



Your Property, Our Passion

# STUDENT GUIDE

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Your Property, Our Passion

## Hello and welcome to your new home for this student year.

This student guide was designed to assist you during your tenancy, please ensure this is stored in a safe place along with all other important information relating to your tenancy.

You would have been provided with all the required safety certificates, along with a copy of your Tenancy Agreement, check in inventory and deposit information.

Hopefully your move into your new property goes smoothly and there are no issues, however if you do have any non-urgent maintenance issues to report, please do so by using the link below

<https://www.reedresidential.co.uk/maintenancerequest.aspx>

Alternatively, you can contact the office on 01702 606888, and speak to the following property manager, depending on your area

Nottingham - Holly Tansley – [holly@reedresidential.co.uk](mailto:holly@reedresidential.co.uk), 07503076900

Birmingham – Elle Marino – [elle@reedresidential.co.uk](mailto:elle@reedresidential.co.uk), 07388193037

Please note, the mobile numbers listed above are only to be used in an emergency and is a message/WhatsApp only service for out of office hours. If you attempt to make contact on these numbers during Monday – Friday 08:30am – 17:30pm, your call/message will remain unanswered, and you will be required to contact the office.

We wish you all the best with your forthcoming studies and look forward to assisting you during your tenancy.

All the best from Reed Residential





## What to do at the start of your tenancy.

### Council Tax

You must supply the council with your university information, including student identification, student number and the course you are studying in order to apply for a council tax exemption. This is required to prove that you are a full-time student and entitled to the exemption. As the tenant, this is your responsibility to ensure the evidence is provided, if you do not do this you may be liable for council tax on the property for the duration of your tenancy. We understand that whilst you study, you may have limitations on your financial income so applying for this exemption will be a real help for you and will keep your outgoings low.

If any of your tenancy group are not students, or leave their university course, a percentage of the exemption will be lifted, and a charge applied. If this happens, please contact the council for amounts and discuss with your tenancy group how this will be handled.

### Rubbish

Please ensure that all rubbish is disposed of correctly, using bins provided. Furniture and/or bulky items will not be collected unless prior arrangement are made with the council. If your rubbish is put out to early you could incur a fine.

If you are unsure of your collection dates, please ask a neighbour or visit your council website for further information

**Nottingham City Council** - <https://www.nottinghamcity.gov.uk/bins>

**Birmingham City Council** - [https://www.birmingham.gov.uk/info/20009/waste\\_and\\_recycling](https://www.birmingham.gov.uk/info/20009/waste_and_recycling)

### Utilities

Your property manager should have information on record relating to the energy provider at your new property. You do have the option to change to a different supplier, however you are not permitted to have the meters changed. If you wish to have a smart meter installed, please discuss this with your property manager. Once you have moved into the property, you will need to contact the supplier and set up an account, you will need to confirm your details, the date you moved in and meter readings (these will be provided to you on the check in information). It is your responsibility to provide the supplier with regular meter readings to ensure your charges are correct.

If you are bills included within your tenancy, the utilities will already be set up and ready to go.

### Inventory

Along with all your paperwork you will have received an inventory containing a description of the property prior to your move in along with images. You will have 7 days to check through this document and send it back to us with any amendments. If we do not receive this back within the 7 days, we shall assume that its contents are correct, and you agree to the condition detailed in the inventory.





## What to do at the start of your tenancy....cont.

### Insurance

It is important that you ensure all your personal belongings are insured against damage, theft etc. Unfortunately, the landlord cannot be held responsible if your belongings get damaged. You can find competitive prices on the internet via comparison sites.

### Rent

On the day of your move in, you will have paid your first months rent, going forward, please ensure that a standing order is set up using the banking information below. You will need to set this up 3 days before your rent due date to ensure it reaches us in time.

Barclays Bank  
Reed Residential  
Sort Code: 207409  
Account Number: 90849553  
Ref: property address/surname

### Post

Please make sure you redirect your post to your new address, you can visit [www.royalmail.com/personal/receiving-mail/redirection](http://www.royalmail.com/personal/receiving-mail/redirection) for further information on this. If you receive post for a previous tenant, please write 'no longer at this address' and put back in a post box.

