



The Windsor Estate

Tenant Handbook



WINDSOR GREAT PARK

February 2023

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Welcome to your new home.

We are very pleased to welcome you to The Crown Estate at Windsor and hope you enjoy living in your new home.

We place great value on our long term relationship with our tenants and are committed to taking care of your home and will endeavour to address any maintenance issues in an efficient manner via our in-house maintenance team.

In turn, we trust that you will look after your new home. This guide provides a useful reference and advice for property related queries. This handbook should be read alongside your tenancy agreement and sets out details of our commitment to provide a good level of service to you along with our expectations of you with regard to looking after your home.



WINDSOR GREAT PARK

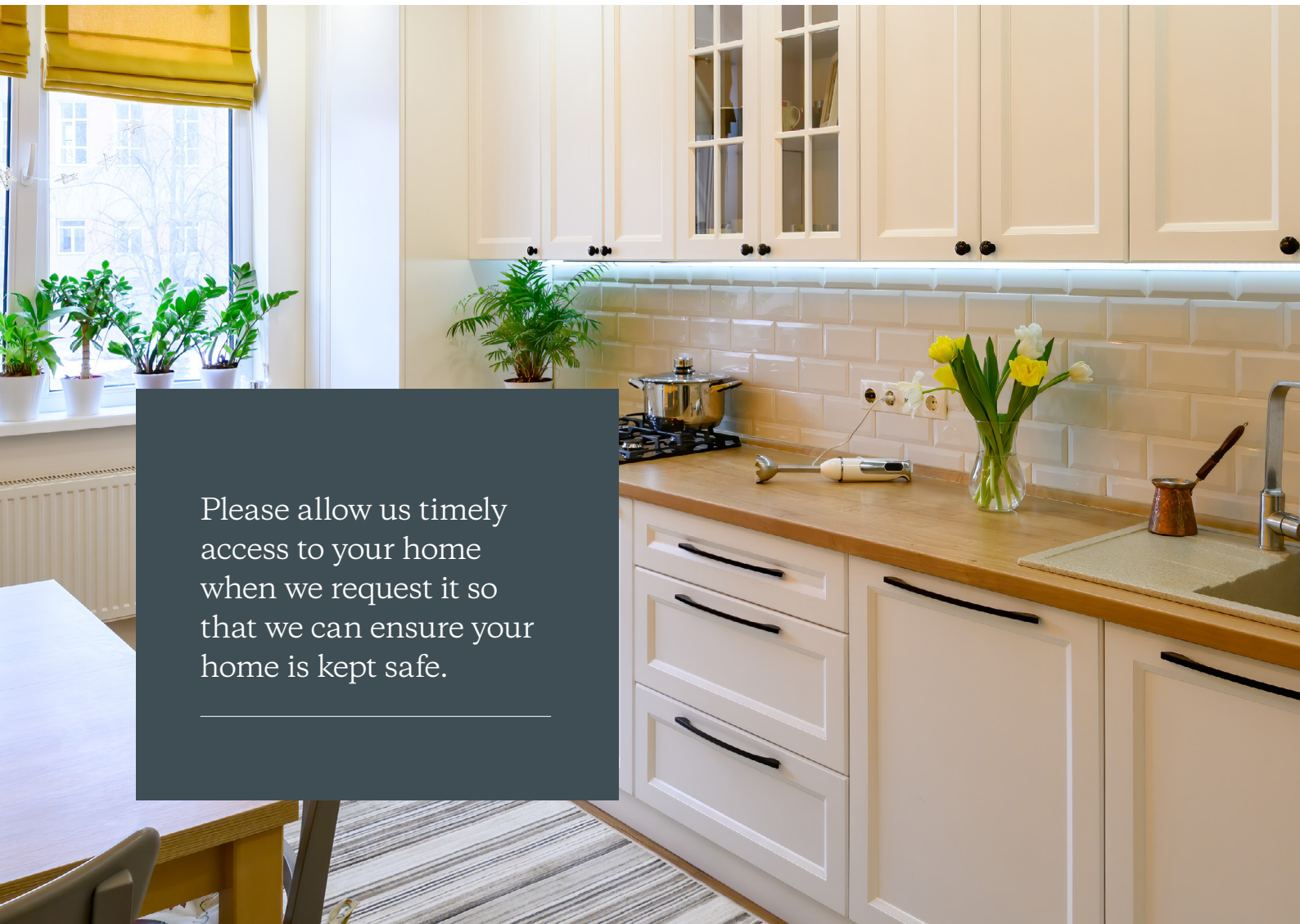
Maintenance and repairs

Our in-house maintenance team is based at the estate yard in Windsor Great Park. We also use a variety of contractors to help us as necessary from time to time.

