

UK *studenthouses*.com™



Resident Guide



@ukstudenthouses



Welcome

We're UK Student Houses - It's Nice To Meet You!

All Inclusive Homes You Can Trust

We offer modern houses across the UK, designed for students, recent graduates and working professionals seeking comfort, convenience, and a true home from home.

We're so excited for you to settle into your new home!

This booklet will provide you with everything you need to know about your new home, about us, and some useful to know tips about life in the UK.

Contents

Welcome	3
Emergency Contact Information.....	5
Your Team	7
Fire Safety	8
I Need To Get Something Fixed.....	9
Quick Things To Know About Your Home	13
Tips On Keeping Your Home Ship-shape	16
Important Admin Bits.....	18
Using The Appliances In Your House	20
Keeping Your New Home Secure.....	23
Replacing Items That We Provide	23
Getting On With Each Other	24
Mental Health & Wellbeing.....	25
Making Complaints	25

**Looking for the urgent or out-of-hours maintenance number?
We've got you!**

It's 0330 828 8062 (Choose Option 2)

Emergency Contact Information

Across the UK, the emergency number is **999** - you can call this from any mobile phone.

Is 999 The Right Number To Use?

Call 999 for life-threatening emergencies or immediate danger. They will ask you which service you need - this can be Ambulance, Fire, Police, Coastguards and depends on the emergency.

Use 999 When:

- There is a fire
- Someone is in immediate danger or having a medical emergency
- A crime is in progress
- Violence is being used or threatened

They'll need to know your location - if you're at home, that's your postcode, street name, and number. You can find this on the noticeboard near the main entrance to your property.

Who Do I Call If It's Not An Emergency?

Call 101 for police help when it's **not** an emergency.
Examples include:

- Reporting a crime that has already happened
- Property damage
- Suspicious behaviour
- General police enquiries

Call **111** for NHS non-emergency medical advice.

They can direct you to the right NHS service if you are not sure.

They also offer an online service that can help you get the support you need, just go to 111.nhs.uk or on the NHS app.

Call 111 Or Use The NHS 111 Online If:

- You need medical advice quickly
- You're unsure whether you need A&E
- You don't know who to contact for medical help

Utility Emergencies

If you smell gas or suspect a gas leak, call: **0800 111 999**
This is the 24/7 National Gas Emergency number (formerly Cadent).

If the electricity in your whole house goes off unexpectedly, call **105**
to report it to the local network operator.

For major water leaks, burst mains, or no water supply, contact your local water provider. For most areas in the UK, you can call your local water company.

You can also find your supplier via:
www.water.org.uk/water-company-finder or contact your property manager.

If you are unsure whether something is an emergency, it is always safer to call **999**.

Your Team

You can find specific details and contact information for your property on your noticeboard.

Based In Your City

- Your Property Manager is your go-to for any problems, questions, or concerns. They are local and know your city inside-out, so ask them about good places to visit! You might have met them when you viewed the property, so get to know them when you see them around our properties.
- Our friendly Maintenance Team have operatives based in your city - say hello to them if they're at your property. They'll call every now and again to carry out essential health and safety checks (and they love a chat while they do!).

Based At Our Central Office

- Your **Central Lettings Team** - they oversee the property managers and can help you with any escalated complaints, or when your Property Manager is not available. You'll see them around the sites every now and then supporting your Property Managers.
- Our **Internal Sales Team** is also based in our central office. Chances are, they are friendly voices who helped you book your room. You probably won't talk to them during your stay now that you've arrived, but if you call the sales number on our website, you can always say hello.

Fire Safety

What To Do If You Discover A Fire:

1. Raise The Alarm Immediately

Shout 'FIRE!' and activate the fire alarm if there is one.

2. Leave The Building

Find the nearest safe exit, closing doors and windows behind you if it is safe to do so.

3. Dial 999

Request the fire service

4. Report The Issue

Once you are safe outside, report the issue to the Main Manager helpdesk, on the app or by calling 0330 828 8062.

Never attempt to fight the fire yourself. Your priority is to get out quickly and safely.

