

# TENANT GUIDE



condorproperties

the home for your student life

This guide is packed with all the information you and your housemates will need during your tenancy.

**Please keep this document safe as you never know when it will come in handy!**

# **Dear Condor Resident,** **Welcome to your new home!**

**We realise that you will be receiving a lot of information as you prepare for the coming year. But take a little time to read through this guide as it may answer a lot of the questions you may have!**

In this guide you will find the various ways to contact us, guidelines to moving in, what to do in an emergency and a few useful tips on safety and security.

It is in our own interest to respond to your maintenance requests promptly. The best way to contact us is through our Condor App which is free to download from any app store, unless of course it is an emergency then call your emergency contact number! A member of the team will visit regularly to ensure that everything is in working order. We will of course give you prior notice of these inspections.

Don't forget, as a Condor tenant you always get first pick of our properties before they go on the open market. We always make sure we take care of our own!

**In the meantime, if you have any questions, you can contact your dedicated Location Manager anytime & they'll get back to you ASAP.**

Kind Regards,  
The Condor Team!



## **Get the Condor Student App!**

You can download our App from the Apple or Google Play store - just search for 'My Condor'





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## In Case of an Emergency

PLEASE TAKE NOTE OF ALL EXITS IN CASE OF EMERGENCY. **IN THE EVENT OF A FIRE;**

- Operate the nearest fire alarm point
- Leave the building by the nearest exit
- Call the Fire Brigade - 999

**IF YOU SMELL GAS PLEASE VACATE THE PROPERTY IMMEDIATELY AND  
CONTACT NATIONAL GRID ON 0800 111 999. PLEASE ALSO NOTIFY YOUR  
LOCATION MANAGER.**

## EMERGENCY MAINTENANCE

Please call this number in the event of an emergency maintenance issue out of office hours:

Aberystwyth: 07891 963047 Cardiff: 07761 041292 / 02920 499680 Exeter: 07703 151927  
Liverpool: 07395 505218 Loughborough: 07496 849717 Swansea: 07423 065731

### Office Hours: 9am - 5pm Monday - Friday

Contractors will only attend the property if it is felt the situation requires urgent attention. In most cases they will carry out work to prevent further damage or to make safe with the full repair being assessed during normal working hours.

For guidance the following would constitute an emergency;

- Immediate danger to a tenant's health/safety or serious damage to the building
- Gas leak/emergency - in first instance contact National Grid on 0800 111999
- A serious water leak that cannot be contained and is causing damage to the property
- Complete failure of electrics (power supplier to be first point of contact)
- Breakdown of heating in sub-zero temperatures at the start of a weekend/holiday
- A sounding fire/intruder alarm that cannot be silenced
- Lock out of property where student is rendered vulnerable (£50 charge payable by student)

**Please note - in most circumstances, loss of heating or hot water is not treated as an emergency and will normally be attended on the next working day.**

If a contractor attends to a problem that you have reported and the fault is due to lack of care or misuse by you or other tenants occupying the property, you will be charged for the cost of putting it right.

Our key holders do hold spare keys in case of an emergency maintenance issue. Our contractors may still need to gain access via tenants to make the necessary repairs. It is therefore in your best interest to be available for appointments made with contractors to ensure the repairs are carried out as quickly as possible.

## Useful Contact Details

Your Location Manager is there to make your stay in your Condor Property as comfortable and as fun as possible. They are your first port of call for all non-maintenance related issues. Your Location Manager is:

<b>Shane Hibberd:</b>	07437 019066	(Aberystwyth, Liverpool & Loughborough)
<b>Corey Stephens:</b>	07771 392361	(Exeter, Cardiff & Swansea)

**Office Hours:** 9am - 5pm - Monday- Friday

### **Other useful contacts**

**Condor Properties**  
condorproperties.co.uk

**Non-emergency police number**  
Tel: 101

**Gas Emergency**  
Tel: 0800 111 999

**NHS Direct 24-hour medical helpline**  
Tel: 111

**The Samaritans**  
Tel: 116 123

## Moving into your new home

You'll want to make sure that it goes smoothly so we have put together a quick rundown of what to bring and other useful information:

Your Location Manager will have been in contact to let you know where you can collect your keys. If you missed the message, give them a call!

