



CITY EDGE TENANT HANDBOOK

**A guide to your understanding your
Tenancy Agreement and home
studentlettingco.co.uk/tenant-handbook**

WELCOME to CITY EDGE.

This booklet is a quick guide to understanding your tenancy agreement and new home.



Equality & Diversity statement of intent: 'Student Letting Company is committed to equality and fairness, eliminating all forms of direct or indirect discrimination in its provision and employment, whether based on race, sexual orientation, culture, lifestyle, ethnic origin, colour, nationality, health diagnosis (HIV and/or other infectious illnesses), gender, gender reassignment, Trade Union Membership, disability, mental Health, religion, political beliefs, marital status (including civil partnerships), age, social status. We oppose all forms of unlawful and unfair discrimination. All employees and tenants, whether part-time, full-time or temporary will be treated fairly and with respect.'

The way we operate is regularly reviewed to ensure you experience a professional and stress free process. At check-in you should have received your keys for the property, access card, clear heating instructions and any general info about the property. Once moved in you are free to enjoy your accommodation.

ASSURED SHORTHOLD TENANCY AGREEMENT

By signing the agreement you have agreed to become a tenant. You have entered into a legal contract with your Landlord that runs for a fixed period up to 52 weeks. If you conduct your tenancy well we will agree to renew your contract and support a move to another apartment or other properties within our portfolio. If there is anything that you do not understand or just want to ask a question, you can visit or email the Accommodation office - info@studentlettingco.co.uk (Alternatively you can obtain advice from a Solicitor or Citizen's Advice Bureau)

Every other student will have the exact same rights and responsibilities as you. It is your responsibility to:

- Pay your rent on time. It is a priority debt
- to look after the property; reporting all repairs
- not to tamper with any fixtures and fittings, heating appliances or fuel supplies or meters
- to repair any damage that you, your family or visitors are responsible for
- not to become a nuisance to your neighbours or local community

SUPPORTING YOUR STUDENT EXPERIENCE

Accommodation Office - Whether this is your first home or not we want your tenancy to be a success. Student Letting Company is contactable at any time via email, phone or visiting the accommodation office to answer your questions and provide advice.



The Accommodation Office will be open Monday, Wednesday & Fridays 9.00am – 4.30pm (Fridays till 1.30pm) Tuesdays and Thursdays will be open from 9.00am – 11.00am. Email info@studentlettingco.co.uk for all your issues regarding your safety and well-being, repairs and emergencies.

DEPOSIT

Your deposit is protected by the Housing Act 2004 and held by the Deposit Protection Scheme as insurance against any breakages or missing items or damage to any of the items listed in the inventory.



SLC will register the deposit and provide other required information to the Deposit Protection Scheme within 14 days of the commencement of the tenancy or the taking of the deposit whichever is earlier and provide proof to the tenant for compliance. If the holder of the deposit fails to provide proof within 14 days the tenant should take independent legal advice from a Solicitor, Citizen's Advice Bureau (CAB) or other housing advisory service.

Deductions may be made from the deposit according to the Clauses outlined in the Tenancy Agreement.

An allowance is always considered for fair wear and tear, the age and condition of each item at the start of the tenancy, insured risks and repairs that are our responsibility. No deductions can be made from the deposit without your consent, preferably in writing, from both parties, or from the Court, or an adjudication decision. The deposit is safeguarded by THE DEPOSIT PROTECTION SERVICE, which is administered by:

The DPS, The Pavilions, Bridgewater Road, Bristol, BS99 6AA (0844 4727 000)

www.depositprotection.com

When you leave the property in a good clean condition and with a clear rent account, we will take photographic evidence and notify DPS that we do or do not wish to make any claim. We have to inform you within the first fourteen (14) days of you vacating the property if we wish to request any deductions from the deposit. DPS will contact you to ask if you agree or disagree with the deduction. Once agreed they will release your payment within 5 working days.

PROCEDURE FOR DISPUTE AT THE END OF THE TENANCY

The procedure for instigating a dispute regarding deductions from the deposit at the end of the tenancy is explained in clauses A2.1 – A2.13 shown below. No deductions can be made from the deposit without written consent from both parties to the Tenancy Agreement.

A2.1 When the Landlord and Tenant agree how the deposit should be returned, in full or in part, it must be paid back within 30 working days. Failure to return the deposit within the specified period will be grounds for the tenant to refer the matter directly to the Independent Case Examiner (ICE)

A2.2 SLC must tell the Tenant within 30 working days of the end of the tenancy, (or as specified in the tenancy agreement) if they propose to make any deductions from the deposit.

