

# JESMOND EXCHANGE

**RESIDENTS' INFORMATION  
2020 – 2021**

*[jesmondexchange.com](http://jesmondexchange.com)*

# *Useful information*

## Accommodation Team:

Tel: 0191 269 9920

Email: [info@exchangeresidential.com](mailto:info@exchangeresidential.com)

## Accommodation Office:

Exchange Residential Ltd

1 Maling Court,

Union Street,

Newcastle upon Tyne,

NE2 1BP

Opening Hours: 9:00 – 17:00 - Monday to Friday

(Office open some Saturdays by appointment only.)

Tel: 0191 269 9920

Email: [info@exchangeresidential.com](mailto:info@exchangeresidential.com)

## Maintenance Queries:

Exchange Residential Ltd

Tel: 0191 269 9920

Email: [support@exchangeresidential.com](mailto:support@exchangeresidential.com)

## Finance Queries:

Exchange Residential Ltd

Email: [accounts@exchangeresidential.com](mailto:accounts@exchangeresidential.com)

**Please note: Office staff are contactable during standard office opening hours: 9:00 – 17:00 Monday to Friday**

## Emergency out of hours contact:

AXIS Security

Tel: 0845 0500 380

(Please contact AXIS during out of hours for any urgent maintenance and security issues only)

## Mail Boxes:

Located in the West block entrance lobby on the ground floor.

## Postal Addresses:

Your name,

Your apartment

Jesmond Exchange,

Manor Court,

Newcastle upon Tyne,

Tyne and Wear,

NE2 2JA

## External Bins and Recycling:

Rubbish and recycling facilities are located in the courtyard.

## Laundry Room:

Located in the East block on the ground floor.

## KeySurf:

Email: [support@keysurf.net](mailto:support@keysurf.net)

Tel: 0333 308 0000





# Welcome to Jesmond Exchange

**Congratulations on choosing to live here at Jesmond Exchange!**

On your doorstep is a hub of cafés, restaurants, bars and pubs that you'll be sure to love spending your free time at. Jesmond Exchange is minutes from both Newcastle and Northumbria Universities, as well as the centre of Newcastle city itself, packed with shops, restaurants and unmissable local hotspots.

We want to make sure your time here with us is amazing and help you experience stylish living to the full. Jesmond Exchange is brought to you by the award-winning team at Adderstone Group and Exchange Residential.

At Exchange Residential we are here to provide you with a home that is both safe and welcoming; the perfect place to work hard and kick back in your spare time.

We have created this Residents' Pack to help you settle into your new home here at Jesmond Exchange. Please read through the pack carefully because it contains answers to many of the questions you will inevitably have about the accommodation and the local area. If a question is not covered, or you want to ask something else, there are contact details for some of the key support staff who will be able to help on page 2 of this booklet. It is important that you contact the correct support person that is best placed to help with your query.

You will find details on house rules and disciplinary procedures within this booklet too. All residents are expected to behave and respect each other and be considerate for their local area. While we hope that you have a great time here, we would ask you to pay particular attention to these procedures and to noise, fire, safety and cleaning requirements also.

Enjoy your stay with us!



## Access

On your arrival at Jesmond Exchange you will be issued with a key giving you access to the external doors, apartment door, and laundry room. For your safety and security do not admit strangers into the building.

### [Visitor door entry instructions](#)

Visitors should enter the building via the East or West entrance.

At intercom keypad, visitors should:

1. Input apartment number.

\*Please note: replace decimal point with a 0 (zero). For example apartment 2.19 would be 2019.

2. Call to apartment is made.

3. Tenant can choose to accept or deny access from their apartment.

## Parking

Parking in the Jesmond Exchange car park and courtyard is strictly restricted to those who have a valid permit displayed. Vehicles in the Jesmond Exchange courtyard are left at their own risk. Please inform your guests of this being private land which is patrolled by UKCPS.

## Bicycle racks

Bicycle racks can be found in the communal courtyard by the side of the building. For safety reasons bicycles must not be taken inside the building or stored inside your apartment, in hallways or under stairs. Bicycles found within these areas will be removed. Bicycles at Jesmond Exchange are left at their own risk. You can upgrade your standard contents insurance to include bicycles if you wish. For more information, please contact [www.endsleigh.co.uk](http://www.endsleigh.co.uk)

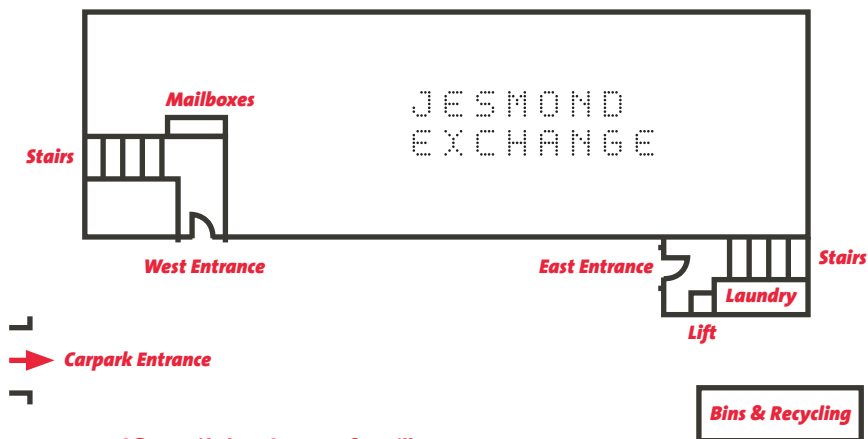
To access the bicycle rack you will need to give Exchange Residential a £15.00 deposit for a key. This money will be refunded at the end of the tenancy when the key is handed back.

Bicycles are not allowed to be secured on to the railings.

# Finding your way around

Here's a handy map to help you get familiar with your new home and find everything you'll need.

