



# YOUR MOVE IN MANUAL



[WWW.NICHOLASHUMPHREYS.COM](http://WWW.NICHOLASHUMPHREYS.COM)



# WELCOME

Welcome to your new home!

We'll be your point of contact for all matters relating to your home over the course of your tenancy and we'll do all we can to make our journey together an enjoyable one.

During your tenancy, a property manager will be assigned to you who will answer any questions you may have and deal with any maintenance that may arise.

We do pride ourselves on our excellent customer service but, as with any partnership, when both parties work together, the result is more effective and is resolved much faster.

In this document we aim to provide you with as much information as we can, especially if this is your first rental. We will detail what your responsibilities are and when you should contact us.

We appreciate that you may have questions not covered in this booklet and thus your property manager will be happy to answer your questions either by email or by telephone.

**NICHOLAS HUMPHREYS TEAM**



# INDEX

## CONTACT INFORMATION MAINTENANCE

General informaion and reporting

Gas leaks

Electric

Water- leak

Water- no supply

Heating- Boiler

Heating- Radiator

Damp, condensation and mould

Blocked drains Blocked toilets

Pest control

Light bulbs

Locks and keys

Windows

## HOUSE KEEPING

Cleanliness

Waste management

Smoke/smoking

Smoke detectors

Anti-social behaviour

Cellar/basement Animals and pets

Rent

Utilities

Council tax

## KEEPING SAFE

Security

Insurance

Fire safety

## USEFUL INFORMATION

Mental health issues

Bullying and harassment

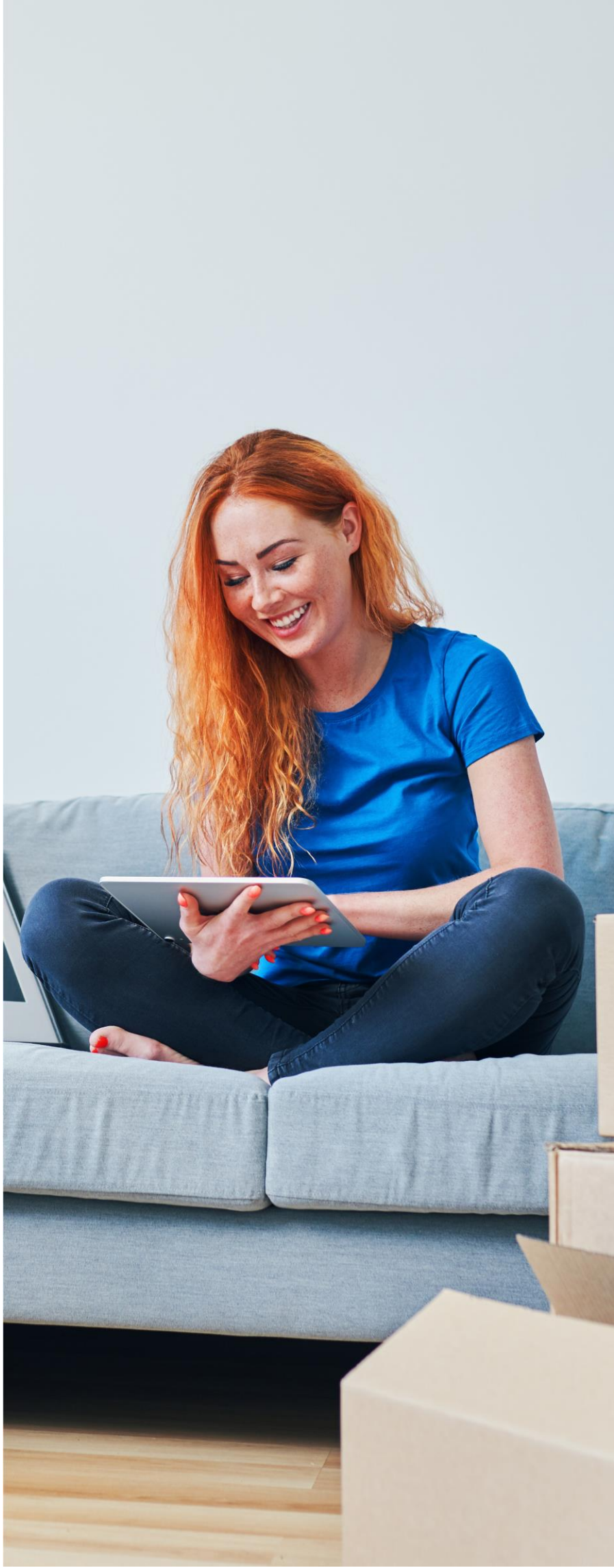
End tenancy

# CONTACT INFO

## NICHOLAS HUMPHREYS

See website for contact details.

## OFFICE HOURS



Unless otherwise stated, our office hours are as follows;

Monday-Friday  
09:00am - 17:00pm

Saturday, Sunday and Bank Holidays Closed

### **EMERGENCIES**

Please refer to our website for details of our out of hours contractor.

\*Only call this number in an emergency and after office hours. You will be charged a call-out fee if the issue is not deemed to be an emergency. See maintenance section on page 6 for emergency issues.

