



Welcome to Farrier House Student Living



Living Worcester

Accommodation for students & young professionals



It is a pleasure to have you moving in to Farrier House Student Living. We want your stay at Farrier House to live up to your expectations and play a big part of your Student life whilst you are in Worcester.

At Farrier House we understand your student years should be some of those you remember for the rest of your life!

This is your step-by-step guide to living at Farrier House and to making sure you enjoy your time at university.

IMPORTANT NUMBERS TO SAVE ON YOUR PHONE NOW

Misplaced fob/phone – Mon–Fri 9am–5pm call IPL LTD 01675 430005. £25 Charge.

Misplaced fob/phone – out of hours and weekend call 0844 335 2207. £50 charge.

You need to ensure your phone contract will allow 0800 call numbers.

You will be asked for your name, unit number and email address for ID.

Please note there may be a delay in access when using the out of hours service.

Internet issues – 01920 466 466 or help.ucc@croftmsp.com. ID your unit

Maintenance issues – maintenance@livingworcester.com

General Contact – 07979 333666 Mon–Fri 8.30am–4.30pm

If it's an emergency out of these hours, please CALL not text.

YOUR NEW ADDRESS

Unit number

Farrier House Student Living

Farrier Street, Worcester, WR1 3BH

Always include your unit number when sharing your new address.



Farrier House will post updates and notices on the Farrier House Exclusive Facebook page to keep you all up to date with what is happening.

Make sure you join our group, it is named Farrier House Exclusive group, request to join and we will approve you into the group. Ensure settings are set to private.



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PART 1 - MOVING IN

You have now moved in and collected your fob and keys, so please look after them. You will also need your fob to access **everywhere** in the building so keep it with you at all times. You will be charged for forgetting/losing your fob and keys.

You will also be given access to an app on your phone which allows access using Bluetooth. Download the "Openow" app before arrival. This is not always guaranteed to work so **if your number or phone or email has changed and we are not informed your phone access will not work**. The app will not work if you have Apple Pay active.

This section will give you a quick rundown of the features in your unit, there are useful contact numbers in this booklet so please make sure they are stored in your mobile.

REMEMBER

Always ensure your door is closed properly and keep your key fob with you at all times. NEVER give your fob to anyone else.

A replacement fob is £50.00

Locker and Post Box Keys are £50.00 each

INTERNET & CONNECTIVITY

Farrier House is equipped with up to 100mbs high-speed broadband and secure WiFi. Using premium MIMO technology we are able to deliver a constant, ultra-fast Internet connection. You must all adhere to a fair usage policy with this. Heavy or excessive users are generally those who use peer-to-peer (P2P) or file sharing software. They are usually people who upload large files, such as movies or music on a daily basis. These users take up excessive bandwidth slowing the connection down for everyone else. **WE DON'T WANT TO HAVE TO POLICE THIS!**

The WiFi password is in your move in pack.
We do not limit devices.

This service is provided by Croft Communications and they can be contacted on email if you have any issues with connectivity.

help.ucc@croftmsp.com or 01920 466 466

Setting devices to a static IP will result in you being locked out and a reconnection fee charged.

Make sure you are at your computer when you contact Croft Communications as they will need you to advise them of the issues you are having.

TV

Farrier House have supplied televisions in all communal lounges and downstairs in the communal area. All of these TV's are Smart TV's and have extra USB ports for you to connect up to.

All the televisions have TV licenses. If you bring your own TV or if you want to watch or record programmes as they are being shown on any other device, such as mobile phone, tablet or computer, you will need a TV License.

HEATING AND HOT WATER

Farrier House is heated by gas fired central heating throughout the building. Each unit has at least one radiator, which is regulated to come on when the outside temperature reaches a certain level. To turn your radiator on you turn the thermostat to the temperature you require (1–5, 5 being the warmest) or if you don't need the heating turn the thermostat to zero.

If you notice anything wrong with your radiator please notify the team immediately on maintenance@livingworchester.com.

Please don't use your radiator as a clothes dryer and do not obstruct the radiator by putting furniture against it.

We **DO NOT** allow convection/fan heaters as these can cause fires and we will remove them if we find them on unit inspections.

The hot water is on all the time. If you notice any changes in temperature or have no hot water, please let us know straight away.

