

Property Management Service



Terms & Conditions 2016-17

**Accommodation Service
Student Services
Newcastle University
King's Gate
Newcastle upon Tyne
NE1 7RU**

Telephone: 0191 208 3333 International +44 (0)191 208 3333
<https://my.ncl.ac.uk/students/contact>

Welcome

This Handbook contains useful information about your accommodation and forms part of your Tenancy Agreement. Please read it, as it should help you understand what you can expect and what will be expected of you. If you need any further assistance, please do not hesitate to contact us.

We hope you enjoy living in one of our managed properties.

In all cases:

- * *Rent is payable to "Newcastle University"*
- * *All repairs and all other queries regarding the tenancy should be directed to the University Accommodation Service*

NUstudenthomes tenancies are for a fixed term period. This means that there is no notice period in your agreement and you will not be released from your contract. Equally the University cannot terminate your agreement during the period of the tenancy, other than in the event of a breach of one or more of the conditions.

Spokesperson

You will be asked to nominate one of your group to be a spokesperson. This individual will be responsible for liaising directly with the Accommodation Service on behalf of all the occupiers of the property in relation to all matters arising during the tenancy. This will include responsibility for circulating any correspondence from the University to the group and ensuring that any correspondence for the owner is forwarded to this office. The spokesperson will also be responsible for reporting repairs and updating the Accommodation Service on any changes to the property's contact telephone number, alarm code or utility suppliers.

Nominated Bill Payer for Utility Supplies

Although you are jointly responsible for the payment of Utility Bills (gas/electricity) one person should be responsible for arranging the account with the supplier. This person's name will be given to the outgoing tenants to give to the Utility Supplier.

The University reserves the right to pass on contact details/home address of all tenants.

CONTENTS

1	Welcome
1	Spokesperson
1	Nominated Bill Payer
2	Start Of Tenancy
2	What is provided in your property
2	Arrival and Key Collection
2	Council Tax
2	Deposits
2	Gas, Electricity
3	Telephone/Internet
3	Insurance
3	Inventory
3	Televisions/Licences
3	Water Rates
3	During Your Tenancy
3	Bathroom and Showers
4	Mattress Protector
4	Bicycles
4	Cleaning
4	Dampness and Condensation
4	Disputes in Shared Households
4	Re-letting Your Room
4	Fire Safety
5	Fire Prevention
5	Electrical Adaptors
5	Internal Locks
5	Lock-outs
5	Noise and Behaviour
5	Illegal Substances
6	Firearms
6	Parking
6	Painting and Decorating
6	Posters and Cards
6	Property Inspection
6	Rent
6	Repairs
7	Out of Hours Emergency Repairs
7	Access for Repairs
7	Security and Insurance
7	Washing Machines/Dryers
7	Avoiding Damage to Carpets
7	Accidents
8	End of Tenancy
8	Cleaning
8	Furniture
8	Key Return
8	Mail Redirection
8	Utilities
8	Digi/Wireless Routers & similar
8	Possessions Left in Property
9	Useful Contact Directory
10	Exemplar Fines
10	Staff Contact Details
11	Customer Care Promise

START OF TENANCY

At the commencement of tenancy you will be emailed instructions on how to report a repair and other useful literature and in a separate email sent a copy of your inventory and CP12 gas certificate. A paper copy will also be included in the Welcome Pack which is given to the first tenant to collect their key at King's Gate.

What is provided in your property?

All properties are furnished and are equipped, as a minimum, with a cooker, fridge/freezer and washing machine. Most will have microwaves, some may have a tumble dryer, washer/dryer, or dishwasher. You will be expected to provide your own bedding, crockery, kitchen utensils, desk lamps, kettles, toasters and vacuum cleaners. The Accommodation Service now has a policy not to supply vacuum cleaners in our managed properties, therefore if there is a vacuum cleaner in your property when you move in it will not be replaced should it break during your tenancy.

Arrival and Key Collection

You are each responsible for the collection of your own set of keys from the Accommodation Service. Keys will be available for collection from 12 noon from the 1st day of the tenancy providing:

- ◆ ***The tenancy agreement has been signed***
- ◆ ***The full deposit has been received by the Accommodation Service.***

Keys can be collected from the Accommodation Service, level 2, King's Gate, during normal office hours (Monday-Friday 9.00am – 5.00 pm). See link for additional arrival instructions.

