

Whitfield ● ● ● ●  
● ● ● ● Students



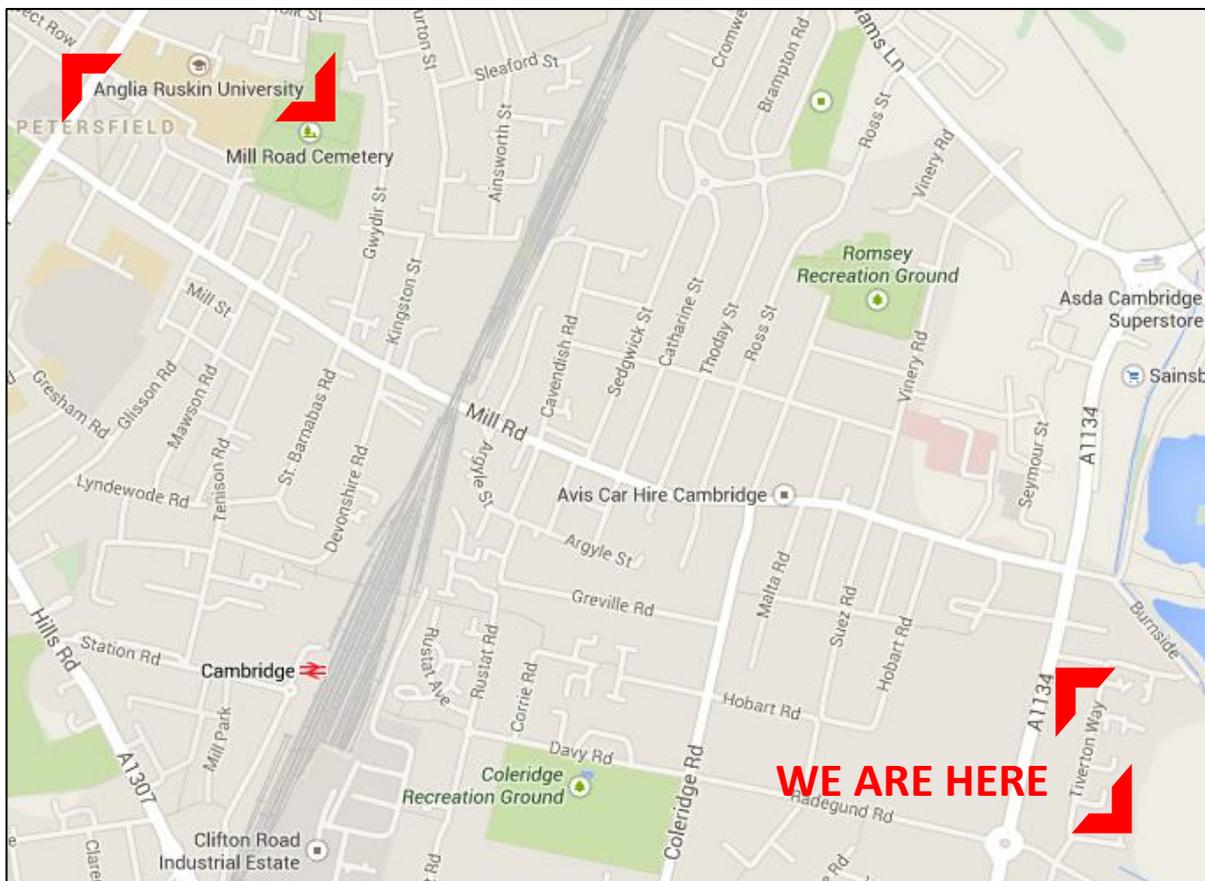
## TENANT HANDBOOK 2017/2018

THE FORUM  
TIVERTON WAY  
CAMBRIDGE

## ADDRESS & LOCATION

# The Forum Tiverton Way Cambridge CB1 3HT

Below you will find our location on the map and the location of the Anglia Ruskin University main campus. The Forum is just 1.5 miles from the campus with Mill Road, the main student hub in Cambridge, even closer.



## CONTACT DETAILS

At The Forum, we have a Student Property Manager and Night Warden based on site. The Student Property Manager and Night Warden are here to help look after you and the building. They will be your main point of contact should you have any problems with your accommodation.

Our Student Property Manager works on a full time basis from 9:00am to 5:30pm Monday to Friday. The Night Warden works on a part-time basis and is not on site every night. Their working hours are also displayed on the notice board in the Main Foyer of the building accessed from Tiverton Way.

