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Hello and welcome to West Park!

At Sanctuary Students, we want to make your time living with us as enjoyable as possible. We do our best to make things simple so you can settle in quickly and easily. While the University is your landlord and looks after issues such as rent and welfare, Sanctuary Students manage the residences.

Within this booklet, you’ll find nearly everything you need to make sure your stay goes smoothly. You should find the answers to most commonly asked questions and information including useful contacts and advice on communal living.

As it may be some time since you agreed to your offer of accommodation, we suggest that you read it again as it provides a full list of your obligations and also those of Sanctuary Students and the University. It is available to you on the University’s e-vision system.

Keep this guide in your flat and remember we’re here to help. If you have any questions or concerns, please don’t hesitate to contact our on-site team.
Before you set about unpacking, fill in your inventory form to check that you have everything listed in your flat, your kitchen, your room and your bathroom. Please also complete the registration card found in your bedroom.

If you have any concerns about your room, for example if there is anything damaged or missing, make a note of it on the inventory form. Please return the blue copy of the inventory form, along with your registration card, to the office within 48 hours of arrival.

If you don’t complete this form and there are damages or items missing when you leave, you are liable for the cost of repair or replacement.
Office

The Heathfield office is open for enquiries from 9am to 5pm, Monday to Friday.

The team is managed by Wendy Lockhart and you can contact us by emailing enquiries-dundee@sanctuary-students.com or calling 01382 383 111. The West Park reception is open part time therefore please contact the main Heathfield office.

Out of hours, the sites are covered by our security team. If you require our Out of Hours Service, please call 07776 298 696. You can find the emergency telephone numbers on the notice board in the kitchen. If you wish to contact the Residences Office at the University of Dundee, you should email residences@dundee.ac.uk or call 01382 384 040.

Bins and recycling

Recycling facilities are available on-site and food waste containers are located in each kitchen.

West Park Villas – general refuse should be disposed of in tied bags down the chutes located in each villa. Food waste and all recycling should be taken to the recess opposite the main entrance.

West Park Flats – general refuse should be disposed of in tied bags and taken to the recess opposite stair 2. Food waste and all recycling should also be disposed of in the appropriate bins in this recess.

• Glass, cardboard, paper, plastic and aluminium recycling facilities are available
• A rag bag textile recycling container can be found on each site
• Batteries can be recycled at the office
• There is a book library to exchange general reading books

Please make the most of these facilities but make sure you only recycle clean, dry, grease-free items and place everything in the appropriate containers.

You will need to empty your bedroom kitchen, food and recycling bins regularly. Please contact the office if you require safe disposal of needles and syringes.

Razors, condoms and sanitary items should be wrapped and placed in the bin, not flushed down the toilet. The refuse collection from the bin recess by Dundee City Council is carried out twice a week.

Laundry

The laundry rooms are located at the far end of the internal street in the Villas, and below stair three of the Flats, with access via an external door. The laundry rooms are open 24 hours a day. Please do your best to keep the laundry room clean.

Washing machines and tumble dryers are card operated.

For more info, please visit www.circuit.co.uk or see the information card in your welcome pack. Please report any faults directly to Circuit following the instructions in the laundry.
Shared facilities

Post

Letters and parcels are delivered directly to your flat. If a signature is required or the item is too large for the letter box but you are not available, the delivery company will leave a card detailing what to do next.

When having mail sent to you, please ensure the following details are included in your address:

Your name
Your villa and room number
West Park Villas
319 Perth Road
Dundee
DD2 1NN

Or

Your name
Your flat and room number
West Park Flats
319A Perth Road
Dundee
DD2 1NN

Bikes

Bicycle storage is available on site – please ask at the office for a key. Please buy a lock to secure your bike. Do not keep bikes in your flat or bring them in to the buildings as they may cause damage or block stairwells and emergency exits.

Local Transport

For information please visit http://www.dundeetravelinfo.com/.

Vending machines

There are vending machines located in the West Park Villas’ laundry and supply confectionery and soft drinks.

Parking

Parking on the university campus is available to permit holders only. Permits are only available for students with disabilities – please contact the University’s Car Parking Administrator on 01382 384000 for more information.

There is limited parking available at West Park. Permits are available to apply for and purchase from the Heathfield Office. Permits must be displayed on your windscreen.

