

Student Accommodation Handbook



We are committed to helping the environment

Welcome to MyPlace – We are an award winning family run business providing high quality private and student accommodation situated in Preston



Paul & Madeleine Livesey

Office: 01772 866231

Paul: 07768993393

Quality Accommodation



Award winning quality accommodation

My Place in Preston has been established by husband and wife team, Paul and Madeleine Livesey who have been providing high quality student accommodation for more than 20 years to students and young professionals.

Unlike other private sector accommodation in Preston, we provide our tenants with an unrivalled service whilst being small enough to care.

MyPlace is a highly commendable landlord that is recommended by Preston City Council's Landlord Association of Accredited Landlords.

We are also members of the North West Landlords Association and are proud to be listed as an recognized Landlord for the University of Central Lancashire.

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Inventory

What you are provided with?

Each room will have a bed, bedside cabinet, chest of draws, wardrobe, mirror, notice board, computer desk and a chair. All student accommodation comes with the following:

- FREE full Sky/BT/Virgin TV
- FREE Netflix
- FREE Playstation or Xbox console
- FREE unlimited high speed internet
- FREE super fast Sky fibre broadband
- FREE parking passes (if required)
- NO damage deposit
- NO admin fees
- Half price rent over summer
- Discount for single payments
- FREE bi-weekly cleaning service

Insurance

It is recommended that the Tenant gets their own content insurance as this is not provided by us

Car parking / transport

Car parking permits for visitors or residents:

Most houses will not require a parking permit, but if you do, you need to take your tenancy agreement and prove that you own your car. You can do this by going to the Preston City Council office on Lancaster Road or go to the following website: www.preston.gov.uk.

Approximate annual cost of a parking permit is £45.

What to bring

- Bathroom Essentials (e.g. laundry bags, bath and hand towels)
- Kitchen Essentials (eg. pots and pans, crockery, cutlery, glasses and mugs)
- Bedroom Essentials (eg. pillows, quilt, blankets and coat hangers)

Who to contact

General enquiries / problems please contact:

Paul: 07768993393

Email: paul@myplaceinpreston.com

AVAILABLE 7 DAYS A WEEK

For finance or rent enquires please contact:

Maddy: 07768050809

Email: maddylivesey@aol.com

Technology

Sky TV

For an upgrade or help to get additional channels call: 03442414141

Sky Fibre Optic Broadband

Account name: Paul Livesey

Password: apple34

The Wi-Fi code can be found on the side of the router and now is up to a super speed of 40MB

Netflix

For help call: 08000966379

To all accounts: paul@myplaceinpreston.com OR paullives@sky.com

Password: apple34

Posters

Strictly no posters or pictures on the walls, use the cork board's or bedroom/wardrobe doors only

Smoking

We operate a zero tolerance policy. It is against the law to smoke, or take illegal drugs, in any part of our buildings

Waste / recycling

Recycling is important in Preston, you have two sets of bins: one grey for general waste, and two recycling bins (one with a yellow lid and one with a red lid).

Your waste is collected every week on a weekly cycle alternating with general waste and recycling. Your bin day will be put on your notice board, please don't forget to put the bins out as the rubbish will build up and the council will fine you.

Please refer to your collection calendar to check when your bins and boxes are emptied. Alternatively you can check your collection day by visiting www.preston.gov.uk or ringing **01772 906905**

- Make sure your bins and boxes are out by 7am on the day of your collection.
- Wait until after 3pm to report missed bins and boxes.

Red lidded recycling Box OR bin



YES

- ✓ Catalogues & directories
- ✓ Wrapping paper (non foil)
- ✓ Newspaper
- ✓ Magazines
- ✓ Junk mail
- ✓ Cardboard food packaging
- ✓ Cardboard boxes (Up to 50cm x 50cm)
- ✓ Toilet roll tubes
- ✓ Greetings cards
- ✓ Cereal boxes

NO

- x Drinks cartons
- x Terapacks
- x Wallpaper
- x Plastic bottles
- x Polystyrene
- x Plastic wrapping

NO CARRIER BAGS in either bin please! Loose recyclables only!

