

WELCOME BOOKLET – STUDENT ACCOMMODATION  
4 ST PAULS ROAD, CLIFTON, BRISTOL, BS8 1LT

Welcome, to your new student accommodation at 4 St Pauls Road.

As you know, this accommodation has been recently refurbished and we hope that you will help us to keep it looking nice and in good condition for future students and that you will have a happy year here.

We want to provide you with a level of service that will make you keen to come back another year and recommend us to your friends. If you have any problems with the accommodation we hope that you will tell us and give us a chance to put things right but that you will also remember that this building represents a very significant investment for us and that you will meet us half way in looking after it. This means that you have an obligation to let us know immediately if there are any problems which might cause material damage to the building, such as water leaks. Issues such as these left unattended will end up costing much more to fix than if they are dealt with promptly.

This booklet is intended to give you all the information that you will need to settle in quickly – if there is anything we have forgotten, please let us know so we can add it for future years.

Clifton is a great place to live – have a great time.

Jon Lomas

John Wabe

The agent for the building is Abode and their contact details are:

Abode Property Management Ltd,  
132 Whiteladies Road  
Clifton  
Bristol BS8 2RS

Telephone: 01179 738 866

If you have any problems with the building you should contact Abode in the first instance. This booklet needs to be read in conjunction with your tenancy agreement.

There is a lot of information in this book and you are advised to read it all thoroughly before moving in. However, as a quick reference, some of the main points are summarised below:

**Please do not move your furniture around as moving these heavy items damages both them and the carpet**

**Due to fire regulations, no naked flames are allowed in the building. This includes candles and joss sticks**

**Walls marked by blue tac, sellotape or pins will have to be redecorated and repaired at the end of the tenancy and the cost of this will be passed on to you**

**No parking on the driveway**

**No smoking anywhere on the premises (inside or outside)**

**The work surfaces in the kitchen are not heat proof**

**Don't forget to fill in your Council Tax exemption form**

**If you bring a TV into the premises you will have to purchase a TV Licence. This is your responsibility**

**The dishwasher, washing machine and tumble drier all have filters which have to be periodically cleaned**

## **1. ARRIVAL**

### **1.2 Rooms**

There are 15 en-suite rooms in the building divided into 4 flats. The basement and ground floor contain a flat with 6 rooms. On the first floor there are two one bedroom flats and the second and third floor consist of a flat with 7 rooms. Each flat has its own front door inside the building and there is one external front door to the road.

The rooms within the flats all offer the same facilities and the rents are fixed. Occupants of the 6 and 7 room flats will be responsible for allocation of rooms between themselves.

At the back of the building there is a garden accessible to all the occupants of the flats. There is a patio area and bicycle storage area to the rear of the building. Beyond the patio is a garden area with shrubs and a very old pear tree.

Each room contains the following:

- bed,
- desk,
- desk chair,
- wardrobe with two drawers and
- shelf unit.

Each room has an en suite bathroom with a toilet and shower, bathroom cabinet, toilet roll holder, toilet brush, towel rail, and shaver point. The one bedroom flats each have a bath with a shower.

The kitchens each contain

- a microwave with a grill,
- a free standing cooker,
- washing machine,
- tumble dryer,
- toaster,
- kettle,
- fridge
- freezer
- vacuum cleaner

You will need to bring with you all your bed linen, pillows, duvet, towels, crockery, cutlery, cooking and eating utensils and tea towels.

Furniture or carpets must not be moved from one room to another, put in corridors or moved outside the building. Curtains must not be taken down.

## 1.2 **Inventory**

When you arrive you will be given an inventory listing the contents of your flat. Please check that everything on the list is in your room, report any faults or damage not already listed, sign the inventory and return it to the agent within the first week of occupancy to avoid charges for damage or losses which are not your responsibility. Rooms will be inspected after your occupancy and you will be charged for any redecoration or repair work required beyond normal wear and tear.

## 1.3 **Keys**

You may collect your keys from Abode on or after 1<sup>st</sup> July. Please ring Abode before you set off to tell them that you are coming and to check that the accommodation will be ready for you.

You will receive an electronic key which will unlock the front door to the building, the corridor to the garden front and back and the front door to your flat. If you lose this key you will be charged £40 for a replacement. You can also obtain a key for the door to your bedroom for which there will be a £15 replacement charge.

#### 1.4 Rents

All rents are payable to the agent who deals with all aspects of the tenancy.