## Jesmond Exchange - Ground Floor Layout

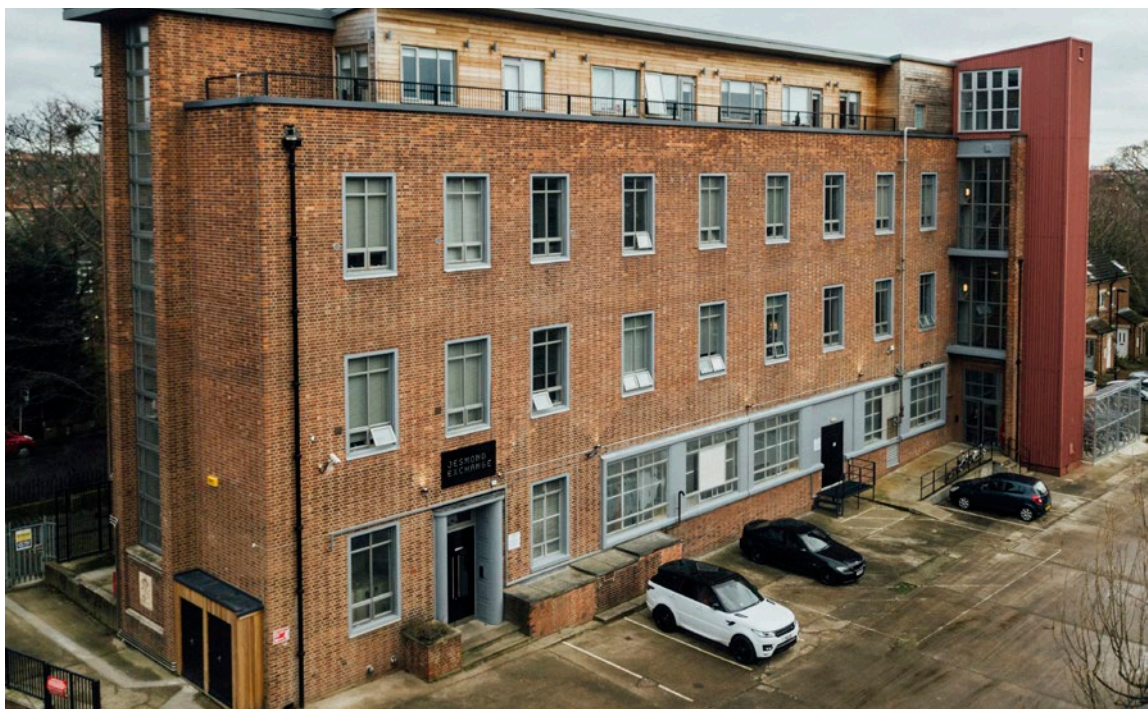


**Ground floor - Lift, laundry room & mailboxes**

**First floor - Apartments 1.1 - 1.19**

**Second floor - Apartments 2.1 - 2.17**

**Third floor - Apartments 3.1 - 3.3**







## ***Reporting a query or issue***

### ***General queries***

It is important that you report your query to the correct contact to ensure this is dealt with swiftly and efficiently.

Exchange Residential is the managing agent for Jesmond Exchange. The team at Exchange Residential have developed a reputation as one of the most well respected residential management agencies in the North East. They are also the Newcastle Student Letting Agent of the Year 2016, an admirable achievement within the very competitive market in Newcastle. As a member of ARLA Propertymark ([www.arla.co.uk](http://www.arla.co.uk)) and The Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk)), Exchange Residential aim to achieve the highest professional standards by adhering to the codes of conduct laid down by these associations. See contact details for Exchange Residential on page 2.

The Jesmond Exchange team – will oversee the running of the building and deal with any day-to-day enquires, lettings and accounts queries.

Please email all queries to: [info@exchangeresidential.com](mailto:info@exchangeresidential.com)  
Tel: 0191 269 9920 (Contactable from 09:00 - 17:00 Monday to Friday)

## Maintenance queries

The team at Exchange Residential will oversee the maintenance of the building to ensure all your repairs are dealt with as soon as possible. This includes repairs such as broken window hinges or a leaky tap. It is important that these types of maintenance repairs are reported to the maintenance team to ensure they are dealt with swiftly.

Please email all queries to: [support@exchangeresidential.com](mailto:support@exchangeresidential.com)  
Tel: 0191 269 9920 (Contactable from 09:00 - 17:00 Monday to Friday)

All maintenance issues in communal areas such as a broken lift, should be reported to Exchange Residential on [support@exchangeresidential.com](mailto:support@exchangeresidential.com)

## Axis Security

Emergency maintenance outside of office hours (Monday to Friday 09:00 – 17:00) is to be reported to Axis Security on 0845 0500 380.

Axis Security will assist in relation to the following issues:

- Door security (breakdown or security breach)
- Anti-social behaviour
- Vandalism
- Electricity or water failure
- Fire alarm problems
- Water leaks

*\*Please note: all day-to-day maintenance issues should be reported to the maintenance team during office hours. Abuse of the Axis Security emergency number is equivalent to a breach of tenancy and reasonable costs may be recovered accordingly.*

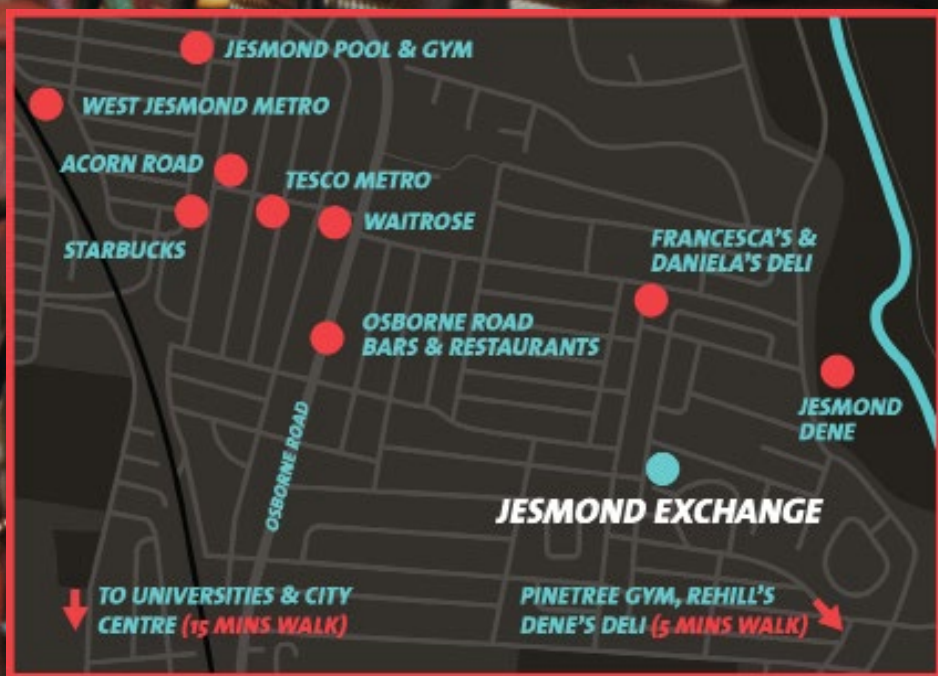
Cost for replacement key - If your key is lost, stolen or damaged the cost of replacement will be charged at £36.00 (inc VAT) (non-refundable).