<http://www.ncl.ac.uk/accommodation/assets/documents/ArrivalInstructions2015v2.pdf>

You will each be provided with one full set of keys for the front door of the property. One back door key will be provided which is for the use of all members of the group and should be kept in the property at all times.

Council Tax

The liability for council tax falls on the property and is your responsibility. At present full time students receive exemption from council tax. However, if any of your group are non students living in the property, they may be liable for payment of the tax and any such liability will affect all residents of the property. It is likely that if Housing Benefit claims are made, the Council Tax exemption that currently covers the property will be automatically cancelled and the tenants held liable for a large proportion of the charge. It is important to remember that the University will

take no liability whatsoever for the council tax on your property. It is your responsibility to apply online for your Council Tax Exemption Certificate go to www.ncl.ac.uk/students/progress/student-resources/counciltax.htm and then Council Tax Exemption.

Deposits

You must pay a deposit to cover the University against unreasonable damage to the property. The total deposit for the group is held until the end of the contract. When the tenancy ends, a final inspection is carried out by staff from the Accommodation Service who will check the original inventory against the current final condition of the property.

In the past the main reasons for withholding all or part of the deposits have been:

- ◆ ***damage to the property***
- ◆ ***lack of cleaning or the leaving of rubbish which subsequently has to be removed.***
- ◆ ***failure to return keys on time***

If there are no repairs or cleaning charges you can expect a full refund. However, if the property is not cleaned thoroughly or damage has occurred, the costs will be held against the damages deposit. You will be charged for any new damage that is caused in your study bedroom and all occupants will be jointly charged for any damage to communal areas unless an individual claims personal responsibility. Damage deposits will only be refunded when all of the rent payments have been made in full.

The deposit refund is normally made within 14 working days of the end of the tenancy, provided there are no deductions for cleaning or damage. Nearer the end of your tenancy, you will be asked where the deposit is to be repaid.

Gas and Electricity

You are jointly responsible with your co-tenants for these charges from the start date of your contract, for the full period of your tenancy regardless of whether you are resident at the property or not. You will normally be billed quarterly, although monthly payment schemes are also available, you are however forbidden from installing a pre-payment meter.

There are numerous suppliers of gas and electricity and prior to moving into the property we would advise you to find out who the utility suppliers for your property are. You can do this by contacting the telephone numbers listed on page 8 of this booklet. Once you have details of your suppliers you can either register your details with them or move to another supplier (please note if you change suppliers a period of notice

may have to be given) and you must inform the Accommodation Service. When signing up for a property with us you will need to nominate a member/s of your group to take responsibility for the electricity and gas supplies at the property and allow this information to be passed on to the relevant companies concerned if required. Outgoing tenants will have been instructed to provide the companies with a final reading, however it is your responsibility as ingoing tenants to take meter readings at the beginning of your tenancy and to inform the relevant supplier immediately on moving in. There are a number of consumer money saving websites you might wish to try to find out the best deal for the supply of Gas and Electricity i.e.:-

www.moneysavingexpert.com

www.guardianenergycomparison.co.uk

www.theenergyshop.com

www.uswitch.com

Please note, we strongly advise you to contact your relevant supplier of utilities if you do not receive a letter of confirmation of supply or an actual bill after being resident for a month. The utilities should never be put into the name of Newcastle University under any circumstances.

Telephone and Internet

If you decide to take a contract for a landline telephone, internet or television service it is your responsibility to arrange connection with your chosen provider and to ensure all equipment and cables are returned at the end of your tenancy.

Insurance

As a full-time student, your accommodation charges include Personal Possessions cover. The cover comes as part of your accommodation and therefore there is no additional paperwork to complete.

Your possessions will be insured, whilst in your accommodation, for the duration of your tenancy with the University for up to a maximum of £7,000 per claim. The level of cover has been designed to meet the insurance needs of most customers; however, there are areas where your personal requirements may result in the need for extra cover. **Details of the claims procedure are laid out at** <http://www.ncl.ac.uk/accommodation/current/rent/insurance.htm> **and this also provides information on how you can extend the existing cover if desired.** As with all standard insurance policies there is an excess to pay on all claims – see website for details.

Protection will be provided against:

- Theft
- Fire, lightning or explosion
- Vandalism

- Damage by burst pipes, storm or flood

If a break-in occurs and you have failed to use all the security provided on the property, this could invalidate any insurance claim, so ensure you use all locks/alarm etc. at all times. In the event of a break-in, please notify the Accommodation Service as soon as possible to allow us to organise any necessary repair to make the property secure.

