



# Kingston Plaza

## Residents' Handbook 2023-24

# Welcome To Fresh

Hello, thank you for booking your accommodation with us!

We appreciate that choosing where to live and call your home is a massive decision, especially if this is going to be your first time living away from family and friends. We want you to know that we will be here to support and help you every step of the way!

It goes without saying that we will do our very best to ensure that you have a fantastic stay. Our teams are already busy preparing your accommodation, and we are really looking forward to welcoming you.

We've put together this Tenancy Handbook so you can find out more about the place you'll be calling home for the next academic year. If you will be living with us for the first time, we know you have a lot to take in, but please take some time to read through this handbook as it contains lots of information about your new home and the services we provide.

Of course, if you are returning to us for a 2<sup>nd</sup> or 3<sup>rd</sup> year, you already know your way around but it's important that you also know what's new.

If we've missed anything, please give us a call or send an email — we are happy to answer any questions you may have. We also recommend you follow us on Facebook and Instagram as we will use them to fill you in on the latest information.

We will be in touch to let you know when it's time to complete your induction and book your move-in slot so please watch out for our emails! .

We look forward to meeting you very soon!

## Stay In Contact

Store these details in your contacts

Phone: 0208 150 5680

WhatsApp: 07908 420 298

Daytime Mobile: 07908 420 298

Emergency number: 0330 002 0904



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

 [thisisfresh.com/kingston/kingston-plaza](https://thisisfresh.com/kingston/kingston-plaza)

### Stay social

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# Contents

4. The Essentials .....	8	12. Fresh House Rules .....	20
5. Before You Arrive.....	9	13. Your Welfare .....	<b>Error! Bookmark not defined.</b>
6. On Arrival .....	10	14. Your Health .....	23
7. Finding Your Feet .....	11	15. The Financial Bit .....	24
8. Safety Matters .....	12	16. Fee Schedule .....	25
9. Living With Fresh .....	14	17. Your Tenancy.....	26
10. Fresh Facilities.....	16	18. Maintenance And Repairs .....	27
11. Appliance Instructions .....	19	19. Your Feedback.....	28
		20. Moving Out.....	29

## 4. The Essentials

We sometimes need to leave Reception to help other Residents, so if the desk is not staffed during normal opening hours, please call us on our accommodation mobile number - 07908 420 298

### To Contact Our Emergency Out Of Hours Arrangements

033 0002 0904

In the event of an emergency outside of office hours please contact our emergency out of hours arrangements. Please also save this number on your mobile phone.

### The Residents' Team

Our team is available to ensure you enjoy your stay. They can offer support, provide advice, or just be on the other end of the phone to chat with.

The details for the team are available on our website at

[Kingston Plaza](#)

Our General Managers are available during normal office opening hours – please call our Reception if you would like to set up a meeting.

### Opening Hours

The Residents' Team are available:

Monday to Friday 09:00am – 5:00pm

Our emergency out of hours arrangements are available 5:00pm to 09:00am Monday to Friday and all weekend/bank holidays

### HOW TO FIND US

We're located on London Road not far from Norbiton railway station.



### Your New Address

Your Studio Number, Kingston Plaza, 180-190 London Road, Kingston Upon Thames, KT2 6QW

## 5. Before You Arrive

### Be Excited For A Fresh Start!

As the weeks to move in start to count down we will be in touch with all the helpful tips and information you'll need to make sure you're ready! This will include guidance on what to do when you arrive at the building so it's really important that you read this carefully. It's time to Be Excited!

### Preparing To Move In

Before you arrive you need to pay your Tenancy Deposit and first rent instalment. Without this we will be unable to issue your keys so please make sure it's done!

Your rent due dates can be found in your Tenancy Agreement. To make your payment please head to the Residents' App and select 'Make a Payment'. It's quick and easy to do!

### The Fresh Residents' App

Stay on top of your life admin with the Fresh Residents' App. Designed with all the tools and features to make living with us as easy as possible, you can check your account balance, make secure online rent instalment payments, log and track maintenance requests, and keep in touch with us – all through the app!

And that's not all. With the Residents' App you can even keep up with Fresh announcements and events.

To download the app visit your app store and search 'Fresh Resident', or click the button below.



## Tip.

If you're living in a shared apartment, we recommend that you wait until you arrive to buy some items so you can spread the cost with your flatmates. This includes items such as pots, pans, plates, glasses, cutlery, toaster, and kettle.

### Bring With You:

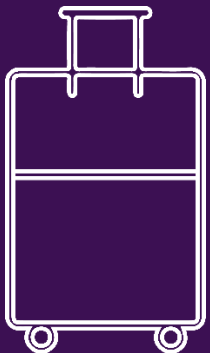
Your room is fully furnished but you will need to bring your own:

- Duvet, pillows, sheets etc.
- PC or Laptop
- Towels
- Coat hangers
- Toiletries
- Toilet paper

### Fire Safety Reasons, Please Don't Bring:

- Any appliance with an exposed heating element, including portable heaters.
- Any electrical appliance purchased somewhere other than the UK (all furniture and electrical equipment must comply with current British Standards and statutory regulations and be CE marked).
- Candles, incense, wax burners, oil burners or any item with an open flame.
- Hookahs/shisha pipes.
- Portable fridges.
- Extension cords with multiple plugs (with the exception of high-quality individually switched extension strips with built-in surge protectors).
- Cooking devices of any kind, except small appliances such as a toaster. These are permitted in your kitchen only.
- Door stops.
- Large pieces of furniture.

## 6. On Arrival



### When You Arrive

When you first arrive, please come to Reception where your key will be waiting along with all the information you need to move in to your room. Our team will of course be on hand to help.

Please make sure you bring with you:

- Proof of being a student (e.g. a confirmation letter from your university, college or language school)
- Photo ID (passport or driving licence)

Once you arrive at your room, please familiarise yourself with the location of your nearest fire exit, which will be shown on the back of your apartment door.

