

Welcome to your New Home!

We are committed to ensuring your tenancy is as smooth and comfortable as possible. This guide outlines important standards, expectations, and procedures to help you maintain the property and understand your responsibilities.

Please read this document carefully, as it forms part of your tenancy agreement.

A signed copy of this guide must be returned before the keys are handed over.

OUR CONTACT INFORMATION

42 Piccadilly, Stoke on Trent, ST1 1EG

01782 898 153

stoke@nicholashumphreys.com





GENERAL RESPONSIBILITIES

Alterations

You are not permitted to redecorate or make structural changes to the property. Charges may apply for unauthorised alterations.

Noise

Please respect your neighbors by keeping noise levels down between 9 p.m. and 7 a.m.

Damage

Any damages to furniture, fixtures, or the property must be reported to the managing agent immediately using our maintenance portal.

Refer to your maintenance manual for further information.

You will be responsible for repair costs caused by negligence or misuse.

End of Tenancy

For information on our end of tenancy process and what to expect please refer to our [move out manual](#).

IMPORTANT INFORMATION

Your property manager is here to support you, so please don't hesitate to reach out with any questions or concerns during your tenancy.

CLEANLINESS AND MAINTENANCE

Bathrooms

Keep bathrooms clean and well-ventilated to prevent mold and mildew. Only toilet paper should be flushed—no wipes or sanitary products. Report blockages immediately you be charged to resolve an issue of a blocked toilet if found to be as a result of miss-use.

Kitchens

Maintain cleanliness in the kitchen to avoid pests. Ensure food is stored properly, bins are emptied regularly, and surfaces are cleaned after use.

Rubbish and Recycling

Follow local council guidelines for waste disposal. Check on your local council's website for collection schedules and instructions for separating recyclables. Ensure bins are not overfilled and do not cross-contaminate recycling bins. Incorrect disposal may result in fines that will be passed on to tenants. If rubbish removal is required due to negligence, a minimum charge of £50 will apply.

[Stoke-on-trent Council](#)
[Newcastle City Council](#)

Common Areas

Communal areas must remain clean and tidy for access during inspections and maintenance visits.



COUNCIL TAX AND UTILITIES

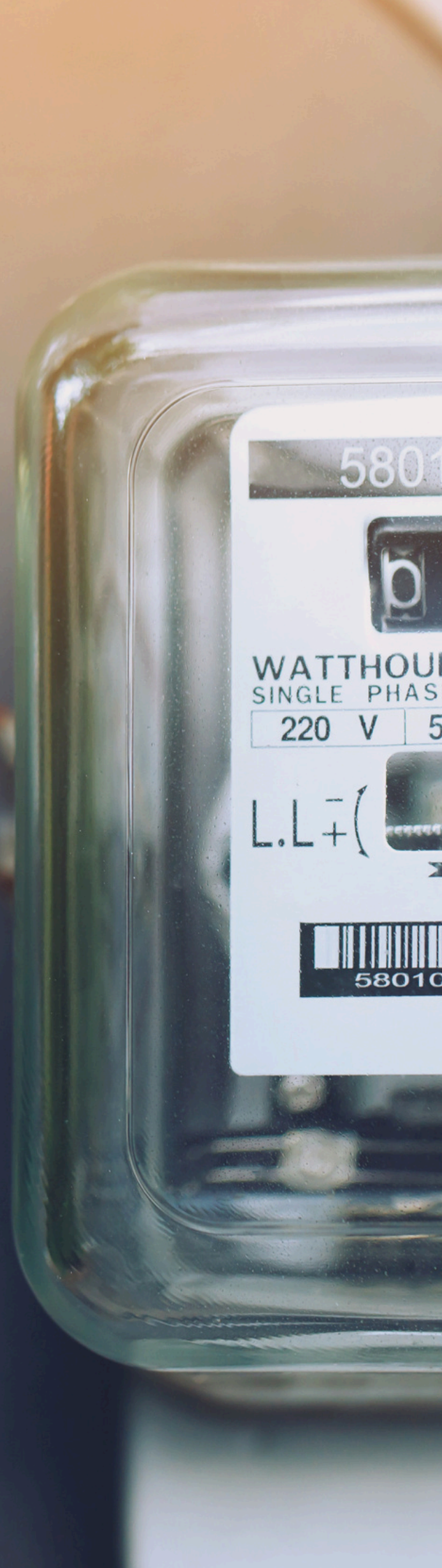
Council Tax

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.