Inventory

At the beginning of the tenancy you will be emailed a full inventory listing all fixtures and fittings and their condition, a paper copy will also be provided in the Welcome Pack. Any discrepancies or missing items should be noted and reported to the Accommodation Service within 7 days of the first tenant collecting their keys and moving in. If you fail to do this, you accept the details on the inventory as an accurate record. Do not use the inventory to report repairs.

Televisions and Licences

If you install a TV or use a Laptop/PC to watch or record TV programmes, as they are being broadcast, a TV Licence is required by Law, therefore you must purchase a TV licence. For students entering into a joint tenancy one licence is required. However, if you have signed an individual contract a separate licence is required for each TV in the property. Failure to buy a licence could result in you being fined.

<http://www.tvlicensing.co.uk>

Water Rates

The owner of the property is responsible for the payment of water rates. Any correspondence which arrives at the property re this, should be passed to us immediately. **If the property has metered water, payment is your responsibility.** In this case you must register your details with Northumbria Water and provide them with the meter reading. You can find further information at <https://www.nwl.co.uk>

DURING YOUR TENANCY

Bathroom and Showers

You must take care not to permit the bath or wash hand basin to overflow as this could cause damage to the structure and decoration for which you may be held liable. You must also use your shower curtain/screen at all times and ensure that it is positioned inside the bath to prevent any overspill or leaks. If the property does not have a fitted shower you are not allowed to install your own shower attachment to the taps as this could cause structural damage to the property.

Mattress Protector

You should provide and use a mattress protector which you must remove at the end of your tenancy.

Bicycles

Bicycles should not be stored inside the property, as this may cause an obstruction and fire hazard. Any damage to the decoration or carpets due to storing bikes inside will be charged against the group. A fine of £25 may be charged against any student who is found to be storing a bicycle in the property. The University cannot accept any responsibility for damage or theft, additional insurance cover should be considered

Cleaning

The property must be cleaned regularly during your occupation and is your responsibility. This includes:

- ◆ Cleaning the cooker regularly. Please check when buying oven cleaners that they are suitable for use on your particular oven lining/hob.
- ◆ Defrosting and cleaning the fridge. The fridge should be regularly defrosted to prevent damage to the icebox. If the fridge is de-iced and turned off it must be left with the door open to prevent mould growth.
- ◆ Cleaning the WC, wash handbasin, bath and tiling regularly. Do not allow the WC to become blocked.
- ◆ Wash down woodwork i.e., skirting boards, door and window frames.
- ◆ **Rubbish and recycling must be put out** on a regular basis for collection by the Council, see <http://www.newcastle.gov.uk> for bin collection details.
- ◆ Please keep your garden/yard clean/tidy.
- ◆ Please ensure that rainwater drains and grates are kept clear of leaves and litter and that foodstuff such as rice are not allowed to go down the drains and wastepipes which might cause them to block. You will be charged for this if it is allowed to happen.

Please note that cleaning will be checked on each termly visit and if found to be unsatisfactory, the University will reserve the

right to organise a local cleaning company to carry out any necessary works. You will be charged for any cleaning carried out.

Dampness and Condensation

This is often a problem in bathrooms and kitchens but can occur in other parts of the property. Condensation is the water produced when warm moist air vapour or steam comes into contact with any cold surface such as windows, walls or floors. It can damage clothes and bedding, and can cause mould growth on walls, ceilings and window frames. It comes from essential activities such as cooking, bathing, washing and drying clothes. To minimise this it is essential to **keep the rooms heated and ventilated**, wipe up any water on window sills and wash down with a bleach solution any mould growth that appears. Clothes should not be dried on radiators. If you think the property is suffering from penetrating or rising dampness (which shows as a brown stain instead of, or as well as, mould growth), please report this immediately. See information provided in your welcome pack.

The use of paraffin or calor gas heaters is forbidden anywhere in the property.

Disputes in Shared Households

You are expected to try to resolve disputes which may arise within your household. However, if you feel that you need our help please contact us.

Re-letting Your Room

In the event of personal circumstances being such that you feel you have to leave, you must contact the Accommodation Service as soon as possible to discuss the situation. If you have found a suitable Newcastle University student to replace you, and they have agreed to take over your contractual responsibilities, we will consider this. If this occurs during the final 3 months of the tenancy period the new tenant must pay the full rent for the remaining term at the commencement of their tenancy. Please note that this must be discussed and agreed with one of the Accommodation Officers before you vacate the property. We must also have a letter from your co-tenants to confirm they are happy to accept the new person as a suitable replacement. An administration fee of £50 will be charged to the tenant being released from the contract in all instances.

