

chester student lets



TENANT INFORMATION PACK

Everything you will need to know about living in one of our homes, and tips and tricks on how to make your stay with us the most enjoyable it can be!

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Tenant Responsibilities

Once you have moved in and are settled it is always useful to know what your responsibilities are as a tenant, and also what you can expect from your Landlord.

Insurance

As a tenant you are not covered by your Landlord's insurance for theft, fire or damage to your own goods. You must therefore arrange your own contents insurance. Feedback from past tenants has suggested Endsleigh are most experienced with student rentals, though other companies are available.

Council Tax

Students are exempt from paying council tax, however, this does mean as a student you need to provide evidence of being in full time education to CSL by no later than the 31st October. Your University or college will provide you with a council tax exemption certificate, these are often downloadable from a student log in or portal. When you have yours please send it to hello@chesterstudentlets.co.uk with the subject "council tax exemption for (insert your name)". As the tenant, unless otherwise agreed, you are responsible for the cost of any council tax incurred due to not being a student or failure to prove you are a student on time.

Maintenance

It is the Landlord's responsibility to ensure that any maintenance issues reported by you are taken seriously and are fixed within a reasonable timescale. A landlord must have a valid gas safety certificate and appropriate electrical safety regulations for the property. All certificates are visible for your house on the Arthur app.

Tenant Responsibilities

Looking after the property

It is your responsibility to look after the house on a day-to-day basis, as per the terms of your tenancy agreement.

- ensuring no damage to furnishings, keeping the property clean and kitchen appliances free from dust and grease
- reporting repairs to CSL as soon as possible via the Arthur app
- changing light bulbs, as required
- ensuring adequate ventilation and heating to avoid condensation / mould
- ensuring smoke alarms and heat alarms are working
- disposing of all food waste / rubbish / recycling (this can cause vermin which will be your cost to remove if caused by poor waste management)
- keeping indoor and outdoor drains cleared of food / hair / leaves / rubbish etc. (the costs of unblocking will be yours along with any damage to the house if blockages are found to be caused by poor tenant maintenance)
- keeping the gardens / yards tidy (clear of loose rubbish / cigarette ends, etc.)

Access

A tenant must be left to live in their dwelling and experience "quiet enjoyment" without interference from the Landlord.

Your contracted dwelling is your bedroom, CSL or your Landlord should always give at least 24 hours' notice before entering your personal bedroom.

Notice isn't legally required for communal areas in a shared house; however, we will always do our best to give you as much warning as possible when access is needed.

When you have reported a repair, no matter what area of the house it is in, you have provided an invitation to CSL or your Landlord to enter and rectify the issue, no prior notice is necessary. Access will always be during working hours of the day.

Tenant Responsibilities

Visitors

All tenants must ensure the household or visitors to the house behave in a respectful manner. Antisocial behaviour will not be tolerated and could lead to serious repercussions with the University, Chester City Council and the police. You are reminded that all overnight guests are limited to 1 per tenant in a 7-day period and as the tenant you and your guarantor are responsible for any damage they may cause.

Moving Out

A tenant must ensure that on leaving the property it is left in its original state. We would recommend you clean and Hoover inside and underneath all moveable furniture, this includes beds, cupboards and drawers.

You should utilise council waste collections prior to your contract end date to minimise the amount of work you have to do as you pack.

Inventory

Chester Student Lets do not collect deposits for student lettings, however, you and your guarantor will be charged for damages and any unnecessary costs incurred to your Landlord as a result of your actions. We strongly recommend you complete your inventory within 14 days of the start of your tenancy and return it to ourselves.



How to guides

We know that moving in to your own place during your studies can be overwhelming and usually is the first time living independently - bring on a new stage of life - ADULTING! These guides are here to help you live comfortably in your home away from home!

Vacuum Cleaners / Hoovers

In each of our fully managed homes we ensure that you are provided with a Hoover to ensure that you can keep the place looking as fresh and new as the day you moved in. However, hoovers can be tricky things to master and can be really inefficient if not looked after correctly. Here are some tips to make sure your Hoover is always ready and raring to go when you use it:

- Clean the roller brush of your vacuum, hair and little bits can get caught up in this which stops it from collecting those annoying little bits on floors.
- Ensure that you are emptying the Hoover where all the dirt collects regularly. Ideally after each use so then no one else is having to empty other people's dirt. If you can see that there are bits clogged around any parts of the drum ensure that you remove the blockages as this will affect the suction and power of your Hoover.
- Once a month, use a damp cloth and mild detergent to wipe off any dirt from the casing, hoses, and attachments.

There are plenty of videos on Youtube as well explaining how to unblock your Hoover and how to maintain them to ensure that they are working efficiently in your home. We also offer a service where if your Hoover isn't working and you have already tried to unblock it then we will ask you to bring the Hoover to the office and will swap it out for another Hoover for you. Our team can always show you there and then how Hoovers can be checked and maintained and what to look out for.