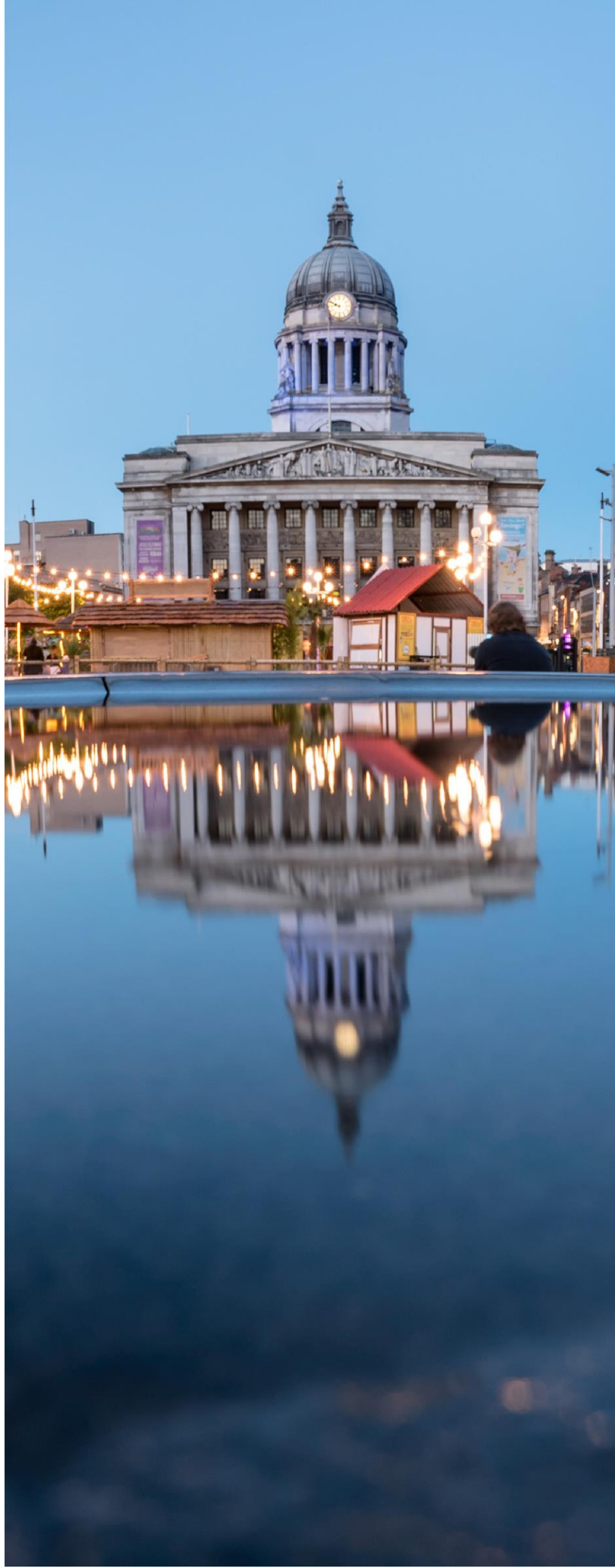
Police, Fire and Ambulance - 999

NHS Direct - 111

\*This is a 24 hours helpline providing health information and advice. You can call at any time, day or night.

Gas Emergency - 0800 111 999

Electricity Power Cut - 105 or  
0800 195 4141





# MAINTENANCE

We have included some common maintenance issues in the next few pages that you may face during your tenancy, providing you with information on how you can deal with these issues without having to call anyone and await a contractor. Please do read through them and familiarise yourself with the content. If you find that you are still unable to resolve the problem, do follow the guidelines below.

## MAINTENANCE ISSUES

All maintenance must be reported via our online maintenance portal – Fixflo. You can find this on our website [www.nicholashumphreys.com](http://www.nicholashumphreys.com) under the “report a defect” tab.

FixFlo is an online reporting and tracking app in which we can communicate with all relevant parties (tenant, agent, landlord and contractor) regarding your defect. We are able to keep you updated on the progress of the maintenance and our contractors can contact you via this app to arrange access into your property.

## EMERGENCY MAINTENANCE

If the issue you are experiencing is an emergency, it must still be reported through FixFlo but it is advised that you also call our office. (If after hours, please refer to our website for details of our out of hours contractor).

Please be aware that after-hours call-out fees are much more costly and should only be used if the issue is a genuine emergency. Non-emergency call-outs will carry a charge to you or your household if the issue is not listed in our Emergency list below;

Emergency issues include:

- Burst water pipes or leak which endangers lives by causing electricity shorts,
- Gas Leaks or
- Securing door or windows following burglary (not for lost keys),
- FRONT door lock change in the event of a failed lock where the property cannot be secured
- Electrical faults
- Blocked toilets (where property has only one toilet)



## **GAS LEAKS**

If you smell gas, then this should be reported directly to the National Gas Emergency Services on 0800 111 999. Their full details and advice on what to do if you smell gas is located on their website <https://www.nationalgrid.com/uk>. It is also important you inform Nicholas Humphreys of this as well.

## **ELECTRIC POWER FAILURE**

First, check your fuse box in the property to see if this has tripped. Flip the large red switch back up. If it continues to trip, this means that you have an appliance that may be faulty. Unplug ALL plug sockets in the house – including fridge and washing machine etc. Switch the red switch back on in the fuse box and gradually, go around to each plug socket and switch each back on. If you flip a plug switch for an appliance and the power trips, you have identified the faulty appliance.

If the appliance belongs to the property, then leave the appliance unplugged and report the fault on FixFlo.

If, on the other hand, you have checked the fuse box and all of the switches are in the up/on position, check <https://www.ukpowernetworks.co.uk/> to see if there is a power outage in your area. If no result, call 105 and you will be transferred through to your local electricity network operator who can give help and advice.

If none of these options help, there may be an internal fault which our electrician needs to address. Please report on FixFlo and call the office or after-hours number.

## **WATER LEAK**

If there is a major water leak or burst pipe in the property, it is vital that you shut down the water supply in the property. You should familiarise yourself with the location of the stop-valve in the property e.g. under the kitchen sink.

Contact us immediately or call the after-hours number. You must also report this on FixFlo.

Minor leaks should be reported on FixFlo and we will arrange for a contractor to attend during office hours.

## **WATER SUPPLY ISSUES**

If there is no water in your property, the issue is most likely to be with your supplier.



