



# RANDALLS PROPERTY AGENTS

## FULLY MANAGED PROPERTIES

Welcome Pack



The Property  
Ombudsman



**Randalls**  
PROPERTY AGENTS

# Information

Copy of the standing  
order mandate

Copy of all the deposit  
protection information

Moving In Notes for  
Tenants

Emergency Contact

Guidelines in keeping  
the property free from  
Damp & Mold

Complaints Procedure



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## Standing Order

Please fill in and hand to your bank

**Bank Name -**

**Sort Code -**

**Account Number -**

**Account Name -**

**Contact Telephone Number -**

**Beneficiary Sort Code**

**Beneficiary Account Number**

40-44-37

03665798

**Name of Beneficiary**

Randalls Property Agents Ltd  
101 Camden Road  
Tunbridge Wells  
Kent  
TN1 2QR

**Amount - £**

**Date of subsequent payments –**

**Special Instructions-**

## **Move In Notes for Tenants**

**Council Tax** – It is your responsibility to contact your local Council to inform them that you are now resident at the property address for Council Tax purposes.

**Services** – Please contact the gas, electricity, water and telephone companies to arrange for the services to be put in your name and have the meters read.

**Insurance** – The tenant is responsible for insuring his/her own personal effects and furnishings and the policy is also required to cover accidental damage to the landlord's property.

**Rental Payments** – All rent is payable in advance by standing order. Please note that all standing order payments should be made 2 days prior to your rent due date to allow for clearance.

**Please ensure that rent payments are received on time. Failure to pay the rent due may incur a charge.**

Should you experience any financial problems during the course of the tenancy it is essential that you contact Randalls Property Agents immediately.

**Services Contracts and Guarantees** – Whilst you must report all repairs and problems to us, it is important for you to know when an item is still under Guarantee and when there is a Service Contract in force. No other contractor should be called upon when such guarantees and service contracts are in force.

**Gardens** – unless maintained by the landlord, the gardens are the responsibility of the tenants. They must be kept in good order and left neat and tidy.

Please treat the property as you would expect your own property to be treated. Many properties are the owners homes.

**Do not attach** items to the wall. You could be charged for re-decoration. Blue Tack does remove paint and should not be used.

If you go away during the winter months, please let us know. The temperature could change dramatically while you are away and no one would know that the house was empty. Please also ensure that you follow the below recommendations:

Ensure that the heating is left on a low setting whilst away and the loft hatch slightly open to prevent frozen and burst pipes.

Turn off the main stop tap for the water supply

**Window's** – Please ensure that the windows are cleaned on a regular basis

**Carpets** – All carpets must be professionally cleaned before vacating the property and a proof of this will be required by the Agents on check out



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**Randalls Property Agents Emergency  
Response Service**

Your property is covered by our emergency response service which means that if you have any emergency repair out of office hours, help is always at hand.

When the offices are open ring your branch for all repairs including emergencies.

After hours, from 6.00pm and 10.00am  
Monday – Saturday and all day Sunday.

Please call

**07860 189059**

**01622 891492**

Some emergencies are the Tenant's responsibility – Please refer to your contract.





## Keep your home free from Damp and Mould

*Is your home damp? Damp can cause mould on walls and furniture and make timber windows rot. Damp housing encourages the growth of mould and mites, and can increase the risk of respiratory illness.*

*Some damp is caused by condensation. This leaflet explains how condensation forms and how you can keep it to a minimum, thus reducing the risk of dampness and mould growth.*

### **What is CONDENSATION?**

There is always some moisture in the air, even if you cannot see it. If the air gets colder, it cannot hold all the moisture and tiny drops of water appear. This is condensation. You notice it when you see your breath on a cold day, or when the mirror mists over when you have a bath.

Condensation occurs mainly during cold weather, whether it is raining or dry, it does not leave a 'tidemark'. It appears on cold surfaces and in places where there is little movement of air. Look for it in corners, on or near windows, in or behind wardrobes and cupboards. It often forms on north-facing walls.

### **Is it CONDENSATION?**

Condensation is not the only cause of damp. It can also come from:

- Leaking pipes, wastes or overflows
- Rain seeping through the roof where a tile of slate is missing or dislodged, spilling from a blocked gutter, penetrating around window frames or leaking through a cracked pipe
- Rising damp due to a defective damp course or because there is no damp course.