MAINTENANCE

There may be maintenance issues that need attending to. To ensure that Farrier House remains at a high standard and everything works as you want it to, please report via email maintenance@livingworcester.com any things that may need fixing or replacing. If you don't report maintenance issues we can't do anything to rectify them so please report them straightaway, if there is an issue which becomes serious and costly to repair and you haven't reported it you may be liable for the costs.

Our aim is to rectify all maintenance issues as quickly as possible so there may be times when a contractor comes to site at short notice and will require access to your unit, please be aware this is the case and be prepared for these visits. They are not to catch you out in any way, but to ensure your stay isn't affected by these issues.

In some instances we do have to prioritise repairs depending on their urgency.

PLEASE NOTE: The drains are not designed to dispose of products such as face wipes, cotton buds, sanitary products etc. Blockages do occur which will only cause everyone inconvenience and will be unpleasant. So please dispose of such items responsibly.

You will be asked to sign a unit condition agreement on your move in to confirm the unit is in a good, clean condition.

REMEMBER

When you leave you need to return the unit in the same condition as it is on the signed condition sheet, so make sure it is correct from the start. Any changes or damages could result in part of your deposit being withheld.

THINGS WE DON'T ALLOW

NO PETS

NO WEAPONS of any type, including pellet guns (BB), knives, etc.

NO DRUGS – Any prohibited items will be confiscated. As this is an illegal activity we will contact the police and your contract will be terminated.

OTHER ITEMS – candles, fireworks (indoor fireworks and sparklers included), Chinese lanterns, incense and incense burners, petrol, LPG gas and LPG gas appliances, compressed gas, rice cookers, portable cooking stoves, shisha pipes, gas burners, oil burners, tea lamps, halogen heaters, exposed element heaters, fan heaters, kettles, toasters, coffee machines, real Christmas trees, mains voltage Christmas lights, all overseas plug adapters must be new or have been PAT tested.

SOCIAL AREAS

The ground floor is your social area which is open 24 hours a day, 7 days a week. It is for you to use to relax and enjoy.

The vending machine supplies snacks and soft drinks.

There is also a pool table and TV for you to use.

We strongly advise when entertaining your friends/guests you use this facility to leave the upstairs communal areas free for residents to use without disturbance. This will make everyone's stay more enjoyable. Use these areas responsibly. Out of respect for your fellow residents do not bring large groups of people after 10.30pm

ROOF GARDEN

The roof terrace is for everyone to enjoy and use as a place to chill out and relax or work. There is WiFi access on the roof to enable you to work.

PLEASE REMEMBER TO RESPECT THESE AREAS AS THEY ARE FOR YOU ALL TO ENJOY. NO BALL GAMES.

LAUNDRY ROOM

At Farrier House we have a Laundry Room located on each floor containing 2 washing machines, 2 dryers, a Hoover, iron and ironing board and a mop. The machines are all **FREE** to use and the appliances are for everyone's use so remember to return them when you have finished using them.

Please don't 'hog' the machines, and please don't leave clothes on top of the machines – they will be removed.

We would ask you to use the dryers and not dry clothes in your units, as damp laundry can cause moisture build up and make you ill. We have also supplied drying racks.

USING MACHINES

The instruction manuals for the machines are in the Laundry Room so please follow the instructions carefully and **do not overload the machines**.

We cannot be held responsible for damage to your clothing.

Please don't use colour catchers in the washing machines as these jam the filters and cause the machines to break down.

We do not allow the use of washing powders as they clog the machines.

Currently there is open use of the machines and we hope you use them respectfully. However, if used at unsocial times, we will have to lock this facility between hours of 11pm and 6am.

LIFT

The lift requires your fob to operate from the ground floor lobby.

The lift has a safety device to stop the lift cart tipping over, this will be activated if there are people in the lift jumping and messing around inside. If this occurs the lift will come an immediate stop regardless of where the lift is located in the shaft and you will need to call for assistance. If this is misused, then you will be charged for the call-out. This may mean you are in the lift for some time and this isn't a pleasant experience.

Use the lift safely and as it is intended to be used.

BICYCLE STORE

Secure, lockable bike storage is available to our residents in the way of a secure bike enclosure. The code for the lock can be obtained from the management team. The bike enclosure is also covered by CCTV and a motion activated floodlight.

BIKE IDENTITY POLICY

If you are bringing a bike to Farrier House it must be stored in the bike enclosure and the management team must be informed and given a photograph of the bike.

CAR PARKING

Limited car parking is available, but not for all students. Farrier House reserve the right to select who is eligible for parking. If you require parking you must put in a request to the management team who will assess your application.