## Out of hours call-out

Should you lock yourself out of your apartment and require Axis Security to attend outside of office opening hours, you will be liable to pay a call-out charge of £48.00 (inc VAT).

In case of emergencies only please contact the police, fire service or ambulance service on 999.

## Local amenities





# Local area

The upmarket, sophisticated area of Jesmond is an ever-present in the list of top places to live for any student at Newcastle's great universities and young professionals making their mark too. With its convenient location, close to both university campuses and the city centre, it continues to be one of the most sought after areas to live.

Jesmond offers a superb selection of fashion boutiques, independent restaurants and cocktail bars to give you the chance to let your hair down in style. Osborne Road is the hub of the action and has a great social scene, perfect for a few drinks to start your night out. With the lively atmosphere and mix of bars close together, it's obvious why it has such a good reputation.

There are two supermarkets, a Waitrose and a Tesco Metro within a 10-minute walk of Jesmond Exchange, ensuring you're never far from a late-night snack or your weekly grocery shop. There is also a community library and swimming pool, complete with fitness suite and exercise classes. For a specialist gym, check out Pinetree Health and Fitness which is just a seven-minute walk away, or try the innovative exercise system at Speedflex Newcastle based on Burdon Terrace.





## On the move?

Transport links from the area are excellent, with two Metro stations (Jesmond and West Jesmond) within 10 minutes' walk of Jesmond Exchange. The Metro system gives you easy access to the city centre within minutes as well as links out to Tynemouth and Whitley Bay to enjoy the North East's beautiful coastline. There are also two major roads that link to Jesmond, allowing you to access the city centre easily and connect to main routes in and out of the city.

## Feeling peckish?

If you fancy eating out, there are some great choices on your doorstep. From the famous Italian Francesca's with their half pizza, half pasta option to Dabbawal for a real curry treat.

For the ultimate comfort food, head to Jam Jar who host a range of different offers every day, including burger night on Tuesdays and steak dinners on Thursday. There's also a quiz every Sunday evening to test your general knowledge. If you're feeling really hungry then make sure you try the Fat Hippo.

For brunch, try Harvest Canteen from the team behind the hugely popular Ouseburn Coffee Company and quirky foodie haven, Arlo in West Jesmond.

# Transport around Newcastle

Jesmond Exchange is located in a great place, with easy access to a range of public transport options including Metro and buses as well as being near to national railway and cycle routes.

To plan your journey using public transport:  
<http://jplanner.travelinenortheast.info/nexus>

For local bus information and timetables:  
[www.nexus.org.uk/bus](http://www.nexus.org.uk/bus)

Low cost inter-city travel:  
[www.megabus.com/uk](http://www.megabus.com/uk) [www.nationalexpress.com](http://www.nationalexpress.com)

## Metro Rail System

Tyne and Wear Metro is a light rail system serving Newcastle, Gateshead, Sunderland, North Tyneside and South Tyneside. Stations are located across Newcastle and surrounding areas, as well as providing easy connections to Newcastle Central Station and Newcastle Airport. The Metro rail system is a simple and convenient way to travel throughout the region seeing some of its most beautiful sights.

Using the Metro is the perfect way to get out to the coastal areas of Newcastle, including Tynemouth and Whitley Bay, as well as the more traditional seaside area of South Shields complete with funfair and arcades. Your ticket even includes travelling via ferry if you fancy it!

The nearest Metro station to Jesmond Exchange is Jesmond (approximately a 10-minute walk).

## Timetable


Metros run frequently during the day to a wide variety of destinations. The service starts at around 05:45 and finishes at around 23:30 depending on your route.

## Trains

Newcastle Central Station is situated on the East Coast main line linking England and Scotland. It is directly accessible from London King's Cross, Glasgow and Edinburgh. From Jesmond Exchange, it takes 10 minutes to drive to Newcastle Central Station or you can easily get the direct line on the Metro system from Jesmond and West Jesmond stations.

## Airport

Newcastle International Airport offers a number of flights to a wide range of destinations all over the world. It's easily reached in 15 minutes by taxi or around 30 minutes from Jesmond or West Jesmond Metro stations.



For more information  
and network map go to:  
[nexus.org.uk/metro](http://nexus.org.uk/metro).



# Useful contacts

## Doctor

We recommend that residents register with a local doctor. The closest is below:

Holly Medical Group, 17 Osborne Rd, Newcastle upon Tyne NE2 2AH

For more info: Tel 0191 281 4588

[www.hollymedicalgroup.co.uk](http://www.hollymedicalgroup.co.uk)

## Council Tax

Council Tax is a tax on domestic property collected by Local Authorities. Council Tax helps to fund local services such as education, libraries, street lighting, refuse collection, social services, police and fire services. The charge is based on the value of the property.

Students can claim Exempt Dwelling Status by presenting a Student Certificate (available on request from the University/College) to the City Council via any Customer Service Centre. A certificate is required for each individual occupier before exemption can be granted.

However, if you are a professional tenant you will be eligible to pay the appropriate Council Tax payments for your apartment.

For more info: <http://www.newcastle.gov.uk/benefits-and-council-tax/council-tax>

## TV License

Regular TV Licensing requirements apply at Jesmond Exchange and you should ensure you purchase the appropriate license for your usage.