These causes of damp often leave a 'tidemark'.

If your home is newly built it may be damp because the water used during its construction (for example, in plaster) is still drying out.

If your home is damp for any of these reasons it may take weeks of heating and ventilation to dry out. Hiring a dehumidifier will help.

If you do not think the damp comes from any of these causes then it is probably condensation.

### **How to avoid CONDENSATION**

These three steps will help you reduce the condensation in your home

#### **1. Produce less moisture**

Some ordinary daily activities produce a lot of moisture very quickly.

- Cover pans and do not leave kettles boiling.
- Avoid using portable gas or paraffin heaters as these put a lot of moisture into the air.
- Dry washing outdoors on a line, or put it in the bathroom with the door closed and the window open or fan on.
- Vent any tumble dryer on the outside, unless it is the self condensing type.

#### **2. Ventilate to remove moisture**

You can ventilate your home without making draughts

- Keep a small window ajar or a trickle ventilator open when someone is in the room.
- Ventilate kitchens and bathrooms when in use by opening the windows wider. Better still, use a humidistat-controlled electric fan. These come on automatically when the air becomes humid, and are cheap to run.
- Close the kitchen and bathroom doors when these rooms are in use, even if your kitchen has an extractor fan.
- Ventilate cupboards and wardrobes. Avoid putting too many things in them as this stops the air circulating. Where possible, position wardrobes and furniture against internal walls.

#### **3. Draughtproof and heat your home**

When the whole home is warmer condensation is less likely

- In cold weather, keep low background heating on all day, even when there is no one at home.
- Block draughts, for example, around the front door, but ensure there is ventilation.

#### **Some words of warning**

- Do not block permanent ventilators
- Do not completely block chimneys
- Do not draughtproof rooms where there is condensation or mould
- Do not draughtproof a room where there is a cooker or a fuel burning heater, for example, a gas fire.
- Do not draughtproof windows in the bathroom or kitchen

#### **First steps against MOULD**

- First treat any mould you may already have in your home. If you then deal with the basic problem of condensation, mould should not reappear.
- To kill and remove mould, wipe down walls and window frames with a fungicidal wash that carries a Health and Safety Executive 'approval number'. Follow the manufacturer's instructions precisely. Dry-clean mildewed clothes and shampoo carpets. Disturbing mould by brushing or vacuum cleaning can increase the risk of respiratory problems.

The only lasting way of avoiding severe mould is to eliminate dampness.



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### **Complaints Procedure**

Randalls Property Agents prides itself on the level of our customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

#### **Residential Estate Agency/Residential Lettings/Property Management**

##### **Making a complaint**

Randalls Property Agents are a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

##### **Stage One - Branch Manager by telephone – 01892 700740**

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. She will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

##### **Stage Two – Branch Manager in writing - 101 Camden Road, Tunbridge Wells, Kent, TN1 2QT**

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Branch Manager. You must write to them within one month of receiving the Branch response. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

##### **Stage Three - The Property Ombudsman**

After you have received a response from the Branch Manager, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk> Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.


All complaints should, in the first instance, be directed to the Lettings Manager of the branch you have been dealing with. Complaints made in writing will be acknowledged within three working days. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification. We do recommend that where possible you outline your complaint in writing, especially if it appears a complex issue.

**Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted**





# How to rent

 The checklist for  
renting in England

This information is frequently updated.  
Search on GOV.UK for [How to rent](#)

October 2015



Department for  
Communities and  
Local Government

# Assured shorthold tenancies

When you enter an [assured shorthold tenancy](#) – the most common type – you are entering into a contractual arrangement.

This gives you some important rights but also some responsibilities.

This guide will help you to understand what questions to ask, what your rights are, and what responsibilities you have. This will help you create a positive relationship with your landlord, but we also tell you how to get help if things go wrong.

When you rent a home, people sometimes expect you to make a quick decision, or to sign documents before you've had time to think about them.

Your landlord **must** provide you with a copy of this booklet, so **use the checklist and keep it safe** to protect yourself from problems at every stage.

## Who is this guide for?

This guide is for people who are about to rent a house or flat.

Most of it will equally apply if you are in a shared property but in certain cases [your rights and responsibilities will vary](#).