## HEATING ISSUES - BOILER

The most common reason your boiler is not working correctly is loss of pressure. The water pressure should be between 1 and 2 bar. A pressure reading lower than 1 bar will prevent the boiler from working as it is in “safety mode”.

Re-pressuring a boiler is pretty easy, depending on the boiler that is fitted in your house. The best approach is to check the make and model of the boiler and search YouTube for a video with instructions on how to repressurise. The following steps are required to top-up the boiler;

1. Locate the filling loop which is traditionally silver/grey in colour, flexible hose with a small valve at each end. It can be found underneath your boiler or nearby. If you also take guidance from the boiler manual located at the back of your handbook.
2. Make sure the boiler is switched off and the system is cool. The hose will have a valve at both ends; make sure both ends of the hose are securely attached to both valves. The valves can be opened either by tap handles, or by using a flat headed screwdriver.
3. Open both valves to allow the cold mains water into the system, you should hear water filling the system.
4. Keep an eye on the pressure gauge until it reaches 1.5bar, then close off both valves, one after the other.
5. Once the pressure is at the required level, switch the boiler back on and (if required) reset the boiler.

## HEATING ISSUES - RADIATOR

If you find that the boiler pressure isn't low but that your radiator/s don't heat up effectively, there could be air in the pipes which requires bleeding.

Please report this on FixFlo and we will arrange to send an appropriate engineer.



## DAMP, CONDENSATION AND MOULD

We provided every tenant with a damp and mould leaflet explaining what the difference is between damp and condensation – both of which may result in mould. It is important that you read and understand the differences.

Damp is usually an external source and is not normally able to be controlled by tenants e.g. leaking roof, broken gutters or rising damp. Condensation, on the other hand, is normally caused by the tenants as a result of not airing the property correctly.

Mould caused by condensation is one of the most common issues facing tenants, particularly in Nottingham where the humidity level is already very high. Cooking, showering, bathing, drying clothing indoors (especially on radiators) releases large amounts of steam into already saturated air and this condenses (turns to liquid) on cold areas such as windows and external-facing walls. You will find mould developing in this condensed water.

Prevention is better than cure:

- Keep kitchen and bathroom doors closed, particularly when cooking, washing, or bathing.
- Use your cooker hood extractor fan when cooking and don't allow kettles and pans to boil away any longer than is necessary.
- Make sure your bathroom extractor fan comes on when you bath or shower and leave it on for at least 30 minutes after. If you have a window in the bathroom, open it until the steam has cleared.
- Open windows slightly in winter.
- Where possible, avoid drying clothes indoors, as this can increase condensation unless you open a window to allow air to circulate.

Cleaning mould:

- It is vital that you clean the mould off the affected area as soon as you notice it to avoid rapid spread of the spores.
- To clean mould spots, purchase a household detergent like bleach /chlorine spray and spray the affected area. Using a stiff-bristled brush, scrub the blackened area. Rinse thoroughly and dry.

If you are still concerned about the mould or the steps you have taken do not appear to be working, then report the issue on FixFlo, ensuring that you upload photographs of the mould, showing the location.

## **BLOCKED DRAINS**

Drains do become blocked over time especially where you have large numbers using the facilities in the property. Long hair tends to collect in the drain, together with soap suds and other products used.

Similarly, kitchen sink and external drains become blocked by constant flushing of food down the drain (rice is the biggest culprit!)

Regular use of a drain cleaner in each drain – every 2 – 3 months - will prevent drains from blocking. These are available in any supermarket for around £3.

Please be aware that if you do allow a drain to become solidly blocked and which requires intervention, the contractor's bill is likely to be passed on to your household.

## **BLOCKED TOILET**

- Toilets would normally only become blocked if foreign objects are flushed down them.
- Do NOT flush make-up or baby wipes, cotton ball/pads, cotton buds, sanitary towels, tampons, kitchen roll, paper, food waste, condoms, chewing gum.



- Use toilet paper and moist toilet wipes sparingly.

If your toilet does become blocked, please report this on FixFlo and we will arrange for a contractor to attend. Be aware that the contractor's account will most likely be charged to the household unless there is a defect in the pipe.



### PEST CONTROL



As tenants, you are expected to take reasonable precautions to prevent infestation of household pests – including rodents, cockroaches and textile moths. As such, you will also be liable for the cost of the eradication of any infestation caused by negligence or lack of action.

Here are some tips to prevent unwelcome pests from inhabiting your home:

- Always cover your internal dustbins and do not leave the rubbish too long between bag changes. The first thing that attracts rodents, cockroaches and slugs to a house is smelling, non-covered garbage bins.
- Remove all empty food containers (e.g. pizza boxes) from the property.
- Clean appliances that may have food debris stuck in them. This includes toasters, ovens, fridges, and dishwashers.
- Store all open food in plastic containers.
- Keep the kitchen tidy and all food packed away into cupboards. Ensure crumbs or spills are wiped away.
- Keep the outdoor refuse area neat. Ensure that all bin bags you dispose of are tightly fastened.
- Remove debris or clutter from your home. If there are items that you cannot store and are necessary to have in the property, please ensure they are not against the walls, as this is a perfect nesting/hiding place for rodents and moths/moth larvae.

- Check for dripping pipes or taps, which are attractive to rodents as a water source. This should always be reported on FixFlo to for repair.



### **LIGHT BULBS**

Light bulbs are consumable items and are expected to burn out. Some bulb types last longer than others but will nonetheless eventually stop working. You may be fortunate not to ever have to replace a bulb in your house but the chances of that are fairly slim.

As a tenant, you are expected to replace these at your expense unless the ceilings are exceptionally high, or if the light fitting is in the void above the stairs. We will also arrange for the replacement of fluorescent tubes and bathroom sealed light fittings. In these cases, please report this on FixFlo and mention the location of the bulb and the reason you are unable to do this yourself.