<b>Role</b>	<b>Name</b>	<b>Telephone</b>	<b>Email</b>
Student Property Manager	Paul Wildman	01223 416951	paul.wildman@whitfield-group.co.uk
Night Warden	Rosemary Durrant	01223 416951	rosemary@whitfield-group.co.uk
Accommodation Officer	Patricia Smart	01223 664200 (option 1)	patricia@whitfield-group.co.uk
Maintenance Department	Gill Brown	01223 664200 (Option 2)	maintenance@whitfield-group.co.uk whitfieldstudents.com/Maintenance
Accounts & Credit Control	Amy Eillington	01223 664200 (Option 3)	amy.ellington@whitfield-group.co.uk

The Accommodation Officer can be contacted Monday to Friday 8:30am to 5pm and is here to provide support regarding your Tenancy or any questions about your Contract.

Your Rent payments and Rent Account are handled by our Accounts and Credit Control Department; any queries relating to your Rent should be directed to our Credit Controller, who can be contacted Monday to Friday 8:30am to 5pm.

## ARRIVAL & MOVING IN

On the day that you move in, you will first need to come to The Forum Main Foyer to Register and be issued with your keys. Your signature will be required, to show that you have received your keys.

You will need to bring a passport sized photograph with you, to be left with the Student property Manager or Night Warden, so we can identify you in an emergency. This will also help us to recognise who should and should not be in the building.

## WHAT TO BRING

Your bedroom is furnished. You will need to bring with you:

- Bedding – duvet and cover, pillow and cases, mattress protector and sheet
- Towels
- Coat hangers
- Toiletries
- Toilet paper

As with your bedroom, the communal areas of your flat will be furnished. We also supply a vacuum cleaner. You will undoubtedly want to bring some extra items with you, but we suggest that you wait until you meet your flat mates and together you can share the cost for the following:

- Kitchen items – e.g pots & pans, plates, glasses, cutlery
- Toaster, kettle and microwave
- TVs, radios etc.
- Food and drink

You are not allowed to bring into the flat:

- Deep fat fryers/chip pans
- Portable Heaters
- Barbeques
- Candles
- Incense sticks
- Shisha Pipes

## INVENTORY

You will be issued with Inventories which detail the condition of your bedroom and the communal areas of your flat. You are responsible for making sure that you are happy that the bedroom Inventory reflects the condition of the room. You and your flat mates need to jointly agree that you are all happy that the communal Inventory reflects the condition of the communal areas.

You are required to return a copy of each Inventory to the Student Property Manager or the Night Warden, that has been signed by you and your flat mates, within 7 days of it being issued to you. This is held on file and used to assess the condition of the flat at the end of the tenancy.

Within each flat you will also find instruction manuals for the kitchen appliances.

**Remember;** You are solely responsible for the condition of your bedroom and any damage caused, whether by yourself or a guest, will be charged to you. You and your flat mates are jointly responsible for the communal areas. Any damage caused in these areas will be charged and equally split between all of you.

## LIVING AT THE FORUM

The Forum is exclusively reserved for students studying at Anglia Ruskin University, in their first year. For the majority of you, this will be your first time away from home so we have tried to make living here as easy as possible

### LAUNDRY

There is a laundry, accessed from The Forum Main Foyer. The machines are coin operated and within the room information posters are displayed explaining how to use the machines and how to report any issues.

### POST

At the external entrance to each block there is a post box for each flat. You will be issued with a post box key, when you pick up your flat key. If you are expecting a large package that will not fit into your post box, you must advise the Student Property Manager as to when it is due to arrive as it may be delivered to The Forum Office. You will be required to bring ID with you when collecting the package.

If there is post for somebody who does not live in your flat, you should write 'no longer at this address' on the envelope and put it back in a post box next time you are near one.

### GUESTS

You are permitted occasional overnight guests. Overnight guest stays are not to exceed more than 1 night in any consecutive 7. Any guests visiting, must be agreed with, by all your flat mates and must always sign the Guest Book located outside of The Forum Office. A copy of the Guest Policy is displayed next to the Guest Book.

### BICYCLE STORAGE

There are several cycle storage facilities located around the building. These are secure, but you are advised to bring with you a good quality bike lock, as the cycle is left at your own risk.

### PARKING

There is no parking available at The Forum, unless otherwise agreed, in exceptional circumstances, with the Student Property Manager. Guest parking is available at the side of the building on Teynham Close.

## **PETS**

Pets or animals of any kind are not permitted to be kept or allowed into The Forum, with the exception of guide dogs.

## **SMOKING**

The Forum buildings and grounds are a strictly non-smoking area. This includes all areas of your flat (including your bedroom), corridors, pavements and paths outside of the building.

