

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 charge £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.

Please scroll to the end of this document for your inventory form to be completed within **24 hours** of moving into your accommodation.

Links to important documents/information

For more information please visit our FAQ section on our website, the link can be found below:

<https://www.thestudenthive.co.uk/faq>

For a **list of fees**, please click the below link:

<https://www.thestudenthive.co.uk/our-fee-s>

To view your **end of tenancy responsibilities**, please click the link below:

<https://www.thestudenthive.co.uk/documents>

To view your **welcome pack**, please click the link below:

<https://www.thestudenthive.co.uk/documents>

If you wish to **cancel your tenancy**, please click the link below and submit a reassignment form:

<https://www.thestudenthive.co.uk/tenancy-cancellation>

Maintenance

If you have a maintenance issue you wish to inform us of, please click the link below and make sure you have read the maintenance guide and list of charges prior to submitting the issue.

List of **maintenance charges**: <https://www.thestudenthive.co.uk/our-fee-s>

Maintenance guide link: <https://www.thestudenthive.co.uk/maintenance-guide>

Maintenance request form: <https://www.thestudenthive.co.uk/maintenance>

Mould/Condensation

Normal everyday activities, such as taking showers and baths or washing up, produce warm air contain a large amount of water vapor. If



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the warm air cannot escape through an open window or air vent it moves around until it finds a cold surface where it cools and forms condensation. If condensation keeps occurring in the same place it can sometimes cause black mold growth.

To reduce condensation, you must produce Less moisture- Put lids on saucepans, avoid drying laundry on a clothes airer or radiator.

Use an extractor fan and/or open a window and keep the door closed. Keep the extractor fan on and the window open for 20 minutes after you finished. Keep your flat warm to avoid cold surfaces and remember it takes a while for it to warm up.

Legionnaire's Disease

Legionnaire's disease is a potentially fatal form of pneumonia, which can affect anybody. It is caused by the inhalation of small droplets of water from contaminated sources containing legionella bacteria. All hot and cold water systems in residential properties are a potential source for legionella bacteria growth. The main areas of risk are where the bacteria can multiply and increase to dangerous levels and then spread, e.g. in spray from showers and taps, even in dishwasher and washing machine pipes.

What precautions can I take?

- Flush through showers and taps for 10 minutes following a period of nonuse (i.e. after you have been on holiday or if a room is not in regular use)
- Keep all shower heads and taps clean and free from a build-up of lime scale, mold or algae growth
- Keep hot water on your boiler system at a temperature of 50°C or greater.

Hydraclean LTD

For the majority of our properties, Hydraclean will attend monthly to carry out the following works:

- Monthly temperature checks to calorifier sentinel outlets including flow and return if applicable
- Monthly random temperature checks to hot and cold outlets so all outlets are checked annually
- Monthly temperature checks to CWST01 & CWST02 sentinel outlets
- Quarterly clean and disinfection of showerheads
- Quarterly full potable samples from large Cold Water Storage Tanks
- Quarterly temperature check of Local Water Heater
- 6 monthly Cold Water Storage Tank inspections
- Annual calorifier flush

Out of hours emergency service

EMERGENCY CONTACT: Our offices are open Monday - Friday 9am to 5pm, if you have an emergency that cannot be dealt with during these hours please contact **Regent Security on 0845 371 0101 or 07739 870 077 and quote 70870 as your reference number.**

Please remember to use this as an EMERGENCY only. Any calls not deemed an emergency will be **charged at £35.00 per call out and £25 per additional hour spent on site** which is payable by the tenant

To avoid the cost of a call out being charged to you - please see below:

WHAT IS CLASSED AS AN EMERGENCY?

FIRE ALARM ACTIVATION/TAMPERING

In the event of the fire alarms activating, and if there is a fire call 999. If there is no sign of a fire, please call regent security who will come out and reset the panel. NOTE: The panel will record which detector set the panel off - the tenant responsible will be charged for the call out. IMPORTANT: Do not remove detectors, this risks lives - there will be £125 charge plus cost of damage to the fire circuit

PLUMBING

Water leaks (leaks caused by pins or nails in pipes will be charged to tenants)

Failure of heating system on a Friday or Saturday

Smell Gas - don't turn electrical switches on/off Don't smoke or use naked flames. Open doors/windows, turn off the gas supply, call Transco.