How to guides

Waste Management

With living in a City Centre comes great need for waste management, there is a lot of urban wildlife that will thrive off households who can't keep on top of their waste, and we are sure you won't find the ambience of foxes digging through your bins in the late nights and being greeted by rats in a morning appealing. So here are the how tos to keep on top of your waste management whilst living in the City.

Most properties in the City Centre do not have a black household waste bin provided and work on a kerbside collection basis. This means that on the day of collection you have to place your bin liners of household waste on to the kerbside outside your property for the council to collect.

Your black bins are for storage use only and all waste should be put into these in black bin bags. On bin day the council will only collect your black waste if the bags are put kerbside without the storage bins.

When used and maintained correctly your storage bins will help prevent rats and mice being interested in your garden/ yard. If you really want to do your bit to keep pests away then we also recommend rinsing out any food packets or containers before putting them out for recycling/ in the bin and also washing out the bins at least once a month with some bleach water.

If you would like some black bins, for storage purposes only, then please let me know and I will get you some but you will still have to use black bin bags, the bins will solely be for the storage of full, sealed, black bags between collection dates and cannot be put out kerbside as the bin men will not empty them for you.

How to guides

Waste Management Continued

Should your property be eligible to have black household waste bins provided by the council then please use these appropriately and ensure that they are not overflowing on the day of collection as the council will refuse to collect if not presented in a tidy manner.

Recycling

You will be provided with boxes / bins to use to collect your recyclable waste. Please ensure that you are all conscious of recycling your waste within the home. If you need a reminder of which bin can store what please visit the below link where you can find further information on your waste collection dates, which bins are used for what and also where you can order replacement bins and boxes that your household is eligible to have:

<https://www.cheshirewestandchester.gov.uk/residents/waste-and-recycling/waste-and-recycling.aspx>

How can all the house help?

We know no-one likes doing the bins and taking them out however we do find that this is a common problem within a household and that no-one wants to take responsibility of this job. We have found in previous years that the best way to ensure the whole household helps with this is that between all the housemates there is a rota / schedule week on week as to who puts the bins out and it alternates between housemates. This means everyone has their share of taking the bins and waste out and no-one gets left to do it all.



How to guides

Washing Machines, Washer Dryers and Dryers

In our properties we provide washing machines or washer dryers. Whilst living with us we want to ensure that your clothes can always be smelling fresh and clean and there are some top tips on how to maintain your machines!

P.S. TOP TIP - Remember your dryer won't dry the same weight as what you have washed!

Washing Machines

Here are some top tips to make sure that your washing machine works efficiently for you during your stay:

- Clean the lint filter. Depending on your machine, the lint collector may be located in the agitator tube, which is the center column of most machines, or near the top of the washtub. Keep it clean to help your washer run efficiently.
- Wash the washing machine. Rinse away soap residue and buildup by running store-bought washing machine cleaner, or a solution of hot water, vinegar and baking soda through an empty load.
- Prevent musty odors and mildew. Leave the washer lid or door open between loads to dry out the unit and keep it smelling fresh. On front-loading washers, wipe down the rubber seal around the door after doing your laundry.
- Measure your detergent. Read the appliance instruction manual to make sure you use the correct type and amount of detergent for your machine. Too much soap can leave residue on your clothes and cause excess wear and tear on your washer, and high-efficiency washers require a special, low-sudsing detergent.
- Don't overload the machine. Use the appropriate amount of water for the size of the load. Wash heavy or bulky items in small loads since these are harder on the appliance.

How to guides

Washer Dryers

Here are some top tips to ensure that your washer dryer works efficiently during your stay with us:

- Keep The Doors Open - As much as possible, you should try to keep your washer and dryer doors open or ajar whenever they aren't being used. If you close your washer or dryer door right after using it, moisture can get trapped inside the machine and cause musty odors, or even mold and mildew growth!
- It's also recommended that you lightly clean your machine on a regular basis. When you're giving your washer dryer a light clean look for the following:
 - Lint inside the drum. A build-up of lint can cause a clog in your vent or drum.
 - If your machine has a lint trap, remove this and wipe down.
 - Use a vent cleaning brush to remove any dust, lint, or other debris from the vent itself, the hose attachment, and the inside of the vent opening.
 - Any debris on the door seal.
 - Any residue within the detergent tray.
 - Dye or stain marks within the drum. Make sure to remove these as soon as you spot them to prevent them transferring onto the next load of laundry.
- Google - There are hundreds of links with how to videos and guides on Google and Youtube that can easily tell you how to maintain your washer dryers so they can be used for years to come!