### Out Of Hours Arrival

If you know you will be arriving outside of office hours, please let us know so we can make arrangements to ensure that you get your key.

### Tenancy Deposit Scheme

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 (Custodial). You can find out more by visiting [their website](#).

### Council Tax

You will need to contact Royal Borough of Kingston to fill in a Council Tax exemption form.

As a student you will not be required to pay Council Tax, however some councils may charge Residents outside of term time.

It is your responsibility to let the council know of your student status, and check if you will be charged should you stay at the accommodation during the holiday periods.

### Completing Your Room Inventory

Before you start to unpack, it's a good idea to check your Room Inventory which our Residents' Team will explain to you.

You must let us know, in writing within 48 hours of moving in, if you disagree with anything on the inventory and have 7 days to complete the full review which is the official record of the condition of your room when you arrived. It's really important to complete 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 room and communal areas 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 confirm 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 room is not working, please register this on the Maintenance App or you can report it by calling our Residents' Team.

## Kit yourself out with UniKitOut!

Don't forget you can order a range of useful things including kitchen and bedding packs online before you arrive and

get a **10% discount** with the code **FRESH10**.

[unikitout.com](http://unikitout.com)

# 7. Finding Your Feet

## **Your Room**

It's time to settle in! We want you to feel at home but please don't use sticky tape, 'blu-tack' or similar adhesive, stick pins, nails or screws into the walls as this may lead to charges if any damage is caused. There is plenty of room on your noticeboard for posters and photos.

## **Your Neighbours**

It's usually a good idea to take some time to introduce yourself to your new neighbours! Everyone is new, so don't be shy and make sure you look out for our social events on Facebook and Instagram – that way you can keep up to date with what's going on.

## **Getting On With Your Neighbours**

We want everyone to enjoy living with us, so please bear these simple tips in mind as you all get to know each other to ensure a good apartment sharing experience for everyone!

## **Your Guests**

We understand that from time to time you may want to have guests. It's really important you discuss this with your neighbours. Please do not invite someone to stay for more than three consecutive nights.

The behaviour of your guest is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, if any damage is caused or if they do not follow our control measures, so make sure they behave as well as you do!

## **Be Considerate About Noise**

Whilst you may love your latest Spotify playlist, your neighbours may not appreciate your taste in music and in particular, a thumping bass can cause disturbance to those rooms around, above and below you. Please be considerate of noise levels and make sure you are not creating a problem.

Try to be quiet coming in and out of your apartment, especially at night during the quiet hours of 11pm – 9am when others might be sleeping. You may have had the best night ever but your neighbours may have an early start, so please let them get their sleep!

## **Have A Chat**

If there is something causing a problem between you and your neighbours, the best solution is to have a chat. Don't send text messages, put notices up or stick post-its everywhere. The easiest solution is to talk over a coffee and you'll often find the problem can be resolved.

Treat your neighbours how you would want to be treated yourself and we are sure you will all get on fine!

## 8. Safety Matters



### What To Do In An Emergency

Hopefully you'll never need it, but below is a quick guide on what to do in an emergency. Some of the information may be particularly useful to our International Students, but everyone should take a look and if you have any questions, please speak to the Residents' Team.

### Ambulance

If someone has had a serious accident, call 999 and ask for an ambulance. Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person.

Situations when an ambulance should be called if someone is:

- unconscious or has slipped in and out of consciousness
- bleeding heavily or has a deep wound or you suspect broken bones
- has difficulty breathing
- has severe burns
- has a severe allergic reaction

### NHS 111

The NHS 111 service is available 24 hours a day. You can call 111 when you need medical help fast but it's not a 999 emergency. You can call them from any phone by dialling 111. For more details visit [111.nhs.uk](http://111.nhs.uk) or [nhs.uk](http://nhs.uk)

### 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 student experience.

REMEMBER: Please be "COVID COURTEOUS" at all times.



### **Fire Service**

If you discover a fire, call 999 and ask for the Fire Service. If the fire alarm is activated in your location you must evacuate the building. On hearing the alarm you must leave the building and go straight to the assembly point. Do not run or stop to collect your belongings. Do not use the lift.

If you are self-isolating and hear the fire alarm, please evacuate the building by the nearest fire exit, please try to maintain social distance wherever possible.

### **Assembly Point**

The assembly point in the event of a fire is across the street, outside Rotunda in front of Five Guys.

### **Fire Alarm Tests**

We test the fire alarms every Thursday between 13.00 and 14.00 pm. You may hear the alarm numerous times, during this time but you do not need to react. The test can be recognised as a long burst of the fire alarm sirens. This is the only time evacuation is not mandatory.

To ensure all residents know how to use fire escape routes and find the fire assembly point, we hold a fire drill each term. This will not be announced in advance and the full cooperation of residents is expected as if it were a real alarm. During an evacuation, no resident may re-enter the building until the all clear has been given by the General Manager.

### **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.

### **Fire Prevention**

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 their buildings safety features, exits and evacuation procedures as soon as possible after moving in. Fire blankets are available in each kitchen.

### **Room Fire Doors**

Each room is fitted with a fire door which acts as fire safety protection for at least 30 minutes. Interference with the automatic door closer or attaching anything to your room door, e.g. an over door hanger is prohibited as it will compromise the fire resistance. All room doors are to be kept shut at all times to maintain fire safety and personal security in the building. Should a fault occur with this door or any fire door in your accommodation, it should be brought to the attention of Reception immediately.

'False' alarms waste the valuable time of the Fire Service and can also endanger lives. Any resident(s) found activating the fire alarm maliciously or as a result of not following our rules will be required to meet with the General Manager and may face financial recharges that are levied by the Fire Service

### **To Avoid Activating The Fire Alarm:**

1. Please do not dry anything on the heaters.
2. Always make sure your shower room door is closed when showering.
3. Always use the extractor fan when cooking with the hob or oven.
4. Never wedge any door open, especially a kitchen door.
5. Never leave cooking unattended.
6. Do not deep fry food - deep fat fryers are not permitted.
7. Do not use deodorant or other sprays adjacent to fire alarm detectors.
8. Do not direct hairdryers or fans directly at the fire alarm detectors.