For more info: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Useful numbers to have in your phone

Exchange Residential: 0191 269 9920

(Contactable 09:00 – 17:00 Monday to Friday)

## Newcastle University

General enquiries: 0191 208 6000

Students' Union: 0191 239 3900

## Northumbria University

General enquiries: 0191 232 6002

Students' Union: 0191 227 4757

## Local taxi firms:

Budget Taxis: 0191 298 5050

Noda Taxis: 0191 222 1888

Blueline Taxis: 0191 262 6666

LA Taxis: 0191 287 7777

**Axis Security**  
**0845 0500 380**

(Emergency out of  
hours contact)

**Non-urgent  
police support**  
**101**

**Emergency  
services**  
**999**

# Rent payments

Rent must be paid in strict accordance with your Tenancy Agreement. Double occupants must make a single monthly payment from one bank account.

## Payment by Standing Order

Please be aware that it is your responsibility to ensure that the Standing Order agreement between yourself and your bank is correctly set up prior to the first payment due date and is set up for the specified number of payments only. Exchange Residential Limited cannot be held responsible for any such agreement not being set up or set up incorrectly.

Please note that your Standing Order payment is not a Direct Debit agreement. Exchange Residential Limited does not collect payments from your account. Any payments made to Exchange Residential Limited from your account must be done under your instruction to your bank. If you have any questions regarding setting up your Standing Order, please contact Exchange Residential and we can explain the process for you.

## Other payment methods

If for some reason you cannot pay by Standing Order, the following options are available to you. These methods should only be used as a last resort and may incur a charge.

## Online payments

You can make rent payments via online banking and bank account details are set out below. Please ensure you reference your payment with your initials and the first line of your accommodation address. If you are transferring funds from an international account then you will also need to add an additional fee of approximately £15 for the international transfer as banks charge extra for this.

Account Name: Exchange Residential Limited

Account No: 30682160

Sort Code: 20-59-76

For international transfers, you will also need the following details:

IBAN No: GB39 BUKB 2059 7630 6821 60

Swift No: BARCGB22

Bank Name: Barclays Bank PLC

Bank Address: Newcastle City Centre, Ground Floor, Percy Street, Newcastle upon Tyne, NE1 4QL



## ***Rent payments continued***

### ***Payment by cash***

Payment by cash is not an option (other than for initial rent payments where there is insufficient time for a cheque to clear before you move into the accommodation).

Under no circumstances can deposits be used in lieu of rent or part payment of rent. This is particularly important at the end of the tenancy. Deposits are there to be used towards any agreed dilapidation figure (damage caused by tenants during the tenancy). Should there be insufficient funds in the deposit account to cover any dilapidations, then the tenant would be expected to cover costs.

### ***Late payments***

You must pay rent to Exchange Residential Limited at the times and in the manner specified in your Tenancy Agreement, without deduction or set-off.

Further to this you shall pay interest at the rate of 3% plus the BOE base rate per day on any rent in arrears for more than 14 days, calculated from the date upon which such rent was due to be paid, to the date upon which cleared funds are received in respect of such rent.



# Communal areas

Please ensure when passing through the communal areas of the building that you do so with care and respect. Any damage caused to these communal areas will be chargeable to the tenants involved. Should we be unable to determine which tenants are responsible for any damage caused, we will have no choice but to charge all tenants accordingly.

The lift should be used with care and respect. Please do not overload the lift when moving in and out of the accommodation with your possessions. Do not force the doors open or obstruct the doors to keep them open as this will cause damage and will put the lift out of service. If any damage is caused to the lift, or if it breaks down due to overloading or vandalism, the tenants responsible will be charged. Should we be unable to determine which tenants are responsible for any damage caused we will have no choice but to charge all tenants accordingly.

## Guidance notes

As per clause 4 of your Tenancy Agreement, tenants are required to keep the property in a good and clean state of repair.

# Your apartment

## Ventilation system

The ventilation system in your apartment must be on at all times. There is a fused spur that must not be turned off. The system is a low trickle ventilation system which also acts as an extraction system for the bathroom. Turning it off can significantly damage the property and will affect the temperature inside your apartment.

## Heating

Heating for your apartment is on a timer which is controlled by the maintenance team.

You can control your heated towel rail in the bathroom using the switch.

## Hobs

The apartments within Jesmond Exchange have a mixture of induction and electric hobs. If your apartment has an induction hob you will need to use pots and pans that have a magnetised base. Here is a list of apartments that have induction hobs – 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.12, 1.14, 1.15, 1.16, 1.17, 1.18, 2.2, 2.10, 2.12, 2.14



## **Mail**

Mail boxes are located in the West block entrance lobby on the ground floor. If you are waiting for a delivery you must arrange directly with the supplier to be available at an agreed time to accept the delivery yourself or arrange to collect this from an alternative location such as a click & collect station.

## **TV**

Your HDTV offers a range of Smart features including BBC iPlayer and DLED technology. You'll also be able to enjoy features such as watching videos on YouTube. Facebook and Twitter apps are already installed. You'll be able to watch a range of digital channels and make the most of access to digital radio stations. The TV includes a seven-day programme guide.

The TV includes two HDMI ports which allow you to connect HD devices such as Blu-ray players and games consoles. It is ARC compatible, which makes it perfect for connecting to your home cinema kit. The TV also includes two USB 2.0 ports for watching videos from USB devices. IPTV services are available.

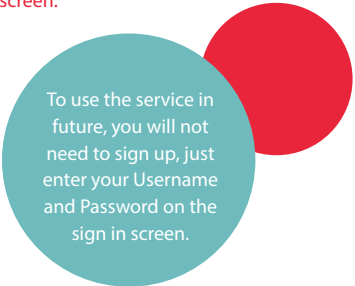
## **Internet**

### In-Room Ethernet

You can connect to the internet through your In-Room Ethernet.

Before connecting using Ethernet, please make sure your computer's Wi-Fi is turned on.

1. Connect your computer to the wall socket using an Ethernet cable.
2. Open your web browser.
3. On the KeySurf sign in screen, choose the 'Create Account' button.
4. Follow the on-screen instructions to create your KeySurf account.
5. Once you have completed registration, you will be returned to the sign in screen.
6. Use your Username and Password to sign in to KeySurf.
7. You are now online.



