

Welcome to **YOUR HALLS!**

What we will cover today will be the following, a lot of which will be in your pocket guide in your key pack, don't forget to complete and return your room condition report when you get to your room!

Any questions please feel free to let me know at the end of the induction.

- Fire evacuation and fire safety
- Emergency procedures
- Smoking and cleaning
- Looking after the property
- Maintenance and cleaners
- Visits and viewings
- Appliances and internet
- Living with others
- Invoices and damages
- Crime
- Staff who can help
- Moving out
- Covid-19 Precautions

Fire evacuation: On discovering a fire

Raise the alarm by activating the closest fire alarm call point and shouting "fire fire fire".

Attempt to fight the fire if you have been trained and you deem it safe to do so. (Never put yourself or anyone else at risk.)

On retreat close the door to the compartment to help prevent the fire and smoke spreading.

Call the fire brigade.

Evacuate the building using the nearest fire exit. (Do not stop to collect personal belongings.)

Take refuge in a safe area outside the property, and keep your distance from the building.

If fire alarm sounds:

Call the fire brigade.

Evacuate the building using the nearest fire exit. (Do not stop to collect personal belongings.)

Take refuge at the designated fire assembly point.

The evacuation of the building is to be carried out in an orderly manner with a degree of urgency

No one is permitted to enter the building until the attending fire officer says it is safe to do so.

Emergency procedures:

Emergency Contact

Out of Hours 5:30pm until 8:30am Monday to Friday, Saturday/Sunday and Bank Holidays call 07824374350\*

During office hours please call

01752 500511

Clever Student Lets Ltd, 2 Queen Anne Terrace, North Hill, Plymouth, PL4 8EG

Comp Reg No. 07386506 Telephone: 01752 500511

E-mail: [admin@cleverstudentlets.com](mailto:admin@cleverstudentlets.com) website: [www.cleverstudentlets.com](http://www.cleverstudentlets.com)



## Keys & Security

If you lock yourself out of your room/house there is a £42.00(inc VAT) call out fee to open your door.

If you have lost your keys we can provide a copy.

Keys cost between £15 and £78 inc VAT depending on the type\*\*.

\*\*Please note that the fee will be payable to the contractor on arrival. If you are locked out between the hours of 12:00am and 6:00am call out fees will be charged at double time.

Works deemed to be the fault of the tenant will be charged accordingly.

\*This number should only be used for emergencies. Non emergency use may result in a charge.

We welcome any feedback that you are able to provide on the effectiveness of the call out service.

IN AN EMERGENCY CALL 999

Smoking and cleaning. All of our properties are no smoking properties. Should you be found smoking on my visits to the property and rooms you will be given 1 warning. After this we will charge for the damage caused by smoking in the property up to £300 per room.

Cleanliness of the property. I shall be checking on this throughout the year. Should our cleaners be unable to gain access due to the cleanliness of the property they will report back to me with photographic evidence. Should this not be cleared by the next inspection, a clean of the property will be conducted at your expense of up to £80 per room.

Looking after the property. Many things can affect the property. Should you spot anything that stops working, or needs attention, please let us know at the earliest possible date so that we can ensure that it gets sorted quickly and efficiently. There are a few things that you are able to do to keep the property in good shape.

Extractor fans, we have installed extractor fans in your bathrooms and above the cookers to draw moisture out of the air that can lead to condensation and mould. These are there for your benefit, when showering ensure that you have your extractor fan on and that you leave it on for around 10 minutes after you have finished to reduce the risk of mould.

Where dryers are provided, we advise that you do not dry clothes in your rooms as this also leads to condensation. Ensure that your rooms are ventilated properly by opening your window through the year and ensuring that it is kept at a reasonable temperature (not too hot//cold)

Maintenance and cleaners. When maintenance is reported or found on my inspections, usual turnaround will be around 3-5 days. Should there be an emergency we like to get there within an hour. You will receive a log number when you report maintenance which you can use as a reference to chase up on the works. Cleaners will be at the property 2 times a month. They will clean the communal and shared areas but will not clean rooms or do dishes. Should you want your room cleaned once a month as well, a service will be available.

Visits and viewings. I will be visiting the property every 6 weeks on the same DAY of every month. The first visit I shall be checking on the communal areas including the bin store, and outdoor areas, the second visit of the month I shall be checking rooms.

We also conduct viewings for next years potential tenants through the year from November, where you will get at least 24 hours notice. Should you have any issues please call the main office on 01752 500511.

Appliances and internet. In your flat you will have a folder of lots of useful information! We also have appliance manuals in there. Please ensure that you do not put anything into the washing machine that shouldn't be there, also remember that the door stays locked for a couple of minutes after the washing machine has stopped. Ovens are all electric, please ensure that you are switching them off when you have finished cooking and wiping them down once they have cooled to prevent the buildup of grease and risk of fire. We do not permit deep fat fryers in any of our properties, these will be removed if found due to the fire risk associated with them.

Any damages to appliances that aren't due to wear and tear will be chargeable.