### Car Park

If your property comes with off-street parking, please make sure that you have discussed parking permits with your property manager if you need one. Due to the location of some of our properties, we do have a clamping company that operates in selective areas and if a valid permit is not on display, you could be clamped and fined for unauthorised parking.





## During your tenancy

### Maintenance

It is essential that you log any maintenance issues as soon as they occur by using our online system <https://www.reedresidential.co.uk/maintenancerequest.aspx> Once you have logged the issue, we will organise a repair as soon as we can, the waiting time for maintenance may vary due to the nature of the problem. On occasion the maintenance engineer may have to order parts, or we as the agent could be waiting for authorization from the landlord. When we do arrange for an engineer to attend, they will contact the tenant who reported the issue to arrange a convenient appointment to attend. Please make sure this information is communicated between you all. If no one is available for the appointment, we may be able to supply the engineer with a set of management keys if you authorise this.

### Heating

If you are unsure about how your heating system works, please call us. Normally radiators have their own thermostatic controls which set the temperature for each room. It is a good idea to set that at a medium temperature. If you have electric storage heaters in your property, this build up the heat of an evening and the heat is slowly released throughout the day. Please make sure that the heaters are switched on at the wall and set to the required temperature to ensure this system runs throughout the night.

### Fire Safety

Fire safety is very important, and your landlords often spend large amounts of money making sure your home is safe, but you also have obligations to yourself and others.

- There are smoke and heat detectors in your property, some of them will be linked to the mains, others supplied with batteries. These alarms are checked on an annual basis, but it is important that you check them yourselves.
- Only replace batteries if the detector starts to beep, it is unlawful to disconnect any fire safety device.
- Many houses have fire doors fitted to help slow the spread of fire, you must not wedge these doors open or leave any belongings or furniture in the way of a fire escape.
- You should make sure you know how to use a fire blanket and/or extinguisher. Never use these items if you will be putting yourself at risk. If in doubt evacuate and dial 999 for the fire brigade.





## During your tenancy... Cont.

### Security

You will be provided with keys on your move in day, you are responsible for these and if you lose them or lock yourself out, you will be liable for any costs incurred. Window keys are not usually provided as these are easily lost. Please call us if you wish to discuss this. Make sure when you leave your property that all windows are closed and any doors double locked where possible. Do not leave valuables on display. Students will be the target of thieves due to the amount of time they can spend away from home. Make sure your property looks lived in, if necessary, put some lamps on a timer when you are away from the property.

### Decorating

If you wish to decorate your property you must obtain written permission from us first. If permission is granted you should ensure that any colours used are neutral and that any painting is completed to a professional standard. If any of the fittings, furnishings or carpets are damaged, you may have to pay for repair works. Please do not use Blue-tac or any adhesives to stick anything to the walls as these contain oils that mark the walls. You will be liable for any cost incurred in removing the oils and repainting the walls.

### Household Hygiene

You have responsibilities to each other as housemates to keep the property clean and tidy, you will also prevent any rodents if you maintain a clean house. It will also make the move out process a whole lot easier as you will have kept on top of the cleaning so won't have much to tackle. You are also responsible for cleaning drains and shower heads/taps etc. where limescale or blockages can build up.

### Drains

If you put fat or food residue down your drains, they will quickly become blocked, and you may have to clear this by hand. If you are unable to do so and require the attendance of a contractor, you may be liable to cover these costs. Similarly, toilets are not designed to dispose of sanitary items so please do not flush them.

### Washing Machine/Dryers

If you leave things in the pockets of clothes that you wash like coins, hairpins, tissue, these may cause blockages in your washing machine/dryer and cause them to stop working so please check all items of clothing before washing and make sure you check and clean any filters when necessary.