A2.3 The Tenant(s) should make their best endeavours to inform SLC if they wish to raise a dispute about the deposit within 20 working days after the lawful end of the tenancy and vacation of the property. SLC has a maximum of 30 working days to resolve the dispute.

A2.4 It is not compulsory for the parties to refer the dispute to the ICE for adjudication. They may, if they choose, seek the decision of the Court. However, this may take longer and may incur further costs. Judges may, because it is a condition of the Tenancy Agreement signed by both parties, refer the dispute back to the ICE for adjudication. If the parties do agree that the dispute should be resolved by the ICE, they must accept the decision as final and binding.

A2.5 SLC or the Tenant can instigate a dispute by completing the Notification of Dispute form and submitting it to the ICE. The form can be downloaded from the DPS website or obtained directly from the Deposit Protection Scheme at the address or telephone number specified above.

INVENTORY

The inventory is a detailed checklist to record the condition of items in the apartment. We take photographs of the apartment before you move in and you are given a copy of the full inventory of fixtures and fittings. You have 7 days in which to respond to any issues you find in the property. Following that time period your full acceptance of the property's condition will be assumed.



Bedding Pack – Bedding packs are available from the Accommodation Office. The pack includes:

Double bed duvet x 1

Pillow x 2

Pillow case x 2

Double bed duvet cover

An inventory is also taken for communal lounges and kitchens. All equipment and provision is free to use, but should be left in a good condition at the end of your tenancy.

COUNCIL TAX



Each tenant is responsible for obtaining their own Council Tax Exemption certificate from their Education provider and providing a copy to the accommodation office.

This is proof that you are a full-time student and your University or College will be aware of this request, so please speak to them as soon as possible.

Without the exemption certificate you will be liable to pay the Council Tax in full.

POST & PACKAGES

The full postal address is: **CITY EDGE, 104 Hagley Road, Edgbaston, B16 8LT**

Royal Mail has access to the building and will make every effort to ensure your mail is posted into your secure post box located in the foyer. If you have larger parcels, accommodation staff can receive it on your behalf and keep it safely in the Accommodation Office. If the postman or courier is unable to leave a parcel they will leave a card in your post box for you to rearrange re-delivery.

TENANT RESPONSIBILITY

Everyone has the right to peaceful occupation and to enjoy life in their own way providing they don't break the law or upset people living near them. We will try and help people solve their problems peacefully, but we will take action quickly when this fails.

You are responsible ... for keeping communal areas clean, tidy, secure and clear of obstruction. Always leave your household rubbish in the designated bin areas and not in communal hallways or stairways. Do not use under stair space or hallways to leave bicycles or footwear etc for Health & Safety reasons.

You are responsible... for the behaviour of every person (including children) living in or visiting your home.

You are responsible in your home, on surrounding land, in communal areas (stairs, lifts, landings, entrance halls, paving, shared gardens and parking areas) and in the locality around your home. Pets are not allowed to live in the property and visiting pets should always be on a lead and never allowed to foul communal areas.

You must not do anything which causes or is likely to cause, a nuisance, annoyance or disturbance to any person residing, visiting or anyone acting on behalf of the Landlord. Examples of nuisance, annoyance or disturbance include but are not limited to:

- Using or threatening to use violence
- Playing loud music
- Shouting and swearing
- Offensive drunkenness
- Violence
- Slamming doors
- Illegal or immoral activity
- Interfering with security and safety equipment

Tenancy breaches are taken seriously and will be investigated in accordance with the Anti-Social Behaviour Policy. Statutory Notices are issued as a last resort. However, Student Letting Company have a responsibility to uphold the law and therefore any illegal activity brought to our attention may lead to eviction and/or Police involvement. We operate a 'zero tolerance' approach to unacceptable behaviour and will address all tenancy breaches.

Any student experiencing incidents where they are being made to feel uncomfortable or threatened by another student's behaviour (or their visitor) is encouraged to speak to us as soon as possible in the strictest confidence.

SECURITY



When you moved in you would have been given keys and an access card. They are now your responsibility. The buildings security is only effective when people remember to close doors securely behind them. Entrance doors and fire doors should not be propped or wedged open and keys and cards should not be shared. Student Letting Company will not be liable for injury or loss of, or damage, to any personal belongings in the property.

