

Start of Tenancy Information Pack

Your property should be ready for you to move into from the first day your tenancy starts.

Your landlord or agent should protect your deposit in an authorised scheme and provide you with the prescribed information within 30 days of receiving your deposit.

Welcome Packs and Inventory

The landlord should provide you with a welcome pack and information about the property. This should include information about who to contact in an emergency, who to report repairs and information such as bin collection dates etc.

When you move in, it's really important to take an inventory. Ideally the landlord should be present but if they are not, make sure you do one yourself. Document the condition of all the fixtures, fittings, furniture and condition of the property. Make a written inventory and also take lots of video and photographs. Include as much detail as possible. If the landlord completes the inventory, make sure it is accurate and you agree with it before you sign it. If you complete the inventory email it to the landlord as soon as possible.

A downloadable template is available at:

www.manchesterstudenthomes.com/DocumentStorage/Inventory.pdf

Appliances

The landlord should give you clear instructions about how to use any appliance in the house such as the heating, hot water and cooker etc. or provide you with the instruction manuals.

- PAT Tests - All electrical appliances should either be under 12 months old or be PAT tested to make sure they are safe.
- Gas Safety Certificate (GSC) - If you have gas appliances, the landlord should provide a copy of gas safety certificate.

Registering with a GP to Vote

Make sure you are registered with a local GP and dental practise. You can find health services in your area by visiting:

www.nhs.uk/Service-Search/GP/LocationSearch/4.

Don't forget to register to vote! It's really easy and simple and can be done online at

www.gov.uk/register-to-vote.

Setting up Utility Bills

The landlord should provide you with details of which companies supply the utilities to the property. If they don't have the details you can contact the following companies to find out who they are:

Gas - 0870 608 1524 or visit www.ukpower.co.uk

Electric - 0870 751 0093 or visit www.ukpower.co.uk

Telephone / Internet – BT 0800 800 150 or visit <http://home.bt.com/>

Water – United Utilities are the only supplier of water in the North West and can be contacted on 0345 672 2999 or visit www.unitedutilities.com

TV Licence – if you have a joint and several tenancy agreement you will only need one TV licence for the whole property. If you are on an individual room by room contract you will need one per person. Visit www.tvlicensing.co.uk/ for more information.

Meter reading and payments

Make sure you take the meter readings can give them to the utility suppliers. Take a copy for your own records as well. Try to get the names of all your housemates on the bills if possible. Bills will normally arrive either monthly or quarterly and you should be able to pay by direct debit.

Remember to provide regular meter reading so you are not over or under paying. It's important to keep up to date with utility bill payments, some suppliers may charge late payment fees and any debts could affect your credit rating score.

There are lots of deals and special offers from utility companies; if you switch suppliers it could save you money, try comparison website such as www.uswitch.com.

Insurance

If you or your parents already have insurance, check whether the policy will cover contents in your new home. There are plenty of deals available and it is worth shopping around to make sure you get the right cover. Endsleigh specialise in student insurance and some private halls include contents insurance in their rental price.

You can find them at:

<https://www.endsleigh.co.uk/student/student-contents-insurance/>

Rights, Responsibilities and Repairs

You are responsible for...

- Acting in a 'Tenant-like manner'. This means you should perform the smaller tasks around the house such as: changing a light bulb; unblocking sinks when clogged with waste; and cleaning the windows when necessary.
- Not damaging the house, if you do then you and your guests are responsible for the repairs.
- Waste collections. Remember to find out the collection days from your local council. Put the wheelie bins out - and bring it back in again, it's illegal to leave it on the street.

You can find your bin collection dates by going to the following websites:

Manchester City Council - www.manchester.gov.uk/bincollections

Salford City council - www.salford.gov.uk/rubbish.htm

- Securing the property when you go away - lock all the doors and windows!
- Being aware of the impact of noise and parties.
- Reporting all repairs to the landlord/ agent (preferably in writing). The landlord's/agent's responsibility to repair begins only when they are aware of the problem. If the fault is not corrected within a reasonable period of time (dependant upon the nature of the disrepair) then seek advice from Manchester Student Homes, the Students' Union Advice Centre or Citizen's Advice.

Being a Good Neighbour

Meet your neighbours. Living in an off campus area means you are now part of a vibrant and diverse local community which extends further than your immediate neighbours. Take the time to get to know your area and introduce yourself to the people who live near you. It may be worth exchanging numbers should you need to contact each other in case of an emergency.

Consider your neighbours and the amount of noise you make, or you may be causing a noise nuisance that can occur anytime of the day.

