



**YOUR NEXT
ADVENTURE**

**LIVING OFF
CAMPUS GUIDE**

WARWICK

ACCOMMODATION

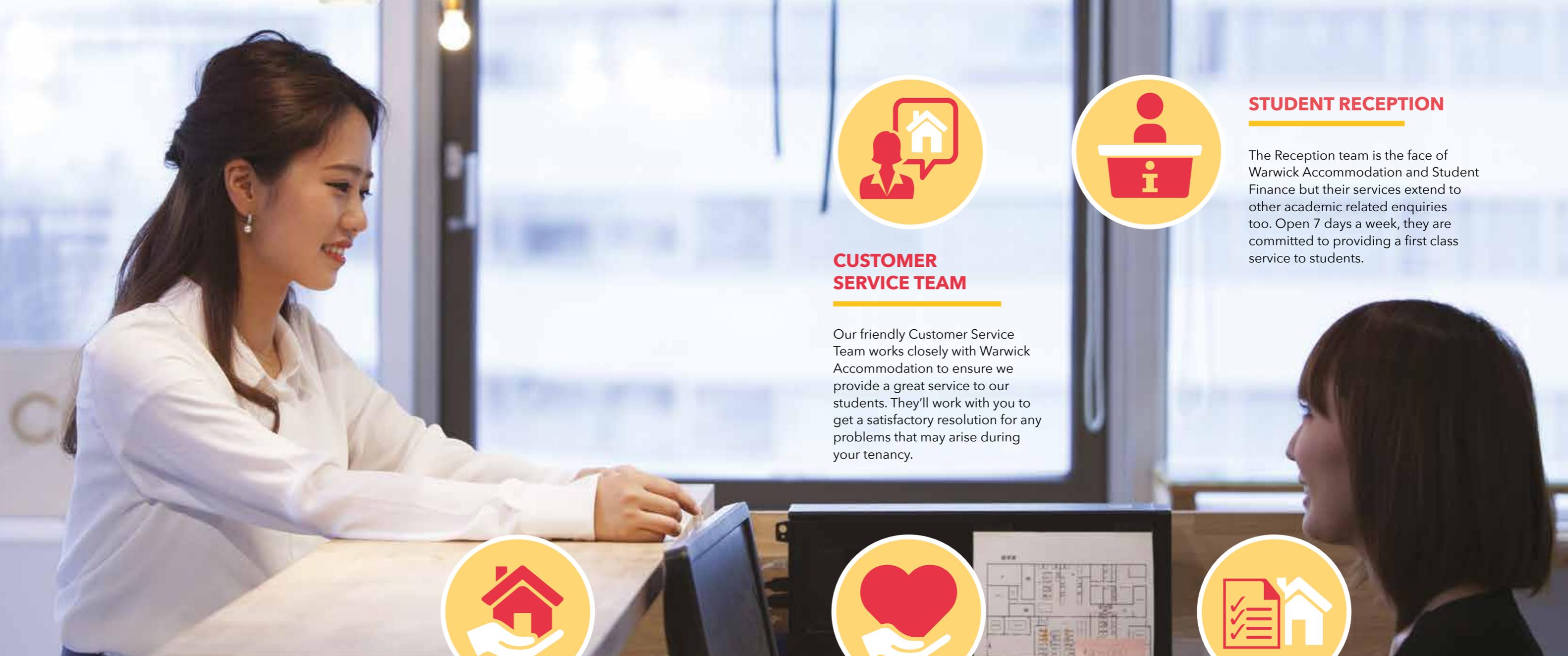
**BE AT HOME
WITH US**



Warwick Accommodation is the University of Warwick's accommodation department.

We rent properties in the local areas from private property owners and sublet them exclusively to our students. This means the University becomes your landlord and you deal directly with us.

We have your best interests at heart so you can be sure that every property has been chosen with you in mind. We manage more than 2,000 bed spaces across Coventry, Leamington Spa and Kenilworth and our properties range from 1 bedroom flats, right up to large halls of residence style accommodation for approximately 100 students.



CUSTOMER SERVICE TEAM

Our friendly Customer Service Team works closely with Warwick Accommodation to ensure we provide a great service to our students. They'll work with you to get a satisfactory resolution for any problems that may arise during your tenancy.



STUDENT RECEPTION

The Reception team is the face of Warwick Accommodation and Student Finance but their services extend to other academic related enquiries too. Open 7 days a week, they are committed to providing a first class service to students.



PROPERTY MANAGEMENT TEAM

You will have a dedicated Property Manager who has responsibility for the home that you live in. They will help you with any matters that may arise in your property during your tenancy - no matter how big or small. Details of who the Property Manager is for your home will be displayed on your noticeboards.



