

Tenant Handbook

Your go-to place for information and guidance regarding your house and tenancy.



**NORWICH
STUDENT
LETTINGS**



**CHAMPION
PROPERTY
MANAGEMENT**

Introduction

This folder is designed to provide you, as tenants, with as much information as possible regarding your house and tenancy. It contains instructions for beginning your tenancy, useful information for during your tenancy and information and advice for when your tenancy ends.

Please keep it somewhere safe and easily accessible, and make sure that every member of your house knows where to find it.

We would also encourage you to store bills, correspondence and other documents within this file.

Important information



Your address:

.....
.....



Landlord.....



Property Manager.....



Property Administrator.....

About Norwich Student Lettings

Norwich Student Lettings (NSL) is the student brand name of Champion Property Management (CPM). You may hear both names used throughout your tenancy, but we are the same people. We specialise in Student property and seek to provide quality housing that are well looked-after, and in which our tenants feel cared for and valued.

We don't own your house - we manage it on behalf of your landlord. That means you may never meet your landlord, and can come straight to us, should you need anything.

We act as the 'middle-man' between you and the landlord, and will always aim to hold yours and your landlord's interests in equal measure.

Contacting us



Champion Property Management Ltd,
390A & 390B Bowthorpe Road, Norwich, NR5 8AG



office@championproperty.co.uk



01603 339046

EMERGENCIES (e.g. fire, water or gas leak, hot water or heating failure. *)



Please call the office number above. If no answer, or it is outside of office hours (09:00-17:00 Mon-Fri), please press option 2.

In the event of a fire, please call 999.

*Note that improper use of the emergency number and call outs deemed to be the result of tenant fault will incur charges. See section 'call out charges'.

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Information for new tenants

Keys

Each individual in your house will have a key for the main entrance door and also a bedroom key (if relevant). In addition to these, we may have supplied a number of keys for additional locks, such as sheds or side gates. Call out fees below apply to lost/missing keys.

Call-out charges

In the event that we are called out by tenants to attend to issues where the tenant is responsible or at fault, the following charges will apply. Tenants can also request maintenance to be conducted by us on your behalf at the following rates. All prices include VAT.

- Scheduled maintenance - £24 per hour
- Office hours emergency call out - £36
- Out of hours emergency call out - £50
- Replacement sets of keys - £5 per key + call out fee (up to £50 max)
- Failure to attend prearranged access for a contractor: Typically £72 - £90

Inventory

A photographic inventory is taken prior to your check-in. If you have any concerns about the condition of the property and/or the condition of any fittings/ appliances/ furniture, then you must report these to us as soon as is convenient. We will do our best to rectify any initial concerns you may have, but we would ask that you be patient as it can be a very busy time of the year.

The inventory is designed to be impartial and protect you as well as the landlord. We have tried to ensure that any existing faults or damage are detailed in the inventory, however if we have missed something, please feel free to take an additional photo, and email this to us within 14 days of the start of your tenancy.

Property maintenance

It's inevitable that maintenance issues will come up from time-to-time. We are here to help you, and to get things sorted as soon as possible. In the first instance, we ask you to report issues on Arthur, our online management system. The system uses a software called FixFlo, which is designed to help you solve the problem yourself by asking you a variety of questions. If it is something you cannot sort yourself, it'll send us a notification and we will either send one of our team out, or one of our partner contractors/tradespeople.

On occasion, it may be that we have to wait for a contractor to be available, but please be assured that we will always do all we can from our end to get things sorted as quickly as possible.

For simple student DIY tips for common issues, our YouTube channel has a variety of videos designed to help you. We have also addressed some common problems and how to resolve them in this booklet.

Bin collection

It is your responsibility to make sure that you put the correct bins out on bin collection day, and return them after collection.

To find your collection day and schedule, head to the Norwich City Council website and look for 'My Norwich' and type in your postcode. Alternatively, simply Google 'my Norwich' and enter your postcode into the site. You will be given lots of useful information including your bin collection day.