To keep all our properties up to a high standard, we operate a rolling programme of maintenance.

We will look after:

- The structure and exterior of the building, to include painting the exterior approximately once every five years
- Equipment associated with the supply of water, electricity and where relevant, gas and oil. This means that we will repair basins, WCs, sinks, baths and waste drainage in addition to heating and hot water systems and electricity wiring
- Gas boilers are inspected for safety on an annual basis. Electrical safety inspections are conducted every five years



Please allow us timely access to your home when we request it so that we can ensure your home is kept safe.



How to contact us

If you need to contact us about any repairs, please do so as quickly as possible so that any minor issues don't become major problems. We will attend to all issues as soon as we can but we will prioritise the most important jobs first.



01753 860 222



buildings.manager@thecrownestate.co.uk

When calling or emailing, please provide us with the following information:

- Name
- Address
- Contact telephone number
- Details of the issue

Office Hours

Monday – Friday: 7:30am – 4:30pm

During this time the team will be on hand to answer calls and respond to emails. If the team are unable to answer your call, please leave a message or send an email and a member of the team will contact you.

Out of Hours

Monday – Friday: 4:30pm – 10:30pm, Saturdays, Sundays and Bank Holidays.

Outside of the stated office hours, a Duty Buildings Manager will be on call. Please note that during this time the team will only be able to respond to emergency issues.

Emergency issues

Emergency issues include, but are not limited to:

- No working WC pans or cisterns
- No electrical power to the entire property (other than a power cut or termination of supply by a utility company)
- Defects to central heating appliances (where this is the only form of heating)
- Defects to water heaters (where there is no other form of water heating)
- Major bursts to external water supplies and major leaks to internal water services
- Serious electrical faults, i.e. defective lighting circuit

If you call us out for a repair which is not a genuine emergency, we may need to charge an out of hours call out fee.

In any emergency you may also need to contact your gas, electricity or water company yourself.

Where possible we will provide out of hours emergency service. If an emergency arises and you are unable to contact the Duty Manager and have to instruct a local contractor, we would ask that you advise us as soon as possible. In the event of a genuine emergency, the cost of the call out and repair will be paid for by The Crown Estate, unless you are responsible for the work under the terms of your tenancy. In all other circumstances, you will be responsible for the charge of the call out.

Looking after your home

We expect that you will look after your home and return it to us at the end of the tenancy in a good state of condition and repair.



This will include:

- Ensure all gutters and downpipes are kept clear. If you are not able to clear them yourself, you may wish to contact a suitable contractor
- Manage the upkeep of any gardens, including trees, hedges, lawns and borders. If you are not green fingered, you may wish to consider using a contractor to help
- Ensure any working chimneys are swept regularly. This is particularly important because chimneys can act as an escape route for dangerous combustion gases. Chimneys should be swept at least once a year, ideally in the later summer before winter use. We will request written evidence that the chimney has been swept when you leave the property
- Replace any dead light bulbs, and broken plugs and chains in sinks and baths
- Replace any lost keys
- Replace any broken glass
- Control pests, including moles, wasps, rabbits, flies, rodents, birds, etc. Simple steps to help prevent infestation include cutting back overhanging or overgrown climbing plants close to your home and making sure that food and water aren't easily accessible. A qualified pest control contractor may be able to offer the best advice
- Resolve problems caused by something you have done, or failed to do, such as unblocking drains (unless they are broken)
- Ensure that only toilet roll is flushed down the WC.
- Looking after anything that belongs to you. You must take out home insurance to cover this
- Looking after anything that belongs to us which is damaged by you, your family or visitors. Your contents insurance should also cover this

Condensation and damp

From time to time, tenants experience problems with condensation, damp and black spot mould. Before any remedial work takes place, we ask you to consider the advice below as these problems can often be resolved by taking some simple steps. Taking reasonable steps to tackle damp and mould is not only about looking after your home, it is your responsibility as a tenant.