### **Tampering With Fire Equipment**

Fire equipment such as smoke alarms and door closers are in place throughout the building for everyone's safety. Tampering with this equipment puts everyone's lives at risk. Should a resident (or guest) tamper with the fire equipment, an engineer will immediately be called to check the equipment is working correctly and carry out any repairs resulting from the damage. All such repairs and call-out costs will be charged to the resident(s) concerned. If any incident appears to be a criminal offence, we will also refer the matter to the Police.

### **Electrical Safety**

Please remember that all appliances which generate heat such as curling tongs, hair dryers, toasters and clothes irons must be plugged directly into a wall socket.



## 9. Living With Fresh

### ANUK Code

Fresh is proud to be a member of the National Code of Standards for Larger Student Accommodation. The code provides guidance and minimum standards that code members are expected to attain, and these standards are checked regularly via site inspections. The code also provides a complaints service for when things go wrong and have not been addressed properly by us.

Full details of the code can be found at the [National Code website](#).

A copy of our membership certificate is also displayed on our Reception noticeboard and more information can be found on our website.

### Out Of Hours Cover

When the Residents' Team are not on duty the accommodation is covered by emergency out of hours arrangements. They can be contacted via the out of hours emergency number.

### Harassment And Discrimination

Fresh strive to provide a community free of harassment, discrimination or assaulting behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality or disability. Harassment and/or discrimination in all forms is expressly prohibited. We are committed to taking action against all forms of harassment. Incidents of alleged harassment or discrimination should be reported to the General Manager so an Incident Report can be completed. We may also report this to your university/college and/or the appropriate authorities.

### Global Student Living Index Survey

Your feedback is incredibly important to us and twice a year we will ask you to complete the GSLI survey. Our Residents' Team will hold lots of events to promote the survey and will tell you when it's time so please take a moment to fill it in and tell everyone how much you enjoy living with Fresh!

### Sustainable Living

We are committed to having a positive social and environmental impact. We can achieve this with your help and each Resident can play their part. Take a look at Sustainable Living Guide which can be found on our website.

### Contents Insurance

Contents Insurance with Endsleigh Insurance is provided for all residents. The policy number is **HH1819**.

You can access the cover, policy documentation and make a claim via the My Endsleigh app. It is important for you to check this cover, so please take a look on their website to ensure that you fully understand the protection provided. You can review this [here](#), or by scanning the QR Code below. You can:

- Check what is covered
- Check how to make a claim
- Extend and personalise your cover

You may find that you need to extend your cover to protect all of your possessions both inside and outside of your home.



### **Locked Out?**

If you are locked out during the night, please call our out of hours emergency number. Please be aware that we will need to check your ID and there may be a cost associated with this service.

### **Room And Apartment Inspections**

We will carry out full room and apartment inspections at least three times during your tenancy period where we will check for cleanliness, damage and missing items. This will cover your bedroom, en suite and any communal area within your apartment, e.g. kitchen and hallway. If the condition of your room/communal areas is deemed unacceptable, we will give you a week to tidy up.

If the area is still not to the required standard when we re-inspect, we will arrange for our HouseKeepers and/or Maintenance Technician to fix the problems and charge you for the work. At each inspection you will be informed if there will be a charge for repairs. You will be invoiced for recharges for the first two inspections and on the final inspection a deduction will be made from your Tenancy Deposit. Our Fee Schedule containing cleaning, damages and missing items recharges can be found in this handbook.

We strongly suggest that you do not use hair dye in the bathroom as this can cause staining. We also ask that to ensure our water systems are maintained to a high standard, your shower head and taps are kept clean. Please report any significant scaling on the Residents' App.

Occasionally, Fresh staff or contractors may take photographs inside bedrooms/en suites/communal areas to evidence maintenance or cleanliness issues. Images will be taken, stored and disposed of in line with our data processing approach.

### **Going To Be Away?**

If you plan to be away from your accommodation from more than 7 days, please let our Residents' Team know so that we can take care of flushing through the water systems, (taps, showers and so on) to reduce the risk from legionella bacteria.

### **Preventing Condensation**

Please do not wash any clothes in your room. If you are drying washing, please ensure your bedroom window is open to prevent condensation. If there is condensation you must wipe it down and clean any surfaces to prevent mould.

### **What To Do If A Circuit Breaker Goes In Your Room Or Apartment**

If your electricity goes off, please check the electrical consumer unit in your studio/flat. If your kitchen is affected, please contact Reception.

If any of the circuit breaker switches are in the 'off' position, You MUST unplug and or turn off any electrical item connected to the circuit affected before attempting to reset the circuit breaker. If the circuit breaker resets then plug in/turn on appliances one at a time to identify what caused the circuit breaker to operate. If you cannot identify a faulty appliance, or the trip switch will not reset, please report this fault to Reception as soon as possible or contact the 24-hour emergency number if it's outside of office hours.

### **Room Swaps**

From time to time there may be reasons a resident wants to consider swapping rooms with another resident in the building. We recommend that you speak to the Residents' Team about your reasons for wanting to swap before taking any further steps. They may be able to help with whatever it is that's causing you to want to swap. Swapping rooms is dependent on us being able to find somebody for you to swap rooms with, and is subject to the approval of the General Manager. Residents must ensure that the room is left in a suitable condition for the swap to take place.

### **Damages**

Accidents do happen but please let us know ASAP so that we can get things fixed. Damage to our property may result in a charge and certain cases may be deemed as a breach of our Tenancy Agreement. Damage to communal areas will result in equal charges if no one accepts responsibility.