Previous tenants' post

It is possible that you may have mail for previous tenants delivered to the house for some time. Please do not dispose of mail that is not for your group. Please write the words 'RETURN TO SENDER' clearly on the front, and place back in a post box.

Utility bills & meter readings

If you are responsible for paying your utility bills, we recommend that you make a note of the various meter readings on the 'What you need to do now' form as soon as you begin your tenancy.

You will need to make a note of the electric (this may have more than one reading e.g. "rate 1", "rate 2" and "total" or "normal" and "low", gas and water (if applicable).

If you are paying your own energy bills, you will need to contact your gas and electricity suppliers to advise them of the change of tenancy. You will need to provide a contact name and number, give an accurate meter reading and inform them of the date of the start of your tenancy, not the date you moved in.

If bills are included by your landlord (not Unihomes or Fused), you can find our fair usage policy on the downloads section of our website.

Property-specific service locations

Gas



Gas meter

Electricity



Electricity meter

Consumer unit (fuse board)

Water



Water meter

Internal stop tap

External stop tap

Heating & hot water

In different houses, there are different heating and hot water systems. You may find that the setup in your student house is different to what you're used to, so below is a description the most common types, with your boiler type ticked.

The different types of heating and hot water systems

Conventional boiler (gas)

As the name suggests, conventional boilers, (also known as regular, traditional or heat only boilers) are common in many homes. These boilers have a hot water tank. These are a great option for larger properties with multiple bathrooms, but you do need to make sure you set the timer and don't all shower at the same time, as you could run out of hot water.

Combination or 'combi' boiler (gas)

A popular choice in student properties, a combination or 'combi' boiler is both a water heater and a central heating boiler in a single compact unit. Combi boilers heat water directly from the mains when you turn on a tap, meaning instant hot water on demand and no need for a hot water tank and no running out of hot water.

Back boiler (gas)

A back boiler is fitted at the back of a fireplace hearth. It sits behind a gas fire and provides hot water and central heating to the property. These became really popular in the 1960s, and whilst not a popular choice today - still can be found in many homes across the UK.

Electric heating and hot water

The most modern method of heating your house and water, an electric boiler will heat all of your radiators as well as a large tank of hot water to supply taps and showers without the need for burning fossil fuels. This will become increasingly common in the coming years.

Where to find your boiler and heating controls

Boiler

Thermostat

Heating controls/timer



If you find your boiler stops working in the winter, you may have a frozen condensate pipe.

Check out our YouTube channel for advice on how to sort this, alongside loads of other helpful videos to help you look after your house!

Property 'rules'

We want you to get your deposit back. By following the advice below, you can help yourself to avoid unnecessary charges from your deposit.

Attaching things to walls/paintwork

Whilst we understand that it is important to personalise your space, please remember that any damage must be rectified by the end of the tenancy otherwise repairs will be charged from your deposit. Some landlords are happy for you to put up posters etc at your own risk, whilst others have stricter rules in place. Please respect your landlord's decision on this and follow the advice below.

Command hooks/strips can be just as bad as blu-tac as they can remove paint when removed. LED fairy lights are also discouraged as they can remove large strips of paint and result in the whole room needing redecoration.

In your house...

- NO posters or blu tac or lights should be stuck to the walls. Cork boards are provided for such items.
- Tenants use blu tac/command strips at their own risk - walls MUST be repainted after use of blu tac by the tenant. We would highly recommend only using one wall to minimise the required decoration.

Mattress protectors

A mattress protector is a really easy and cheap way to protect your mattress from damage and to avoid it needing to be replaced or deep cleaned. Some landlords provide them, whilst others require you to provide your own.

In your house...

- Tenants MUST supply their own waterproof mattress protectors and use them throughout the tenancy.
- Tenants have been provided with NEW mattress protectors on arrival and MUST replace these with new ones at the end of their tenancy
- Mattress protectors are provided, and should be washed and left at the end of the tenancy

Over-door hooks

In your house...

- You are NOT allowed to hang clothes hooks or mirrors on your door.
- You may use them, but any damage caused by them will need to be repaired, or the cost of doing so will come out of your deposit.