### How to change a light bulb:

1. Turn off the power.
2. Allow the bulb to cool.
3. Remove the bulb from the fitting, grasp the bulb lightly but firm. Push upwards gently and turn anticlockwise until it is released.
4. Insert a replacement bulb lightly but firmly into the fitting. Turn the bulb clockwise until it locks into place.
5. Once the bulb is in place turn the power back on again and switch on the light.
6. There are videos on You Tube with instructions on how to change spotlights.

### LOCKS AND KEYS

Losing your keys can be a security risk for the rest of your household so it is important that your keys do not identify your address. Should you lose your handbag or other items with the keys which could lead the person finding them to your home, either one or both front door locks must be changed and all additional keys must be provided for the household and the agent set (at your cost).

If you have merely left your keys in a place not immediately accessible, you may arrange to borrow a set of keys from our office (during office hours) and have them cut at the local locksmith, returning the office set on the same day. Please be aware that it isn't Nicholas Humphreys staff members' responsibility to open your bedroom door if you either lose, misplace, or lock your keys inside your room.

If you find yourself locked out of your bedroom after hours, howsoever caused, this is not considered an emergency. However, if your front door lock breaks and you cannot gain entry or cannot lock the door again after entry, please log on FixFlo and call the emergency number.

### WINDOWS

Tenants are responsible for all broken window glass except in the event of a burglary and it has been reported to the police.





## APPLIANCE CARE

Appliances have been provided for your use in the property but, as with anything in life; will break if subjected to neglect or mistreatment.

If in any doubt as to how to use the appliances, search Google for the make and model of the appliance and download the manual or watch a video for specific help.



## WASHING MACHINE

- Separate your colours and select the appropriate program for the colour and fabric you are washing.
- Don't overload the drum – the clothes need to fall with each revolution to simulate rubbing together. If the drum is too full, the clothes will not come out properly cleaned and will also be too heavy for the drum.
- Remove damp clothes immediately once washed to prevent mould and mildew build-up inside the machine.
- Regularly wash out the soap dispenser (you do not want mould being washed into the load).
- Regularly wipe down the drum and door seal and remove any debris or hair that collects in the seal.
- After completing a load of washing, leave the washer door slightly ajar and the detergent dispenser open for 2-3 hours.

Unsurprisingly, the appliance will stop working unless the filter is cleaned out frequently. If the filter blocks, the water cannot be drained, which means that the door will not open and your clothing remains trapped inside the drum until the water is cleared.

### If this happens;

- Search Google on how to clean the washer filter. There are several videos available showing the location of the filters.

- This is best done as regular preventative maintenance to avoid having to do this when you are in a hurry.
- If the filters have been cleaned yet the door still will not open – DO NOT force the door. Report the issue on FixFlo and we will send an appliance engineer out to the property.
- Please note that, if the engineer is called out and you have not cleaned the filter as explained above, your household will be charged for the call-out fee.



### **TUMBLE DRYER**

If you have a separate tumble dryer it is best to check which of your clothing can and cannot be tumble-dried. The heat from a tumble dryer can severely damage your delicates!

- As with the washing machine, you should clean out the filter regularly to maximise efficiency and also to avoid the excess lint catching fire.
- Don't overload the drum – clothes will dry much faster when they tumble.
- Regularly wipe down the drum and door seal and remove any debris or hair that is built up in the seal.

### **DISHWASHER**

If you are lucky enough to have a dishwasher, you will be thanking your lucky stars that you no longer have to wash dishes. However, a dishwasher does need some care to be able to perform at its best.

- Use Rinse aid – which is a product which will also keep your dishes shiny bright. Top-up the receptacle in the door once a week.
- Don't overload the appliance.
- Ensure you rinse your dishes and cutlery before placing in the machine as these can clog the filter.
- Empty out the filter on a regular basis to prevent a build-up of food and grease.
- Dishwashers are known to build-up limescale, which looks like white smears on the glassware.

This build-up can block and damage machinery. To avoid this, it is important that you invest in special dishwasher salt (very cheap from most supermarkets/hardware/home shops. The salt container is at the bottom inside the machine, simply fill it up every month or two, or when it looks empty.







# HOUSEKEEPING

This is your home and your landlord wants you to enjoy your time at the property during your tenancy. However, you are expected to behave in a “tenant-like manner” which entails certain expectations and etiquettes.

## CLEANLINESS

You are expected to keep your home clean and tidy and keep all communal areas free from clutter for fire, health, and safety reasons.

It is best to apportion cleaning tasks on a rota basis for all household members – starting from the beginning of the tenancy. There are several apps that you can download which can make these tasks fun.

Pay particular attention to the following:

- Clean the shower walls and floor, the toilet and basin regularly.
- Keep your cooking area clean and hygienic.
- Clean your refrigerator, microwave, oven, toaster, and any appliance that will have food stuck in them regularly.
- Keep the floors clean by vacuuming and mopping.
- Regularly dispose of your household trash, and do not leave trash bags on the floor.

Your home is required to be cleaned to a professional standard at the end of your tenancy, as it was when you moved in. You may arrange this yourself, or we can assist you in finding an appropriate company.

## WASTE MANAGEMENT

You are expected to dispose of your refuse in an efficient and timely manner, failure to do so can result in fines being issued.

Check on the Council's website for days your bins are collected, and which bins are collected on the scheduled dates. You can download and print the schedule for your household.

Most refuse bins collected every 2 weeks so it is important to separate and recycle your waste otherwise you will find that you don't have sufficient bins for all your household rubbish.

- Do not cross-contaminate the recycling bins – the Council will not empty them.
- Do not overfill the wheelie bins – the Council will not touch them.