To use the service in future, you will not need to sign up, just enter your Username and Password on the sign in screen.

## **Wi-Fi**

Connect to the KeySurf wireless network

1. You will not be prompted for a network key or password.
2. Follow steps 2-7 from the In-Room Ethernet section.

## **Manage your account**

Once you have registered, you can visit the Account Management Portal at:

<http://portal.keycom.co.uk>

From there, you can update your details, adjust your product and add services.

## **Social Media**

The easiest way to connect with us and stay up-to-date with the latest info and news from Jesmond Exchange is through our social media pages. Follow us and let us know how you're enjoying your time with us.



Residents' Facebook Group:  
Jesmond Exchange 2019/20



Facebook:  
[www.facebook.com/JesmondExchange](http://www.facebook.com/JesmondExchange)



Twitter:  
[www.twitter.com/JesmondExchange](http://www.twitter.com/JesmondExchange)



Instagram:  
<https://instagram.com/JesmondExchange>



Website:  
[www.jesmondexchange.com](http://www.jesmondexchange.com)



# Health & fire safety

## **User guides**

User manuals for appliances will be available in each kitchen.

## **Electrical fault**

In the majority of cases, electrical failure will be due to an overloaded circuit. This will in turn trip a fuse in the fuse box (located next to the front door). In order to remedy this, you must first turn off all light switches and appliances within the area affected by the electrical shortage. Once completed, turn all trip switches within the fuse box back to the on/closed position. This will reset the circuit and allow power to return to the area. Test the circuit by firstly turning on lights individually (broken light bulbs are a very common cause of the initial failure) and then electrical appliances. If there is a faulty item which you can identify as the cause of the failure, please ensure this information is given to the maintenance team. In the event that the problem does persist, we will instruct an electrician to visit and investigate the problem as soon as possible. By checking the fuse box prior to contacting the maintenance team you will ensure that no unnecessary emergency call out expenditure is attributed to either yourselves or the landlord.

## **Electrical safety measures**

- Follow the manufacturer's instructions when using any electrical appliances.
- Do not overload any electrical wires, sockets or any other devices within or supplying the property.
- At bed time or upon leaving the property vacant, switch off all electrical appliances (except those which are designed to be left on at all times such as the fridge) and remove plugs carefully.

## **Electric shock**

In the case of someone receiving an electric shock:

- Avoid contact with the person as you may receive a shock too.
- Switch off anything electrical at the fuse box (located next to the front door). If you are unable to do this, pull the person clear using, dry non-conducting material such as rubber gloves or a rope.
- Check for a pulse and if the person is not breathing start artificial respiration and contact the emergency services.





## Fire

### Basic safety precautions

- Never leave anything unattended that could catch fire suddenly and without warning.
- Remove plugs from sockets when an appliance is not being used.
- Do not use any equipment that doesn't have a CE mark and do not overload sockets.
- Do not tamper with or remove heat/smoke detectors. If there are problems with these items then you must report them to the maintenance team immediately.
- Heat and smoke detectors should be tested once a week by tenants. If there are problems, they must be reported to the maintenance team immediately.
- Do not tamper with fire extinguishers or fire blankets. If these items are used for any reason please inform the maintenance team immediately so they can be replaced.
- Do not remove any fire instructions or safety notices from the property.
- Do not obstruct exits. All escape routes must be kept clear of obstacles, combustible materials and be easily accessible.
- Portable heaters are not permitted inside Jesmond Exchange, only small electrical fan heaters.
- Ensure shower pod doors are kept closed to keep steam in enclosed area.
- Ensure all self-closing doors are working properly and not wedged open. Door closers (if fitted) should not be disconnected at any time.
- Smoking is not permitted in the property.
- No chip pans are allowed
- No smoking and no candles anywhere within the property.
- There will be fire alarm test every week, please keep an eye on social media and the notice boards for more information.

# Health & fire safety

## What to do in the event of a fire:

1. **RAISE THE ALARM** – In the event of a fire shout 'fire, fire, fire' to warn everyone in the building
2. **IMMEDIATELY** — Leave the property via the nearest, safest possible exit.
3. **DO NOT** — Stop to collect personal belongings or use the lift.
4. **CALL THE FIRE BRIGADE** immediately by dialling 999.
5. **WHEN OUTSIDE** — Move away from the building and keep entrances clear for the fire brigade. The designated assembly point is outside the main gated entrance.
6. **DO NOT GO BACK INTO THE PROPERTY** until a fire officer informs you it is safe to do so.

## Fire escape routes

All corridors and staircases are fire escape routes. These must be kept clear at all times leaving nothing lying in the corridors. Tenants are required to ensure that boxes, rubbish bags, cases etc. are not left in corridors or staircases.

## Alarms

If you suspect a fake fire alarm activation, please call the maintenance team on 0191 269 9920.

## Weekly fire alarm testing

The communal fire alarm system will be tested weekly for approximately 1 minute.



Please report any issue with the smoke alarm in your room and never remove this from the ceiling or you may be charged for refitting.

## Flood/burst pipe

Switch off the power at the mains provided it is safe to do so. If the area around the mains switch is flooded, do not touch the mains switch. Contact the maintenance team for advice. They will disconnect the supplies for you and advise you on what to do next.

## General safety

Tenants are required to ensure that a safe environment is maintained for those who work, live and visit the building. Tenants should think about safety in everything they do: e.g. do not leave cables trailing; keep kitchen clean to avoid infestation; do not leave food unattended whilst cooking; always ensure that the cooker is turned off after cooking; always ensure that cookers and grill pans are kept clean to avoid fires; do not leave any items around that could cause danger to others. BBQs are not permitted. Smoking is not permitted anywhere within Jesmond Exchange. This includes within apartments, communal areas or the courtyard.

# ***Cleaning & hygiene***

At the end of your tenancy you need to hand over your property in a clean and fit state. We will create a video schedule of the condition the property is in when your tenancy commences and you must ensure the property is in a well maintained state when you depart. Following this guide should help you get your deposit back quickly and intact.

## ***General tips***

Clean from top to bottom. Start at the top of the room, clean, dust and vacuum last.

