

# **wm.caola properties**

## **TENANT HANDBOOK**



*This is a guide to help you through the workings of the flat, and the safety procedures in place.*

# CONTENTS

1. Contact details
  - Studentflat
  - Edinburgh Council
  - Service Industry Contracts
  
2. Finances
  - Council Tax
  - Deposits
  
3. Security
  - Keys
  - Access
  
4. Health and Safety
  - Procedures
  - Features
  - Faults
  - Manual
  
5. Energy Saving
  
6. Guest Guidelines
  - No Smoking Policy
  - Personal Contents Insurance
  - TV Licensing
  
7. Communal Areas
  - Maintenance
  - Washing Machine
  - Internet
  - Rubbish Removal
  - Stairways
  
8. Edinburgh Centre

## **CONTACT DETAILS 1**

**You will be given phone /e-mail contacts. For security reasons these have been removed from the website manual**

Please put these numbers on your mobile phone, and make sure we have yours too.

**[www.studentflat.com](http://www.studentflat.com)**

**Jennifer Caola**

If you need to contact us by phone.

Phone, text or e-mail: we will get back to you as quickly as possible. Please let us know immediately if there is damage to the property or its contents. Do not let leaks go unattended.

The following people work for us, and on our behalf, for you.

### **Masterkey holder and Caretakers**

For serious emergencies they will come round in a taxi. They work for us regularly and you will see them from time to time.

### **Key Holders**

The following have a key for your front door and an entrance fob. They will give these keys to service engineers if necessary. They do not come to the flat themselves.

## **CONTACT DETAILS 2**

As this block is serviced by the local council, the following contact numbers may help you.

### **The Morden Concierge Office**

This office is open 8.30-11pm, and can be contacted directly by you. They can usually sort a local problem, or know some-one who can. Problems relating to rubbish collection, blocked chutes or lighting on the stairway, can be sorted by them.

There is a **Service Cupboard** in each block of flats. When access is needed, often by British Telecom, the key is available from The Braidwood Centre on Dumbiedykes Road:  
Phone **Morden Concierge**

### **The Braidwood Centre**

Dumbiedykes Road

They deal with local community issues

They open Monday, Wednesday and Thursday mornings  
9.30- 11.30

### **Community Safety Team**

For any issues that concern you about the block you live in.

## **CONTACT DETAILS 3**

- We have service agreements for which we pay a monthly fee. It is free to you, so please use them.
- Arrange for the instruction manual (inside folder of instruction manuals) to be there for the engineer to consult if necessary.

### **Central Heating and Boiler repair**

#### **Scottish Gas**

24 hour agreement.

**0800 10 777 98**

- They will usually come out on the day you call them.
- It is your responsibility to arrange a time with them and ensure that someone is in the property to give access.
- They will not collect keys, or enter a property unless there is someone in the property at the same time.
- Monday- Thursday is less busy than Friday evening and Saturday!

### **Suspected Gas Leak**

#### **National Grid Emergencies**

**0800 111 999**

#### **Scottish Water**

**Tel: 0845 601 8855**

### **Washing Machine Repair**

You will be asked security questions from both these services when you phone for a call-out. We provide these answers for you.

## COUNCIL TAX

The Council Tax is set by local Councils to pay for local services. There is one bill per dwelling (whether it is owned or rented) which is normally payable by the owner-occupier(s) or tenant(s).

<http://www.ed.ac.uk/schools-departments/registry/order-documents/council-tax>

### **Students who are exempt:**

- Students on full-time courses.
- A full-time course is defined as requiring students to attend for at least 24 weeks in each academic year and which requires on average at least 21 hours of study, tuition or work experience in each of those weeks \*.
- To be defined as a student you must also be fully matriculated and be recorded as such on the University's central student record system \*.
- Postgraduate students may claim exemption if matriculated on a full time basis.

### **Properties which may be exempt**

- Hall of Residence (including Student Houses). If you live in a hall or residence you will not have to prove your student status.
- where all the residents in the property are full-time students.
- where some other person (e.g. a parent, as owner occupier) is liable for the bill. The non-student(s) are solely liable for the Council Tax.

A student living elsewhere than in a Hall of Residence may be asked by the Council to prove his/her student status (e.g. in order to prove that a student flat is entitled to exemption).

