



ramsgaterooms

Weekly maintained property shares

Contact details:

hello@ramsgaterooms.co.uk

01843 869709

Emergency (Out of hours line): 01302 220365

TENANTS HANDBOOK AND CODES OF PRACTICE

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Welcome to your new home

Introduction

It is the aim of **Ramsgate Rooms** to provide high-quality accommodation at affordable prices. The price is inclusive of utility bills to avoid unexpected costs. These include: Gas, Electric, Water, Broadband, TV License, Gardener, Weekly cleaner, Waste Water, Maintenance (due to normal wear and tear) and light bulbs.

These notes are intended to explain how some of the clauses in the tenancy agreement should be interpreted. They should be read in conjunction with the agreement but do not form part of the agreement. They are written with your safety in mind. You are advised to read them thoroughly.

It is in the interest of both the tenants and the property managers that your occupancy of the property is enjoyable and trouble-free. This involves treating the property, the contents, the neighbourhood and each of the other tenants with the respect with which you would wish to be treated.

There may be occasions when you want to contact us. This should be done by email in the first instance to: hello@ramsgaterooms.co.uk then by phone (if required) on 01843 869709, Monday-Friday between 9am and 5pm. Please give the member of staff both your name/address and as much information as possible on the reason for your call. If you email please ensure the full address/room number are in the subject heading of the email.

Please ensure that you advise us of any changes in your personal details. These include your mobile telephone number and your email address.

This handbook contains a number of “do’s and don’ts”. However most tenants enjoy living our accommodation and do not experience any problems. Living in a house such as this and with a variety of other people is a fantastic opportunity. We hope you make the most of it and have a good time.

We openly encourage you to give us feedback or your ideas on how we might improve our service to you. If you would like to make a comment which would assist us in our ongoing improvement, please email us at hello@ramsgaterooms.co.uk and we will do our best to incorporate your suggestions in our business practice.

Safety and Security

The accommodation will contain the personal property of a number of people. Please make sure you observe basic security precautions such as shutting windows, and locking the outer doors when the house is left empty. The houses do have a 2nd lock function on the front door please use this for added security.

All bedroom doors have a lock inside you can lock from the inside. If you want to lock the door then you push in the button on the inside of the door & turn the button. Shut the door and it's locked. (Making sure you have your keys)

Please also note that your contents are not insured. Any insurance for your property or your actions is your responsibility. This includes the contents of the fridge/freezer.

Please be aware of the following:

Smoking is not permitted in the property.

No children are permitted in the property.

No additional heat or cooling sources may be used. Heaters if found will be removed without notice as these are a major cause of fire in student property.

Cooling towers / fans will likewise be removed.

These items will NOT be returned.

Do not turn off bathroom fans, this will result in mould growth on the ceiling and may incur a charge to you for remedial work.

Ensure the escape routes from your room to each exit are kept clear for the duration of your stay.

In addition the following items are not permitted:

- Candles, scented candles, or incense sticks
- Deep-fat fryers
- Fireworks or fires
- Petrol, including lighter fuel and paraffin
- Illegal substances
- Pets
- Weightlifting and gym equipment (leave in your room if you wish to use these)
- Additional refrigerators

It must be noted that the Property Manager is under an obligation to report any illegal substances to the police.

Access to any flat roofs on the property is not permitted. In terms of health and safety, we will not be liable if any injury or damage to the roof that may occur if the areas are accessed.

Under no circumstances may any part of the property be sub-let.

Care and Maintenance

At the start of your occupancy the property will be in good condition with everything in working order. We ensure that all properties are checked thoroughly before the start of the let. We expect the property to be left in the same condition as it is found. This means that you, as the tenant, have the responsibility for the care of the property whilst you are in residence.

However a member of the Ramsgate Rooms team has the right to visit and inspect the property after giving reasonable notice. This is not an attempt to catch anyone out; it is an opportunity for the tenant and the member of staff to satisfy each other that the arrangements are working well. It is also an opportunity for us to undertake maintenance tasks. Previous tenants have said that these inspections are useful and have welcomed them on a regular basis.