The guide does not cover [lodgers](#) or people with licences – nor tenants where the property is not their main or only home.

## Links

This guide is best viewed online as it contains hyperlinks.

If you are reading this on a computer or tablet, you can click on the links to go to other websites with more detailed information. They are coloured blue and underlined [like this](#).

On Android or Windows devices, links work better if you download Acrobat Reader from [get.adobe.com/uk/reader](http://get.adobe.com/uk/reader).





# Before you start

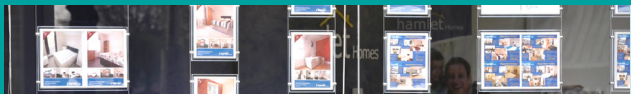
- ☐ **How long do you want the tenancy for?** You can ask for a tenancy to be any time between six months and seven years long.
- ☐ **What can you afford?** Think about how much rent you can afford to pay: 35% of your take-home pay is the most that many people can afford, but this depends on what your other outgoings are (for example, whether you have children).
- ☐ **If you are on housing benefit,** there is no reason that it should affect your ability to pay rent. But check with [this online calculator](#) to see if you can afford to live in the area you want.
- ☐ **Decide which area** you would like to live in and how you are going to look for a rented home. The larger the area where you are prepared to look, the better the chance of finding the right home for you.
- ☐ **Have your documents ready.** Reputable landlords and agents will want to confirm your identity, credit history and possibly your employment or immigration status.
- ☐ **Will you need a rent guarantee?** Some landlords might ask someone to [guarantee your rent](#). If you don't have a guarantor, ask [Shelter](#) for help.

## Renting from a landlord or a letting agent?



### Direct from the landlord

- ☐ Look for landlords who belong to an [accreditation scheme](#). Your [local authority](#) can advise you about accreditation schemes operating in your area. The [National Landlords Association](#) (NLA) and the [Residential Landlords Association](#) (RLA) run national schemes. If you're in London, there's the [London Rental Standard](#).



### Through a letting agent

- ☐ Find out what fees (and costs) you will be charged and when you need to pay them. By law, a breakdown of all fees should be clearly visible to you in the agent's office and on their website.
- ☐ What [independent complaints scheme](#) is the agent a member of? Do they offer [client money protection](#)? By law, this information should also be clearly visible to you.
- ☐ Are they accredited through a professional body like [ARLA](#), [NALS](#), [RICS](#) or [UKALA](#)? This means they have the right protection for their clients' money, and safeguards you if they go bust or misuse your funds (such as rent payments and your deposit). Look for the [SAFEagent](#) sign too.



**Watch out for scams!**  
Be clear who you are handing money over to, and why.





# Looking for your new home

## Questions to ask

- ☐ **Deposit protection.** If the landlord asks for a deposit, check that it will be protected in a [government approved scheme](#). Some schemes hold the money, and some insure it.  
  
You may be able to access a [bond or guarantee scheme](#) that will help you put the deposit together.
- ☐ **How long is the tenancy for?** There is usually a fixed period of 6 or 12 months. If you want more security, you can ask for a longer fixed period of up to seven years. Many landlords are happy to offer longer tenancies.
- ☐ **Children, smoking and pets.** Check if there any rules about them, as well as for other things such as keeping a bike, dealing with refuse and recycling.
- ☐ **Check who is responsible for bills** such as electricity, gas, water and council tax. You or the landlord? Usually the tenant pays for these.
- ☐ **Fixtures and fittings.** Check you are happy with them, as it is unlikely that you will be able to get them changed once you have moved in.
- ☐ **Smoke alarms – and carbon monoxide detectors** if you have solid fuel appliances. Check these are provided. If not, your landlord must install them. They could save your life.
- ☐ **If the building becomes unfit to live in.** Check that the tenancy agreement excuses you from paying rent should the building become unfit to live in because of a fire or flood.

## Houses in Multiple Occupation (HMOs)

HMOs are usually properties in which **unrelated people share facilities** such as the kitchen or bathroom.

Large HMOs (more than 2 floors, and more than 4 people) need to be licensed. Check your landlord has done that. In large HMOs, landlords **must by law** provide working smoke alarms, and give tenants a statement of the terms on which they live in the property.