You can see look at our 'Welcome to the Community' guide for more information at:

<https://manchesterstudenthomesnews.wordpress.com/gnt/>

Off Campus Management Plan

Manchester Student Homes meets with colleagues from across the Universities, Manchester City Council and Greater Manchester Police to review incidents relating to student activity and we will shape our response to off campus management and communications in line with emerging issues.

You have our full commitment that we are doing all we can to respond in a timely and effective manner to any concerns raised, as well as supporting students in their off campus experience.

If you would like to see an overview of the targeted work we are doing at this time please see our [Off Campus Management Plans here](#).

Safety & Security!

Home Security

Burglars don't work to a schedule - if they see an open door or window they're likely to jump through it, whatever the time of day or night.

Do's

- Make sure that window lock keys are supplied.
- Make sure windows and doors are locked, even when you're at home. 1 in 3 burglaries are a result of an unlocked door or window. In the summer ground floor windows and doors can be a point of entry.
- Check with the landlord if contractors show up to 'repair' something.

Don'ts

- Don't let contractors, or anyone else, in without seeing some ID. Also confirm with your landlord that they have sent someone to your property and what the visit is for.
- Don't leave your house unsecured - this can invalidate your insurance and your landlord's. You might then face a claim for items that are stolen or damaged.
- Don't leave laptops, valuables etc. on display.

Fire Safety

Your landlord has to provide adequate fire precautions and means of escape from fire. Manchester Student Homes works closely with accredited landlords, Greater Manchester Fire and Rescue Service, and Manchester City Council to ensure fire safety requirements are met in accredited properties.

Do's

- Get together with your housemates to come up with an escape plan in case of an incident.
- Test battery operated fire/ smoke alarms on a weekly basis.
- Familiarise yourself with the escape route and any fire exits.
- Knock on bedroom/ living rooms doors as you make your way out of the building.

Don'ts

- Don't disconnect smoke alarms - this not only puts your life at risk but also invalidates the landlord's insurance.
- Don't prevent your landlord from entering your house (with 24 hours written notice) to service extinguishers or the fire detection system.
- Don't tamper with the smoke detector heads – they may be wired to the mains.
- Don't block any passageways, the landing, hallway etc., with bikes, furniture, plants, traffic cones, etc.
- Don't prop your bedroom door open or disconnect the door closer.
- Don't try and fight a fire call 999 right away.

Street Safety

Manchester Student Homes on behalf of the Universities works with partners such as the Students' Unions, Greater Manchester Police and Manchester City Council to make sure students can access help and support should they be feeling vulnerable, unwell or have any general concerns, when out and about. This initiative is called the [Student Safe Zone](#).

- Don't walk around alone at night.
- Keep valuables out of sight.
- Be aware of your surroundings - don't wear headphones.

Information about Student Safety can also be downloaded from Manchester City Council at:

http://www.manchester.gov.uk/info/500210/student_safety/4795/student_safety

Public Transport

These tips may be useful if you are travelling at night. Take particular care if you are travelling after drinking.

Bus

- Plan your journey in advance, and make sure you know your route and stop.
- Check the times of the last buses.
- Have your ticket or change ready so your purse or wallet is out of sight and keep bags zipped and valuables secure.

Train

- Plan your journey in advance, and make sure you know your route and stop.
- Check the times of the last train.
- Have your ticket or change ready so your purse or wallet is out of sight and keep bags zipped and valuables secure.
- If you're waiting for a train, wait in a well lit area, close to other people.
- Sit in a busy compartment. If you're worried, consider changing compartments or getting off the train altogether.
- Get someone to meet you at your destination.

Taxi

Manchester Student Homes also support the Safe Taxi Scheme. This will help you get home safely if you don't have the taxi fare. More information can be found at [Street Cars](#). The Safer Taxi Scheme is available for students studying at the following institutions:

- The University of Manchester
- Manchester Metropolitan University
- The University of Salford; and
- Royal Northern College of Music

If you decide to use an alternative taxi company

- Use a taxi company you know and trust.
- If you book a taxi/ mini cab by phone, ask the driver to confirm your name and destination. It's illegal for mini cabs to pick you up unless you book through their operator. Mini cabs that try to do this are unlicensed and uninsured and you don't know what the driver's been up to in the past.
- Use black cabs if you want to flag one down in the streets.
- If you start to feel uncomfortable in a taxi, get the driver to drop you off in a busy familiar place and get out of the car.

Have your money and keys ready so that you can get into your house quickly at the end of the journey.

Owned & managed by:



Manchester
Metropolitan
University

MSH Pod, University of Manchester Students' Union

Oxford Road, Manchester, M13 9PR

www.manchesterstudenthomes.com