Yellow lidded recycling Box OR bin



YES

- ✓ Plastic detergent bottles
- ✓ Plastic shampoo bottles
- ✓ Plastic milk bottles
- ✓ Plastic pop bottles
- ✓ Food cans
- ✓ Drinks cans
- ✓ Biscuit tins
- ✓ Empty aerosols
- ✓ Clean foil
- ✓ Foil pie cases
- ✓ Foil takeaway containers
- ✓ Glass bottles
- ✓ Glass jars

NO

- x Margarine tubs
- x Yoghurt pots
- x Plastic Trays
- x Plastic containers
- x Polystyrene
- x Plastic Wrapping
- x Terapacks
- x Drink cartons
- x Paper
- x Cardboard

Keeping green

At Myplace we are committed to helping the environment, use this information from the Preston City Council to help you recycle as much of your waste as possible.

Why recycle?

Up to 60% of the rubbish that ends up in the dustbin could be recycled. There are over 1,500 landfill sites in the UK producing a ¼ of the UK's emissions of methane, a powerful greenhouse gas.

- Recycling 1 tin can would save enough energy to power a TV for 3 hours.
- 70% less energy is required to recycle paper compared with making it from raw.

Recycling is a great way to conserve resources, save energy and reduce the need for landfill.

Recycle more

You can recycle even more of your waste at your local Household Waste Recycling Centre including items such as waxy drinks cartons, batteries, wood, electronic equipment, fluorescent tubes and oil.

Visit www.lancashire.gov.uk for more information

Reduce

Use a home composter for all your garden waste, vegetable peelings, tea bags and coffee grinds.

Find out about subsidised home composters by calling 0845 571 4444 or visiting www.lancashire.getcomposting.com/

Reuse

If you have large bulky items that need removing Preston CityCouncil in partnership with Recycling Lives can offer

a fast, efficient and appointment based service. Prices correct at time of printing. **Please check www.preston.gov.uk** for up to date information.

Did you know?

Put just two extra cans into your recycling container and you'll save enough energy to run a computer for up to 12 hours.

Do I need to clean them or take anything off?

All your tins can need is a quick rinse. Pop the lid inside and don't worry about removing the label. Please rinse foil trays to remove food residue.

You can also recycle

Clear and colour plastic bottles, all your glass bottles and jars along with your cans, aerosols, tins and clean foil. We can only recycle plastic bottles, please put all other types of plastic in your non-recyclable waste bin.

Which metal items can I recycle?

- ✓ Drinks Cans (e.g. cola cans, beer cans)
- ✓ Food tins (e.g. baked beans, soup, tomatoes, fish)
- ✓ Pet food tins (e.g. dog and cat food)
- ✓ Biscuit tin
- ✓ Empty aerosols (e.g. deodorant, hairspray)
- ✓ Foil
- ✓ Foil trays (e.g. clean pie cases, take away and pet food containers)
- ✓ Sweet tins

Condensation

What is condensation?

Condensation in your home is caused by warm, vapour - laden air meeting a cold surface such as windows, mirrors, walls and tiling etc.

When the air cools, it can't retain the moisture, and some of it condenses into small droplets of water on these cold surfaces. You can see this happening on the bathroom mirror when the room is steamed up with hot water from a running bath or shower.

Modern features such as double glazing and loft insulation are important to keep our homes warm, but they can also cause problems associated with poor air circulation. Where there is inadequate ventilation, condensation and stale air can result.

With the relatively high cost of heating, we don't want to keep our windows open particularly when it's cold outside. So we need to minimize the problem as much as possible.

Steps to minimise condensation?

- When cooking, cover pans and avoid leaving kettles on the boil.
 - When washing clothes wherever possible, it is better to dry your clothes outside. If this is not possible, put them in the bathroom, with the door closed and the bathroom fan on (if fitted), and leave the window open.
 - It is important to make sure that your home is properly ventilated. There will always be some moisture present in the home.
 - When using the bathroom or kitchen, keep the door closed but the window open whenever possible. This will help to contain the moist or stale air in that room.
- Where furniture such as cupboards are against the wall, try to keep a small distance between the back of the cupboard and that wall, particularly if the wall is generally cold, and some form of ventilation in any cupboards is a good idea, to keep the air circulating.
 - Whilst it is a good idea to draught proof your home, it is important to remember not to block airways that will prevent air circulating.
 - **Don't block fixed ventilators such as air bricks or chimneys completely.**
 - **Don't draught proof rooms where there is a problem with condensation or mould.**
 - **Don't draught proof the kitchen or bathroom.**
 - As we have already mentioned, it is cold air that causes the problems associated with condensation. Wherever possible, particularly in cold weather, you should try to keep your home warm with some form of background heating, even if you are not in the home. This applies in particular to bedroom.