Storage

Please note storage facilities are not available on site. We can direct you to local storage facilities. We do not accept responsibility for any lost, damaged or stolen property.

Internet

Access to the internet is available via Wi-Fi in all flat bedrooms and kitchens. This is the same service available in the University teaching buildings and library. In addition each bedroom is fitted with a computer point so that you can connect to the network/internet using the cable provided.

For IT support, please visit http://www.dundee.ac.uk/it/services/resnet/ or call the Service Desk on 01382 388 000.
Your space

Smoking
There is no smoking permitted within the residences. This includes e-cigarettes. Smoking is only permitted outside the buildings. Please avoid smoking next to the doors or windows. Smoking is only permitted outside the buildings. Please dispose of cigarette ends appropriately and avoid smoking next to the doors or windows where you may upset other students you may upset other students.

Furniture
Use your inventory list to check that all items of furniture are in place and in good condition. For any problems, please contact the office. Please do not bring any items of your own furniture into your flat.

Posters
Posters must only be displayed using the pin boards provided. Please do not use any fixings on the bedroom or communal walls, including blue or white tack, tape, pins or nails. Please ask at reception before putting any posters up on notice boards in the stairwells or building entrances.

TV licences
There is a TV socket in your bedroom and in the lounge of West Park Flats. In the Flats there is also a socket marked SAT for connecting a Sky or Freesat box if you have one and a socket marked Radio/DAB for digital radio.

You will need a TV licence if you want to watch live TV on a television or a personal device such as a laptop. Visit www.tvlicensing.co.uk.

Heating and hot water
All the rooms have central heating which is switched on from 6am to 10am, 12pm to 2pm and 5pm to 2am. Hot water is available 24 hours a day. Please contact the office as soon as possible if you have any problems.

Starter packs
You can buy a bedding pack from the office while stocks last.

Safe
We provide a safe in the bedrooms at the West Park Villas.

Setting the code and locking the safe:
1. Enter your chosen code (up to six digits)
2. Press E
3. Close the door and press C

Opening the safe:
1. Enter your chosen code
2. Press E

If your safe operates differently to this, there will be instructions in your bedroom. Please contact the office if you have any problems.

Pets
Sorry but we do not allow pets to be kept on-site except guide dogs or hearing dogs for the deaf. This includes goldfish – sorry!

Care for the environment
To help care for the environment, please:
• Try to save energy by switching off lights, turning down radiators and using low temperatures on the washing machine
• Save water by turning off taps
• Make the most of our recycling facilities too!

Look out for more information on campaigns and competitions on the ‘green’ notice boards.
HMO licence
These buildings are regulated according to the Scottish Houses of Multiple Occupation (HMO) legislation which ensures a high safety and management standard. As part of this, the flats are regularly inspected by the local authority and the Scottish Fire and Rescue Service.

You can find the HMO licence for West Park in the site office, or by visiting https://www.dundee.ac.uk/accommodation/important-information/. The webpage above also provides links to information on our own buildings and liability insurance, HMO Licence conditions and safety reports.

Repairs
Please take responsibility for reporting any repairs or breakages and don’t just leave it for others. We do not charge for damage caused by fair wear and tear.

Our on-site maintenance teams and caretakers look after day-to-day repairs and our trusted contractors cover major repairs. You can report a repair at the office or by email to enquiries-dundee@sanctuary-students.com. Or you can call us on 01382 383111. For out of hours please call 07776 298696.

Information on routine maintenance in your flat is displayed on the noticeboard on the ground floor and you will also receive notification by email at least 48 hours in advance. Please note that we may require access to a flat without prior notice if there are urgent issues or concerns regarding health and safety or maintenance. Please ask tradesmen for ID before allowing them in.

Access to flats
Access to your flat will usually be restricted to normal working hours except in exceptional circumstances. Out of hours, we will only enter your flat or bedroom if we believe that there is a risk to you, security or the good order of the building.

Moving rooms
If you wish to change rooms you should contact the Residences Office at the University, who will deal with your request.

Moving out
You will need to hand your keys back to us before 10am on the last day of Occupancy Agreement. Please make sure your kitchen, en-suite and bedroom are clean and tidy and that you have removed all of your personal belongings. Any items left in your room or flat on departure will be disposed of.

