

# Residents' Handbook

## 2009-2010

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## Facilities and Services

### 1. Office Contact Details

**General Manager:** Barry Mason  
**Lettings Manager:** Pat Weller  
**Facilities Manager:** Phil Martin  
**Housekeeping Supervisor:** Sarah Duckworth  
**Site presentation:** Dominic Skillicorn  
**Maintenance:** Chris Lowe

The office address is

MSV South  
357a Great Western Street  
Off Wilmslow Road  
Manchester  
M14 4AH  
Telephone +44(0)161 224 0000  
Fax +44(0)161 249 0535

Email: [msvsouth@mcrstudents.com](mailto:msvsouth@mcrstudents.com)  
Web: [www.mcrstudents.com](http://www.mcrstudents.com)

The office is open from 9.00am until 5.00pm Monday to Friday.

### 1. Bicycles

Bike storage is available on the Great Western Street side at MSV South but is unfortunately limited so is therefore allocated on a first come, first served basis. Bikes are not permitted in flats, bedrooms or stairwells as they pose an emergency exit obstruction. Please make sure you use a good quality lock to secure your bicycle.

### 2. Cleaning

All residents are responsible for the cleanliness of their bedrooms, en-suite shower and toilet and any shared communal areas. Rubbish should be removed to the outside bins on a regular basis – do not allow rubbish to accumulate as it can pose a serious health and hygiene risk.

The information below is a recommended guideline that will ensure your flat is a nice place to live and is maintained to a hygienic standard. Maintaining the cleanliness and condition will also help ensure you do not receive unnecessary charges:

### **Kitchens**

- Wipe down surfaces after use
- Wash plates, pots and pans after use
- Wipe the cooker top whilst it is still warm
- Ovens can be kept clean if wiped regularly
- Floors should be kept clear and clean. Vacuum or sweep and then mop.
- Bins should not be left to overflow and should be emptied on a regular basis
- Tiles are easily cleaned with a good kitchen detergent
- The sink area should be kept clean and clear of food that could cause blockages
- Open the windows regularly to air the rooms

### **En-suite shower room**

- Empty the bin on a regular basis.
- A toilet brush should be used to clean inside the toilet at least every week.
- The sink should be wiped down daily.
- Take care to avoid blockages caused by hair
- The shower base and tiles must be rinsed down after each use and wiped down weekly.
- The seat and outside of the toilet should be wiped a couple of times a week to maintain the condition.
- Polish the mirror every couple of days.
- To keep the whole of the area in a good condition the floor should be mopped once a week.
- The shower curtain should be pulled out in full after use to allow it to dry properly.

### **Hallway**

- Hallways should be kept clean and clear of obstructions at all times.
- Belongings must NOT be stored in hallways.
- Hallways should be hovered on a regular basis (at least once a week)
- Hallways should be well lit – this the residents' responsibility and extremely important for your safety in the event of an evacuation.

Please ensure any damage / maintenance requests are reported to reception as soon as possible. Maintenance will also supply and replace light bulbs. Inspections will be carried out on a regular basis which could result in a charge being made to all residents within a flat if they are not maintained to an acceptable standard. Each resident will be charged £20 if the communal areas need to be cleaned by Housekeeping.

### **3. Insurance**

It is recommended that you take out a contents insurance policy that provides sufficient cover. A recommended company is Endsleigh who can be contacted on [www.endsleigh.co.uk](http://www.endsleigh.co.uk).

### **4. Laundry**

A laundry is available on Wilmslow Road. It is recommended that you stay with your washing to ensure no items go missing.

### **5. Maintenance**

In an emergency (such as water or gas leak, a loss of electricity supply or a fire), contact the office immediately. Otherwise fill out a maintenance form available from Reception if the situation is deemed not to be an emergency.

Maintenance reports that are handed in before 12 noon will be investigated the same day (subject to staff levels and emergencies).

If the office is closed and it is an emergency please telephone **0161 200 5540**.

## **6. Parking**

Permits cost approximately £10 but do not guarantee a space will be available. If you do not have a permit your car may be clamped. Cars must be parked in the spaces provided. Any cars parked on pavements risk being clamped or towed. Please note that the car park is policed by an external security company and MSV South staff can **NOT** intervene under any circumstances in the event of any clamping or towing incident.

## **7. Post**

Royal Mail will deliver mail direct to each flat. Any other packages or registered post will be signed for at reception where you will need to collect it from. Please ensure you use the correct address and postcode for your flat to help ensure that items do not go missing. Please return any unwanted / junk mail to reception or write 'return to sender' on the envelope and post it - do not allow it to build up and become a nuisance.