The maintenance inspections will take place on the Saturday before Christmas Eve and on the second Saturday in March. They will consider both the maintenance and the cleanliness of the property. The inspection on the Saturday before Christmas Eve will involve quality inspections and electrical testing, both of which require access to every room. If you intend staying in the property over this period please let us know in advance.

Damage

Damaged items may, at the discretion of Ramsgate Rooms may be replaced or repaired immediately. Whichever is the case, the full cost of replacement will be passed on to the appropriate tenant or tenants for immediate payment.

In some instances the damage will detract from the appearance an item or area. It will be understood that carpets, furniture and decorated surfaces each have a certain life expectancy. Damage may reduce this period and as a result a charge will be imposed even though the item may not be replaced or repaired immediately.

Any damage to the bedrooms is the responsibility of the occupant of that room. Any damage in a communal area is the joint responsibility of all occupants unless an individual or group accepts responsibility. It is understood that accidents happen. If you do break something please just say so. A frank explanation helps to build trust.

Some items which are provided over and above the minimum requirement, for your comfort and convenience. If it is apparent that damage to items is as a result of abuse, the Property Manager reserves the right to have the item repaired or replaced at the expense of the tenants and to withdraw the item from the property if felt necessary.

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however may reduce this and as a result a charge will be imposed even though the item may not be replaced immediately.

The following is an indication of the charges that might be incurred. Ramsgate Rooms reserves the right to vary costs according to the circumstances.

Burns to carpets, curtains, furniture	£80
Tears to curtains and other soft furnishings	£40-120
Damage to appliances, walls	£70
New Doors	£120

When damage for which a charge is to be made is discovered, a formal letter from **Ramsgate Rooms** will be sent to the tenant/tenants and possibly to the guarantor. The letter will identify the damage and indicate the cost attached to it.

Cleanliness

Our properties are subject to inspection by the Local Authority. Whilst the Council can, and do, make random inspections, they are more likely to inspect properties when a complaint has been made. Such complaints, as indicated by the Council, include rubbish and debris around the property.

The advice from the Council is that it is better to clean and tidy the property on a regular basis rather than wait until lots of things need to be done and do them all at once. Of particular concern is the cleanliness of food preparation and eating areas, including refrigerators, in order to reduce the risk of cross-contamination.

It is worth taking a look at the information on kitchen and food hygiene in the below link. You will be surprised how easy it is to breed germs that can cause you to be unwell!

<http://www.food.gov.uk/about-us/publications/safetyandhygiene>

It is also important to ensure the cleanliness of bathrooms and laundry areas to reduce the risk of cross-infection.

The cleanliness of rubbish-holding areas is essential to reduce the risk of attracting vermin such as rats, foxes and seagulls.

- The Council recommends these specific areas for attention: Unwashed utensils, crockery and cutlery.
- Dirty work surfaces
- Dirty clothing on the floor rather than in the baskets provided
- Items such as glasses and cups left on the floor
- Refuse not secured in a bag and in the proper bin.

Apart from these considerations it is only fair to all the occupants that the property is kept clean and tidy. If it is apparent that this is not being done Ramsgate Rooms reserves the right to have the property cleaned at the expense of the tenants.

Each tenant is responsible for cleaning his or her own room. The cleaning of the communal areas is a matter for the group as a whole. This will include placing refuse at the collection point weekly. Thanet District Council provides 2 wheelie bins. One is for general rubbish and the other, with the blue lid, is for recyclable items. The cleaner will empty the bins on the weekly clean but they need to be emptied in between.