Paying your rent
Please refer to your Occupancy Agreement or contact the Residences Office to find out when your rent instalments are due. Please contact Student Support early on if you have any financial concerns.

Damages
Please note that any damages caused by misuse will be charged to the students responsible. Damages to communal areas will be split between you and your flatmates unless the person responsible comes forward.
**Visitors and guests**

Guests can stay in your room for up to two nights in any calendar month with one guest a room per night. Please complete an overnight guest form available from the office. Please note, you are responsible for your guest’s behaviour and if they are disturbing other students they may be asked to leave.

**Complaints**

We do our best to provide an outstanding service but we recognise that things can sometimes go wrong. Please contact the office and we will try to reach a solution. If this doesn’t work we have a formal complaints procedure that you will be able to follow.

**Confidentiality and Privacy Statements**

Here at Sanctuary Students, we take your data privacy seriously.

When you fill in a form on our website, send us an email, give us a call or live in one of our student properties, we gather your data to make sure we’re giving you the best possible experience.

Our privacy statements tell you why we collect, what we do with, how we store and share your data.

We collect different sets of data at different stages of your relationship with us and that means that we have a privacy statement for each stage. Read our privacy statements to find out more: [www.sanctuary-students.com/privacy-statements](http://www.sanctuary-students.com/privacy-statements)
Communal Living and Pastoral Care

Follow this simple code of conduct to avoid any tensions with your flatmates and to make sure your time living with Sanctuary Students goes as smoothly as possible.

**Respect**

Treat others as you would like to be treated. Be respectful of each other’s differences and lifestyles and talk about any problems openly. Be considerate of each other’s living space and let your flatmates know if you are having guests over.

If you are having problems, please contact a member of the Student Support team.

**Noise**

Please be mindful of those that are trying to sleep or study and avoid the following:

- **Slamming doors**
- **Talking, shouting and laughing loudly especially in corridors and communal areas and outdoor areas**
- **Loud music, especially with the bass turned up**
- **Any parties**
- **Any loud noise during quiet hours (11pm to 8am)**

Go out, have fun, but remember – noise can be extremely irritating for someone trying to sleep or study.
Parties
If you want to have a party, please request permission from the office at least 48 hours in advance. No more than 15 guests are allowed. Parties must end before 1am or earlier if requested by our team.

Food
Food theft can have a damaging effect on relationships within your flat. Agree between yourselves if you will have any communal food items, ask permission before you borrow anything and check with your flatmates before you throw their food away. Avoid buying large quantities of food in one go to make sure everyone has enough storage space.

Looking after yourself
Register with a doctor (GP) as soon as possible. Information is available from the University, http://www.dundee.ac.uk/accommodation/newstudents/post-arrival/registeringwithadoctor/. You can find your nearest GP service on the NHS 24 website: http://www.nhs24.com/FindLocal. For minor illnesses, you can visit a pharmacist.

The Student Support Worker and a team of Residential Support Assistants are on hand to provide signposting and advice on topics including homesickness, not getting on with flatmates and financial worries. You can make an appointment with the Student Support Worker by phoning 01382 385534 or emailing enquiry@dundee.ac.uk.

Contact details for the Support Assistants are available from Student Support. Please see the information on your kitchen notice board.

Emergencies and first aid
From the phone in your flat call 4141 or from a mobile call 999 immediately in a medical emergency. The nearest payphone (free for emergency calls) is located at the corner of Blackness Avenue next to Blackness Library.

Information for students with disabilities
Sanctuary Students and Disability Services at the University can provide signposting and advice for students who require extra assistance. For further information, visit www.dundee.ac.uk/disabilityservices/students/.

Culture shock
Leaving home can be very stressful, but lots of people will feel the same so you can talk to them about how they feel. Try to meet new people on your course or in your flat and find out about different social activities by visiting the Fresher’s Fair or the Student Union website. Keep in contact with people you are familiar with, have familiar things around you and talk to us or look in to University support services. The UKCISA website has more information on this subject.

Support and advice services
Find out about your Student support by visiting www.dundee.ac.uk/student-services/ or visit www.nightline.ac.uk for confidential advice and support. If you have concerns about drugs or alcohol, visit www.talktofrank.com and do not assume you (or your friends) know all the facts. The Samaritans (www.samaritans.org) have a phone helpline if something is troubling you and you need someone to talk to.
Your agreement contains a number of terms and conditions to make sure that West Park is a pleasant, safe and secure places to live. Please be respectful when interacting with students and members of our team.

