

RESIDENTS' INFORMATION 2020 - 2021



UNION STUDIOS



**UNION
STUDIOS**

USEFUL INFORMATION

ACCOMMODATION TEAM

Tel: **0191 269 9920**
(Contactable 9:00 – 17:00 Monday to Friday)
Email: unionstudios@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: unionstudios@exchangeresidential.com

MAINTENANCE QUERIES

Exchange Residential Ltd
(Contactable 9:00 – 17:00 Monday – Friday)
Email: support@exchangeresidential.com

FINANCE QUERIES

Exchange Residential Ltd
(Contactable 9:00 – 17:00 Monday – Friday)
Email: accounts@exchangeresidential.com

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 on Level 1.

POSTAL ADDRESSES

Your name,
Your flat,
Union Studios,
Union Street,
Newcastle upon Tyne,
NE2 1BX

EXTERNAL BINS AND RECYCLING

All bins are located in the courtyard.

LAUNDRY ROOM

Located on Level 2

RESIDENTS' FACEBOOK PAGE

[UnionStudios2019/20](https://www.facebook.com/UnionStudios2019/20)

KEY SURF

Email: support@keysurf.net
Tel: **0333 308 0000**



WELCOME

WELCOME TO UNION STUDIOS

We are delighted that you have chosen Union Studios as your home and we hope you enjoy living here.

Union Studios is located in the creative hub of Ouseburn, just a short walk from both Northumbria and Newcastle University city centre campuses and the bustling culture and nightlife of Newcastle Gateshead.

Union Studios is managed by Exchange Residential, one of the city's most well-established and respected student accommodation providers.

At Exchange Residential we are here to provide you with a clean, safe home. A place to relax, study, make new friends and gain independence. A place of your own where you will never need to feel alone because you are always part of the Union Studios community.

The team at Exchange Residential are here to help and support you and we look forward to meeting you all over the course of the year.

We have created this Residents' Pack to help you find your feet at Union Studios. 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, there are contact details for the key support staff who will be able to help on page 2 of this booklet.

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 year, we would ask you to pay particular attention to these procedures and to noise, fire, safety and cleaning requirements also.

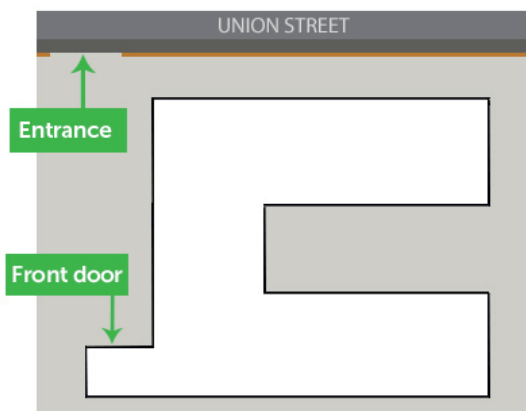
On one final note, within Union Studios you will meet people from different backgrounds, countries and cultures. Please respect each other's differences and take time to learn more about one another to ensure Union Studios is a happy home for everyone over the next academic year.

ENJOY YOUR STAY WITH US!

ACCESS

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

STREET LEVEL - LEVEL 1



VISITOR INSTRUCTIONS

- Visitor to input apartment number into entry keypad.
- Voice call to registered tenant is made.
- Registered tenant should press 3 to accept, or end call to deny access.
- If access is accepted door will unlock.
- If access is denied door will remain locked.

BICYCLE RACKS

Bicycle racks can be found next to the main entrance.

For safety reasons bicycles must not be taken inside the building or stored inside your studio, in hallways or under stairs. Bicycles found within these areas will be removed. Bicycles at Union Studios are left at their own risk.

You can upgrade your standard contents insurance to include bicycles if you wish. For more information, contact www.endsleigh.co.uk

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 accommodation managing agent for Union Studios. The team at Exchange Residential have developed a reputation as one of the most well respected residential management agencies in the North East. As a member of ARLA Propertymark (www.arla.co.uk) and The Property Ombudsman (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.

