

## **JAC PROPERTIES**



## **TENANT WELCOME PACK**

**We hope that you will enjoy your new house. Please look after this leaflet – it includes information that you will need as a tenant of JAC Properties student accommodation.**

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## **Before You Move In**

### 1. Gas and Electricity

You will need to set up your gas and electricity accounts before you move in, arranging for the starting date to be the first day of your tenancy.

We suggest that you stay with the current supplier but you do not have to if you don't want to. We will let you know who the suppliers are towards the end of June.

Before the tenancy commences one of your group will need to phone suppliers to open the account in the names of all of the tenants at your house. This means that you are jointly liable for the bills.

It is essential that you open the accounts so that you have gas and electricity when you move in.

Once the tenancy has commenced and you have your meter readings (we will give you these) you will need to let the suppliers know these. Again only one of you needs to do this.

Your gas and electricity meters are NOT currently prepaid card meters (i.e. you will receive a bill for gas/electricity used) and we recommend that you do not change them (as card meters are more expensive and you may run out of gas/electricity at inconvenient times). If you change your meters to be card meters, we expect you to change them back prior to vacating the property.

## 2. Insuring Your Personal Belongings

Students often own lots of things that other people would like to have. This includes CD's, music systems, TVs, computers etc.

We advise that you take out insurance on your personal belongings before you move in.

Ask your parents if their contents insurance covers your property – sometimes it's cheaper to add it on to their policy.

Prices of insurance policies start from about £18 a year.

Try to avoid making your house look like a student house, e.g. don't leave rubbish in the garden or display loads of beer bottles or stolen road signs in your window.

Always lock doors and windows. If there is a break in or attempted break in and you have ignored this advice we will charge you for damage to doors and windows. In the unlikely event that there is an attempt to break in to your house, you are expected to report it to the police and inform us of the crime number.

### **Moving In**

1. You can move in any time from the date that your tenancy begins. This date is on the front of your contract.

If you are moving in between 8.30 and 3.00pm Monday to Friday we can arrange for our maintenance manager, John Kirkwood, to meet you at the house to show you how

to work the central heating, washing machine etc. We suggest that you co-ordinate this as a house group so that John shows the first people who move in.

The previous tenants may not have moved out until 30<sup>th</sup> June. If this is the case and you are moving in on the 1<sup>st</sup> July it is unlikely that we will have had the opportunity to have had the house professionally cleaned, but will do so as soon as possible.

Between July and September maintenance work may be carried out on your house. We will inform you of any scheduled major work beforehand. There may be some disruption during this period. Please be patient – the work is to improve the house and should be worth it!

If you notice that any repairs are needed when you move in, please make a list and let us know, as you may notice something that we have not seen.

### 2. Room Keys

We do not provide locks on the bedroom doors but if the previous tenant fitted one the key will have been left in the door for you.

You are welcome to put your own lock on the door but we would expect that you do not damage the door.

### 3. Equipment

We provide a Hoover. You will need to provide your own bedding, crockery, cutlery, TV, iron etc.

### 4. Fire Safety

Your house has smoke alarms, fire extinguishers and fire blankets.

You are expected to treat this equipment properly and you must not take the batteries out of the alarms or let off the fire extinguishers (unless there is a fire!).

### 5. Decorating

It is ok to redecorate your room. However, if you are thinking about bright or unusual combinations of colours (i.e. anything beyond the neutral range on a colour chart) please check it out with us first, by email. We reserve the right to ask you to reinstate the original colour.

### **Reporting Repairs**

We make every effort to ensure that our properties are maintained to a high standard and meet safety standards. Gas safety inspections are carried out annually.

### 1. Procedure for General repairs

Report any general repairs to John Kirkwood **by email**. We can track repairs this way.

John works Monday to Friday.

We will make the repairs as soon as possible, but obviously some are prioritized over others.

### 2. Emergencies:

#### Gas Leaks

If you smell gas or think you may have a gas leak ring:

**Transco** - 0800 111 999

#### Water

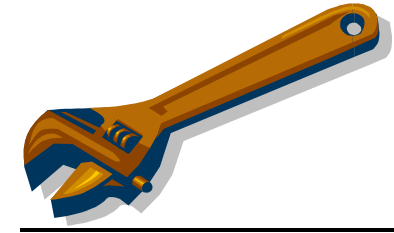
If you have a problem with your water supply ring:

**Severn Trent** – 0800 783 4444

### Electricity

Emergencies and loss of power:

**Central Networks** 0800 056 8090



### 3. Local Police Stations

Dial 999 only in an emergency where there is danger to life or a crime is in progress.

Ring 0115 967 0999 for less urgent issues.



### **Refuse Collection**

It is vital that you follow Rushcliffe Borough Council's rules so that your bins are emptied regularly.

Rushcliffe Borough Council operates an alternate week collection service for your refuse and recycling. One week they will collect your green and

blue bins (the green bin is for compostable garden waste and the blue bin is for paper, card, plastic, and cans) and the next week they collect your grey bin (which is for any household waste that cannot be recycled).

All of our houses have **three bins: green for compostable garden waste, blue for recyclable materials (plastic bottles, cans, paper and card), and a grey bin for other household waste.**

Information about what you can and can't put in the bins is on the house notice board in the hallway. There is also a timetable of what is collected on what day.

On collection day your bin must be placed at the edge of your property at the nearest point to the footpath or highway, closest to where the collection vehicle passes. It will be returned to the same position after emptying.

The Council will only empty bins that have the lid closed and no extra rubbish. They will only collect rubbish on the dates specified on your collection calendar.

The council will not empty your bins if you don't do this properly and if rubbish is allowed to build up it becomes a public health risk. If we have to clear away household waste for you, we will charge your group £60.

### Local Information

#### 1. The neighbours

It is common sense but do remember that your neighbours also have a life! They won't appreciate being kept awake night after night by lots of noise. Introduce yourselves to your neighbours and let them know if you are having a party. You also have a responsibility 'not to cause nuisance and annoyance to other occupants or to neighbouring residents' (ref Rushcliffe Borough Council).

#### 2. Shops, take-aways, pubs etc.

There are quite a few take-aways etc locally. West Bridgford Information Online has addresses and phone-numbers for most of them [www.westbridgford.net](http://www.westbridgford.net)

There is an ASDA on Loughborough rd and a large Co-op on West Bridgford High St. West Bridgford High St is quite a busy shopping area. If you like second hand shops, there are some good ones around the High St.

#### 3. Public transport

There is an excellent bus service from West Bridgford to the Clifton Campus and the City Centre.

For specific journey planners, the two following websites should be helpful:

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

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



**Rushcliffe Borough Council** As well as having information about bin collections etc, the council website has a lot of other information about sports facilities, parks, etc.

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

### **Moving Out**

If you do not extend your tenancy beyond 30<sup>th</sup> June you will be contacted towards the end of May with full details of what you will need to do when you move out.

## **CONTACT DETAILS**

Our office hours are 8.30am – 6.00pm  
Mondays to Fridays (not Bank Holidays).

**PLEASE DO NOT RING OUTSIDE OF  
THESE HOURS UNLESS IT IS AN  
EMERGENCY.**

Contact details have been emailed  
to you with this pack. You will also  
find them on our website  
[www.jacproperties.eu](http://www.jacproperties.eu) and on the  
house notice board in the hallway.