Fire Safety

Your property will have been fitted with a range of measures to improve your safety in the event of a fire. These include mains wired heat and smoke detectors and may include automatic closers on certain doors in the property. If on

any visit to your property Accommodation Service Staff find doors fitted with an automatic closer wedged open the door wedge will be confiscated and removed from the property and you will be charged £60. This will be charged to the individual on bedroom doors or to the group where communal doors are wedged open. Door closers have been fitted for your safety and should be used correctly. You must not remove the door closers or wedge doors open and the heat and smoke detectors must not be tampered with. If a fire was to occur, and you had removed or disabled these measures, then not only are you putting yourselves at risk but any insurance claim could be invalid. You should also make sure that all exit routes, landings, hallways and staircases are free from obstruction to ensure safe evacuation in event of a fire. Please also ensure that there are no trip hazards such as wires which could hinder escape. If during a visit to your property it is discovered that you have removed or disabled any safety measure we will arrange for them to be reinstated. The cost of this work will then be charged to your rent account.

If a smoke/heat detector in the property starts beeping, the battery will need changing. Do not attempt to do this yourself. Contact the Accommodation Service and we will arrange a replacement as soon as possible.

Fire Prevention

Due to the increased risk of fire, candles, flares, fireworks, deep fat fryers, chip pans, incense sticks and halogen lamps and any additional heaters not supplied by the Accommodation Service are prohibited.

Electrical Adaptors/Extension Leads

All electrical adaptors and extension leads, must meet British Safety Standards. Many, especially those brought from abroad do not and pose a danger and risk of electrocution. Any unsafe adaptors/extension leads found in your property will be confiscated by Accommodation Staff. Do not overload or link electrical adaptors and extension leads. For useful information on electrical safety

<http://www.safety.ncl.ac.uk/electricalsafety.aspx>

Internal Locks

It is expressly forbidden to fit a lock or padlock on any internal door, including bedrooms, for fire safety reasons. Where a lock is fitted it will be removed immediately and you will pay for repairs to the door and frame. In some cases this may require the total replacement of a damaged door.

Lock-outs

If you are locked out of the property during office hours contact the Accommodation Service 0191 208 3333. If you require an out of office hours callout to regain access contact Estates Security 0191 208 6817. After confirming the resident's identity and completion of a charge form a replacement key will be issued. Although there is a £25 charge for this service, all lock-outs attended by Estate's Security Service are recorded and on the **first** occasion that a resident is locked out, the charge will be waived. If you lose your keys and a lock change is required, you will be charged for any subsequent costs.

Noise and Behaviour

It is important that you recognise that you are now part of the community around you. We therefore urge you to behave in a way which will cause least disruption to the local residents. Please ensure that you minimise disturbance by being aware of your noise levels e.g. movement within the property and loud music especially between the hours of 11.00 pm and 7.00 am. You are also responsible for the behaviour of any guests you have at your property. Complaints from neighbours will be taken seriously and will be dealt with through the University disciplinary procedure for students. You must also remember that you are now living in a shared property in close proximity to other tenants. It is therefore important that you recognise your responsibilities not to cause noise nuisance, or commit any form of discrimination or harassment towards your co-tenants, or their visitors. You should also refer to

www.ncl.ac.uk/students/progress/Regulations/SPS/disciplinary

Behaviour

We will treat you in a fair and consistent way and deal with you in a courteous manner. In return we expect you to treat staff, contractors or other visitors with courtesy and respect. Indecent or offensive language or behaviour will not be tolerated.

Illegal Substances

You may not use or keep illegal substances and/or drugs on the premises. We have a zero tolerance policy of illegal drugs. The University policy extends to the use of 'legal 'highs such as nitrous oxide, which are not permitted and if found on site, will be confiscated immediately. A copy of our "Use of Illegal Substances Policy" is available at

www.ncl.ac.uk/accommodation/current/terms

You must not commit any activity which will, or might, lead to a criminal offence. Not to engage in illegal drug use, not to expose other Tenants' to such use in shared accommodation and not to expose the Superior Landlord or University to reputational and legal risks concerning such drug use. If illegal drug use is established this will result in the termination of the Accommodation Tenancy Agreement of any Tenant in University Managed Accommodation. This includes having illegal substances on their person or in their Accommodation, using illegal substances or being found to be supplying illegal substances and using the Accommodation for this purpose. **The University policy extends to the use of 'legal' highs such as nitrous oxide, which are not permitted and if found on site, will be confiscated immediately.** It should be noted that this applies if the person(s) responsible are guests of, or invited to the Accommodation, by the Tenant.