Accommodation Team

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

Tel: **0191 269 9920** (Contactable from 09:00 - 17:00 Monday to Friday)
Email:

unionstudios@exchangeresidential.com

MAINTENANCE QUERIES

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. Defective light bulbs are the responsibility of the tenant to replace.

Tel: **0191 269 9920** (Contactable from 09:00 - 17:00 Monday to Friday)
Email: **support@exchangeresidential.com**

AXIS SECURITY

Emergency maintenance outside of office hours is to be reported to Axis Security on **0845 0500 380**. Axis Security will assist in relation to the following issues:

- Door and gate 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.

In case of emergencies only please contact the police on 999.

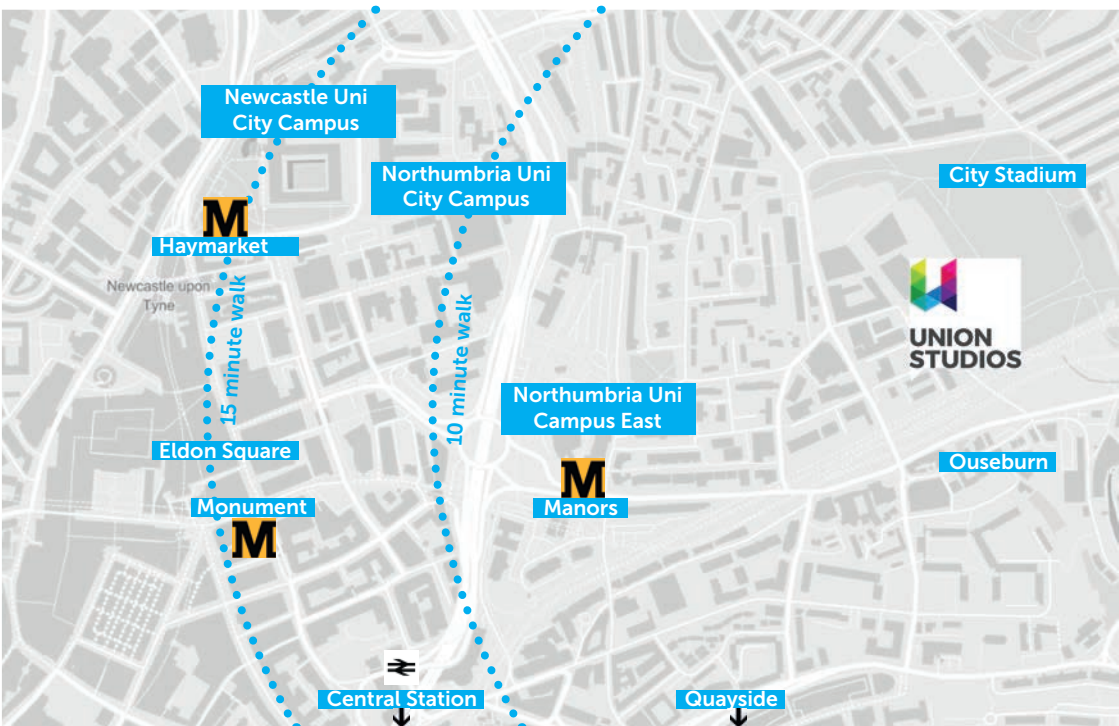
KEYS

If your key is lost, stolen or damaged the cost of replacement will be charged at £36.00 (incl. VAT) per key (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 (incl. VAT).

LOCAL AMENITIES

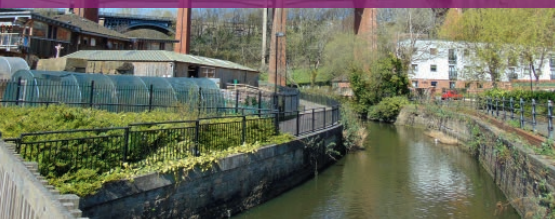


KEY LOCATIONS

City Centre	 12 mins
Northumbria Uni City Centre Campus	 10 mins
Newcastle Uni City Centre Campus	 15 mins
Newcastle Central Railway Station	 20 mins
Quayside	 5 mins
Metro Station 	 5 mins
Local Bus Routes	 2 mins
Nearest Convenience Store	 2 mins

OUSEBURN

Union Studios is situated in the centre of the vibrant and cultural area of Ouseburn, only minutes away from Newcastle City Centre. The area offers the perfect location for students to live and experience life - a safe area, well-serviced with a range of transport options including buses and Metro.