How to guides

Dryer Maintenance

- Cleaning the sensor - The drying sensor – sometimes called the humidity sensor – is found in the drum, usually below the door opening. It's made of two strips of metal that detect moisture and switch the dryer off when the clothes are dry enough. But a dirty sensor will lead to inaccurate drying, with clothes either being left too wet or over-dried. So, keep the drying sensor clean and the rest of the drum clean with white vinegar and a cloth or a cleaning wipe.
- Cleaning the lint filters - Fluff and dust from tumbling clothes ends up in the lint filter, which you'll find in or in and around your dryer's door. It's important to clean the lint filter after every use because a clogged filter restricts the flow of air through your dryer and this will make drying less efficient and if airflow is restricted, dryers can heat up.
- Cleaning the heat exchanger (condenser/heat pump dryers only) The heat exchanger turns the steam from the drum back into water and among the steam and air passing through it are fibres that, over time, can become clogged and dirty. A clogged-up heat exchanger will slow the flow of air through your machine making it less efficient, so make a point of removing it and cleaning it under the tap every month or so. If you own a condenser dryer, you'll find the heat-exchanger at the front of the machine, below the drum and behind a door or panel. Once removed, you can clean away big lumps of fluff by hand and get rid of the rest under the tap.
- Emptying the water reservoir (condenser/heat pump dryers only) A water tank on a tumble dryer can usually hold more water than is contained in the clothes from one load but not enough for two loads. To ensure you can run a drying cycle with a full load without having to stop halfway through to empty the tank, empty it every time you use your machine.

How to guides

Dryer Maintenance Continued

- Checking the hose isn't kinked (vented dryers only) The hose takes warm and damp air away from the drum and a kinked hose on a vented tumble dryer will restrict airflow, which can make your machine less efficient and could mean that drying takes longer. Pulling out the machine to check the hose is all you need to do.
- Cleaning the lower filter (heat pump dryers only) - It's relatively quick and straightforward to rinse your dryer's lower filter and we'd recommend cleaning it every 10 or so cycles. You'll find it in the bottom corner of your heat pump dryer, in front of the heat exchanger. You might need to push two small levers inwards to unlock it. Once unlocked, remove the sponge filter. Pick out bits of fluff and hair from the exchanger and its casing. Rinse the filter under a cold tap until the water runs clear. Wait until it's completely dry before you put it back.

What can't go in a tumble dryer?

Bras: Even on a dedicated delicates program the dryer isn't always kind to bras. The heat could bend them out of shape and cause them to lose elasticity. **Tights:** You'll spend longer untangling them post dryer than they would have taken to dry on your radiator in the first place. The delicate material is also likely to tear. **Swimming costumes:** The spandex in swimming costumes can distort and break in the dryer, so it's best to leave them out. **Bath mats with rubber backs:** The heat could cause the rubber to crumble and break. **Embellished clothes:** Sequins can snag easily and metal stones or beads can melt in the heat. **Sports shoes:** The rubber can shrink in the heat, meaning you'll lose your support and cushioning. However, it's fine to tumble dry non-sports trainers (any shoe without the support). Put them in a low-heat cycle with some heavy towels to stop them banging into the drum.

How to guides

Showers and Sink Blockages

Showers

Did you know one of the most frequent call outs we get to our homes is that showers are blocked? Here is a brief list of items that we have found blocking our showers in the past:

- Razor Heads
- Bottle tops
- Foil off shampoo bottles
- Hair
- Plastic covers off razors
- Other unsanitary items

I am sure you would also be horrified by the list of many items we have retrieved from plug holes and here are some top tips on if you discover a blockage in your shower how to get rid of it!

To unclog a drain we recommend this old wives tale that we were taught when even we were at uni!

Mix together 1 cup of vinegar (distilled white vinegar works best) and 1 cup of baking soda. First, pour boiling water down the drain to loosen; then follow with the baking soda-vinegar mixture and wait 15 minutes. Rinse with more boiling water.

You would also benefit from purchasing a drain unblocker solution such as Mr Muscle or Buster Bathroom and popping it down the drain.

Along with the wives tales and solutions, we would always recommend a good traditional plunger that can be picked up from most places for as little as £1.

How to guides

Showers and Sink Blockages

Sinks

Did you know one of the most frequent call outs we get to our homes is that sinks are blocked and causing a rather horrid smell to add to the ambience of your home? Here is a list of some of the items we have found in our sinks:

- Rice / Pasta
- Fat / Grease
- Vegetables - sometimes whole
- Kitchen Roll
- Wrappers / Plastic Packaging
- & other items you wouldn't traditionally find in the kitchen let alone a sink

It is safe to say that some of our sinks put Mary Poppins' handbag to shame. So here are a few tips should you find blockages in your kitchen sink!

- Unblock with a plunger - make sure to drain any remaining water, clear debris from the plughole, secure the overflow, and then grab your plunger!
- Unblock without a plunger - Using bicarbonate of soda, start by running boiling water down the drain, pour a cup of baking soda, then add in a cup of vinegar - make sure this is white vinegar and not the stuff you put on your fish and chips, then wait and flush with boiling water.
- You could always use a sink unblocker solution such as Mr Muscle or Buster unblocker Kitchen.