Your rent includes

- heating,
- heating of the hot water,
- common area heating
- common area electricity.

What is **not covered** is the phone line (connection and rent), internet, TV licence, water and electricity in areas other than the common areas. You are also responsible for the insurance of your personal belongings.

As students you are exempt from council tax but unless you inform the local council that you are students, you will receive a demand for Council tax. The form you need to complete is here:

[http://www.bristol.gov.uk/sites/default/files/documents/council\\_tax/Student%20Exemption%20Form.pdf](http://www.bristol.gov.uk/sites/default/files/documents/council_tax/Student%20Exemption%20Form.pdf)

or, alternatively, try typing 'student exemption form Bristol City Council' into Google. It is your responsibility, not ours, to submit this form to the council.

#### 1.5 Moving in

The road outside the building has double yellow lines and you are permitted to stop on these yellow lines only to unload your possessions. If you leave any car unattended on the road you are liable to receive a parking ticket. **There is a single pull-in space in the front garden which is reserved for maintenance vehicles. At certain times of the year the barrier may be lowered to allow students to load and unload their cars when moving in or out. Not student parking is allowed on site.**

During the first two weeks of your tenancy the landlords may need to carry out necessary maintenance and repair work in your flat.

## 2. LIVING AT 4 ST PAULS ROAD

### 2.1 Safety

Whilst we have carried out a risk assessment to ensure the safety of the building, you all have a shared responsibility for ensuring that the premises are safe. If you spot anything that could pose a danger for any of the occupants of the premises please inform the agent immediately.

The sash windows have been fixed to only open a small amount at the bottom and a larger amount at the top. This is to eliminate any possibility of anyone accidentally falling out of the window so please do not tamper with the restrictors on the windows. Similarly, in the top flat, the window openings have been limited to prevent anyone from going out onto the roof of the building.

**2.2 Fire prevention – SMOKING IS NOT PERMITTED ANYWHERE IN THE BUILDING. This is dictated by HMO Fire Regulations and the constraints of our insurance policy. If you are found smoking in the building your tenancy will be ended.**

It is the duty of all occupants and visitors to the building to prevent fire so you must make yourself aware of any potential dangers. This means **no smoking or naked flames (including candles)** are permitted anywhere in the building. Any worn leads must be reported immediately. You are responsible for the electrical safety of any electrical equipment you bring into the building and portable heaters of any description are not permitted. The radiators in the rooms are all fitted with a thermostatic switch to regulate the amount of heat distributed so there should be no need to supplement this in any case.

The only means of escaping from the building is via the central staircase so it is essential that this is kept clear of anything which could block escape or provide fuel for any fire, such as cardboard boxes and other flammable materials. All fire doors are to be kept closed and never wedged open.

Fire blankets have been provided in each kitchen, which is the most likely place for a fire to start, so please be aware of anything in the kitchen which could cause a fire. In particular, you are not allowed any sort of open deep fat fryer.

The building has been refurbished to comply with the latest building regulations including stringent fire safety regulations and there is an interlinked fire alarm system. This means that if one smoke alarm goes off in any room the alarm will go off in the whole building. The fire brigade is not called automatically when the fire alarm goes off. If you require the services of the fire brigade you will have to

call them using the 999 emergency system. Emergency lighting has been fitted in the building and a fire risk assessment has also been carried out.

If you discover a fire in the building activate the alarm from the nearest call point and evacuate the building immediately via the central staircase, ensuring that other occupants of your flat and any visitors are aware of the need to leave the building. Assemble at the fire assembly point in the front garden. Once the building has been evacuated you will have to assess what further action is required and call the fire brigade if you are in any doubt as to the cause of the fire alarm activation or whether the risk is still present. Bear in mind that you also have a responsibility towards the occupants of the other flats to ensure that they are kept informed of the situation

Instructions for re-setting the alarm are on the alarm box. **Do not reset or silence the alarm unless you are certain that there is no fire.**

Please ensure that the fire alarm system is used responsibly.

## **2.3 Utilities**

2.3.1 Heating. The building is heated by a gas boiler serviced every year by a qualified engineer. An appointment for this service to be carried out will be made in consultation with you.

2.3.2 Electrical installations including portable appliance testing. All portable appliances and electrical installations supplied with the building will be periodically tested. It will be necessary to arrange a time with you for this to be done during the year.

