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www.sulets.com

Student handbook

All you need to know





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Welcome to Sulets

The traditional shared housing offered by Sulets is owned by private property owners and is either leased or managed by Sulets ourselves. That means that we will look after you and provide plenty of help and support, so if you ever have any problems, we will deal with the property owner on your behalf.

In return we ask that you follow some simple rules – all of which have been created to best serve the interests of you and your housemates as well as the property owner.

This handbook contains a lot of useful information. Please ensure you read it carefully and keep it for future reference.

On arrival

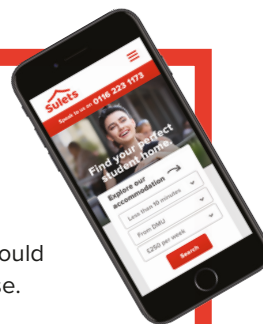
Payment of rent

Before you can move into your property, all tenants in the property must have paid the deposit and paid the first instalment of rent.

For students with a guarantor, you can pay in four instalments. Students without a guarantor must pay in three instalments. Your payment dates are listed in your tenancy agreement.

If you have any problems paying your rent please don't ignore the situation as this could make things worse.

Contact our Finance Team on **0116 467 0315**, option 1 then option 2, or email **enquiries@sulets.com**



Deposits

All tenants must pay a minimum deposit of £250. This is held as a damage deposit until the end of the year. If you are continuing to live in the same property the year after, your deposit will be carried over, unless there are charges.

To get your deposit refunded in full, you need to ensure that you return the property to us in the same condition that you found it.

Deposits are refunded to you at the end of the tenancy after the property has been inspected and any agreed deductions are made.

We aim to refund your deposit within 28 days of the end of the tenancy. This date is on your tenancy agreement.

On arrival



Keys

At the start of term all tenants are issued with a set of keys to the house. If you lose your keys, you must go to the Sulets Office to arrange replacements, and you will be charged for replacements.

Contract withdrawal

Your contract is legally binding and you are not permitted to withdraw from it, unless you can find a student to replace you (who does not currently live in a Sulets property). Once a successful replacement is found, the tenant to be released will be charged a £50 exit fee.

Guests

Short-term stays which do not exceed two nights are allowed, on the basis that all residents agree with this. Stays which are longer than two nights are not permitted.

Inclusive bills

You will be able to tell from your contract if your agreement does or does not include bills.



If your house is a Sulets Premium: All Inclusive house, then your contract may include payment of all bills. This includes:



Gas*



Water



Electricity*



Internet**

*please be aware of the fair usage policy (outlined in your contract)

**please note that internet packages vary

Insurance*

You can upgrade your basic policy to cover items which are excluded such as bicycles. Details of the insurance cover can be found on our website www.sulets.com

To claim for lost, stolen or damaged items, report them to the Sulets Office and then contact the insurance company who will advise you of the next steps.

You may also need a crime number which you can get by reporting the matter to the police.

*Only included if your house is a Sulets Premium house.

Non-inclusive bills

If your agreement does not include bills, here is a checklist of action points upon arrival:



Meter readings

Take meter readings for all utilities (gas, electricity, water)



Utilities

Contact the utilities providers and set up as a new user



Insurance

Set up insurance cover for your personal belongings

Need help sharing your bills out?

Check out unihomes.co.uk

Council tax

Full time, registered students are exempt from Council Tax but you will have to claim exemption by contacting Leicester City Council. Part time students are unlikely to be exempt from Council Tax.

www.leicester.gov.uk



Maintenance and repairs

Please report all repairs and faults to the Sulets Team. Either call the office, email your Property Management Officer (contact card in this welcome pack) or call into the office in person. You must always give your name, address, room number, and contact telephone number when reporting a repair.

What is an emergency repair?

- › Risk to life or substantial damage to property
- › Major Water Leak resulting in flood and immediate danger to structure, services or fixtures and fittings
- › Major loss of power
- › Total loss of heating and hot water (from November to February)

Other emergencies

- › If you smell gas - call National Grid on **0800 111 999**
- › In the event of a fire – call **999**
- › If you have no water - call Severn Trent Water on **0800 783 4444**

Outside of normal office hours, repairs can be reported by calling our main number **0116 467 0315**

Please only use this number if it is an emergency and cannot wait until the following working day.