### **Staying With Us Over The Summer**

Depending on the length of your tenancy you may want to make an additional booking to stay with us over the summer. Please contact the Residents' Team to discuss availability in the building and the weekly rent. For summer bookings, we will require payment in full prior to the booking commencing and you may need to move to a different room.



## 10. Fresh Facilities

### Social Space

Our Social Space is located on the ground floor and contains a smart TV, comfy sofas, chairs, pool table. The outside garden area has a smoking area.

### Car Parking

Unfortunately we cannot offer Residents car parking on site. Parking is available for visitors via Pay and Display bays locally. Please note if there is parking, we cannot accept any responsibility for vehicles parked on the premises.

### Cycle Store

There is a Cycle Store near the back garden area, Ask reception for the code of the lock. You will need to make sure you bring a lock or other method of securing your bicycle to the rack provided. Bikes are left at the owner's own risk and we cannot take any responsibility for loss or damage. Bikes are not permitted to be stored in rooms or hallways. Bikes found in these areas will be

removed. Residents must register their bikes with the Residents' Team and adhere to the etiquette rules at all times.

### Laundry

The Laundry Room is located on the first floor next to the office. They work with the circuit application. Instructions on how to use the machines can be found in the Laundry Room, if you are unsure please do not hesitate to ask one of the team. Fresh will not be responsible for items that may be lost, stolen or damaged whilst using the facilities. With the LaundryView app you are able to check the availability of washers and dryers in our laundry room online.

### Video Guides

You can also find some useful tips and 'How To' videos on the Circuit Laundry website. [Click here to find out more.](#)

### Contacting Circuit Laundry

If the Circuit Laundry's FAQ's page doesn't answer your query, then you can get in touch with them using their online form or by calling them on 01422 820360 or 0800 032 0070 (8.30-17.00 Monday – Friday.) If you notice a fault with the machines, you can report this on the Circuit website or by calling their service helpline on 01422 820026. Alternatively please let your Residents' Team know.

# Be

## Be Wellbeing

Be a part of a community that thrives. Our wellbeing and lifestyle programme **Be**, puts you, our resident, at the heart.

Creating a community that thrives and cares for each other, and supports your wellbeing, **Be** will equip you with everything from helping you to settle in, opportunities to make new friends and to ensure you love your time with us.

We run a variety of social events every month from quizzes, and baking challenges to exercise classes and bingo.

During the 'Welcome Week' at the start of term, we will be hosting events to help you settle in and make new friends.

Our social events will always be run in line with government guidance so depending on what's allowed, this is likely to be a mix of virtual and in-person activities.

Check out our events calendar on the noticeboard, Facebook and Instagram pages so that you don't miss anything!

Find out more about Be on our website and social media channels.

### **Important:**

If you have any allergies, we ask you to check the suitability of any food provided at our events with our team.





### **Wi-Fi**

Your room is equipped with Broadband and Wi-Fi, which you can access throughout the building at no extra charge.

You can find the most up-to-date information on our website under 'Booking Info'.

### **Your TV**

Remember, if you bring a TV with you (or if you are watching catch-up TV, such as BBC iPlayer or live TV online), you'll need to have a valid TV 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/Blu-ray Player. For details and pricing visit: [tvlicensing.co.uk](http://tvlicensing.co.uk)

### **Deliveries**

Post is delivered directly to Reception. If you have received a letter, we will pop this in your post box, you will be given your personal post box key when you check in. If you have been sent a parcel, we will accept it on your behalf and enter it on our Post Log which can be found [here](#).

When a parcel is logged for you, just come to Reception during our normal opening hours remembering to bring your photo ID. We cannot give your parcels to anyone else so please don't send your friends to collect them!

Parcels will be kept for 30 days. If you do not collect the item during this time, or we do not hear from you to advise that collection will be delayed, the parcel will be returned to the sender. If you are waiting on the delivery of an important parcel/letter we recommend that you arrange with the courier to be present to accept the item. Whilst we are happy to accept parcels on your behalf, we cannot be held responsible for any losses. At the end of your tenancy you will need to inform all your contacts of your new postal address as we are unable to forward any mail received after your tenancy has ended. Don't worry though, we will remind you nearer the time!

### **Food Deliveries**

We are sorry that we are unable to accept food deliveries at Reception, including supermarket deliveries and takeaway meals as we do not have storage facilities to keep these items at the appropriate temperature.

Residents wishing to order food items should ensure they are in the building at the time of delivery and that the delivery person has their contact details.

# 11. Appliance Instructions

If you are unsure of how to use any of the appliances please contact Reception.

## **Energy Performance Certificate**

A copy of the EPC (Energy Performance Certificate) for your room has been emailed to you. If you need another copy, please contact Reception.

## **Hot Water**

The hot water will be automatically provided to your bathroom/kitchen. In the event of any concerns please contact Reception or log a job on the Maintenance Portal.

## **Lights**

We ask you to be environmentally responsible and turn off your bedroom lights whenever you are not in the room or simply remove your fob from the reader next to your Studio door.

## **Kitchen Extractor Fan**

Whenever you cook, the extractor fan should always be on. To activate this please ensure your kitchen light is on and press the switch on. Please do not try to open the fan yourself.

## **Microwave Oven**

Each studio has a combination oven. If you are unsure how to work the combination oven in your apartment, please see Reception for a guide. Also, please remember, when using the microwave function not to use it with any metal.

## **Hob**

First make sure that the switch on the wall above the worktop is turned on. You can then use one of the two dials to control the relevant ring on the hob. When you are finished cooking, please remember to turn off your hob.

## 12. Fresh House Rules

We think we're pretty easy going, but there are a few rules that we ask you to stick to, for your own safety and the comfort of others.

### **Window Restrictors**

These are installed on our windows to prevent them opening fully. This is a safety feature for your own protection. You must not tamper with or remove the restrictors. If we have to reinstate a window restrictor there may be a recharge to you.