Don't forget to bring the following items with you:

### **Bedroom**

Duvet/cover and sheets

Pillows/pillow cases

### **Bathroom**

Towels

Toiletries / Toilet Roll

### **Kitchen Utensils**

Pots and pans

Kitchen bin

Cutlery

Plates, bowls, mugs, glasses

Kettle & Toaster

Iron/Ironing board

All cleaning materials

You may wish to purchase some of these items with your new housemates!

**Condor Properties will supply you with a vacuum cleaner but when it gets full**

**you'll need to buy some new bags and replace them yourself!**

# Moving into your new home continued.....

## **Student Housemates**

It can be useful to establish some ground rules with your housemates to help keep the house running as smoothly as possible.

Setting cleaning rotas, agreeing rules about house guests, noise levels when your housemates have an early lecture etc.- all of these things and others you need to agree between you.

Remember that at the end of your tenancy, the property must be returned to us in a clean and tidy state and clear of all rubbish and possessions to avoid any charges.

## **Refuse Removal**

Please place all of your refuse in the collection bins at your property. Please ensure that all waste is in a black bin liner and that none is left on the floor next to the bins.

Check on your local council's website for details on refuse / recycling collections. Or you can get in contact with your Location Manager, they'll know what to do!

## **TV Licence**

We provide a TV licence at the property for the TV in the shared living room. If you have a TV in your bedroom then you will need to purchase an additional TV licence. Check out their website for more info [www.tvlicencing.co.uk](http://www.tvlicencing.co.uk)

## **Council Tax**

Please ensure if you haven't done so already that you inform us of your enrolment/student ID number. We will then pass this to the council to ensure you do not get charged for council tax whilst you are a student.

Remember if you stop being a student, then the whole house becomes liable for council tax and it is your responsibility to pay it.

## **Payment of Rent**

Your tenancy agreement is a legally binding document which requires you to pay the rent in full in cleared funds on the rent due dates. Failure to do this means that you will be in breach of your tenancy agreement and you may face legal action to recover any arrears.

If you have signed a joint Assured Shorthold Tenancy Agreement with your fellow housemates for the property you are all jointly and severally liable for payment of the full rent on the rent due date. If any rent is outstanding on the rent due date then we may pursue one, some or all tenants for the costs incurred and the balance of rent due regardless of whether you as an individual have made a payment to us.

## **Community**

Please respect your neighbours, some may not be students. Why not try to get to know them? Getting on with your neighbours is important, please give it a try.

# Moving into your new home continued.....

## **Car Parking**

Car parking is usually very limited or has strict regulations. Check with your Location Manager before you bring your car.

## **Insurance**

Insurance is included in your rental fee; your possessions are insured under a block insurance scheme with Endsleigh Insurance.

You will be able to find full details of the scheme on our website. Each resident should ensure that the insurance scheme meets his or her own need. If you need additional coverage then this can be purchased through the scheme or another company of your choice. Important to note: bicycles are not covered by this policy.

## **Noise/Nuisance**

All residents and your neighbours should be able to enjoy their accommodation without harassment from others, or disturbance from noise or nuisance.

Please try to be aware of all the people around you and be extra considerate when playing audio, TV or radio, especially when others may be trying to study or sleep. Residents are also responsible for the behaviour of their guests.

## **Parties**

We want you to have fun whilst staying with us, but parties can quickly get out of control and can result in you annoying or upsetting your neighbours. If part of the property is damaged as a result of a party then tenants will be liable for the cost of repairs.

## **Pets**

**No pets are allowed!** If a pet is found in your property then you / the household may receive a warning letter. Please note, there is a £50 administration fee per letter we have to issue.