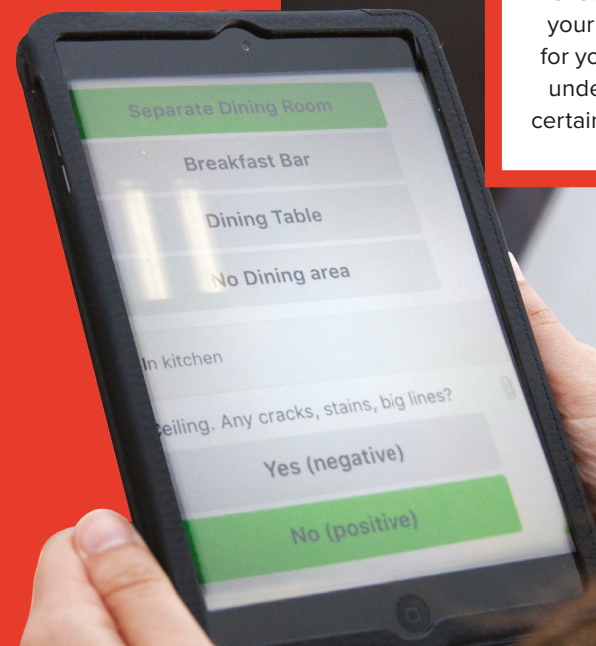
Inspections

Sulets staff will regularly visit your house in order to monitor cleanliness and general upkeep. Staff have the right to access rooms at all times in an emergency although they will usually give 24-hours' notice.

If, during a semester inspection, your room or house needs cleaning, you will be given a deadline to carry out the cleaning. If there has been no substantial improvement by the deadline, a contract cleaner will be brought in at the expense of the entire household.

Safety checks

We are required by law to carry out annual safety checks. In order to ensure your safety, it is mandatory for you to grant us access to undertake these checks at certain points during the year.



Condensation problems

Condensation occurs when warm air carrying moisture comes into contact with a cool surface.

How to control condensation

- › Report any damp or mouldy walls
- › After having a bath or shower, ventilate the room to the outside, not to the rest of the house

- › Opening a window and closing the door will help.
- › Avoid drying clothes indoors and on radiators
- › Keep lids on saucepans when cooking, keep the kitchen door closed and open a window.
- › Make sure furniture is not pushed right up against an outside wall.
- › Clean off any moisture which collects on your windows and windowsills
- › Wipe down the area with hot, soapy water.



Learn more

For more information on condensation and damp please visit

www.cse.org.uk



Common problems

Showers

Please ensure shower curtains are drawn inside the bath and that shower cubicle doors are properly closed. If excessive water is left on the bathroom floor, please mop it up and ensure that all housemates follow the same instructions.

Blocked sinks and drains

If you have a blocked shower, and you cannot clear the blockage yourself, report it immediately and do not let water build up in the shower tray so that it overflows onto the floor.

› Do not pour foodstuffs and fats down kitchen sinks and toilets as this causes blocked drains.

› Please be careful when disposing of fats, foodstuffs, and wipes, placing them in the bin.

› Charges will be made for persistent unblocking of sinks and drains.



Damaged property

Any damage to the house or flat, its furniture or fittings, outbuildings, gardens or fences should be reported to the Sulets Office.

Damage caused by a student resident (or guest, for whom the host is automatically responsible) will be charged to that resident or group of residents.

Your housemates

For most students, this will be their first time living away from home, and can be a stressful time. We ask that you take this into account and be tolerant and understanding of each other.

If you have serious concerns about anyone you live with, you can report this by contacting your University or Student Union advice centre. You can also contact Health Assured, a confidential helpline provided for you by Sulets on **0800 028 3766** using the code **MHA 141480**.

Drugs and smoking

As a managing agent, Sulets operates a zero tolerance policy on the misuse of drugs and illegal substances within its properties. The use of any illegal drugs may lead to eviction from the property and the police will be informed.

Smoking is not permitted in any of the Sulets accommodation.





Living in the community

Your neighbours

Living in a student house means that your neighbours will not necessarily be students. You are likely to be living around families, couples and elderly people. Please be considerate of your neighbours and fellow housemates and embrace being part of a community.

Things to consider:

- › **Health and safety** – look out for each other and report any concerns to Sulets
- › **Security** – getting to know your neighbours means that they can keep watch on your property if you go home for the holidays
- › **Noise** – everyone has the right to peace and quiet, so please behave considerately. If you're having a party, inform your neighbours and be reasonable about noise levels

Rubbish and recycling

A selection of different bins will be supplied for your weekly rubbish and recycling. You must ensure that these are put out onto the street on the correct days and put away at the back of the property following collection. If you fail to bring your bin in from the street, the City Council Wardens may issue you with an £80 fixed penalty notice.