### **Refuse And Recycle**

Residents must bag and tie rubbish from their room. Separate bins are provided for general refuse and recycling. Residents will need to provide their own bin bags. Leaving rubbish in hallways is not only unsightly but is also a fire risk. Residents must not leave rubbish anywhere other than the designated refuse area. All cardboard boxes need to be broken down before placing them in the recycling bin. The large recycling bins are suitable for cardboard, glass, cans, paper and cardboard. Please do not put plastic bags in these bins.

### **Smoking**

It is against the law to smoke in any place in the UK and Ireland that is used by the public or as a workplace. The building is therefore a smoke free zone. This includes your bedroom, bathroom and kitchen, as well as any communal area and outside/underneath windows, or on the roads, paths or pavements immediately outside the building. The ban applies to all substances which can be smoked including but not limited to cigarettes, vapes, rollups, pipes, hookahs/shisha pipes and cigars.

### **Noise And Anti-Social Behaviour**

We want you to enjoy living with us but ask that you respect other Residents and keep noise to a minimum especially between our 'Quiet Hours' of 11pm - 9am and during exam periods. During these times, no noise should be audible from outside the room in which it is occurring, including kitchen/lounge areas. This will enable us to make our building a pleasant and enjoyable place for everyone. Outside of these times, we ask that general noise levels should be kept at a reasonable level. You have the right to ask other Residents to keep the noise level down and all Residents will be expected to act upon such requests without retort. Our 24-hour emergency number can also be contacted if you experience noise disturbance.

If you are having minor problems with the behaviour of other Residents, we encourage you to first try to resolve the issue on your own. Issues often arise from misunderstandings so the best starting point is approaching the other Resident to discuss the matter in a relaxed manner.

This approach often provides an immediate solution and helps to build new friendships. If you don't find this helps, you can also call our Residents' Team for advice. Depending on the situation, we may recommend a meeting takes place between those affected by the behaviour, e.g. in the case of some flatmates not taking their turn to clean the kitchen, a full apartment meeting may be appropriate which a member of our team will facilitate. If the anti-social behaviour is of a more serious nature, the Fresh Anti-Social Behaviour Policy will be followed which will initially result in a face to face meeting between the General Manager and person displaying the behaviour, with future occurrences carrying the outcome of the university/college and/or Guarantor being informed.

### **Alcohol**

Alcohol consumption is allowed within designated areas provided all containers are properly recycled and/or placed in the refuse and the area is left clean and free of spills. Bulk containers such as kegs (or similar) are prohibited. Residents found violating UK laws concerning alcohol (sharing with under 18's or public intoxication) will be asked to attend a meeting with the General Manager and referred to the relevant authorities.

### **Nitrous Oxide (Laughing Gas)**

We appreciate that living away from home, especially for the first time can offer opportunities to try new experiences. Whilst most of these are likely to be positive, its not unusual to feel a desire to fit in with a new group of people and sometimes do things that you wouldn't normally.

If this happens, we want you to know that there are places you can get advice – after all, one of the pillars of our Be program is 'Be Supported' so we think its really important that we let you have the information to make informed choices about your life.

You may have heard of a craze to take Nitrous Oxide (more commonly known as Laughing Gas). Whilst you may think this is a harmless substance, we want to make you aware of the side effects which can occur with use. These can include causing you to:

- Faint / feel dizzy
- Lose consciousness
- Suffocate
- Sweat excessively
- Feel nauseous / vomit

Feel fatigued.

More significantly, there have also been cases where people have died or suffered paralysis as a result of taking the substance.

We certainly don't want to scare anyone, but we think it's important you are aware of the potential dangers, so if you have any questions about Laughing Gas (or any other substance), or if you are struggling with any sort of addiction / dependency, here are some experts you can speak to in confidence:

<https://www.talktofrank.com/drug/nitrous-oxide> Call FRANK anytime on 0300 123 6600

Nightline – see posters displayed at the property.

The Mix - Offers online information and helpline support to under-25s about anything that's troubling you. Email support is available via the online contact form, Free 1-2-1 webchat service and telephone helpline available. Opening times: 4pm - 11pm, seven days a week 0808 808 4994

DAN 24/7 0808 808 2234 - Free telephone helpline for anyone in Wales wanting further information or help relating to drugs or alcohol, including families and carers.

HSE Drugs and Alcohol helpline - Freephone helpline on 1800 459 459 from Monday to Friday between 9:30 am and 5:30 pm or email any time on [helpline@hse.ie](mailto:helpline@hse.ie)

Narcotics Anonymous - Provides information for anyone who needs support and advice about drug addiction. Opening times: 10am - midnight, seven days a week, 0300 999 1212

The safety and welfare of our residents is important to us. As part of our commitment to ensure we manage the building responsibly, we have therefore taken the decision to ban the use of Nitrous Oxide in the communal spaces of our buildings and ask our Residents' Team to refuse delivery of any package we believe to include the cannisters.

### **Cooking**

Please do not cook in your bedroom. Rice cookers, toasters, kettles or other cooking equipment cannot be used in your room as they create a fire risk. False alarms caused as a result of cooking in your room may incur a charge levied by the Fire and Rescue Service.

### **Pets**

Pets or other animals will not be permitted without the prior written consent of the Landlord.

# 13. Your Welfare

## Registering With A Local Doctor

We recommend that you register with a local GP (doctor) whilst living away from home. If you become ill, you will need to be registered with a doctor before you can get an appointment, so this will help prevent any delay in treatment. You can register by going to the doctor's surgery and filling out a form. Our Residents' Team will provide you with a list of local surgeries.

## General Health Care Advice

Alternatively, you can visit a NHS Walk-In Centre where no appointment is necessary. Services are offered on a first come, first served basis. A range of services are provided and experienced nurses are available to treat minor illnesses and infections, as well as minor injuries like strains, sprains and cuts. Walk-In Centres can also prescribe a wide range of medications, including the pill, painkillers and antihistamines. The nearest Walk-In Centre is located at Kingston Health Centre, 10 Skerne Rd, Kingston upon Thames KT2 5AD, which is a 6 minute walk from Quebec House.