## Miscellaneous

### Responsibilities

The responsibilities of you as the tenants and those of your landlords are detailed in your tenancy, so please make sure you have read through this and understand the clauses and conditions involved.

### Deposit/Vacating

Under new legislation your deposit must be protected under one of the three government approved schemes, hopefully this will lead to less disputes and the use of independent arbitration services. All of our deposits are registered through the TDS (Tenancy Deposit Service), you will receive a registration certificate. If you do not receive this, please contact the office. We do not want to make any deduction from your deposit at the end of the Tenancy so please help to prevent this by follow the rules below.

1. Do not attach anything to walls
2. Ensure the property is thoroughly cleaned, this includes skirtings, windows and frames, floors and appliances in the kitchen
3. Try to avoid causing any scuffs above fair wear and tear on the walls
4. Do not smoke inside the property
5. Avoid spillages on any soft furnishings
6. Do not pin/attach things to the ceilings
7. Smoke alarms are not to be covered.
8. Use mattress protectors on your bed
9. Don't overload wardrobes/ chest of drawers
10. Ventilate bedrooms to avoid condensation build up
11. Wet washing is not to be hung to dry within the property, this increases the moisture content in the property and mould could appear. If it does you need to take steps to clean this off and prevent it returning.
12. Most importantly, you must make sure all sets of keys are returned to our local agent or a staff member and a receipt received for each individual set returned. If keys are missing and you are unable to provide evidence that they have been returned, you could be held liable for replacement keys and/or lock change.





## FREQUENTLY ASKED QUESTIONS

### ***I have locked myself out of my property/lost my keys, what should I do?***

As the tenant it is your responsibility to ensure you look after the keys to your property. If Reed, or one of our local offices, do not have a spare key for you use or it is a time that we cannot access the office, unfortunately you will be responsible for covering the cost for a locksmith/replacement key. We can provide you with details of a locksmith in your local area.

### ***I am unable to pay my rent, or can only make part payment - how can I deal with this?***

The best advice we can offer you as a tenant who may be financially struggling, is to contact your designated property manager (as detailed at the foot of this information) to discuss this. We are here to assist you in any way possible and if you need more time, need to change your rent payment date, or need to set up a payment plan, we can certainly talk this through with you. You can always email your designated property manager if you feel a little unsure about calling us.

### ***What do I do in the event of an emergency?***

Below we have detailed what we feel is acceptable to be classed as an emergency, (if any issues below occur during office hours, please call 01702 606888)

#### **We consider an emergency as -**

**Flood/fire/death/break in** – you will need to call the emergency services.

**Electricity outage in your property** – Prior to you contacting your property manager, please ensure you have checked via the internet to see if there is a power outage in your area. You will then need to check the fuse board to ensure that none of your appliances have tripped the electrics. If all appears to be ok, please contact your property manager (detailed below). If you have a loss of electric of an evening or weekend, when the next day is a working day, your issue will be dealt with on the next working day.

**Boiler not working** – You must ensure that before you call you property manager to report a faulty boiler that you have checked that you have sufficient gas and electric available. If you run out of gas/electric and the boiler switched off due to this, you will be responsible for resetting the boiler as the boiler has likely 'locked out'. If a manual has not been provided to you, this can be easily downloaded via the internet. If this is not the cause of the problem, please report any fault codes to your property manager so they can arrange for a qualified engineer to attend. As above, if the issue is reported out of hours and the next day is a working day, your issue will be actioned on the next working day.

**Gas leak** – if you smell gas, please call National grid on 0800 111 999, they will send round a gas engineer to locate the source of the leak. They will be able to provide a report to you that we require a copy of in order to arrange for a repair if necessary.

**Roof Leak** – we expect you to assess the situation and attempt to help with minimising damage to the property/furnishings. If you have water pouring through due to heavy rain, please remove any items that may get damaged from the area and put down buckets to help catch the water. Please also ensure that you do not put yourself or others in the property at risk and stay away from the area in case the water causes the ceiling to collapse. As you can appreciate, a roofer will not get on the roof to inspect until it is safe to do so, so please report it within office hours to your property manager who will monitor the situation and keep you updated.