Don't let badly behaved tenants cost you money!

We take great pride in our properties and hope you will too. Door entry systems are expensive to fix and dumped rubbish is costly to remove.



Lost keys & lock outs – Access cards and keys are expensive to replace and any concern for the security of the building is dealt with very seriously. If you believe your access card or key has been lost or stolen you should report this matter to the Police and acquire an incident/ crime number so that you do not incur any charges for replacements. Key deposits cannot be used against any charges and payment must be made

before replacement keys are issued. If you believe you have only mislaid them, then you will have 24hrs to locate them before the decision is made to authorise a full lock change.

Responding to a lock out during office hours is a free service.

Office hours – Accommodation Office: **0121 456 5156/ 07467 950 124**
info@studentlettingco.co.uk

If a lock out occurs out-of-office hours email or call the emergency number, but please note, you may be charged the £25 call-out fee for Maintenance to attend. If you organise a locksmith without prior authority from SLC you will not be reimbursed.

Out-of-hours – Maintenance Emergency mobile: **07467 950 124**

CCTV - Close Circuit Television is installed throughout the building. Images are recorded continuously and monitored for security purposes and your personal safety. Tampering with this equipment is a breach of your tenancy agreement and can be grounds for eviction.

Under the provisions of the Data Protection Act 1998, we are not able to share images with you, but will actively cooperate with requests made by Law Enforcement Agencies.

Student Letting Company actively work with the Police and welcome their visits to ensure the safety and conduct of students and their visitors.

Wi-Fi access – Password: **CarThorn1**

City Edge guarantees each student 5 meg and no more than 10 meg. With 1 terabyte City Edge has the largest provision in the city. The service is monitored to make sure that it is not abused.

Communal lounges – Lounges are for the enjoyment of students who live here and are your responsibility to maintain a clean environment. Furniture and remotes should be respected and not be removed.

Door access – The first front door from Hagley Road remains open. The second internal door is locked magnetically and released by presenting your access card to the panel by the door. You will find access panels throughout the building and are programmed to know whether you have a Bronze, Silver, Gold or Platinum package. To exit corridors or the building, press the panel with the GREEN hand on the door release.

Inspections – Accommodation staff regularly patrol to conduct inspections of the building and will notify you to arrange an inspection of your apartment at least once during your stay. You will always be notified by email if we need to enter your apartment.

FIRE SAFETY



Visitors – For the protection and safety of your visitors, please ask them to sign in using the Visitors Book located in reception. Familiarise yourself with the fire and safety procedures and the appropriate escape route in the event of a fire alarm in your apartment. You must abide by all fire or safety regulations and cooperate with the emergency services.

1. The fire alarm will be tested once a week on a **WEDNESDAY** morning between 10 -11am. The test will last no longer than 10 seconds. If you hear the alarm sound for longer than 10 seconds you must always assume there is a real threat of fire and evacuate the building immediately.
2. **DO NOT** interfere with any fire or safety appliance – Tampering or misusing fire equipment, detectors or alarm systems is a criminal offence.
3. For Health & Safety reasons no more than 2 people should reside in the apartment overnight.
4. **DO NOT** smoke anywhere within your apartment or the property.
5. **DO NOT** leave candles, incense sticks, oil lamps, fairy lights or any equipment using halogen bulbs, heaters and chip pans unattended in the apartment since these pose a serious fire risk not only to yourself but also to others.
6. **DO NOT** cover electric convector or fan heaters with anything. They **MUST** be kept clear of any flammable material.
7. **DO NOT** use the passenger lift in the event of a fire.
8. Fire extinguishers and fire blankets are provided to assist your escape. You are under no obligation to use them unless you are confident in their use and have been trained.
9. If you hear the fire alarm you should always respond and leave the building via the emergency stairway.
10. Doors locked magnetically will be automatically released.
11. If any fire extinguisher is discharged without proper cause by you or your visitors you will be liable to pay the cost of re-filling the fire extinguisher.
12. If fire/ smoke/ heat detectors are tampered with, you will be liable to pay for the Fire Safety re-inspection and testing.
13. Any of the points above does not preclude any other action that the Fire Authority may decide to take.

WASTE DISPOSAL

City Edge has facility for disposing of general waste.

The bin store is located at the rear of the building on Vicarage Road. Maintenance will ensure that the refuse bin and store area is kept clean, sanitised and tidy. They will litter pick, weed pathways and keep access routes clear from obstruction, but we also expect students to cooperate in maintaining a clean and hygienic environment.