## Late Night Transport

Always plan ahead and know how you are going to get back home. It's a good idea to carry a list of reputable taxi numbers in case you miss the last bus. Try to avoid walking home on your own after a night out.

## Crime Stoppers

To report a crime anonymously (and in situations which are not an emergency), call Crime Stoppers on 0800 555 111.

## Referral Of Matters To The Police

We will offer support and advice to any Resident regarding matters of criminal conduct which they feel should be reported to the Police. Where an offence has been committed against a Resident or against Fresh itself, we will report the matter to the Police. Where the victim(s) of an alleged crime does not wish to report the matter to the police, but the matter has been reported to our team, the General Manager will make a decision of whether or not to inform the Police on behalf of the Resident. Only in exceptional circumstances will we report a matter to the police against the wishes of the victim(s). It is a legal requirement for incidents relating to the prevention of terrorism and the protection of children to be reported to the Police.

## Welfare Concerns

If we have a genuine concern as to the welfare of any Resident, we will take steps to inform the emergency services/university/guarantor as most appropriate. This will be undertaken in accordance with our privacy statement.

## Your Front Door Key

Your safety and security is of utmost importance to us. You will be given a key card or fob to access the building, your shared apartment and your own bedroom or studio. You will also have access to the social spaces with the same key card or fob. Please do not let anyone in that you don't know or don't recognise. Don't be tempted to let anyone tailgate you into the building — if the person is a Resident, they will have their own fob to let themselves in, and if they have forgotten it, they can call the Residents' Team. We advise this for everybody's safety and security. If you damage or lose your key/access fob, you will be responsible for the replacement cost for corresponding locks, new keys, and/or replacement of the fob. If your fob or key is lost or stolen, you must notify Reception immediately to prevent unauthorised access to the building and your room.

## CCTV

The building is covered by CCTV for your safety and peace of mind. The footage can only be viewed by trained and authorised staff.

## Keeping Yourself Safe

Always lock your door (especially late at night) and when you leave your room. Be vigilant with items such as laptops, mobile phones, game devices and other high-value goods. Never lend others your fob, as doing so puts you at risk of incurring charges if they lose it, or cause any damage, and we will not be held responsible if they take any items from your room.

## Ground Floor Rooms

If you're in a ground floor room or room which is easily accessible from the ground, we recommend the following tips to maximise security:

- Keep your curtains/blinds drawn when you are out
- Ensure windows are locked closed when you are out
- The window restrictors will protect you when you're in the room
- Keep valuables out of sight and out of reach from the window

## 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 Reception 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.

## 14. Your Health



### Need To Talk?

The wellbeing of our Residents is our priority. We know that where you choose to live plays a massive role in your overall university/college experience, from offering opportunities to make friends to providing the right environment to cook, study and sleep. Being away from home can make for a challenging time. If you are struggling to settle in to your new life, don't do it on your own. You can contact a member of the Residents' Team who will be happy to arrange an online call to listen and put you in touch with someone who can help. Please make contact through WhatsApp, email or by phone.

There is also lots of helpful advice and contact details on our website

### Nightline

Fresh have partnered with Nightline to offer our Residents further 'out of hours' support. Nightline is a term time, anonymous, non-advisory listening and information service run by students for students. The highly trained student volunteers offer support for all students and everything you discuss with them is confidential. Please see the posters at your accommodation for details of the local Nightline contact information or visit [nightline.ac.uk](http://nightline.ac.uk)



**Nightline Association**

Supporting, promoting and developing Nightlines

## Useful Contacts

### Mental Health Support

020 8417 7314

### Disability Helpline

020 8417 7314

### Students Union Advice Centre

020 8417 2868

### Chaplaincy and Pastoral Services

020 8417 2940

### Students Money Advice

020 8417 7315

### Samaritans

0845 790 90 90 [samaritans.org](http://samaritans.org)

### Young Minds

If you need urgent help text YM to 85258 [youngminds.org.uk](http://youngminds.org.uk)

### Student Loans Company

0300 555 0505 [slc.co.uk](http://slc.co.uk)

### Debtline

0808 808 40 00 [nationaldebtline.org](http://nationaldebtline.org)

### Sexual Health

0131 536 1070 [nhs.uk/live-well/sexual-health/](http://nhs.uk/live-well/sexual-health/)

### Victim Support

0845 30 30 900 [victimsupport.org.uk](http://victimsupport.org.uk)

### Alcoholics Anonymous

0845 769 75 55 [alcoholics-anonymous.org.uk](http://alcoholics-anonymous.org.uk)

### British Pregnancy Advisory

03457 30 40 30 [bpas.org](http://bpas.org)

### Drugs Advice and Helpline

0800 77 66 00 [talktofrank.com](http://talktofrank.com)

# 15. The Financial Bit

## How To Pay

Paying your rent is simple and can be done online 24/7 on the Residents' App. Just select 'Make a Payment' and follow the instructions – it's as easy as that! Your rent instalments will be due on the dates listed on your Tenancy Agreement so please make sure you meet these payment dates. If you prefer to get it done before the due date we welcome early payments and remember, paying in full may save paying additional fees for each instalment if you are making an international payment.

## Bank Transfer

If you plan to pay by bank transfer please contact the Residents' Team for our bank account details. You will need to quote your full name and booking reference number in the reference of all bank transfers so we know who the payment has been made by.

Please ensure the amount paid covers all bank charges (you will be liable for any charges made by your and our bank) to ensure Fresh receive your full rent. You will need to allow at least 7 days for the payment to reach us so please do not wait until the payment is due.

Residents are advised to check which payment option is the best for them.