The parking is not free of charge, please ask for the current rate, with an initial refundable deposit of £30.00 to be paid for the car park barrier fob.

Unauthorised parking in any of the three disabled bays at any time will result in a £25.00 fine.

POST

Post will be delivered directly to your numbered/locked post box in the downstairs reception, as the postman has access to this area.

Always put your UNIT number at the start of the address when giving it out.

Any items delivered by courier that are too large to fit into your post box or that are recorded/special delivery will either be placed in our outside secure parcel box or signed for at Reception. The outside parcel box is only emptied twice a day Monday – Friday only. We strongly advise you use the University or other collection parcel boxes if this is not acceptable.

REMEMBER – your deliveries are your responsibility and the front desk is not always manned.

We cannot take any responsibility for loss or damage to any packages. We also reserve the right to decline any delivery. If you are not happy for us to accept your post please contact the Post Office and arrange for them to retain it on your behalf.

RECEPTION AREA NOTICEBOARD/TV INFO SCREEN

The noticeboard/TV info screen has important information on it that you may need during your stay, but it is also somewhere for you to advertise events or anything you feel the other students may find interesting or helpful. The Exclusive Facebook page is also good for this.



PART 2 – RESPECTING YOUR HOME

You will experience some of the best times of your life whilst working to complete your studies.

It's great fun living at Farrier House and we understand that socialising is a significant part of the student experience. We don't want to bombard you with a huge list of house rules and regulations, we want to be sure you live in a clean, safe and enjoyable environment. It's all common-sense stuff, but we know how important studies are to everyone. So here are a few things to think about.

YOUR COMMUNITY

Respect all property that belongs to Farrier House. It is a real shame when one person, or a small number, ruin things for everyone else.

If you have friends over, make sure you accompany them whilst they are on-site and let them in/out with your fob – **NEVER GIVE OUT YOUR FOB.**

RESPECT

We ask you all to be respectful and considerate to other people within your living space. This diverse mix of age, background and culture is part of what makes student life great.

NOISE

Please be respectful when playing music and having fun with friends. Even though you may not have an early start your neighbours could.

WE ASK YOU TO KEEP NOISE TO A MINIMUM BETWEEN 10PM – 8AM.

We will not allow access to visitors unless you are present. Whilst we love you having your friends over, we ask that they treat Farrier House with as much respect as you.

We have installed a Bluetooth music system on the ground floor to make socialising even more enjoyable. Please make use of this great facility but use responsibly to ensure other floors are not disturbed.

Please respect our NHS neighbours whilst using the smoking areas as they can hear you whilst in their consulting room.

VISITORS

Please remember, your unit is single occupancy and the contract states no overnight visitors. However, we understand that it is nice to have a friend or family member visit occasionally so we allow this for one night per week **ONLY** and it is imperative overnight stays are arranged with management in advance.

You will be responsible for the guest at all times and they are not allowed to have free access to the building – this means **NO** giving out your fob/phone access. If your guest becomes a nuisance to other students or causes damage to the building, they will be banned from entering the building at any time.

If you do want a friend/family member to stay over then we must restrict this to **ONE** night at a time and just **ONCE** a week. We will need to be notified each time a guest stays over either by text/email. If we find our relaxed attitude is being taken advantage of then the individual resident will be liable to a £60 charge. If it becomes widespread then we will ban overnight guests altogether which is not something we wish to do.

There will be a signing in/out book by the lift and you are to fill this in for any guest that enters Farrier House or stays overnight once agreed by the team.

CLEANLINESS

Keeping your unit and communal areas clean and tidy ensures that you live in safe and hygienic conditions. We know its tough when living with others, but you all need to treat each other with respect and tidy up after yourselves. If things aren't being managed by yourselves, or there are communal areas which aren't being kept to a decent standard we need to know so we can deal with it.

We now have an on-site housekeeper, Sarah, who works at Farrier House Monday to Friday. She is here to keep communal areas looking and smelling clean however she is not here to do your washing up. Please play your part and help her to do her job.

ACCIDENTS

Accidents do happen, and there are times when things can't be helped, but intentional damage to Farrier House property will result in a fine, or in extreme cases eviction.

Damage to communal areas will result in equal charges if no one accepts responsibility. If your unit isn't cleaned satisfactorily at the end of each term, you will be charged for the cleaning. (See tariff sheet on page 26.)