Refuse is collected twice a week by a Contractor. Information about your local refuse collection days is on the notice board.

INSURANCE

Your possessions are not covered by the Landlord's insurance policy. We therefore strongly recommend that you take out insurance cover for your own belongings that includes accidental damage to the Landlord's contents.

GET OUT AND ABOUT

Download National Express West Midlands app and get around Birmingham easier using the buses:



City Edge does not have any designated on-site parking. Car users should use on road parking located around Hagley Road and Vicarage Road. Student Letting expects you to be considerate of your neighbours. We will only intervene in disputes involving inconsiderate parking or if obstructions are created; especially if emergency vehicles are unable to gain access.

PAYING YOUR RENT

Your rent payment is due in advance on the 1st day of each month. Rent statements are available upon request. Payment can be made by Standing Order, bank transfer, debit or credit card. Payment by cheque is only permitted if it is received 5 working days before your expected due date. If you have any concerns about your ability to pay on time speak to the accommodation team as soon as you can. Your rent account is monitored and we will attempt to contact you via telephone, email or letter if your account falls into arrears. If your rent is persistently late, we can add a £25 late payment charge, notify your Guarantor, contact your Course Tutor, contact the Home Office to revoke your VISA or go to court to get legal permission to evict.

If you do experience difficulty and miss a payment:

DO... contact the Accommodation Team immediately and make an agreement to get your rent account back up to date

DO... get independent advice

DONT... ignore the problem!



**Failing to pay your rent has serious consequences.
It can lead to legal action, court costs and eviction**

REPORTING REPAIRS

REPORT ALL REPAIRS BY EMAIL - INFO@STUDENTLETTINGCO.CO.UK

OUT-OF-HOURS (EMERGENCIES ONLY) - [07467 950 124](tel:07467950124)



Please... care for your appliances. It is your responsibility to care for those items as listed on your inventory when you moved in.

Washing Machine – Laundry facilities are located on the lower ground floor by the Accommodation Office. It will cost £2.60 to wash 1 load and £1.60 to dry.

Go to www.circuit.co.uk to download the app, register your details and load money onto your account. You can watch the operating videos on www.circuit.co.uk/how-to-use-videos or ask accommodation staff for assistance.

1. Check all pockets before clothing is put into the washing machine as coins and other items will cause a breakdown and damage the machine.
2. If the washing machine develops a fault e.g. it does not spin; notify accommodation staff or Circuit Laundry directly.
3. We ask that you do a pre-wash if you regularly wash heavily soiled clothing to keep the machine free from a build-up of lime-scale, oil and soil.
4. Keep filters clean and leave the door open slightly to air, so the next wash does not become contaminated by any odours.

Fridge Freezers – If there is a build-up of ice in the fridge freezer it is up to you as a tenant to defrost it and mop up any defrosted water on the floor. Make sure the doors close securely after each use and that shelves/ draws are not overfilled (which is the main reason for defrosting) Failure to follow this guidance may cause the appliance to breakdown.

Vacuum Cleaners – Vacuum cleaners should always be left in the lounge and be available for other tenants to use. Vacuums should be kept free of blockages, regularly emptied and dust bags replaced. Replacement dust bags can be requested from the accommodation office.

The Landlord will replace appliances when they become defective if the cause is fair wear and tear. Any evidence of neglect or wilful damage can lead to deductions from your deposit.



Kitchen facilities, food storage and cleaning routines – You must not use or install any cooking, heating, washing, drying or refrigeration appliances in the apartment which have not been supplied by the Landlord, unless permitted to do so in writing by the Landlord.

Please clean up after using the cooker and oven so that it's clean for others to use and in a fit state.

Please wash up used kitchen items after you have cooked and eaten.

Turning your mattress over every 1 – 2 months will prolong its life span and your comfort.

Keeping your apartment and en-suite facilities, kitchen and bin areas clean with a good disinfectant and sanitiser is a must if you don't want unwelcome visitors. You must ensure all refuse is disposed of safely on a daily basis and not left to accumulate in communal areas.



Cleaning Service – All communal areas will be cleaned once a week by the Cleaning Contractor. If you would like the cleaning contractor to provide a cleaning service in your apartment their details are on the notice board. Any agreement made is between yourself and the cleaning contractor.

Iron & ironing board – Each communal lounge has its own iron and ironing board. Tenants should return appliances to the lounge once they have finished with them so they are available for the next tenant.