On the very rare occasions, you may find evidence of mice, ants or other pests in the property. This is more likely at certain times of year, but, as a preventative, you should always seal food packets and keep surfaces clean. These types of pests are continually looking for new food sources and warm places. In the first instance you, as residents, should use the appropriate treatment. Tesco Extra and Asda provide a range of products to treat and remove these infestations. We would like to be advised of the infestation once pro-active initial action has been taken by you. This will make us aware of frequent or persistent occurrences and enable us to assess whether further action is required. In all cases we are happy to support you with advice.

Rubbish Collection

Collection is on a Thursday for houses and flats, alternating each week between the black bins one week, blue bins and red bags the other. The brown food bin is collected weekly. If you are unsure which week it is, note which bins the neighbours put out on the evening prior and do the same.

Our maintenance team will put the bins to the front of the drive on the day of collection; Thursday.

What can be put into the Blue recycling bin?



Aerosol cans; jars & glass bottles, tins & cans, food/drink cartons, plastic tubs, yoghurt pots, ready meal trays, plastic bottles.

What can be put into the Black bin?



Food waste
Nappies

Any item not put in the recycle bin

Please put your domestic waste into black sacks and then into your wheelie bin. These can be found under the kitchen sink.

What can be put in the Red bag?



Paper & Card – Cereal boxes; Paper bags; junk mail; newspapers; cardboard; envelopes; catalogues; magazines.

Food recycling



There is a grey caddy under your kitchen sink, and a larger brown food recycling bin outside the front of your house. Food caddies do not need to be lined, however if you wish to you can only line your food caddy with newspaper or compostable bags bearing the compostable logo. These are available to purchase in your local shops (25L).

Noise

Please consider the effect your actions may have on any neighbours.

It is important that you are aware that any building housing a large number of young people will tend to be noisy even during normal activity. If you like to play your music very loud then perhaps this type of accommodation may not be right for you.

While it is recognised that excessive noise may mean different things to different people, you must take seriously any adverse comments from fellow tenants or neighbours. Please remember that the Local Authority can prosecute and take other action when a complaint about noise is made. A fine of up to £2000 can be imposed and sound equipment seized. In addition **Ramsgate Rooms** is under an obligation to grant access to the Local Authority in order that its officers can seize sound systems and the like.

As mentioned above, our student properties are subject to inspection by the Local Authority. Inspections can be instigated by complaints of noise, such repeated slamming of doors and bad language. However the most common causes of complaint are loud music, noise late at night and driving at excessive speed.

Personal Belongings

Nothing belonging to any individual should be kept in the communal areas. If you own a music system or games console then it needs to be kept locked in your own room.

Use of Fridge/Freezer

The fridge freezer is for the use of everyone in the property. It is suggested that one shelf in each is allocated to one person; it is not for the sole use of any one individual.

Food

Each person's food is their own, no one else is to touch it unless offered. This is stealing.

Fault Reporting

Appliances do sometimes break down. To report an appliance breakdown please email: [**hello@ramsgaterooms.co.uk**](mailto:hello@ramsgaterooms.co.uk)

Ensure you state your name and the property in which you live in the subject line. Unless it is very urgent, defects and breakdowns must be reported during the working day that is 9.30am-5.00pm, Monday – Friday. Please see the ‘Appliances and Heating’ section for details on how you might be able to resolve the problem yourself.

Breakdowns and defects will be repaired or replaced at the discretion of the Property Manager. The temporary unavailability of facility or the inconvenience caused by a defect or breakdown does not carry any entitlement to refund or reduction of rent.

Spare light bulbs are provided and stored under the kitchen sink. If you are unable to change the bulb one, or need further supplies, please inform us by email.

Emergency assistance & Lock out attendance

If you are locked out of your room or need to speak to someone in an emergency after 5.30 pm or weekends please follow the following procedure:

Please call 01302 220365, leave a message with your Name / Property Address / Room number someone from the team will reply & come to let you back in your room.

Please be aware as per the handbook there is a charge for this service of £20.00 per lock out attendance.