Article by Peter Cox: 'Controlling Condensation in Your home'

Contact the advice line on: 0800 789 500

Cleaning

Cleaners are available on request and will be charged at £15 per hour.

Keys

A £40 key retainer is required from everyone which will be refunded once the key is returned and the tenants bedroom is left as it was found when they first arrived. We recommend you get a spare key cut and hide it somewhere.

Lost Key

24 Hour key emergency 07941231728 This will cost £70-£95 depending on the time and day of the week

Appliances

There are the following appliances:

- Fridge
- Freezer
- Washing Machine
- Cooker

Any problems at all ring Donna: **01772 823054** to enquire about repairs or replacements.

How to work the heater system

If you wish the times to be changed call Paul on 07768993393

The timer is currently set at these times:

1. 7am - 10am
2. 12pm - 1pm
3. 4pm - 11pm

Note: Not every house will have a Danfoss system installed.

If you require heat outside of these times press the extend button which will put the heating on for one hour only, you may press extend as many times as you wish.

Setting the heater timer - 24 hr Electro-Mechanical

The Electro - Mechanical Timer allows the central heating system to be set every 15 minutes.

Using the three position switch the timer will allow either constant operation, timed operation or central heating off.

Move the switch button by sliding to the desired position.

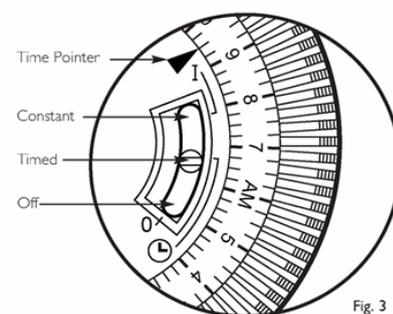


Fig. 3

Rotate to adjust time

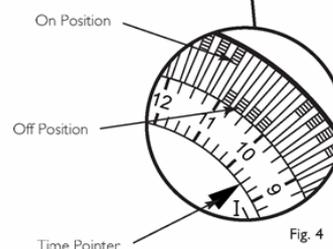
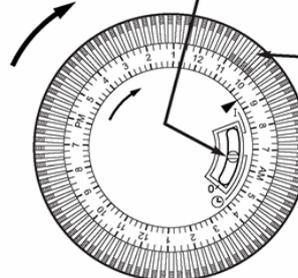


Fig. 4

Do not at any time attempt to turn the bezel anti-clockwise.

Maintenance

Here are the contact details regarding maintenance:

Head of Maintenance - TEXT Chris 07870257960
Monday - Friday 8am - 5pm OR Out of hours contact
Paul: 07768993393

If jobs are reported in the morning we will do our utmost to have them done that day. If they are reported in the afternoon we will do our utmost to have them done by the next day.

**Guaranteed response time
for property issues**



- Plumbing - G.O.S 01772 734966
- There is an emergency number on the boiler, this is for 24 hours a day 7 days a week.
- Head Electrician - Text Geoff 07999321110 Monday - Friday 8am - 5pm OR for an Emergency call 0800 1954141

Gas & Electricity

Ensure that you obtain a reading on the first day - The landlord will set up the account in one of the Tenants names, with the best Utility company at the time, however if the tenants are not happy with that company they can change to one that offers them a better deal.

Please note: Always check one of the many comparison websites. If an all inclusive deal has been agreed, then it will include a fair usage allowance of £6 per person a week. Anything over this figure will be charged to the tenants.

Departure / end of tenancy

We hope you have a happy stay in your accommodation, but if for any reason you decide to leave during your contract, you are responsible for finding

someone to take your room. If you do find someone to take over the remaining term of your tenancy agreement we will release you from the start date of the replacement tenants new tenancy agreement. If you fail to find someone to take over your tenancy, you will be responsible for paying the full rent until the end of your contracted time.