Ultimately the best fix to make sure you aren't having to go dipping into a tinkly sink is to make sure you aren't throwing anything down it you shouldn't.



How to guides

Showers and Sink Blockages

How to unblock a U-Bend

If all that fails, it's time to roll up your sleeves and prepare for a bit of dirty work. Sometimes, the only way to unblock your kitchen or bathroom sink is to remove the u-bend and clear it out by hand.

- Step #1. Get ready for the job

Hopefully, you have a strong stomach and some old work clothes. This is going to be a smelly and messy job. Rubber gloves are also a must. Place some old towels under the sink to catch any drips of water and have a bucket within reach.

- Step #2. Find and remove the u-bend

The u-bend is the first bend in the pipe right under the plughole. Put the bucket under the u-bend and very slowly unscrew each section of the pipe with a wrench just enough so that the excess water can drip out. When the water stops dripping you can continue to completely unscrew and remove it.

- Step #3. Clean and get rid of debris

Take the u-bend to another sink, or outside if possible, and give it a good clean. You can use a wire coat hanger, warm water, disinfectant spray to really make sure it's smelling and looking a lot better.

- Step #4. Fit the u-bend and test

Reconnect the u-bend using a wrench and test it by running the tap a little. If you do have a leak, remove and reattach the section again.



How to guides

Cleaning your dishwasher

If you are lucky enough to have bagged a property that has a dishwasher in then you can expect us round with our dishes too! No.... just joking, however there are little maintenance routines that will ensure your dishes remain being cleaned during your time with us and also will mean your machine is working to its best.

Here are some tips on how to look after your dishwasher:

- Clean Filter - If your dishwasher has a filter, remove it and clean off any food or grime. Food can become trapped in the filter and impair cleaning.
- Clean the door and seals - Dishwashers have seals around the door rim to prevent the machine from leaking while running. Wipe down the rubber seals and the door with a damp cloth to prevent soil and grime from building up. A drop of Dawn® will do the trick.
- Clean the spray arm - Wipe down the spray arm with a damp towel. We recommend removing the spray arm to clear any blockages with a toothpick every six months. Refer to your owner's manual for detailed instructions on how to remove and clean your spray arm.
- Make it monthly - Cleaning your dishwasher once a month helps prevent a build of germs and maintains your machine's efficiency.
- Keep it running - Running your dishwasher at least once a week keeps the motor seals working properly. Remember, even small loads can save water with your dishwasher.

For more top tips on how to maintain your dishwasher visit this helpful site:

<https://cascadeclean.com/en-us/how-to/dishwasher-maintenance/how-to-maintain-dishwasher/>

How to guides

Maintaining your Fridge Freezer

All of our properties include fridges and freezers of which most of them are combined. We all know the importance of your food being kept fresh and ensuring that everyone has fair usage of their fridge freezers. Here are some top tips to make sure that your food doesn't get spoilt and your fridge freezer stays clean!

- Check the seal occasionally to ensure proper sealing. If the seal is not adequate, the door may require an adjustment or the seal may need to be replaced.
- Defrost and clean the freezer regularly. Ice build-up will lower its efficiency.
- Safeguard your small children by keeping freezers locked.
- Vacuum any exposed condenser coils regularly to ensure proper air circulation.
- Keep temperature constant to keep food from spoiling.

Fridge Freezer temperature controls

First some clarifications:

- A refrigerator's temperature usually ranges from 0.5 to 4 degrees Celsius (33 to 39 in Fahrenheit).
- It also matters on which shelf the food is stored. In older appliances the higher you go the colder it gets.

Based on these two factors here's the number your fridge should be set on:

If you're always storing plenty of food you need the colder settings (3 to 4). If you're not storing as much choose between 2 and 3. If the temperature is very low, ice will form and it may prevent air circulation. Ice could also cause the fridge's inner thermostat to malfunction. This may lead to electronics failure. If ice accumulates: knock it off, lower the temperature and bear in mind that the change will take place in at least 8 hours.

How to guides

How to defrost a freezer

You will need:

- Old towels
 - Washing up bowl
 - Sponge
 - Spatula
 - Washing up liquid
 - Hot water
-
- Remove the contents - Take everything out of your freezer. You may well be surprised by what you find lurking in the back. (Fish fingers have a habit of escaping their box and hiding behind other meals.) Use this as an opportunity to bin any out-of-date food, or any food that you're just not going to eat (we're looking at you, three-year-old leftovers).
 - Prepare the freezer for defrosting - Turn off your freezer and unplug it from the mains. Secure the plug off the floor. You don't want to risk it or the cord coming into contact with water as the ice melts. Prop the freezer door wide open. This will help to defrost the freezer quicker. Remove the freezer shelves and drawers and pop them in the sink to soak with some hot water and washing up liquid. Finally, if you have a drainage hose, make sure it's actually draining into something, like a tray or a bucket. **Tip: If the shelves are iced in place, just wait until the ice starts to melt and then take them out.**
 - Grab some old towels - If there's a lot of ice build up, there's going to be a lot of water to deal with. Even a thin layer of frost can result in a surprising amount of water. So arrange old towels on the floor around the base of the freezer. Put another towel inside the freezer, along the bottom.