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**If the landlord is responsible for rectifying any issues above, we aim to get emergencies completed within 48 hours (please consider, parts maybe required which may delay the repair)**

How long will my maintenance issue take to get sorted?

Maintenance can be reported using the link below – (Please be aware we are no longer taking maintenance reports over the telephone)

<https://www.reedresidential.co.uk/maintenancerequest.aspx>

**We like to give our tenants reasonable expectations as to what they can expect from us, below is a guide in order of priority and some examples of maintenance reports, this is a guide**

#### **PRIORITY ONE – WHAT WE CONSIDER TO BE AN EMERGENCY**

**Any issues outlined above, we aim to rectify within 48 hours however this can change on contractor schedules or with recent COVID enforced changes access to property.**

#### **PRIORITY TWO – 7 to 10 DAYS**

**Oven or hob** – if your oven or hob breaks down and you have access to other cooking facilities, this will take a little longer to action as investigation and quotes may be required.

**Water leaking through to the flat below-** if your neighbour has reported that an appliance or pipe is leaking into their property underneath, please attempt to locate the source of the leak. If it turns out to be an appliance, please refrain from using it until it is repaired (only if appliance is included within the rental. If the appliance belongs to you, you will be responsible for sorting). If there is a bath/shower waste leaking, again please do not use until a repair is completed. If there is a major water leak, from a burst pipe for example, please try and locate the stop cock to turn the water off to your property, failing this please call us and the fire brigade who will be able to offer assistance.

**Washing Machine/fridge-freezer repair** – This will only be actioned if the landlord is responsible for the appliance.

**Light Fittings** – if other light source is available, we aim to repair/replace within this time frame

**Electric showers** – if other washing facilities are available, we aim to repair/replace within this time frame

**Pests** – As per your tenancy agreement, you will be required to attempt to eradicate the pests, if you are unsuccessful are trying multiple times and there appears to be an infestation, we shall arrange for a pest control contractor to attend.

Blocked drains

#### **PRIORITY THREE – UP TO 30 DAYS**

**Suspected damp/mold/condensation build up** – If you believe you have a damp/mold build up please ensure you are correctly ventilating and heating the property. You should not have heavy bulky furniture pressed up against walls, a small gap should be left to allow airflow etc. If this appears to be an ongoing issue and you have followed the condensation guidance, we can arrange to send a specialist to assess the cause.

**Smoke/Co2 alarm beeping** – you will be required as the tenant to replace the batteries if necessary

**Guttering leaking/broken**

**Fence panels broken/blown down**





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***How do I give notice?***

If you are in a fixed term tenancy, your notice will need to expire on the last day of your tenancy agreement and you will be required to give one months' notice in writing. You may have a 6-month break clause in your Tenancy Agreement, so please feel free to call your property manager to discuss.

***How do I find out my energy supplier?***

Information should be available on your inventory if we have been provided this by a previous tenant. Failing that, there are multiple search engines available that will provide you with this information once you insert your new address.

Please find below contact information for our property managers, please note the contact number is an emergency message service only for out of office hours. If you attempt to make contact on this number during Monday – Friday 8:30am-17:30pm, your call/message will remain unanswered. Please contact the office on 01702 606888.

Haley Green – Property Manager for properties within the SS0, SS1 & SS2 postcode – 07824447910  
[haley@reedresidential.co.uk](mailto:haley@reedresidential.co.uk)

Holly Tansley – Property Manager for student properties in Nottingham – 07503076900  
[holly@reedresidential.co.uk](mailto:holly@reedresidential.co.uk)

Elle Marino – Property Manager for student properties in Birmingham – 07388193037  
[ellemarino@reedresidential.co.uk](mailto:ellemarino@reedresidential.co.uk)

Sasha Green – Property Manager for all other non-student properties outside the above areas – 07584953850  
[sasha@reedresidential.co.uk](mailto:sasha@reedresidential.co.uk)