If your behaviour is deemed unacceptable you may jeopardise your Occupancy Agreement. We also reserve the right to confiscate items that are not permitted on our property or are deemed hazardous until your departure.

Any student who witnesses or is aware of misconduct should report the matter to our security.

Behaviour that breaches your Occupancy Agreement includes (but is not limited to):

• **Illegal drug use**
• **Drinking alcohol in public areas of the accommodation**
• **Threatening or abusive behaviour**
• **Any action that puts others at risk**

The Residences Discipline Policy is in the folder in your flat. Please refer to your Occupancy Agreement Code of Conduct for further information.
Cleaning

There is no cleaning service in your flats, so please take responsibility for keeping your flat clean and tidy, including your kitchen, bedroom, bathroom facilities and communal areas.

Student Support provides a blank cleaning rota (located on the pin board). Use this to help avoid any tension by making everyone aware of their own responsibilities. Your flat will remain a pleasant place to be and you will avoid incurring any cleaning charges. Make sure you take responsibility for your own washing up!

Your flat will be inspected three times a year. We will give at least 48 hours’ notice beforehand. If there is an unacceptable level of cleanliness you will receive one written warning before we instruct agency cleaners to clean your flat. You and your flat mates will be responsible for covering these costs. You will also be charged if your flat is not left clean and tidy when you leave.

Tips on keeping your kitchen clean

• Use the vacuum cleaner provided
• Wipe down the cooker/hob after use
• Wipe down the work surfaces after use
• Wipe down the microwave after use and keep it clean and dry
• Remove rubbish and recycling frequently
• Wash, dry and put away dishes and utensils after use
• Mop up any spills straight away
Keys, Safety and Security

**Keys**

**Villas:** You will receive two keys, one for the building and bedroom and one for your flat front door.

**Flats 1 - 24:** You will receive a fob for access to the building and three keys, one for your flat and laundry, one for your bedroom and one for your kitchen cupboard.

If you lose your fob or keys, please contact the office straight away and we will replace them for you. There is a charge of £15 per key, and £10 for each fob to cover the cost of replacement, and an additional charge for change of locks if necessary.

Look after your keys and keep them with you at all times. If a member of our team sees a door unlocked, they will lock it. Never attach your address to your keys.

**Security**

**Do not let anyone through the doors or allow someone to follow you in who you don’t know. Do not allow anyone to borrow your keys. Always lock doors and windows when you go out and at night. Do not tamper with window restrictors and use the safety catch where available.**

Sanctuary Students can’t be responsible for the loss, damage or theft of your possessions. If you have a laptop or other expensive, portable equipment, make sure it is kept secure and hidden. Money and valuables should never be left unattended in public areas. It is a good idea to name your belongings so they can be identified by the police if they are lost or stolen.

Please report anything suspicious to the office. Sanctuary Student accommodation has 24 hour CCTV monitoring systems in place.

**Insurance**

Please read the block insurance policy carefully, available online at [www.endsleigh.co.uk](http://www.endsleigh.co.uk), policy number HH1573. Many of your personal possessions will be covered in certain circumstances including theft, but some items may need to be insured separately through a provider of your choice.

**Personal safety**

Be mindful of your personal safety at all times. Plan your journeys in advance and let your friends know where you are going. Avoid poorly lit or remote areas at night and keep valuables hidden.

Program any security numbers or emergency contacts in to your phone so you have them at all times, and have a written copy with you in case your phone is stolen.

**Absences**

If you are going to be away for more than a night, please let your flatmates know. Please leave a contact number with us if you are going to be away for more than a week.

**Accidents**

If you have an accident on site, please let us know. We may ask you to complete an accident report form. If you notice anything dangerous or unsafe on site, please let us know straight away.
Electrical safety
User instructions for all electrical appliances supplied by Sanctuary Students can be found in the folder in your flat.

Make sure your electrical equipment is safe to avoid putting you and your flatmates at risk.

Before you use electronic equipment, check for any visible damage. We may remove any personal electrical equipment if we believe it is unsafe and request that you arrange for it to be safety tested if you wish to continue to use it.