Maintaining a clean environment is a joint responsibility. If you are concerned about any insects or other pests sighted please notify us immediately.



Please... do not put food, fat or any other items down the sink as this will cause unpleasant smells, blockages to drains and flooding. Toilets left in an unsanitary condition or blocked due to excessive toilet tissue, sanitary towels, wipes or debris will be attended to, but will incur a Maintenance labour charge.



Please... do not tamper with aerials and modems. Any connection issues, just email us!

The Landlord has.... a responsibility to maintain the structure and exterior of the property and keep them in good repair and working order

The Landlord has.... to do repairs in a reasonable time, depending on how urgent they are.

Priority 1 – Emergency Repairs

Completed within 24hrs of a repair or defect being reported. These would be any repairs required to avoid a danger to health, a risk to your safety or serious damage to buildings or your belongings

Priority 2 - Urgent Repairs

Completed within 5 working days of a repair or defect being reported. These would be any repairs which materially affect your comfort or convenience

Priority 3 – Non-urgent Repair

Completed within 7 - 14 days of a repair or defect being reported. These would be any scheduled or planned maintenance not falling within the above categories

If a repair cannot be completed on time and/or needs further investigation; you will be communicated with regularly.

We must... or any contractor working on our behalf, clean up after the repair

You must... report any faults or damage to the property immediately

You must... Take care when hanging posters or pictures not to mark the walls. Please use the pin board provided. You must not drill holes in the walls to erect shelves or otherwise without written permission.

You must... pay for any repair or replacement of damage you, your family or visitor causes. This is a re-chargeable repair.

You must... allow contractors or representatives of the Landlord into your home to inspect and carry out repairs and improvements, providing they give you 24hrs notice of their visit and show you approved identification.

ACCESS

All tenants are contacted by email and given 24hrs notice of routine inspections, cleaning, deliveries and repairs. You will be informed of the date, possible time, purpose and duration and if access is needed to your apartment.

In cases of emergencies we may need to get into the apartment immediately to prevent risk to you or your neighbours. We will always attempt to contact you before entering, if practical, but it is important that you inform us if the property will be empty for any length of time and provide up to date contact details.

If your property is part of any on-going maintenance programme and access is required on a regular basis you will be notified in advance of the expected start date and timescales in the same way.

Contractors (non-SLC staff) are escorted when entering apartments and not left alone to minimise disruption and avoid disputes.

ENERGY EFFICIENCY

CITY EDGE has been constructed to be an efficient building, regulating its own climate by constantly extracting and replacing the air inside. This air conditioning unit can also be controlled in the lounges by using the digital controls. The apartments are also climate controlled and you can set the wall heater in your apartment to deliver additional heating 30 minutes at a time. Energy bills are monitored by the Utility Manager so that the property is on the best tariff and you get value for money.

We operate a Fair Usage Policy to promote energy savings and you are encouraged to turn off lights, appliances and heating when they are not in use.



ANNUAL SERVICING

Servicing appliances is the Landlord's legal requirement, therefore access cannot be refused. Copies of all certification can be found in reception on the notice board and are updated annually.

You must not... remove or disconnect any smoke or carbon detector that has been installed

You must not... make any structural alterations to your home.

I can smell gas, what should I do?

If you smell gas indoors or outdoors call **TRANSCO 0800 111 999** immediately
Heating controls are pre-set and regulated for optimum efficiency.

PAT Testing

Appliances in communal kitchens will be electrically tested annually. We will also test appliances that you brought with you for FREE!

Remember:

- Do NOT smoke or use naked flames
- Do NOT touch electrical switches: turning a light on or off can ignite escaping gas
- Open doors and windows: this gets rid of the gas



CONDENSATION

One of the most common causes of dampness in buildings is condensation, which can lead to the appearance of mould growth. It is the presence of water condensed on walls, ceilings and other cold surfaces, which support mould growth. If you want to minimise condensation in your apartment, try to take the following steps.

STEP 1 *Condensation takes time to build up, so produce less moisture*

- Cover cooking pans
- Switch off boiling kettles quickly
- When cooking or showering, keep the door closed to prevent moisture escaping into other areas, but open it

afterwards

STEP 2 *Ventilate your rooms and let the air circulate*

- Drying clothes inside the apartment is not encouraged. If you do your apartment should be well ventilated
- Use your extractor fan

STEP 3 *Heat your home at low levels for a long time rather than high levels for short periods*

- . Keeping your home warm will reduce the number of cold surfaces
- Mould on washable surfaces can be removed with a fungicide solution available from supermarkets

THINKING OF LEAVING BEFORE THE END OF YOUR CONTRACT?