BEING ENERGY EFFICIENT AND GREEN

BINS

Each kitchen has two bins, recycling and general waste bins, please ensure these are emptied regularly into the correct wheelie bins in the bin store located at the bottom of the car park.

There are 4 large waste bins which is for all waste including recycling. The refuse company sorts the waste at their depot.

REDUCING ENERGY USAGE

- Light Sensors are installed in most communal areas, including corridors and kitchens
- Energy Efficient Lightbulbs are fitted in all the lights throughout the building
- Double Glazing windows are fitted throughout the building and in all the units
- Heating times are regulated to limit the usage
- A Grade appliances are fitted throughout the building
- Hot water boiling taps in each kitchen to stop the usage of kettles to boil water

Here is how you can help

- Turn off lights and appliances when you go out
- Switch off taps
- Always put lids on pans when cooking
- Use your radiators thoughtfully
- Close the windows when the heater is on
- Don't wash clothes in the shower
- Unplug electrical items when you are not using them
- Keep doors closed



PART 3 – HEALTH AND SAFETY

GENERAL SAFETY TIPS

DO NOT prop open doors (including fire doors).

ALWAYS carry your fob wherever you go and keep it safe. NEVER give it to anyone else.

ALWAYS ensure your door is closed when you go out and keep it closed at all times – even if you are just popping to the laundry room or kitchen.

BE AWARE of strangers on the premises – if you have not been notified by the management team to expect visitors please act with caution and call the team to advise.

REPORT suspicious activity straightaway to the management team, it may be nothing but better to be safe than sorry.

WINDOWS in your units and throughout the building will only tilt inwards so please do not try to force them to open further. There is a trickle vent to enable fresh air into your unit when the window is closed.

If you are worried about the safety of any of the equipment/appliances in your unit or communal areas please alert the team.

YOUR PERSONAL SECURITY

Farrier House has a sophisticated CCTV system throughout in all communal areas and outside, which is monitored 24/7 for your own and others safety and to ensure that everyone staying at Farrier House is behaving responsibly.

OUT-OF-HOURS SECURITY

As part of our attempts to keep security levels high at Farrier House we have a security company patrolling each evening inside the building and around the grounds.

USING YOUR ELECTRONIC DEVICES SMARTLY

- **DON'T** overload sockets
- **SWITCH OFF** and **UNPLUG** appliances when not in use
- **FOLLOW INSTRUCTIONS** when using electrical items
- **CHECK** electrical appliances regularly for dangerous wiring, hot plugs or scorching on plugs or sockets
- **TEST** – we recommend having your appliances PAT tested by a qualified electrician or buying appliances new when you move in
- **DO NOT** try and force European or US plugs into UK electrical sockets, please use the correct adaptor
- **ONLY** appliances with an EU 'CE' safety mark should be used – If you are unsure about your appliances please check with the management team
- **DO NOT** use cooking or equipment (rice cookers, stoves, electric heaters, toasters) or kettles in your unit – these will be removed if found on-site

FIRE SAFETY

HEAT AND SMOKE DETECTORS

Farrier House is fitted with smoke and heat detectors throughout the building, these are for your protection so **DO NOT** damage or obstruct these.

FIRE PREVENTION AND ALARM

You are living in shared accommodation with other people and it is vital that you know how to prevent fire and what to do if a fire occurs.

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY AND IF THERE IS SOMETHING YOU DON'T UNDERSTAND PLEASE ASK.

You are required to take part in fire drills from time to time, so if the fire alarm sounds you must evacuate the building and go to your designated assembly point. The assembly point is located at the front of the building on the front lawn.

HELP TO PREVENT FALSE FIRE ALARMS

- **CLOSE FIRE DOORS** – most fires are caused by fire doors being left open when people are cooking. This is a massive inconvenience for everyone concerned.
- **ALWAYS USE** extractor fans when cooking
- **DO NOT** turn off the extractor fan in the shower room
- If the fire brigade are called to attend and it is a false alarm they have the power to levy charges. This will be levied to students responsible

PLEASE NOTE FARRIER HOUSE IS A NO SMOKING BUILDING THIS INCLUDES VAPES / E-CIGARETTES

Smoking or vaping on the premises is an offence and will result in a £200 fine.