**CAUTION:** Mixing cleaning products and compounds is dangerous and can cause noxious fumes. Always read the label and, when using cleaning products, open windows to ensure plenty of ventilation. Never mix products — that includes using two products separately on the same item.

If you're not keeping items that are still good to use (excluding food), consider donating them to a charity shop.

You should ensure your apartment is free from dust, greasy deposits, marks, stains and that areas like the kitchen and bathrooms are hygienically clean.

If any rubbish (whether bagged or not) is present on the day you leave, we will have no alternative but to pay for the immediate disposal of this rubbish and charge this cost to you. For the benefit of your neighbours, please plan ahead and dispose of your rubbish gradually in the run up to your departure date.

## ***Refuse***

General household, food waste and recyclable materials should be disposed of in the bin store located in the courtyard.

Please do not place the following items in these bins:

- Rubble and bricks.
- Vehicle parts.
- Items which may make the bin too heavy.
- Commercial/trade waste.



# Cleaning & hygiene

You may be surprised by the amount of waste you can recycle. Use the recycling bins for the following items, placed inside loose without bags:

- Empty aerosol cans.
- Cartons and egg boxes (flattened).
- Plastic bottles (flattened, bottle tops removed). Not margarine tubs, yoghurt pots or fruit punnets.
- Cardboard (flattened).
- Newspaper, magazines and paper (no plastic coated paper or bound files).
- Shredded paper (in an untied bag).
- White and brown envelopes.
- Telephone directories and yellow pages.
- Food and drink cans (rinsed and squashed).
- Foil and foil trays (rinsed).
- Biscuit tins.
- Glass bottles and jars (rinsed).
- Batteries (place in a clear plastic bag).

Check list of tools and equipment you will need:

- Vacuum
- Mop
- Cleaning cloths
- All-purpose cleanser or mild cleanser of choice
- Oven cleaner
- Laundry products
- Glass cleaner
- Small bucket with handle
- Copious supply of bin bags
- Spot remover for upholstery

## **GUIDANCE NOTE**

All residents are responsible for waste management. Any rubbish not disposed of in the correct manner will result in a fine for breach of your Tenancy Agreement.



## ***Cleaning & hygiene continued***

### ***Toilets***

The toilets at Jesmond Exchange are macerating toilets (commonly referred to as Saniflo). This means that they use a grinding mechanism to reduce human waste to a slurry, which can then be moved by pumping. As a result of this, only human waste and toilet paper can be disposed of.

If the systems are misused by the flushing of foreign objects such as face wipes, sanitary wear, cotton buds etc. then they will become blocked.

Repairs (which can cost hundreds of pounds) as a result of misuse will be recharged to tenants. Also, in the event that a unit cannot be repaired and replacement is required, a proportion of the cost will also be recharged.

# Laundry

## Laundry Process

There is a laundry room provided by Circuit Laundry, located on the ground floor, east entrance.

Follow these simple steps to operate the Circuit Laundry:

- 1) Download the Circuit Laundry app onto your mobile phone
- 2) Create an account

3) Use PayPal or a debit/credit card to top up

4) Then simply scan a machine's QR code and select wash programme

If for some reason you are not able to access the app (or prefer not to use it) Exchange Residential can provide you with a laundry card for you to use instead. Email [support@exchangeresidential](mailto:support@exchangeresidential) for more information.

**NOT FANCY THE QUEUES?**  
**VISIT [WWW.CIRCUIT.CO.UK](http://WWW.CIRCUIT.CO.UK) TO LEARN MORE ABOUT**  
**THE BEST TIMES TO CARRY OUT YOUR LAUNDRY.**  
**CIRCUIT LAUNDRY TOP-UP CARD HELPLINE: 01422 820 026**




# Sustainability

## ***Saving water in the home***

By thinking carefully about your water use in the home and changing some water-wasting habits, it is easy to save water.

### ***Examples:***

- Use the minimum amount of water required when you boil water in saucepans and kettles, that way you'll save energy as well as water.
- Try not to leave the tap running while you brush your teeth, shave or wash your hands as this can waste up to five litres of water per minute.
- Try keeping a bottle or jug of water in the fridge instead of running taps until the water runs cold.



For further info:  
[www.environment-agency.gov.uk/savewater](http://www.environment-agency.gov.uk/savewater)

## ***TVs & computers***

Remember to turn off your TV or computer after use – do not leave on standby. Where possible, use a laptop before a desktop PC as these are more energy efficient. Use your laptop in battery mode instead of being connected to the mains all the time as this will help the life of the battery.

## ***Power points***

Turn off appliances at the mains if you are going to be away from your room for a long period of time.

## ***Microwave oven***

Keep the door closed when cooking and keep the glass clean on the door so you do not have to keep opening it. Each time the door is opened about 20% of the heat is lost. Using lids on pans can also help to reduce the amount of energy needed to cook.

## ***Fridge***

Fridge with small freezer compartment within. Make sure this is set at the correct temperature. The optimum temperature is between 1.7°C to 3.3°C.



# House rules

## ***Dangerous behaviour***

Behaviour that is dangerous, whether malicious or as an intended prank, is not permitted. Objects or substances of any kind must not be thrown from windows or balconies of the building. Careless, thoughtless or malicious actions that place other people in danger will result in disciplinary action.

## ***Noise***

Please show consideration for others. Keep music, games, TV volume low; do not shout out of, or up to windows; do not shout or run within the building; keep speech to whisper pitch after 23:00.

## ***Social events***

Social events or parties are not permitted without the express permission of the accommodation team. Failure to secure permission may result in disciplinary action. Please see the accommodation team if you wish to hold a party.

## ***Dangerous items***

Any item, drug or substance that is illegal, or could cause harm and is inappropriate to a residential environment, or is intended to inflict harm, is prohibited. To be in possession, to use, or be associated with any of the above will result in confiscation of the item and disciplinary proceedings.

## ***Car parking***

Cars should not be parked in residents' car park without a valid UKCPS permit.

## ***Pets***

Pets/animals are not to be kept on the premises or in any part of the residence, no matter how big or small. Registered assistance dogs are the exception and special arrangements will be made.

