

# Welcome to your CityLets home!



## Office:

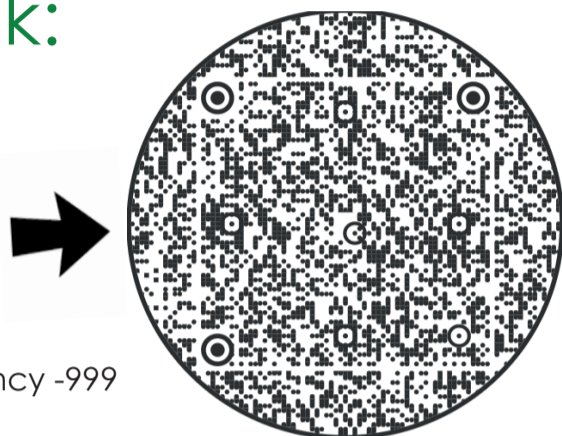
We have 2 offices, one based in town on Eastlake street near Drake Circus and one based on Beech Avenue, PL4 0QQ. If you feel like you need to call us for anything our number is 01752 604242.

## Maintenance:

We have a team that can be reached on works@cityletsplymouth.co.uk. When contacting the team please give as much detail as possible and include photos of the issue.

## Things to check:

- Bin Days
- Council Tax
- Keys working?
- Meter reads: Keep a log of your monthly **meter reads** and send them to
- Non Emergency - 101 - Emergency -999



## WiFi Password

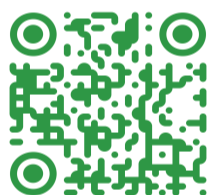


Sometimes the passwords get reset so if this one doesn't work please give the office a call.

## Appliances



Always check out the appliance guides and instructions for items in the house. We suggest this great site that you pop in the make and model and can view or download:

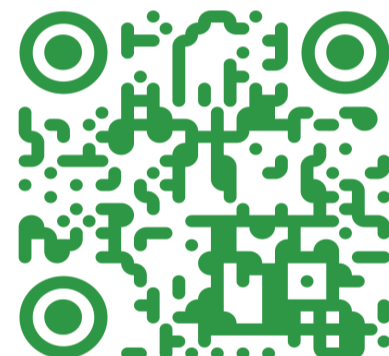


(Top tip.. also try Youtube for helpful instructional videos)

## Info on...



- Bins and waste
- Parking
- Council tax
- Problems with neighbours



## Emergency

### OUT OF HOURS LINE

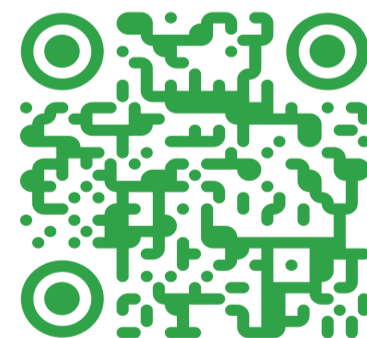
In the event of a maintenance emergency please call **01752604242**, and you will be redirected to the emergency line.

What is an emergency?



Scan me to report a maintenance issue!

## Looking for somewhere new?



Find your next home today!

## Paying rent

### Bank transfer:

Each month on the date you have agreed, you will transfer the rent over to us.

### Standing order:

Set this up with your bank, so the rent is sent to us automatically each month.

### PayProp:

The payment system we use which will supply you with invoices and a unique reference number beginning with FGJ. When you make transfers it is very important that you use this as your payment reference.