

unipol housing

Moving In Guide



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GET IN TOUCH

Leeds 0113 243 0169

Bradford 01274 235 899

Nottingham 0115 934 5020

Out of hours 0113 244 3799

(5.30pm to 8am & 24 hrs Saturday & Sundays)

Repairs www.unipolhousing.org.uk/repairs

Welcome to your Unipol Home

We are really pleased you chose a Unipol home and hope you have a brilliant year with us. We understand that moving home can be a stressful time and hope this guide helps to make things easier. There's even more information in your Tenants Handbook and at:

www.unipolhousing.org.uk/tenants.

Our expert housing team are on hand to answer your questions and help with any problems you may have.

housing@unipol.org.uk

CLEANING

When you move into your room, house or flat, we want this to be clean and at the end of each tenancy we undertake an in-depth professional clean. For the vast majority of our tenants, the move-in is an exciting and positive experience as they take charge of their new house and make it theirs with their chosen housemates.

If you move into your property and you are not satisfied with the cleaning then let Unipol know straight away on housing@unipol.org.uk or phone and we will send out a cleaning team to put this right.

Getting properties cleaned on time is a major challenge and things can, and do, go wrong, so if there is a problem then let us know.

There are many reasons for why this is a challenging area but here are a few of them - just so you know:

- tenancies in shared houses often change round across a 24 hour period so someone has just moved out as someone is moving in. It may seem sensible to build in a "gap" between tenancies but many students want to move their belongings straight from one property to another and if we did this that would not be possible and that also causes problems
- most tenants leave their property in a clean condition, so if it takes us a couple of days to complete our deep clean then that is not a problem, but if tenants leave a property in a bad condition (last night party, students leaving one at a time across a long period so no one really ever cleans up) then an immediate in-depth clean is required. We can normally do this within 24 hours but there is no escaping the disappointment of experiencing your house or flat in a dirty condition as you move in
- a handful of tenants simply do not move out on time and clash with the incoming tenants causing difficulties all-round
- some tenants leave behind a lot of stuff: not just obvious waste but other items. All of this needs to be removed (and we arrange for it to be recycled) but sometimes it is difficult for the cleaners to work out what has just arrived and what has been left

- flats in complexes are normally easier to clean because there are clear gaps between tenancies, except where tenants are remaining in the building but moving to another flat (so briefly, they occupy two flats). If moving between flats clashes with new arrivals then there is a lot of "traffic" within the building and that can make cleaning difficult.

How We Can All Help Each Other

Most of our move-ins are smooth and the house or flat has been fully cleaned: if it is not then tell us and we will do everything we can to put things right.

If you are moving your belongings into a house full of belongings left by the previous tenants then try to make clear to the cleaners what is yours and what needs to go. Don't leave your clothes or belongings in black bin bags by the external doors to the property because the cleaners can think this is waste.

Sometimes it is not possible to see problems until the previous tenants move out: dirty mattresses, writing on walls, stained carpets are often all covered up when tenants live there: just tell us that we need to do and we will do it (new mattress, clean the carpet, paint the wall).

It takes time to put things right - but not a long time: we have a big team of cleaners and Housing Management Officers ready to deal with any issues but it takes time to clean and replace items: we do things quickly but we do not have a magic wand so if things go wrong it often takes a couple of days to sort things. We all want to sort things as soon as possible and we all need to help each other achieve this.



LIVING IN THE PROPERTY

Once unpacked you should take a bit of time to understand how everything in your property works. We've supplied a set of guides for appliances like the cooker and boiler which are available at www.unipolhousing.org.uk/applianceguides

We've also created some troubleshooting guides with advice on how you can resolve many common household problems such as blocked sinks or cold radiators www.unipolhousing.org.uk/troubleshooting

Don't forget your Housing Management Officer is here to help if you have any questions about the property.

Insurance

Unipol automatically provide you with contents insurance, through Endsleigh, from the start of your tenancy for items **inside** the property. It is important that you check to see what is included and decide if you need to purchase any additional cover.