Gardening

In your house...

- You have been supplied with appropriate equipment and must maintain the garden at all times.*
- A gardener will visit your property to maintain your garden, you simply need to keep it free from litter and rubbish. Your gardener is
- No equipment is provided as none are required. Please keep on top of weeds, keeping all paths and gravel clear as per your inventory.

*If you would like to book a gardener, we recommend Mike Colman, who's details are on page 8.

Common problems and how to resolve them

The nature of a tenancy is that things do go wrong from time-to-time. We've tried to think of some common problems to advise you on.

You can also find many videos on our YouTube channel at Norwich Student Lettings with tips and advice on common maintenance issues.



Scan this QR code to go straight to our YouTube channel.



What do I do if the electricity turns off?

The electrics may turn off for a variety of reasons (including a bulb blowing). If the electricity should go off, it is normally very simple to rectify.

1 Find your consumer unit (fuse board), which should look something like this. You can find the location of your consumer unit on page 3 of this booklet.



2 You should find that one or more of the "MCBs" has flipped to the "off" position, which can simply be switched back on.

MCBs (Miniature Circuit Breakers) are typically a series of smaller switches marked "lights, sockets, cooker" etc. Simply flip this back to "on" and you should have power.

3 If none of the MCBs have flipped, you may find the "main trip switch" has flipped (this is typically a switch which looks the same as the smaller switches but is slightly larger). Again, flip this back to "on" and you should have power.

4 If you find that the electrics will not stay on, turn off the main trip switch as well as all of the MCBs. Allow a few seconds and turn the main trip switch back on.

5 Having turned the main trip switch back on, turn each of the MCBs back on, one at a time. This may help you to identify the circuit which is causing the fault.

6 If you are experiencing problems with one switch, make a note of it, leave this switch off and let us know. If it is the socket switch, however, proceed to step 7.

7 If a specific sockets circuit is playing up and will not switch back on, unplug one item in that area/room at a time, testing the switch each time. When the switch goes back on and stays on, the last thing you unplugged is the faulty item.

What do I do when the heating doesn't work?

We suggest you work through the following to resolve your heating problem:



Thermostat

If you have a room stat on the wall, check that this is turned up and therefore requesting heating.



Timer

Check your timer is in the "on" position or if on "timed" that the timings are correct.



Radiators

Check that your radiators are asking for heat i.e. the valve is set to a high number (4 or 5)

If none of the above improves the situation, the problem is likely with the boiler.

If the boiler is an older model, it may be that the pilot light has gone out. Many boilers will have instructions for relighting the pilot light (often on the back of the flap or removable panel or on a sticker attached to the case). If you don't feel confident in attempting this, you may call us for advice.

Alternatively, you may have a newer boiler. To attempt to sort any problem on a newer boiler, you may try pressing the "reset" or "igniter" button and then try the heating again.

This is the extent of the options you can try to resolve your heating problems yourself. If these do not help, we would ask you to contact us and we will arrange to investigate the problem and organise to sort it.

How do I turn off the water?

It may be necessary for you to turn off your water supply in a hurry, for example, in the event of a burst pipe or water leak. To shut off the water supply to the property, you will need to turn off the stop tap in a clockwise direction.

In some instances, "isolator valves" are located on the supply pipes under sinks. In the event that you feel it necessary to shut off the supply to a sink (for example a broken tap) you can turn off the supply by using a flat screwdriver and turning the valve a quarter turn.



You can find the location of your stop taps on page 3 of this booklet.

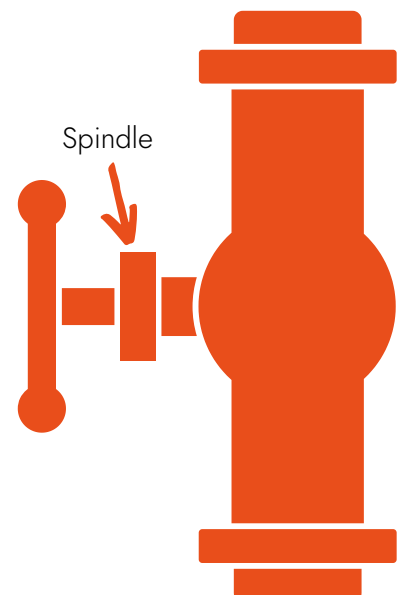
“
**Righty Tightly, Lefty
Loosey**
”

Some extra advice...

