

POLITE REQUEST

These listed measures will help to ensure that at the end of your stay with us that you will get your full deposit returned.



1. Please do not stick posters, etc. on walls with **nails, sellotape or bluetac** as damage will occur when these items are removed. In this event professional decorating will become necessary, and tenants will be liable for any refurbishment cost incurred.
2. Please **dry the grey rubber seal** on the inside of the washing machine after every use. This will protect the seal from deterioration.
3. **After showering in the upstairs bathroom, if any water has spilled over onto the floor, please mop up immediately, otherwise the water will seep through the floor onto the kitchen ceiling below and cause considerable and expensive damage (cost to you for repainting £200; new ceiling £800).**
4. If you are leaving the property empty after dark, please leave a light to come on via the **security timer**.
5. **Refuse collection:** Please see Council's recycling & rubbish calendar for information on collections and place relevant bins and sacks at the front of the property late on Tuesday evenings or before 7 a.m. Wednesday mornings. For more detailed information on rubbish collections visit our website <https://www.colchester.gov.uk/recycling-and-rubbish/what-to-put-out/>. You are allowed 5 sacks non-recyclables every 2 weeks.
6. Check information regarding **TV licensing** and how students are affected: <https://www.tvlicensing.co.uk/>.
7. Sorry, but **no pets** are allowed, however large or small.
8. **Cleaning:** get a cleaning "rota" sorted straightaway otherwise the house could get into a serious mess and this causes arguments. Clean the oven & hob **regularly** (please line the bottom of the oven with tin foil). Clean & disinfect toilets **weekly**, inside and out (important: use only products approved for the purpose – baths are easily damaged, especially by scouring chemicals). **Toilet bowls** – if left, limescale will build up and become almost impossible to remove. **Kitchen stainless steel sink – clean daily:** do not use a scouring pad, harsh sponge, steel wool or bleach as these can all cause damaging scratching to the stainless steel. This damage could be costly – new sink = **£150** plus fitting costs). Regular cleaning throughout the house saves an awful lot of work to be done at the end of the tenancy. The alternative is a cleaning bill – average cleaners costs at end of tenancy for a 5-bedroom = **£300**.
9. **Water leaks:** In the unlikely event that a serious water leak occurs the mains water can be turned off by the stopcock which is positioned under the sink in the kitchen – but turn off electrical appliances first, i.e. washing machine, boiler, etc. It is important that you all familiarise with their positions.
10. **Power Failure and the Trip Switch:** Our electric circuits are fitted with circuit breakers and these are called trip switches contained within a fuse box (positioned in the garage). If a fault occurs for any reason, as a safety device the trip switch will 'trip' meaning that the electric will switch off in a certain area of the property – this could be lights, certain rooms, etc. The switch can trip due to a number of reasons which include: overload of sockets, an appliance having a fault, or because a bulb has blown. To reset the trip, simply flick the switch back to the opposite direction. If the power goes off more than twice, after resetting the trip, phone Margaret.
11. **Smoking** is not permitted within the property by you or your visitors.
12. Please **do not hang wet clothes over radiators** (this will cause condensation which encourages mould).
13. All beds have **new mattress protectors**; do not remove or change. Replacing a mattress because of staining, etc would require you to pay for a new mattress at around **£200**.
14. **Keys and Access:** Please keep all keys that have been issued to you safe. In the event of you losing any keys you will be responsible for the cost of replacing these keys. For your own safety do not issue any keys to anyone other than those named on the Tenancy Agreement
15. **Houses in Multiple Occupation (HMO):** Please ensure that you comply with the HMO legislation: it is essential that you limit the number of people living at the property to just those named on the Tenancy Agreement so that you comply with the licence terms.
16. **Smoke Alarms:** Your house has hard-wired smoke alarms with battery back-up. It is your responsibility to ensure that the battery is powered and that the detector is in good working order. Ensure you test the detector weekly and enter your findings into the Fire Logbook, plus let us know if any fail to work.
17. Please do **NOT** wedge open **fire doors**, or take batteries out of smoke alarms as this could endanger your life in the event of a fire, and also contravene HMO legislation.
18. **Candles** can be extremely hazardous and should never be lit. Please be aware of any potential fire hazards.
19. **It is recommended that every Student holds an insurance policy to cover the loss of their personal possessions.**

In the event of a problem/breakdown ring Margaret 07592 034398.