What causes condensation?

The air inside your home is full of moisture vapour. An adult asleep in bed will breathe and perspire as much as one pint of moisture into the air during the night. Taking a shower or bath, cooking a meal and doing some washing could result in gallons of vapour unseen in the air. All that moisture is looking for a cold surface to condense onto and it will do so on the coldest part of the room.

This causes surface dampness which if left unattended, leads to mould growth. This is commonly caused by internal room temperatures with insufficient heating and a lack of adequate ventilation. If houses are colder than usual for example because heating is not switched on, this can increase condensation.

Usually, the window glass is the coldest part of a room, but condensation can occur in all sorts of places, such as on external walls, solid floors and upper floor ceilings.

Significant improvements can be achieved by the occupier by reducing the amount of water vapour getting into the air, removing vapour from the house and taking a few sensible precautions.

Reducing vapour

Obviously you can't stop breathing and washing, but simple measures include putting lids on pans, drying washing outside the house or in a tumble dryer and keeping the bathroom door closed whilst bathing.

Getting rid

This is the key. Open windows and let the moist air out, especially whilst cooking or after bathing. Use extractor fans and cooker hoods where possible and keep vents on UPVC windows open. Unblock any ventilation bricks/grills that may have been covered. Leave internal doors open when you are out, to let air circulate around the property.

A dehumidifier pulls moisture in from the air, thereby reducing vapour and dampness that is generated by, for example drying clothes. Portable dehumidifiers are widely available at different price points through online and high street retailers.

Other precautions

Condensation occurs where the warm moist air is allowed to cool. This is made worse if the air is still; say behind furniture or in the corner of a room. To help prevent this, ensure that furniture is a good 3–4 inches away from outside walls (6 inches for a big wardrobe) and that belongings are not piled up in corners or against outside walls.

Sufficient level of heating

Running a sufficient level of heating in the house as advised below. The World Health Organisation Guidelines recommend keeping rooms between 18°C–20°C. Having heating regularly on, even at a low temperature, helps to prevent damp and mould.

When to contact us

Check for penetrating damp If you see evidence of leaks from plumbing or from a damaged roof, chimney or guttering which is causing water supply to penetrate the property or repeatedly flow against walls, please contact us.

Check that any extractor fans are in working order. If you think that they are not, please let us know so that we can inspect them and repair as necessary.

Black spot mould can be treated with diluted bleach solution (always follow the manufacturer's instructions and take appropriate safety precautions). If left untreated, mould can stain surfaces irreversibly and you may be faced with the cost of redecoration.

By taking these simple steps your home should stay dry.



Your safety at home

Following the simple guidelines listed below could help to protect you, your family and your home.

Fire safety

Fire Prevention

You can help to prevent most fires in your house by taking a few simple precautions:

- Always make sure you put out all candles
- Unplug all appliances when you are not using them
- Do not overload sockets
- Keep appliances clean and in good working order e.g. regularly remove lint from tumble dryer filters
- Do not smoke or allow anyone to smoke inside the property
- Close all doors in your home at night. If a fire starts this will help to prevent it from spreading
- Make sure that open fires are guarded when left unattended
- Have your chimney swept every year
- Keep communal stairs and areas clear
- Take care if hanging pictures or fitting curtain poles to ensure you are not working in close proximity to fixed electrical wiring

A fire may not necessarily be in your home. If you live in a flat and you have a common stair it is important that you keep it clear because it is your only means of escape in the event of a fire.

Even a small bag of rubbish can create enough smoke to fill a whole stairwell.

Smoke Detectors

Smoke detectors can save lives. All our properties are fitted with smoke detectors. Some are battery-operated and others work from the mains electricity supply. This will consist of a heat detector in the kitchen and one smoke detector in the hall and living room. If you live in a house, a smoke detector will also be fitted on each landing. All detectors will be linked by a radio signal so that if one goes off, they all go off.