**When using electronic equipment:**

1. Always follow the manufacturer’s instructions
2. Do not overload electrical sockets
3. Do not use makeshift wiring. If it is faulty, replace it
4. Do not leave unattended electrical equipment switched on
5. Disconnect equipment when not in use
6. Switch off and disconnect faulty equipment immediately
7. Do not run cables under rugs or carpets and do not put flammable materials on or near electrical equipment
Fire safety

The Fire Emergency Plan can be found in the folder in your flat.

Your building, your flat and your bedroom are protected by a fire and smoke alarm system. However, you must observe the following guidelines to reduce the risk of fires happening.

1. Never burn candles, oil burners, joss sticks, tea lights or anything with a naked flame or exposed heat source – these are dangerous and are banned from our accommodation
2. Do not leave cooking unattended and switch off appliances after use
3. Do not leave cooking unattended and switch off appliances after use
4. Don’t cook using a dirty grill pan or hob
5. Don’t put anything metallic in the microwave
6. Don’t cook after a night out
7. No portable or personal heaters are permitted, including electric blankets. Chip pans, deep fat fryers, barbecues, gas appliances and plug in air fresheners are also banned from our accommodation because they are a fire hazard
8. Electric cooking equipment is not allowed in your bedroom (including kettles and toasters)

Any banned or unsafe items may be removed without warning.

Fire drills

The fire alarms are tested every week. Fire drills are a legal requirement and will be held at least twice a year. On hearing the alarm you must evacuate the building immediately. Familiarise yourself with the fire action notices, evacuation routes and assembly point.

On discovering a fire:

1. Sound the fire alarm
2. Get out of the building
3. Call the fire brigade on 999
4. Let a member of our team know

On hearing the alarm:

1. Get out of the building
2. Close doors behind you
3. Don’t use lifts
4. Don’t rush or push
5. Meet at the assembly point (identified on the back of exitdoors and in the folder in your flat)
6. Do not attempt to re-enter the building until a fire officer or member of our team says it is safe to do so
Safety equipment

Fire extinguishers and fire blankets are located throughout the building. This equipment exists for your safety. Misusing fire-fighting equipment will seriously jeopardise your Occupancy Agreement, and the lives of you and your neighbours. Any interference with safety equipment may incur penalties against either you alone or you and your flatmates, and may lead to criminal prosecution.

Please inform reception if any firefighting equipment is missing or damaged so that it can be replaced or repaired.

Smoke and heat detectors
If your smoke and heat detectors start to sound tell a member of our team immediately. Don’t tamper with detectors or cover them – they could save your life.

Avoid false alarms!
To avoid unnecessary fire service call outs and evacuations:

- **Do not tamper with detectors** – this may activate the alarm
- **During and immediately after showering, ensure the ventilation fan is running and your bathroom door is closed**
- **Use a steam iron, hair straighteners or dryers and aerosols away from fire detectors**
- **Ensure extractor fans are running, windows are open and the kitchen door is closed when cooking**
- **Report any broken ventilation or extractor fans immediately**
Before You Leave

Before you leave us please:

- Remove all personal goods and furniture. We will remove and/or dispose of anything left behind and we accept no liability for items lost in this way.
- Clean and vacuum your room, communal areas, kitchen and kitchen cupboards and empty all rubbish.
- Wipe and dust all surfaces.
- Close all windows.
- Lock your bedroom door.
- Return your keys and fobs in person to the office or put them in an envelope with your room and flat number and post through the office letterbox.

You should refer to your Occupancy Agreement for details of your contractual obligations.

Don’t forget to pass on your new address to your contacts as we are unable to forward mail. After your departure, we will return any items addressed to you to the sender.
The charges shown below are a guide to the cost of repair or replacement to any damages to the furniture or property.

The individual charge may be higher or lower, dependent on the work involved to fix the fault. Contact your on-site team for a final cost.