Visit www.endsleigh.co.uk/reviewcover and enter the policy number **HH1249** then put the accommodation provider as **Unipol**

Lost keys/fobs

If you lose a key or fob you can get a replacement from our housing hub or, if you live there, the receptions at Mill Street, Grayson Heights and Doris Birdsall.

It won't cost to borrow a key but if the original has to be replaced we will charge you £30 for a key and £15 for a fob to cover our costs.

If we are not open and have no alternative option you can call our out of hours service on 0113 244 3799. A replacement key will not be issued, but someone can be deployed to get you back in to the property following appropriate security checks, though this may take a bit of time. You will still need to visit us during office opening hours to get a replacement key. Misuse or regular use of this service will incur a charge.

Internet

If this included as part of your tenancy we will have arranged for the service to be supplied and supported by third party. We will provide you with setup instructions but you need to contact the supplier directly if you need help or have an issue with the service. You can find out about who to contact at: www.unipolhousing.org.uk/internet

Repairs

Disrepair can happen at any time during your tenancy and the best way to let us know is through our website at www.unipolhousing.org.uk/repairs but if it's an emergency call us immediately.

Waste collection Leeds

www.leeds.gov.uk

Phone **0845 1240113**

Email info.recycling@leeds.gov.uk

Waste collection Nottingham

- Lenton, Dunkirk, Arboretum and the City Centre contact Nottingham City Council, www.nottinghamcity.gov.uk/bin-and-rubbish-collections/ West Bridgford contact Rushcliffe Borough Council, www.rushcliffe.gov.uk/environmentandwaste/recyclingandwaste/
- Beeston contact Broxtowe Borough Council, www.broxtowe.gov.uk/recycling

Mail

Remember to inform family and friends and businesses about your new address. You can pay for a redirection service if you are unsure who you need to inform

www.royalmail.com/personal/receiving-mail/redirection

Bike storage

A number of sites have large bike storage or bike bins; contact your Housing Management Officer for a code or key to use these facilities.

Car Parking

If your street has resident's permit parking, please contact the local council for more information on getting a permit to park on the street.

Unipol has a number of sites with a permit system in place for parking. At some sites there is an annual or quarterly charge and at others, there is no charge. In all cases you will need to provide the details of the vehicle. Contact your Housing Management Officer for further details.

TV Licence

The law still applies to students. You must be covered by a TV Licence to:

- Watch or record programmes as they're being shown on TV or live on an online TV service, such as All4, Sky Go and YouTube, **or**
- Download or watch BBC programmes on iplayer.

This could be on any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. If your tenancy includes a TV in a communal lounge then Unipol will provide a TV licence. However, if you are on an individual contract for your room, this licence will not cover your bedroom.

UTILITY BILLS WITH UNIPOL

There are three ways you could be paying for your energy

1. it is included in the rent
2. a supplement for all or some utilities is paid to Unipol
3. payment is made directly to an energy supplier

The rent or additional charges section of your contract will tell you which one of these options applies and which utilities are covered.

Energy included in rent

An inclusive rent covers all your energy usage over the tenancy.

To help you know how much energy you are using a member of Unipol staff will read your meters every month, we will then send you regular statements with a graph showing the amount of spend expected vs the actual spend. The graph will also compare the usage this year versus last year.

Energy supplements

These are additional payments taken when your rent is due and can cover all the utilities in your property or just one. It is important to make sure you check what the supplement covers as you may have to pay for some utilities directly to a supplier.

We calculate the supplement charge to cover the expected energy use in the property based on previous year's usage. If you use more energy than the supplement covers then there will be additional charges, but if you use less energy we will refund the difference. Most tenants end up getting some refund from this.

Unipol staff read the meters in your property on a monthly basis and record how much of each utility is being used. We then send a regular statement which says how your property is performing and allows you to alter how energy is being used if required.