Please could you all kindly save this number to your phone's. This number is also in the communal area in each property on the front page of the handbook. **Emergency (Out of hours line): 01302 220365**

A charge of £15 will be made for the replacement of lost keys.

Assistance with entry will be treated as urgent and attendance is usually provided within five hours. However whatever the time taken, the cost of repairing any damage caused by trying to gain entry will be charged to the tenant.

Any charge incurred following the avoidable blockage of a drain will be passed on to the tenants.

Maintenance Response Times

In order to deal with conflicting maintenance demands from our tenants, we have to prioritize requests made to us. Some examples below show the time response time we work to:

Oven / Kettle / Microwave/ Fridge/ Freezer breakdowns - we work to a 24 hour timescale

Boiler faults - we aim to visit the same day with a target repair within 24 hours

General repairs that are non-urgent (such as a pin board needing to be reattached to a wall) - we would aim to call within 14 days.

Broadband

Fair Usage Policy

Broadband is subject to a fair usage policy. Use of peer to peer systems such as (Bit torrent, Limewire) cause large amounts of bandwidth use. Excessive use of these types of systems between the hours 8am-8pm will cause the ISP to impose speed restrictions.

Speed

The properties are served BT Infinity Fibre Optic Broadband. The speed will usually be between 50mb-80mb.

Broadband Wi-Fi Settings

The Network SSID is: *MP-WLAN*

The WPA key is: *Mayhew85123*

Note: The WPA is case sensitive

Please ensure that your network devices are compatible with WPA/WPA2 Encryption.

Below are the instructions for setting up your connection:

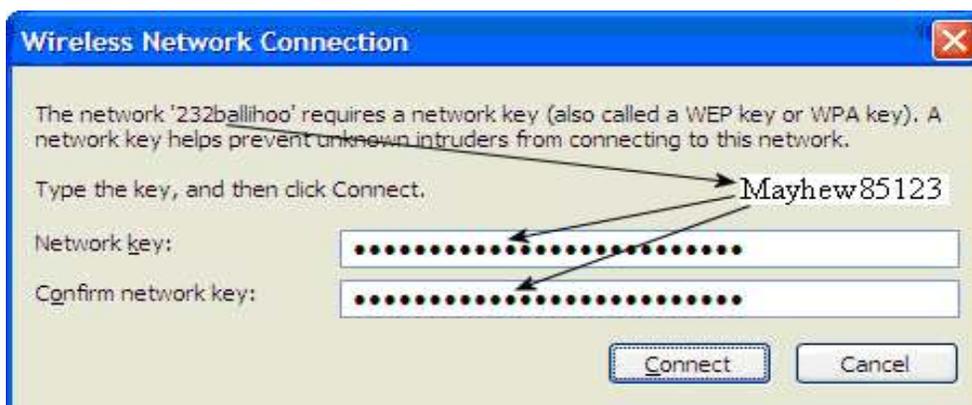
1. Windows XP will display an icon with a notification that says it has found a wireless network. Right-click the **Wireless network** icon in the lower right corner of your screen. Under **Network Tasks**, select **View available wireless networks**.



2. The Wireless Network Connection window will appear, and you should see "MP-WLAN" listed. Select your network, and then click **Connect** in the lower right-hand corner.



3. The network is encrypted; Windows XP will prompt you to enter a key. In both the **Network Key** and **Confirm Network Key** boxes, type the encryption key that you have been given, and then click **Connect**.



Broadband connection

A broadband connection is

4. Windows XP will show its progress as it connects to your network. After you're connected, you can close the Wireless Network Connection window. You're done!

supplied. It must be understood that given the variety of items connected, a 100% perfect connection cannot be guaranteed all the time.

The company is not liable for any damage, costs or other issues caused by the use of the broadband service. The ISP has provided guidance for downloads. A copy of this is provided at the back of this book.

Fault with the Wi-Fi

If your broadband does not appear to be working, before reporting a fault, please try the following which may reset the service and resolve the issue.