FIRE EXITS AND EVACUATION

KNOW YOUR ESCAPE ROUTE AND EQUIPMENT

- Make sure you know where your nearest fire exit is
- Read the fire notices that are posted around the building
- Know where your evacuation point is and how to get there
- Only use fire-fighting equipment if you know how to do so and it is safe, **NEVER** put yourself in danger

ALWAYS MAKE SURE FIRE DOORS ARE KEPT CLOSED

FIRE ALARM TEST

This takes place weekly.

WHAT TO DO IF THE FIRE ALARM SOUNDS

- **LEAVE** the building immediately – do not wait around to collect your belongings
- **NEVER** assume it is JUST another false alarm – Always evacuate as if there was a real fire, if you don't you could be putting the lives of those who have to come to find you at risk
- **DO NOT** block the escape routes – keep these clear at all times
- **MAKE** your way quickly and quietly to the evacuation point

- **DO NOT** use the lift, always use the stairs to evacuate
- **NEVER** attempt to return to the building until the fire brigade or a member of staff advise it is safe to do so

REMEMBER – The fire alarm at Farrier House is connected to the NHS so each time the alarm sounds here they will also have to evacuate.

DISCOVERING A FIRE

- Sound the alarm by breaking the glass in the nearest red call point
- Close the door behind you as this will help contain the fire and stop it spreading
- Leave the building immediately, do not stop to collect your belongings
- **DO NOT USE THE LIFT**

KEEPING FIRE ESCAPE ROUTES CLEAR

If you notice any obstructions to the fire exits please report this immediately to the management team.

Bikes must **NOT** be kept in your unit or on an escape route, they must be stored in the secure bike enclosure in the car park

Do not prop open fire doors, especially kitchen doors

NEVER leave pans unattended on the hobs

FIRE AND SAFETY EQUIPMENT

At Farrier House there are several features designed to ensure the residents are protected in the event of a fire.

These include smoke/heat detectors in bedrooms, common areas, kitchens, emergency lighting, fire extinguishers, fire blankets and a fire alarm system.

These items are all fully tested at regular intervals by fully trained engineers in line with the British Standards.

These items are in place to keep you safe, so **NEVER** tamper with any of this equipment, as it is not only dangerous, but **ILLEGAL** and may result in prosecution.

DO NOT

- Tamper with the fire safety equipment
- Cover the detectors with anything
- Tamper with the fire extinguishers or use them other than in the event of a fire

COOKING

We would like you all to enjoy cooking in your kitchens and be able to prepare a meal for all your friends, BUT we want you to stay safe in your kitchen.

Therefore, we advise the following:

- Don't leave cookers or hobs unattended when in use, as this can cause a fire and also damage to the appliances
- Keep the grill clean, as dirty pans will catch fire very easily, also use the baking trays provided and never cook directly onto the bottom of the oven
- Your kitchen door is a fire door so please make sure it is closed at all times, especially when cooking
- Always use the extractor when cooking
- Chip pans and deep fat fryers are **not** permitted and will be confiscated
- **DO NOT** use any cooking equipment in your bedrooms, including rice cookers

Your kitchens are fitted with induction hobs, this means you will need to bring steel bottomed pans to prepare your meals, as aluminium or copper saucepans don't work on induction hobs.

Please try and clean the ovens after use to ensure others can use them. We do have the ovens cleaned professionally a few times in the year but you must also be responsible for general cleanliness.



PART 4 – HOUSEKEEPING

We know cleaning isn't likely to be high on your list of priorities, but it is crucial to your health and the health of your fellow students. It can also be an annoyance to others living with you who are keeping things clean.

Your unit is your private space and we want to leave you to enjoy it. So it is your responsibility to keep it clean and report any maintenance issues as they arise. We will help by carrying out regular inspections to make sure we pick up any issues you may have missed.

Charges could be incurred if cleaning or maintenance issues are found during these inspections.

UNIT INSPECTIONS

To comply with health and safety regulations, your unit will be inspected intermittently. You will be given advanced notice of these inspections.

If your unit isn't up to the standard of cleanliness we would expect, then you will have 24 hours to rectify this or we will arrange for cleaning to be carried out at cost to yourself. (See tariff sheet on [page 26](#).)

KEEP IT CLEAN

DO NOT use abrasive cleaning products that can damage surfaces. Your units are designed to make cleaning easy.

DO NOT use hair or clothes dye in your en-suite or kitchen area.

DO NOT put any pictures or posters on the walls – please use the noticeboard and blackboard. Damage to walls will incur charges.