## ***Holiday periods***

Please ensure that if your property is left vacant for any length of time over a holiday period it is left in a safe and secure condition.

We would recommend the following procedures: Ensure all electrical appliances are turned off at the socket. Ensure all windows and doors are left closed and locked, and that expensive items are not left on display. Ensure the property is left in a clean and tidy condition, in particular bathrooms and kitchens. Ensure a neighbour has your contact number should there be a problem while you are away, for example, a break-in or alarm activation.

If your property is to be empty for longer than 28 days, please advise us in accordance with clause 4(am) of your Tenancy Agreement.

# Personal property

## KEY BENEFITS - WHAT'S COVERED?

Your contents insurance is provided by Endsleigh.

Your items are covered inside your room against fire, flood and theft up to the following amounts:

**Contact the accommodation team for your policy number.**

## CALL : 0330 3030 280

To view your full policy details and extend cover visit: [endsleigh.co.uk/reviewcover](https://endsleigh.co.uk/reviewcover)

## HOW TO MAKE A CLAIM:

Visit: [endsleigh.co.uk/claim-centre](https://endsleigh.co.uk/claim-centre)  
to register your claim online. Call: 0800 923 4042

Core Room Cover	Limit	Other Benefits	Limit
Total Student Room Contents Cover	£5,000	Theft of student's contents whilst in direct transit between University/College and their permanent home at the beginning or end of term	£500 per bag
Disabled Students Room Contents Cover	£6,000	Theft from Halls of Residence communal area following forcible and violent entry	£1,000
Single Article Limit (unless outlined separately)	£1,250	Theft from Halls of Residence communal area without forcible and violent entry	£250
Computer Equipment (eg. Desktops, Laptops, Tablets)	£2,000	Loss or damage to the student's personal belongings from the Halls of Residence communal area	£500
Computer Accessories	£150	Theft from any other property outside policy terms (following forcible and violent entry)	£500
Mobile Phone (forced entry only)	£500	Clothing damage by faulty laundry equipment	£300
Audio equipment, DVD & video players, computer consoles, hard drives and other data carrying media	£1,000	Food spoilage (loss of food from fridge/freezers)	£75
Computer games, CDs, DVDs, videos & records	£600	Replacement locks and keys (following damage resulting from burglary)	£350
Photographic Equipment	£1,000	Personal Accident Cover	£5,000
Sports Equipment	£1,000	Key Cover for the first 30 days for Letting Agent Staff	£500
Musical Instruments	£600	Permanent Total Disablement as a result of an accident	Up to £50,000
Clothing (single article limit)	£350	Accidental death or permanent total disablement of parent or guardian	£5,000
Valuables including jewellery & watches	£600	<b>Liabilities</b>	
Personal Money (forced entry only)	£50	Tenants Liability Cover	£5,000
Credit/Debit Card fraud (forced entry only)	£500	Damage to Public Service Equipment (water, electricity, gas meters)	£150
University Property on Loan	£500	Personal Liability	£1m
Library books	£250		
Rented Household Goods	£1,250		
Contact Lenses	£150		

## KEY EXCLUSIONS - WHATS NOT COVERED

- Accidental Damage
- Laptops and other Gadgets such as Tablets outside the room
- Mobile Phones outside the room
- Bicycles
- Musical Instruments outside the room
- Any other items taken outside the room

## EXCESSES -

(The first amount you will have to pay for each and every claim)

Room Contents	£25
Laptops and Tablets	£50
Money and Credit cards	£25
Frozen Food	£10
Liabilities and Personal Accident Benefits	£25



## ***Condition & deposit return***

At the beginning of your tenancy a 'Schedule of Condition' will be carried out by the accommodation team. This will involve walking around the property, taking a video record and a written description of the condition. Once this is complete, we will require a signature to confirm that you agree with the schedule. This will ensure that you are not charged incorrectly for any damage that may be apparent at the end of the tenancy.

We will email you a copy of the report which you will need to sign and return within seven days of you moving into the property. Failure to agree the compiled schedule by signature will result in the use of this record as precedent for the condition of your property at the start of the tenancy and will consequently be used as reference in the return of your deposit. To ensure your deposit is returned to you as soon as possible, the following must be undertaken:

In order to avoid any confusion, you are not permitted to off-set your last month's rent against your deposit. If there is any outstanding rent and/or you have accrued any charges which remain unpaid at the end of your tenancy we will propose to deduct these from your deposit. You will also

# Condition & deposit return

be charged for any damage to the property (or furniture) over and above fair wear and tear. Failure to pay your rent is a breach of your tenancy and whilst we would not claim possession, this would give the landlord a right to sue. We may be instructed that court proceedings will be commenced if your final payment is more than seven days late. You will also be responsible for any additional costs as well as the outstanding rent. We hope you understand our need to ensure that the rent is paid when it is due.

## Account details

You must provide us with the following bank account details for the deposit return:

- Account name
- Account number
- Sort code

If you are under double occupancy and want the deposit to be returned separately, please let us know. In this case, each tenant will need to provide their bank account details. If the funds are to be transferred to an international account then we also need the following details:

- Bank name
- Bank's full postal address
- IBAN no
- SWIFT code

## Keys

All keys must be returned to our office no later than 12:00 (noon) on the final day of your tenancy. Please note if all keys are not returned by 17:00 on the final day of your tenancy; you will be charged for the cost of replacing keys and/or locks and providing new keys for the property as we have to ensure the incoming tenants' security.

## Cleaning

Please ensure the property is thoroughly cleaned before you move out and all of your belongings are removed. This includes the cleaning of all appliances. You will be charged should we have to remove any of your belongings once you have vacated the property and for the cost of any cleaning that needs to be undertaken.

## Inspection

At the end of your tenancy we will carry out a final inspection. Following this inspection, we will inform you via email of any proposed deductions from the deposit.