How to guides

How to defrost a freezer continued

- Let the ice melt - Wring the towels out when they're wet and replace them with dry towels if you need to. If any chunks of ice fall off, dispose of them quickly before they stick to the freezer.
- Clean the freezer - Once the ice is gone and the wet towels cleared away, it's time to clean the freezer. It's best to avoid disinfectants like bleach. Instead, just use a regular multipurpose spray, or washing up liquid and warm water. Give the shelves a good clean in the sink. **Tip: Don't forget to clean the door seal. An old toothbrush is handy for this, just don't scrub too hard.**
- Dry the freezer - It's really important to dry the inside of the freezer thoroughly once you've finished cleaning it. Otherwise, that water is just going to turn back to ice when you turn the freezer back on (which kind of defeats the purpose of the whole exercise). Use a tea towel or other cloth to dry with.
- Bring your freezer back down to the right temperature - Replace the shelves and turn the freezer back on. It's best to wait until it's ice cold again before you put any fresh food in it. This can take a few hours.
- Do check that the food you're putting back in is still frozen. If you find any meat or fish that has started to defrost, cook it or throw it. Don't try refreezing it or you could be in for a nasty dose of food poisoning! However, most defrosted raw meat can be cooked and then refrozen.



How to guides

Internet

Your internet is provided within your home and is not included within your rent. The provider for your internet is either Pro-Networks Ltd or Fusion IT. Should you have any problems with your internet during your stay, you must report them to your provider directly. Please see their contact details below and keep note of them! A lot of our students previously have found it useful to write their details on a card and leave near their notice boards or routers. If your landlord is Luensis contact Fusion IT: Telephone - 01244 835080, Email - support@fusionit.co.uk

For all other landlords please contact Pro Networks: Telephone - 01244 595 527, Email - support@pro-networks.co.uk

Should you call CSL for assistance with your internet you will have to provide evidence that you have contacted your provider first via phone and email before ourselves chasing them for you. Should you need your internet password you can find this on your Arthur App.

PLEASE NOTE: Under no circumstances should you turn off / reset your router. If this notice is ignored you will be charged for the call out fee for Pro Networks to attend your home and reset your router again. Until the invoice is paid for them to do this they will not attend to reset your router. Should we not be able to identify who has done this the cost will be passed back to your household as a whole and the cost will spread across all tenants. In other words LEAVE IT ALONE!



How to guides

Black Mould

What is black mould?

Black mould is a result of condensation, and occurs mainly in the cold weather, appearing when moisture in the air condenses on the coldest surfaces, and in places where there is little or no movement of air. Black mould is caused solely by lifestyle, and is not a sign of structural problems.

How to avoid condensation and black mould?

- In cold weather keep the heating on low all day
- Keep the window open, or leave open-locked if not present
- Do not turn off extractor fans in the kitchen or bathroom
- Do not dry clothes on radiators. Use a clotheslines outside or the dryer provided
- In extreme circumstances, a de-humidifier can be used in conjunction with an oscillating fan helping air movement and reducing humidity in the room.



How to guides

Black Mould

Cleaning Black Mould

You will need:

- Sponge
- Clean bucket
- Fungicidal Spray
- Washing up liquid
- Clean old towels
- Rubber gloves

1. Ensure the room is well ventilated and surrounding surfaces are covered as strong products like fungicidal spray can ruin fabrics and carpet
2. Wearing rubber gloves, spray the mixture generously onto the contaminated areas and let it sit for at least 15 minutes. If the mould is stubborn, repeat and leave for a further 20 minutes.
3. Add a little washing up liquid to clean water, and wash the chemicals away from the mouldy area.
4. Rinse the area completely with clean water, and dry with the old towels
5. If the cleaning discolours the area you will need to purchase Dulux emulsion to match the existing room colour, and paint the affected area.



How to guides

Being A Good Housemate and House Rules

We all know that it can be daunting moving into a home where you don't know some of the people you will be living with if not all. This is why we have done a quick how to on being a good housemate and rules that should be abided by to ensure everyone can enjoy their stay in one of our homes.