Each room is provided with a minimum of two sockets with a maximum loading of 10 amps per room. Extension leads with a 4-way adaptor may be used. Other forms of plug in adaptors are not permitted. No cooking, ironing, refrigerators, freezers or supplementary heating are permitted in any of the bedrooms.

You may bring in the following electrical appliances:

- travel kettles rated below 1500 watts
- hair dryers rated below 2000 watts
- computers, printers and monitors
- music systems
- portable televisions (but you must provide your own licence)
- video playback
- electric shavers

You are responsible for the safety of any portable appliances you bring into the building. All equipment you bring in must be safe for use, properly wired and

fused at the correct level and compatible with the UK 240 volt 50-hertz electrical supply system. The owners accept no responsibility for loss, injury or damage caused by the use of privately owned equipment. We reserve the right to remove any non-compliant equipment that we become aware of. This will be returned to you at the end of the year.

For the safe use of small electrical appliances please read the following tips:

- Ensure that wiring does not present a trip hazard and keep wires tidy, using a cable tie if necessary.
- Carry out a simple visual check of the appliance before use eg check plugs for signs of damage and connections to wiring, check wiring for signs of damage, check outer cover of appliance for signs of damage (eg signs of burning)
- Do not attempt to carry out repairs to faulty electrical appliances which require the attention of a competent electrician.
- Do not overfill appliances which require water in their use.
- Always unplug appliances before cleaning.
- Do not come into contact with electrical appliances when hands are wet.
- Ensure all electrical appliances are dry before use.

2.3.3 Water supplies. All cold water taps on site can be used for drinking water.

2.3.4 Waste water. Waste water systems are connected to Local Authority sewers. You must not pour environmentally damaging or toxic substances into the drains via baths, basins, sinks or toilets but must dispose of them correctly. It is your personal responsibility to dispose of such waste appropriately.

2.3.5 Lighting. All bedrooms are equipped with a single pendant light to provide overall lighting. You will need to bring with you any other lighting you require eg desk lamps and bedside lights for reading. As far as possible, only long life low energy bulbs are used. Sealed lights are provided in the bathrooms and central lights in the communal area. If you need to replace any of the bulbs we suggest you take the old bulb to Toolstation in Whiteladies Road to ensure that you buy the correct replacement. If you do not feel competent enough to carry out this task please contact us. A fee may be charged for this service.

The heating in your flats has been set to provide a comfortable temperature throughout the year. The heating cannot be changed by the occupants of each flat. If you have any problems with the heating then please email us and we will do our best to sort the problem out.

There are 5 time periods available for Mon - Fri and Sat - Sun as well. The weekend is set the same as the week.

06:00 - 11:00 - 20C

11:00 - 16:00 - 19C  
16:00 - 19:00 - 20C  
19:00 - 01:00 - 20C  
01:00 - 06:00 - 16.5C

You can override the temperature using the buttons on the front of the panel, but any override only lasts for that given time period, then it reverts to the set temperatures.

## 2.4 Furnishings

2.4.1 Furniture and decoration. You are personally responsible for any damage to the furniture and decoration of your room, allowing for fair wear and tear. Damage to the walls caused by the hanging of pictures using pins, picture hooks, Blutac, sellotape or any other fixative on the walls or woodwork will be chargeable. The minimum area that could be redecorated would be a complete wall. Each room is supplied with a notice board. The range of furniture supplied with each room is listed in 1.2 and you are not permitted to bring any other major items of furniture into the building.

Please note, **the laminate worktops in the kitchen are not heat proof**. Please use the trivets provided. You are liable for any damage caused to the worktop by placing hot pans etc directly onto the surface.

2.4.2 Please notify the agent of any damage to the equipment or furnishings of the room.

2.4.3 Tumble driers are provided for your convenience and to prevent damage to the building through damp. If you do not wish to use the tumble drier you may dry your clothes only in your bathroom. **You are not permitted to hang clothes to dry in any other room of the building.** At the end of your tenancy the premises will be checked for excessive levels of damp and you will be liable for any damage caused. You should be aware that the moisture released into the building when drying clothes indoors causes mould which is detrimental to your health as well as causing damage to the building, and this is precisely why we have provided you with tumble driers.

There is a lint filter just inside the door of the tumble drier which will need clearing out if the tumble drier starts to take longer to dry clothes. Also, the water that comes from the drying clothes collects in a tray at the bottom of the machine. This will need regularly emptying, or else the machine will stop working.