Fire Prevention

While we have responsibility for making sure the building is safe, there are some things that you **must** do to keep you and your neighbours safe from fire.

1. Always keep corridors and stairwells clear - No bags, no shoes, no bikes.
2. Never keep or charge e-bikes or e-scooters inside the property (this is a breach of your tenancy agreement).
3. Be sensible with portable heaters - never leave them unattended and keep them away from flammable items such as clothes and bedding.
4. Never leave cooking unattended. If you've got food in the oven, stay in the kitchen.
5. Make sure your electrics are safe - don't overload sockets or extension leads, and if it's damaged, don't use it.
6. Never leave BBQs or similar inside or on balconies.
7. Empty the lint tray of your tumble dryer before every use.
8. Never tamper with smoke alarms or extinguishers. They're there to protect you, and interfering with them is against the law.

I Need To Get Something Fixed

The quickest way to log a maintenance request is via the **Main Manager Helpdesk App**.

Download it from Google Play or the App Store by searching for **'Helpdesk'**.

You can also contact the Helpdesk directly by calling **0330 828 8062** and choosing option 2.

That same number will divert to our out-of-hours team if you have an urgent problem on weekends, bank holidays, or after 5:30pm.

Do You Have An Emergency Repair To Report?

An emergency is any situation that creates an immediate risk to your health or safety or could cause serious damage to the property if not dealt with straight away. It is important that you report these to us immediately so we can help.

What Counts As An Emergency?

- Fire or Smoke - Raise the alarm, evacuate, and call **999** for the Fire Service.
- Gas Leak - Leave the property straight away and call National Grid on **0800 111 999**.
- Water Escape - Where water is causing significant damage or flooding.
- Structural damage or Broken Entry Doors/Windows - If security or safety is compromised
- Complete Power Failure - Where there is no electricity supply to the entire property (see guidance later in this booklet).
- No Heating or Hot Water During Sub-zero Temperatures - In most other cases, heating or hot water issues will be attended to promptly during normal working hours.
- Locked Out of Your Apartment - You will be responsible for the cost of a locksmith or replacement key card, where applicable.

What's Not An Emergency?

- Dripping tap
- Broken furniture
- Broken appliance
- Heating loss in Spring/Summer

These issues are important, but they're not an emergency as they don't cause danger to anyone. These should still be reported promptly through the MM Helpdesk app so our teams can get them fixed as soon as possible.

How To Use The Main Manager Helpdesk App

Step 1: When opening the app for the first time, you'll be asked for an App Key Code. This tells us which city you're based in.

Step 2: After login, the 'Issue Screen' will appear. Here you can see any problems you've already reported and their status. To log a new issue, press the green plus button at the bottom right.

Step 3: You'll then see the 'Select Location' page. Use the search bar to start typing your designated room. The app will suggest relevant options as you type. Once selected, tap the green arrow in the bottom right to continue.

Step 4: Write a clear, detailed description of the issue and upload photos that show exactly what's wrong. The more detail you give, the easier it is for the Maintenance Team to understand and fix the problem without needing to come back to you for clarification. Once you press save, your request will be logged with a reference number, and you can track progress as it's handled.

We aim to complete non-urgent requests in 28 working days.

What does a good maintenance request look like?

Bad example: *'Sink broken.'* You know what the issue is, but our team don't! Add some detail.

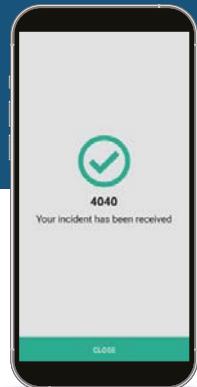
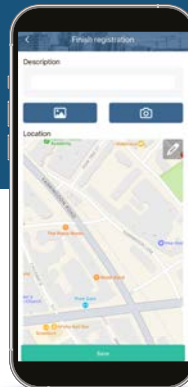
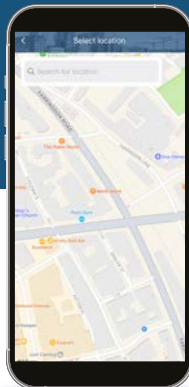
Good example: *'Kitchen sink is leaking from the pipe underneath the basin. Water is dripping onto the floor. Attached photo shows the pipe connection where the leak is coming from.'*

Clear description + photo = faster fix without needing to chase for more details.