Firearms

Firearms, including air rifles, pistols including replicas and any other sporting weapon (and any type of ammunition) are prohibited from our properties.

Parking

Parking is severely restricted in many parts of Newcastle, particularly in Jesmond and areas close to the City Centre. We would recommend that you do not bring a car unless it is absolutely necessary.

If applying to the City Council for a Residents Parking Permit, this should be done online at <http://www.newcastle.gov.uk/parking>

You will need to provide proof of residency (your tenancy agreement) and either a V5C (log book) or insurance schedule naming the applicant as the insured driver of the vehicle. Applications should be made as soon as possible to ensure you receive the parking permit for when you arrive in Newcastle.

Painting and Decorating

You can only decorate with permission from the Accommodation Service. Any request must be submitted in writing.

Posters and Cards

Do not use blu/white tac or similar adhesives when putting posters and cards on the walls. Please use fine map pins instead. If a number of small items are to be put up on the wall, these should be mounted on a large piece of paper first to minimise the number of pins. You will be

charged for any damage caused to decoration at the end of the tenancy.

Property Inspection

A routine inspection of the property will be carried out at least once per term during your tenancy, although it may be necessary to inspect it more often if there are problems. If on any visit Accommodation Staff find the property to be in an unsatisfactory condition, further inspection visits will be arranged. Additional visits will incur a charge of £50.00. These are carried out by staff from the Accommodation Service in order to check that the property is being maintained to a good standard, and to record any repairs which are required at the property and to pursue any outstanding rent. You will receive a minimum of 7 days written notice when an inspection is due. We would prefer a member of the household to be present during the inspection, but if no one is available we reserve the right to use a key for access.

Rent

You are required to pay rent in accordance with the contract.

In order to keep accommodation charges as low as possible, we require all students to pay promptly. It is vital you contact the Accommodation Service before the payment due date if you are experiencing any difficulties in paying your accommodation charges. If you cannot show reasonable cause and give satisfactory assurance as to payment you will be charged a £25 late fee to reflect administrative costs reasonably incurred by the University. You may be referred to an external debt collecting agency if rent continues to be unpaid. If your accommodation charges are paid by a third party, we will discuss details of your rent account with them unless instructed otherwise.

Financial assistance may also be available from the Access to Learning Fund (for UK students) or the Financial Assistance Fund (EU and Overseas students). Applications forms and guidance notes are available on the student support services website which can be reached on the link <https://my.ncl.ac.uk/students/money>.

Repairs

You are required to ensure that the property is looked after properly and are not allowed to make unauthorised alterations.

We ensure the property is safe by carrying out regular gas and electrical inspections. It is your responsibility to ensure continued safety by reporting repairs to us as soon as possible.

To report a repair please go to the following link <https://my.ncl.ac.uk/students/contact>

The Accommodation Service is ultimately responsible for arranging repairs. However in some instances the owner of the property will arrange for the work to be carried out himself/herself. All repairs should be reported to us as soon as the fault appears.

Please give as much information about the problem as possible when reporting repairs. If a fault is reported inaccurately/late in the day, this may lead to a delay in having the repair carried out.

Repairs will be passed on to either the landlord or one of our relevant contractors to be dealt with as soon as possible. Please note that major urgent repairs will take precedence over non-urgent minor works.

Out of Hours Emergency Repairs – In cases of genuine emergencies during out of office hours, you will be given the telephone numbers of a nominated contractor to contact. Please ensure these numbers are displayed for all housemates to see. If you are locked out of your property and have no access to these numbers please ring the University Security on **0191 208 6817** and explain the problem. We would advise you to put this number in your phone now so you have it for future reference.

The charges for these contractors will be much higher after office hours, and you are therefore asked to exercise careful and considerate judgement as to whether the matter requires immediate attention. As a general rule you should only report matters which are causing a risk to personal safety or repairs which will cause continuing damage to the fabric of the building if not attended to before the next working day e.g. If your central heating breaks down, we would expect you to wait until the next working day to report it.