For gas emergencies - Transco - Gas 0800 111 999

For water emergencies - Severn Trent water 0800 783 4444

ELECTRICAL

Loss of power or lights - You must check the trip switch on consumer unit before requesting assistance. Also please ensure there is not a power cut in your area - if there is, DO NOT contact Regent security as this is an issue which National Grid will be aware of and work to resolve. **For more information visit <https://www.powercut105.com/>**

If the problem is because of your faulty appliances, hair dryer, chargers, kettles etc. We reserve the right to charge you for any call outs.

LOCK OUTS

If you have locked yourself out or lost your key, please call regent security - The cost of the call out will be charged to the tenant plus the cost of new keys.

PLEASE NOTE: Replacement keys will not be issued by Regent security - a request to order new keys will need to be made during our office hours at the cost of £35.00per key.

DOOR LOCK

Failure of external door locks - If the fault is found to be that of the tenant, we reserve the right to charge for a callout and the cost of repair

BREAK INS

Although occurrences of theft in our properties is rare, if you are unfortunate, please contact the police on 999 if the theft is in progress otherwise call 101 to summon the police.

WHAT IS NOT CLASSED AS AN EMERGENCY?

PLUMBING

Dripping tap
Running overflow pipe
Low water pressure
A few radiators not getting warm
Noisy central heating system

ELECTRICAL

Replacing light bulbs
Fridge/Freezer has broken down - This needs to be reported as maintenance so that a specialist can be called out - Note we do not accept liability for loss suffered as a result of fridges/freezers breaking down.

NOISE

Nuisance noise from neighbors needs to be address directly with your neighbor or we would be more than happy to have a word - please contact us during office hours, we will be more than happy to assist you, for more information on noise pollution please visit <https://www.leicester.gov.uk/your-environment/pollution-and-pests/noise-control/>

Building evacuation/Fire notice

If the fire alarm sounds you must:

If you discover a fire, try to alert other residents if safe to do so, Do not delay leaving the building. Break the nearest call point on exiting the building, Dial 999, Go to the assembly point.



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If you hear the fire alarm, leave the building via the nearest exit Close all doors behind you, Do not stop to collect your belongings, Do not re-enter the building unless told to do so, Stay at the assembly point, Do not take risks! Please familiarise yourself with the above and the fire action sign next each call point on the wall in the corridor on arrival, under no circumstances must you interfere with the fire panel.

Covid-19

For our latest information regarding **Covid-19**, please click the below links:

<https://www.thestudenthive.co.uk/covid19>

<https://www.thestudenthive.co.uk/covid19-management>

Here is a quick guide we have put together for moving into your new accommodation during COVID-19 as you need to know about the 'new rules' to make sure you do so safely. This guide will help you understand what you need to do, to provide a safe environment for everyone. This guidance, produced by the property industry, is aligned with the UK Government's COVID-19 recovery strategy and the Government advice on home moving during the covid-19 outbreak. It is very important to note that no guidance can cover every scenario, especially as the current situation is evolving, so please ensure you take a pragmatic, common-sense approach to moving home during this time.

1. General guidance for different stages of the moving process

A. Before you move

Do you really need to meet in person? For the foreseeable future everyone needs to look for easy alternatives to physical meetings wherever possible so use, telephone contact, email and video-conferencing tools - whatever suits you best.

If you do need to see us, wash your hands before and after with soap and water, dry them thoroughly, ideally with paper towels, and abide by the 2m (about 2 large strides) social distancing guidelines and wear a mask wherever possible.

B. Documents, identity requirements, witnessing and signatures

If you still need to sign documents and provide ID, this is all done electronically so there is no need for face to face contact.

2. Considerations for your move

You can reduce moving day stress by preparing beforehand. Some removal services would normally offer packing services but these will be limited for now. However, boxes and packing equipment can still be supplied. Your property will have been cleaned so you do not need to worry about cleaning.

Before moving day:

1. If you need to send money to your agent check whether your bank account has any limit on the amount you can send via your online banking. If you arrange the payments in advance you can avoid a visit to your bank. Be alert to fraudsters – they look for signs you might be sending money so avoid posting on social media that you are moving.
2. Where possible, please clean your belongings, with standard domestic cleaning products before they are handled by others, including removal firms.