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.

Utilities

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



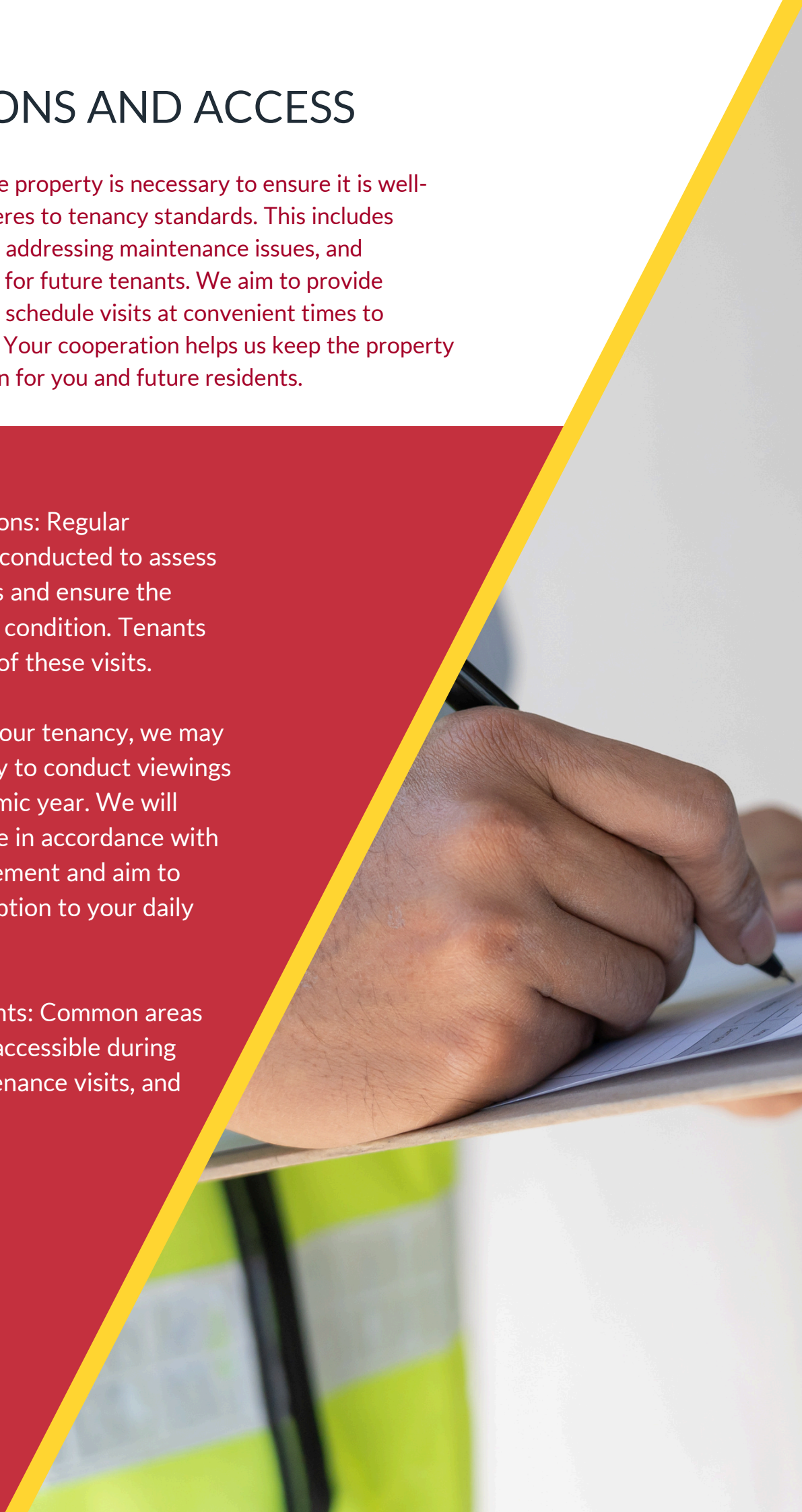
INSPECTIONS AND ACCESS

Regular access to the property is necessary to ensure it is well-maintained and adheres to tenancy standards. This includes periodic inspections, addressing maintenance issues, and conducting viewings for future tenants. We aim to provide sufficient notice and schedule visits at convenient times to minimize disruption. Your cooperation helps us keep the property in excellent condition for you and future residents.