Washing Machine

Here are a few rules which we think will ensure that all the house can use the machine fairly and efficiently:

- Make sure that you don't leave your items in the washing machine when it is not in use - TOP TIP: Set an alarm for the duration the wash cycle is on so that you can retrieve your clothes once they have been washed!
- When you have used the machine let the machine air and leave the door open ajar to prevent musty smells.
- When taking your clothes out of the machine do not then place them in a laundry basket and leave them nearby, the same rules would apply for if you are waiting to put them in.
- Creating a schedule can always work for those that may live in larger house shares.
- Talk to one another - you all live in the same home and therefore you should be able to talk to each other, if someone doesn't need to do a full wash or has one item that needs cleaning because they've stained it after eating / drinking then communicate with one another



How to guides

Being A Good Housemate and House Rules

Washing Dishes

We all know that this is the main reason why there may be disputes between tenants when living together. The main rule of thumb would be to ensure that you clean your crockery, cutlery, cooking utensils etc after using them however we do know that everyone can have a tendency to have the usual thought of "I'll do that later". As much as I can admit that I am as guilty for this I can also grant you my pearls of wisdom and let you know that it doesn't get any better or cleaner from leaving it in the sink. Another part of wisdom would be that you really will start to hack off your housemates if it continuously happens, sometimes you may catch my colleague cranky on a Friday, this is when she clears my bins and plates etc. To prevent your housemates looking like my cranky colleague, clean your plates, discard any unwanted food in the bin and make sure you take out any of those take out boxes. McDonalds bags I see you!

General House Cleaning

We want to ensure that everyone can enjoy their stay when residing in one of our homes and therefore we provide you with a Hoover to keep on top of the communal areas. Please see the how to on Hoovers on maintenance and our recommendations to ensure it works for everyone and is clean for each use. We would recommend everyone ensuring that they wipe down their kitchen sides with an anti bacterial surface spray and a cloth after cooking and using the kitchen. The same goes with the bathrooms, after using the toilets in the home it is courteous that should it not be presented to the next person how you would want to be greeted then chuck a bit of bleach down it and use a brush to clean it before vacating. Same goes for shower screens and trays, before you get out clean it.

How to guides

Being A Good Housemate and House Rules

No Illegal Activity

This as a whole is pretty self explanatory however for those who would like a short list but not including everything as to what we will not protect you from should the police come knocking are:

- Drugs - remember, HUGS not drugs!
- Anti - social behaviour / Disturbing the peace - we have had reports in the past regarding this, as a gentle reminder the hours of which no loud noise is permitted and can be known as anti social are from 23:00 - 07:00. However, this is not consent to go disturbing housemates you know work nights during the day or just generally being a nuisance. Common sense is to be applied.
- Sub-Letting - You are under no circumstances permitted to allow someone to reside in your home for more than one evening in any seven day period. We are audited by the government in regards to who lives in our homes and must have their identification - so if you have someone in your home we don't know about - maybe ask them to politely leave.

Pets

Don't get me wrong - I am a large animal lover - however, sharing a space that is shared between several strangers, in a student home where most priorities are when is happy hour and getting to lectures / work - does not make the perfect place for a pooch, cat, rodent or other animal to reside. Animals are a large commitment and need attention that most can't meet. Also, we as the letting agent unfortunately have had the displeasure of searching for 'escaped' animals which we have then attended wakes for after finding them behind appliances / under furniture - you get the idea. Unless permission is granted you must not have a pet.

How to guides

Being A Good Housemate and House Rules

Energy Saving

In your contract you will have been permitted £10 per person per week for the energy consumption if your bills are all included within your rent. To ensure that you use your energy wisely be mindful of what you are using with these top tips:

- Turn off lights where not needed - frequently we go on viewings and will find that bedrooms and communal areas have lights on even though no-one is home.
- Put a jumper / more layers / blanket on - Without sounding like my father, if you are cold and are thinking of popping that heating on firstly think what is the temperature generally outside, what season it is and also are you wearing enough clothes? We have in the midst of summer gone into homes with their heating on full, windows wide open and tenants wearing little to nothing at all - this is what we would say is an abuse of your energy consumption.
- Unplug unused electronics - Standby power can account for 10% of an average household's annual electricity use.

Decor - specifically walls

I am all for a bit of interior design and making a space my own however there are certain things you need to be aware of if you are thinking of personalising your room. A lot of our tenants like to hang things from the walls, whether that be pictures, tapestries, posters or general memorabilia from wild nights out.

Unfortunately often we find that these have been affixed to the walls with no regard to how it may affect them when they inevitably get torn down rather rapidly upon leaving. If you are thinking of purchasing blu-tac please don't. May we suggest command strips or ones that say they are easy to peel and leave no marks?

Repairs and Maintenance

We have a great team of trades that will be happy to assist you with any repairs that are needed on your home. Find out here how you report your repairs and who to.

Reporting Repairs

All repairs must be reported via your Arthur app. If you haven't been invited to this yet please contact us and we will get one sent out to you.

- Once on the app - create a new task
- Select the task which is closest to the issue you are having
- Complete the information as prompted
- Always read any pop-ups or notice boxes, they often have useful information or alternative contact details for you to find help quicker.
- Always attach photographs- it helps our trades get to more jobs a day if they can see what the problem is before they get to it
- Always tell us which room the problem is in, for example if you have a broken toilet seat and 2 bathrooms, please tell us which bathroom.