## **ILLEGAL SUBSTANCES & WEAPONS**

At Whitfield's we operate a zero tolerance approach to illegal substances and weapons. If you are found to be in possession of an illegal substance or any weapon you will be:

- Reported to the Police
- Reported to Anglia Ruskin University
- Served with a formal written warning

When required, Whitfield Staff will work with the Police in any investigations. Possession of an illegal substance or weapon may ultimately end in your Tenancy being terminated.

## **CLEANING**

Corridors, stairs, laundry room and external areas of the building are cleaned by professional cleaners contracted to Whitfield's. The cleaners are on site, once a month, to carry out a full clean of these areas.

Cleaning of your flat and bedrooms is the responsibility of you and your flat mates. When you first arrive at The Forum it is worthwhile getting together to agree a cleaning rota for the flat communal areas. Each flat has a vacuum cleaner, so you only need to buy cleaning products.

## **RECYCLING & RUBBISH COLLECTION**

It is your responsibility to make sure that any rubbish is stored safely and hygienically within the flat and placed in the external bins in a timely manner. It is very important that you do not allow rubbish or items to block or obstruct an escape route or become a fire hazard.

Recycling bins (blue) and Household waste bins (grey) are located within the complex accessed from Teynham Close. Household waste bins (grey) are also located on the hard standing next to the entrance to flats 3-5 in Robert May Close.



### **BLUE MIXED RECYCLING**

- Paper and cardboard
- Food tins and drink cans
- Glass bottles and jars
- Plastic bottles, pots, tubs and trays
- Cartons
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### **GREY HOUSEHOLD WASTE**

- Household waste that cannot be recycled e.g.
- plastic bags
- polystyrene
- textiles
- hard plastic items
- food

Posters identifying items that can and cannot be recycled are displayed on the notice board in the Main Foyer.

## **REPAIRS AND MAINTENANCE**

When you first move into your flat you must report any maintenance issues within 24hrs to the Student Property Manager, Night Warden or to our Maintenance Department. If you do not report the issue, it may be considered as damage and you may be charged.

### **REPORTING A MAINTENANCE ISSUE**

You should report any repairs and maintenance issues you have, as quickly as possible. You are responsible for replacing easily accessible light bulbs in your flat yourselves. Anything more than this, you should not attempt to repair before speaking with the Student Property Manager or Night warden

Repairs and maintenance should be reported, in the first instance, to the Student Property Manager or Night Warden. If you are unable to report it to them, you should complete an online maintenance request form <http://www.whitfieldstudents.com/Maintenance>. If any problems are experienced outside our normal working hours of Monday to Friday 8:30am to 5pm, then please call 01223 664200 where you will be given details of our out of hours Help Line.

If you fail to report maintenance issues in a timely manner, you may become liable for the cost as any damage as this may be considered as Tenants neglect.

## RESPONSE TIMES

*Emergency Repairs* – are completed within 24 hours of being reported, during normal working hours. These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents belongings.

*Urgent Repairs* – are completed within five working days of being reported. These would be any repairs which materially affect the comfort or convenience of the residents;

*Non-Urgent Repairs* – are completed within 28 days of being reported. These would be any repairs not falling within the above categories.

We endeavour to always give a minimum of 24 hours' notice before entering your flat, but in the case of emergency repairs immediate access may be required.

## SECURITY

The Forum and Whitfield's have policies in place to ensure your safety whilst living with us. However, you play an important role in keeping yourself and your possessions safe:

- Don't leave your keys lying about
- Never give out security codes
- Never let anybody into your flat or building if you cannot identify them
- Don't leave you bedroom or flat door unlocked, even when you are in
- Don't leave windows open when you are not in the room
- Keep personal documents (e.g. bank statements) secure or shred them

## KEYS

Your key is unique to your bedroom and inscribed with a key code that is logged with your Tenancy Documentation. The key will grant you access to your bedroom, flat common areas, gates to the communal gardens and bike store.

You should not attach the address to the key in case of theft or loss. This will then allow any lost or stolen keys, not to be traceable to the flat, but if handed in can be traced to the owner and bedroom via the key code.

All internal doors are fitted with a thumb turn lock, on the inside, to aid a quick exit from the bedroom or flat without use of the key.

## DOOR ENTRY SYSTEM

The flat is equipped with a door entry system that links to the main entrance point to your block. This entry system allows you to identify any visitor prior to remotely admitting them to The Forum. You should never allow access to somebody you do not know.

## KEY PADS AND GATE FOBS

Access to the complex car park and bin area, from Teynham Close, is via a key code pad on the pedestrian gate. You will be advised of relevant codes by the Student Property Manager or Night Warden when you arrive.