In addition, all properties with a gas supply, open fire or a wood burner have been fitted with a carbon monoxide detector. This is not linked to the other detectors.

Checking your alarms

Smoke, heat and carbon monoxide detectors are checked once a year at the same time as the annual gas safety visit. Detectors in common areas are checked weekly.

It is important that you regularly check your smoke alarms are working. This can be done by pressing the test button and you should be able to hear if the alarm still works.

If you have a battery operated smoke detector you will need to replace the batteries from time to time. It is advisable to do this every year. Normally, as the battery is running down it makes a "bleeping" sound. If you have a medical issue and are unable to change these batteries, you should contact our Buildings Department.

Gas safety

Gas Safety Checks

We take gas safety extremely seriously and all properties with a gas supply must have an annual gas safety check. It is vital that we gain access to your property to carry out this check. If you are not available for the first appointment, please contact us to re-arrange to a more suitable time.

Gas Emergency

If you smell gas, think you have a gas leak, or are worried that fumes containing carbon monoxide are escaping from a gas appliance, please call the free Gas Emergency Services line immediately on 0800 111 999.

Legionella

What is Legionella?

Legionella are bacteria which cause Legionnaires' disease. This is an uncommon disease similar to pneumonia. Legionella bacteria can live in hot and cold water systems within domestic properties. Contaminated bacteria can be released into the air in an aerosol form such as from the fine spray from running taps or showers. Please be aware that Legionnaires' disease is extremely rare and risk of infection is small.

Cold water storage tanks

Some of our homes are served by cold water storage tanks and we have a contractor inspect and test the water in these tanks on a regular basis. We also carry out any works required as a result of these inspections i.e. cleaning and disinfecting tanks, based on recommendations from our contractor.

Minimising the risk

There are some things you can do to help minimise the risk of Legionella bacteria developing in your domestic water supply for example:

- Prevent the build-up of stagnant water by running all infrequently used outlets such as showers, hot and cold taps, outside taps and second toilets at least once a week. Run water very slowly for one 1 minute and then on full power for 5 minutes to ensure any stagnant water lying in the pipework is cleared
- If a shower has not been used for a week or more, immerse the head of the shower in a basin or bath of water and turn on the shower letting the water run for 2-3 minutes
- If your hot water is supplied by a hot water cylinder, ensure the stored temperature of this is set to at least 60°C. Do not turn off your hot water cylinder as this will cause the temperature to drop and bacteria will thrive, increasing the risk of Legionella
- If you have a cold water storage tank within your own house or flat, it is recommended that the temperature of the water in the tank should be less than 20°C

Cold weather precautions

Taking some basic precautions can help avoid pipes freezing - or worse, bursting - with disastrous consequences.

During the coldest spells of weather, leave your heating switched on as long as you can. If you have a thermostat for your heating system you should set it to a minimum of 10°C. The Energy Saving Trust recommends heating your home to between 18-21 degrees Celsius during winter.

If you are going away, let us know. We'll offer advice and assistance in relation to the level to leave your heating at in order to avoid the risk of burst pipes.

Leave a door key with a neighbour or relative and tell us how we can contact the person who has the key should an emergency occur.

Burst water pipe

What to do

Turn off the stopcock immediately. Fully turn on the taps to drain the system. If possible, carry out a temporary repair to prevent flooding your neighbours. This can be done by tightly binding the damaged length of pipe with an old cloth or with tape. Call us as soon as possible for a full repair to be carried out - this is essential.

If water has penetrated electrical fittings, switch off the mains electricity supply. Call us immediately to ask for assistance.

Electrical safety

Electricity can kill

Electricity is now the major cause of accidental fires in UK homes. It is important that any electrical installation work is carried out only by people who are competent.

Electrical work

If you carry out any electrical work in your property such as changing light switches or sockets, you must gain our permission first. All work must be carried out by a qualified electrician and we must be provided with an electrical certificate.



Asbestos

What is asbestos?