- Do not leave bags of rubbish on the ground next to the bins – they will not be removed.
- Only put the bins out after 7pm the evening prior to collection day and be sure to bring the bins back inside on the same day after they are emptied. The Council will issue penalty fines for leaving the bins on the pavement.
- If your bins are left out and go missing, you can request new recycling bins on the Council's website.

## SMOKE/SMOKING

You or any of your guests, must NOT smoke inside the house - this includes vapes. Furthermore, candles and incense must not be lit inside the house – not only do they pose a serious fire risk, but they also cause soot to form on the walls and ceiling.

Make no mistake – smoking and use of candles or incense can be detected at the end of the tenancy. If you are in breach of this rule, you will be liable for compensating the landlord for cleaning or replacing the carpets and/or soft furnishings in the property (includes mattresses, curtains, sofas etc) to eradicate the smell of nicotine, incense or other pungent substances.



## SMOKE DETECTORS AND FIRE ALARMS

Love them or hate them, smoke detectors are an essential part of your safety within your house. It is our duty to make sure that these are tested regularly.

Smoke detectors in HMO properties must be hard-wired and interlinked. This means that they are connected to the mains board and will have a back-up battery in case of a power failure. If these batteries are running flat, a high-pitched regular chirp will sound to warn you of the pending doom of the back-up battery. You can replace the battery or report this on FixFlo.

You can (and should) test your smoke detectors regularly by pressing the switch on the unit (use a broom handle if you can't reach). If the alarm sounds, it is working. Don't worry – it will only sound 2 or 3 times and stop.

Your property may have a fire panel – which is a more sophisticated smoke detector but this panel is high on maintenance. We will need to attend on a weekly basis to check that the system is functioning correctly. NEVER cover the detectors with socks or plastic bags just so that you can smoke in the property. In the event of a real fire, the detector cannot warn you and save your life if it is covered up! Rather smoke outside..... or not at all.



## ANTI-SOCIAL BEHAVIOUR

Living away from home with other students is one of the formative experiences of university life. In addition to your studies, it's a time to make new friends and enjoy socialising. However, it's also important to respect the university environment and the wider community.

Houses of Multiple Occupation (HMO's) are very much on the radar of the police and the council and reports of anti-social behaviour are taken very seriously.

Any of the below-listed behaviours can result in actions taken against tenants, landlords and agents at these properties. The landlord could lose his HMO licence, both landlord and agent may be heavily fined and tenants can be evicted, prosecuted and even expelled from University.

Even if you are not involved in antisocial actions directly yourself, permitting the use of your residence for such events can leave you liable to warning notices from the Police and risk a criminal record and your place at University.

What constitutes anti-social behaviour?

- Violence or threatening violence.
- Hate crimes.
- Hosting noisy parties, having music or television turned up very loud or otherwise causing a noise disturbance.
- Offensive drunkenness.
- Intimidating or harassing other people.
- Use of the accommodation for unlawful purposes, such as selling or using drugs.
- Having unsightly rubbish, litter or discarded items left around the property and its exterior.

You can report anti-social behaviour by calling 101 or 999 if it is an emergency.

## CELLAR/BASEMENT

If your house has a basement that is not used as a bedroom, you are requested not to use this to area to store items (either your items or those items belonging to the house and especially not empty cartons or rubbish). Not only can this harbour pests, but it may also become damp and covered in mould as there is unlikely to be any heating in the cellar.

## ANIMALS AND PETS

We all love our pets but do pets belong in student accommodation? One could argue for and against keeping pets but unfortunately your tenancy agreement prohibits pets without prior consent from your landlord. Permission will not unreasonably be withheld and, if granted, may be withdrawn if there is evidence that the property is being damaged by the allowed pet.

## RENT

Your rent amounts and payment dates are set out in your tenancy agreement.

If, for any reason, your rent payment is not going to be on time, you must notify our accounts team at [myrentalaccount@nicholashumphreys.com](mailto:myrentalaccount@nicholashumphreys.com) of the reason for the lateness and the date you expect to make the payment.

You may be charged a late payment fee if we need to chase you and your guarantor for the rent.

You should set up a standing order through your bank to make regular rent payments. Please make sure that your standing order is cancelled at the end of the tenancy.



## UTILITIES

Unless your rent includes bills, you will be required to arrange payment for your electric, gas and water consumption.

You can arrange to pay these in one of two ways;

1. One person in the household sets up an account for each Gas, Electric and Water account. Charges are based on actual readings so you will likely need to provide the supplier with monthly readings. The bills will fluctuate according to the usage and is expected to increase in the winter months.
  - a. Pro's: It will cost less.

b. Con's: Not recommended for household with more than 3 members as the onus is on the registered account holder to settle the bills – regardless of whether they receive contributions from the rest of the household.

2. You jointly agree to use the services of a bill-splitting company wherein each member sets up their own account to pay for their portion of the utilities. In this option, you are not affected if any of the other members do not pay their bill. You can add broadband and a TV licence as an optional extra.

a. Pro's: No risk – no collecting monies from others. Fixed amount for the duration of the tenancy.

b. Con's: More costly than setting up your own bills. Broadband can be a lower spec than you need.

