductions, for things like cleaning, gardening or damage. The balance is then returned through the deposit scheme, unless you chose Zero Deposit.

Before you go

- **Repairs:** report any maintenance issues before you leave and allow access so the work can be done.
- **Keys:** return all keys to the Michael Anthony office by the last day of your tenancy, or by 9:00am the next day at the latest. If keys are returned late, you may be charged rent for the extra time and/or the cost of changing the locks.
- **Utilities:** give final meter readings to your suppliers and close your accounts.
- **Post:** set up mail redirection. We cannot hold or forward post that arrives after your tenancy ends.

Your moving-out checklist

One month before

- ☐ Every tenant has confirmed notice to us in writing
- ☐ Book a removal company if needed
- ☐ Set up Royal Mail redirection
- ☐ Tell gas, electric, water, council tax, internet, TV Licence, DVLA and others your moving date

Three weeks before

- ☐ Book any cleaner for after your furniture has gone, before your last day
- ☐ Cancel your standing order only after your final rent payment
- ☐ Send us your new address and phone number

One week before

- ☐ Cancel regular deliveries
- ☐ Empty, defrost and clean the fridge and freezer
- ☐ Clean the property, including the garden, to the standard at move-in

Moving day

- ☐ Photograph final gas, electric and water meter readings
- ☐ Check nothing is left behind; close all windows and lock the doors
- ☐ Return every set of keys to our office

£ Tenant fees

For tenancies and licences of residential property in England, including assured periodic tenancies under the Renters' Rights Act 2025. All prices include VAT.



Who this schedule applies to

This schedule applies to every tenancy and licence we arrange or manage that is covered by the Tenant Fees Act 2019. Since 1 May 2026, new and existing assured shorthold tenancies are assured periodic tenancies with no fixed end date (Renters' Rights Act 2025). Apart from rent, and any bills your tenancy agreement says you pay (such as utilities and council tax), the payments below are the only ones we or your landlord can ask you for.

Rent cannot be requested until you have signed your tenancy agreement, and no more than one month's rent (or 28 days' rent for a weekly tenancy) can be paid before the tenancy starts.

Fee	Amount	Details
 Holding deposit Per tenancy	One week's rent	Reserves the property while checks are done. It will be withheld only if any relevant person (including any guarantor) withdraws from the tenancy, fails a Right to Rent check, provides materially significant false or misleading information, or does not take all reasonable steps to sign the tenancy agreement (and any Deed of Guarantee) within 15 calendar days, or another Deadline for Agreement agreed in writing. Otherwise it is credited to your first rent with your agreement, or refunded within 7 days.
 Tenancy deposit Annual rent under £50,000	Five weeks' rent	Covers damage or defaults on the part of the tenant during the tenancy. Protected in a government-approved scheme within 30 days.
 Tenancy deposit Annual rent of £50,000 or more	Six weeks' rent	Covers damage or defaults on the part of the tenant during the tenancy. Protected in a government-approved scheme within 30 days.
 Unpaid rent	Interest at no more than 3% above the Bank of England base rate	Charged only on rent that is more than 14 days late, from the date the rent was due until it is paid.
 Lost key(s) or other security device(s)	Actual cost	The actual cost of replacing any lost key(s) or other security device(s). If the loss means locks need to be changed, the actual cost of a locksmith, new lock(s) and replacement keys for you, the landlord and any other people who need keys. We will give you written evidence of the costs.
 Variation of contract At your request	£50 per agreed variation	Covers taking the landlord's instructions and preparing and signing new legal documents.
 Change of sharer At your request	£50 per replacement tenant, or any reasonable costs incurred if higher	Covers taking the landlord's instructions, referencing and Right to Rent checks for the new tenant, deposit registration, and preparing and signing new legal documents. If our reasonable costs are higher than £50, we will show you evidence.
 Early termination At your request	The landlord's re-letting costs and rent until a replacement tenancy starts	If you ask to leave earlier than your notice would allow and the landlord agrees, you pay the landlord's costs of re-letting the property and the rent due under the tenancy until the start date of the replacement tenancy. These costs will be no more than the maximum amount of rent outstanding on the tenancy.

There are no other fees. You will never pay us for referencing, admin, inventory, check-in, check-out or renewals, and you cannot be required to buy insurance or use a particular service.

Your protection

- Client money protection: **Michael Anthony Lettings Ltd and Michael Anthony (Leighton Buzzard) Lettings Ltd** are both members of the **Propertymark Client Money Protection** scheme (scheme refs C0136056 and C0138127).
- Redress: both companies are members of **The Property Ombudsman** redress scheme (membership no. T08285), which provides redress in the unlikely event that a dispute cannot be resolved.
- Deposits we hold are protected with **TDS Custodial**.
- Data protection: ICO registrations **ZB324433** (Michael Anthony Lettings Ltd) and **ZB543382** (Michael Anthony (Leighton Buzzard) Lettings Ltd).

Complaints

Please tell us first: our complaints procedure is available on request from either of our offices. If you are still unhappy, you can refer your complaint to The Property Ombudsman (tpos.co.uk).

Your local council enforces the Tenant Fees Act 2019 and can help if you think you have been charged a fee that is not allowed.

Who we are

Michael Anthony is the trading name of Michael Anthony Lettings Ltd (Aylesbury) and Michael Anthony (Leighton Buzzard) Lettings Ltd (Leighton Buzzard). Registered office for both companies: 31 High Street, Winslow, MK18 3HE. This schedule applies to both offices and is available on request from either of them, or by email to lettings@michaelanthony.co.uk.

If anything in this schedule differs from your tenancy agreement, please ask us. This schedule replaces all earlier tenant fee schedules. Version: October 2026.

Comments, complaints and help

We welcome compliments and complaints: both help us improve. If something has gone wrong, please tell us first so we can put it right.

1 Tell us Email lettings@michaelanthony.co.uk or call 01296 254425. Our complaints procedure is available on request.	2 Independent redress If you are still unhappy after our complaints procedure, you can refer the matter to The Property Ombudsman (membership no. T08285), tpos.co.uk.	3 Problems with the property If you think your home is unsafe and it isn't being fixed, your local council's private housing team can help.
---	---	--

Free, independent advice

Organisation	What they help with
Shelter	Housing advice and helpline: england.shelter.org.uk
Citizens Advice	Money, debt, benefits and housing advice: citizensadvice.org.uk
GOV.UK	"Assured periodic tenancies: a guide for tenants": gov.uk/assured-periodic-tenancies-tenants
Local council	Buckinghamshire Council (Aylesbury area) or Central Bedfordshire Council (Leighton Buzzard area): repairs and safety concerns, council tax, bins and recycling

Keep these numbers handy		
OUT-OF-HOURS EMERGENCIES 07585 004011 Genuine emergencies when our office is closed	OFFICE HOURS: REPAIRS 01296 324441 Urgent repairs and emergencies while our office is open	ACCOUNTS AND GENERAL ENQUIRIES 01296 254425 Rent, payments and general questions
REPORT A REPAIR BY EMAIL lettings@michaelanthony.co.uk Routine repairs, notices and questions	SMELL GAS? 0800 111 999 National Gas Emergency Service, 24 hours	FIRE, POLICE, AMBULANCE 999 Power cut: call 105 (free)

This handbook is a general guide and does not replace your tenancy agreement. If there is any difference, your tenancy agreement takes precedence. Version: October 2026.