



unipol housing

Welcome to your new home

Here's everything you'll need to get settled in



First things first... Get connected

Most Unipol properties have an internet service included which you can start using now. Check the provider name on the front on your Moving In Pack, and visit our website for information on how to connect and get support.

unipolhousing.org.uk/internet



Clean and Tidy?



We aim to get all properties cleaned before new tenants move in, however this is not always possible if previous tenants have moved out the day before.

If your property has been cleaned already you will find a cleaning card from us. If not, please try to bear with us while we get round to you.

However if you feel like you're unable to live there because of the condition, please let us know immediately and we will send a Unipol member of staff to visit to make an assessment.

We want to get any issues rectified straight away so please get in touch.

Unpacked?

Now is your chance to get your home 'admin' done



Appliance guides

You can find guides and 'How to' videos on our website to help you get to grips with how everything in your property works. If you have watched these and are still unsure about something, please ask!

unipolhousing.org.uk/appliances

Bills

Most Unipol properties come with bills included but if you're living in one where this is not the case you'll need to arrange to pay suppliers directly.

unipolhousing.org.uk/bills

Bins & recycling

Check your local council's website to find out when bins will be collected; on there you'll also find more info about what you can and can't put in them. It's useful to put a reminder in your phone for the night before bin day so you remember to put it out for collection!

unipolhousing.org.uk/bins

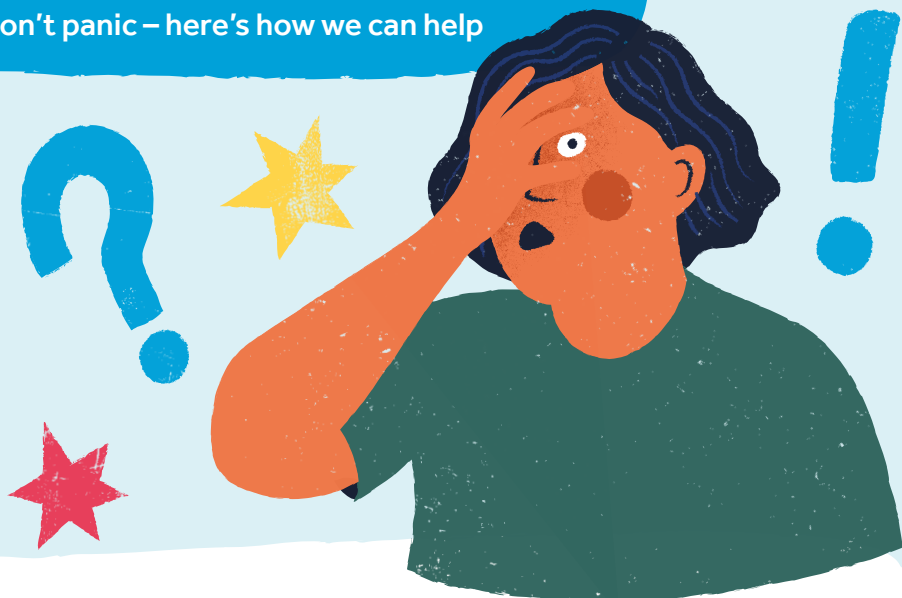
Everything else

There may still be more to do, from arranging parking to getting your mail redirected or paying for a TV licence. You can follow our online guides on how to get these sorted.

unipolhousing.org.uk/services

If things go wrong

Don't panic – here's how we can help



Repairs

If something breaks the best way to let us know about it is through the tenants' portal, but if it's an emergency call us immediately.

unipolhousing.org.uk/portal

DIY

Some of the most commonly reported repairs are actually things you can quickly fix yourself, so we've created some troubleshooting guides to help.

unipolhousing.org.uk/troubleshooting

Missing keys

You will need to come to our Housing Hub when it is open to get a replacement but you can call our out of hours service if we are closed. There's no charge to borrow a key but there is for replacing one.

unipolhousing.org.uk/keys

Think Green

And help us care for the planet



Where bills are included we allow a certain portion from your rent to cover the cost of the energy you use. Remember – bills are inclusive, not unlimited, and it is your responsibility as tenants to use energy reasonably to do your part for the environment.

We continually review and invest in building upgrades to improve energy efficiency. All our properties are double glazed, well insulated, and operating on high efficiency heating systems. There are lots of small changes you can also make to help reduce your energy use.

unipolhousing.org.uk/thinkgreen

U experience

Here to help you feel supported, connected & equipped



We want your Unipol property to be a home away from home, and for you to have an enriched university experience outside of your academic studies.

U Experience is Unipol's ResLife programme, and is comprised of your Tenants' Support & Wellbeing Team, and the Unipol Events Team who run socials at our large buildings.

The Tenants' Support Team are able to offer support and guidance on any personal issues such as homesickness, mental wellbeing, or if you have concerns about a co-tenant. They can also help mediate disputes about things like noise nuisance, smoking and anti-social behaviour.

unipolhousing.org.uk/uexperience

Safety

We take your safety very seriously and have designed your home to minimise hazards



Fire carries the highest risk to you in a property which is why it's important you familiarise yourself with the Fire Notice and all safety measures as soon as you move in.

Your property has been fitted with a fire alarm system which should not be tampered with or have the smoke detection disabled in any way. If you suspect a fault contact us immediately and we will see to it as a matter of priority. It is also important not to prop fire doors open, or disable self closing mechanisms, as these are designed to contain a fire within a room.

Please take some time to read through all the Health & Safety information on our website.

unipolhousing.org.uk/safety

Security

Cities can give criminals greater opportunities so you need to take some extra precautions



Walk-in burglaries make up nearly half of all crime that happens in student areas. To avoid this, make sure you keep accessible windows closed when you're not in the room and lock the external door even when you're in the property.

If your property has been fitted with a burglar alarm, make sure you know how it operates and use the code to switch it on and off.

You will receive an email with your alarm code after picking up your keys, keep it safe and don't write it down anywhere.

unipolhousing.org.uk/alarm

Insurance

Your contents. Covered.



We've arranged contents insurance for you, at no extra cost, through Endsleigh - the No1 student insurance provider.



It is important that you review what is covered, including any exclusions and excess payments that may be needed when making a claim.

Follow this link to confirm your cover:

unipolhousing.org.uk/insurance



Good news!

Your home is covered by one of the Unipol Codes

Because of this we agree to meet a high set of standards in how your home is managed. It also has an independent complaints process just in case anything goes wrong

www.unipol.org.uk/code





Get in touch

Leeds 0113 243 0169

Bradford 01274 235 899

Nottingham 0115 934 5024

Housing@unipol.org.uk

If an emergency happens when the offices are closed
call our out of hours service on **0113 244 3799**

www.unipolhousing.org.uk