## **Smoking/Drug Use**

Smoking/Drug Use is strictly prohibited anywhere in the accommodation – if any evidence is found of either – you / the household may receive a warning letter. Please note, there is a £50 administration fee per letter we have to issue.



## Moving into your new home continued.....

### Internet

Depending on the city you live in, internet is provided by Virgin Media, BT or Glide.



**Glide**

If you do experience any difficulties getting online, contact the Glides friendly in-house Service Desk via phone on 0333 123 0115, email [supportstudent@glide.co.uk](mailto:supportstudent@glide.co.uk), on Twitter [@GlideStuHelp](https://twitter.com/GlideStuHelp) or head to [my.glidestudent.co.uk/support](http://my.glidestudent.co.uk/support) 24/7.

### How to connect to the Glide Wi-Fi network:

1. You will be able to connect to it by searching for local WIFI networks
2. The WIFI network you will need to join is called '**Glide**'
3. Once connected, you will then need to open your web browser and you should be re-directed to a Glide welcome screen. **Click get started.**
4. For your free service **click register**. You will automatically be re-directed to a registration page.
7. Fill in registration form - this is where you will create your username and password
8. You will then be logged in & can start browsing!

### **Virgin Media / BT**

Log in details can be found on the back of the router. If you have any problems logging on, get in contact with your Location Manager.

# Caring for your home

## Reporting Maintenance

We are as keen as you to keep on top of maintenance within your property. Please report any maintenance requirements immediately via your 'my support' button on your Condor App.

In certain circumstances, and normally where any work required is substantial, either in terms of cost or magnitude, it may be necessary to obtain more than one quotation from contractors, or to instruct a surveyor to assess the nature of the problem so that it can be resolved effectively. Please use the following as a guide to the timescales of repairs:

**Priority One - Emergency Repairs** - are completed within 24 hours of a report of a defect. 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;

**Priority Two - Urgent Repairs** - are completed within five working days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the residents;

**Priority Three - Non-Urgent Repairs** - are completed within 28 days of a report of a defect. These would be any repairs not falling within the above categories;

Please **do not** instruct a contractor yourself and send us the invoice, as this will not be paid by us unless previously agreed in writing.

## Emergency Maintenance

These should be reported immediately online if within office hours or by telephone directly to the emergency helpline number. Please also inform your Location Manager within working hours. The emergency telephone number detailed on page 4 of this booklet.

## Lock Outs

If you are locked out of your property in the early hours, we will not leave you there but there is £50 call out charge. This will be charged at the point of call out and must be paid within 48 hours. Lock-outs within office hours will be charged at the same rate and payable prior to attendance. Please note you will need to pay for your new key on top of this charge.

## Lost Keys

If during your tenancy you lose your house keys, whatever the circumstances, you are responsible for the cost of replacement. **The cost for a new key is £20.00.**

In the first instance, please contact us as we may have a spare set of keys. The cost of having additional sets cut is to be borne by you, the tenant. If a lock change is required as a result of you losing a key you will also be charged the cost of the lock change.

If you occupy a flat in a block which has a common entrance door key you may also be charged the cost of providing all tenants in the block with new keys. You must return the full complement of keys to the property at the end of the tenancy and you will be charged for the cost of any duplicate keys or lock changes required if you do not do this.

## Caring for your home continued....

### Leaks

Leaks can be caused because people forget that they have left the bath running or they do not put the shower curtain inside the bath or shower tray whilst showering. Leaks can cause the ceiling of a room to come down, with the subsequent inconvenience and cost. Please be careful and also ensure that even minor leaks are reported to us.

### Drains

A common cause of blocked drains is food and fat being washed down the sink. Please put unwanted food items in the bin and do not pour fat or food waste down the sink or toilet.

Toilets are commonly blocked and back up with raw sewage if excess toilet paper or kitchen roll is used instead of toilet paper – please be mindful of this! Do not dispose of sanitary items down the toilet. Please note blocked drains, caused by tenants, are the responsibility of the tenants and charges will be passed directly to you. Please also keep shower drains clear of hair.