Download the Main Manager Helpdesk App here:



MM Helpdesk



Easy Fix? Quick win

As the tenant, you are responsible for where you live - we need you to look after it for us.

We expect you to:

- Keep drains clear of hair and food waste.
- Change light bulbs (if you know how and they're not too high up).
- Report problems to us before they become serious.
- Replace batteries in remotes, thermostats etc.

Sometimes small issues can be fixed quickly without needing help. Before reporting a problem, try these checks.

Power gone?

It might be a minor issue, check:

- Is it just your room, rather than the whole property?
- Do lights work in other rooms? If they do, try replacing the bulb.
- Has a switch tripped on the fuse board? If so, unplug your appliances, flip the switch back, and plug appliances back in. This will help you work out if an appliance is the issue.
- Ask your housemates if they're having the same issue.
- If everything is off (fridge, oven, lights) and isn't just switch off, give us a call.

Water leak?

Follow these steps to help us find the best way to help you:

- Is it a small drip, or a major leak?
- If it is major, turn the supply off at the stop tap immediately, to prevent damage to the property. Check your noticeboard for info on where to find this.
- Mop up any excess water to prevent any damage to the property.

Heating or hot water issue?

Check the boiler display - is there an error code? Include this when raising the maintenance request.

Smoke alarms

We ensure they are present and working when you move in - just test them monthly during your stay. Hold the button for 10 seconds and wait for a loud alarm - any issues, or if it doesn't sound, notify us via the MM Helpdesk App.

Appliances not working?

Check the plug, socket, and have a look if the fuse is tripped. If the fuse keeps tripping, there is something wrong with it and it'll need to be fixed.

Quick Things To Know

About Your Home

We know it can be daunting moving into a new place. We're here to help make it as smooth as possible.

Waste

You are responsible for disposing correctly of your waste - you can find specific details for your city and property on your noticeboard.

General Waste: Bag it securely, tie it up, and place it in the correct bin

Recycling: Use the recycling bin, box, or a reusable bag. Items should be clean, dry, and placed directly into the recycling bin (no plastic bags).

Bin Collections: Put bins out on the correct day and return them to the designated area afterwards.

All bins should be placed ready for collection on the appropriate day and returned to the designated area as per council regulations.

Outdoor Space

Having outdoor space in your home is a privilege and can be great fun, especially during the warmer months!

It is your responsibility to look after it:

- Pick up any litter and keep pathways clear.
- Pull out small weeds before they spread.
- Dispose of rubbish properly - don't let it build up.
- Report any issues to us early so we can fix them before they get out of place. A couple of things to look out for is loose brickwork and leaky guttering.

Furniture Safety

All mattresses, sofas, and other soft furnishings provided in the property have permanent fire safety tags attached. These tags confirm that the furniture meets legal safety standards, so please don't remove them. If they're missing, let us know.

Wi-Fi & Broadband

Wi-Fi is included in your rent, so you don't need to worry about it at all! You can find all the information you need to connect on your noticeboard.

You must not attempt to cancel, transfer, or alter these services - they are centrally managed so any such action will be considered unauthorised interference, and the costs incurred may be passed on to you.

If you need help with your Wi-Fi, there are details of your provider on the noticeboard.

Ventilation & Damp Prevention

Good ventilation is essential for a healthy home and helps prevent damp and mould.

- Open windows regularly, especially after cooking, showering, or drying clothes indoors.
- Use extractor fans where provided.
- Wipe away any condensation on windows or walls to stop mould from forming.
- Don't ignore signs of damp or mould - let us know via the MM Helpdesk App so we can investigate.

Energy Use

All your bills are included in your rent, so you don't have to worry about these bills or price rises. Using less energy not only helps reduce our energy bills (keeping your rent as low as possible!) but also helps us to save the planet.