Your stop tap will usually be a metal tap. It is best not to force your stop tap if you find it difficult to turn, as it could break.

It is a good idea to turn your stop tap every 6 months or so to stop it getting stiff, but if you find that it is stiff, WD40 or some cotton wool soaked in vinegar on the spindle could free it up.

Don't worry - this won't contaminate your water.



Cleaning

Keeping on top of cleaning, especially in bathrooms and kitchens, is really important. Norwich is a hard water area, and therefore cleaning products which contain lime-scale remover in are to be used in bathrooms to avoid the build-up of hard limescale - particularly on shower screens, trays, tiles, sinks and taps.

A cleaning rota can be downloaded from our website to help you make sure everyone does their bit.

Your essential cleaning kit

If you were to buy only 4 products, these are what we would recommend...

1



Cillit Bang 100% Limescale Remover

For use in bathrooms, especially on shower screens and taps to get rid of stubborn watermarks.

2



Dettol Mould & Mildew Remover

For using in the bathroom to remove mould from between tiles and silicone.

3



Harpic 100% Limescale Remover Toilet Cleaner

For regular toilet cleaning to remove and prevent limescale build-up.

4



Anti-Bacterial Surface Wipes

Keep a pack of these in the kitchen to keep surfaces clean. Always clean the hob once it has cooled down so you don't get burnt.

Your complete cleaning store-cupboard

Kitchen



- Washing up liquid
- Oven cleaner
- Oven pride (use every 4-6 months)
- Washing up sponges
- Metal scourer
- Dish cloths
- Sink unblocker
- Rubber gloves
- Bin bags

Bathroom



- Limescale remover
- Mould & mildew remover
- Toilet cleaner
- Drain unblocker
- All-purpose cloths
- Bin liners
- Shower squeegee
- Anti-bacterial spray

General



- Sponge eraser (for marks on walls)
- Microfibre cloths/dusters
- Floor cleaner (for hard floors)
- Plunger (for blocked toilets & drains)
- Hair catcher for shower plugs
- Window cleaner
- Vanish carpet cleaner

Heating your house and dealing with mould

As the weather gets colder around late September/early October, it is really important that you are actively caring for your property, especially in relation to heating and ventilation. In 99% of cases, mould growth in properties is due to tenant behaviour, not the property itself.

The good news is that it's really easy to avoid and treat.

Managing Mould and Condensation

You can download an information leaflet regarding condensation and mould from our website, but as a simple guide please adhere to the following guidelines:

- 1 Your central heating should be operating at at least 20 degrees for a minimum of 2 hours each morning, and a minimum of 3 hours each evening. Any less than this and you will almost certainly suffer from mould and will be responsible for rectifying this.
- 2 You should ensure that you ventilate rooms regularly by opening windows and making use of the locked ajar function to allow a stream of fresh air when you are out during the day. Do not close the trickle vents on your window frame.
- 3 Do not dry wet clothes on radiators but use a clothes horse. Try not to use this in bedrooms at all but in common areas with the windows open.
- 4 When showering or cooking, ensure that you use the extractor fans at all times and open windows where possible. After a shower, leave the window open and close the door.

Removing Mould

If you have a specific issue with mould growth, we recommend HG mould spray (don't purchase the foam spray) to remove the build-up of mould on bathroom ceilings. It's bleaching agent helps to restore the walls and ceilings to the required condition.

Spray on the wall then wipe away with a damp cloth. Repeat for 5 days to kill the mould organisms in the wall.

As with most cleaning products, CPM recommends that you always use protective gloves on application, and always follow the manufacturers guidelines on the packaging.



If you require further assistance, do get in touch with the office, or go to our FAQ section on our website and search 'mould'. We also have a YouTube channel with loads of helpful videos to help you look after your house.