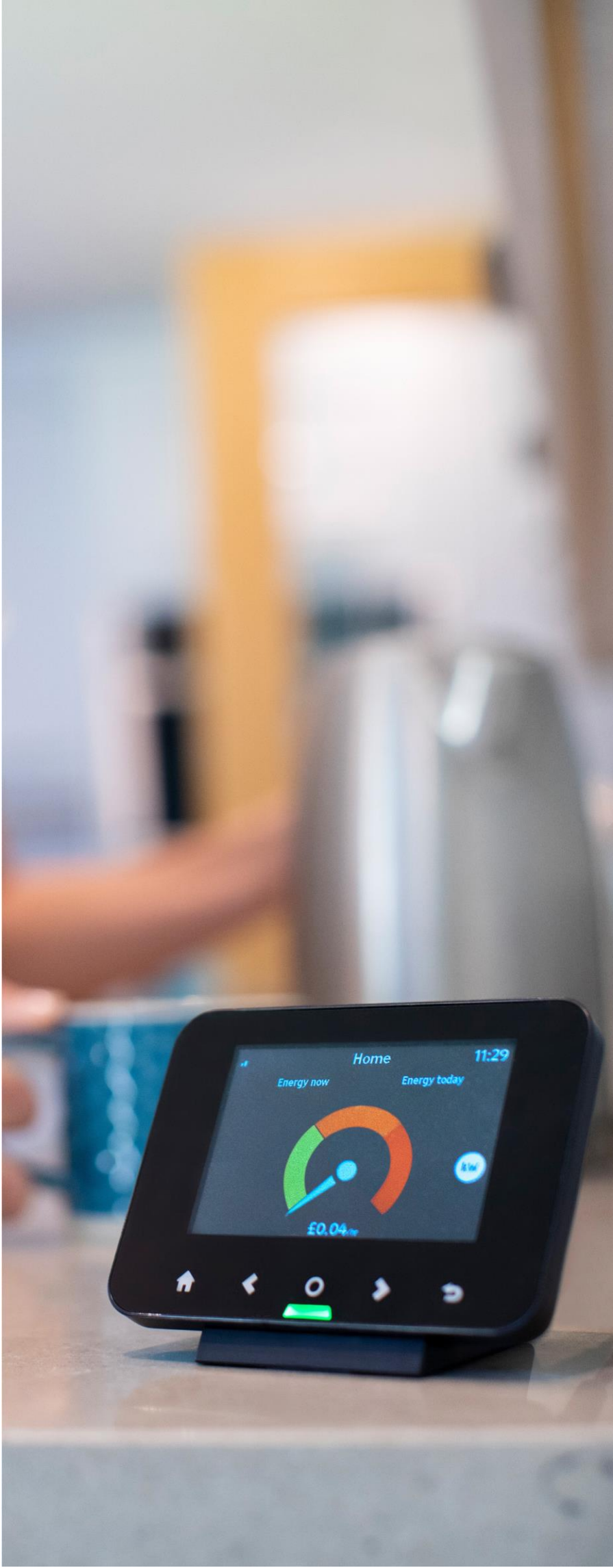
### METER READINGS

- Identify the location of your gas and electricity meters, bearing in mind that some are placed in the basement.
- Your inventory should have the meter readings for the day your tenancy commenced but it is advisable for you to check this and to make sure that your supplier uses this number as the start meter reading.
- If you have a "smart meter" then you can get the reading by doing the following;  
o Press 9 on the keypad. Your smart meter screen will show a series of letters: IMP KWH. You'll see 8 digits (e.g. 0001234.5) followed by kWh at the bottom right of the screen. This figure is your latest reading – if you're giving a reading to your energy provider, they only need the first 7 digits.

### COUNCIL TAX

Council Tax is an annual fee that your local council charges a household for the local services it provides, like emergency services, roads, rubbish collection and libraries. A household is exempt from council tax if it is only occupied by full-time students.

There are specific rules governing who is classed as a full time student.





An exemption only applies to students who are:

- Defined as full time by the University or who are studying 21 hours a week or more.
- A qualifying student, under 20 years, studying 12 hours or more a week.
- A foreign language student.
- A placement student.
- Full-time international students and spouses (a dwelling is exempt if it is the main residence of a student and spouse, provided the spouse is not a British citizen and he/she is prevented under immigration ruled from taking paid employment or claiming benefits).

Please Note: exemption is only valid for the duration of your course and a new certificate must be provided to your landlord or council each year.

If the property is exempt there will be no council tax charge, however you will need to prove your student status to the Local Authority to prevent being charged. Please be aware that if any member of the household is not a full-time student they will have to pay 75% of the total liability. If two or more members are not fulltime students, then full tax is payable.

## INVENTORY

Prior to the commencement of your tenancy, Nicholas Humphreys took a detailed inventory of your property. This provides all the items present at the commencement of your tenancy and their current condition. The report includes full photographs including any damages, stains, chips or burns on any of the furnishings.

This report will be sent to you via the Inventory Hive app to each member's email address. This should be checked and signed within 7 working days at which time the system will auto-accept on your behalf. You may state any discrepancies to the items if you disagree or which to add additional notes. You have the opportunity to upload your own photographs as evidence.

This document will form the basis of the condition of the property when you moved in and will be used as comparison at the end of the tenancy so that your deposit may be returned to you.

Disrepair and dirt may incur costs to rectify, a portion or the whole amount will be claimed from the total household deposit.



# KEEPING SAFE

Students are considered to be easy targets by the criminal gangs because you are perceived as “having lots of valuables and a relaxed attitude to security” according to The National Student (TNS).

**“FOR MANY STUDENTS IT’S THEIR FIRST TIME LIVING AWAY FROM HOME AND THEY’RE GENERALLY RELAXED ABOUT SECURITY AS THEY HAVE A LOT MORE GOING ON IN THEIR LIVES. THEY DON’T REALLY THINK ABOUT THE DETAILS SUCH AS PUTTING THE ALARM ON OR ENSURING ALL THE WINDOWS ARE CLOSE AND, IF THEY DO GET BURGLED, MANY STUDENTS DON’T KNOW THE SPECIFIC DETAILS ABOUT WHAT HAS BEEN TAKEN SUCH AS THE SERIAL NUMBERS OR PRODUCT DESCRIPTIONS. MANY STUDENTS DON’T BOTHER GETTING INSURANCE WHICH MAKES BURGLARY A BIG FINANCIAL BLOW...”**

- Always lock your doors and windows before leaving for university or work and going to bed.
- Use your alarm system if there is one fitted to the property.
- Keep keys away from windows and doors.
- Never hide spare house keys under mats or pot plants etc.
- Keep high value items, such as laptops and tablets, out of sight from windows on the ground floor.
- Stay alert when nearing your house – avoid chatting on your mobile phone or listening to music on your headphones, as this will distract you from your surroundings and prevent you from hearing any potential danger signs.
- Be cautious of sharing your travel plans on social media – criminals will know which house will be vacant.
- Make sure your mobile phone is charged when you go out,.
- Notify Nicholas Humphreys if your property is going to be vacant for an extended period.