- Switch off lights when leaving rooms - even short periods add to wasted energy.
- Don't leave the heating on when you leave.
- Close windows and doors to stop heat escaping.
- Don't leave taps running while brushing teeth or washing dishes - it wastes a surprising amount of water.
- Report dripping taps or leaks promptly - small leaks can quickly become costly problems.
- Keep showers short - aim for 5-10 minutes to save both water and energy.
- Boil only the water you need in the kettle - it's quicker, cheaper, and more efficient.

Being a Considerate Neighbour, Noise & Parties

We want everyone to enjoy their time here, but please be mindful of your neighbours. Keep noise levels down, especially between 11pm and 8am. Loud music isn't allowed. You're welcome to have visitors in your home, but no parties. Remember that your neighbours might have a different schedule to you.

Guest Etiquette:

1. You can have 1 visitor stay overnight, for up to 2 nights in the same week (Saturday - Sunday).
2. You can host up to 3 visitors at a time in your accommodation, but parties are not allowed.
3. You're responsible for your guests and should stay with them while they're in the building.
4. Visitors must respect other residents, keep noise to a reasonable level, and treat the property with care. Any damage caused by visitors will be charged back to you as the tenant.
5. If guests become a nuisance or overstay, you're breaching your tenancy agreement.

Smoking & Drugs

A strict no-go! It's a breach of your tenancy agreement and could lead to eviction proceedings. If a deep clean is needed to remove smoke odour or damage, there's a minimum charge of £300. If you smoke, please do it outside and make sure you close the door behind you, so smoke doesn't drift back inside.

Tips On Keeping Your Home

Ship-shape

Your new home is designed for communal living - you'll have the privacy of your own bedroom while sharing spaces like the kitchen, lounge, and sometimes bathrooms.

Making It On Your Own

We want you to feel right at home! Feel free to deck out your room with photos and personal touches. Just a heads-up: if you hang things on the walls, be careful as you'll be charged if you damage the paintwork. Use photo frames on your desk or shelves instead. All the personality, none of the DIY!

Your Private Space

Your bedroom is your sanctuary. Keeping it clean and tidy makes a massive difference to your mood. Plus, a clear floor means no tripping over cables or bags in the dark!

- Never charge your phone or laptop under your pillow or on your bed. This can and has caused fires.
- Crack a window or use the vents daily. Good airflow stops damp and mould from moving in.
- A quick Hoover and surface wipe keep the room feeling fresh. Don't let old takeaway boxes or laundry piles take over - they're a magnet for pests and smells.

Shared Bathrooms

Shared bathrooms are great if everyone plays fair. It takes two seconds, but it makes a world of difference for the next person.

Leave it how you'd want to find it.

- Take your toiletries back to your room or store in the cupboard so the surfaces stay clear.
- Wipe the sink and clear any hair from the shower drain. It keeps the space hygienic and prevents nasty blocks.
- Spot a leak? If the tap's dripping or the drain is slow, let us know ASAP before it becomes a bigger problem.

Communal Areas

The kitchen and lounge are the heart of the house. Keeping these areas clean makes the whole place feel more relaxed for everyone.

- Wash your dishes and wipe the sides after cooking. Nobody wants to find yesterday's pasta stuck to the counter!
- Keep hallways and stairs free of bags and shoes. This is important for fire safety, not just nice and tidy.
- Don't let rubbish overflow. Taking the bin out regularly keeps the kitchen smelling fresh and the pests away.

When everyone does their bit, the house stays a great place to hang out, study, and live.

Important Admin Bits

Admin Is Part Of Adult Life - None Of Us Can Escape It!

We try to make it as easy as possible. All your bills are included, so you don't need to worry about them. You may still get letters about your utilities come to your house - they're for us to deal with. You can always get in touch with us if you spot anything you're worried about.

Council Tax & Student Exemptions

Council tax is not included in the rent and depends on whether you are a student or not.

Full Time Student?

You're exempt from paying council tax. Just send us your council tax exemption certificate to counciltax@ukstudenthouses.com before you move in (or if you don't have it yet, as soon as you start uni). You can request this from your university. We'll do the rest.

Not A Student?

You need to pay your fair share of the council tax for your property. We'll be in touch with details on how to do this, but if you are unsure, you can reach out to your Property Manager.