At the end of the contract when you wish to leave please place your keys in your room door and leave your room clean and tidy as you found it. Providing it is left clean and tidy your £40 key retainer will be transferred back to you.

We understand that things do not always work out so if you wish to leave for any reason you **MUST** contact Paul on: **07768993393** OR email: **paul@myplaceinpreston.com**

Please note you have signed a legally binding contract which will make you liable for the whole contract amount **UNLESS** you find a replacement for your room. Has a university registered landlord we will advertise on student pad and help you find a replacement as soon as you inform us.

Administration / accommodation charges

For any rent or money matters text or ring Maddy on: **07768050809** or you can send an email at: **maddy@livesy@aol.com** (Please state name and house number when sending money, see back of the contract for details)

Bank Details:

Lloyds Bank
 Sort Code: 30-96-85
 Account Number: 00350195 (MP1) OR

TSB Bank
 Sort Code: 77-62-01
 Account Number: 57816668 (MP2)

Response times for repairs

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
<p>CATEGORY A Emergency - Immediate Response</p>	<ol style="list-style-type: none"> 1. All gas leaks (n/a) 2. Dangerous structural faults. 3. Dangerous electrical faults. 4. Major water leaks that cannot be turned off. 5. Major fire, flood, lighting and storm damage. 6. A need to gain entry when no other access available. 7. Blocked drains. 8. Loss of electrical power. 9. Burglar alarm that won't turn off. 10. Any problems, which pose immediate major danger to health and safety of residents. 11. Lift failure (where an occupant is trapped or it affects access for wheelchair users). 12. Other emergency works not covered above. 	<ol style="list-style-type: none"> 7. Depending on problem, may be emergency to 14 days.

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
<p>CATEGORY B Response within 24 hours</p>	<ol style="list-style-type: none"> 1. Insecure flat entrance door, or entry doors to house 2. No Mains Water 3. Broken external window (where security breached) 4. Broken internal glazing (e.g. door or inner pane of double glazing) 5. No heating (in Winter) 6. Faulty WC (if only one in residence) 7. Major leaks that can be turned off 8. Faulty light (when only light in the room) 9. Faulty freezer. 	<ol style="list-style-type: none"> 1. If replacement door required see Category F. All efforts will be made to effect a temporary repair in the meantime. 3. Board within 24 hours 4. Glazing will be made safe. For r 5. If problem cannot be repaired within 24 hours, then portable heaters may be supplied. 8. If repair cannot be effected within 24 hours, then desk lamp may be provided.

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
<p>CATEGORY C Response within 48 hours (or if after 4 p.m. on Friday, on next working day)</p>	<ol style="list-style-type: none"> 1. Defective main cooker (i.e. all hobs and oven not working) 2. Not hot water (when affecting sole bathing supply) 3. Insecure entrance/bedroom doors. 4. Alarms which keep sounding intermittently for no apparent reason. 5. Minor leaks. 	

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY D Response within 7 days	<ol style="list-style-type: none"> 1. Replacement showers/shower valves. 2. Replacement of faulty freezers 3. Replacement of faulty fridges 4. Faults to part of main cooker (e.g. a hob or oven not working) 5. Faulty lights, where light is not only source of illumination in room (excluding desk lamps) 6. Faulty door closers. 7. Blocked sink. 8. Suspected infestation (i.e. rodents, pigeons, insects) 9. Faulty microwave. 10. Repairs/replacement locks, to block entrance/bed room doors (where not a security issue) 11. Faulty taps. 12. Repairs to broken items of furniture. 13. No Hot Water (where not affecting sole bathing supply). 14. Ease doors. 15. Minor repairs to windows - e.g. easing windows, draughts). 	<ol style="list-style-type: none"> 9. Resolution will depend on nature of treatment and co-operation of residents.

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY E Response within 14 days	<ol style="list-style-type: none"> 1. Reglazing to broken external window (where security breached) 2. Non-dangerous electrical faults (eg. faulty socket) 3. Faults with tiling in shower area. 4. Repair to/Replacement of tanks and cylinders. 	