PAYING SUPPLIERS DIRECTLY

Gas and electric

1. Locate the meters to get a numbered reading from them. Sometimes they are in the cellar, cupboard or under the kitchen sink or sometimes outside in a box.
2. Each meter has a reference number which identifies that particular meter supply which usually starts with a few letters and then mainly numbers. Make a note of this as you may be asked for it.
3. Take photos of the meter readings just in case asked to provide proof of reading.
4. Find out which company currently supplies the gas and electricity. You do not have to stay with the supplier and you can shop around for the best tariff.
5. Put all tenants' names on the utility bills if possible and agree who will be responsible for the splitting and payment of the bills.
6. You are responsible for paying from the date your tenancy starts until the date your tenancy ends - not the dates you move and out.

Gas - Gas Network Identity Line:

- 0870 160 0229

Electricity - Northern Power Grid:

- 0845 6013268 (Leeds)

- 0845 601 5972 (Nottingham)

Water

To open an account in the names of the people on the contract in your property call:

Yorkshire Water:

(Leeds & Bradford) 0845 1 24 24 24

Severn Trent:

(Nottingham) 0345 7 500 500

Most properties have a standard charge for water and the cost can be spread monthly. If you do have a metered supply your supplier will be able to tell you where to locate it and you will need to provide them with a reading.

Internet

If internet is not provided as part of your tenancy agreement, then you will need to set up your own account using a provider of your choice using the landlines in the property.



THINK GREEN

How Unipol helps

Unipol has invested a lot to make your property energy efficient:

- Most boilers are highly efficient condenser or combi boilers with instant hot water (so no tank of water to heat).
- We have insulated the coldest walls of our houses.
- We use energy efficient appliances.
- All of our houses are double glazed.
- We have a lot of low energy lighting (and we are changing more each month).
- Unipol update washing machines over 5 years old to help with efficiency and energy usage.

Electricity

- Don't leave electrical appliances on standby or chargers plugged in as they can use up to 85% of the energy they would when switched on.
- If you use a tumble dryer ensure the clothes are as dry as possible after washing (e.g. they have gone through a fast spin). This will reduce drying time considerably.
- No matter what type of lighting you are using, always turn the lights off when you leave a room.
- Never use secondary heating appliances like fan heaters; they are inefficient and expensive. Your main house heating should never leave you cold; if it does there is something wrong so contact us for help.



Water

- Turning the tap off whilst brushing your teeth can save up to ten litres of water each time you brush.
- Opt for a shower instead of a bath.
- If your toilets has a dual flush select the smaller flush whenever appropriate to reduce the amount of water used.
- Only fill the kettle with the amount of water you need for a drink and this will also save you electricity and take a shorter time to boil.
- Make sure that every time you fill your washing machine it is fully loaded.
- Instead of waiting for it to run cold, collect drinking water in a jug and store it in the fridge.

Gas

- Keep the property constantly warmed during cold months as it's cheaper to heat regularly rather than letting the property get very cold.
- Keep your radiators clear. For example, do not put a large sofa in front of the radiator as it will absorb a lot of the heat.
- Use your central heating timer or thermostat to turn the heating on and off regularly.
- Close curtains at dusk during the winter as this will help stop heat escaping through the windows.
- Keep your windows firmly closed to keep warmth in during the winter months.
- Turn down your radiator if you are going away for the weekend or holidays
- Organize some flat meals together each week instead of all using the facilities separately.
- Always use the right size of pan for your cooking ring and put a lid on it. This will help save energy as it will cook quicker.



STAYING SAFE AND SECURE

At Unipol we take your safety very seriously. All our properties and fixtures are designed with this in mind. Even though Unipol take great care to minimise safety hazards, your home can become unsafe if you neglect it.

Inspections

Most properties get inspected by Unipol staff once a term to check the general state of the building and look for hazards. They will ask you to co-operate in removing or reducing these. Particular attention will be paid to use of fire doors, clear corridors and the proper care of appliances and fixtures. Fire systems and equipment will also be inspected.

You might think we are being awkward or petty in asking you to move things from corridors or asking you not to prop open fire doors. However; as your landlord, we have a duty to provide a safe living environment and we aim to

carry it out sensitively, but effectively.

Electricity

All our properties get a professional inspection every five years. Unipol is issued with a safety certificate and notified of any alteration or improvements that need to be made.