TV License

To watch live TV in the UK you need a TV license. We've sorted this for the TV in your communal area, however, if you stream, download, or watch live TV on your own devices, such as a laptop, tablet, phone, games console, or a TV in your bedroom, you'll need to purchase your own TV license. This is a legal requirement in the UK and applies even when watching live content through streaming platforms.

When We'll Need To Visit Your Home

We (or someone on our behalf) may need to visit your home during your tenancy - we'll let you know with at least 24 hours' notice when we need access to your room. Some common reasons are:

- Midterm inspections - these are completed by your Property Manager to ensure you are taking care of your room and communal areas.
- Viewing for prospective tenants - just like you had a look around our properties when you booked, we'll need to show the next tenants around too.
- Repairs that you've requested - by submitting a request, you've agreed to let us access your room to investigate and repair what you've reported. This will usually be a member of our maintenance team but may also be external contractors when we need some help.
- Checks on empty rooms - If there is an empty room in your house, we have a responsibility to check it regularly.
- Planned maintenance - we conduct a range of preventative maintenance and testing, including of fire alarm systems. We'll also need access for gas safety and electrical checks from time to time.

Using The Appliances

In Your House

Tumble Dryers

- Never leave the dryer running unattended, it's a fire risk.
- Remove lint from the filter/drawer after every cycle (lint build-up is a common cause of fires).
- If it's a condensing model, empty the water collection container regularly.
- Always check the dryer is switched off after use.

Washing Machines

- Leave the detergent drawer slightly open after use so it can air dry.
- Wipe down the rubber door seal regularly to prevent mould.
- Run an occasional hot wash cycle with no clothes (using vinegar/baking soda or a specific washing machines cleaning product).
- Don't overload the washing machine, it shortens its life and damages clothes.
- Remove clothes promptly after the cycle to avoid damp smells.

Dishwashers

- Scrape off all food before loading. Dishwashers aren't designed to handle food scraps, which can clog filters and cause smells.
- Load dishes correctly - avoid blocking the spray arms and don't overload the racks.
- Use the right detergent - only dishwasher tablets, powder, or liquid. Never use washing-up liquid as it can cause flooding and damage.
- Clean the filter regularly - remove and rinse it to prevent blockages and unpleasant smells.
- Run occasional maintenance cycles - an empty hot wash with a cleaning product or vinegar helps keep the interior fresh and free from limescale.
- Always switch off after use and leave the door slightly ajar to let the inside dry, preventing mould and odours.

Fridge Freezers

- Set the right temperature - fridges should be around 4°C and freezers at -18°C for safe food storage.
- Don't overload shelves - air needs to circulate to keep food evenly chilled.
- Defrost when needed - if your freezer isn't frost-free, defrost it regularly to prevent ice build-up.
- Clean regularly - wipe down shelves and drawers and check for spills to avoid smells and bacteria.
- Store food properly - cover items or use containers to prevent cross-contamination and keep food fresher.
- Check food daily - don't leave spoiled food in the fridge. Throw away anything that's rotten or past its use-by date.
- Check door seals - make sure they're clean and closing tightly; damaged seals waste energy.
- Avoid putting hot food straight in - let it cool first to prevent raising the internal temperature.
- Empty and switch off if away long-term - this prevents mould and saves energy.
- A little care with appliances keeps them safe, efficient, and pleasant for everyone to use.

Toilets

- Only flush toilet paper.
- Even 'flushable' wipes can cause serious blockages. Despite the label, wipes don't disintegrate like toilet paper. They clump together, stick to pipe walls, and can quickly block narrower systems.
- Newer builds are designed with compact plumbing systems to fit into smaller spaces. This can mean sharper bends and longer runs, which increase the chance of wipes snagging and building up.
- Never flush sanitary products or food waste, please use a bin.
- If a drain becomes blocked due to misuse, repair costs may be shared between tenants.

Baths & Showers

- Hair and soap can easily clog plugholes,
- After showering or bathing, check and remove hair from the plughole or shower trap.
- If drain blocks due to lack of care, repair costs may be shared between tenants.
- A quick clean after use keeps the bathrooms fresh and avoids expensive plumbing issues.