1. Find the consumer unit (fuse box) in the property (usually in a cupboard by the front door)
2. Open cover and switch off main house power for 1 minute
3. Turn the power on again and restart all iphones/ipads/PC's & laptops in use. They must all be reset otherwise they will not work.
4. If after 10 minutes the fault is not resolved, then do please call us.

Call 01843 869709 or email [**hello@ramsgaterooms.co.uk**](mailto:hello@ramsgaterooms.co.uk)

We will endeavour to repair the fault as soon as possible. If the fault is more severe we may have to elevate it with our ISP (internet service provider) in which case the wait time may be longer as it is reliant on response by the provider.

Important General Notes

Property belonging to a third party

Items such as road signs, shopping trolleys must not be brought to the premises. If these are found at the property the owner of such items will be informed of the property address and the owner will then deal directly with the person(s) responsible in respect of any liabilities that may be incurred.

Washing up & keeping the property tidy

If you use any kitchen cutlery or crockery we ask you to wash this up, then dry it & place it back in the cupboard or drawer. It should not be left in the kitchen sink or on the draining board.

Keep the property tidy at all times.

No personal washing should be left to dry in the communal area's. Please use outdoor space if possible or the driers. Or buy a clothes airer for your bedroom.

Please leave the room as you would expect to find it - For example:

- Wash out the bath (after water has drained) & clean it if needed.
- Wash the bottom of the shower after use & clean if needed.
- Empty the bins if required. Please don't leave them overflowing for the weekly cleaner to attend to.
- Use the bin correctly as per the notices
- Do not leave empty bottles of products in the bathroom
- Take your personal items back in your room

Poster and Pictures

Do not fix things to the walls or doors. Use the pin boards provided. If posters or pictures are found on the walls or doors (even if fixed with blue / white tack), they will be removed and NOT RETURNED. Additional lamps not fitted with an energy saving bulb will also be removed, as we take energy efficiency very seriously. Please ensure you are clear about this, to avoid any disappointment later.

Mattresses

Turn your mattress over for more comfort

Mattress manufacturers recommend a mattress turn because over time, mattresses can wear unevenly from users sleeping in the same position every night and leaving permanent body impressions. By the time you notice your mattress start to sag, it's too late to correct the problem.

A good rule of thumb is to flip your mattress four times a year, alternating between end-over-end and side-over-side rotation. You can rotate every three months for the best results.

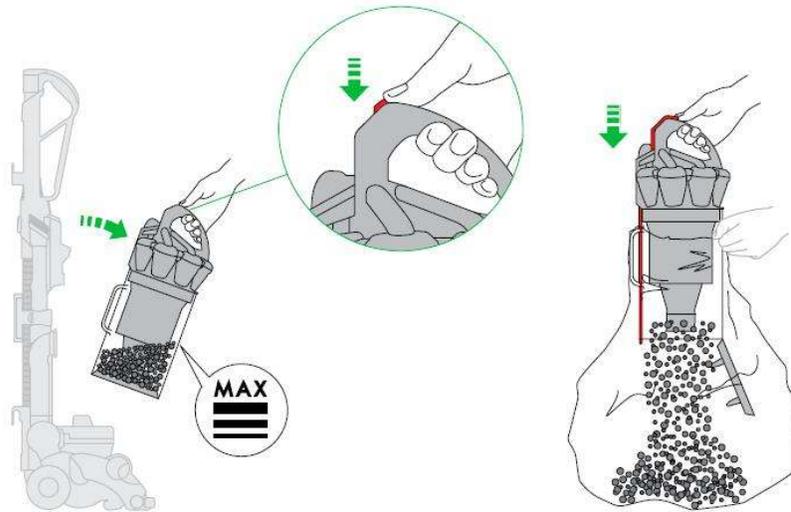
Vacuum Cleaner Care

Use your vacuum on a regular basis on carpets and upholstery to avoid dust mites, ants, mice and other rodents. Ensure that the vacuum cleaner is not overfull. This is essential as the vacuum will not work effectively when full and will leave potentially harmful dust and debris behind. Follow the simple instructions to empty the vacuum cleaner.

