

MANUAL CONTENTS

Contacts

Security

Service Contracts

Internet and Telephone
Washing Machine

Recycling and Rubbish

Energy Saving Tips

Water Emergencies

Gas Emergencies

Plumbing
Electrics Trip Switch

Maintenance
Cleaning

UK TV Licence Information

Guest Guidelines

Communal Stairways

Trouble-Shooting: How to do some household tasks

CONTACT DETAILS 1

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

enquire@studentflat.com

Jennifer Caola

If you need to contact us, there is an answer-machine on the mobile. I check e-mail regularly.

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.

Report blocked chutes and stairway lighting to us.

Landlord

William Caola

If contact numbers above fail we have

Masterkey Holders

They have a key for your front door and an entrance fob. They will give these keys to service engineers if necessary.

The Morden Concierge Office

0131 666 2746

This office is open 8.30am-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,

There is a **Service Cupboard** in each block of flats.

When access is needed, often by British Telecom,

Phone **Morden Concierge** on

0131 666 2746

Community Safety Team

0131 529 5151

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

Ask for **Kevin Hawes**

Safety Neighbourhood Team

0131 311 3131

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 to the Southside team

101

SECURITY

You will be given 48 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 without a fob.

FOBS

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 the main council building on the Royal Mile: City Chambers, High Street. They charge £5 for a chit of paper which you then take to the Concierge Office in the high-rise block of flats called Lockview Court. This is along the service road leading to Dumbiedykes Road off Holyrood Road. They will then make you a replacement fob.

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.

We have a locksmith who looks after the security of this system for us, and he will come out to replace and repair as necessary.

INSURANCE

We are not covered for your possessions and expect you to take out insurance. We suggest Endsleigh Insurance for student contents.

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).

<https://www.edinburgh.gov.uk/discounts-exemptions/student-council-tax-discount?documentId=12260&categoryId=20111>

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).

* *The Council Tax (Discounts) (Scotland) Amendment Order 2011*

SERVICE CONTRACTS 1



Using the Phone

Week-end calls to other UK land lines are free (**excluding Premium Rate numbers**). If there is a problem on the line telephone BT on 150

BT Equipment

The 'BT Home Hub' provides is wireless enabled Wi-Fi using BT Infinity, and there are Ethernet cables. The SSID and Password are on the back of the hub.

Troubleshooting

If there are any problems with the Internet service,
Call BT Technical Helpline:
(free to call from the BT landline).

There is a telephone menu system. You will quickly go through to an advisor who will want to know your property phone number, address and postcode **and** the account holder's name (William Caola). and the business address: 6 Normanton Road, BS8 2TY. Please have this information to hand, as well as the details above.

The IT Advisor will ask for information such as the make or model of the modem being used. They would prefer you to be sitting in front of the computer when you call them, as they can take you through things there. They may also ask you to connect the modem directly to the wall socket to check the strength of the incoming signal.

In the event of problems which are not sorted by the helplines, please let us know. If an advisor advises that a BT engineer comes out, feel free to order one, and make sure that someone is in to give access. If there is a problem we will try to get it sorted.

- An IT Advisor helpline can also be set up for you to help with other IT problems, such as installation, viruses, networking, printers
- They remotely control your computer if required.
- They can help you set-up Norton anti-virus and firewall protection which are part of the BT package.

SERVICE CONTRACTS 2



We have a **free** callout agreement

Call Boxclever when not working efficiently:

LIKELY SECURITY QUESTIONS ABOUT THE AGREEMENT

- Account holder
- DOB
- Account number:
- Account address for billing:
- Post Code and address of your property
- Payment method:

ARRANGE FOR ACCESS

- Some-one needs to be to give access. Give your mobile number so they can ring you.
- Register between 8am-7pm Mon-Fri Saturday 8-12 noon

USING THE WASHING MACHINE There is an instruction manual

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 a maintenance issue and can be rectified.

Do not use after 9pm as this causes disturbance to neighbours below

We suggest you use programme 5 at 40 degrees, then do the drying programme separately for 40 minutes. Put half loads into the dryer, otherwise it will not dry successfully for you.

Dry your laundry in the drying green.

New research suggests drying laundry in the home poses a health risk to those prone to asthma, hay fever and other allergies

You have a key in the kitchen to give access to the drying room. Please keep locked at all times.

A study carried out by the Mackintosh School of Architecture found that many homes had too much moisture indoors. Up to a third of this moisture was attributed to drying laundry. The researchers have called on housebuilders to build dedicated drying areas into new housing to address the health concerns.

A study of 100 homes by the Mackintosh Environmental Architecture Research Unit in Glasgow found 87% dried their washing indoors in colder weather.

RECYCLING AND RUBBISH

We have provided recycling bins in hallway cupboard, and there are the large recycling points easily accessible on the street near you. We suggest you arrange a system to take out rubbish daily.