## INSURANCE

The landlord of your property will have buildings insurance. Tenants are responsible for insuring their own personal belongings which we strongly advise you to take out. Your insurance should also cover accidental damage to the landlord's fixtures and furnishings.

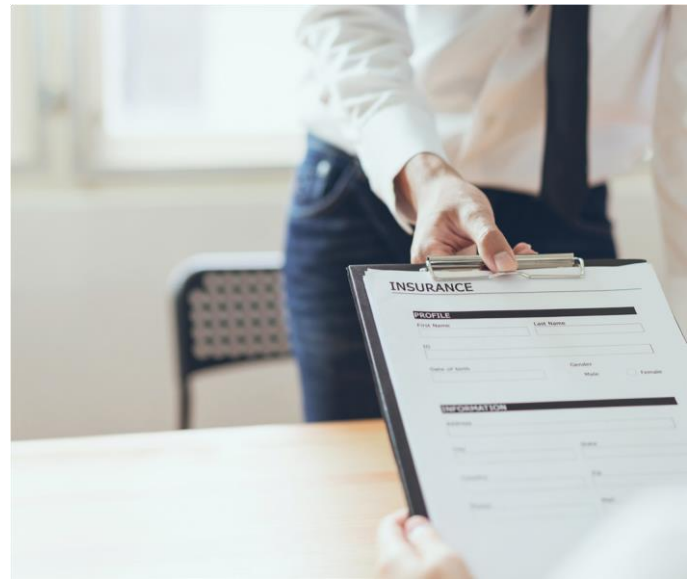
- Identify your belongings by writing down serial numbers and descriptions for all your valuables. SmartWater your valuables (which you can do for free) and take photos of your room so you can identify what has been taken if there is a burglary.
- Consider 'property marking' your valuables, as this makes this less desirable for criminals if the item is traceable by Police.

## FIRE SAFETY

At Nicholas Humphreys, we are very serious about fire safety and we urge all students familiarise themselves with fire safety best practice.

Living away from home, especially if it's for the first time, can be very exciting and it's easy to get caught up in student life and forget about fire safety. It's important to recognise that everyone has a responsibility when it comes to fire safety and it important you all know what to do in the event of a fire alarm activation.

Nobody is obliged to tackle a fire unless they can so without risk to their own safety.



### TAKE PRECAUTIONS

- Take time to agree a fire escape plan to make sure everyone is clear what to do in the event of an emergency.
- Always be aware of the location of the fire blanket or fire extinguisher (if provided).
- All doors in an HMO property are fire-retardant doors but these will only work if they are closed. Therefore, don't leave doors jammed open with a doorstopper when you are not present or when you are asleep.
- Never leave your cooking unattended.
- Test smoke detectors and CO2 alarms once a week.
- Never cover the smoke alarms located within your house (it is a criminal offense to do so).
- Always make sure you turn off your straighteners, hair curlers, irons and cooking equipment once you have finished with them.
- Smoking cigarettes, burning candles, incense sticks and oil burners is not permitted.
- Keep hallways and communal passageways clear of any furniture, bicycles, trash or clutter- these may impede your escape in the event of an emergency.
- Do not bring electric heaters into the property.

### IN CASE OF A FIRE

- Stay calm.
- Tell everyone in the house.
- Unless otherwise explicitly stated by a 'Stay put policy,' exit the building as quickly as possible via the closest exit.
- If possible, close doors behind you as you exit to delay the spread of fire and smoke.
- Find somewhere safe near the building while you wait for fire services to arrive.
- Call the emergency services on 999.
- Give the 999 operator: your full address, details of building on fire, for example, a two-storey house, AND details of anyone still trapped in the building and the room they are in.



# USEFUL INFORMATION

## MENTAL HEALTH

These are challenging times and more than ever we need to open-up the conversation around mental health and access support if we need it. If you find that you are feeling very distressed and the pressures upon you seem overwhelming, you may start to experience a sense that things cannot get better. People do sometimes experience thoughts that life is not worth living and can think about or start to consider suicide.

If you are feeling like this and feel you may not be able to keep yourself safe, then it is time to get immediate help as there will be a way that things can get better.



A&E / 999 immediate help: A&E are available for health crises including those related to mental health. A&E departments across the UK have a dedicated mental health team. It can feel quite daunting going to A&E, but the mental health staff there will give you time to talk through your difficulties and will aim to find a plan that will work for you. Please do not hesitate to contact A&E if you feel like you are at immediate risk - call 999 or attend A&E.

## ALCOHOL AND DRUG AWARENESS

<https://www.youngminds.org.uk/young-person/coping-with-life/drugs-and-alcohol/>

## OTHER HELPLINES

- Health Assured 24/7 Helpline: Freephone 0800 028 3766
- The Samaritans 24/7 Helpline: Freephone 116 123 to talk confidentially about any problem, however big or small. Also available online [www.samaritans.org](http://www.samaritans.org)
- Papyrus Helpline: Freephone 0800 068 4141 (9am - midnight)
- SOS Silence of Suicide: Freephone 0300 102 0505
- Shout is a 24/7 text service for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help. TEXT Shout to 85258
- Student Minds is available online <https://www.studentminds.org.uk/>

## BULLYING AND HARASSMENT

Going to university is a big deal and can be exciting as well as nerve-racking. It is a unique experience for many students as they move away from home, learn to become independent and develop necessary life skills.