Fuse board / trip switches

There are fuse boxes with modern mini-circuit-breakers that cut out, or 'trip', if a fault occurs. These can be sensitive and if they cut out it's likely to be for one of two reasons: a bulb blowing, or if a faulty appliance is used - i.e. kettle, toaster, - anything you plug into a socket. Your fuse box, or consumer unit, will normally be located in an easy-to access position, often in the kitchen or corridor, though may sometimes be in the cellar. Familiarise yourself with its location, and how to re-set your trip switches if the power goes off.



Gas

Unipol services all gas appliances across the portfolio annually, for safety and efficient running, and will give you a copy of the certificate when you move in. The appliances provided in your property have been selected for their reliability, safety, ease of use and energy efficiency.

Carbon monoxide

Unipol puts focus on ensuring the installation of the gas supply to our properties is well-maintained, and serviced annually by a contractor approved through the Gas Safe Register. Tenants are welcome to supply their own CO detectors, and in the event of any concern you are advised to ventilate the property, turn off the gas supply and call Unipol to get an engineer (or National Grid, who operates the National Gas Emergency Number 0800 111 999), to attend.

GAS SAFETY TIPS

- Do not cover your gas cooker with tin foil as this could lead to the incomplete burning of gas
- Clean the hobs regularly to prevent a build up of grease which leads to the incomplete burning of gas.
- Look out for the symptoms of CO poisoning - breathlessness, chest or stomach pains, feeling tired or drowsy, erratic behaviour, headaches, nausea and/or vomiting, and vision problems.
- Gas appliances burning with a yellow/orange flame that would normally be blue.
- Check the pilot light on your boiler has not blown out.

FIRE

Fire carries the highest risk in property and this is why a number of measures have been taken within your property to reduce it. A combination of these measures is used, depending upon the risk of fire in a property.

- Fire alarms to alert you to a problem.
- Fire doors to protect the route of escape from a building.
- Fire blanket & fire extinguishers to control small fires and prevent spread.

Alarms

All our properties are fitted with an automatic mains interlinked fire detection system with a heat detector in the kitchen to reduce the number of false alarms. Unipol test all alarms on a regular basis and if there is a weekly test, the day and time are displayed in the building on 'About your building' posters.

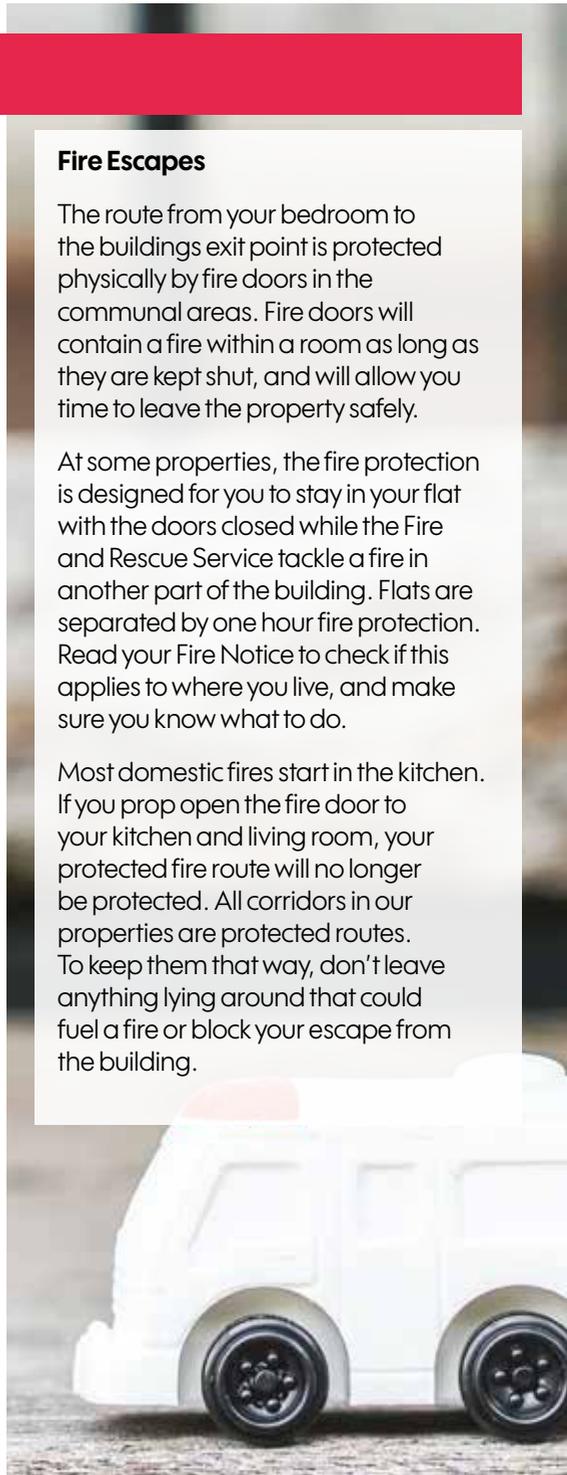
- Never tamper with fire alarms.
- Report any faults to Unipol and always react to an activation.
- Make sure you know how to deal with a false alarm
- Reduce false alarms by closing doors, using extractors fans, opening windows and cleaning your grill regularly.
- Check where break glass call points are fitted so you can activate the alarm in the event of a fire.