From Union Studios you will have easy access to convenience stores and some of the city's most popular student hangouts including cafés, restaurants, bars and music venues, all within a few minutes of your front door.

HARISSA - Mediterranean restaurant (www.harissakitchen.co.uk)

BISCUIT FACTORY - Contemporary art gallery and café (www.thebiscuitfactory.com)

THE TYNE BAR - Alternative bar (www.thetyne.com)

THE CLUNY - Famous live music venue, pub and cafe (www.thecluny.com)

THE CYCLE HUB - Social enterprise for cyclists (www.thecyclehub.org)

OUSEBURN FARM - Family farm, tea room and farm shop (<http://www.bykerbridge.org.uk/farm>)

CUMBERLAND ARMS - Traditional pub (www.thecumberlandarms.co.uk)

VICTORIA TUNNEL - Fully preserved 19th Century wagonway (www.ouseburntrust.org.uk/victoria-tunnel)

COOKHOUSE - Popular eatery (www.cookhouse.org)

ARCH 2 BREWPUB & KITCHEN - Local brewing company (www.newcastlebrewingltd.co.uk)

SHIP INN - Friendly pub serving all vegan food (facebook.com/shipouseburn)

KILN - Mediterranean bar and kitchen (www.kiln.cafe)

TRANSPORT AROUND NEWCASTLE

Union Studios is well served by a wide number of public transport options including bus, Metro and rail.

There is a frequent bus service travelling to Northumbria University City Campus & Coach Lane Campus, Northumbria students can use the number 1 bus free of charge, which runs every ten minutes, seven days a week. This is a partnership between Northumbria University and Stagecoach, meaning you can use the number 1 bus for free from designated stops when you show your student card. For further information please visit the Northumbria University website.

For local bus information and timetables: www.nexus.org.uk/bus

Low cost inter-city travel: www.megabus.com/uk 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 in the centre of Newcastle, 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.

NEAREST STATION TO UNION STUDIOS - Manors (approximately 5 minute walk)

Timetable - Metros run frequently during the day. The service stops at around 23:30 and restarts at around 05:45. For more information and map go to: www.nexus.org.uk/metro

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. The journey from London King's Cross takes about three hours. From Union Studios, it takes 15-20 minutes to walk to Newcastle Central Station.

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 40 minutes from Manors Metro rail station.



USEFUL CONTACTS

DOCTOR

We recommend that students register with a local doctor. The closest is below:
7 Saville Place, Newcastle upon Tyne, NE1 8DQ. For more info: Tel **0191 232 4274**

USEFUL NUMBERS

Useful numbers to have in your phone:

Union Studios accommodation team: **0191 269 9920**
(Contactable 09:00 – 17:00 Monday to Friday)

Union Studios maintenance team: **0191 269 9920**
(Contactable 09:00 – 17:00 Monday to Friday)

Axis Security: **0845 0500 380** (Emergency out of hours contact)

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. 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. For more info: **www.newcastle.gov.uk**

TV LICENCE

You will need a TV licence for watching live TV and programmes on BBC iplayer on any device. For more info: **www.tvlicensing.co.uk**

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**

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.