Asbestos is a naturally occurring fibrous material that was commonly used as an insulator and has good fire protection properties. It is most likely to be found in homes built between the 1950s and the early 1980s.

Where is it found?

Asbestos fibres may be found in the following materials:

- Floor tiles (vinyl or thermoplastic tiles)
- Wall and ceiling boards
- Artex (textured) ceiling finishes
- Sprayed coatings to steelwork
- Lagging around pipework and hot water cylinders
- Water tanks
- Wall boards / lining boards
- Inside electrical distribution boards and fuses
- Bath panels

Asbestos checks

We have carried out a high number of asbestos checks on our properties and hold an asbestos register of the results. Prior to any repair or major upgrade works this register is checked by our staff and contractors. If no information is held an asbestos check will be carried out before any work is allowed to proceed.

Is asbestos harmful?

The presence of asbestos in your home does not necessarily pose a risk. If it is sealed (encapsulated) and is in good condition then it will not be a problem unless the sealant is damaged – asbestos is only dangerous when fibres are released into the air.

The most common disturbance of asbestos results from DIY. You should not undertake DIY at the property. Any necessary maintenance works should be undertaken by The Crown Estate maintenance team and contractors. If you are in doubt as to what you can do in terms of installing blinds and curtains, etc please contact us.

The below points are for your information:

- Do not drill a hole through any asbestos boards or suspected asbestos-containing materials
- Do not cut or break off any parts of asbestos products or suspected asbestos-containing materials
- Do not rub down asbestos panels or Artex with sandpaper or suspected asbestos-containing materials
- Do not use wallpaper scrapers on asbestos products asbestos-containing materials
- Do not remove asbestos or suspected asbestos-containing materials or panels to gain access to services such as concealed pipework

General information

Home insurance

Contents Insurance

Accidents do happen, and it is important that you have contents insurance to cover any damage to your home. This should be full insurance, which covers risks such as fire, flood and leaking water pipes. You can suffer severe financial loss if you do not have insurance or if the cover is not enough.

Please ensure you arrange your own contents insurance. For the avoidance of doubt, this should include cover for damage caused by water, for example by way of a roof leak or water escape. Please also note that you should not do anything to the property which may invalidate any insurance as you will be liable for any uninsured loss. If in doubt, please contact us for advice.

Pets

Please contact us at the Estate Office if you want to keep a pet or pets at home. You will need written consent from us. Should consent be granted, we will expect that the carpets are professionally cleaned at the end of your tenancy. If your pet or pets damage the property or otherwise become a nuisance, we may have to consider withdrawing our consent.

Behaviour

You are responsible for the behaviour of people who live with you or visit you. This responsibility covers behaviour in your home, and in the locality. You, or they, must not:

- Cause nuisance, annoyance, harassment, alarm or distress to other people
- Create unreasonable noise
- Cause damage
- Commit an offence

Ultimately, if tenants seriously breach the terms of their agreement, we may have to take steps to end the tenancy.

Use of your home

We expect you to live in the property as your principal home and not to use it to run a business or for any other purpose not consistent with a private residence. A degree of home working is acceptable, but you are not permitted to use the property as a registered business address or to run a full-time business from it.

You should not allow the property to be occupied by any persons other than those adults and children named in the tenancy agreement.

The property should not be used for any illegal or immoral purposes.

You are also not permitted to have lodgers, sublet or share occupancy.

Changes in your circumstances

We understand that your circumstances may change, whether this be with money, family life or work. Certain changes may affect your tenancy agreement or you may be facing difficulties in paying your rent. Should this be the case, please do contact the Estate Office as soon as you are able. The Estate will assist as much as possible; however we can only offer support if you keep in touch.

If you are on a low income, become unemployed or unable to work, you could be eligible for assistance such as Housing Benefit or Universal Credit. If you are eligible, remember you should tell the council about any future changes in circumstances as they happen. It's always better to seek advice about all forms of debt problems sooner rather than later. The Citizens Advice Bureau is a good starting point.

If a relationship with a partner breaks down or a joint tenant decides to leave the property please let us know, so we can discuss with you what this might mean for your tenancy.