WELLBEING SUPPORT SERVICES

Student Support Services are able to provide a range of support to help you develop the personal resources and skills you need to navigate the challenges and opportunities of student life. Support services include mental health and wellbeing, disability and counselling services.



ALLOCATIONS TEAM

The Warwick Accommodation Allocations team are able to assist with any issues related to booking your off campus property, including assistance with room moves, transfers, and room swaps. They are located in Senate House, and can be contacted by email allocations@warwick.ac.uk

MEET THE TEAM

YOU'RE NEVER ALONE AS PART OF THE WARWICK COMMUNITY. SOME PEOPLE YOU SHOULD KNOW...

MOVING IN

MOVE IN AND MAKE YOURSELF AT HOME

We're thrilled you chose to live with us.

We look forward to getting to know you throughout your tenancy and we hope you'll be very happy in your new home.

We'll respect your privacy in your home but there will be times when we need to check that the property is in good order and being well maintained. There may also be times when we need to check that you are okay too. We'll give you advance notice about any visits that we, or anyone else, may need to make, unless it is an emergency or in response to a fault report you have logged.

" Warwick accommodation knows how to deliver, they are extremely efficient and whenever it comes to fixing anything in the house they are just a call away. Each accommodation is assigned to a manager who is your go-to-person for any problems that you face. "

Manya Kalia, Warwick Business School

PAYING YOUR FEES

No payments are required on arrival. You will be asked to make your first payment through your online portal around the first week of term. After this, payments will be due termly. If you have any queries or problems paying your fees, please contact Student Finance or Student Reception. Fees are payable in advance on the first day of each term in accordance with your accommodation contract.



WHAT TO EXPECT ON ARRIVAL

Your Warwick home will have been cleaned and your Property Manager will have checked that everything is ready before the start of your contract.

We work really hard to ensure your tenancy goes well from day one, but if there is anything we've missed, please let us know straight away so we can put it right.

An inventory has been produced for each property which details the condition of the property and all of its contents. You should check your inventory at your earliest convenience but please ensure you do so within the first two weeks of moving in. You can find your inventory on MyFiles. Once checked, each tenant contracted to the property should sign it and a copy must be returned to us with any comments you may have.

Within your property there will be a noticeboard with important information you need to know about living in your new home, including the name of your Property Manager. For further information and tips about living in your property, visit MyFiles.



ARRIVAL CHECKLIST

- ✓ Check that all of your keys work
- ✓ Familiarise yourself with Fire Procedures
- ✓ Take your utility meter readings
- ✓ Make sure you know about recycling and your refuse collection schedules
- ✓ Read up on your hot water and heating system
- ✓ Check your noticeboard for details of your Property Manager
- ✓ Complete a check of your inventory against your property
- ✓ Introduce yourself to your neighbours



LIVING IN YOUR PROPERTY

► Council Tax

You are exempt from paying council tax from the date that your course starts to the date that your course ends, if you are a full time student. You are likely to receive a form from the Council during your tenancy which you will need to complete and return to them.

Any non-students living in the property will be liable for council tax and are advised to notify the relevant council. If you need any advice on council tax, please contact your local council.

► TV Licence

If you rent an individual room within a shared property, each bedroom should have its own TV licence. If you rent an entire property as a group then one TV licence should cover the whole property. Getting caught without a TV licence could lead to prosecution and a fine.

You will need a TV licence if you:

- Watch live television as it is being broadcast.
- Record live television as it is being broadcast to watch at a later date.
- Watch programmes on BBC iPlayer catch up service.

There may be cases where you do not need a licence and further information can be found on the TV Licence website.



► Property Inspections

Your Property Manager from Warwick Accommodation will inspect your home throughout the year - normally once a term.

We will always provide you with advanced notice before we conduct an inspection at your property. You are welcome to be present if you'd like to be but the Property Managers also have keys to let themselves in if you are out. The purpose of the inspection is to ensure that you're taking care of the property as we would expect.

If the Property Manager concludes that the property is in an unacceptable condition, you will be informed and a re-inspection will be arranged to check if satisfactory improvements have been made.

Any costs for works required to bring the property back up to standard could be passed on to the students living in the property i.e. professional cleaning if you have not kept the property clean or repairs if you have caused any damage. You will be informed of any charges and the reasons for these by your Property Manager.

