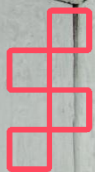


Fresh.



# The Wharf

Residents' Handbook



# Hello

## Welcome to your new home!

We would like to say 'Thank you' for choosing to live with Fresh!

We appreciate that deciding where to live and call your home is a massive decision and want you to know that we are here to help every step of the way!

It goes without saying that we will do our very best to ensure that you have a fantastic time living with us and with that in mind, we've put together this guide so you can find out more about the place you'll be calling home.

If are living with us for the first time, we know you have a lot of information to take in, but please take some time to read through the guide as it contains lots of details about your new home and the services we provide.

If we've missed anything out then please give us a call or send us an email - we are happy to answer any and all questions you may have.

We also recommend that you follow us on Facebook and/or Instagram as we will use this to fill you in on all the latest information.

Kind Regards

**Gemma Prashar**

General Manager

# Stay in contact

Store these details in your contacts

Phone: 0114 399 0241

Out of Hours Emergency Number: 0330 002 0904



[thewharf@thisisfresh.com](mailto:thewharf@thisisfresh.com)



[www.thisisfresh.com/manchester/the-wharf](http://www.thisisfresh.com/manchester/the-wharf)

## Our Opening Hours

**The Residents' Team are available:**

**Monday to Friday 9:00am to 5:30pm**

**Security/Out of Hours Helpdesk – Monday to Friday 5.30pm to 9:00am plus all day Saturday, Sunday & Bank Holidays.**



## Settling In

### Completing Your Inventory

Before you start to unpack, it's a good idea to check your Move In Inventory.

This must be done within 14 days of moving in and is the official record of the condition of your apartment when you arrived. It's really important to check it as accurately as possible as it will be used as a comparison when you leave.

Please check the condition of every item in your apartment to record anything that is missing or damaged. We have, of course, checked everything but we are only human and do sometimes miss things, so this is your opportunity to let us know!

If you do not return the inventory, we will assume that everything is present and in perfect condition, meaning you will be charged for any missing or damaged items at the end of the tenancy.

If anything in your apartment is not working, please register this on the Residents' Portal or you can report it by calling our Residents' Team.

### Do I Need Contents Insurance?

We highly recommend you take out a comprehensive contents insurance policy from a reputable supplier to protect your personal possessions. This should start on the day you move in.

You may also want to consider having insurance to cover accidental damage to the Landlord goods or property. Depending on the policy, this can provide cover in the event you e.g. stain or burn a carpet or drop something onto the hob and smash it.

### How Do I Register For Council Tax?

You will need to let Tameside MBC know your new address and the date you moved in so that they can arrange for bills to be sent direct to you.

We keep the council up to date when Residents move out of the building but if you do still receive any bills addressed to previous Residents please mark these as 'Return to Sender' and put them back in the post.

If you are a full time student please obtain an exemption form from the council and return it to them as soon as possible. They will be able to inform you if any charges apply during the summer holidays etc.

It is your responsibility to ensure that you keep up to date with council tax payments.

### Do I Need a TV Licence?

Yes, if you watch or record programmes as they are being shown, watch catch up TV such as iPlayer or watch live TV online you will need a licence.

This applies to any provider you use and any device, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder. Please visit <https://www.tvlicensing.co.uk/> for more information.

# Rent, Your Deposit, Appliances & Utilities

## How Do I Set Up My Utilities?

Once you have moved in, if you haven't already done so you must contact your chosen utility provider and arrange an account. Your starting meter readings will have been taken during your move in induction – please contact our Residents' Team if you need any help with providing these.

Your electric and water meters are located in the car park. Please email the Residents' Team to request the entry code.

## Tenancy Deposit Scheme (Custodial)

The Tenancy Deposit is refundable at the end of your tenancy, less any deductions for damages or charges. It is safeguarded by the Tenancy Deposit Protection Scheme. You can find out more by visiting their [website](#).

## Paying the Rent

Your rent is due on the 1<sup>st</sup> of each month. Should you find yourself in a position where you are struggling to make payments, please speak with the General Manager at the earliest opportunity.

## Where Can I Find the Appliance Instructions?

You can find instructions for your appliances on the Fresh Residents' App.