Kitchen Sinks

- Never put food waste or grease down the sink (or in the dishwasher).
- Scrape all leftovers into a bin before washing up.
- Food in pipes causes blockages, bad smells, and costly repairs.

Heating

We've made it easy for you - our modern heating system does most of the work. If you do need to change anything, we've made a guide for your property. You can find it near the entrance noticeboard.

Gaming Console

If the house includes a gaming console, this is a shared item for everyone to enjoy together in the communal lounge. It belongs to the property, not to any individual tenant, and it must remain in the shared space, it shouldn't be taken into bedrooms or removed from the house at any time. Taking good care of it means everyone gets a fair chance to use it, and it can be a great way to relax and build friendships with your housemates. Just a heads up that it's an added extra, not included in your rent – so if it breaks, we may not replace it.

Keeping Your Home Secure

Keeping the property secure protects everyone living here. Please follow these simple steps:

- **Doors:** Always lock the front and back doors when leaving the property, even if it's just for a short time.
- **Windows:** Close and lock windows when you go out or at night. Open windows are one of the most common ways intruders gain access.
- **Visitors:** Only let people you know into the property. Don't buzz in strangers or delivery drivers unless you're expecting them.
- **Valuables:** Keep personal belongings (like laptops, phones, and bikes) stored safely. Don't leave them visible from outside.
- **Keys:** Never lend your keys to anyone else. If you lose a key, or your iLOQ isn't working, report it to your property manager, or call the out of hours maintenance number.

Replacing Items We Provide

We know that the items we provide don't always suit your needs. We try to be flexible with this so you're welcome to request anything to be changed/removed via the MM helpdesk app or your Property Manager and we will consider your request.

Common ones are:

- Blackout blinds - these aren't included, but you're welcome to purchase your own and take them with you when you leave. The ones we provided must remain at the property.
- Mattress – if it's not quite right, let us know. You can't throw it away yourself, but we can arrange for it to be collected and safely stored for future tenants. There's a small collection fee (no more than £50), and after that you're free to bring in your own mattress if you prefer. This keeps things safe, tidy, and ensures nothing gets accidentally damaged or disposed of.

Getting On With Each Other

Living with your friends at university can be the best time of your life (so far!) and we'd love for that to be your experience – but we know that's not the case for everyone. All of you have come from different backgrounds and may have different ways of doing things – that's what uni life is all about – but we're all human and we know this can sometimes lead to disagreements within your house.

Here are some simple steps to help prevent the more common arguments, and ways to deal with them if they do arise:

- Say 'hello!' to everyone in your house. Maybe you've all moved in on the same day, or someone has moved into an empty room on your corridor – knock on their door and invite them to get to know everyone! There's no better feeling than making someone feel welcome on their first day in a brand-new city.
- Tidy up after yourself in the communal areas, nothing's worse than trying to wash-up in a sink that's already full to the brim (or coming home after work to a smelly loo!).
- Keep open communication between you all – don't let small disagreements fester into bigger ones. Often a little face-to-face chat helps clear any misunderstandings so much faster than a text or leaving a note.
- If you're struggling, reach out! We can help – and even if we can't, we can point you in the direction of someone who can.

Mental health & Wellbeing

It is important to look after your mental health as well as physical health and stay connected.

If you feel you need extra support, please contact your University wellbeing teams, call the charity **Mind** (Mental Health) on **0300 123 3393** or visit **Student Minds** for advice, tips and guidance from dealing with finance, student life, relationships and dealing with your mental health. Visit: www.studentminds.org.uk

Making Complaints

We hope you don't need to complain to us about your stay in your new home, but if you do, it's simple to do so.

If we don't meet your expectations, let us know – it means we can continue to improve and fix your issue.

Your first port-of-call is your Property Manager – you can find their contact details in your property. If you're not satisfied with their resolution, you can escalate your complaint to the Senior Lettings Advisor or Resident Services Manager by emailing **operations@ukstudenthouses.com**

You can find our full customer complaints policy on our website. [Complaints Policy](#)

UKstudenthouses.com™



+44 330 828 8062 (option 3)

ukstudenthouses.com