On moving day:

1. Where possible, if you haven't already, please clean your belongings, with standard domestic cleaning products before they are handled by others, including removal firms
2. Clean down hard surfaces with warm soapy water and then disinfect these surfaces with household disinfectant.
3. Wash your hands regularly, use paper towels to dry them and/or your own hand sanitiser
4. Ensure you know how to get to the property, if you are driving there make sure you have pre-arranged a time for key collection.


Remember – any keys handed over need to be sanitised by using hand sanitisers, or via disinfectant wipes. We can post out keys to you to avoid you having to come into our office. Please ensure all rent and documents are up to date as we will not post or hand out keys if these are outstanding.

We hope this guide helps you to settle in and feel more at home in your new accommodation, if there is anything we can help with, please feel free to get in touch and a member of the team would be happy to help!

Email info@thestudenthive.co.uk

Phone 0116 2541 541

Thank you, we hope you have a wonderful stay with us!





To be completed & returned within 24 hours.

Note: Any forms submitted late cannot be used as a valid form of the condition of your apartment.

Name:

Property/Flat Room:

	Okay	Damaged	Comment if Damaged
FLAT CORRIDOR			<i>Complete if in shared</i>
Doors and Fittings	<input type="checkbox"/>	<input type="checkbox"/>	
Entry Phone	<input type="checkbox"/>	<input type="checkbox"/>	
Consumer Panel	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Airing Room (If applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
KITCHEN/LOUNGE			<i>Complete if in shared or studio</i>
Door and Fittings	<input type="checkbox"/>	<input type="checkbox"/>	
Walls and Ceilings	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Work Surfaces	<input type="checkbox"/>	<input type="checkbox"/>	
Cupboards	<input type="checkbox"/>	<input type="checkbox"/>	
Sink & Drainer	<input type="checkbox"/>	<input type="checkbox"/>	
Cooker & Hob	<input type="checkbox"/>	<input type="checkbox"/>	
Fridge & Freezer	<input type="checkbox"/>	<input type="checkbox"/>	
Extractor Fan	<input type="checkbox"/>	<input type="checkbox"/>	
Washing Machine	<input type="checkbox"/>	<input type="checkbox"/>	
Fire Blanket	<input type="checkbox"/>	<input type="checkbox"/>	
Extinguisher	<input type="checkbox"/>	<input type="checkbox"/>	
Windows & Curtains	<input type="checkbox"/>	<input type="checkbox"/>	
Table	<input type="checkbox"/>	<input type="checkbox"/>	
Chairs/Bar stool	<input type="checkbox"/>	<input type="checkbox"/>	
Sofa	<input type="checkbox"/>	<input type="checkbox"/>	
Coffee Table	<input type="checkbox"/>	<input type="checkbox"/>	
BEDROOM			<i>Complete if in shared or Studio</i>
Doors & Fittings	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	
Heating	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring	<input type="checkbox"/>	<input type="checkbox"/>	
Bed & Mattress	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Mirror	<input type="checkbox"/>	<input type="checkbox"/>	
Window & Curtains	<input type="checkbox"/>	<input type="checkbox"/>	
Wardrobe	<input type="checkbox"/>	<input type="checkbox"/>	
Desk	<input type="checkbox"/>	<input type="checkbox"/>	
Chairs	<input type="checkbox"/>	<input type="checkbox"/>	
Coffee Table	<input type="checkbox"/>	<input type="checkbox"/>	
Other	<input type="checkbox"/>	<input type="checkbox"/>	
BATHROOM			<i>Complete if in shared or Studio</i>
Doors & Fittings	<input type="checkbox"/>	<input type="checkbox"/>	
Walls & Ceiling	<input type="checkbox"/>	<input type="checkbox"/>	
Flooring	<input type="checkbox"/>	<input type="checkbox"/>	
Lighting	<input type="checkbox"/>	<input type="checkbox"/>	
Shower/Bath	<input type="checkbox"/>	<input type="checkbox"/>	
W.C	<input type="checkbox"/>	<input type="checkbox"/>	
Washbasin & Taps	<input type="checkbox"/>	<input type="checkbox"/>	
Mirror	<input type="checkbox"/>	<input type="checkbox"/>	