► Reporting Faults

We have an online fault reporting system for you to inform us of any repairs that may need attention during your tenancy. Students living in University-managed off campus accommodation can report faults and check their progress on the Warwick Accommodation website. Any urgent faults that require immediate attention should be reported to Student Reception on 024 7652 2280 during office hours or security on 024 7652 2083 outside of office hours.

Any call outs that are not deemed to be an emergency could result in you being charged for the service. Emergencies are faults that are likely to endanger life or cause structural damage to a property including:

- Gas leaks.
- Fire alarm system defects e.g. fire alarm panel is showing fault/ fault alarm sounds, physical damage to detector heads, sounders or manual call points, local failure of a sounder during an activation.
- Lift faults or persons trapped in a lift.
- Flood (internal or external).
- Power failure.
- Structural damage.
- Major roof leaks.
- Burst external water pipe.
- Pipe leaks.
- Building security faults.

► Tenancy Agreement

A copy of your tenancy agreement was sent to you as part of the application process and can also be found online through the My Account screen.



Joint Tenancy

This relates to students who are renting a Warwick Accommodation property as a group and therefore have a joint tenancy agreement. As joint tenants you have exclusive access to your property as described in your contract and are jointly liable for the full rent or any costs incurred throughout the tenancy. If for some reason one of the tenants wishes to move out of the property, you will have the opportunity to approve any replacement tenant that is proposed and you will all need to sign a new joint tenancy agreement together.

Individual Tenancy

If you came to us on your own for accommodation and are renting one room within a Warwick Accommodation property, it's likely that you have an individual tenancy agreement. This means that you have exclusive access to your bedroom but joint access and responsibility for communal areas with the other tenants. You are responsible for your share of the rent only and if any of your housemates fail to pay their rent, it will not affect you in any way. However you are jointly responsible with your housemates for the utility bills, if these are not included within your rent. If any of your housemates choose to end their contract early, Warwick Accommodation may allocate a replacement tenant to the property.

► Contents Insurance

Included in your contract with Warwick Accommodation is a basic level of contents insurance, which covers your possessions within your property. The insurance provider is chosen by the University and you can find more details about what is covered on the Warwick Accommodation website.

It is important that you:

- Check whether the level of cover included is sufficient for your possessions.
- Familiarise yourself with the policy excess.
- Review any limitations or exclusions of the policy.
- Arrange any additional cover you may require.

▶ Rubbish and Recycling

You will most likely have bins at your property along with instructions about which bin you should use for general waste, and which to use for recycling.

Some properties, however, do not have bins, but instead have black sack collections along with a reusable bag/box for recycling. If you are in any doubt of which provision you should have for disposing of rubbish at your property, please speak to the relevant council.

To find more information about what to put in your bins and for a timetable of bin collections in your area, go to:

Coventry: www.coventry.gov.uk

Leamington or Kenilworth: www.warwickdc.gov.uk

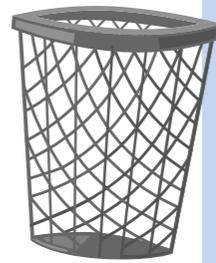
▶ How to Clean Your Property

You should clean your property regularly – it is a requirement of your tenancy and ensures your home remains a pleasant place to live for all. You can find useful information and tips on how to clean your property on MyFiles.

▶ Security

Your personal safety and the security of your property is our top priority. Here are some simple steps to keep yourself and your home safe and prevent yourself becoming an easy target:

1. Always secure your home. Lock all doors behind you when you go into and out of the property and close windows in the rooms you are not using. Take precautions by ensuring valuables are out of sight of the windows and doors and leave some lights on if the property is going to be vacant after dark.
2. Take your personal safety seriously. Please take sensible steps to keep yourself safe. Walk in pairs or groups, choose well-lit routes when walking after dark, keep valuables out of sight and take the safest, busiest route where possible.



▶ Heating

Heating your property will help to keep you and your property healthy throughout the winter. The most energy efficient and cost effective way to heat your home is to:

- Set your thermostat at 18-21 degrees. This sets the temperature at which heating is triggered to come on and helps to maintain a comfortable temperature within the property.
- If you're setting a timer for your heating, then programming the heating to turn on 30 minutes before you wake up will ensure your property feels warm when you get out of bed. You should also set the heating to turn off 30 minutes before you leave the house, or go to bed to save wasting energy, as the property will retain the heat that has built up.
- Try to keep the doors inside your property closed to retain heat within the rooms and maintain the temperature.
- Consider adding extra layers of clothing and wear slippers to keep warm as the temperature drops, instead of increasing the thermostat above 18-21 degrees.
- If you have any issues with the heating or hot water, you can find details of the Gas Company responsible for its maintenance on the boiler itself.