What if my repair is an emergency?

Very few repairs are a genuine emergency, we appreciate all repairs are important and are usually an inconvenience, however, very few are a genuine emergency.

Here is what is classed as a genuine emergency:

- Danger to life
- Risk to personal safety
- Risk of property damage



Repairs and Maintenance

I have an emergency - what do I do?

If the house is on fire - call 999

If the house is being burgled - call 999

If you feel there is an emergency however it does not constitute the emergency services visiting your home please do the following:

- During the working hours of the day, Monday - Friday 9am - 5pm please call our office on 01244 374 650 (option 2)
- Should your emergency be out of hours please call 07713 577 121.

If there is no answer on either of these please ensure that you leave a voicemail stating your name, number and property address with a brief message as to what your emergency is.

PLEASE NOTE: The emergency line is not a 24 hour hotline however it is checked regularly so if your call is not answered your voicemail will be picked up.

PLEASE ENSURE YOU ALSO REPORT YOUR REPAIR ON ARTHUR AFTER SPEAKING TO SOMEONE.

How long does it take to fix my repair?

We aim to rectify all non-specialist repairs within 10 working days.

It may take a little longer at busier times of the year but please know all repairs are prioritised by importance with emergencies and higher priority repairs being visited first and then in date order.

If for whatever reason you have been waiting longer than 10 working days for someone to visit you please send us a message via the task you raised.

Repairs and Maintenance

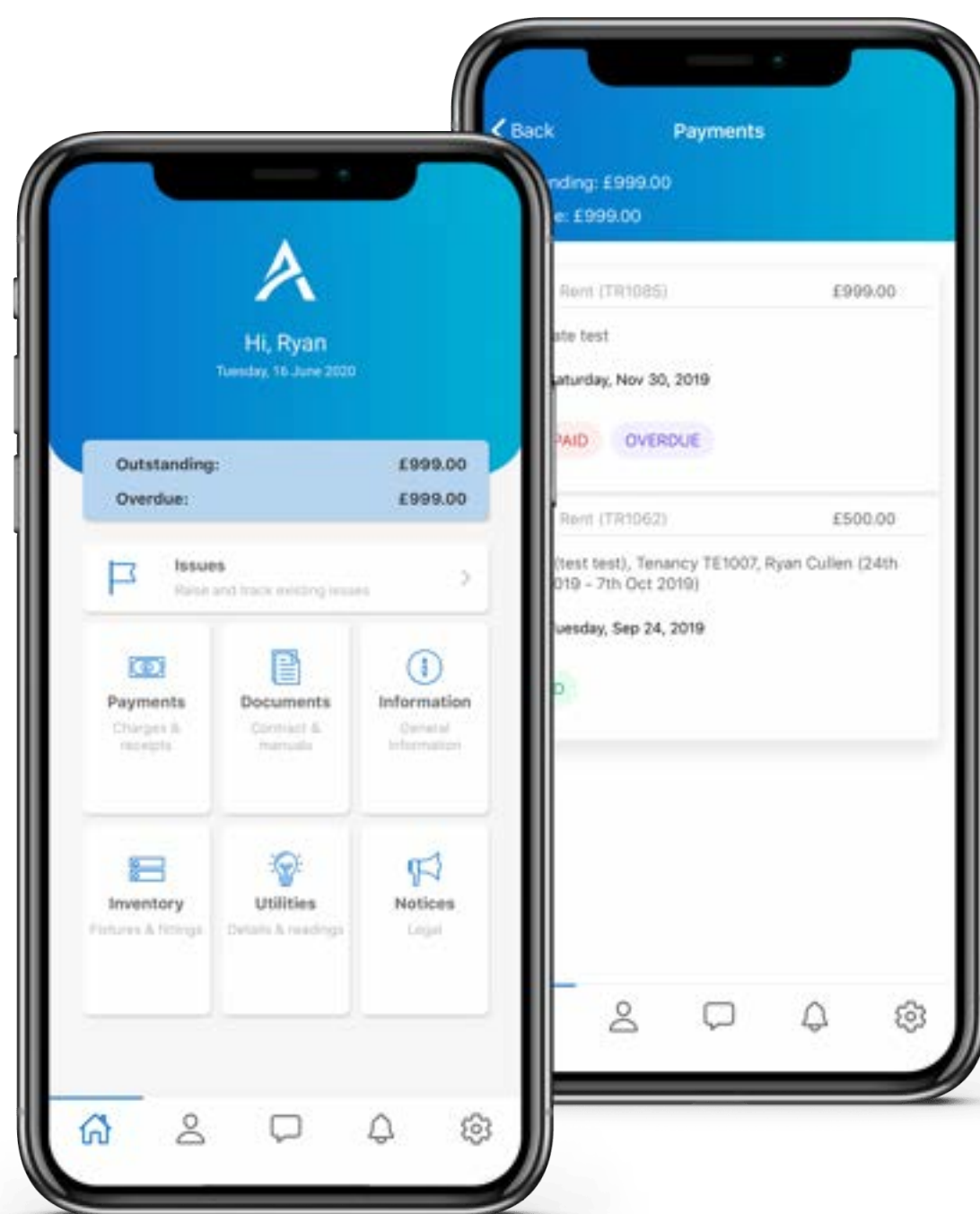
Fire Alarms / Smoke Detectors

Should you have any issues with your fire alarms / smoke detectors please call Peter Satchwell directly - he is your fire technician and will be able to help. Even if it's just to tell you how to make it be quiet until he can pop round!

