

Details of 28 Taverner Close, Baiter Park, BH15 1UW

Thank you for choosing our house for your holiday. We hope you enjoy your stay.

Arrival

The house will be available for you by 3pm on the start of your holiday. It should be clean and tidy when you arrive. If not please let us know immediately. There should also be complimentary tea and coffee available.

The front door key will be in the key safe by the front door and you will receive the combination number prior to start of your holiday.

Front door key Key Safe

The front door key will be in the key safe by the front door and you will receive the combination number prior to start of your holiday.

Please extract the key at the beginning of your holiday and return it to the key safe at the end of your stay.



To open the key safe, enter the combination number provided (ensure the little buttons click) and push the "open" button downwards and pull outwards. The open button is the one at the top. The front section of the key safe will come away giving you access to the key inside. Take the key and relock the safe by replacing the front section of the key safe by entering the number again and pushing the open button down as you push the front section back into place.

If you make a mistake entering the number you can clear the error by pushing the "clear" button downwards. This is the bottom button.

PLEASE REMEMBER TO REPLACE THE KEY IN THE KEY SAFE AT THE END OF YOUR HOLIDAY

Departure

When you depart, please leave the house in a clean and tidy condition by 10am on the morning of your departure. Extra cleaning charges may be incurred if it is not left clean.

Inventory

On arrival please check the inventory, which you will find in the house book. If you find anything missing please report to us immediately. Anything missing when you leave, you will be responsible for.

Emergencies, Security and Safety

In case of an emergency such as fire please ensure you make yourself familiar with the exits to the house and the location of the keys to the back doors.

- Do not use the BBQ close to the fencing or canopy over the table.
- The mains **Gas** tap is in the outside cupboard by the front door.
- The **electricity** fuse box and mains switch is just inside the front door above the top shelf.

There is a **Fire extinguisher and fire blanket** in the kitchen just by the back door.

A Fire Risk Assessment document is available upon request.

Please ensure you lock all doors and windows when going out and when leaving the premises. The front door does NOT automatically lock when you shut it so please ensure you lock it when leaving the house at any time.

WHEN YOU LEAVE PLEASE PUT THE FRONT DOOR KEY BACK INTO THE KEY SAFE AFTER YOU HAVE LOCKED THE FRONT DOOR.

Please ensure the windows in the bedrooms are locked if you have your children as there is a risk they could fall out if they climb onto the bed and then onto the window ledge.

PLEASE DO NOT SMOKE IN THE HOUSE.

The Backdoor

Please ensure you lock the backdoor when going out. To open the backdoor, pull the door towards you using the handle and turn the latch knob to the left.

Parking

Please only park in the visitors spaces in Taverner Close (marked as Private) or behind the house in the small courtyard accessed from Colbourne Close, take left out of Taverner Close and first left again into Colbourne Close).

There is an alleyway to the left of the back gate leading back into Taverner Close.

The back gate is locked with a key, which is hanging in the kitchen. You will need to go through the house to open it. PLEASE ENSURE YOU RETURN THE BACKGATE KEY TO THE KITCHEN.

Furniture

Do not move the furniture in the house. You may damage the floor covering or the furniture.

Books and Games

Please look after the games and ensure all pieces are returned to the box. Please do not take any books away from the house unless you leave a similar type of book in its place..

LCD Sony HD TV with Built-in Freeview, plus DVD

There are 2 controls, one for the TV (the largest) and one for the DVD.

For TV turn on TV from switch.

Select Mode Digital/Analogue using hand controls. Digital mode will provide you with the numerous Freeview channels.

Select TV Channel.

Press Guide in digital mode to display the programme guide.

For trouble shooting guide see Sony LCD manual.

For other features select I-Manual where you will find an on line user guide for the TV.

For DVD select AV3 by pressing the button twice below the Scart button.

The detail controls can be found in the house book.

DO NOT TOUCH THE WIRES AT THE BACK AND DO NOT DISCONNECT ANY OF THE WIRES FROM THE APPLIANCES.

WiFi Broadband

The wireless network name for the WiFi Broadband is DHL-013853 and the password is lettings2017 The broadband router is in the kitchen above the work surface and should not be moved or turned off.

Heating and Hot water

The house is a warm house and does not normally need much heating. Central Heating is normally off from 1st May. Prior to 1st May the heating will be on a timer and will come on between 7am – 830am and again from 7pm to 1030pm. These times can be overridden by turning the switch by the boiler from TIMED to ON. Please only do this if it is cold and you are staying in. Please remember to switch it back to TIMED. The thermostat for the heating is by the front entrance in the lounge area. Please conserve energy.

If the heating does not come on, check the pilot light has not gone out. To do this pull down the front of the boiler cover (the lower one) and check that both pilot lights are alight. The one on the left is for the Heating; the one on the right is for the Hot water. If the pilot light has gone out, there are instructions how to relight it in the larder cupboard. Any problems ring us.

The hot water is heated using the gas boiler, which is permanently on.

Using the Shower

The shower in the bathroom is a electric heated power show. Make sure the Booster button is not depressed when you turn on the shower, as the water may come out quicker than you expect and soak you as well as the floor. Start the shower without the Booster depressed and then when you have the right temperature pressed the Booster button.

ENSURE THE GLASS DOOR IS DRAWN ACROSS.

Kitchen Appliances

The instructions for all the appliance can be found in the larder cupboard on the top left hand shelf. Please put them back.

Side lamps in bedroom

These are turned on/off by touching the metal part of the lamp. Once for Dim, again for brighter and again for Off.

Dinning and outside Glass tables

Do not place hot items on the glass table top without using the mats provided. Do not stand on the tables or chairs.

Beds

Please do not allow anybody to stand or jump on the beds otherwise they may break the slats below the mattress. The mattress covers must not be removed. Under no circumstances should the beds be used without sheets, quilt covers or pillowcases

If you are staying two weeks or more, the bed linen will be changed on Saturday unless you ask us not to in advance or in the winter months a spare set will be in the airing cupboard.

Rubbish Bins

The rubbish is taken away every Tuesday. There are two rubbish bins, the blue one for recycle and the black bin for general rubbish. These are best located outside the back gate out of the way. However if you are parking the car in the back courtyard, you will need to move them out of the way, into the courtyard. The Black bin is collected on a Tuesday and the blue recycle bin is collected fortnightly on a Wednesday (see Poole Council calendar for blue recycle bin collection).

Please ensure that on night before the collection is due, the correct bin is put out the back on the pavement so that the rubbish is taken away.

Shopping

There are plenty of shops close by. The nearest supermarkets are Sainsbury and Aldi. From Taverner Close turn left; at the roundabout take 2nd exit, the entrance to Sainsbury and Aldi car park is approx. 300 yards on the right.

The main shopping in Poole is the Dolphin Shopping centre a 10-15 minute walk from the house. By car, turn left out of Taverner Close, take 3rd exit at roundabout, as you go over the flyover you will see the car park on the left. Continue to the roundabout and then do a U turn for the slip road for the Dolphin car park.

Churches

See back of house book

Hospital

See back of house book

Contacting us

If there is a problem with the house, please call David or Tricia King on Home 01929 471087, David's mobile 07973 189395 or Tricia's Mobile 0797 1041736.

Please do not telephone us before 9am and after 5pm unless there is a real emergency that cannot wait.

Thank you in anticipation of your co-operation and enjoy a wonderful holiday. We are at your disposal should you need us.

David & Tricia King