There are four recycling points outside the flats for: **Glass, mixed glass, packaging, paper**

Packaging: where you can recycle all types of plastic bottles, cardboard drinks cartons, cardboard, clean aluminium foil, empty aerosols, food tins, cans and envelopes.

Paper: where you can recycle newspapers, magazines, unwanted mail (not envelopes), shredded paper, telephone directories and other types of white paper

For rubbish that cannot be recycled, each landing has a chute which carries small items of waste to the bin store.

RUBBISH CHUTES

- Place non-recyclable waste in plastic bags: nothing larger than a carrier bag.
- Break up pizza boxes (these should go in the recycle bins).
- Do not use after 9pm as it is noisy.
- We get a bill every time the chute is blocked.

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.

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

Set the boiler for twice daily so it is warm when you need it.

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)
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.

Block 35 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% and extend the life of your clothes

GAS EMERGENCIES

GAS LEAK

Gas is usually a safe and easy way to heat your house but it can also be potentially dangerous if a leak occurs or an appliance is faulty.

If you smell gas or think that you may have a gas leak somewhere then you should call the National Grid Emergencies line straight away. Open your windows and doors to let air in, make sure all gas appliances are turned off and turn the gas off at the mains if possible. Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion. Do not smoke, light a match or any other naked flame.

Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.

National Grid Emergencies
(if you suspect a gas leak)
0800 111 999

Loss of Gas Supply

There may be times when National Grid may have to interrupt the supply of gas to your home. They promise to give customers sufficient notice of any interruption, keep interruption to a minimum and make interruption requests on an equitable basis.

Reasons for interruptions can include network capacity constraints, high system demands, testing and other emergency situations. The National Grid has to keep certain standards of performance and these state that they must notify customers of planned interruptions and in the result of an unplanned interruption, such as an emergency, they must restore the supply as soon as is possible. Compensation may be available if they do not meet these standards and payments will be made to you either via your gas supplier or from National Grid directly.

Carbon Monoxide Poisoning

Don't ever ignore the CARBON MONOXIDE detector and if you suspect carbon monoxide is present in the flat then you should evacuate everyone immediately.

Carbon monoxide is invisible and difficult to detect, there are ways that you can see whether central heating boilers may be dangerous.

These include

- The pilot light continually blowing out
- An orange or yellow flame rather than a blue one
- A black, brown or scorched area on an appliance
- A musty smell or signs of soot
- More condensation than normal on windows

WATER EMERGENCIES

If there is flooding in the flat, turn off the mains water tap.

The mains water tap, sometimes called a stopcock, is a valve for turning off and on the coldwater system in your flat. When you turn the stopcock in a clockwise direction the water supply will be shut off. You can turn the water supply back on by turning the stopcock in an anti-clockwise direction.

Scottish Water

Tel: 0845 601 8855

GAS EMERGENCIES

Do not try and investigate the problem or attempt to fix a leak or a faulty appliance.

If you smell gas or think that you may have a gas leak somewhere then you should call the National Grid Emergencies line straight away. Open your windows and doors to let air in

National Grid Emergencies

(if you suspect a gas leak)

0800 111 999

PLUMBING AND ELECTRICS

If things do not work, we want them put right as soon as possible. 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 (P.13)
- There is not scheduled work that has interrupted the supply

ELECTRICAL APPLIANCES

The property electrical appliances are tested on a yearly cycle. New items do not need testing for 12 months. There are instructions for the safe use of these appliances. Please ensure that you read and follow the makers' recommendations.

All appliances are expected to be in clean and working order at the final inventory check.

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. We enclose one for you to try.
- Please organise yourselves, as it is unfair if the cleaning is left to one or two people who cannot bear to see the mess, the build up of grease and grime, or pots left around the kitchen.
- Other people's leftover food, dirty plates and rubbish, and even hair in the shower, 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.

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 a criminal 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.

COMMUNAL 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
- Cleaning the staircase is a shared responsibility. We pay someone to do this for us.
- Do not give access to the building to anyone without a fob.

CIVIC GOVERNMENT(SCOTLAND) ACT 1982 LICENSING OF HOUSES IN MULTIPLE OCCUPATION

Please be advised that the premises has been licensed by the City of Edinburgh to operate as houses of Multiple Occupation The maximum number of occupants is to be 4.

The Licence-holder of the premises is: William Caola
Wm.Caola Properties.6 Normanton Road, Clifton, Bristol.
In the event of an emergency telephone:
0783 150 8763 /0117 9731791 / 07818 425 397 /

TROUBLE-SHOOTING

Part of your responsibility when living in a property, is to maintain some basic equipment. We hope this helps

CONTENTS

How to turn off the mains water

How to open and close double-glazing windows

How to bleed your radiator

How to change the ceiling light bulb

How to change a 2D lamp in the bathroom

How to change the smoke alarm battery

How to re pressurise a combination boiler

How to unblock the sink or wash basin

How to clean the shower plug

How to keep the shower clean

THERE WILL BE A FULL COPY OF THIS MANUAL IN THE FLAT