Please note - If a contractor is called out to attend to a repair which is non-urgent out of office hours, you will be charged the cost of the work.

Access for Repairs - When a repair is reported we will pass the details on to our relevant contractor who will use our set of office keys for access, or phone you directly to arrange a suitable time to call round when you are in. If you do not want keys to be issued to contractors please let us know and it is your responsibility to allow access but note that this could slow their response rate. If we do not hear otherwise, we will assume you are happy with us issuing the

keys to our contractors. Only in cases of extreme emergency would we enter the property without your prior consent/knowledge. Should this be the case we would confirm the situation with you as soon as possible after the event.

Security and Insurance

When going out, please ensure that all doors and windows are securely closed and window locks fastened. Ensure that your mortice lock is used on your front door at all times. Keys should not be left in locks, especially the main exit to the property. Where an alarm is fitted make sure the last person out turns it on, even during the day. Security measures have been fitted for your benefit. By not using your alarm and mortice locks, you are putting your property at risk and most likely invalidating your and the owner's insurance cover. Student properties are especially vulnerable to break-ins even more so during vacation periods. You must bear this in mind when deciding what belongings to bring with you. If you are going away for any length of time during your tenancy, we would strongly advise you to have valuable items put into storage for safe keeping. Several companies are available in the Newcastle area. Search internet for "Self Storage Newcastle upon Tyne".

In the event of a break-in, please notify us as soon as possible by web form <https://my.ncl.ac.uk/students/contact> or phone to allow us to organise any necessary repairs. If claiming on your insurance you will need to contact the Police for an incident number (FWIN).

Washing Machines and Tumble Dryers

Some washing machines may have a filter fitted which prevents fluff and other objects blocking the waste pipes. It is your responsibility to ensure these are cleaned regularly to avoid damage to the machine and potential costly repairs. If the filter is not maintained you could be charged for the repair. If you notice a problem with your washing machine emptying, please check the filter is not blocked before reporting the problem.

Avoiding Damage to Carpets

Please take care as hot irons, hairdryers, hair straighteners etc. will all cause damage to carpets and polished surfaces if allowed to come into contact when hot. They are also a fire hazard. Please note that if any damage does occur you will be charged for replacing the affected item.

Accidents

All accidents/incidents that occur within your property must be reported using the online web form. <https://my.ncl.ac.uk/students/contact>

END OF TENANCY

We will send you full details of what is expected of you before you leave the property. However, the following is a brief outline;

Cleaning

Before you leave you must thoroughly clean the property. We will provide you with details of this just prior to you leaving, but you can use the cleaning list in this booklet (see page 3) as a guideline.

Average cleaning charges from contract cleaners in 2015 were:

- 1 Bed flat - £100.00
- 2 Bed flat - £110.00
- 3 Bed flat - £120.00
- 2 Bed house - £130.00
- 3 Bed house - £150.00
- 4 Bed house - £170.00
- 5 Bed house - £235.00

Furniture

Please ensure that all the furniture in the property has been put back in the same room as detailed on the inventory (a copy will be emailed to you if requested). Otherwise, you may be charged if our contract cleaner has to move items of furniture back to its correct location.

Key Return

Keys should be returned to the Accommodation Service, level 2, King's Gate no later than 12 noon on the last day of your contract. Late return of keys will result in monies equivalent to the daily rent charge being withheld from the deposit for each day that they are late as well as a charge of £25.00 to organise getting keys cut. Your own individual front and back door keys must also be returned clearly labelled. They must not be left at the property. The Accommodation Service reserves the right to carry out and recharge for a lock change if deemed necessary.

Mail Redirection

Once you have vacated your accommodation and returned your keys, you are not allowed to re-enter the property so please remember to have your mail redirected otherwise mail will be returned to the Post Office. Forms for mail redirection are available from any Post Office or you can register online at www.royalmail.com to have your mail redirected.

Utilities

Just before you leave, you should read your gas and electric meters, submitting the readings to your utility companies. Please note you will be

liable for standing charges until the end of your contract period. **DO NOT GET THE SERVICES DISCONNECTED** otherwise you will be charged the reconnection cost.

If you all leave your property before the final day of the contracted period you must contact the Accommodation Service for final meter readings. You will be provided with the name of the nominated bill payer for the group of tenants who will be moving in after you, this name must be passed to the utility supplier. Under no circumstances should the utilities be put into the name of the University or NU Student Homes. If the Accommodation Service receives outstanding bills or correspondence you could be charged for the time staff spend dealing with the issue.