<table>
<thead>
<tr>
<th><strong>Furniture/soft furnishings</strong></th>
<th><strong>Charge</strong></th>
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<tbody>
<tr>
<td>Replacement single mattress</td>
<td>70.00</td>
</tr>
<tr>
<td>Replacement double mattress</td>
<td>80.00</td>
</tr>
<tr>
<td>Broken bed base/frame</td>
<td>90.00</td>
</tr>
<tr>
<td>Damaged desk chair</td>
<td>45.00</td>
</tr>
<tr>
<td>Damaged dining chair</td>
<td>35.00</td>
</tr>
<tr>
<td>Damaged wardrobe</td>
<td>160.00</td>
</tr>
<tr>
<td>Damaged wardrobe shelf or pole</td>
<td>30.00</td>
</tr>
<tr>
<td>Damaged study bedroom desk</td>
<td>150.00</td>
</tr>
<tr>
<td>Damaged study bedroom worktop</td>
<td>95.00</td>
</tr>
<tr>
<td>Replace kitchen stool</td>
<td>50.00</td>
</tr>
<tr>
<td>Replace hall mirror</td>
<td>65.00</td>
</tr>
<tr>
<td>Replacement sofa complete</td>
<td>350.00</td>
</tr>
<tr>
<td>Clean sofa</td>
<td>25.00</td>
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<table>
<thead>
<tr>
<th><strong>Electrical equipment</strong></th>
<th><strong>Charge</strong></th>
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<tbody>
<tr>
<td>Replacement fridge</td>
<td>220.00</td>
</tr>
<tr>
<td>Replacement fridge/freezer</td>
<td>350.00</td>
</tr>
<tr>
<td>Replacement fridge handles</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement freezer door/drawer compartment</td>
<td>40.00 each</td>
</tr>
<tr>
<td>Replacement cooker/fire</td>
<td>250.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan</td>
<td>35.00</td>
</tr>
<tr>
<td>Replacement cooker grill pan handle</td>
<td>15.00</td>
</tr>
<tr>
<td>Replacement microwave</td>
<td>90.00</td>
</tr>
<tr>
<td>Replacement microwave plate</td>
<td>50.00</td>
</tr>
<tr>
<td>Replacement kettle</td>
<td>20.00</td>
</tr>
<tr>
<td>Replacement vacuum cleaner</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement TV</td>
<td>400.00</td>
</tr>
<tr>
<td>Replacement TV remote control</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement toaster</td>
<td>15.00</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Electrical fittings</strong></th>
<th><strong>Charge</strong></th>
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<tbody>
<tr>
<td>Replacement sockets</td>
<td>25.00</td>
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<tr>
<td>Replacement fluorescent fittings</td>
<td>100.00</td>
</tr>
<tr>
<td>Replacement smoke/heat detector</td>
<td>75.00</td>
</tr>
<tr>
<td>Replacement light switch</td>
<td>25.00</td>
</tr>
<tr>
<td>Replacement lamp shades</td>
<td>20.00</td>
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</tbody>
</table>
### Fire-fighting appliances
- Replace missing fire blankets: £20.00
- Refill fire extinguisher: £55.00
- Replace fire extinguisher: £100.00
- Malicious damage to ‘break glass’: £65.00

### Carpets and flooring
- Replace study bedroom carpet/flooring: £500.00
- Replace communal hall carpet/flooring: £250.00
- Replace lounge carpet/flooring: £300.00
- Cleaning of study bedroom carpet/flooring: £25.00
- Cleaning of hall carpet/flooring: £75.00
- Cleaning of lounge carpet/flooring: £50.00
- Carpet tile: £15.00 each

### General items
- Replacement mop and bucket: £20.00
- Replacement ironing board: £25.00
- Replacement dust pan and brush: £7.00
- Reconnect door closer: £5.00

### Decoration
- Redecoration to study bedroom due to damage to wall decorations i.e. blue/white tack etc.: £75.00
- Redecoration to communal hallway due to damage to wall decorations i.e. posters blue/white tack etc.: £100.00
- Redecoration to communal lounge due to damage to wall decorations i.e. posters blue/white tack etc.: £100.00
- Redecoration to shower room due to damage to wall decorations i.e. posters blue/white tack: £50.00
- Replace damaged kitchen window blinds: £250.00
- Replace damaged study bedroom window blinds: £75.00
- Replace damaged kitchen curtains: £250.00
- Replace damaged study bedroom curtains: £100.00
### Plumbing
Replace wash hand basin 150.00
Replace toilet pan 200.00
Replace toilet seat 35.00
Replace shower door 200.00
Replace shower curtain 45.00
Replace shower hose 35.00

