



## **DEX PROPERTY MANAGEMENT Ltd Guardian Guidelines**

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## Introduction

Dex Property Management Limited provides vacant property protection, utilizing Residential Guardians on special licences. This means we can offer a high level of security at a highly competitive price while providing our Guardians a safe accommodation in the vacant properties. The property remains safe and secured via regular inspection, problems are reported immediately.

The intention behind this booklet is to provide all Guardians with the best information they need. We think it is very important for our Guardians to know what to do in the event of an emergency and how to behave while living in our properties as representatives of Dex.

## What is a guardian?

Dex grants permission to selected individuals to live in designated living space in properties which the owner is currently not using. This is done in order to help to protect the properties from squatters and vandals. These individuals are referred to as Guardians. In return, Guardians pay a monthly licence fee to Dex.

Guardians do not get a right to exclusive occupation of any part of the living space. The space is shared with other individuals who Dex permits to share the space with. The occupiers have to agree between themselves how the space is to be used. The extent of the useable space may vary from time to time, as directed by Dex.

However, there will always be at least one room for each individual sharing the space.

Because Guardians are allowed into the property to help protect it from damage, there are a number of vitally important rules that must be observed. Breach of any of these may lead to the termination of the Guardian's licence. These rules are in the next section. There then follow guidelines on other important matters.

## Key Rules

The full list of rules is contained in your licence agreement. This is a brief summary of the most important ones. They are all important. Breach of any of these may lead to termination of your licence. Breach of those marked\* may lead to the immediate termination of your licence.

### Things you should do:

- Shut and lock all gates and doors when entering or leaving the premises \*
- Inform Dex of any issues of concern
- Be aware of site security in and around the premises
- Keep rooms and communal areas tidy at all times
- Collect any bills and forward to Dex for payment within 8 days. Failure to do this may lead to you being responsible for late payment charges
- Check all fire equipment and smoke detectors regularly
- Keep all fire exits and fire exit routes clear at all times
- Notify Dex if your mobile phone number or e-mail address changes
- No cooking in bedrooms (cook in the designated areas only)\*
- Polite behavior at all times to all people you see at the property (you represent DEX)\*

### Important rules to follow

- No smoking indoors \*
- No candles \*
- No cookers or heaters other than a portable electric hob, a portable electric oven or an electric oil filled radiator \*
- Absolutely no parties\*
- No overnight visitors, no visitors aged under 18 and no more than two daytime visitors at any one time \*
- No pets without Dex prior written consent \*
- No weapons, drugs or non-prescribed steroids \*
- No copying keys, changing or adding locks, or giving a key to anyone other than a Guardian\*
- No removing or defacing any Dex signs \*
- No alternations to the property without Dex prior written consent. This includes putting nails or pins into walls or putting up posters or stickers \*
- No covering smoke detectors or removing batteries from smoke detectors \*

## Responsibilities, standards & procedural Guidance

1. **Access:** Dex must at all times be given free and unrestricted access to all areas of the property.

2. **Bills:** When you receive a bill concerning the property that you are occupying, forward this to us within 8 days of receipt. Most of these bills will relate to the payment of utilities (gas, water and electricity) or council tax. If you do not forward these bills within the specified time period you run the risk of incurring any late payment charges.
3. **Utilities:** We regularly check the meters for electricity, gas and water usage during our inspections of the property. In this way we control your use of these utilities. If use is excessively high we will have to take action to reduce consumption.
4. **Emergencies:** Dex has a Emergency Line This service is only to be used in true cases of emergency that cannot wait until office hours (Monday to Friday 09:00 to 17:30) Call 020 7368 6688.
5. **Cleanliness:** As a Dex Guardian you must take care that the property you occupy is kept in a presentable state at all times. This applies to your personal and all communal areas in the property. We expect you to set up and keep to a cleaning rota with your fellow Guardians to maintain cleanliness.
6. **Termination notices and grievances:** Guardian Licenses include provision for Termination Notices to be served. Any grievances as a result of such notices, or other grievances, need to be addressed in the first instance to your Guardian Manager then in the event of non satisfaction to the Regional Manager then to the Managing Director whose decision is final subject to law.
7. **Waste:** You are personally responsible for the removal of all waste of rubbish from the property you occupy, including common areas. Please observe rubbish collection schedules for your area or the recycling policy.
8. **Decorating:** decorating, painting, and alterations to the property are forbidden unless you have the express permission of Dex in writing. Any such work or repairs undertaken without such permission will result in your being billed for any cost incurred in returning the property to its original state.
9. **Incidents:** If you discover a dangerous incident such as a breach of security, do not place yourself or other Guardians in danger. Act responsible. First call the emergency services and then Dex emergency number. Do not approach, threaten or engage any trespassers. Wait for the emergency services and assist them as required.
10. **Licence Fee:** All Guardians must pay the monthly licence fee by standing order (or, if Dex so requires, by direct debit) If you miss a payment due to insufficient funds then

you can make payment direct to our office or by bank transfer by your name and property address so that payment can be matched. Failure to make a payment when due can lead to termination of your licence.