# ***Complaints procedure***

As a member of ARLA Propertymark and the Property Ombudsman (TPO), we aim to provide the highest standard of service to all landlords and tenants, in line with their Codes of Practice. One of the requirements of our membership of ARLA Propertymark and the TPO is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

All staff deal with day-to-day problems on a one-to-one basis. However, once a formal complaint has been raised, you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – terms of business, Tenancy Agreement, inventory etc. and send it to


Exchange Residential Director,  
Ground Floor,  
1 Maling Court,  
Union Street,  
Newcastle upon Tyne,  
NE2 1BP

The grievance letter will be acknowledged within three working days, investigated in accordance with established 'in-house' procedures and a reply sent within fourteen working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

If you remain dissatisfied with the way we have handled your complaint, please write to

Adderstone Group,  
Nelson House,  
The Fleming,  
Burdon Terrace,  
Jesmond,  
Newcastle upon Tyne,  
NE2 3AE






Finally, if having exhausted our in-house procedures you are still not satisfied with our response, you may refer your complaint, within six months, to either:

The Association of Residential Letting Agents  
Arbon House,  
6 Tournament Court,  
Edgehill Drive,  
Warwick,  
CV34 6LG  
T: 01926 496 800  
W: [www.arla.co.uk](http://www.arla.co.uk)

or

The Property Ombudsman  
Milford House,  
43-55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP  
T: 01722 333 306  
W: [www.tpos.co.uk](http://www.tpos.co.uk)

**Both professional bodies will arrange for your complaint to be assessed by an Independent Case Examiner in line with the criteria and procedures set out in their respective published complaints procedure/leaflet.**



# ***Frequently asked questions***

## ***Q: I have not paid my rent on time. Will I be charged?***

**A:** You must pay rent to Exchange Residential Limited at the times and in the manner specified in your Tenancy Agreement, without deduction or set-off. Further to this you shall pay interest at the rate of 3% plus the BOE base rate per day on any rent in arrears for more than 14 days, calculated from the date upon which such rent was due to be paid, to the date upon which cleared funds are received in respect of such rent.

## ***Q: My bank has said that my payment has definitely gone out of my account. You have sent me a letter to say you have not received payment.***

**A:** If you have set up your own Standing Order or transfer or arranged a transfer via your internet account, it may well be that you have not set up the correct reference (you should always use our Standing Order mandate). We often receive payments with no name or property address and therefore we do not know who this payment belongs to and cannot allocate it to the correct account. Payments received in this manner go into a 'suspense' account, until such time as we know whose account to allocate it to. It is your responsibility to make rent payments in accordance with the contract you have entered into. If you have not done so, you need to prove to us that you have paid before we can allocate a given payment to your account.

## ***Q: I have some outstanding maintenance issues. Do I have to continue paying my rent, as I don't see why I should pay rent when maintenance works are not being carried out?***

**A:** It is important that you do not breach any terms of your contract. If the Exchange Residential team has failed to carry out any works as necessary, then you should make a formal complaint, in line with our Complaints Procedure. You cannot withhold rent in relation to a maintenance query and, should a dispute escalate, the Court will take a far less sympathetic view on any tenants who do withhold rent. We pride ourselves on how well our properties are maintained but some maintenance issues can be complex. We rely on proper and up-to-date communication from tenants in order to be able to deal correctly with maintenance issues.

## ***Q: I am going to be away from my apartment for a while. Is it ok if I pay my rent when I return?***

**A:** No. You should set up a Standing Order with your bank as per the terms of your contract. Any late payments will be chargeable.

## ***Q: I want to leave my tenancy before my contract expires. How do I go about doing this?***

**A:** You have entered into a tenancy for a fixed period of time and cannot terminate it prematurely. In exceptional circumstances, we may allow a tenant to find a suitable replacement tenant. You would need to inform the office in writing of the circumstances that have led to you seeking to move out of your accommodation. Please bear in mind that under such circumstances, it would be your responsibility to find a suitable replacement tenant to take over your tenancy. You will still be liable for the condition of the property and for the rent due, until such time as you can find a replacement tenant. At certain times of year, we may be able to find a replacement for you. There will be a fee charged for this service. The reason tenancies are for a fixed term is that lettings tend to be very seasonal. In other words, it is much harder to let properties at certain times of year than it is at others. The end dates offered to tenants when they sign up for a fixed term are designed to tie in with periods when there is strong demand for rental properties (normally over the summer months).







# CLIENT MONEY PROTECTION CERTIFICATE

Should a Propertymark Protected agent go into administration or misuse your rent, deposit or other funds, Propertymark will reimburse you whether you are a landlord or a tenant.

This certificate confirms your money is protected by the Propertymark Client Money Protection Scheme and that you can claim back money lost in the event of your letting agent going into administration or misusing your funds.

## Your Propertymark Protection

Details of your agent

**Exchange Residential Limited**

Trading as

**Exchange Residential**

Scheme Reference number

**C0003838**

Is a member of Propertymark Client Money Protection Scheme  
Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG

## HOW TO CLAIM

Simply go to [propertymark.co.uk/complaints/client-money-protection/](https://propertymark.co.uk/complaints/client-money-protection/) and complete the CMP application form. We need to receive your application within 12 months of us being notified that a misappropriation has occurred.

You do not need to prove fraud. You only need to provide supporting evidence that you have not received the money you were legally entitled to, this may be in the form of your tenancy agreement or deposit protection certificate along with bank statements.

Your money is protected throughout the time that your agency is a member of the Propertymark Client Money Protection Scheme. If your agent leaves the scheme, they are required by law to notify you. All agents managing properties in England, Scotland or Wales are legally required to belong to a Government approved Client Money Protection scheme at all times and details of the scheme must be publicly available. If you discover at a later date that money has gone missing during the period of their membership of the scheme, you will still be covered even if they have subsequently left the scheme.

Unfortunately, we cannot make payments for any loss arising from war (whether foreign or civil), terrorism, rebellion, revolution, military uprising or any form of confiscation by the state.

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

# JESMOND EXCHANGE

Exchange Residential is the exclusive managing agent of Jesmond Exchange and has an array of student and young professional properties around Newcastle. The Exchange Residential team are also winners of the Newcastle Student Letting Agent of the Year 2016 award, ensuring you receive great customer service.

exchange  residential

  
ADDERSTONE  
GROUP

Exchange Residential is a part of the Adderstone Group, one of Newcastle's largest and most well-established property developers and landlords.

Proud members of The Property Ombudsman