### Lock changes
Out of hours change of lock to study bedroom door 100.00
Normal hours change of lock to study bedroom door 60.00
Replace keys/swipe card/fob in normal working office hours site specific, ask at reception

### Misuse of safety equipments
Malicious use of fire alarms 100.00
False activation of fire detection systems 50.00
Misuse of fire fighting equipment 100.00
Auto door closer (replacement) 30.00
Auto door closer (reinstatement) 10.00
Fire safety sign/notice replacement 10.00
Window safety bar (reinstatement) 30.00
Window safety bar (replacement) 60.00
Window safety block (reinstatement) 10.00
Window safety block (replacement) 15.00
Removal of obstructions to fire exit route 10.00
Fire blanket replacement 20.00

### Other charges

### Tenancy changes
Room move – transfer 50.00
Change to signed tenancy 50.00
**General cleaning charges and check list**

### Standard required

**Flat entrance/corridors**

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor litter-free and clean</td>
<td></td>
</tr>
<tr>
<td>Rubbish removed</td>
<td></td>
</tr>
<tr>
<td>All walls and surfaces wiped clean</td>
<td></td>
</tr>
<tr>
<td>All cleaning equipment, ironing board etc to be left clean in airing cupboard</td>
<td></td>
</tr>
<tr>
<td>Vacuum cleaner left clean and bag removed</td>
<td></td>
</tr>
</tbody>
</table>

### Kitchen/lounge

<table>
<thead>
<tr>
<th>Task</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Floor litter-free and clean</td>
<td></td>
</tr>
<tr>
<td>Cupboards and drawers emptied and cleaned</td>
<td></td>
</tr>
<tr>
<td>Rubbish removed and bin cleaned</td>
<td></td>
</tr>
<tr>
<td>Fridge/freezer defrosted, wiped clean and door left open</td>
<td></td>
</tr>
<tr>
<td>Vacuum cleaner left clean and bag removed</td>
<td></td>
</tr>
<tr>
<td>Oven and hob clean inside and out</td>
<td></td>
</tr>
<tr>
<td>Microwave clean inside and out</td>
<td></td>
</tr>
<tr>
<td>All walls and surfaces wiped clean, including skirting boards and window frames</td>
<td></td>
</tr>
<tr>
<td>Furniture returned to original position</td>
<td></td>
</tr>
</tbody>
</table>

### Cleaning charges

<table>
<thead>
<tr>
<th>Item</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hall carpet</td>
<td>50.00</td>
</tr>
<tr>
<td>Kitchen carpet</td>
<td>75.00</td>
</tr>
<tr>
<td>Remove rubbish per bag</td>
<td>10.00</td>
</tr>
<tr>
<td>Fridge/freezer</td>
<td>15.00</td>
</tr>
<tr>
<td>Oven and hob</td>
<td>40.00</td>
</tr>
<tr>
<td>Microwave</td>
<td>15.00</td>
</tr>
<tr>
<td>Kitchen (excluding white goods)</td>
<td>25.00</td>
</tr>
<tr>
<td>Toaster/kettle</td>
<td>5.00</td>
</tr>
<tr>
<td><strong>Standard required</strong></td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Bedroom</strong></td>
<td></td>
</tr>
<tr>
<td>Carpet vacuumed</td>
<td>□</td>
</tr>
<tr>
<td>Rubbish removed</td>
<td>□</td>
</tr>
<tr>
<td>Furniture emptied and wiped clean</td>
<td>□</td>
</tr>
<tr>
<td>All surfaces wiped clean</td>
<td>□</td>
</tr>
<tr>
<td>Noticeboard items and drawing pins removed</td>
<td>□</td>
</tr>
</tbody>
</table>

| **En-suite/shared bathroom** |  | **En-suite bathroom clean** 18.00 |
|-------------------------------|  | **Shared bathroom clean** 27.00 |
| Floor litter-free and clean   |  □ | |
| Bath, shower and sink wiped clean | □ | |
| Rubbish removed               |  □ | |
| Shower curtain/door cleaned   |  □ | |
| All surfaces wiped clean      |  □ | |

**AND BEFORE YOU LEAVE US PLEASE:**

- remove all your personal goods and furniture
- close all windows
- lock your bedroom door