



Your Tenancy Guide



CROWN
LUXURY HOMES

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 **PropServ**

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PropServ

PropServ

All of your documents, rent and maintenance information in one place.

PropServ is your personal online platform, designed to keep everything you need for your tenancy in one convenient place.

Reporting Maintenance Issues

PropServ is the quickest and most efficient way to report any maintenance concerns in your home.

With PropServ, you can:

- **Report Repairs:** Log maintenance issues quickly — your request goes straight into our system.
- **Track Progress:** Follow updates and repair status in real time.
- **Access 24/7:** Available anytime on desktop or mobile.

Tips For a Quicker Solution

- Include clear photos or videos
- Provide as much detail as possible
- Check if the issue may be internal (e.g., a tripped fuse) before reporting



Your Tenancy Documents & Information

PropServ is also where you'll find all the key information related to your tenancy.

Within PropServ, you can access:

- **Tenancy Documents:** Your tenancy agreement, safety certificates, and important files
- **Useful Information:** Appliance manuals, property & development guides and other useful information relating to your property



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Troubleshooting

Loss of Heating/Hot Water

If you have a prepayment meter, please check whether you have enough credit, as a negative balance will interrupt supply.
Speak to the concierge in case the issue is communal.

Contact your supplier to check whether the fault is with their system. Please refer to your 'Move-in Guide' for supplier details. This guide can be found on PropServ.

If the steps above do not resolve the issue, please contact your property management team via PropServ. For issues occurring outside office hours (5:00 PM – 9:00 AM), please call the Out of Hours Office Line at [+44 \(0\) 207 046 6222](tel:+442070466222).

Loss of Electricity

If you experience a loss of electricity, please check your fuse board first. If no issue is found, contact the concierge to check for any communal faults, and then contact your electricity supplier directly.

Loss of Cold-Water Supply

If there is no cold-water supply to any outlets, please contact the concierge to check for any communal faults, and then contact your water supplier directly.





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Maintenance Tips

Air Ventilation System & Extraction Fans

It is essential to maintain your air and ventilation system (MVHR) by vacuuming the filters every three months. Keep MVHR system switched on at all times, Follow the steps below for guidance for filter cleaning guidance:


Open the plastic cover flaps.

Slide out the filters, noting their original positions (marked on the unit).

Carefully clean the filters using a vacuum cleaner.

Slide the cleaned filters back into their original positions.

Close the plastic cover flaps.

 Video Guidance (from minute 4:15): [Watch Here](#).

Please keep the bathroom extractor fans switched on, especially while the bathroom is in use. Regularly wipe away any visible dust from the extractor fans and ceiling air vents to ensure moisture is removed effectively.

Preventing Damp & Mould

- Ensure the home is heated adequately in winter.
- Keep bathroom doors closed when showering to reduce moisture spreading.
- Wipe away excess condensation from windows or surfaces.
- Report any signs of leaks or persistent damp promptly.
- Open curtains to allow air circulation.

Drains & Plumbing

- Clear hair and debris from shower drains, bath plug, and sink drains regularly.
- Only flush toilet paper — do not flush wipes, cotton pads, or sanitary products.
- Avoid pouring fats, oils, or food waste down the kitchen sink.
- Use drain unblocker products proactively to help prevent blockages.

Appliances & Equipment

- Top up dishwasher salt and rinse aid as required and clean filter regularly
- Remove excess food from plates before loading into the dishwasher.
- Do not overload the washing machine or dryer.
- Leave the washing machine door slightly open after use to prevent damp smells.
- Clean washer/dryer filters regularly
- Keep fridge/freezer temperatures set correctly (Fridge 3–5°C, Freezer -18°C)
- Make sure fridge/freezer doors close properly and seals stay clean
- Defrost freezer if ice buildup is thicker than 5mm
- Check the fridge drain hole isn't blocked

Safety & Basic Checks

- Test smoke alarms regularly and replace batteries if applicable.
- Fully close taps after use.
- Keep balcony furniture secured in the event of strong winds.
- Ensure windows and doors are securely locked when leaving the property.

Waste & Cleaning

- Please dispose of waste according to the building's recycling policy.
- When taking out rubbish, please ensure the bags are fully sealed to prevent leakage and stains on communal carpets and lifts. You may be charged for any cleaning or damage caused by improperly disposed rubbish.
- If your building has bin chutes, ensure your bags are the correct size to prevent blockages, as you may be held responsible for any resulting repair costs.
- Do not leave rubbish or food waste inside the property for extended periods to avoid pest infestation.
- Clean shower screens and taps regularly to prevent limescale build-up.
- Wipe away excess water around the bathtub, shower enclosure, and fittings to prevent any mould build up.
- Wipe down countertops carefully; for composite stone or marble, use a soft cloth and avoid harsh chemicals to prevent damage.
- Vacuum carpets regularly and mop floors.



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Rent Payments

Rent Payments

Please refer to the payment schedule of your tenancy agreement to check when your rent payments are due. Alternatively you can email accounts@crownluxuryhomes.com.

How to Pay

We recommend setting up a standing order to ensure payments reach us on time. Please use the following bank details:

Account Name: Crown Luxury Homes Ltd
Account Number: 39598160
Sort Code: 30-67-82
IBAN: GB94LOYD30678239598160
BIC: LOYDGB21713

Use the first line of the property address as your payment reference (example: 1 Hill St)

Late Payments

If we do not receive payment by the due date, your account will show as in arrears. If you are experiencing any difficulties making a payment, please contact us as soon as possible so we can assist.

Failure to make payments can result in accrued interest or notice being served, so it is important to notify us immediately if you are unable to make your payments.





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General Tenancy Information

Keys & Access

All keys provided at check-in must be returned and accounted for at the end of the tenancy. Please keep them safe as lost keys may incur a replacement charge. One set of keys will be held by the concierge or in our office for emergency access, or for use by contractors and visitors. This key must be returned to the concierge at the end of the day.

Being a Good Neighbour

- **Noise Levels:** Be considerate of neighbours. Avoid excessive noise, especially between 10pm and 8am.
- **Smoking:** Smoking or vaping is not permitted in the apartment, including on balconies, patios or terraces. Please check with the concierge for information on any designated smoking areas within the development.
- **Shared Spaces:** For communal areas (gardens, hallways, lobby, amenities), follow any posted rules and maintain cleanliness.
- **Community Notices:** Check noticeboards, emails, or the development portal for updates on events, maintenance, or safety alerts.
- **Suspicious Activity:** Report any security concerns to your concierge or local authorities.

Pets

You must obtain permission from both your landlord and the building management before keeping a pet. Please contact us for further details. Failure to comply will be considered a breach of your tenancy agreement.





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Meet The Team

Meet the Team



Kristina
Director



Grace
Lettings Manager



Michelle
Property Manager



Dovile
Property Manager



Gabi
Property Co-ordinator



Arbaz
Property Consultant



Meet the Team



Toby
Senior Marketing Executive




Cece
Client-Relations Executive



Yue
Digital Marketing Assistant



Contact Us

 Tel: 020 3545 1159

 E-mail: pm@crownluxuryhomes.com

For emergencies outside of office hours (Friday 5:30pm - Monday 9:00am), please call [+44 \(0\) 207 0466 222](tel:+442070466222).