Recommended tradespeople



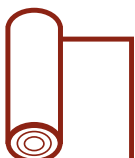
Cleaning

Karrie
gingerninjascleaning@hotmail.com
07545580583



Window cleaning

Barry
barry.amis1@btinternet.com
07880 710185



Carpet, fabric and mattress cleaning

Karl
01603 866376



Gardening

Mike
rjn88@live.co.uk
07927734403

Fire safety

Fire Safety is a very important consideration as you begin your tenancy and an aspect of your tenancy that you must not neglect on a day-to-day basis.

We would suggest you begin by at least considering the following to reduce the risk to yourself in the event of a fire...



Escape routes

Take a few moments to ensure you have planned how you would escape in the event of a fire. You will be more likely to escape via a safe and appropriate route if you have planned one in advance. Keep your escape routes clear, ensuring that bicycles are stored outside and that rubbish bags are placed in bins outside.



Fire fighting equipment

Your house is kitted out with all the required fire-fighting equipment designed to keep you safe in the event of a fire. We will have checked them before you move in, but it is your responsibility to make sure that they are looked after and kept in the correct places. Fire extinguishers and blankets are to be left in their brackets and you must notify us if you use them, so we can replace.



Eliminating risk

Think carefully about what you do inside the house that could be a fire risk. Open fires can be really dangerous and should not be lit. Candles are allowed (if your landlord agrees) but should be supervised and placed away from electricals and flammable materials. Smoking is not allowed inside your house, and should only be done outside.



Cooking safely

Most dwelling fires start in the kitchen and cooking appliances are the main source of ignition. Chip pans can make the kitchen a hazardous place and should not be used.

Fire facts & statistics to consider

- In over one tenth of the 4% of cases where smoke alarms operate but do not raise the alarm, the cause is due to the failure of the occupants to respond (sometimes, no doubt, due to incapacity such as drunkenness).
- The vast majority of accidental fires in dwellings start in the kitchen but fatality rates are higher for the living room and bedroom.
- Smoking remains the major (but declining) source of fatalities.
- The chip/fat pan remains the major, though declining, single cause of non-fatal accidents.
- 75% of fatalities resulting from primary fires occur in dwellings.

Smoke alarms, heat detectors and carbon monoxide detectors

Mains powered smoke alarms and heat detectors are a legal requirement in rented accommodation. By shortening fire discovery times, they reduce deaths and injury from fire and damage to property.



Smoke detectors

Smoke detectors are used throughout houses to detect smoke caused by fire. They are not put in kitchens, to avoid being set off by burnt toast etc.



Heat detectors

Heat detectors are placed in kitchens as they can detect fires without being set off by everyday cooking.



Carbon monoxide detectors

If your property has gas, you'll have a carbon monoxide alarm detector. This will be kept by the boiler and detects harmful carbon monoxide gas.

Testing your fire alarms

It is your responsibility to test the smoke alarms on a monthly basis. We have provided you with a testing record sheet (at the back of this book) and suggest you appoint one member of your group (perhaps the tallest) to take ownership of this important task.

- 1 Each month select a smoke alarm and hold down the test button on the detector. Both the detector being tested and all of the other detectors in the house should sound, as they are interlinked.
- 2 On the record sheet record the date, the signature of the tester, the room in which the alarm was tested and whether the alarm activated correctly.
- 3 Report any faults with the alarm.
- 4 Ensure that a different alarm is tested the following month.

This has been written to ensure that you have been made aware of the importance of fire safety as well as outline some important points that will help to minimise the risk of a fire and the risk to yourself in the event of a fire.



What happens at the end of your tenancy?

These notes have been designed to assist you when handing your property back at the check-out appointment. Please read these guidelines and take the appropriate action. We want you to get your deposit back, so the following (along with the information throughout this guide) is designed to help you achieve this.

Removal of belongings

You must remove all your belongings from the property – this might include;

- unwanted items such as lamps, desk chairs, clothes horses etc.
- excess rubbish sacks.