Rent reviews and property visits

We usually review residential rents every year unless your agreement states otherwise. If you have an Assured Shorthold tenancy or a tenancy under Common Law we will discuss a new rent with you a year after the start of your tenancy or the last rent review.

We will usually arrange to meet you to look at the property and discuss any relevant issues. We will then contact you to propose a new rent to be charged from the rent review date and ask that you sign to confirm your agreement to the rent increase. This will be based on rents for comparable properties in the area.



Leaving the property

Your tenancy agreement will usually confirm what notice you need to give should you wish to leave. If in doubt, please get in touch with the Estate Office. In all cases we will require written notice and will acknowledge receipt in writing.

Before you vacate the property, you must pay the rent and all other outgoings for the final month(s), and we ask that you provide us with a forwarding address.

When you leave the property, you are responsible for:

- Clearing the property including any sheds, garages and garden of all your personal belongings and any rubbish
- Ensuring everyone moves out with you, including any pets
- Putting right any damage that has occurred – for example, where shelves and pictures have been taken down, the walls should be made good
- Ensuring decorations are left in good order
- Cleaning the property throughout to the same standard you received it in. Please refer to your inventory and check in. This will include all surfaces, fixtures and fittings, including the bath, toilet, basin, kitchen units, sink, etc and may include professional cleaning of carpets
- Leaving flues and chimneys in clean condition and providing a copy of the latest sweeping certificate(s)
- Leaving solid-fuel appliances in a clean condition.
- We will arrange for an inventory to be taken of the property at the end of your tenancy. Reference will be made to the inventory and check-in prepared at the start of your tenancy. Please ensure you return all keys to the inventory clerk or the Crown Estate office
- Before you leave the property for the last time you need to ensure you have: Read any gas, electric and water meters and sent the readings on to your suppliers so they can close your accounts with them. Please inform us of the name of the supplier. You should also inform the local authority for the purposes of Council Tax and inform other service providers such as telephone and broadband
- You should also redirect your post to your new address. The Royal Mail can help with this
- You also need to ensure that your rent account is up to date. You are responsible for rent up to the last day of your tenancy

Complaints

Sometimes, despite best efforts things may occasionally go wrong. If you have a complaint we will take it seriously and look to avoid similar issues in the future.

If you are dissatisfied with our service, firstly you should try to sort it out with the person you have been dealing with. If you are not sure who is dealing with the matter, please contact the office and we will advise who can best solve the problem. Most issues can be resolved at this stage.

If you still feel that the issue has not been resolved, you can take the matter further by writing to the Property department at The Crown Estate office:

Address:

The Crown Estate
Windsor Great Park
Windsor
SL4 2HT

✉ lettings@thecrownestate.co.uk

This will then be passed onto the most appropriate person to respond to the complaint and the Property Portfolio Manager will be notified of the complaint. You should provide as much detail as possible and explain why you are not happy with what has happened so far.

A written reply will be made with 5 working days of receipt of the complaint.



Data protection

Definitions: Under the definitions in the General Data Protection Regulation ((EU) 2016/679) ("GDPR"), The Crown Estate is the Data Controller of all personal data we process about you.

Collecting, storing and processing data

We may collect and process the following data about you:

Information that you provide by filling in forms or providing information online to register an interest or to request further information or offers:

- If you contact us by telephone, email, web form or letter, information that forms a record of that correspondence and your contact details
- If you visit the site in person, information, CCTV images and ANPR information we collect for health and safety and security purposes and to help us understand how our customers use our facility. We will also collect information in order to provide you with wifi services and for customer analysis at our sites
- Information you provide by responding to questionnaires, surveys and competitions and attending events
- Information you provide as part of your employment with us
- Information you may provide as part of a tenancy with us

If you visit one of our dedicated consumer websites or The Crown Estate websites, further information may be collected – please refer to the Privacy Policy available on each website. We treat all such data as Personal Data for the purposes of GDPR.

Where we store your personal data

The data we collect is stored on information technology systems owned and run by or on behalf of The Crown Estate or on systems run by those businesses processing it on our behalf. All information you provide to us is stored on secure servers. We will do our best to protect your personal data and have put in place all reasonable safeguards. Once we have received your information, we will use all necessary procedures and security measures to try to prevent unauthorised access, loss, disclosure or amendment.

