

Your guide to a happy stay with Hive Accommodation

Tenant responsibilities in brief

Please be aware of the issues you are expected to be responsible for throughout your stay with Hive accommodation, below you will find a list of the most common requests we receive which if we have to attend, the charge will be billed to yourself, this can be anywhere between £50.00 and £200.00:

1. You are responsible to clean your apartment, we do not provide cleaning equipment.
2. Any washing/drying blocked filters with items stuck as hair grips, coins etc.
3. Electric heaters which are switched off, ensure the fuse is switched on.
4. Blocked toilets, blocked sinks/showers.
5. In the event of lights, ovens, fridge/freezers or sockets not working, please ensure your trip switches are all in the up position and fuses are switched on.
6. Fridge/freezer not closing, or temperature fluctuates. Make sure the freezer is not full of ice and the thermostat is not blocked with ice, empty appliance and allow to defrost for 24 hrs.
7. Internet not working, internet will be affected if a firewall is running. Please contact victor@jmc-uk.com if the issue persists.
8. Condensation/mold – ensure the room is properly ventilated, lids are on saucepans when cooking and extractor fans are on whilst cooking and showering, try popping the heating on every now and then to ensure the room is warm.
9. Lockouts/fire alarm activations – you can contact Regent security 24 hours a day 7 days a week on **07739 870 077 quoting 70870**. In the event of a lock out or alarm activation, you will be charged £35.00.
10. Noise complaints- if you experience any noise issues, we advise you speak with the person/s responsible first, if the issue persists, please contact Leicester city council Noise control on (0116) 2544 344 or please visit <https://www.leicester.gov.uk/your-environment/pollution-and-pests/noise-control/> please be aware if you contact regent security regarding noise, you will be charged £35.00 for this.
11. Ants in my flat- if you find ants in your flat at any point throughout your stay, you will need to purchase ant powder available from most local superstores, pop this down at any doors or windows or places you can see the ants entering your flat, if the issue persists, please contact hive accommodation.
12. Post – we offer a parcel service from our office on Western Boulevard which gives tenants the opportunity to pay a fee of £25.00 for the year which will enable them to have parcels delivered to our office and collect within 5 working days. Alternatively, you can have parcels delivered to your accommodation, however Royal mail only have a key to the main door, so parcels could be left in the hallway if you are not there to accept it. We do not take any responsibility for lost/stolen parcels.
13. Ensuring you close doors behind you and do not let anyone follow you into the building at any point. We have a great security network at our properties, however if students allow others access, there is nothing we can do to prevent this.
14. You are responsible for paying your TV license, if you do not wish to watch the TV, you will need to inform us of this so we can remove the power cable. You will need to inform the TV licensing company of this.
15. Council tax – as a full time student you are exempt from paying council tax, as long as you can provide us with your student certificate to prove your student status, this will need to be provided as soon as you enroll.
16. You will have an inventory form within this document in which you need to complete and return within 24 hours, failure to do so could result in charges at the end of your tenancy.
17. Alarms are tested every Wednesday, an engineer will be over to your accommodation to ensure the equipment is working correctly each week. Be aware, the alarms will sound.
18. Do not tamper with any fire equipment, an automatic fine of £150.00 will be added to your account if you do.