### Ventilation /Condensation

Please ensure you regularly ventilate your house to prevent a build-up of moisture/condensation. When cooking, open the window. When you shower, open the window if there is one and ensure the fan is switched on. This allows air to circulate. Drying clothes on radiators can lead to a build-up of moisture causing the growth of mould on walls. **Please refer to the condensation management page towards the end of this booklet.**

### Cleaning/Refuse

Poor hygiene and housekeeping practices attract rodents, ants and other unpleasant infestations. Keep food in sealed containers and do not leave discarded food lying around. Please ensure that all rubbish is removed in accordance with the workings of your local council.

### Cookers

A common cause of house fires is related to the cooker. Please keep ovens, hobs and grills clean and grease free. This will not only be safer, but will improve the efficiency of the appliance. **TURN OFF WHEN NOT IN USE.**

### Light bulbs

Changing light bulbs you can reach is your responsibility however if you cannot reach please contact us and we will put a new bulb in for you.

### Microwaves

Do not put metal items in such as cutlery, foil and metallic painted crockery as they will spark, damage the microwave and may cause fire.

### Vacuum Cleaners

The most common problem with these is they are blocked, please ensure you have emptied them and checked for blockages before you report to maintenance or you may be charged. If the bag is full it is your responsibility to buy a new one and replace it.

## Safety and Security

### Fire Safety Doors

For your own and other housemates safety, please ensure you keep fire doors where fitted, closed and do not remove the automatic closers. Please ensure that all exits are kept free of obstruction.

### Smoke and Heat Detectors

These are fitted to the ceilings and are obviously there to detect smoke and heat created by fires. Do not cover or tamper with them. If a detector requires a new battery (you will hear it bleeping) please report to us through our website.

We know that the setting off of detectors can be frustrating when cooking. In order to try and prevent this, try opening windows when cooking and using extractors where fitted and keep the kitchen door closed.

### Cooking

Chip pans/fryers are not permitted in Condor properties. When cooking, do not leave the cooker/grill un-attended. Open the window or use extraction facilities where available.

Regular cleaning of the cooker and grill is not only hygienic, but will also prevent the build-up of grease that can add to the danger of a fire starting.

### Fire Alarms

All fire alarms are tested bi-annually for both electrical safety and correct operation. This ensures that in the unfortunate event of a fire, you can rely on the equipment working properly.

These are in place for your safety. Please do not tamper with alarms. In the unlikely event of a fire, sound the alarm if applicable, vacate the premises by the nearest exit and ring 999 for the fire brigade. Please then contact us. Do not stop to collect your belongings. Do not re-enter the building until you are told it is safe by the fire brigade.

### Electrical Safety

We provide a NICEIC Certificate for electrical wiring. This ensures that all wiring in the property conforms to the latest safety standards, we also inspect the electrical equipment we provide. Do not touch or tamper with electrics. If you have a problem then please notify Condor Properties.

### Gas Safety

If you suspect a gas leak, do not use naked flames, do not turn lights on or off or operate any electrical equipment. Open your doors and windows and call National Grid on **0800 111 999 FROM OUTSIDE THE BUILDING** and then Condor Properties. All of the gas appliances are serviced and tested for safer and efficient operation annually. Tenants can view a current gas safety certificate at any time of their stay with us.

## **Safety and security continued.....**

### **Burglaries / Break-Ins / Theft**

If you are unfortunate enough to suffer a burglary, your first step is to call the police. Please then contact Condor Properties. Do not touch anything until the Police say it is ok to do so. You will need to get a crime number from the police.

We will instruct any maintenance if the building needs securing. Please refer to our website where you will find details on how to make a claim. To avoid break ins / theft — PLEASE ENSURE YOU KEEP YOUR BEDROOM AND FLAT DOORS LOCKED AT ALL TIMES (including windows when you are not present).