It is your responsibility to take any excess rubbish sacks that do not fit inside the wheelie bin to the local Council recycling centre. The lid must be closed on the wheelie bin on the final inspection day.

Any extra rubbish sacks left beside a full bin or additional items left inside the property or garden (including Road Signs or BBQs), will result in us having to employ someone to remove them and the cost of this will be jointly passed onto you all.

Starting cost is £50 for removal, plus any charges levied by the Council recycling centre for each item.

All mail received addressed to you after you have vacated the property will be returned to sender.

Gardens, sheds and garages

You are all jointly responsible to maintain the tidiness in the garden. Please ensure that the front and rear gardens and any sheds/garages are free from any weeds, piles of cigarette butts or litter, rubbish bags or your unwanted belongings.

Missing or damaged furniture

Any missing or damaged items should be replaced to the same quality and specification if the Landlord is to accept them.

PLEASE CHECK WITH YOUR PROPERTY MANAGER FOR ADVICE BEFORE REPLACING ANY ITEMS.

Keys

You must return all of the keys given to you at the commencement of your tenancy.

If others are still in the property when you come to leave, please leave your keys on your bedroom desk, and close the curtains.

The last person to leave the property can do one of the following:

- Pass them to your property manager at the check out appointment (if relevant)
- After fully locking up and securing the property, drop them in to our office in an envelope marked with the tenant's name.
- After fully locking up and securing the property, post them back through the letterbox and inform your property manager.



TOP TIP

Working out what belongs to who and emptying a house takes longer than you think, so make sure you start thinking about this nice and early.

End of tenancy cleaning

Before you start your deep clean we highly recommend that you take a few minutes of your time to look through the inventory files that you received prior to your check in. These will remind you of the standard we expect the house to be returned to when your tenancy ends.

As per your Tenancy Agreement it is your duty to leave the house in good order and deep clean before you vacate the premises. We suggest that you decide between yourselves who will clean each area in order to share out the duties of cleaning all the communal areas of the house equally. Cleaning checklists can be found over the page to help you work through the jobs methodically.

Please note that you remain jointly responsible for the communal areas of the property even if you move out early. Should this happen, we recommend that you return at an agreed later date so that you ALL take responsibility to clean together and return the property back to its original deep clean condition as shown to you during your check in appointment.

If you prefer to organise cleaners to carry out this on your behalf, you are advised use our approved cleaning company, who's details are on page 8. Please note that the house must be empty before a cleaning company can do a deep clean.

Details of our recommended tradespeople, should you need them, can be found on page 8.

Walls & ceilings

IF your landlord has permitted posters and/or Blu-tac then all posters and adhesives should be removed from walls, and walls cleaned with sugar soap before being repainted with a matching colour – please ask your property manager for advice if you are unsure. Note that we cannot supply paint or materials, but may be able to advise you re: colour or paint brand.

Any black mould on walls and ceilings should be fully washed off using a good mould cleaner such as HG Mould Spray.

Walls and ceilings should be dusted (cobwebs removed), wiped over (where necessary) and free from excessive wear.

Windows, doors & woodwork

External windows are to be professionally cleaned using our recommended window cleaner.

All woodwork such as internal doors, skirting, dado rails, stair banisters, window frames and sills, picture rails, frames, shelving and cabinets, etc. should be washed down with detergent. Don't forget to include skirting boards under beds and behind furniture as these will be checked.

Furniture & soft furnishings

All items/furniture belonging to the landlord must be returned to their original position. If you cannot remember where things were, check your photographic inventory.

All soft furnishings, such as carpets, curtains, rugs, throws, mattresses, etc. should be washed if necessary, free of stains and left clean. If you removed the Landlord's curtains to hang your own curtains then you will need to ensure that the Landlord's curtains are clean and have no folding creases (dry clean if necessary) and are re-hung on the curtain pole properly. Dirty or creased curtains will result in you being charged for replacement.

Fixtures and fittings

Light fittings should be dusted and free of cobwebs.

All light bulbs and smoke detector batteries should be present and in working order.



Scan the QR code to find our end of tenancy cleaning checklists.