You can find out when your bins are collected by visiting biffaleicester.co.uk and entering your postcode.



Safety and security

Security

- › Keep doors and windows firmly shut and locked.
- › Do not leave valuable possessions or house keys on display.
- › Do not leave keys in locks.
- › If your house is fitted with a burglar alarm, please use it when leaving the house.
- › Use a security marker pen to mark your postcode on your belongings.
- › Lock your laptops and devices away in a cupboard or cabinet when not in use.
- › When leaving your house at night, leave a landing light on.
- › Do not leave curtains closed during the day when you are away.

Safety

- › All houses are fitted with a smoke alarm. Try to keep yours free from dust and test it regularly.
- › Keep all exits from your house clear from rubbish, storage and bikes etc. This is to enable residents to escape in the event of a fire.
- › Ensure that all residents know where window and door keys are kept.
- › The use of additional heaters is strictly prohibited, as these can cause fires.
- › Any faults to switches, time clocks, control gear, distribution boards and fuse boxes must be reported immediately.
- › Do not overload electrical sockets by using double or triple adaptors. All metal-bodied appliances must be earthed. Remember one plug per socket and total load must not exceed 13 amps.
- › Always double check that cookers have been turned off properly when you have finished cooking.

Safety out of your accommodation

- › Stick to bright, well-lit and busy areas/streets, particularly when out alone.
- › If you must carry a laptop computer out with you, carry it in a rucksack rather than a case.
- › Try not to draw attention to other valuable items you may be carrying, such as mobile phones and jewellery.
- › Always contact a friend to let them know where you are going, and what time you expect to return home.
- › Ensure that your car is secured and does not attract potential thieves. Do not leave valuables such as your purse, mobile phone in view.

Sulets regulations

- 1 Noise from stereos, radios and televisions must be kept to a reasonable level (especially when windows are open) and to an absolute minimum after 11pm.
- 2 The exterior doors of the property must be kept locked at all times.
- 3 Pictures and posters must not be attached to doors, windows or walls, sticky tape must not be used. Approved pin hooks are okay as they do not damage the wallpaper or wall surfaces.
- 4 Residents are required to keep the property in a clean and tidy condition to the satisfaction of Sulets staff, who will visit the premises from time to time. Residents failing to do this will be charged the full cost of hiring cleaning staff.
- 5 Furnishings and fittings provided by the property owner must not be removed from the premises.

Responsibility for the replacement cost of any missing property rests with the occupants.
- 6 Babies and children are not permitted to reside in Sulets accommodation.
- 7 No animals of any sort may be kept in Sulets accommodation.
- 8 Residents are not permitted to sublet their rooms at any time. Only the occupants named on the contract may reside in the property.
- 9 All Sulets accommodation is strictly no smoking (this includes electronic cigarettes) and Sulets has a zero tolerance policy when it comes to drugs.

Moving out

You must move out of the residence promptly at the end of the contract, charges will be incurred if the house has to be cleaned and these will be the responsibility of the entire household.

All items left in a property after the contract ends will be disposed of immediately. Residents will incur charges if this happens. If you are returning to the same house next year as a group, it may be possible for you to leave items in the house over the summer, but you must return your keys.

Before you leave:

- › Take meter readings for the utilities (gas, electricity, water)
- › Contact your suppliers at least a month in advance, to tell them when you are moving out
- › Ensure your last bills for the house are paid as soon as you get them
- › Contact Royal mail ([postoffice.co.uk](https://www.postoffice.co.uk)) to redirect your post*

*Sulets accepts no responsibility for mislaid or lost mail and cannot re-enter the property to claim mail delivered after the contract ends.

Returning keys

At the end of your contract, your keys must be returned to the Sulets Office. Failure to do this will result in a lock change being carried out at the property, for which you will be charged. Even if you are returning to the same house the following year, you must still return your keys to Sulets.

Disclaimer

The information contained in this booklet is for general information only, although we do our best to keep it up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability of the information, products or services contained in the booklet for any purpose. Any reliance you place on such information is therefore strictly at your own risk. We reserve the right to introduce changes to the information in the booklet, including the addition, withdrawal, re-location or restructuring of services.

Complaints policy

Sulets aims to provide a quality service to tenants. We recognise that genuine complaints provide us with an opportunity to improve our services. Sulets aims to provide a fair and accessible complaints procedure which responds speedily to concerns and does not set up unnecessary procedural barriers. Ask a member of staff for more information on our complaints policy.