## How Do I Connect to the Broadband?

Whilst you are waiting to move in is a great time to look around for broadband providers and decide who you will want to provide your service. Then, just let them know your move in day and ask them to get you connected!



# Fire Safety

## Where is the Evacuation Assembly Point?

The evacuation assembly point is located at the entrance to the car park off Durham Street. Please ask if you are unsure where this is.

## What Do I Do If I Discover a Fire?

Call 999 and ask for the Fire Service.

Outside of the Residents' Team office opening hours you should also notify the Out of Hours Helpdesk on 0330 002 0904.

Please make your way to the assembly point via the closest exit and wait for further instructions.

## Personal Emergency Evacuation Plan (PEEPs)

Any Resident who feels they may need assistance to safely and quickly evacuate the building in the event of an emergency should alert the Residents' Team at the beginning of their Tenancy. Arrangements can be put in place to aid your safe exit from the building depending on your specific needs. The PEEP will then be agreed with you within two weeks of arrival. For more information please contact the Residents' Team.

## How Can I Help Prevent Fire?

Our building has been designed for your safety in the event of a fire.

Every Resident has a responsibility to ensure that they familiarise themselves with the buildings safety features, exits and evacuation procedures as soon as possible after moving in.

You can also take these simple steps to help prevent fire:

- Do not allow rubbish to build up within your apartment.
- Never block corridor areas with your belongings.

- Never use heaters to dry items on.
- Don't leave cooking unattended.
- Don't overload plug sockets.
- Please do not place any BBQ device on your balcony.

Please always make sure fire doors are kept closed and if you see anything that is a concern, report this to the General Manager as quickly as possible.

We take fire safety very seriously and any incident which appears to be a criminal offence will always be referred to the Police.

Any person who is found to have deliberately set off the alarms or tampered with fire equipment may face financial re-charges that are levied by the Fire Service.

## How Can I Report a Fire Safety Concern?

If you have any serious concerns with fire safety in the building, we ask that you raise these with the General Manager at the earliest opportunity.

## Does the Building Have Fire Doors?

Each apartment is fitted with a fire door which acts as fire safety protection for at least 30 minutes. Attaching anything to doors, eg an over door hanger is prohibited as it will compromise the fire resistance. Please keep your front door shut at all times to maintain fire safety and personal security. Should a fault occur with this door or any fire door in the building, it should be brought to the attention of the General Manager.

## When Is the Fire Alarm Tested?

The fire alarm is tested every Wednesday afternoon. The test can be recognised as a long burst of the fire alarm siren.

If the alarm sounds at any other time, please follow the evacuation procedure.

# Our Facilities

## Where Can I Park?

Car parking is available at The Wharf (Please check our [Fee Schedule](#) for any applicable charges). Let the Residents' Team know if you need a space and they will go through the details of the Parking Licence with you and get this organised. In the unlikely event of your vehicle being damaged whilst parked on our premises, we must make you aware that we do not accept liability and you should reassure yourself that your own insurance will cover this.

## Where Can My Visitors Park?

When you have visitors, we recommended they use a local public car park, the nearest car park is on Greenside Lane.

## Where Do I Take My Rubbish and is there a Recycling Area?

Please bag and tie rubbish before taking it to the Refuse and Recycling Area where separate bins are provided for general refuse and recycling. Please do not leave rubbish in hallways or other areas as this is not only unsightly and unhygienic but also a fire risk.

We encourage Residents to recycle and have recycling bins available. Please make sure all cardboard boxes are broken down before being placed in the recycling bins to allow other Residents space to use them!

## How Do I Dispose of Bulky Waste such as Old Furniture?

If you have large items which are too large or bulky to be placed in the general bins please contact [Tameside MBC](#) and arrange with them to have the item removed. The item should be stored within your apartment until collection is possible.

# Making Yourself at Home

## Where Can I Smoke?

Smoking is not permitted anywhere within the property.

The ban applies to all substances that can be smoked including cigarettes, E-Cigarettes, rollups, pipes, hookahs/shisha pipes and cigars.

## Can I Have Visitors?

Yes, of course! We just ask you to be responsible at all times for any visitors to the building to ensure they respect other Residents and the property itself.