You may wish to add this task to your house Rota for cleaning.

How to empty a Dyson

1. **Turn off power and unplug the machine.**
2. Remove the bin assembly by pressing the catch on top of the carry handle.
3. Press the catch on top of the carry handle again to release dust directly into a dustbin.
4. Shake or tap firmly to remove all dust from inside the fine dust collector.



Use of Appliances and Heating

Pay Meters

A number of appliances are provided for your benefit, such as a washing machine and tumble dryer. The washing machines are free to use, but the tumble driers are operated via pay meters at a price set to reflect the provision of these appliances and their running costs.

The meters only take 50p coins. These must be inserted slowly in order to ensure correct operation. If any other coins are used the machine will jam.

It is important that the correct sequence is followed;

1. Load the machine
2. Make sure the door is correctly shut
3. Set the programme and switch it on
4. Inserting the coins into the meter

On rare occasions the machine may not respond after you have inserted your coin. This is usually caused by a dirty or underweight coin or the machine not being correctly set. If this happens:

1. Ensure the machine is set to the desired programme and switched on.
2. Open and close the door, ensuring it clicks closed.
3. Insert further coins, up to 3, with a 15 second gap between each one.
4. The machine should now work. If it doesn't repeat the process.

Any additional coins used will be refunded at the end of the let. Please email the amount, date and time used to hello@ramsgaterooms.co.uk with "Pay meter" in the title. Without the email the monies can not be refunded.

If the door will not open, switch the machine off at its control panel for 5 minutes.

Machines are generally fixed at the weekend. If necessary, you may wish to ask occupants you know in other of the company's properties if you can use their machines in the interim. Alternatively the halls of residence have these machines or you could use a local laundrette.

The company accepts no liability for any damage caused as a result of using any of the metered appliances provide in your property. Use of the machines is at your own risk. If this is not acceptable, do not use the machines.

Washing Machine

Whilst there is no charge you will still need a 50p coin to operate the machine, Please make sure you insert one coin three times for the wash cycle you have selected. If the door is opened

during the wash cycle the machine must be re-started from the beginning of the cycle and additional coins inserted. Make sure you have selected the correct, usually the fastest, spin speed, or otherwise your washing will be very damp when you take it out. The machine must not be overloaded.

Dye catchers must not to be used in washing machines and these can cause damage which will result in a charge to the tenant responsible.

Tumble dryer

If your accommodation is equipped with a tumble dryer, please note that it is big enough to take one washing machine load. The filter of the machine will be cleaned during the property inspection, but may occasionally benefit from being cleaned at other times if the dryer does not appear to be efficient. If the dryer is overloaded it will not be efficient.

Central Heating

Please note that the central heating switches off in the early hours of the morning and then switches on again after a few hours, as is common in the UK. The legal minimum temperature for this type of property is 16°C. This property is set to 19°C.

The heating times are automatic to come on in the morning, couple of times through-out the day & of an evening.

However in order to achieve this temperature a few basic principles must be followed. The central heating system is gas operated. The burning of this type of fuel is one of the main causes of Global Warming. By following these principles, it will not only help keep you warm but will also reduce the effect you have on the environment.

1. Use of bathroom light and extractor fan

The bathroom light is linked to an extractor fan. When the light is switched on the fan also comes on. The fan will also come on independently of the light if the moisture level in the bathroom is high. In either case it will continue to operate until the moisture is removed even after the light is turned off. The fan is a Council requirement; do not disconnect it. If the fan is disconnected, any resulting damage caused by excess moisture will be charged to the group. **Please make sure that the light is not left on when the bathroom is unoccupied – this causes the fan to overrun, extracting more warm air and making the house colder.**

2. Check Windows

The windows in the property can be locked partially open. Check that each window is fully closed. Some windows have small vents (trickle vents) at the top which don't always appear to be open but are. Make sure they are closed. If you prefer your room cooler then adjust your radiator to 0 or 1. If windows are regularly left open, drafts will be created throughout the property.