DAMAGE

Accidents do happen and there are times when things can't be helped, but always let us know and we can get things fixed as soon as possible.

Intentional damage to Farrier House property will result in a charge, certain cases may be deemed to be in breach of tenancy terms and conditions.

Damage to communal areas will result in equal charges if no one accepts responsibility – see page 26.

FARRIER HOUSE CONTACTS

Email:

maintenance@livingworchester.com

info@livingworchester.com

IPL access Monday – Friday, 9am–5pm – 01675 430005 (charged)

IPL out of hours call out for access or fob issues – 0844 335 2077 (charged)

General Mon–Fri 8.30am–4.30pm 07979 333666

After hours/weekends if it's an emergency, CALL not text.

Director Farrier House Ltd – Nilem Boyd 07771 884494



PART 5 – STAYING HAPPY AND HEALTHY

Student life can have its challenges. Leaving home for the first time, having to look after yourself, meeting new people and making new friends, meeting course deadlines. These can all take their toll.

University life can be an incredible experience, but it is important to remember that the most important part of your community is you, and as things don't always go as planned it is important not to keep things to yourself.

The university provides support and advice on various issues, financial, relationship, problems with your course etc. They also have a dedicated service for students with disabilities.

PROBLEMS WITH OTHER STUDENTS

If you are having issues or are unhappy about the behaviour of another resident, we would urge you to attempt to resolve these issues between you, but if this isn't possible please speak to the management team in confidence or if you feel you are unable to speak face to face, please email your concerns at info@livingworchester.com.

If you don't tell us, we can't act. Good communication is key when living with others.

TIPS TO KEEPING LIFE ON TRACK – SOCIALISING

It is important to know your limits. Enjoy yourself, but also make sure you have time to relax and take it easy.

It is also important to remember not everyone will want to socialise as much as others, so please be respectful of those who like a quiet life or who have an early start the next day, especially when returning home.

WE ARE ALL UNIQUE

We have students studying a wide range of subjects and from all years, freshers to final years to placement students, also students from different parts of the UK and the world, but remember just because people are at university not everyone is the same. Celebrate the different cultures and treat each other with respect.

If you prefer spending time alone and are nervous about socialising then try and get to know the people in your clusters or social areas individually, we will also arrange social events to encourage everyone to get to know each other.

There are a good mix of students in different years doing different courses, so there is the opportunity to ask advice from older students if you are struggling with any aspect of student life. With this in mind please be respectful to the needs of the older students who may have more work and exams to prepare for, there will also be Teaching, Nursing and other students who have to get up and out early for their placements.



PART 6 – CONTRACT INFORMATION

It is important to remember once you and your guarantor have signed your contract you are legally bound by everything outlined within it.

Make sure you understand it and are familiar with the key terms and conditions, if you are unsure about any of the content please ask

YOUR CONTRACT

Some of the main points and clauses

- You are legally bound to the full term of your Fixed Term contract and your rent **must** be paid up until the contract end date.
- Management will need access to your unit for inspections, maintenance or repairs, in an emergency, during open days and viewings for prospective tenants. You will be given sufficient notice in most instances (unless this is impractical to do so, for example in an emergency).
- If you wish to leave Farrier House before the end of your contract, you will need to speak with management who will discuss each individual case with the Landlord. If we are able to find a suitable replacement tenant, you will be subject to a fee of £100.
- Farrier House does not accept liability for the loss or damage to any resident's property, regardless of the circumstances. We have arranged contents cover for each resident in conjunction with Endsleigh Insurance who are leading experts in student insurance. Please remember to check the policy details and if needed you can update the cover at your own cost.

Make sure you have read and understand for tenancy agreement – once you have signed and moved in you are legally bound to the terms and conditions of this agreement – regardless of circumstances.

PAYMENT

Rent payments are due on or before the 1st day of each month as set out in your tenancy agreement. If you wish to pay more than one month rent at a time that is fine as long as it is paid in line with the dates, for example if you wanted to pay for October, November and December, the payment would be due on or before the 1st October.

Set up your standing order now to avoid being chased by accounts.

Outstanding debts will be passed on to an external debt collection agency and in all cases the landlords reserve the right to serve CCJs on both yourself and guarantor. This will harm both yourself and guarantors' ability to get credit in the future.

NON DISCRIMINATION STATEMENT

We aim to treat each Farrier House resident with integrity, dignity and without judgement. We are committed to ensuring compliance with all local equality laws.