Fire Escapes

The route from your bedroom to the buildings exit point is protected physically by fire doors in the communal areas. Fire doors will contain a fire within a room as long as they are kept shut, and will allow you time to leave the property safely.

At some properties, the fire protection is designed for you to stay in your flat with the doors closed while the Fire and Rescue Service tackle a fire in another part of the building. Flats are separated by one hour fire protection. Read your Fire Notice to check if this applies to where you live, and make sure you know what to do.

Most domestic fires start in the kitchen. If you prop open the fire door to your kitchen and living room, your protected fire route will no longer be protected. All corridors in our properties are protected routes. To keep them that way, don't leave anything lying around that could fuel a fire or block your escape from the building.



FIRE SAFETY TIPS

- Never prop open fire doors
- Never disable self closing mechanisms on doors.
- Plan your escape route for fire. In different parts of the property - especially the kitchen and living rooms.
- Never block fire escapes or store things in corridors (typical things left in corridors are clothes airers, bikes, storage boxes, and ironing boards).

Fire Equipment

All Unipol properties are fitted with a fire blanket in the high risk area of the kitchen which can be used in the event of a small fire to stop it from spreading. In larger properties fire extinguishers may be found that again can be used in the event of a small fire. Unipol staff will check this equipment on inspections of the property.



TENANT BEHAVIOUR

The measures Unipol take have to be complimented by sensible tenant behaviour in order to prevent fire:

- Never leave the room while cooking on the hob or under the grill
- Clean your cooker regularly, especially the grill pan to remove grease and fat.
- Do not cover your cooker with tin foil.
- Don't use chip pans which are a major cause of serious fires and injury. If you do burn candles, never leave them unattended, and make sure they are in a holder and not burning under or near things which can catch fire.
- Don't put cigarettes out in the bin or smoke in bed.
- Make sure you put out candles and cigarettes properly.
- Breaking the glass in call points or tampering with a detector head without good reason will be taken seriously by Unipol staff and potentially through formal action by the University or Fire authorities.
- If you see anyone playing about with fire safety equipment or alarms, please let us know. It's worth remembering that if we can't work out who is responsible for an incident, we may have to bill each tenant in a flat or corridor for a share of the cost of restoring a safe environment.

SECURITY

It's important that you consider home security and personal safety. Big cities give criminals greater opportunities so everyone has to be extra vigilant and take extra care in protecting themselves and their property. External lighting has been fitted around many of our properties and many sites have door entry systems to enable you to identify callers before you let them in. Ground floor flats and all our houses have burglar alarms. If you don't feel confident working your burglar alarm, contact your Housing Management Officer.

Walk in burglaries

Nearly half of burglaries in the traditional student areas are 'walk in' crimes where the intruder gets in through a door or window that has been left open. Shut and lock doors and windows even when you are in another room. 99% of burglaries that have occurred in Unipol properties have been through an insecure window or door and Unipol cannot do anything further to prevent this type of crime, apart from reinforcing the message and educating our tenants.