## Setting Up A UK Bank Account

If you would like to set up a UK Bank Account when you arrive, the Residents' Team will be able to provide you with the details of the local banking facilities, however, we suggest you check them out first to make sure that you choose the bank that suits you best. You will need to make an appointment at the branch of your chosen bank and take some identification (ID) with you:

- Your passport
- Letter from university/college to prove you are a student
- A copy of your Tenancy Agreement. Your Residents' Team can provide a copy or you can print one via your Residents' App.

At the appointment the bank will advise you on the best account, which should not have any charges. The bank will then send you your bank card and your pin number separately (keep them safe).



## 16. Fee Schedule

Item	Charge
Tenancy Deposit	£150.00
Late Payment of Rent	Interest of 3% above the Bank of England's base rate will be payable on any rent which is more than 14 days overdue. The interest will payable from the date on which the rent fell due until the date it is paid.
Replacement key /fob/ card	Based on the actual cost of the replacement item which will include locks where necessary.
Assignment or variation of the Tenancy Agreement	£50.00
Site Attendance Out of Hours	£42.00

We are members of the Propertymark Client Money Protection scheme and Property Redress Scheme.

## 16A. Replacement Costs

Here at Fresh, we know that accidents happen and items get damaged, and when they do, we need to repair or replace them.

We have created a guide to the costs of the most common items that are damaged to give you an idea of what would be charged.

However, all of our buildings are unique, so this list is a guide only - it may be that the item costs more or less than the price stipulated here. If that's the case, you will be charged the quoted replacement cost and we will always be happy to show you the quote that we are basing the price on.

If an item is damaged that does not feature on this list, it will be charged based on the quotation obtained.

Please never attempt to repair the item yourself or arrange for a third party to repair it, as additional costs could be incurred as a result.

Item	Charge
2 Seater Sofa	£305.00
3 Seater Sofa	£400.00
American Fridge Freezer	£750.00
Bed Frame	£300.00
Bedroom Bin	£6.00
Bedroom Door	£230.00
Bedroom Pin Board	£99.00
Bedside Table	£120.00
Coat Hooks	£15.00
Coffee Table	£120.00
Combination Microwave	£145.00
Desk Light	£50.00
Dining Chairs	£50.00
Dining Table	£135.00
Door Closer	£70.00
Door Lock	£175.00
Door Peep Hole	£15.00
Door Stop	£7.50
Drain Cover (Shower)	£10.00
Electrical Sockets/ Switches	£20.00
En suite Door	£135.00
En suite Mirror	£80.00
En suite Sink	£150.00
Extractor Fan (En suite)	£50.00
Extractor Hood	£234.00
Fire Action Signage	£15.00
Smoke Alarm	£40.00
Fire Blanket	£25.00
Fire Sensor	£40.00

Item	Charge
Fire Door	£250.00
Fire Extinguisher	£200.00
Fridge (Under Counter)	£200.00
Fridge Freezer	£746.00
Full Length Mirror	£50.00
Fuse Box	£90.00
Hob (Ceramic)	£250.00
Hob (Solid Top)	£150.00
Kitchen Bin	£20.00
Kitchen Spot Light	£60.00
Mattress	£120.00
Microwave	£55.00
Oven	£300.00
Oven Shelves	£20.00
Oven Tray	£3.00
Robe Hook	£6.00
Rubbish Removal Per Bag	£5.00
Shaver Light	£30.00
Shower Head Holder	£20.00
Shower Head	£20.00
Sink Plug	£15.00
Stool	£50.00
Toilet Basin	£175.09
Toilet Seat	£30.00
Tub Chair	£200.00
Television Remote	£30.00
Wall Heater	£175.00
Wardrobe Rail	£20.00
*All prices are inclusive of VAT	

# 17. Your Tenancy

Your Tenancy Agreement is an Assured Short-hold Tenancy, which means you have a right to stay in your room/studio until the end of the agreed tenancy period.

We cannot evict you without a court order. When you signed your Tenancy Agreement, you made a legally binding agreement with Fresh to keep to the terms and have accepted the responsibilities of the agreement.

We expect you to:

- Pay your rent at the agreed time
- Look after your accommodation and keep all areas clean
- Behave appropriately within the building and surrounding areas
- Be respectful to other residents

We will:

- Carry out repairs within the property and ensure it is a safe and secure place to live
- Keep the communal areas clean
- Carry out regular health and safety checks of the building

## Termination Of Your Tenancy

As a tenant on a fixed term Assured Short-hold Tenancy you do not have the right to end your tenancy early even if you later are no longer a student. Fresh can seek repossession of your tenancy if you fail to pay your rent or breach the terms of your Tenancy Agreement however you will still maintain responsibility for your rent payments.



# 18. Maintenance And Repairs

## Reporting Repairs

You can report any repairs via the Residents' app. This can be done from the comfort of your own room 24/7 or, if you prefer, you can call us at Reception to report the repair to our Residents' Team.

We aim to assess requests within the following timescales:

- Emergency repairs within 24 hours of being reported.  
An emergency repair is any repair required to avoid danger to the health and safety of Residents. E.g. No power supply, overflow of sewage.
- Urgent repairs within 5 working days of being reported.  
An urgent repair is any repair which materially affects the comfort or convenience of the Resident e.g. broken handrails, faulty electrical fittings such as the microwave.
- General repairs within 28 days of being reported.  
A general repair is any repair not falling in to the two above categories. E.g. Single electric light or power point failure within room, sticking doors or windows. We normally provide you with a minimum of 24 hours' notice if we require access to your accommodation to carry out a repair.

Please note that in the case of emergency we may require immediate access to your accommodation.

## Water Leaks Or Floods

Water leaks can be extremely damaging. If water is leaking into electrical fittings, this can be very dangerous.

If you spot a leak:

- Call the Residents' Team immediately.
- Try and catch the water in a container to avoid further damage.
- Do not touch electrical sockets or devices.
- If the water to your apartment or building has been turned off, please check that you have closed all taps and ensure that the plug is not left in, in the sink in the kitchen or your en suite.