Unfortunately, there are bullies in every walk of life and being at the receiving end of bullies can cause emotional stress, anxious, trapped, unhappy, nervous, isolated and withdrawn. This can result in behaviours such as dropping out of the course, depression, risky behaviours, self-harm, turning to substances such as drugs or alcohol, aggressive or violent behaviour.

How a person responds to the bullying is often not a reflection of how they feel inside and some of these emotions can scar them for the rest of their life.

If you know anyone else who is suffering with these issues, then we urge you to share the following numbers with them too.

- |   |               |
|---|---------------|
| • Anti-Prejudice/Bullying- Ditch the Label      | 01273 201129  |
| • BullyBusters                                  | 0800 169 6928 |
| • Bullying UK                                   | 0808 800 2222 |
| • Cyberbullying Help- The Cybersmile Foundation | 02035 983 898 |



# END OF TENANCY

You may have elected to remain in the property for a further 12 months, in which case the below details will apply at that stage. For those who are moving out, here is a guide to help you with the procedures;

1. The LAST date you can move out is stated on your tenancy agreement. Invariably, there are new tenants moving in to the property the day after your tenancy ends so it is important that the property is vacant.

2. When you move out, you must return the property to the condition that the property was in when you took possession of it. There will be an allowance for fair wear and tear, however the property must be left in the same clean and tidy state that you found it when you moved in.
3. All your personal belongings and rubbish must be removed. Failure to do so will incur additional costs by our contractors for removal and disposal.
4. Start clearing your house at least 2 weeks prior to move-out date so that you can empty the wheelie bins. Do not contaminate the recycling bins – a contractor will charge you to sort out the bin so that the Council will empty it.
5. Ensure all windows and door are locked and secured. Should any door or window not be lockable – please notify Nicholas Humphreys before moving out so that it can be repaired

## **GENERAL HOUSEKEEPING**

Please ensure the following is done to avoid any deposit deductions:

- All fridges and freezers are left empty, clean, defrosted and with the door open. Failure to do so will result in a deduction in your deposit.

## **DAMAGE TO WALLS**

We appreciate that you may want to hang a picture in your bedroom, and are more than happy for you to proceed with this with prior written consent to us, if the nail is drilled causing minimal damage and hung in a respectful position. You should contact your property manager if you are unsure. You are prohibited from using Blu-Tac, Sellotape, adhesive, or their equivalents for hanging up photos, posters etc. Blue-Tac causes damage to paintwork and leaves oil residue. If you fail to oblige please expect a deduction from your deposit.

## **DAMAGE TO MATTRESSES**

You will have been provided with a mattress protector, this is to ensure no damage, tears or stains are caused to the mattress. If the mattress is damaged and you have decided to not use the protector, you will be charged for a like for like replacement of the mattress.

## **MAIL**

We cannot guarantee the safe return of any post or packages after you vacate.

## **DEPOSIT RELEASE**

When it comes to your damage deposit you may be confused as to what would result in a deduction being made. We expect the property to be handed back in the same condition that you as the resident received it. This is of course excluding fair wear and tear. We appreciate that things can happen during a tenancy and everything has a life. However, if something has been broken then this would be classed as damage and would consequently be deducted from your deposit.

Equally, damage such as nail varnish spills on carpet, scratching on flooring or iron burns that have occurred due to negligence. A compensation contribution will be proposed against your deposit. General housekeeping points noted previously should also be adhered to, and if not, will result in a deposit deduction for the price of any corrective work done to restore the property to its original state.



# IN CASE OF A FIRE



A FIRE ALARM DETECTION SYSTEM IS FITTED IN THIS BUILDING TO HELP ENSURE THE SAFETY OF RESIDENTS AND VISITORS.

- ➔ If you discover a fire, raise the alarm and call 999, unless the alarm sounds briefly at the pre-arranged test time.

## TREAT ALL ALARMS AS AN INDICATION OF A FIRE!

- ➔ Leave the building by the nearest exit
- ➔ Do NOT stop to collect belongings
- ➔ Close doors and windows behind you if safe to do so
- ➔ Close the door to the property but do NOT lock
- ➔ Assemble in the street outside the property and account for other residents making use of your mobile phones to establish their whereabouts
- ➔ Unless confirmed by others, that it has been done, dial 999 for the fire & rescue service
- ➔ IF YOU SUSPECT SOMEONE IS STILL IN THE BUILDING INFORM THE EMERGENCY SERVICES
- ➔ NEVER go back into the building unless it has been confirmed safe to do so
- ➔ Do NOT silence or reset the alarm unless you are absolutely sure there is no fire
- ➔ Report all fire alarm activations to management

**NOTE: IT IS A CRIMINAL OFFENCE TO TAMPER OR OTHERWISE DISABLE ANY PART OF THE FIRE ALARM SYSTEM.**

## FIRE PREVENTION

- ➔ NEVER WEDGE OPEN FIRE DOORS
- ➔ NEVER smoke in the house
- ➔ There are NO portable heaters allowed in the house without a safety check
- ➔ NO candles or incense burners
- ➔ NEVER obstruct escape routes, please keep clear at all times
- ➔ Always turn off appliances in your room when you leave i.e. hair straighteners
- ➔ NEVER leave cooking unattended
- ➔ NEVER leave the washing machine/dryer on at night whilst sleeping
- ➔ NEVER store combustible items on top of, or next to electrical appliances
- ➔ NEVER hang any items (such as coat hooks) on or over the fire doors
- ➔ NEVER store bicycles or any other items in hallways or any escape routes