You are not automatically exempt from council tax: you must register exemption with the Council yourself.

### **Students who are NOT exempt:**

- Part-Time students (including students studying as "exam only").
- Students who have interrupted their studies are not eligible for the period of the interruption.
- Students who are enrolled at the University for one semester only \*.
- PhD, M.Litt, M.Phil (and other "Higher Degrees") students who are outwith the prescribed period of study and were previously full-time are not exempt regardless of the number of hours actually attended i.e. PhD students enrolled for greater than 4 years, M.Litt and M.Phil students enrolled for greater than 3 years are not exempt (Senatus Academicus May 1997).

## **DEPOSITS**

- All deposits will be transferred to Safe Deposits Scotland when the masterlease is signed in September. We register them to you as individuals in the flat, rather than as a joint deposit.
- You will then be given a Deposit Return Number (DRN) by Safe Deposits Scotland **which you will need to keep safe** to reclaim
- The Landlord will be entitled at the expiry or termination of the lease to use the deposit to meet any outstanding sums or accounts
- At the end of the lease, Safe Deposits Scotland will transfer deposits to international bank accounts on request.

## **SECURITY**

You will be given 24 hours notice when access is required to your room, other than emergencies.

## **ACCESS TO BUILDING**

There is an entry phone in the flat. Do not open the door to anyone that you do not know. Do not give access to the building to anyone.

## **FOBS**

These are centrally recorded for the security of the flat, block and the estate. The fob allows you access to your block only.

If the fob is lost, it can be neutralized and a replacement made, but this has to be paid for in person, and collected from a place in Edinburgh. You must take identity with you.

## **KEYS**

The flat key you are given on entry is part of a sophisticated central locking system. It allows you access to your room and the two locks on the front door. It does not allow you access to other rooms in the flat.

If you lose this key, not only do you put the other tenants at risk, but you cause considerable inconvenience and expense. A replacement key costs you £50. These keys cannot be cut in the high street shops.

# HEALTH & SAFETY 1

**THE ESCAPE ROUTE** in case of FIRE is through the front door entrance of the flat or fire exit to the stairway. If this route is blocked the Property Management Service and the Fire Brigade representatives have recommended an escape route through the hall window, and this is the route the fire-brigade will bring their equipment.

**Please ensure hallway and window are kept clear at all times.**

**Fire Extinguishers** are on both floors of the property. They are the spray sprinkler system recommended and are checked each year by a Fire Appliance Company and the information is logged. The instructions for use are displayed nearby and also in this manual. There are also instructions on the fire extinguisher itself, written in white.

**Pull the Pin** at the top of the extinguisher. The pin releases a locking mechanism and will allow you to discharge the extinguisher.

**Aim at the base of the fire**, not the flames. This is important - in order to put out the fire, you must extinguish the fuel.

**Squeeze the lever slowly.** This will release the extinguishing agent in the extinguisher. If the handle is released, the discharge will stop.

**Sweep from side to side.** Using a sweeping motion, move the fire extinguisher back and forth until the fire is completely out. Operate the extinguisher from a safe distance, several feet away, and then move towards the fire once it starts to diminish. Be sure to read the instructions on your fire extinguisher - different fire extinguishers recommend operating them from different distances. Remember: Aim at the base of the fire, not at the flames!!!!

There is a **fire blanket** in the kitchen. If this equipment is tampered with on any occasion, please inform us immediately.

**Fire and smoke alarms** are installed on the mains electricity supply.



They are visible in each bedroom, hallway and kitchen.

Instructions and a proforma for testing the system, are in the Log Book.

Replacement batteries are **9V 6LR**.

A new battery is needed when the alarm begins to make a soft bleep.

It is important to maintain it properly and test it regularly.

**Never remove the battery from your detector.**

## Looking after your smoke alarm

Once a week - test the battery: press the button until the alarm sounds.

Once a year - change the battery (unless it's a long life alarm).

Twice a year - open the case and gently vacuum the inside to remove dust from the sensors. If it doesn't open, vacuum through the holes.

## HEALTH & SAFETY 2

**Fire Doors** are fitted to all rooms, other than bathrooms. Cupboards in the hallways have been fitted with turn knobs. The doors are the recommended half-hour fire doors. They must be shut at all times to prevent the spread of fire. The kitchen door has an automatic closer for if the smoke alarm is activated

**Furniture and Soft furnishings** comply with Fire Safety Regulations

**Telephone** is a BT Contact line fitted in the Hallway. This must be kept operational at all times for contacting the Emergency Services.