ALCOHOL AND DRUGS

Drinking to excess will increase the chances of you having an accident and will reduce your effectiveness in dealing with an emergency situation. Most injuries, damage to property, and arguments or fights happen when people have had too much. If alcohol makes you aggressive, make sure you keep control. Being drunk or taking drugs is no excuse for

misbehaving and will not get you off the hook.

Unfortunately, there are people who will take advantage and spike drinks with alcohol or drugs and it can happen to both men and women. Always keep an eye on your drinks and look out for your friends when out and about.

CRIME

- Shut easily accessible windows when you are out of the room
- Lock the external door even when you are at home
- Resist having an 'open house' where people (even your friends!) can wander in and out freely
- Don't let anyone follow you in and don't open doors to people you don't know
- Report any outside lights that aren't working
- Always lock your car and fit a quality immobiliser and alarm
- Take your keys and valuables upstairs to bed
- Travel with friends wherever possible after dark especially in quiet areas
- Carry laptops and phones out of sight

Personal safety

Street crime often gets a lot of publicity. Muggings and bag snatching are still quite rare. Your chance of being a victim of these sorts of crime is reduced dramatically when you are with other people.

- If you are on your own, stick to busy areas and avoid quiet short-cuts.
- If you need to talk or text, stop with your back to a wall so that no one can sneak up behind you.
- If you need to carry a laptop, put it in an inconspicuous bag.
- Carry your keys on you, not in your bag.
- Jackets and bags are easy to steal when you are out in a pub or club so keep wallets, purses and keys on you at all time.

www.immobilise.com

This scheme is supported by the Police and Universities. You can register your possessions on this site for free, and if they get stolen and recovered by the Police, it's easier for them to identify who they belong to and return them.

BURGLAR ALARM

If your property is fitted with a burglar alarm, you will find the operating code written here. It is important that you memorise the number and destroy the details by tearing it out of the booklet.

You must not change the code on the alarm or tell it to anyone. If there is a fault on the alarm or you are unsure how to use it, call **Unipol**.

Basic Operation

To operate the alarm, enter your code to switch the alarm on, and enter the code to switch the alarm off.

To set the alarm (turn it on):

The day indicator should be showing. Enter your code number. Check that the system is clear (none of the zone indicators are showing). If clear, the sounder will produce a bleep tone and you may leave the property. The system will set at the end of the exit time and the bleep tone will stop.

To unset the system (turn it off):

Enter your code, if the system is clear (no alarm has been activated) the system will return to day mode. If the system has been activated, entering the code will turn off the alarm. Press RESET to clear the display and return to day mode.

To omit a zone:

Starting from the day mode, enter your code and the exit tone will start. Press the OMIT button and the exit tone changes to an omit tone. Now enter the zones you wish to omit. Omitted zones will now light up. If you make a mistake, press 0 to cancel and then enter the zones required to be omitted. When the selection is correct, press SET. The system will now return to exit mode and the exit tone will continue.



Please destroy this part for security reasons and do not display next to the alarm

The alarm number for your property is ___ ___ ___ ___

MOVING IN CHECKLIST

- Test your keys
- Check you are happy with the cleaning - if not, report it to housing@unipol.org.uk
- Report any non-urgent repairs
repairs@unipol.org.uk
- Read the meters and contact your suppliers (if you pay your own bills)
- Locate the stop tap so you know how to turn water off in an emergency
- Locate the 'trip switches' so you know how to get your electricity back on if it trips out
- Locate your bins and find out what day they are collected from the Council website
- Find out how things work (heating and hot water) - www.unipolhousing.org.uk/appliance-guides
- Check the internet works (if supplied)
- Contact your friends, family & businesses to give them your new address
- Check the Personal Possessions Insurance cover details to ensure your belongings are covered
- Visit the 'unipol tenants' sections of unipolhousing.org.uk for lots more information
- Finally, add 0113 244 3799 to your phone, so outside of normal office hours you can get help in an emergency (emergencies only)



www.unipolhousing.org.uk

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