Farrier House promotes a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation or gender identity.



PART 7 – MOVING OUT

MOVING OUT AT THE END OF YOUR TENANCY

We strongly advise you to inform the team of your moving out by email to info@livingworcester.com. If you don't, then it can be very difficult to challenge any charges for damage, cleaning or disposal of items or rubbish.

The check out inspection determines whether or not you receive the full amount of your deposit back, so it is in your best interest to attend.

ON YOUR FINAL DAY

YOU MUST

- Vacate your unit by 12 noon
- Return all keys to reception before you leave OR fob and keys placed in an envelope and put in the management postbox with your name and unit number clearly marked and text to let us know
- Make sure you have removed all your possessions from your unit
- Make sure your unit is cleaned before you leave – if it is not, you will be charged for cleaning (see tariff sheet on [page 26](#))
- Remove all contents from fridges and freezers and all individual kitchen equipment from your communal kitchen or kitchenette.

MAIL REDIRECTION

It is your responsibility to have all your mail redirected when you leave, we are unable to forward on mail to you and any mail we receive will be returned to sender.

BIKES

You must remember to take your bike with you when you leave. We will not be responsible for it staying on-site, any bikes left behind will be disposed of and you will be charged accordingly.

DEPOSIT RETURN

To enable us to return your deposit, you will need to supply us with your bank account details.

Overseas deposits will be returned minus any bank charges or charges in exchange rate.

DAMAGE COSTS

For any damage caused we will obtain quotes for the work and forward to the student or guarantor to pay on demand.

All quotes will include labour costs and VAT.

The building is completely non-smoking and that includes vaping. Anyone found contravening building policy will receive firm warnings. 3 warnings will result in a Section 8 notice being served.

Grounds under which we will serve a section 8 notice are as below but not limited to

- Rent arrears
- Regular failure to pay rent
- Breach of tenancy agreement
- Neglect of Property
- Anti-social behaviour
- Domestic violence
- Poor treatment of furnishings
- False statements

A section 8 notice will seriously impact your ability to gain accommodation elsewhere in the future. Please help yourselves to avoid us having to do this.

PART 8 – MISCELLANEOUS

DATA PROTECTION

When you signed your tenancy agreement you gave us consent to use your personal data in accordance with the terms and conditions of the agreement and in order for us to manage your tenancy.

Please note that the contents of this document do not constitute a complete legal document.

Thank you for taking the time to read your handbook. If you have any questions, please do not hesitate to get in touch – info@livingworcester.com

We look forward to having you here and being a part of this exciting time in your life.

TARIFF OF CHARGES

Lost fob / postbox key / Locker key	£50
Lock out charge (forgotten key / phone) during the day	£25
Lock out charge (out of hours)	£50
EOT unit cleaning	£50
Cancellation of contract*	£100
Security call out**	£100
Unauthorised parking, per event	£25

*Applies if a new suitable tenant is found to take over the vacating unit

**If security are called out due to nuisance or noise over and above regular visits, the resident(s) at FH identified and causing the problem will be liable.

FEEDBACK & COMPLAINTS

We do everything possible to make sure you have the best time during your stay at Farrier House. However, we want to stay in touch with you to make sure we make your stay the best it can be, for this we need your regular feedback!

We don't want to bombard you with loads of questions, but you will from time to time receive an email from us to find out how we are doing and if there any things you would like us to do or improve on.

Your feedback is invaluable to us.

We hope you enjoy your stay at Farrier House and can share your experiences with others!

Complaints procedures

We hope that all our residents are comfortable approaching us directly if there are any issues that need dealing with. So, if there are any complaints you wish to raise regarding your stay at Farrier House please contact us either via email info@livingworchester.com or on 07979 333666.

If you wish to contact the Director then please call Nilem Boyd on 07771 884494.

BANK ACCOUNT DETAILS – set up your standing order

ACCOUNT NAME: LIVING WORCESTER LTD

Sort Code: 30-93-68

Account No: 22758760

Account BIC: GB65LOYD30936822758760

Account IBAN: LOYDGB21028

Please ensure payment is made using the following format:

YOUR INITIALS AND UNIT NUMBER

Eg: JB Unit XX

Without this we will be unable to allocate the payment.

All overseas transactions are to ensure that all fees are paid in total.

The landlord is not responsible for any overseas transaction fees.



Farrier House
Student Living