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Freezers. To maintain the efficiency of a manual-defrost freezer, it should be defrosted each time it develops a quarter-inch of ice build-up on the interior walls. Many people defrost their freezers twice a year, but you may find that you need to do yours more often depending on your usage habits.

Living with others. We try to create a harmonious living environment in all of our properties especially our halls! As a group you are responsible for the communal areas of the property, including kitchens, hallways and shared areas. Starting up a cleaning and bin rota works really well! There are plenty of templates online. Should you be experiencing any problems please let us know. Most things we are able to work out by speaking to people. Should the situation escalate, we will call a meeting with all tenants to get this sorted.

Damages and invoices. If you break it please own up to it! Most of the maintenance will be wear and tear. However some callouts may be chargeable if no fault is found.

Crime. We try to prevent all crime by installing the necessary measures on doors and windows. However this is a joint effort with yourselves. An unlocked door is an open door, so when you leave the property remember to check that all windows and doors are locked and secure. Should you be the victim of a crime the first port of call would be the police, ring 999 for an emergency and 101 for non emergencies, take a crime reference number then report it to us, so we can help aid with any investigations should we need to.

We do not tolerate any discrimination in our properties and this will be dealt with accordingly. Should you be experiencing any discrimination at the University please go to the Student Union as well as us in order for us to help to resolve it quickly and effectively.

Drugs. We are a zero tolerance company when it comes to drugs. If they are found within the property the authorities, University as well as guarantors//next of kin will be informed and the matter will be taken out of our hands and you will be charged for any damage that occurs as a result of your actions.

Do not bring any of the following into the property:

Weapons of any kind, such as knives, airguns, imitation firearms or swords (even if they are only ornamental)

Items which pose a fire hazard, such as oil lamps, candles, chip pans, or fireworks

Pets (unless required due to a disability and unless authorized by Clever Student Lets Limited)

Illegal substances

Heaters

Large electrical appliances, such as washing machines, tumble dryers

Refrigeration appliances, including mini coolers

Staff! There are many members of staff you can contact regarding many things, however I will be your main point of contact for maintenance issues.

My colleague Rob Dixon will help out with any welfare issues that occur in the property and sit in on any house meetings that get conducted.

Moving out. Your tenancy will finish on **17/08/2021**. (unless otherwise stated on your tenancy agreement) You are more than welcome to stay until that date, however as you can imagine we will be very busy at this time! We would like to come and check the room with you (OUTMUSTER) when you are ready to leave, to collect your keys and give you and us the chance to catch any remaining maintenance issues as well as the condition that you have left the room in. These will start at the end of your summer term going until the 1<sup>st</sup> of August from when whole property inspections will take place. Any damages attributable to yourselves will be invoiced once the final room check has been done. Any existing invoices outstanding will also be collected on this final visit.

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Covid-19. We are working in line with Public Health England to reduce the spread of Covid-19, please see below a link to Public Health England for some simple do's and don'ts.

Hand sanitising stations have been put in for your use at all entrances and exits to the building, please ensure that you are using them, if they get low on sanitiser please feel free to drop me a message.

<https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

A little extra:

Switch off desk lamps before changing bulbs and let the bulb cool before you remove it

Only put 'microwave-safe' containers in a microwave oven, and never metal! Using the microwave empty can damage it.

Don't stick metal objects down toasters and only bread should be put inside.

Remember - electricity and water don't mix!

Always report any electrical appliance supplied that you suspect to be faulty

The cooker should be cleaned regularly, but always ensure it is switched off first. Do not touch items in the oven without oven gloves.

Vacuum cleaners are provided and should be used frequently. Ensure you empty vacuums/replace vacuum bags often (if you require extras please let me know and I shall deliver them to the apartment).

When using the iron, ensure that you do not overfill it with water and do not leave it on if you leave the room, as this poses a serious hazard

Drugs and alcohol – know the facts

It's a fact that some students will drink or take drugs at University. Please see the links to learn the facts and be aware of the risks - [www.drinkaware.co.uk](http://www.drinkaware.co.uk) and [www.talktofrank.com](http://www.talktofrank.com)

Don't ever leave your drink unattended and don't accept a drink unless it's poured or opened in your presence!

You can contact myself or the office in the following ways:

- Mobile/Whatsapp - 07833205366
- Email - [lewishalls@cleverstudentlets.com](mailto:lewishalls@cleverstudentlets.com)
- Office - Ocean House Lobby //or// 2 Queen Anne Terrace
- Main office line - 01752500511
- Maintenance - <https://www.cleverstudentlets.com/maintenance-issues/>
- Other Queeries - <https://www.cleverstudentlets.com/resources/>

You can also get in contact with us through our social media streams on Facebook, Instagram and Twitter, just search for Cleverstudentlets

Please feel free to get in touch.

Have a fantastic year in Clever Halls!

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Induction	Covered	Issues	Actioned	Notes
Fire evacuation and fire safety				
Emergency procedures				
Smoking and cleaning				
Looking after the property				
Maintenance and cleaners				
Visits and viewings				
Appliances and internet				
Living with others				
Invoices and damages				
Moving out				
Crime				
Staff who can help				
Covid-19 precautions				

DATE COMPLETED
STAFF MEMBER

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