### ■ Check who your landlord is.

They could be [subletting](#) – renting you a property that they are renting from someone else. If they are subletting, check that the property owner has consented.

Find out who you should speak to if any repairs need doing.

### ■ Ask whether the property is [mortgaged](#).

Landlords should let you know about this upfront, because you may be asked to leave the property if the landlord does not pay their mortgage payments.





# When you've found a place

## Check the paperwork

- ☐ **Make sure you have a written tenancy agreement and read it** carefully to understand your rights and responsibilities. The landlord or agent usually provides one but you can request to use a different version. The government has published a [model tenancy agreement](#) that can be used.

If you have any concerns about the agreement, seek [advice](#) before you sign.

- ☐ **Agree an inventory (or check-in report)** with your landlord and, as an extra safeguard, make sure that you **take photos**. This will make things easier if there is a dispute about the deposit at the end of the tenancy. If you are happy with the inventory, sign it and keep a copy.
- ☐ **Remember to take meter readings** when you move in. This will help make sure you don't pay for the previous tenant's bills.
- ☐ **Contact details.** Make sure that you have the correct contact details for the landlord or agent, including a telephone number you can use in case of an emergency.
- ☐ **Code of practice.** Check that whoever is managing the property is following a [code of practice](#).

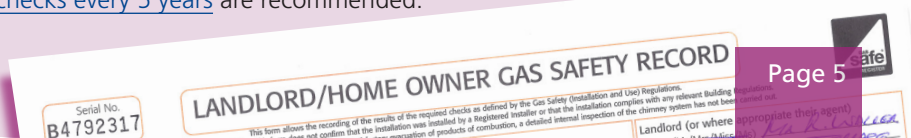
## The landlord must provide you with:

- ☐ **A copy of this guide** *How to rent: The checklist for renting in England* either via a link or as a printed copy.
- ☐ **A gas safety certificate.** The landlord must provide one each year, if there is a gas installation.
- ☐ **Deposit paperwork.** If you have provided a deposit, the landlord must protect it in a government approved scheme. Make sure you get the official information from the scheme, and that you understand how to get your money back at the end of the tenancy. Keep this information safe as you will need it later.
- ☐ **The Energy Performance Certificate.** This will affect your energy bills and the landlord must provide one (except for Houses in Multiple Occupation).

If your landlord doesn't provide these, they can't evict you until they do.

## The landlord should provide you with:

- ☐ **A record of any electrical inspections.** All appliances must be safe and [checks every 5 years](#) are recommended.







# Living in your rented home

## The tenant must...

- ☐ **Pay the rent on time.** If you don't, you could lose your home because you have broken your tenancy agreement. If you have problems, [Shelter](#) can offer advice.
- ☐ **Look after the property.** But get your landlord's permission before attempting repairs or decorating. It's worth getting contents insurance to cover your possessions too, because the landlord's insurance won't cover your things.
- ☐ **Be considerate to the neighbours.** You could be evicted for anti-social behaviour if you aren't.
- ☐ **Not take in a lodger** or sub-let without checking whether you need permission from your landlord.

## And also you, the tenant, should

- ☐ **Make sure you know how** to operate the boiler and other appliances and know where the stop cock, fuse box and any meters are located.
- ☐ **Regularly test** your smoke alarms and carbon monoxide detector – at least once a month.
- ☐ **Report any need for repairs** to your landlord. There will be a risk to your deposit if a minor repair turns into a major problem because you did not report it.

## The landlord must...

- ☐ **Maintain the structure** and exterior of the property.
- ☐ **Fit [smoke alarms](#)** on every floor and **[carbon monoxide alarms](#)** in rooms using solid fuels – such as coal and wood – and make sure they are working at the start of your tenancy. If they are not there, ask your [landlord](#) to install them.
- ☐ **Deal with any problems** with the water, electricity and gas supply.
- ☐ **Maintain** any appliances and furniture they have supplied.
- ☐ **Carry out most [repairs](#).** If something is not working, report it to the landlord (or their agent) as soon as you can.



- ☐ **Arrange an annual [gas safety check](#)** by a Gas Safe engineer (where there are any gas appliances).
- ☐ **Give at least 24 hours notice of visits** for things like repairs – the landlord cannot walk in whenever they like.
- ☐ **Get a licence for the property**, if it is a licensable property.