## PLUMBING AND ELECTRICS

- Gas central heating holds a current annual Gas Safety Certificate
- Portable electrical appliances hold two yearly PAT Certificates,
- Electric circuit is tested every three years for the NICEIC Certificate.

If things do not work, we want them put right as soon as possible. Inform us immediately (P.1). The plumber (for non C.Heating faults) and electricians will collect a key from the key holder (P.1) to attend to problems.

Before you call us please check:

- The appliance is switched on
- The trip switch is up and in line with the other switches on the circuit (see Blue Manual)
- There is not scheduled work that has interrupted the supply.

## Manuals

### Health and Safety Log Book

This is placed in the Hallway of each flat. Please make yourself familiar with all its contents.

### Information Manual

This contains more detailed information to complement this booklet.

### Appliance Folder

This contains appliance instruction manuals for the safe use of equipment.

### Tenant Information Pack

Issued by Edinburgh Council. Explaining Landlord and Tenants' rights and responsibilities.

## 10 ENERGY SAVING TIPS

Service engineers tell us that our flats are the warmest student flats they visit.

### **We want you to be warm, but not wasteful.**

There is an Appliance Instructions Folder in the flat which contains all the information from the manufacturers. Read about how the equipment in the flat works  
Here are ten simple steps you can take to minimise the amount of energy you use in the flat.

1. Switch off lights in empty rooms
2. Close curtains and blinds at dusk
3. Set thermostats correctly: hot water thermostats at around 60 – 65°C, room thermostats between 18 – 21°.

Use individual thermostat in your room.

Do not use electric heaters

4. Defrost freezer before there is a build up of ice.
5. Only fill the kettle with as much water as you need each time you boil it.
6. Cook with lids on pans and match ring size to saucepan size
7. Consider carefully before covering radiators.
8. Use the lower temperature on the washing machine  
(between 30 – 40°C)

Use full loads if washing only, but half loads if using the drying cycle

9. A five minute shower uses 35 litres of water; a bath uses 80 litres. A running or leaking tap wastes a lot of water.
10. Tumble dryers use an excessive amount of energy; use them with this in mind.  
Use the Drying Green when possible.  
Do not use for less than half loads  
Do not expect clothes to be 100% dry... air the final 10%

## UK Television Licence Information

You need to be covered by a valid TV Licence if you watch or record TV as it is being broadcast. This includes the use of devices such as a computer, laptop, mobile phone or DVD/video recorder.

It costs £145.50 for colour and £49.00 for a black and white TV Licence.

If you only watch catch-up services online, **then you do not need a licence**. For example, you don't need one to use BBC iPlayer, or ITV player, to catch up on programmes after they have been shown on TV.

We do not have a TV Licence for any of our flats. If you wish to have a TV in the flat you must have a TV licence, and it is an offence to use a TV without one. The BBC regularly sends out a surveillance van to catch properties using a TV without a licence.

## GUEST GUIDELINES

You are responsible for your overnight GUESTS

You are sharing the flat with your flatmates, and not necessarily your friends.

If you want to have an overnight or weekend guest, it is only courteous to consult your flatmates. Problems arise when a boyfriend/girlfriend overstays their welcome.

The main problem areas are:

- The violation of the terms of your tenancy
- The bad feelings generated regarding use of facilities, and lack of consideration for your flat mates.

A reasonable way to define an 'occasional visitor' who is allowed to stay within the premises, and within the legal boundaries of the shared tenancy agreement, without being considered a lodger or a trespasser is **either** three or four nights a month **or** two consecutive weeks

Informing others in the flat is considered essential for the health and safety of all

There are plenty of B&Bs or hotels to stay nearby if tenants wish to have visitors for a longer stay.

## NO SMOKING POLICY

These are non-smoking flats. We expect our tenants to be non-smokers also. Do not let guests smoke out of the window, or at the entrance to the block of flats. Please remind yourself of the details by referring to the lease addendum

## INSURANCE

We are not covered for your possessions and expect you to take out insurance. We suggest you look at Endsleigh Insurance and there is a link on our website.