3. Shut Curtains

Windows account for a large amount of heat loss. Just by touching the glass you can feel how cold it is. Shutting curtains reduces the heat loss.

4. Position of curtains

Make sure the curtain is behind the radiator. The most heat comes from the top of the radiator. By having the curtain at the front of the radiator the heat comes out and is directed to the cold window.

5. Adjustment of radiators

At one end of the radiator is a Thermostatic Radiator Valve (TRV), this device monitors the temperature of the room and shuts the radiator off when it gets to the required temperature. Turn the control clockwise to increase the temperature and anti-clockwise to reduce it. Other than using the visible temperature selector, do not attempt to adjust the TRV. These items are not serviceable and any damage will result in the valve being replaced at the expense of the tenant. 0 is cold, 3 is hot, if the radiator does not heat then the room is up to temperature.

6. Covering radiators

Do not try to dry towels or clothing on the radiators. These items act as an insulator and significantly reduce the heat released by the radiator into the room. They will also cause the TRV to shut off even if the room is cold.

7. Keep warm:

- Keep all the doors shut
- Check all windows are shut
- This includes the door off of the porch and the hallway doors.

8. Think warm

Different people have different perceptions of warmth. A group of people with different experiences have different expectations. What is comfortable for one, will be too warm (or cold) for another. You must expect to make compromises in both your expectations and in what you might wear. You may have to accept that it is not unreasonable to wear a sweater in winter and that a t-shirt is not sufficient.

Also with regard to bedding, it is common for individuals to have a summer quilt (usually about 3.5 tog) and then change to a thicker quilt (with a tog rating of about 10.5), in the cooler months of winter and spring.

8. An ongoing process

Heating a house of this size is an ongoing process. The house holds heat in the bricks and timber. If a window is left open all day it will take significantly longer to re-heat the house than if the window had not been left open. One of the main causes of windows being open is smoking in the property and the Handbook clearly states the property is non-smoking.

Leaving the Property

Your tenancy ends at 8am on the final day. When you leave you must leave behind all keys to the property.

Please hang your keys on the notice board, or leave them on top of the drawers if you do not have a notice board then lock the door using the thumb turn on the inside knob & leave your room locked.

The property must be returned to the condition it was in when you arrived. Before you go please look around you and consider what it will take to do this. Please Hoover your room.

Please take all your belongings or dispose of them. (Including any kitchen items)

Do not leave anything behind thinking someone else will find it useful. We will have to dispose of any rubbish or goods left behind. It then becomes trade waste and disposal is expensive. The disposal costs will be passed to you. This can be avoided by placing rubbish for collection in the weeks before you intend to leave. If you have larger items which you do not want, please consider a trip to the refuse centre.

Please ensure you leave your kitchen cupboard clear & wipe it over too.

Do not place general waste in the recycle bin, as the bin collectors will not empty them and this will create further unnecessary build-up of rubbish. **Please ensure that there is not any rubbish is left in the gardens/yards. You must take larger waste to the local tip and not leave it for someone else.**

While your tenancy period officially ends at 8am on the final day, we will allow you until 11am to vacate the property. Please note however that no further extension can be granted on this time, as we have contractors scheduled to begin work.

Please note that we cannot re-direct mail, so please make sure you notify the appropriate organisations of your new address. Anything we receive will be returned to the sender.

It is probable that the owner of any future accommodation you occupy will ask for references from a previous Landlord. Such references will typically require information concerning the following aspects:

- Ability to pay
- Timeliness of payments
- Behaviour
- Damage caused
- Attitude to other Tenants and to Staff
- Adherence to rules

For this purpose the records of your tenancy will be kept for five years.