## Maintenance Feedback

After your reported maintenance repair has been completed you will receive an email asking you to score the service you have received. We appreciate your feedback and monitor these scores closely.

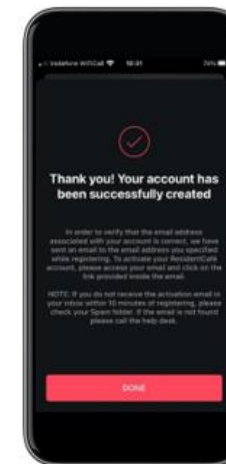
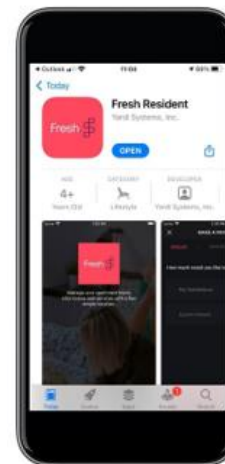
## Electrical Failure

If you have an electrical failure, check to see who else has the same problem – is it other apartments, the entire building or the whole street? If the entire street is in blackout, this means that this situation is out of our control. Power cuts of this nature usually last a maximum of 2 hours.

For all other power failures, please let the Residents' Team or emergency out of hours arrangements know so that they can investigate.

### Logging A Maintenance Request

1. Download the App from App Store or Google Play
2. Register your account
3. Log your maintenance request and we'll be round to sort it out.



# 19. Your Feedback

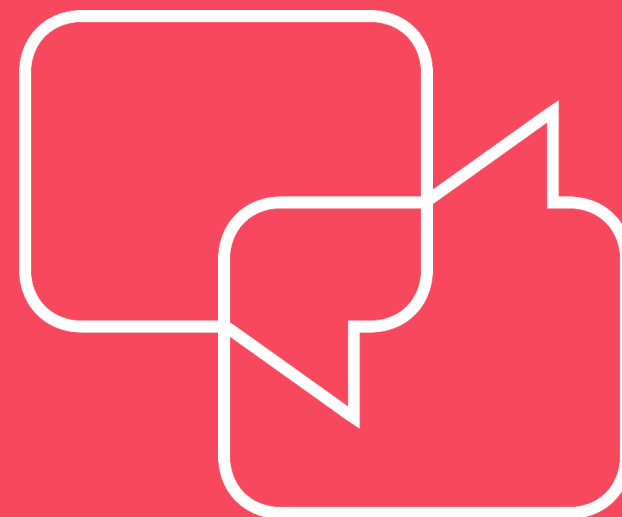
We always want to hear feedback from our customers as we believe it's the only way we can continue to improve our service.

## **Our commitment to you:**

- 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 we will make changes and improvements where necessary.
- We will carry out an annual customer satisfaction survey via a third party provider to establish satisfaction levels among our customers.

## **Complaints Procedure**

We want you to love your time living with us, but there may be times when we don't always get it 'right'. We take all complaints seriously, and will try our best to fix any issues first time. If you need help and advice about how to complain or about our complaints procedure, please refer to our website.



## 20. Moving Out

### Tenancy Length

Your tenancy length is outlined on your Tenancy Agreement – this is the fixed term. If you want to move out before the end of your fixed term, we may agree for you to assign the tenancy which means you will need to find a replacement student to transfer the tenancy to. As the tenant, you are responsible for the payment of rent until another tenant is found and the assignment is agreed. Please note, there is no obligation on the part of Fresh to agree the assignment – we reserve the right to decline the request and implement conditions where one is agreed. Therefore it is advised that you speak to our Residents' Team as soon as possible to discuss this. A charge will apply – please see our Fee Schedule.

We hope that you don't need or want to leave us before the end of your tenancy, but if your circumstances change please speak to the Residents' Team.

### Moving Out

We know it's a long way off, but it's important to let you know what will happen at the end of the tenancy. You will need to book a 'Move Out' Inspection with the Residents' Team. They will inspect the room against the initial inventory that you completed. It's really important that you are present for this as if you don't attend, it will be very difficult for you to challenge any charges for damage or disposal of refuse/abandoned items.

There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 10am.
- You must return all keys, cards and fobs to Reception.
- You must make sure your room is clear of all of your possessions.
- Your room must be clean before you leave.  
(you will be charged for cleaning if it isn't)

Property left in the room after you have vacated, or upon the expiry of the Tenancy Agreement, is considered abandoned and will be disposed of immediately. Due to limited space, we cannot store personal items left behind. Requests for extended move out times may be made in advance and will be

subject to the availability of the room. Approval for an extended move out will be made at the sole discretion of the General Manager.

### Tenancy Deposit Scheme

We will automatically register your Tenancy Deposit with the Tenancy Deposit Scheme (Custodial).

At the end of your tenancy you will receive an email from TDS (Custodial) notifying you to log in to the TDS Portal and agree any re-charges against the deposit. Please do this as quickly as possible to prevent any delay in the deposit being returned to you. TDS will then refund the full or any remaining deposit to you.

If you move out before your official tenancy end date, your deposit will not be returned any earlier.

At the end of the tenancy, the Tenancy Deposit Scheme will contact you with details of your deposit return (subject to any damages / arrears charges) – it is important you reply to this email.

## Fresh – The Next Step

Did you know that as well as managing student accommodation, Fresh also manage private rental accommodation in a number of locations? If you are in your final year of university/college and want to take that next step in renting accommodation, but want to be sure you'll be looked after...

[Find out more](#)

Just because you are no longer a student doesn't mean you have to stop living the 'Fresh' way!

We hope that you have a great year living with us, making friends and memories that will last a lifetime and we wish you the best of luck with your academic studies. We look forward to welcoming you back again next year!

#### LEGAL DISCLAIMER

Please note that this guide does not constitute a complete legal document. This information is designed to offer helpful advice and information on the most important aspects of your student accommodation, but as a Resident with Fresh you will be legally bound to all the terms set out in your signed Tenancy Agreement.