How your personal data will be processed

We use information about you in the following ways:

- To provide you with information on products, services offers and events provided by us or our retail tenants that you request or which we feel may interest you where you have consented to be contacted for such purposes:
 - To notify you about changes to our service;
 - To carry out obligations arising from contracts, leases or agreements entered into between you and The Crown Estate;
 - To perform surveys and analysis with the aim of improving the services we provide;
 - To ensure that your visit to our site is safe and secure.
- To manage your tenancy or employment. We may give your personal data to third parties where:
 - It is necessary for them to provide you with services on our behalf;
 - They provide profiling of our customer base so we can understand our customers better;
 - We sell or buy any business or assets, in which case we may disclose your personal data to the prospective buyer or seller of such business or assets insofar as they relate to them;
 - We are under a duty to disclose or share your personal data in order to comply with any legal obligation or in order to enforce agreements or contracts or to protect our rights, our property, or the safety of our customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud prevention and credit risk reduction. We will not share your personal data with a third party for the purposes of direct marketing.

Your rights

You have the right of access to your information. This includes a description of the data being processed, the purposes of processing and any recipients to whom the data is disclosed. To exercise this right, you must make a Subject Access Request in writing to the Data Protection Officer at dataprotection@thecrownestate.co.uk stating the information you require. We do not charge a fee. We may contact you to verify your identity or to clarify the precise information you require before processing your request, and will answer your request within one month.

You have the right to ask us not to process your personal data for direct marketing purposes. You will be given an opportunity to opt in to processing for direct marketing purposes when you first engage with us. However, you can withdraw your consent to receive marketing material at any time by contacting us on the address above.

You have the right to rectify your personal data at any time.

You have the right to have your personal data erased under certain conditions.

You have a right to restrict or object to some forms of data processing.

You have the right to prevent any unwarranted processing likely to cause damage or distress.

If you feel that a situation has arisen or may arise and you wish to learn more about these rights or to exercise those rights, please contact us on dataprotection@thecrownestate.co.uk. Please note that this will not include processing where it is necessary to fulfil a contract or where a legal obligation for us to process the information exists.


Where necessary, The Crown Estate may transfer your personal information to its joint venture partners, suppliers or service providers based outside the European Economic Area (EEA). If The Crown Estate does this, your personal information will continue to be subject to the appropriate safeguards as required by law.

The Crown Estate will ensure that where information is transferred outside the EEA, transfers will only take place where appropriate safeguards are in place to protect it, such as standard contractual clauses or binding corporate rules. Further information on such transfers are included below under 'Service providers'.



Useful contact details

Estate contact details

 The Crown Estate Office
The Great Park, Windsor
Berkshire SL4 2HT



01753 832 111



lettings@thecrownestate.co.uk

Property repairs



01753 860 222



buildings@thecrownestate.co.uk

Local authorities

Royal Borough of Windsor & Maidenhead
rbwn.gov.uk

Bracknell Forest Council
bracknell-forest.gov.uk

Runnymede Borough Council
runnymede.gov.uk

Surrey Heath Borough Council
surreyheath.gov.uk

Pest control

Nigel Blackmun, Site and Sound Services Ltd
siteandsound.co.uk



nige@siteandsound.co.uk



07887 666 7590

Local hospitals

Heatherwood Hospital (Minor Injuries)



01344 623 333

Wexham Park Hospital (Accident & Emergency)



01753 633 000

Ashford Hospital



01784 884 488

Travel & transport links

National Rail

nationalrail.co.uk



03457 484 950

South Western Railway

southwesternrailway.com



0345 600 0650

First Great Western Railway

firstgreatwestern.co.uk



0345 700 0125

Cleaning services

Rosemary Stanley Property Services

rosemarystanleypropertyservices.co.uk



07966 459 718

windsorgreatpark.co.uk



All efforts have been made to ensure this document and information contained therein is accurate.
We will update as new and updated information, regulation and legalisation become available.

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