## And also the landlord should

- ☐ **Insure the building** to cover the costs of any damage from flood or fire.



# At the end of the fixed period

## If you want to stay

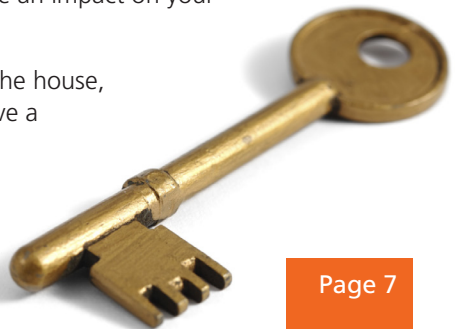
Should you wish to extend your tenancy after any initial fixed period, there are a number of important issues to consider. Check [Shelter's website](#) for advice.

- ☐ **Do you want to sign up to a new fixed term?** There may be costs for this, particularly if you rent through an agent. If not, you will be on a 'rolling periodic tenancy'. This means you carry on as before but with no fixed term – you can leave at any time by giving one month's notice. Or your landlord can end the contract at two months' notice.
- ☐ **Your landlord might want to increase your rent.** Your landlord can increase your rent by agreement, or as set out in your tenancy agreement, or by following a [procedure set out in law](#).

## If you or the landlord want to end the tenancy

There are things that both landlords and tenants must do at the end of the tenancy:

- ☐ **Giving notice.** It is a legal requirement for landlords to give you proper notice if they want you to leave. Normally, the landlord must allow any fixed period of the tenancy to have expired, and they must have given at least two months' notice. Your tenancy agreement should say how much notice you must give the landlord if you want to leave the property – one month's notice is typical.
- ☐ **Return of deposit.** Try to be present when the property is inspected to check whether any of the tenancy deposit should be deducted to cover damage or cleaning costs (a 'check-out inventory'). If you do not agree with proposed deductions contact the relevant [deposit protection scheme](#).
- ☐ **Rent.** Make sure that your rent payments are up to date. Do not keep back rent because you think that it will be taken out of the deposit.
- ☐ **Bills.** Do not leave bills unpaid. This might have an impact on your references and credit rating.
- ☐ **Clear up.** Remove all your possessions, clean the house, take meter readings, return all the keys and give a forwarding address. The landlord is entitled to dispose of possessions left in the property after, typically, 14 days.



# If things go wrong

There are often legal protections in place for the most common problems that you may experience during the tenancy – the following links will tell you what they are or where to look for help:

- **If you are having financial problems**, or are falling into rent arrears, speak to your landlord as they may be helpful, and are likely to be more sympathetic if you talk to them about any difficulties early on. Should you need further help contact [Citizens Advice](#) or [Shelter](#) as soon as possible.
- **If the property is in an unsafe condition** and your landlord won't repair it – contact your [local authority](#). They have powers to make landlords deal with serious health and safety hazards.
- **If you have a serious complaint** that has been checked by your local authority, your landlord cannot evict you for six months, and must repair the fault.
- **Unannounced visits and harassment** from your landlord – contact your [local authority](#), or if more urgent dial 999.
- **If you are being forced out illegally, contact the police.**  
If your landlord wants you to leave the property, they must notify you in writing, with the [right amount of notice](#) – you can only be legally removed from the property with a court order.

If you are concerned about finding another place to live, then contact the Housing Department of your [local authority](#).

Depending on your circumstances, they may have a legal duty to help you find accommodation and, even if not, they can provide advice.

The local authority should not wait until you are evicted before taking action to help you.

If you are reading a print version of this guide and need more information on the links, email [PRSReview@communities.gsi.gov.uk](mailto:PRSReview@communities.gsi.gov.uk)

Disclaimer: The Department is not responsible for the content of external links. They are the responsibility of those organisations.

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# A tenant's guide to the Custodial scheme



## 01 The importance of protecting your deposit

Since April 2007, all assured shorthold tenancy deposits received by landlords and letting agents must be protected by a Government-authorised tenancy deposit protection scheme.

We offer the only Custodial scheme authorised by the Government. This means that your deposit is held by us for the duration of the tenancy. We're the UK's largest provider of deposit protection, so your money is secure with us. Your deposit will be returned at the end of the tenancy, once you and your landlord/letting agent have agreed how it should be repaid.