His contact number is 07568 553103.

Once a month Pete, or someone from Specialist Supplies will visit your home to check your smoke detectors, usually on the last full week of the month.

It is your responsibility in the meantime to check your detectors weekly. Just press the button on them to make sure they make a sound. If you aren't sure how, just ask Pete.



FAQ's

As we have been providing University of Chester students accommodation for 20+ years, we can confidently say no question is a silly one, however just in case you think you have found one we haven't heard before why don't you check out below first!

Can I smoke in my room / house?

No, all of our houses are non-smoking. Please make sure you smoke outside and dispose of all cigarette ends appropriately. Most of our properties have a cigarette bin for you to dispose your cigarette ends in. If you think your home would benefit from one of these please do let us know. Should they need emptying please do report this on your Arthur app and someone will come to empty it for you. If you do smoke inside your home you will, unfortunately, be charged the costs to redecorate and replace all soft furnishings.

Do I need a TV Licence?

Maybe, check your contract to see if you have a TV licence included in your rent. If you do then your landlord will have provided one, however, this will only cover communal areas. If you plan on watching TV or streaming services in your bedroom, it is best to check the most up-to-date rules on the TV licensing website

<https://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/studentsaud1>



FAQ's

All of my housemates are receiving emails from you but I'm not getting them, why?

We send emails to the same email address you used to sign your tenancy agreement. First check your spam / junk folders, quite often we get blocked. If you do find us in there please add us to your safe list so you know you are receiving all information in future. If you can't find us there please email hello@chesterstudentlets.co.uk to let us know and so we can check your info.

My circumstances have changed and I no longer need my room, what do i do?

The first thing you should do is email sales@chesterstudentlets.co.uk to let us know. A member of our sales team will get back to you as soon as possible to discuss your options.

What if I just want to move out early?

You are liable for your rent and condition of your room whilst your tenancy is still active, however you can vacate your room whenever you wish. We would advise as you are still liable to contact your Property management team at hello@chesterstudentlets.co.uk just to make them aware you are vacating the home and to organise your keys being left.

Do I need to tell you if the house will be empty?

For security and insurance purposes if your home will be empty for longer than 28 days you should always let us know. We would recommend letting us know if everyone is going to be away for longer than 14 days so we can keep an eye on your house when we're passing and make sure everything looks okay.

FAQ's

Can I use candles or incense sticks in my room / house?

We recommend you don't as there are a common cause of house fires. You can use automatic air fresheners if you want to create a pleasant smell and you can buy great replica candles from places like Amazon.

Can I pay my rent monthly?

If you are a fully managed tenant, you can pay monthly so long as this payment is coming from your parent/ guardian or guarantors' account. Please contact our accounts manager to let them know you would like to pay monthly or for more information about how to do this.

You can email them at accounts@chesterstudentlets.co.uk

Do I have to pay during the holiday periods?

All of our contracts are generally 12 months long. We've found this works better as quite a lot of our students get part time work to help pay their bills. A 12 month contract means you don't have to move out, and can continue working through the holidays or hanging out with your friends, and there's no need to take all your belongings home.

What should I do if I'm having problems paying my rent?

If you're a fully managed tenant, you need to let us know as soon as possible if you are unable to pay your rent. Paying rent on time and in full protects you from the potential of a bad credit history. You should always speak to your guarantor if you are unable to make payments, as they are equally liable for your rent.

AND, if you have any other questions please feel free to ask any of our team at Chester Student Lets!

How and where to find us

Emails

hello@chesterstudentlets.co.uk - Contact these if you need help with anything to do with your current property

accounts@chesterstudentlets.co.uk - Contact these if you would like to discuss anything to do with your rent / payments

sales@chesterstudentlets.co.uk - Contact these if you are looking for a property again, have any queries regarding your tenancy length or duration, or advice on the student housing market.

Call Us

01244 374 650

Option 1 - this will take you to our friendly sales team, they will assist in arranging viewings, assistance with applications, and all things student housing.

Option 2 - this will take you to our helpful property management team, they will assist you with any repairs, rent queries and maintenance.

Pop in

89, Garden Lane, Chester, CH1 4EW
(the one with the yellow door)