▶ Fire Safety

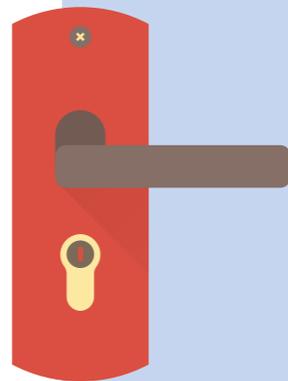
To protect you in the event of a fire, your property has:

- Mains hard-wired heat and smoke detectors.
- Fire doors where appropriate.
- A fire blanket.
- Planned fire escape routes.

You can help to ensure you keep yourself and your housemates safe from the risk of fire, by adhering to the following fire prevention recommendations and fire procedures:

1. **Keep fire doors closed.** Do not be tempted to prop these open; in the event of a fire they provide 30 minutes of protection to prevent a fire spreading and protect escape routes.
2. **Keep escape routes clear.** You need to be able to exit your property quickly and safely if a fire were to break out. Don't store things or leave bikes in the hallway and keep the space clear so you can escape easily in an emergency.

3. **Test your alarms.** You are required to test your fire alarms ideally every week but at least once a month. Press and hold the test button for 10 seconds and the alarm should sound loudly from all detectors. If you have any issues or concerns contact your Property Manager. If your property is fitted with a fire panel, this will be tested by an authorised contractor.
4. **Do not smoke.** We strongly recommend that you do not smoke inside your property for the health and safety of all housemates. Smoking significantly increases the risk of a fire and may well result in fines to repair any damage or cleaning created by the smoke. If you do smoke you will need to do so outside the property.
5. **Do not leave your cooking unattended.** If you are cooking on a hob, do not leave the kitchen until you have finished cooking.
6. **Don't overload plug sockets.** Where possible, stick to one plug per socket and remember to switch off all electrical items, such as hair straighteners, when not in use.
7. **Do not charge electrical items on soft furnishings.** Also, try not to leave electrical items on charge unattended. It's important that any cooling vents on the electrical items are kept clear when in use, to prevent overheating.
8. **Familiarise yourself with the fire safety notice in your home.** It's important in the unlikely event of a fire that you know exactly what procedures to follow, to ensure the safety of yourself and your housemates. Details can be found on your noticeboard.



LIVING IN HARMONY

▶ Local Community

Please be mindful that you will be living in close proximity to other residents. To ensure your tenancy goes as smoothly as possible, we ask that you treat them as you would like to be treated. Please remember that you are living in the local community representing the University.

Here are a couple of suggestions to help maintain a good relationship with your neighbours:

- Introduce yourself to the neighbours when you move in to your property or simply say 'hello' when you see them. If your neighbours know who you are they are more likely to offer you support should you need it, and can also offer an added level of security for your property when you are not there.
- If you are planning a gathering or celebration at your property, please inform your neighbours. Let them know the date and time in advance and agree an appropriate time for the noise to stop – by law you are obliged to reduce noise levels at 11pm. Consider the timing of your party. Being a student you may want to have gatherings in the week, but please be aware that this is unlikely to be ideal for your neighbours if they have work or their children go to school, so try not to cause disruption to your neighbour's lives where possible. You are responsible for any guests that you may have, including their behaviour and how this impacts on your neighbours.
- Try to keep your property tidy, inside and out. Help to keep vermin at bay by not leaving rubbish outside your front door, use the bins provided by your local council and remember to bring your bins back in between collections. If you have a garden, try to keep this clean and tidy too. The general upkeep (including cutting the grass), will be carried out by your Property Owner or a contractor.

▶ Leaving your property empty

If there is going to be a period of more than 14 days when your house is going to be vacant, i.e. neither yourself nor any of your housemates will be living in the property, please notify your Property Manager in advance. They can offer advice on securing your property and any heating settings etc. required whilst the property is vacant.

▶ Ending your tenancy early

If you are living in a Warwick Accommodation property, you will have signed a fixed tenancy agreement with us and this means that you are liable for rent for the duration of your contract and this may incur a charge after commute. Whilst we are unable to end your tenancy early, you do have a couple of options you can try which we can offer some support with:

1. **Room Swap.** You may want to consider this option if you are unhappy in your property; if you are not getting on with your housemates or perhaps the location of the property doesn't suit you, now that you're familiar with the commute. This option is to swap your existing Warwick Accommodation room for a different room that you are eligible for, in another Warwick Accommodation property.
2. **Find a Replacement.** You may decide that you want to go home early or move into a property with a private accommodation provider during your fixed term contract, and this is when you would consider this option. In this instance, you will need to find a suitable replacement student to take over your contract. We can support you by listing your room as available on our website, but advertising your room yourself is often more successful. You are liable for your contract until a suitable replacement has been found and taken over your contractual obligations.