Mid-Term Inspections: Regular inspections will be conducted to assess maintenance needs and ensure the property is in good condition. Tenants will receive notice of these visits.

Viewings: During your tenancy, we may access the property to conduct viewings for the next academic year. We will provide prior notice in accordance with your tenancy agreement and aim to minimise any disruption to your daily routine.

Access Requirements: Common areas must be clear and accessible during inspections, maintenance visits, and viewings.





SAFETY

Fire Safety

Keep fire exits, basements and escape routes clear, and ensure extinguishers and smoke alarms are in working order. Fire doors must remain closed at all times and hanging items on fire doors is prohibited. Do not tamper with safety equipment. Candles, naked flames and incense burners are not permitted. Do not store combustible items near or on electrical appliances.

Electrical Safety

E-bikes and e-scooters must be stored securely outside the property to mitigate fire risks. Use electrical appliances responsibly, switch off when not in use and avoid overloading sockets, as this can pose a serious fire hazard. Ensure plugs and extension cords are used according to the manufacturer's guidelines.

Smoking and Vaping

Smoking or vaping inside the property is prohibited. Any nicotine damage will result in charges for cleaning and redecorating.

IMPORTANT INFORMATION

Your safety is our top priority. Please report any hazards, faulty equipment, or other safety concerns immediately so they can be addressed without delay.

IN CASE OF 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

IMPORTANT INFORMATION

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

ANTI-SOCIAL BEHAVIOUR

At Nicholas Humphreys, we are committed to promoting respectful and peaceful communities for all our tenants. Below is an overview of how we handle complaints related to anti-social behaviour (ASB) in our managed properties, our full policy can be found in your tenancy agreement.

Reporting and Investigating Complaints

When we receive an ASB complaint, we will assess the nature and accuracy of the report. Record the complaint if it is deemed reasonable and not malicious. Investigate how the issue relates to the property and those residing there.

If the complaint is upheld: Tenants involved will be contacted via email or in person (by the Property Manager, Office Manager, or Director depending on the severity). If the issue involves criminal behaviour or safeguarding concerns, we will report it to the appropriate authorities (e.g. Police, Council, or Social Services).

Tenant Responsibilities

Tenants are required to respond to the complaint within 7 days of receiving notification. Responses must be submitted in writing or via email.

Outcomes Following a Tenant Response

If the tenant acknowledges the issue and agrees to prevent recurrence, the matter will be recorded and closed unless repeated. Serious or repeated incidents may result in: Referral to relevant authorities (e.g. Police, Council, University) Legal action, including a Section 8 notice under the Housing Act 1988 & 1996, Non-renewal of the tenancy agreement.

Bullying and Harrassment

All tenants have the right to feel safe, respected, and included in their homes. Bullying, harassment, or intimidation—whether verbal, physical, online, or in person—can have serious consequences.

For additional help and support, you can also contact:

- Ditch the Label (Anti-Bullying Support) – 01273 201129
- BullyBusters – 0800 169 6928
- Bullying UK – 0808 800 2222
- The Cybersmile Foundation (Cyberbullying) – 0203 598 3898

IMPORTANT INFORMATION

As a tenant, you have a responsibility to behave respectfully and considerately within your community. If you have any concerns or need to report an incident, contact your Property Manager as soon as possible.

KEYS AND SECURITY

Key Management

Do not label your keys with the property address. Lost keys must be reported immediately. Lost external door keys will require a lock change. Replacement keys and locks will incur a fee.

Security

Ensure doors and windows are locked when leaving the property. Unauthorised subletting or commercial activities (e.g., crypto mining) are not permitted.

Lost Property

Tenants are responsible for ensuring the property is secure at all times. The landlord or managing agent will not be held liable for any loss of personal belongings due to negligence, such as leaving doors or windows unlocked.

Preventative Measures

Use any provided locks, alarms, or other security measures effectively to safeguard the property and its contents. Notify the property manager immediately if any security device is not functioning correctly.





RENT

Payment Amounts

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

Making Payments

Payments must be made on time using the correct reference code.

Each tenant / tenancy has an individual reference code to ensure we can allocate your rents correctly. This code is displayed on your invoice.

Rent Queries

We have a dedicated accounts officer who will be happy to help with your rent queries.

Please email -
myrentalaccount@nicholashumphreys.com

IMPORTANT INFORMATION

Timely rent payments are expected and will help you avoid late fees, potential legal action, and damage to your credit history.