### **Helpful Hints to secure your home and belongings**

- Keep all doors locked when you are out including bedroom doors
- Close / lock windows when you are out
- Don't leave valuables on display which can be seen through the window
- Ensure all your belongings are covered by Insurance
- Don't let strangers into the property
- Do not lend your keys to anyone

**Please ensure that there is nothing kept on your keys that will give away your address should you lose them. The loss of keys is a security problem for both you and us.**

## The Environment and Utilities

**Although your utility bills are inclusive within the rent, we ask that you consider how much energy you are using. Should your energy bills be excessive then we may look to recharge you. Please refer to the fair usage policy on our website; <http://www.condorproperties.co.uk/about/fairusage>**

**Here are some tips to help keep the costs down...**

### **Heating**

Do not have the heating full on and then open all the windows to cool down. You can control each radiator in the house. So, if one of your housemates likes the heating on and you don't, turn the controls down in your bedroom.

Please also ensure the heating is left off / on low when all residents are away from the property for long periods (Christmas / Easter etc.)

### **Portable / Electric Heaters**

Portable / electric heaters are not permitted in Condor Properties unless there is a breakdown of the main heating system. Such heaters drink electricity and we do not want you to be in a position where we need to recharge you for electricity usage that exceeds the fair usage policy. These will of course be permitted for any periods without the main source of heating.

### **Lights**

Turn lights off when a room is empty. Use natural light as much as possible. If you use a light for an average of four hours or more a day, fit an energy saving light bulb. It will use around a quarter of the electricity and will last ten times longer than an ordinary bulb.

### **Fridges and Freezers**

Shut the fridge and freezer doors to stop cold air escaping. Avoid putting hot food into your fridge. Defrosting your fridge and freezer regularly will keep them running efficiently and reduce running costs. Check that the door seals are working properly.

### **Electrical Appliances**

Avoid leaving electrical appliances such as televisions, laptops, stereos, mobile phones and electric toothbrushes on standby or charge.

### **Water**

Don't leave taps running, as it wastes water. Do not over fill the bath and do not leave water running unnecessarily. In the event of loss of water ensure taps are turned off.

### **Kettles**

Fill the kettle with the correct amount of water for what you really need. Always make sure the element of the kettle is covered.

### **Washing Machines**

Try always to do a full load or use half load or an economy programme. Try to use the low temperature setting unless you have very dirty clothes to wash.

**DO NOT OVERFILL THE WASHING MACHINE AS THIS COULD CAUSE THE DRUM TO BREAK.**

# Condensation Management

## What is condensation?

***Air holds moisture and when warm moist air touches a cold surface, such as a window or external wall, it cools and is no longer able to hold all the moisture which turns into droplets of water collecting on the cold surface.***

Condensation occurs in colder weather, usually in colder areas such as windows or where there is little movement of the air, in the corners of rooms near windows and behind wardrobes. Condensation often results in an ugly, black mould appearing on walls and other surfaces but it is a result of lifestyle habits, not a fault with your home.

## How can I prevent it?

***Take these simple steps to help to prevent condensation:***

- Drying clothes outside
- Opening windows if you must dry clothes indoors
- Not drying clothes on radiators
- Closing kitchen doors when cooking and having windows open/extractor fans on
- Using lids on pots and pans when cooking and opening kitchen windows
- Closing bathroom doors when running a bath or using a shower whilst keeping windows ajar/extractor fans on
- Using extractor fans in kitchens and bathrooms where available
- Ensuring trickle vents in PVC windows are used
- Keeping windows ajar in bedrooms overnight (most PVC windows will have night latches for this purpose)
- Making sure air can circulate in wardrobes and cupboards by not overfilling
- Keeping furniture away from external walls to ensure that air can circulate in these areas

## Moving out of your home

As the new letting period approaches, we will give you the first option to stay in your accommodation for the next year or check out another Condor Property before it goes on the open market. However, there will come a time you will have to leave us.

Below is a list of things to consider:

### **Keys**

All keys issued must be returned by noon on your contract end date (we will confirm where keys are to be returned nearer the time). These must be returned in a sealed envelope clearly stating your name address and room number.