# COMMUNAL AREAS 1

## MAINTENANCE

### CLEANING

- It makes sense to keep a cleaning rota throughout the year, so that you can enjoy the flat in the same condition that it was handed over to you.
- Please organise yourselves, as it is unfair if the cleaning is left to one or two people who cannot bear to see the mess, or the build up of grease and grime.
- Other people's leftover food, dirty plates and rubbish is always worse than our own.

### BATHROOMS AND SHOWER ROOMS

- These are communal rooms so please leave as you would expect to find. Put personal items in containers. If the water is slow to drain, it is because hair and soap has blocked the plug-hole. There are instructions in the manual on how to remove this.
- Keep on top of cleaning the shower otherwise the bathroom can quickly deteriorate and become much more difficult to clean over time.
- The shower area remains clean if it is washed down after use: as a minimum, with hot water. Soap and skin residue causes discolouration over time, but shower cleaner if used regularly, prevents this.
- Shower spray cleans up soap scum (the film that mould feeds on) and hard water deposits. Shower cleaning spray can be sprayed on walls, door, shower tray and curtain to prevent soap scum and hard water deposits.
- After a shower, apply a light mist of shower spray to the walls, door, shower tray, and curtain... then walk away. You may have just ended the tedious rigmarole of rubbing, scrubbing, and rinsing at the end of your lease.
- Leave bathroom doors open after a shower

### POSTERS AND PICTURES

Please use drawing pins, map pins or picture hooks only on walls, but not the doors, as other materials damage the surface. Blue-tack can be used on wood and doors.

## COMMUNAL AREAS 2

### WASHING MACHINE

- Use washing tablets or liquid tabs directly into the drum. Powder clogs the machines when used via the drawer.
- If the machine takes more than three hours to run through a cycle, this is also a maintenance issue and can be rectified.
- Do not use after 10pm as this causes disturbance to neighbours around.
- Do not put on a wash and leave the flat unsupervised.
- Only put half loads into the dryer, otherwise it will not dry successfully for you.
- Do not leave wet clothing around: use the dryer on the washing machine and finish drying in the drying green (there is a key for access in the kitchen).

### INTERNET

- This service is included in your rent and supplied by British Telecom. It should be trouble free.
- There is an Ethernet cable in your room, but also WiFi throughout the flat with BT Infinity.
- The access code is on the BT Modem in the hallway.
- We want you to have the best internet available, and are committed to paying for the best on offer.

For technical help phone BT  
0800 111 4567

- The telephone line is there for emergency use. Incoming calls are free.
- Week-end calls and calls between 7pm-7am to UK land lines are free (excluding Premium Rate lines). We do not expect to pay for your calls.

## COMMUNAL AREAS 3

### RECYCLING AND RUBBISH

We have provided recycling bins in the kitchen, and there are the large bins easily accessible on the street near you. We suggest you arrange to take out daily. For further information on recycling consult the [blue manual](#).

### RUBBISH CHUTES

Each landing has a chute which carries small items of waste to the bin store:

- Place rubbish that cannot be recycled in plastic bags: nothing larger than a carrier bag.
- Break up pizza boxes (they should be recycled).
- Do not use after 10pm as it is noisy.
- We get a bill every time the chute is blocked.

### STAIRWAYS

To engender good relations with those around, please observe the following courtesies:

- Do not put bikes or other items in the communal stairway. If we have room, we will provide you with locked storage. This is a serious **health & safety** issue in case of **fire**.
- Do not charge up and down the staircase
- Do not bang or run your hands along the metal handrails on the staircase
- Remember that noise on the external staircase and outside the building, disturbs everyone
- Instruct your guests to observe the above, as you are responsible for their behaviour also

## **ENJOY EDINBURGH**

You have come to study in a wonderful city, and most of its social activities are within a 10 minutes walk from your flat.

## **CAR PARKING**

Edinburgh is not car friendly. Currently there is parking around the area...this is expected to change. Edinburgh employs parking wardens and makes good money from parking tickets

There is a Multi storey car park at the corner of Viewcraig Gardens and Holyrood Road.

## **Safety Neighbourhood Team**

For any issues that concern you in the area.  
This is an immediate response team, who would like to get to the scene and deal with any anti-social behaviour

## **St Leonards Police Station**

500m along Pleasance to St Leonards Street  
Central switchboard will put you through

**101**