TIME SCALE	TYPE OF REPAIR	EXTRA INFO
CATEGORY F Response within a month	<ol style="list-style-type: none"> 1. Faulty doorbell 2. Repair work to cupboard doors. 3. Minor roof/gutter repairs. 4. Replacement doors (for security reasons). 5. Reglazing to broken internal window/door. 6. Replacement of broken item of furniture. 7. Reglazing to external window where security not breached. 	

Damages and costs

Damages in individual houses are charged to all occupants unless a resident admits sole responsibility. Damages in individual bedrooms are charged to the occupier. The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT)

Labour Charges

Admin charge, per item	£30
Electrician, per hour	£40
Plumber, per hour	£40
Joiner, per hour	£30
Heating Engineer per hour	£40
Cleaner, per hour	£30 (minimum 0.5 hour charge)

Call out charges may also be charged when trades people have to attend incidents out of office hours.

Assorted Items

Item	To Clean, from :	To Repair, from:	To Replace, from:
Bed - double	£25	£70	£180
Bed - single	£25	£50	£120
Bedside cabinet	£15	£25	£120
Bookshelf	£15	£25	£80
Break glass and sign			£25
Chair - desk	£25	£55	£150
Chair - dining	£25	£50	£100
Coffee table	£15	£30	£150
Curtains	£30		£120 to £320
Desk	£15	£25	£180
Dishwasher	£30		£400
Door - fire grade	£15		£290
Door - standard	£15		£160
Door parts			£10 to £45
Electric heater	£15	£25	£225
Fire blanket			£55
Fire extinguisher			£90

Award winning quality accommodation

Item	To Clean, from :	To Repair, from:	To Replace, from:
Freezer	£50	£75	£350
Fridge	£50	£75	£350
Fridge freezer	£75	£100	£400
Handle - cupboard / drawer			£25
Handle - grill pan			£18
Hob	£50	£75	£250
Hoover	£15	£50	£110
Ironing board	£15		£25
Key			£35
Kitchen - cabinet door			£50
Kitchen - extractor	£50	£75	£250
Kitchen base unit - single / double	£25	£50	£150/£200
Kitchen clean			£100
Kitchen tiles	£50		£10 Each
Kitchen wall unit - single / double	£25	£50	£150 / £200
Kitchen worktop	£15	£50	£150
Light fitting - basic	£15	£30	£45
Light fitting - fire related	£15	£30	£120
Lock - change bedroom lock case			£50
Lock - change lock cylinder			£50
Mattress - double			£75
Microwave	£25	£75	£250
Mirror	£15		£90
Mop and bucket			£25
Noticeboard - large			£150
Noticeboard - small			£90
Oven	£100	£120	£400
Room clean	£60		
Rubbish clearance			£10 per bag
Shower curtain	£30		£40
Shower fittings	£15	£20	£50
Smoke / heat detector			£75
Sofa	£30		£360
Study Desk	£25	£75	£300
Table - kitchen	£25	£75	£300
Toilet brush & holder			£10

Damages and costs

Item	To Clean, from :	To Repair, from:	To Replace, from:
Toilet roll holder			£20
Toilet seat			£30
Towel rail			£30
TV	£15		£500
Wardrobe	£15	£25	£180
Waste bin	£15		£10
Window blind - kitchen	£30	£30	£160
Window blind - standard	£30	£30	£70
Window handle			£25
Window restrictor			£25
Windows	£15	£75	glass £132

Repaint charges

	Single wall / ceiling	Full bedroom	Full kitchen	Full corridor
Standard rooms	£40	£120	£150	£220
Large rooms	£40	£140	£300	£220

Feedback

We do our very best to make sure your stay with us is a great experience however if you think we have missed something we would appreciate any feedback.

There is a suggestion and complaint form which is available to fill in or alternatively you can email Paul at:

paul@myplaceinpreston.com

Emergencies

Here are all the related emergency numbers that you may need:

- Police: Call: 01772 203203
- Drug Line: 01772 253840
- Health Centre: 01772 892598
- Primary Care (out of hours) 01772 788058
- Samaritans: 01772 822022
- Water Emergency Number: 0845 746 2200



Broughton Hall Barn, D'urton Lane,
Preston, PR3 5LD

Office Telephone: 01772 866231 **Email:** paul@myplaceinpreston.com