## **Safety & Fire Prevention tips**

### **In the event of an emergency:**

- first ensure your own safety
- ensure the safety of others including evacuating the premises follow green exit signs
- call the relevant emergency services
- inform Dex as soon as possible

### **Gas**

In case of gas leak:

- take action for event emergency above
- do not change any electrical setting/ switches as this will cause a spark that may ignite the gas
- do not light a flame
- inform Transco – 0800 111 999

### **Flood**

- take action for an emergency above
- turn off the water at the main stopcock

### **Fire**

In case of a small fire you may attempt to put out the fire at your discretion

- take action for an emergency above
- use an appropriate fire extinguisher or hose
- refer to the instructions for use on all fire-fighting equipment
- fire extinguishers are colour coded newer extinguishers have a coloured label and old type are fully coloured. For more information please read the current fire under mentioned extinguisher codes

## Electricity

- never tamper with electricity and electrical cables yourself
- if there has been a short circuit, always ensure that the source of the short-circuit is disconnected from the mains and repaired
- use a powder extinguisher when there is a fire after short circuit

## First aid:

- Do not attempt to render first aid unless you are fully trained except for minor injuries

## Confrontation:

Including personal attack, hooligans, vandals, thieves, burglars, robbers, verbal abuse and aggressive confrontation or argument

- ensure your own safety
- remain calm
- call the police and Dex as already stated in license agreement  
neither Dex nor the owner accept liability or liable for any injury
- accept liability or are liable for any injury

## Current fire extinguisher codes

The available extinguishers in a building often make all the difference between a manageable fire and a catastrophe. Estimated 400 fires are reported in the United Kingdom every day. The majority of these fires are discovered and extinguished within the first few minutes.

Be aware of where you can find the fire extinguishers in your building and read about the types of fire for which they are suitable;

## Water

Extinguishing effects: Cooling down, oxygen deprivation

Suitable for: Practically all fires

Do not use on: Fat and non-dilutable liquid fuel fires, involving gases, fires in live electrical appliances

Advantages: Cooling down effect, inexpensive and freely available

Disadvantages: Unsuitable for liquid fuel fires, electrical conductivity hazard, and water damage

## **Foam**

Extinguishing effects: Cover, oxygen deprivation

Suitable for: Practically all fires including at and liquid fuel fires,

Do not use on: fires in live electrical appliances

Advantages: Highly suitable for liquid fuel fires non-hazardous

Disadvantages: Electrical conductivity hazard, frost sensitivity

## **Powder extinguisher**

Extinguishing effects: Negative catalysis

Suitable for: All fires

Advantages: Universal application, no electrical conductivity hazard, no frost sensitive

Disadvantages: Consequential damage, difficult to remove, reduction in visibility

## **CO2**

Extinguishing effects: Oxygen deprivation

Suitable for: Flammable liquid flammable gas and electrical

Advantages: It instantly works

Disadvantage: Not to be used on metal

## **Other Extinguishers**

Sand: Particularly for campfires and small fires outdoor

Fire blanket: to quickly wrap around people and animals

## **How to prevent fire?**

Most fires are caused by human error and carelessness. Failing to take proper care, ignorance, lack of caution, are all causes that we expect we may be able to reduce, partly through this booklet. Your own safety and safety of your fellow residents is determined in the first place by how you deal with activities and situations that pose a fire hazard. Be aware of possible dangers and make sure you act sensibly and carefully when dealing with hazardous activities.

### **The following tips are important for optimizing safety**

1. Leave smoke detectors in the room where you sleep, when they have been installed.
2. Leave fire extinguishers in visible places close to room exits, where they have been installed.
3. Make sure you are aware of the escape routes on your premises.
4. Make sure escape routes are never blocked by cupboards, junk, bicycles or waste, etc. Be strict with each other in enforcing the rules.
5. If you think you smell gas, avoid flames and do not use electricity. The tiniest spark can cause an explosion. Notify the gas company and even the fire brigade if necessary. Open all the windows and turn off the gas at the mains. Never repair a gas leak yourself, call in a recognized gas installer.
6. In case of fire, close all windows and doors in order to stop the fire from spreading fire needs oxygen, so the less oxygen that gets to a fire, the better.
7. Make sure that you keep your mobile phone handy during the night and always keep your keys in the same place.

### **These tips help minimize the risk of fire**

1. Don't use aerosols near a fire or heat source
2. Don't use gas, water or electricity pipes or cables to hang things on. These pipes and cables may become very hot and there is a risk of breakage
3. Make sure there is sufficient distance between cooking appliances and flammable materials.
4. Don't use faulty electrical appliances.
5. Turn off the TV when you are not using it. Don't leave it on standby
6. Never leave electrical appliances such as irons, toaster, hairdryers, curling irons etc. unattended when you are using them.
7. Make sure the ventilation grills of micro-wave and electrical ovens are not blocked
8. Always call in a recognized installer for repairs to electrical cables or gas pipes
9. Take proper precautions with the use of electric heaters and always ensure there is sufficient free space around them.
10. Unplug your TV, computer and audio equipment when there are severe thunderstorms

## **First Aid**

Water first, leave the rest till later



Should you yourself or another person be in flames, try not to panic – however difficult it might sound. Stay calm and whatever you do don't run, because that will only fan the flames.

1. Put out the flames. This can be done using water from the kitchen or the shower, by rolling on the floor or using a blanket or fire blanket. Make sure the flames cannot reach the fire
2. Make a start on cooling the burn straightaway. Cool preferably using slowly flowing lukewarm water from the mains. If this is not available, you could use e.g. ditch water or damp sheets. It is always better to do something than do nothing!
3. Continue the cooling for at least 10 minutes. A longer period is better, but in that case be aware of the risk of hypothermia. Continue rinsing for at least 30 minutes if the burns are caused by chemical substances (corrosive products).
4. Remove clothing during the cooling process if it is not stuck to the skin. Otherwise leave it on.
5. Inform your general practitioner if there are blisters or if the skin appears to have been badly affected. Always advise your GP if the burn has been caused by a chemical product or by electricity.
6. Cover the burn with a sterile bandage. Use a clean cloth or a clean sheet in the large burns.
7. Never apply any ointments to burn!
8. Never give the burn victim anything to eat or drink
9. Reassure the victim.
10. Make sure the victim sits up straight when he is transported. The head must always be kept higher than the rest of the body to avoid any accumulations or fluids.

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