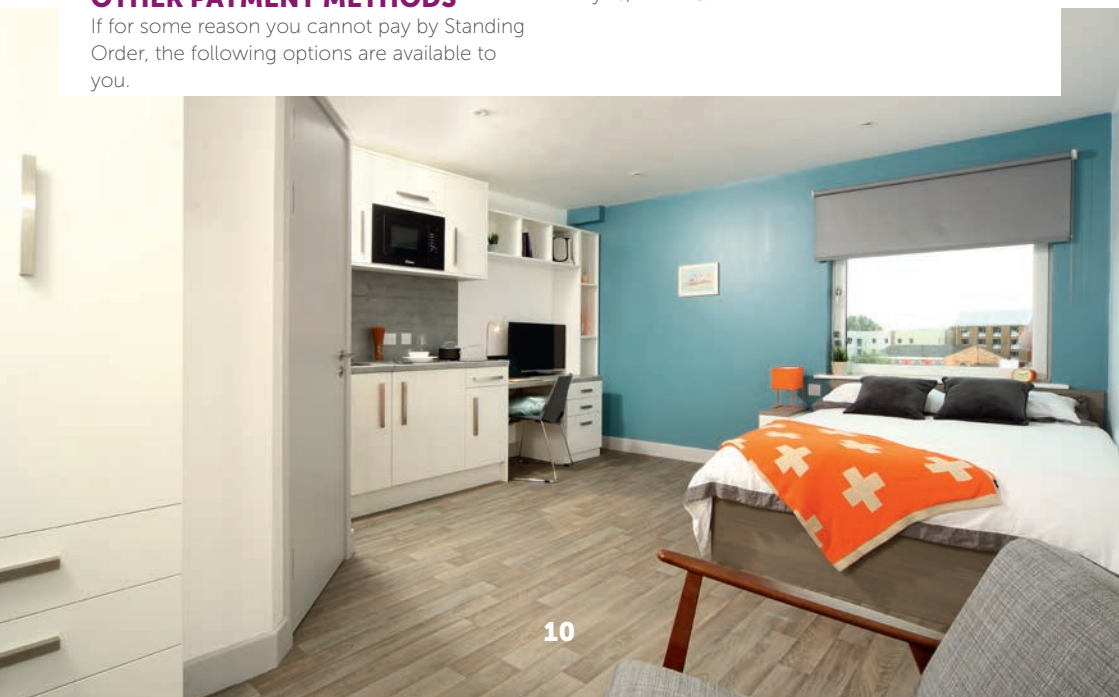
ONLINE PAYMENTS

You can make rent payments via online banking and our 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 extra £10 - £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



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.

MAIL, TV & INTERNET



MAIL

Mail boxes are located on Level 1. 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.

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

The internet is 100Mbps

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 & 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.

Need help?

Contact Keysurf on 0300 103 0000
or **support@keysurf.net**

USER GUIDES

User manuals for appliances will be available in each kitchen area.

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 your 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 accommodation.
- At bed times or upon leaving the accommodation vacant, switch off all electrical appliances (except those which are designed to be left on at all times) 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 fusebox

(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 emergency services.

FIRE - BASIC SAFETY PRECAUTIONS

There is a weekly fire alarm test between 10:00 and 11:00.

- 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 remove any fire instructions or safety notices from the accommodation.
- 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 Union Studios, only small electrical fans 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 accommodation.
- No chip pans are allowed.
- Remember no smoking and no candles.
- Do not remove, cover or obstruct the smoke detector.

WHAT TO DO IN THE EVENT OF A FIRE

HEALTH & FIRE SAFETY

1. RAISE THE ALARM — In the event of a fire in your apartment only, you must break the glass on a manual alarm call point. Shout 'fire, fire, fire' to warn everyone in the building

2. IMMEDIATELY — Leave the accommodation 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 Maling Court entrance gate, on Union Street.

6. DO NOT GO BACK INTO THE ACCOMMODATION — 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. Students are required to ensure that boxes, rubbish bags, cases etc are not left in corridors or staircases. Do not use the lifts.

ALARMS

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

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

WEEKLY FIRE ALARM TESTING

The communal fire alarm system will be tested on a weekday for approximately one minute between 10:00 and 11:00.

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

Students are required to ensure that a safe environment is maintained for those who work, live and visit the building. Students 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 Union Studios. This includes within individual studios, communal areas, balcony and courtyard.

Behave responsibly while on balconies. Keep items away from railings. Never sit or lean on the balcony rails. Never try to climb or hang from the balconies. You must take extra care while drinking alcohol on or near the balconies as your safety judgement may be affected.