## CCTV

The Forum is equipped with recorded closed circuit television which monitors the communal areas of the building 24 hours a day. Cameras are located to monitor entrances to The Forum, internal corridors, communal gardens and the bike store.

## WINDOWS

All ground floor windows at The Forum have opening restrictors installed. This allows the window be left securely open to provide fresh air and ventilation to the room, whilst restricting the opening, so access cannot be easily gained from outside.

Windows should not be left open when the room is not occupied. Windows, including Velux windows, at The Forum are fitted with trickle vents or can be securely locked whilst left ajar to provide ventilation to the room.

## CONTENTS INSURANCE

Contents insurance is included within your rent. The insurance is through Endsleigh Insurance and you will be provided with the cover details upon your arrival. For more information visit [www.endsleigh.co.uk](http://www.endsleigh.co.uk).

## WHAT TO DO IN AN EMERGENCY

### FIRE

In the event of a fire; **raise the alarm, evacuate** the building and make your way to the **Assembly Point, located in the visitor car park** off Teynham Close.

Escape routes are detailed on the back of your flat door. Where possible you should close doors and windows to stop the fire spreading.

When you have arrived at the Assembly Point **call 999** and ask for the Fire Service.

Your flat has firefighting equipment in the communal areas for putting out small fires. Instructions for the safe use of the equipment are displayed on or next to the equipment.

If using firefighting equipment you should always raise the alarm, never put yourself or others at risk and make sure you use the correct equipment and have a clear escape route.

**Remember**, only tackle a fire if you feel confident!

### **ELECTRICAL FAILURE**

If your electricity goes off, first see if it is just your bedroom or just your flat. If this is the case, it is likely that you have tripped the electrics which can easily be reset at the consumer unit. The consumer unit is usually located in your hallway or lounge and its location and how to reset it will be advised to you when you move in. If you are unable to reset the consumer unit then it should be reported to the Student Property Manager, Night Warden or to the Maintenance Department.

If other flats at The Forum and other properties in the street do not have any electricity, it is most likely a power cut. It usually takes up to 2 hours for power to be restored in these circumstances. Please advise the Student Property Manager, Night Warden or Whitfield's main office of the power failure. For further information you could try contacting **UK Power Networks on 105 or 0800 783 8838**.

### **WATER LEAKS**

In the event of a leak, you should find a suitable container to prevent it causing major damage or flooding.

Advise the Student Property Manager, Night Warden or call the Whitfield's office to report the leak. Where possible, you should attempt to turn off the water supply at the stop cock – this is usually located in the cupboard in the hall, under the kitchen sink or in the bathroom. The location will be advised to you when you move in.

### **CUSTOMER FEEDBACK**

Your views are very important to us. Let us know if you want to comment on our performance, suggest new or better standards or provide positive/constructive feedback on any part of our service.

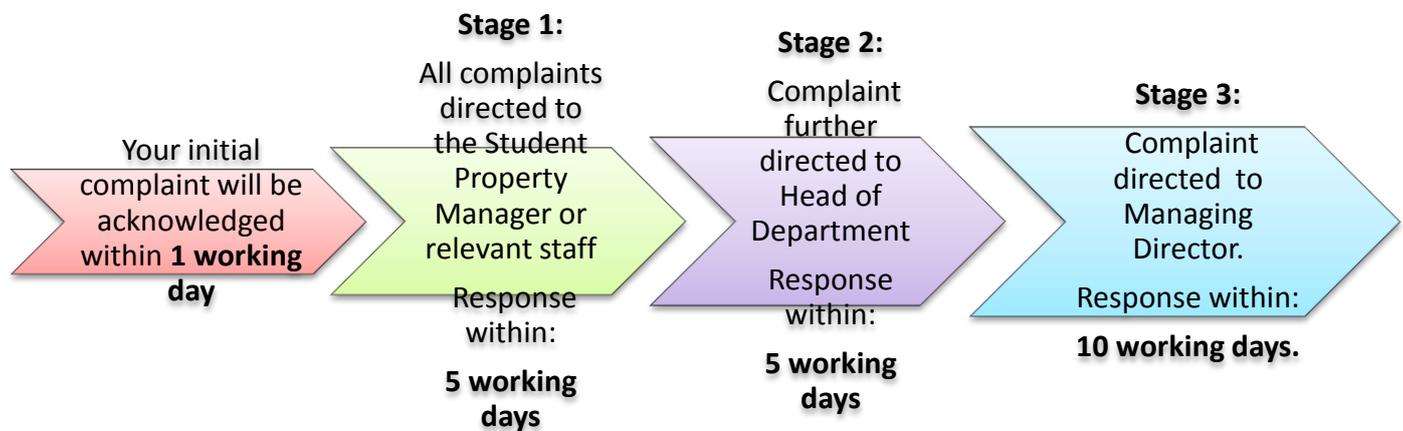
Compliments are as important as negative comments, when it comes to analysing, assessing and improving our standards of service. Please let us know if you want to compliment us on our performance. Whether it be for a member of staff, service received or standard of your property.