## Can I Make Alterations or Redecorate?

If you would like to decorate / make alterations such as putting up shelves or a television bracket or hang pictures and mirrors please contact the General Manager in writing with your request. We will get back to you with a response as quickly as we can.

## Can I Remove Any Furniture / Bring My Own Mattress?

We completely understand that you might want to bring your own furniture with you so you are welcome to remove the furniture / mattress we have provided and store it elsewhere, at your own cost. At the end of your tenancy, you will need to return everything and if any item is missing or damaged, we will charge you for the replacement.

## Can I Have a Pet?

If you are thinking of getting a pet please contact the Residents' Team for a chat and to organise a 'Pet Interview'. This will involve a short meeting with you and your pet to assess if our property would be a suitable place for your furry friend to live. We also need to think about our other Residents so will need to ask you a few questions about your pet's day to day life. After the interview, if permission is given, a 'Pet License' will be issued and a monthly 'Pet Rent' will apply. (Please check our [Fee Schedule](#) for the charge).

Permission will be reviewed on an individual basis, but rats, mice and any dog breed listed under the Dangerous Dogs Act 1991 will not be permitted.

Depending on the size of your home, a maximum of two pets may be permitted.

## Sub-Letting

Residents are reminded that per the terms of the Tenancy Agreement, sub-letting of your apartment is not allowed without the written consent of the Landlord. Please contact the General Manager if this is something you would like to discuss.





## Repairs & Maintenance

### What are Fresh Responsible for?

We are responsible for the following in your property:

- The repair and maintenance of pipework / wiring that supplies water or electricity.
- Any sanitaryware eg basins, sinks, showers, baths, toilet bowls and cisterns etc.
- Structure of the property, eg walls, roof, windows and doors.
- Electrical wiring including sockets and switches.
- Water heaters, fitted wall heaters and central heating systems.
- The safety of gas and electrical appliances.

### How Can I Report a Maintenance Issue?

It's really easy to let us know if you need a repair or have a maintenance issue – just log into your Residents Portal which is available 24 / 7.

## How Quickly Will My Maintenance Issue be Dealt With?

### Emergency Issue - Within 24 Hours

We class this as any repair which is required to avoid danger to health, is a risk to the safety of Residents or may result in significant damage to the building or belongings. EG:

- Gas leak
- Serious Water Leak e.g. water systems, roofs
- Serious Electrical Failure
- Serious heating and hot water failure
- Serious drainage issues

### Medium Urgency Issues - Within 7 Days

These are repairs which may affect the comfort or convenience of our Residents, EG:

- Minor water leaks
- Intermittent/minor heating/water failures
- Minor drainage issues
- Minor electrical issues

### Low Urgency Issues - Within 28 Days

Any repairs which do not fall into the above categories, but may cause discomfort.

### As a Resident, you are responsible for:

- Ensuring no one interferes with equipment that is designed to protect your safety such as fire doors, smoke alarms or carbon monoxide detection.
- Carrying out minor repairs, eg changing fuses and light bulbs.
- Keeping all drains, sinks, toilet bowls, cisterns, basins, baths, showers and water pipes free from blockages.
- Ensuring that showerheads and taps are clean and free from dirt and scale build up – this is important to prevent Legionella.



You will be liable for the cost of unblocking any sink, toilet bowl etc if they have become blocked as a result of something you have done eg placing cleaning wipes / sanitary products down the toilet or grease down the kitchen sink. You will also be responsible for the cost of blocked shower drains where this occurs from a build-up of hair in the shower trap.

## Do I Need To Pay For Repairs?

Please let us know immediately if there is any damage to your home. Charges will only apply should the repair be required due to your negligence or misuse.

You must not interfere with electrical /plumbing installations or fixtures. Please inform the Residents' Team as soon as an issue occurs and never attempt to fix a problem yourself.

## What Do I Do If I Have an Emergency?

The helpdesk can be called for emergency issues on 0330 002 0904.

Details can be found below of what is and isn't deemed an emergency. The Helpdesk will provide support dependent on the situation. Where the reported issue is not classed as an emergency you will be requested to call the Residents' Team during normal working hours or report the issue via the Residents Portal.