2.4.4 Each flat has a dishwasher which has been cleaned and serviced prior to you moving in. You will need to periodically clean the filter of the dishwasher to prevent food residue building up and you are advised to ensure that plates are

well-scraped before putting them in the dishwasher. Periodically running a hot programme with a dishwasher cleaning solution will help keep the dishwasher functioning efficiently.

2.4.5 When cooking please wipe up any spills immediately. If food spills burn on to the hob or the inside of the oven they are much harder to clean away. Also, please avoid scraping the pans across the ceramic hob as this causes damage to the surface.

## **2.5 Cleaning**

You are responsible for cleaning your bedroom and bathroom and jointly responsible with the other members of your flat for the cleaning of the communal areas of your flat. At the end of your tenancy the flat will be inspected and you will be charged for any areas that require further cleaning. In particular, please ensure that the showers are regularly cleaned to prevent the build up of lime scale. Any charges for professional cleaning of the cookers will be passed on. A vacuum cleaner is provided in each flat for day to day cleaning. Please ensure that the bag is changed regularly.

## **2.6 Building services, maintenance and repairs**

2.6.1 Organisation. We keep a list of approved tradesmen we employ for routine and emergency maintenance work and will keep you informed of response times. If you are not sure of the identity of anyone calling at the building to carry out repairs, please contact the agent.

2.6.2 Grounds maintenance. You are responsible for keeping the grounds neat and tidy and removing all litter.

2.6.3 Snow and ice. In snowy conditions you are responsible for ensuring that the pathways outside the building are kept clear of ice and snow.

## **2.7 Environment**

2.7.1 Energy efficiency. We have tried to make the building as energy efficient as possible with an air heat pump, extensive insulation, sound proofing and in built water efficiency measures. Please help us to be as energy efficient as possible by turning off lights in unoccupied rooms, turning the heating down rather than opening windows if you are too hot and putting on extra clothes before you turn the heating up.

2.7.2 Refuse and recycling. The refuse and recycling storage area to the front of the building contains a selection of bins.

- Refuse bin – collected every two weeks on a Wednesday. The first collection after occupancy will be on the 10<sup>th</sup> July
- Black box – collected every Thursday. This box is for tins, paper and glass. The first collection after occupancy will be on the 11<sup>th</sup> July
- Green box – collected every Thursday. This box is for cardboard and plastic, but not black plastic which is currently not recycled. The first collection after occupancy will be on the 11<sup>th</sup> July
- Food waste – collected every Thursday. This box is for all items of food waste, both raw and cooked. The first collection after occupancy will be on 11<sup>th</sup> July.

The bins must be put outside on the pavement by 7am on the day of collection. All residents of the building are jointly responsible for ensuring that the bins are put out on the correct day. If this does not happen and the rubbish is allowed to build up you will be charged a fee for a contractor to remove it.

## 2.8 Bicycles

There is a bicycle storage area to the rear of the building which can be accessed via a ramp at the front of the building and a corridor from front to back. You are advised to ensure that your bicycle is securely locked. **We accept no liability for any loss or damage to the cycles stored here.** All bicycles must be kept in the cycle storage area and not in the flats or corridors elsewhere in the building. Cycling is not permitted anywhere on the premises, including on the outside ramp. Motorcycles must not be stored anywhere in the building or in the back garden.

## 2.9 Good neighbours policy

Please be considerate of your neighbours, both within the property and the wider area. Since the majority of the buildings in the immediate vicinity of 4 St Pauls Road contain offices, this is especially important during the day.

## 3 MOVING OUT

Please vacate your room by 12 noon on the last day of your contract. You will need to ensure that the whole flat is left in a clean and acceptable condition as you are jointly liable with the other occupants of your flat for any damage, repairs or additional cleaning required in the flat as a whole.

When you are ready to leave, return the keys to the offices of Abode in Whiteladies Road to get back your key deposit. The flat will be inspected before your rental deposit is returned.

If you have any problems or queries, please contact the agent and we will do our best to resolve any issues you might have. However, we hope that you will find everything to be as you would wish it and that you have a wonderful year here.

#### **4 Parking**

**Please Note that Bristol City Council have now introduced residents parking in this part of Bristol. For further info please visit:**

**<http://www.bristol.gov.uk/page/transport-and-streets/residents-parking-scheme-areas>**