You can write or email the Student Property Manager and Accommodation Officer. Alternatively you can send feedback directly via our website by using the feedback form on our "Contact us" page.

When we receive your feedback we will ensure it is sent to the relevant department to analyse your comments. All learning/action points raised from your feedback will be implemented to ensure best practice is used on every occasion, or any compliment will be communicated to all staff and congratulate and reward departments where applicable.

## COMPLAINTS PROCEDURE

Any complaint you have should initially be raised in person with the Student Property Manager. If your complaint cannot be resolved at this point it should be put in writing and sent to the Head of Residential. Your complaint will be dealt with in the following steps.



If your complaint has not been rectified or dealt with after you have raised it in accordance with the following steps you are able to make a written complaint to ANUK / Unipol National Code, with which The Forum is accredited. More information can be found at [www.nationalcode.org](http://www.nationalcode.org)

## MOVING OUT

The end date of your Tenancy is shown on the second page of your Contract. You will need to have vacated your accommodation and the building by 12pm midday on this day.

When you leave, the flat needs to be left in the same condition as when you moved in. If it is not to an acceptable standard and there are repairs as a result of damage or additional cleaning is required the cost of this will be deducted from your deposit.

Closer to the time, you will be sent details of the cleaning that is required, what to do with excess rubbish and where to hand in your keys.

If you are in breach of your Tenancy, you will usually be served Notice to end your Tenancy and leave The Forum. If this happens, you are still required to leave the flat and your bedroom in the same condition as when you moved in.

## ADDITIONAL CHARGES

Below and on the next pages is a list of additional charges that might be incurred during your Tenancy.

Price list for redecoration and for replacement of broken/damaged/lost items, inclusive of VAT (where applicable) @ 20%. These costs are a guide and may vary, dependent on the situation.

### Redecoration Per Room

Bedroom/lounge/kitchen/hallway etc	£450
Ceiling	£63
One wall	£45
All walls	£145
All walls and ceiling	£200
One window	£45
One window board (cill)	£13
One door	£63
Door and skirting	£200
One radiator	£63

### Floor and Window Coverings

Replace carpet	£264
Underlay and gripper	£96
Clean carpet	£79
Replace vinyl	£240
Replace wood laminate and underlay	£516
Curtains	£98
Curtain track	£52
Curtain pole	£79
Blinds roller	£65

### Furniture Bedroom/Lounge/Dining

Headboard	£80 / 95
Bed base	£270 / 315
Mattress	£115 / 176
Wardrobe	£255
Wardrobe door with mirror	£55
Bedside cabinet	£130
Chest of drawers	£240
Corner video unit	£210
Sideboard	£302
Bookcase	£195 / 227
Desk	£208

Desk chair	£79
Dining chair	£132
Dining table	£195
Coffee table	£107
Lamp table	£107
Nest of tables (square)	£164
TV unit	£176
Sofa 1, 2 and 3 seater	£296 / 396 / 451

### **Miscellaneous**

Kitchen worktop	£294
Microwave oven	£153
Cooker (free standing)	£466
Cooker extractor hood	£260
Door key replacement (sent by post)	£30
Door key replacement (delivered 08:00 – 17:00)	£60
Door lock casing	£90
Door lock cylinder	£110
Door entry handset	£300
Door (internal)	£265
Grill pan complete with handle	£80
Grill pan handle only	£39
Oven (built in)	£360
Hob	£254
Fire blanket	£49
Fire extinguisher	£75
Fridge/freezer	£390
Fridge/freezer shelf/drawer	£72
Light bulb	£15
Bathroom ceiling light fitting	£60
Hand basin replacement	£187
Shower cubicle	£260
Shower curtain	£19
Shower handset	£27
Shower hose	£24
Shower tray	£425
Tap (pair)	£58
Tap (monoblock)	£127
Toilet cistern	£130
Toilet pan	£133
Toilet seat	£59
Toilet roll holder	£19
Vacuum cleaner	£132
Vacuum cleaner bag	£10

Mirror (any size)	£75
Electric panel heater	£158
Electric storage heater	£511
Waste unblocking (per waste)	£45