## Emergency issues include:

- Fire
- Serious leaks and floods
- Blocked drains causing floods
- Security system faults that allow access to non-residents or prevent Residents accessing the building
- Complete power failure to the building
- Failure of the heating system

## What Notice Will I Get If Work is Needed in my Apartment?

We will normally provide you with a minimum of 24 hours' notice if we require access to your apartment to carry out a repair. Please note that in the case of an emergency, immediate access may be required, eg in the case of a fire or flood.

## How Can I Help Prevent Condensation?

We ask Residents to take reasonable care to heat and ventilate the apartment to prevent condensation. If condensation does occur, please wipe it down immediately and clean any surfaces as necessary to prevent mould building up or damage to the property and its fixtures and fittings.

# Living With Us

## How Will I Get My Post?

Letters will be delivered direct to your home through your letterbox. We ask Residents to be available to accept parcels or provide couriers with alternative delivery information where this is not possible. We can't be held responsible for parcels left in any shared areas.

Before the end of your tenancy you will need to let us have a forwarding address so we can send anything we receive on to you.

## How often will my Property be Inspected?

We will carry out a property inspection twice a year when we will check the apartment for cleanliness, damage and maintenance issues. You will be given notice of the inspection and we encourage you to be present for it and welcome your feedback.

## Being a Good Neighbour

We want to create a happy and comfortable environment for all our Residents. How you get on with your neighbours will play an important part in this and there are simple steps you can take to help create a harmonious atmosphere.

Please always respect your neighbours and do not do anything in your home or the building which could cause a nuisance or annoyance to others.

## What Are the Rules on Noise?

We ask all Residents to keep noise to a minimum especially between our 'quiet times' of 11pm-8am. During these times, noise should not be audible from outside the apartment in which it is occurring. Outside of these times we ask that general noise levels are kept 'within reason'.

Our Out of Hours Helpdesk can be contacted if you experience noise disturbance.

## What Can I Do if I Experience Anti-Social Behaviour?

If you are having minor problems with the behaviour of other Residents we encourage you to try to resolve these on your own. Issues often arise from misunderstandings so the best starting point is to approach the Resident to discuss the matter in a relaxed manner. This often provides an immediate solution and helps build new relationships. Of course, if you don't find this helps, you can also speak to the Residents' Team.

If the anti-social behaviour is of a more serious nature, please also contact the Residents' Team.

## What Should I Do If I Believe Drug Taking is Happening in the Building?

The use of illegal substances is not permitted anywhere within the property or outside areas. If you have reason to believe someone is using or passing illegal substances to others, please report this to the Police.

If we have evidence of this activity, we will contact the Police and support any action they propose to take.

We do not condone the use of Legal Highs. In the event a Resident is using these, action will be taken if their behaviour is deemed inappropriate or anti-social as a result.

The production, distribution, sale and supply of legal highs is an offence that is punishable by up to seven years in prison under the Psychoactive Substances Act 2016.

## Can I Place Items on My Balcony and On My Windows?

We ask that you do not place any signs, posters, advertisements or flags which could be seen from outside in the windows of your apartment.

No item of clothing may be placed outside the windows or on the balconies so as to be visible from the exterior of the building. Rugs must not be shaken from windows / balconies, and no rubbish thrown from them.

## How Can I Contribute to Sustainable Living?

We are committed to having a positive social and environmental impact. We can achieve this with your help and all Residents can play their part.

Take a look at our Sustainable Living Guide which can be on [our website](#).



# Personal Safety & Security

## How Can I Help With the Security of the Property?

We all have a collective responsibility to ensure Impact is safe and secure at all times. Below are a few ways you can help to ensure that everyone feels at ease and your possessions are secure:

- Always lock your door, especially when you leave the building – you are responsible for the overall security of your apartment.
- If you live on the ground floor, please close windows when you leave the apartment and never leave personal items such as laptops, mobile phones and other high-value items on view.
- Do not let strangers into the building or allow them to follow you in.
- Never lend others your keys.

## COVID-19

We expect that the Covid-19 virus will continue to be in circulation for years to come. We will continue to ensure that appropriate measures are implemented to ensure the health, safety and wellbeing of all residents and staff. These will be carefully considered against government guidance and your living experience with us.

For the most up to date information surrounding Covid-19 please visit <https://www.gov.uk/coronavirus>

Remember: Please be 'Covid courteous' at all times.