## 02 How does the Custodial scheme work?

You pay your deposit to your landlord/letting agent.



Your landlord/letting agent must submit your deposit within 30 days.



Your landlord/letting agent will also provide us with your contact details.



We will send you a Deposit Protection Confirmation, detailing your Deposit ID and Repayment ID. You will need this information whenever you make an enquiry.

## 03 Online access to your deposit

It's easy to access your deposit via our website. You just need your Deposit ID and Repayment ID handy.

Once you have accessed your deposit, you can:

- ▶ View the details of your deposit
- ▶ Update your contact details
- ▶ Request a repayment when you move out
- ▶ Access information on our processes



## 04 How do I update my details?

Throughout your tenancy you can access the details of your deposit online and are able to keep your contact details up to date. This is especially important if your phone number or email address changes.

When you move out, please provide us with your new postal address. It is important that you update your account with this address as your landlord/letting agent cannot do it for you.



### ONLINE

At [www.depositprotection.com](http://www.depositprotection.com) and entering your Deposit ID and Repayment ID



### IN WRITING

The Deposit Protection Service  
The Pavilions, Bridgwater Road  
Bristol BS99 6AA



### ONLINE FORM

Connect to our Virtual Customer Service Agent or access our FAQs  
[www.depositprotection.com/help](http://www.depositprotection.com/help)



### BY PHONE

Call 0330 303 0030  
Lines open  
Monday - Friday, 8:00am - 6:00pm  
Saturday, 9:00am - 1:00pm

## 05 What happens when I move out?

- At the end of your tenancy, you and your landlord/letting agent need to agree how your deposit will be repaid.
- We need to hear from you both before we can repay your deposit.
- You will need to log in to your account using your Deposit ID and Repayment ID. Your landlord/letting agent will also need to log in to their account using the Deposit ID and their Repayment ID. This does not have to be done at the same time, but no amount of the deposit will be released until both parties have submitted their instructions. This can also be done jointly, but both parties will need their Repayment IDs. You can also complete this process by completing a paper form.

## 06 What happens if we can't agree on how the deposit is repaid?

If you can't agree on how your deposit should be repaid, you can use our independent Alternative Dispute Resolution (ADR) service to resolve the dispute. It's free to use and avoids the need for court action.

Once you and your landlord/letting agent have agreed to use this service, we'll ask you to send us any evidence you would like our independent, legally trained adjudicators to consider.

### Need more information?

Please visit [www.depositprotection.com](http://www.depositprotection.com) for more information on the Custodial scheme.



## Guidance on Legionnaires' Disease for tenants and residents of rented domestic accommodation

Domestic hot and cold water systems can provide an environment where Legionella bacteria can grow. This can cause Legionnaires' Disease which is a potentially fatal form of pneumonia caused by inhalation of small droplets of contaminated water containing Legionella bacteria. This advice sheet gives tips for residents of rented domestic accommodation such as houses, bungalows and flats in small blocks.

### **Most importantly, make sure that:**

- Hot water in the system remains hot
- Cold water is kept cold
- The water is kept circulated



### **In particular, it is important that you –**

- **Do not** interfere with the settings on your boiler or hot water system. The hot water should be set so that the water is heated up to 60°C.
- **Tell your landlord if:**
  - The cold water is still running warm after you have initially run off any water which may have accumulated in the pipes. It should not be above 20°C.
  - There are any problems, debris or discolouration in the water.
  - The boiler or hot water tank are not working properly, particularly if the water is not coming out of the taps at a sufficiently high temperature. It should come out at a temperature of 50°C after it has run for a minute at the latest.

### **Where showers are fitted –**

- If they are used only occasionally then flush them through by running them for at least two minutes every week. Keep out of the way whilst this is being done as far as possible.
- Clean the shower head periodically, descale and disinfect it. This should be done at least every six months.

Where a property is left vacant for any time, e.g. student accommodation over the summer holidays, make sure that when it is occupied again at the outset both hot and cold water systems are flushed through by running all outlets for at least 2 minutes.

Legally, it is your landlord's responsibility to take precautions to prevent Legionella being present in the hot or cold water system but tenants and residents also have an important part to play in taking these simple and practical precautions.