Any keys not returned on time will be replaced and the full costs of this replacement will be invoiced to the individual concerned.

### **Bedrooms/Communal Areas**

These areas should be left tidy and clear of rubbish and personal belongings, if you have left any marks or holes in the walls requiring them to be filled / repainted at the end of your tenancy **YOU WILL BE CHARGED FOR THIS** (dirty marks, markings from blu-tac, white tac, sellotape, holes from drawing pins etc.). Please remember to clear under the bed!

### **Kitchens/Bathrooms**

These areas should be left clean and all waste removed, ovens and microwave ovens should be cleaned inside and out and clear from grime.

### **Fridges/Freezers**

Fridge/freezers should be cleared, cleaned and defrosted, power turned off and the door left open, with food disposed of properly.

### **Refuse and Waste**

All refuse and rubbish should be placed in the wheelie bins / refuse bags provided by your local Council (please check with your council as some Cities/Properties have different procedures).

Please place all wheelie bins ready for collection at the kerbside on the correct day. Please ensure you place waste in the correct wheelie bin.

### **Post**

Please note that we can't forward or redirect any mail sent to the property after your departure. You are advised to contact the post office to arrange redirection of mail to avoid missing any important communication.



## Moving out of your home continued.....

### Personal Belongings

Please ensure that all your personal belongings are removed. We can't store any items, anything left in the property after the return of your keys, or after your contract end date will be disposed of and you will be charged for its removal.

If members of your household are leaving before the end of the contract, make sure that they do their fair share of work before they leave. Don't be left with 3 weeks of washing up and vacuuming to do a few hours before the house inspection is due!

We will write to you about a month before your tenancy ends to remind you of the above. We do not want to have to invoice anybody, so please help us to help you. Please see the list of charges that will be applied below.



The following list of items gives the approximate cost of replacement, cleaning and decoration. These costs are approximate and may vary depending on the situation:

Clean a wall	£15.00	Replace/Repair a bed	£395.00
Clean a fridge/freezer	£20.00	Replace a bedside cabinet	£120.00
Clean an oven/hob	£80.00	Replace/repair a wardrobe	£300.00
Clean a kitchen/diner	£100.00	Replace Bedroom Mirror	£40.00
Replace a dining chair	£140.00	Replace a pin board	£55.00
Replace a bar stool	£70.00	Replace wall shelf	£70.00
Replace a coffee table	£180.00	Replace desk	£120.00
Replace a dining table	£400.00	Replace WC seat	£35.00
Replace a kitchen blind	£120.00	Replace toilet roll holder	£17.00
Replace a hob	£300.00	Replace bathroom caddy shelf	£35.00
Replace an oven	£400.00	Replace bathroom mirror	£40.00
Replace a kitchen worktop	£250.00	Replace an internet cable	£25.00
Replace a microwave	£75.00	Clean a bedroom carpet	£80.00
Replace a fridge freezer	£350.00	Replace a carpet	£600.00
Replace a vacuum cleaner	£120.00	Replace vinyl flooring per square meter	£60.00
Replace a fire extinguisher	£85.00	Redecorate a kitchen	£250.00
Replace a lost or broken key	£20.00	Replace fire rated veneer door	£350.00
Replace a door lock	£100.00	Redecorate a bedroom	£250.00
Replace a TV	£350.00	Replace a shower cubicle/side panel	£300.00
Replace sofa	£650.00	Replace a shower tray	£300.00
Clean corridor carpet	£45.00	Replace a bath	£300.00
Clean corridor	£30.00	Clean a bedroom if not to standard	£40.00
Replace a study chair	£125.00	Clean a bathroom if not to standard	£40.00
Replace a mattress	£140.00	Clean a kitchen if not to standard	£60.00
Replacement canvas picture	£80.00	Clean a lounge if not to standard	£40.00
Painting 2 walls Painting 4 walls	£160.00	Painting 1 wall	£40.00
Painting walls, ceiling and woodwork	£250.00	Painting ceiling	£80.00



the home for your student life

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 @condorproperties  
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