If you are considering either of these options and would like our support, please visit the Warwick Accommodation website for further information.



▶ Complaints

Whilst we aim to meet your expectations and give you a good service, from time to time, things can go wrong and when they do, we'd like you to let us know.

The University has a Complaints Resolution Pathway to provide a clear route to resolve complaints quickly and effectively. The Pathway and associated formal procedure has three clear internal stages, however, you are encouraged to report issues and/or concerns to your local Warwick Accommodation team, in the first instance.

Initial Contact:

Please contact a member of the Warwick Accommodation team in person, by telephone or by email. We aim to resolve your concerns quickly and effectively. The issue will be dealt with by the Manager responsible, for the area with which you are dissatisfied.



THE END OF YOUR TENANCY

▶ Moving Out

You will need to make arrangements, as a household, to carry out a thorough end-of-tenancy clean and to remove all belongings and refuse from the property.

It's best to discuss your end-of-tenancy plans earlier rather than later in case any tenants plan to leave early and to allow for disposing of large amounts of rubbish using the bins at your property; discuss it as a household, make a plan, and follow it through. If there is anything you are unsure of or need any advice on, contact your Property Manager who will be happy to talk it through with you.

Further details on moving out can be found on MyFiles.



▶ Staying On

If you are happy in the property you are in and are continuing full time studies for the next academic year and your property is available, you can opt to stay on in your property and renew your contract with us. We will email you during the 1st term and if you want to go on living in the property then you will be able to sign your contract before our properties are advertised on our website.

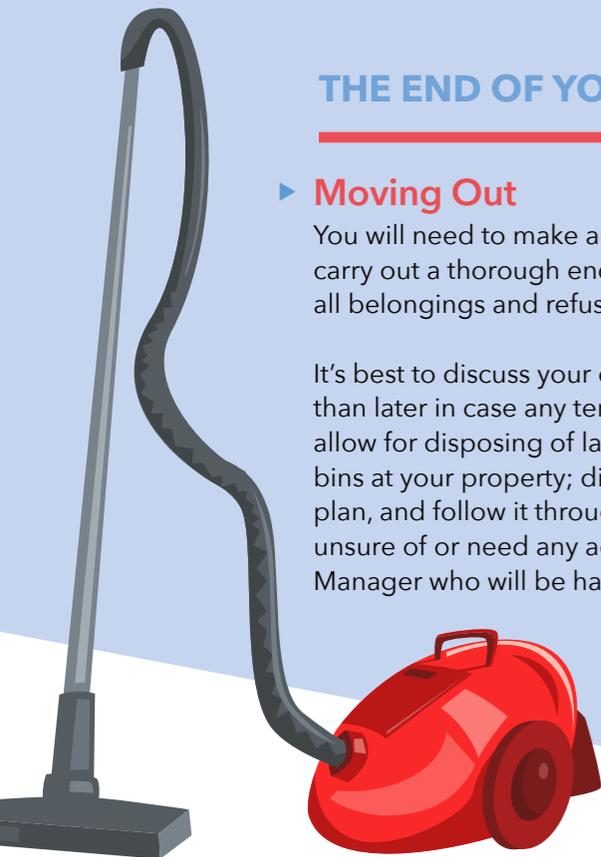
▶ Routine End of Tenancy Inspection

Your Property Manager will visit your property, to complete an end-of-tenancy inspection after your contract has ended. They will check the condition of the property against the inventory that was completed just before you moved in. If any damage above and beyond general wear and tear is found, your Property Manager will contact you to inform you. They will also detail information about any charges that they may pass on to you. You will be solely responsible for any damage to your individual room, and any damage in communal areas will be the joint responsibility of all housemates. Any charges will be applied to your University account.



CHECKLIST

- ✓ All belongings and refuse removed and disposed of appropriately
- ✓ Property thoroughly cleaned throughout
- ✓ All furnishings returned to original position
- ✓ Take final meter readings and submit to utility providers
- ✓ Set up a forwarding address for your post and arrange with Royal Mail for your post to be re-directed after you have moved out





GET IN TOUCH

For general enquiries contact:

Student Reception:

Senate House
University of Warwick
Coventry
CV4 7AL

 024 7652 2280

 studentreception@warwick.ac.uk

 warwick.ac.uk/accommodation

For specific property queries contact
your Property Manager directly.

*All details correct at the time of print (Feb 2019)