Digi Boxes/Wireless Routers and similar equipment

If you enter into an agreement for a Digi Box/Router or similar equipment from one of the suppliers eg Virgin Media, the equipment remains the property of the supplier. It is your responsibility to ensure the equipment is returned to them before you leave the property. Do not leave this equipment in the property. The supplier is likely to charge you if you fail to return the equipment or to make it available for collection.

Possessions Left in Property

Tenants are responsible for clearing all personal belongings from the property before returning keys to the Accommodation Service. Property left behind after the contract has ended which are considered to be of little or no value ie clothing, shoes, cds/dvds, books etc will be donated to local charities or recycled. Please note all small electrical appliances such as kettles, toasters and extension cables must be removed before you vacate the property as these cannot be donated to local charities. Food stuffs, alcohol, toiletries, cleaning materials, bedding and pharmaceuticals will be disposed of by the cleaners and you will be charged. A minimum charge of £50.00 per property will be made for the disposal of any rubbish or left items.

If you require advice during your tenancy, please do not hesitate to contact us.

USEFUL CONTACT DIRECTORY

University

Accommodation Service 0191 208 3333
<http://www.ncl.ac.uk/accommodation>

Undergraduate Student Progress Service (Council Tax Exemption) 0191 208 3333
<http://www.ncl.ac.uk/student-progress>

The Student Wellbeing Service 0191 208 3333
<http://www.ncl.ac.uk/students/wellbeing>

Student Advice Centre 0191 239 3979
<http://www.nusu.co.uk/support/sac/>

Niteline (Students Helpline) 0191 261 2905
Listening service for students run by students. 8pm - 8am

Utilities

National Gas Emergency 0800 111999
<http://www.nationalgrid.com>

NEDL 0800 668877
(Northern Electricity Distribution Ltd – EMERGENCY)
<http://www.northernpowergrid.com>

Northumbrian Water 08457 171100
<http://www.nwl.co.uk/your-home/Contact.aspx>

TV Licence 0300 555 0286
<http://www.tvlicensing.co.uk>

Gas and Electricity Supply to Your Property

To obtain details of your electricity supplier telephone:
MPAS - Metering Point Administration Service 0845 6013268

To obtain details of your gas supplier telephone:
M Number Enquiry Line - You will need to have your postcode available when you ring 0870 6081524

Newcastle City Council

<http://www.newcastle.gov.uk>
Bulky Refuse/Envirocall 0191 278 7878

Council Tax Advice (9.30am– 4.00pm) 0191 278 7878

Northumbria Police

<http://www.northumbria.police.uk>
999 (Emergency)
101 (Non Emergency)
07786 200 814 (non emergency text)

NHS

<http://www.nhs.uk> 111

Exemplar Fines and Charges per Resident

Illegal Substances and Legal Highs	£100
Misuse of fire systems and equipment provided for the purpose of detection, prevention, safety or firefighting	£50-£100
Action leading to Fire Brigade attendance	£100
Dangerous Behaviour	£100
Smoking in residences	£100
Failure to follow fire alarm and drill procedure	£50
Responsibility for significant disturbance to members of the public or damage to public property	£30-£200
Vandalism/abuse of facilities	£50 plus cost
Anti-social behaviour (noise disturbance between 23.00 and 07.00 Witnessed by Estate Security)	£30-£200

NUstudenthomes staff contact details

Alison Clemett	Private Sector Manager	0191 208 3333	alison.clemett@ncl.ac.uk	
Alec Hughes	Private Sector Officer	0191 208 7109	alec.hughes@ncl.ac.uk	07815704091
Grant Jackson	Private Sector Officer	0191 208 8493	grant.jackson@ncl.ac.uk	07815707305
Pamela Bonner	Private Sector Officer	0191 208 6863	pamela.bonner@ncl.ac.uk	07815707369

**Accommodation and Hospitality Services
Student Services
Level 2
King's Gate
Newcastle upon Tyne
NE1 7RU
0191 208 3333**



BUILDINGS



- Affordable
- Clean
- Well-maintained
- Safe & Secure
- Sustainable

STAFF



- Welcoming
- Knowledgeable
- Helpful
- Caring
- Professional

COMMUNICATION



- Clear
- Accurate
- Consistent
- Responsive
- Pro-active

"We encourage your feedback..."

More than a roof over your head