At the end of your tenancy you need to hand over your accommodation in a clean and fit state. We will create a video schedule of the condition the accommodation is in when your tenancy commences and you must ensure the accommodation 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.

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

You should ensure your studio 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.

VACUUM CLEANERS

Shared vacuum cleaners are available for use by all residents free of charge and hire should be arranged 24 hours in advance to arrange collection.

Email: support@exchangeresidential.com

We recommend the purchase of a dust pan and brush for day to day cleaning of the floorcoverings.

WASTE BINS

Waste bins in studios are 10 litres so please ensure you buy the appropriate bags for these sizes.

RECYCLING

We want Union Studios to be an environmentally friendly place to live. Help us by collecting clean, suitable items that can be recycled into new materials. Place these items in the large recycling

bin which is located in the courtyard.

CHECK LIST OF TOOLS AND EQUIPMENT YOU WILL NEED

- Dust pan and brush or vacuum with attachment (vacuum can be borrowed from the accommodation management team – please email support@exchangeresidential.com with 24 hours' notice.)
- Mop
- Cleaning cloths
- All-purpose cleanser or mild cleanser
- Laundry products
- Glass cleaner
- Small bucket with handle
- Copious supply of bin bags
- Spot remover for upholstery
- Ceramic hob cleaner

GUIDANCE NOTE

All tenants 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.

SHOWER HYGIENE & TEMPERATURE

As detailed in your tenancy agreement, we require residents to flush through the shower once a week if it's not used regularly. On a quarterly basis residents should disassemble the shower head and hose, put them in a de-scaler solution, rinse and disinfect. This will ensure that your shower head and hose do not get blocked with limescale.

If you experience an issue with your shower temperature fluctuating during your tenancy, prior to advising us, we ask that you have checked/completed the following:

- Removed the shower head and descaled.
- Scrubbed the rubber hoses on the shower head using a nail brush.
- Ensure that the shower hose is not twisted in any way and is just in one loop.

If none of the above has resolved the issue, please inform us using the support@exchangeresidential.com email address.

LAUNDRY

LAUNDRY PROCESS

There is a laundry room provided by Circuit Laundry, located on Level 2.

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 for more information.

NOT FANCY THE QUEUES?

VISIT 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**



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.

- 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

HEATING

The connection heater temperature can be controlled via the thermostat. Fuel consumption is monitored and Exchange Residential Limited retains the right to charge for excessive consumption.

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.

FRIDGE/FREEZER

Make sure this is set at the right temperature. The optimum temperature is between 1.7°C to 3.3°C for the fridge and -18°C for the freezer.

HOUSE RULES

DAINGEROUS 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**.

TURN OFF EXTRACTOR FANS AFTER USE.

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.

DAINGEROUS 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 Maling Court car park without permission.

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.

TERRACES & JULIET BALCONIES

Behave responsibly while on terraces and Juliet balconies. Keep items away from railings. Never sit or lean on the balcony rails. Never try to climb or hang from the balconies. We also advise you to take extra care while drinking alcohol on or near balconies as your judgement may be affected.

BINS

Please place rubbish inside the correct bins. Do not leave rubbish bags on the ground or in communal corridors.



MICROWAVE & HOB

USER GUIDANCE

Whilst the risk of fire from the hob and microwave in your kitchen area is low, in order to keep it low, Exchange Residential recommend the following precautions:

1. Ensure both appliances are turned off immediately after use.
2. When not in use, turn both appliances off at the wall, particularly when leaving the property.
3. Regularly clean both appliances ensuring there is no food residue left behind.
4. Do not have your hob on a higher setting than is necessary for the size of your pan.
5. Ensure that you do not over heat your microwaveable food.
6. Ensure that you do not use tinfoil or metallic containers in your microwave. You will need to ensure that all containers are microwaveable/oven proof.
7. Ensure that there are no combustible materials close to your hob (such as tea towels) that could catch fire.