The correct postal address is:

**Your name**

**Flat No**

**Block No**

**Wilmslow Road OR Great Western Street**

**Manchester**

**Your postcode will be determined by your flat number**

**M14 4AH – Great Western St Blocks 345, 347, 349, 351, 353, 355, 357**

**M14 5TP – Wilmslow Road Blocks 12, 12A, 14, 14A**

We reserve the right to reject or dispose of food parcels that may carry a health and safety risk.

## **8. Security**

MSV South is an extremely safe building. You can help to maintain the security of the building by reporting any suspicious behaviour to Reception and by not giving access to anyone you do not know. If you lose your keys please report it to Reception immediately. Do not lend or give your keys to anyone. CCTV is in operation. Security provision is available every evening.

Ensure you always lock your windows, bedroom and flat door when you leave your flat. Your flat door should never be left 'on the latch' even if you are in your flat and especially at night. Please note your insurance may be void if you do not lock your door,

## **9. Television Licence**

Although a television for the lounge area is provided, it is the responsibility of the residents to ensure a TV licence is purchased. One licence is required per flat. To arrange your TV licence:

- Decide how you want to pay and either telephone 0870 241 6468 or visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)
- You can pay in one instalment, quarterly or monthly by direct debit. Once you've sorted a payment plan they will send out a licence
- Once you move out - inform TV licensing and you will be entitled to a refund for the remainder of the licence (alternatively if you are moving straight into another house where you need a TV licence you may be able to transfer it to there).

## **Welfare and Safety**

### **1. Abusive or Violent Behaviour**

Abusive behaviour towards residents or staff will not be tolerated under any circumstances and the Police will be involved if necessary. If you are threatened or assaulted by a resident or guest or feel vulnerable please contact Reception/The Manager as soon as possible.

### **2. Chip Pans**

Chip pans, deep fat fryers and woks filled with oil and used as a substitute are expressly forbidden - they pose a serious risk of fire and will be immediately confiscated without warning. Offenders may face eviction proceedings.

### **3. Candles and Oil Burners**

These items are not permitted as they are a major cause of smoke alarm activation and pose a serious risk of fire. These items will be immediately confiscated without warning. Offenders may face eviction proceedings.

### **4. Change of Contact Details**

If your home address and/or emergency contact details change, you must inform the office in writing immediately so that we can update your details on file.

### **5. Complaints Procedure**

In the first instance please speak or write to the Lettings Officer. Details will always be requested in writing so there is a written record of the complaint/concern.

We expect residents to treat their flatmates and the property with respect. All complaints will be investigated. Any resident who receives three written warnings will face eviction procedures.

### **6. Confidentiality**

Under the terms of the Data Protection Act we cannot discuss any details about your rent, charges or your tenancy with anyone else including your parents unless you give us written permission to do so. No information will be passed to any third parties with the exception of the police, immigration or other legitimate authorities without your consent.

### **7. Council Tax**

Full time students are exempt from Council Tax. If you cease to be a full time student whilst living at MSV South, you will be solely and personally responsible for the payment of any Council Tax liability chargeable in respect of your occupation of the flat. Students are required to provide exemption forms at the beginning of the academic year. These are provided in the early weeks of the first term, usually by your Faculty Office.

### **8. Doctor**

It is recommended that you register with a local doctor. If you are unwell and believe it is an emergency dial 999 and then contact a member of staff (or ask a friend/flatmate to do so) so they can assist the emergency services when they arrive.

Forms for registering with a local GP will be available when you move in.

### **9. Drugs**

Any residents using or dealing drugs can face immediate eviction. If you suspect someone in your flat is using or supplying drugs you can contact any member of staff in confidence.

### **11. Flatmates**

Please try and be tolerant towards students who may have different cultural beliefs or where English is not their first language. If you are unable to resolve your differences and are genuinely unhappy please speak to the Lettings Officer. Please bear in mind if the building is full a room move is not always possible.

## **12. Guest Policy**

Residents are responsible for their guest's behaviour at all times. All guests must be met at the entry doors to your flat. Do not give out your pin codes to anyone. You must also escort your guests out of the building. Keys should never be lent or given to guests.

Overnight stays should be kept to a maximum of three nights per week with the consent of your flatmates. Any residents who are subletting will face eviction proceedings.