## What Can I do if I Lose My Keys?

If you damage or lose your keys, you will be responsible for the replacement cost for corresponding locks, new keys, and/or replacement of any fobs as needed.

If your fob or key is lost or stolen, please notify the General Manager immediately to prevent unauthorised access to the building and your apartment.

## Can I Use Extension Cables?

Please only use surge protected electrical adapters or extension cables and make sure sockets are never overloaded. All electrical equipment must be CE marked.

## I am Going to Be Away – What Do I Need to Do?

You must not leave your apartment empty for any continuous period of more than 28 days without telling us in writing. If you do leave your home empty for long periods, when you return you must flush through the water systems, (taps, showers and so on) to reduce the risk from legionella bacteria.

Please isolate the water supply if you will be away for more than 14 days.

If you need help or advice, please contact our Residents' Team who will also be able to arrange flushing of your water systems if you will be away from the property for a prolonged time.

## Can I Remove My Window Restrictors?

Window restrictors are installed for your protection. You are not permitted to tamper with or remove restrictors at any time.

# Feedback

## How Can I Provide Feedback?

We always want to hear feedback from our Residents as we believe it's the only way we can continue to improve our service.

Our commitment to you is that:

- We endeavour to provide a good service at all times, however we accept that on occasions we do not always get things right.
- We have a positive approach to complaints and regard them as an opportunity to receive feedback on our services.
- We will strive to resolve complaints at the earliest opportunity.
- We will respond to all queries and complaints in a professional and courteous manner.
- We will endeavour to reach a satisfactory conclusion for both parties.
- We will continually review the service we provide following feedback we receive and will make changes and improvements where necessary.

A copy of our Complaints procedure can be viewed [here](#).



# End of the tenancy

## How Do I Renew My Tenancy?

We will contact you 12 weeks before your tenancy is due to end with the options for your renewal and will welcome the opportunity to discuss this with you. As a valued Resident we will give you an exclusive two week booking window to rebook your home before we open up applications and advertise the apartment.

## How Do I End my Tenancy?

Our 3 year Tenancy Agreement contains a break clause which can be used to end the tenancy on a date convenient to you.

We will ask you to provide us with 3 months' notice which can be given at any time after the first 3 months of your tenancy. This means that you can leave any time after the first 6 months of living with us. All we ask is that the notice must be given in writing (email is absolutely fine) and that you give the required 3 months' notice.

## How Can I Prepare For the Move Out Inspection?

Let our Residents' Team know if you need a copy of our 'Cleaning Guidance for Residents' which will help ensure you are ready for your move out inspection.

Quite simply, we expect the property to look like it did before you moved in, with of course an allowance for 'fair wear and tear' whilst you have been living with us.

Please don't forget to make sure all rubbish and any of your own furniture is removed.

## What Happens at the Move Out Inspection?

Once you tell us you will be leaving, our Residents' Team will be in contact to arrange a date and time for your move out inspection. This will be conducted just before you are ready to hand the keys back to us.

We recommend you are present for the inspection however if you choose not to be, we will assume that you agree to accept any deductions from your Tenancy Deposit which relate to damages / cleaning issues.

If you are present, you will be notified of these during the inspection and your Deposit Release form will be completed. Final meter readings will also be taken and agreed.

## When Will My Tenancy Deposit Be Returned?

Please watch your Inbox as TDS will email you directly to let you know the next steps to get your deposit returned. Once any deductions are agreed, your deposit will normally be returned by TDS within 5 working days.

If you move out before your tenancy end date, please be aware that your deposit will not be returned until after the end of your tenancy.

## Is There Anything Else That I Need To Do?

Once your last rent payment has been made, please cancel your monthly payment. Please do not reduce your last payment to take into account your Tenancy Deposit as the deposit is held separately by the Tenancy Deposit Scheme and not us.

Please contact the Council Tax authority to advise them of the date you are leaving and your new address.

Please also contact any suppliers who have been providing services to you at the property i.e. BT, Virgin Media, Sky, utility providers etc. and advise them that you are vacating the property.

## Where can I View the Privacy Policy?

Our Privacy Policy can be viewed at <https://www.thisisfresh.com/privacy-policy/>

**Thank you again for choosing to live with us, enjoy your new home and don't forget, we are here to help so let us know if there is anything you need!**