The above action points are a guide to help you remain fire safe during your tenancy at Union Studios. If you require any further assistance, help or guidance, please contact the team on: support@exchangeresidential.com.





Please ensure that if your accommodation 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 accommodation is left in a clean and tidy condition, in particular bathrooms and kitchens.
- Ensure bins and fridges are left empty.
- Ensure a neighbour has your contact number should there be a problem while you are away.
- If your accommodation is to be empty for longer than 28 days, please advise us in accordance with 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

HOW TO MAKE A CLAIM:

Visit: endsleigh.co.uk/claim-centre

Core Room Cover	Limit
Total Student Room Contents Cover	£5,000
Disabled Students Room Contents Cover	£6,000
Single Article Limit (unless outlined separately)	£1,250
Computer Equipment (eg. Desktops, Laptops, Tablets)	£2,000
Computer Accessories	£150
Mobile Phone (forced entry only)	£500
Audio equipment, DVD & videoplayers, computer consoles, hard drives and other data carrying media	£1,000
Computer games, CDs, DVDs, videos & records	£600
Photographic Equipment	£1,000
Sports Equipment	£1,000
Musical Instruments	£600
Clothing (single article limit)	£350
Valuables including jewellery & watches	£600
Personal Money (forced entry only)	£50
Credit/Debit Card fraud (forced entry only)	£500
University Property on Loan	£500
Library books	£250
Rented Household Goods	£1,250
Contact Lenses	£150

Other Benefits	Limit
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
Theft from Halls of Residence communal area following forcible and violent entry	£1,000
Theft from Halls of Residence communal area without forcible and violent entry	£250
Loss or damage to the student's personal belongings from the Halls of Residence communal area	£500
Theft from any other property outside policy terms (following forcible and violent entry)	£500
Clothing damage by faulty laundry equipment	£300
Food spoilage (loss of food from fridge/freezers)	£75
Replacement locks and keys (following damage resulting from burglary)	£350
Personal Accident Cover	£5,000
Key Cover for the first 30 days for Letting Agent Staff	£500
Permanent Total Disablement as a result of an accident	Up to £50,000
Accidental death or permanent total disablement of parent or guardian	£5,000
Liabilities	
Tenants Liability Cover	£5,000
Damage to Public Service Equipment (water, electricity, gas meters)	£150
Personal Liability	£1m

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 & COMPLAINTS

CONDITION

At the beginning of your tenancy a 'Schedule of Condition' will be carried out by the accommodation team. This will involve walking around the accommodation, 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 blamed 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 key collection. Failure to agree the compiled schedule by signature will result in the use of this record as precedent for the condition of your accommodation 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:

RENT

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 be charged for any damage to the accommodation (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 will need to provide us with the following bank account details for the deposit return:

- Account name
- Account no
- Sort code

If you have taken a double occupancy room 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

Please note that until we receive agreement to any deduction we are unable to return your deposit.

KEYS

All door, mail box and balcony or window keys must be returned to our office no later than 12 noon on the final day of your tenancy. (If your dilapidations inspection is after 12 noon and you wish to attend the inspection you must ensure that your keys are returned to the office by 17:00).

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 locks and providing new keys for the accommodation as we have to ensure the incoming tenants' security.

CONDITION, DEPOSIT RETURN & COMPLAINTS

CLEANING

Please ensure the accommodation 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 accommodation 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. We would prefer you to be present at this inspection, but should you be unable to do so, we will enter the accommodation using our own key. Following this inspection, we will inform you via email of any proposed deductions from the deposit

COMPLAINTS PROCEDURE

- As a member of the 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 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, 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:

ARLA Propertymark

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

T: **01926 496 800** / W: **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**

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 accommodation 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 your Maintenance Manager 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 accommodation 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 accommodation and for the rent due, until you can find a replacement tenant. There will be an admin fee payable for a new contract or deed of assignment.

At certain times of year, we may be able to help 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/ 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



Exchange Residential is the exclusive managing agent of Union Studios and has an array of student properties around Newcastle.



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



Proud members of The Property Ombudsman.