## **13. Noise**

Please be considerate towards other residents who may be trying to work or sleep. Wherever possible keep the volume of televisions, radios, stereos etc to an acceptable level and close doors quietly especially between the hours of 11.00pm and 9.00am. When returning to MSV South, please keep noise to a minimum and respect the fact that this is also a residential area. If you are disturbed on a regular basis please report the issue to Reception. If at any time you are asked to lower the noise from your flat by any member of staff, please comply immediately.

## **14. Pets**

No pets are permitted with the exception of guide or hearing dogs by prior arrangement.

## **15. Smoking and MCR Students**

This policy has been developed as part of the SMOKEFREE legislation which aims to protect people from exposure to second- hand smoke and to assist compliance with the Health Act of 2006.

Exposure to second- hand smoke increases the risk of lung cancer, heart disease and other serious illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

This policy came into effect on Sunday 1<sup>st</sup> July 2007.

### **POLICY**

Smoking is prohibited in all communal areas of MCR Student buildings. This means it is illegal to smoke in any **corridors**, **stairwells** as well as the **kitchen**, **bathroom** and **hallways** within your flat.

This policy also applies to any guests you bring onto the premises.

### **IMPLEMENTAION**

Appropriate 'no-smoking' signs will be clearly displayed at the entrance to and within the premises.

### **NON-COMPLIANCE**

Warnings will be issued if a resident or their guests do not comply with this policy. Those who do not comply with the smoke free law may also be liable to a fixed penalty and possible criminal prosecution.

### **HELP TO STOP SMOKING**

The NHS offers a range of free services to help give up. Visit [gosmokefree.co.uk](http://gosmokefree.co.uk) or call the NHS Smoking Helpline on 0800 169 0169 for details. Alternatively you can text 'GIVE UP' and your full postcode to 88088 to find you local NHS Stop Smoking Service.

## Move in, Rent, Charges and Move out Information

### 1. Rent Payments

Please note that the first rent payment for your room is due seven days prior to the start date on your Licence Agreement. Late arrivals will have to pay for their room from the stipulated start date even though occupation may start at a later date. Your accommodation fees are payable on the due dates as stipulated in your Licence Agreement. Please be aware that you will not be able to move into your allocated accommodation until you have paid a minimum of the deposit and first term's rent by guaranteed payment (cleared funds)

#### Payment options are as follows:

##### Cash

No cash payments accepted at this office

##### Banker's or Building Society Draft Cheque – Issued by your Bank or Building Society

Made payable to Southvalley Estates Ltd or MSV South

**Debit Card** (no handling charge)

**Credit Card** (3% handling charge will apply)

##### Bank Transfer

Account details for bank transfers are as follows:

Bank name Barclays  
Account Name: Southvalley Estates Limited  
Sort Code: 20-55-34

Account Number: 60990868

Address:

Barclays Bank  
Manchester City Centre Office  
PO Box 357  
51 Mosley Street  
Manchester  
M60 2AY

IBAN GB31BARC20553460990868  
BIC/SWIFT BARCGB22

This method can sometimes take a couple of weeks, especially from overseas and needs to be arranged in advance for the funds to arrive prior to your move in date. You must ask your bank if they will charge you for this service and ensure that the amount transferred is the full amount PLUS any charges. You should post or fax a copy of the confirmation transaction document, clearly detailing your name to the Lettings Officer on +44(0)161 249 0535 prior to your arrival. It is advisable that you also contact the Lettings Officer by telephone or email to confirm that confirmation has been received. When making a transfer please ensure your name and number is included in the 'reference' so we know who the payment is for. This is particularly important if the bank account that the payment is from is not in your name.

##### Personal UK Bank Cheque

Please make cheques payable to Southvalley Estates Ltd or MSV South and clearly write your name on the reverse. If you are currently residing in MSV South, please also state your room number.

Cheques must be received **14** days prior to the date listed for payment on your Tenancy Agreement to allow funds to enter our account and clear.

The easiest way to ensure your rent is paid on time is to complete and return a debit/credit card authorisation form. Although we issue rent reminders approximately four weeks before the due date, it is your responsibility to ensure payment is made on time. If you know a student loan will be delayed you must arrange for someone else to make the payment on your behalf on or before the due date.

Late payments may result in a charge.

## **2. Keys**

Keys will be issued on arrival once you have paid your first term's rent and deposit of £200 by a method of guaranteed payment. Keys will not be handed over before the start date detailed on your signed Licence Agreement. Please take care not to lose your keys. Replacements are available from reception but you will be expected to pay an additional charge for each key.

## **3. Move in Inspection**

On arrival you will be given a move in inspection form detailing the items provided for your use in your room or in the communal areas of your flat. You should check the inventory on arrival and report any damage or deficiency to the office within 24 hours. If you do not report any missing or damaged items it will be assumed that everything is in good working order. It is important to check the inventory fully as a final inspection will be carried out and compared with the move in inspection, before your damage deposit is returned.

Each study bedroom is provided with:

- Single bed with under bed storage (only a small number of rooms have double beds)
- Mattress
- Desk
- Desk chair
- Shelving unit
- Bedside cabinet
- Double wardrobe
- En-suite shower, sink and toilet
- Telephone and TV points

Each kitchen/lounge contains

- Microwave
- Electric oven, hob and grill with extractor hood
- Toaster
- Kettle
- Fridge and freezer
- Coffee table
- 21inch television
- Sofa and chairs
- Emergency fire blanket
- Fire extinguisher

- Telephone point

Six bedroom flats are also provided with a dining table and chairs.

Residents are required to bring with them items such as bed linen, towels, crockery and cutlery, as these are not provided.

#### **4. Moving Out**

The period of occupancy ends on the date specified on your Licence Agreement and all residents must vacate the accommodation by noon on that day.

Keys should be handed in to reception in an envelope with your name and room number on it. If you do not hand in your keys you will be charged for each additional day until they are returned. You may also be charged for replacement keys and locks.

#### **5. Return of your Deposit**

You will receive a deposit refund form with your final rent reminder. Refunds will only be made by card transfer. It is your responsibility to complete the form with the correct information and ensure it is returned to the office. Deposits are returned up to four weeks from the date your licence agreement ends. To ensure you are not charged for additional cleaning, you should ensure the following when you vacate your room:

- All personal belongings removed
- En-suite cleaned and tidied
- Rubbish bins, desks, drawers and wardrobes emptied
- Carpet clean and vacuumed
- Posters, pins, blu tack etc removed from walls
- All furniture, window ledges, sink unit and kitchen fixtures cleaned

You will be charged for the repair or cleaning of fixtures and fittings within your room where necessary. Within communal areas any damage to fixtures or fittings or missing items will be charged to all occupants within the flat.

Where applicable a council tax exemption form will also be required before your deposit is returned.

#### **7. Extensions**

It is sometimes possible to extend your licence - subject to availability. Please contact the Lettings Officer for more information. It may not be possible to stay in the same bedroom.

# Fire Procedures and Fire Safety

## 1. Electrical equipment

In the interests of safety the following restrictions apply within your accommodation:

- No heating and gas appliances
- No heavy duty electrical appliances
- No electric blankets
- No fridges, freezers and any other white domestic appliances not supplied by MSV South

In addition to the restrictions above, all electrical items brought into MSV South which are recognised as being permissible (such as televisions, stereos and hairdryers) should be fitted with a correctly rated fuse, correctly wired plug and a cable in good order.

## 2. Fire Alarms

As soon as the fire alarm sounds you should make your way to the nearest fire exit and continue outside the building to the assembly point. Details of the assembly point will be on the fire notice on the back of your flat door. Please read this notice and familiarise yourself with the fire exits, locations of extinguishers, fire blankets and assembly points. A member of staff will inform you when it is safe to re-enter the building.

## 3. Fire Extinguishers

It is a mandatory requirement that each flat has its own fire extinguisher. If your fire extinguisher goes missing, is tampered with or let off accidentally please inform reception immediately. Where an extinguisher has been deliberately tampered with, residents will be charged for a replacement and could be liable for prosecution.

Other Fire Safety Information:

- Ensure the extractor hood is switched on when cooking.
- Keep the kitchen and flat door closed - never wedge open a fire door
- Contact Reception if you ever have to use the extinguisher/fire blanket
- Clean the grill pan regularly
- Never leave items that are cooking or heating unattended
- Use woks with care - they must not be filled with oil and used as substitute chip pans.
- Candles, oil burners and paraffin heaters are not permitted
- Chip pans and deep fat fryers are not permitted under any circumstances

If you ever have cause to use the fire extinguisher please ensure you report the incident to a member of staff as soon as possible.

## 4. If you discover a fire

1. Fire fighting equipment is only for use by staff, fire brigade, or by a competent person.
2. Alert fire brigade and the main office 0161 224 0000
3. Alert any other residents or guests in your flat.
4. Ensure all doors closed (none wedged open)
3. Assemble in Car Park

Contact a member of staff, if it is out of hours please telephone **0161 200 5540**

The information in this handbook is correct at the time of going to print. If there is any information you would like to clarify please telephone +44(0) 161 224 0000 or email [msvsouth@mctstudents.com](mailto:msvsouth@mctstudents.com)