We would be sorry to see you leave, but you can make that decision if you have a clear account and have found someone to take over the remaining time of your contract.

- Notify us of your intention to leave and the details of who will be taking over the contract
- Give us 4 weeks' notice in writing.
- The tenancy is **NOT** successfully handed over until the in-coming tenant is thoroughly vetted and signed up, the property is inspected and all keys have been handed over.
- The following checklist should be used when vacating the property:

1. All furniture should be located in their original locations as specified in the inventory
2. Only the items listed on the inventory should be left at the property
3. Rubbish is placed the bin store and bagged ready for waste collection. You should make arrangements to take excess rubbish to a dump or have it removed yourself. If rubbish has to be cleared by SLC you will incur a charge.
4. All floor areas of the apartment should be vacuumed and cleaned. Please include skirting boards and areas beneath and behind furniture.
5. All pictures, posters, wall brackets and fittings (not part of the original inventory) must be removed from walls. Any marks, holes or damage should be removed, filled and/or repainted with the appropriate colour
6. All kitchen cupboards should be de-greased, cleaned and should be cleared of all food items.
7. The fridge & freezer should be cleared of all food, defrosted and cleaned
8. The hob, oven and microwave must be de-greased and cleaned
9. Kitchen surfaces and the sink area should be cleaned and sanitised
10. All light fittings should be left in good working order (as per inventory)
11. The window sill should be cleaned
12. En-suite bathrooms should be cleaned and disinfected
13. Blinds should be dusted and hanging as specified in the inventory
14. Council tax bills should be settled

If you have bulky items of furniture to get rid of, the City Council will collect it for a £25 charge. Items abandoned by bin areas are not only unsightly, they also attract vermin. If your personal belongings, including bicycles, cars, clothing, furniture, food stuffs, books and coursework are not removed when you vacate the property they will be removed and disposed of without liability to Student Letting Company. It costs us to remove it, so in the long run, it will cost you!

MAIL FORWARDING

We have no obligation to forward any mail unless you make a formal request and provide a forwarding address. In all other instances, any mail received after you vacate the property will be marked 'Return to Sender' and returned.

REFERENCES

If you need a reference just let us know. Following a written request, a reference will be provided within 3 working weeks of that request being made. Reference letters are based on your performance during the period of the tenancy, or in the case of a joint tenancy those within the tenancy.

ADMIN CHARGES

UK Debit/ Credit card payments	= £1.00	Non-UK Credit card payments	= 2% charge
Duplicate/ replacement AST	= £10.00	Late rent payment charge	= £25.00
Un-cleared cheques (Returned from payee bank)	= £10.00	Key replacement/ lost	= £25.00
Access card replacement/ lost	= £50.00	Lock out (Out-of-hours)	= £25.00
End of Tenancy clean	= £45.00	Rubbish removal	= £25.00
Flea Spray (Unauthorised pets)	= £50.00		

COMPLIMENTS/ COMPLAINTS

We are a small staff team, nevertheless, we are committed to delivering a quality service that listens and respects its tenants. If we get it right we would love to hear from you. However, we know that we may occasionally get it wrong. If you are impressed or feel dissatisfied about any part of the service you have received from Student Letting Company on behalf of your Landlord, you have the right to 'Have your Say!'



Click the 'Have Your Say' box on our homepage and complete the on-line contact form, email Geraldine@studentlettingco.co.uk or post to us at:

1 Holy Well Close, Edgbaston, Birmingham, B16 8TB

All complaints are logged and acknowledged within 7 working days. A full investigation will be conducted and the outcome will be communicated to you within 14 working days.

RIGHT TO APPEAL

In accordance with our Dispute & Complaints Resolution Procedure, if you still remain dissatisfied, you have the right to appeal and escalate a decision that you feel is incorrect or unfairly discriminates against you. We are committed to the ANUK National Code's standards and you should put your complaint into writing within 28 calendar days of the decision to: DIRECTORS, Student Letting Company, 1 Holy Well Close, Edgbaston, Birmingham, B16 8TB for an independent review.

If any dispute or complaint is not completely resolved the matter can be forwarded to the Landlord and then the National Code Tribunal where all decisions are recognised and final.

IMPORTANT CONTACTS

Office hours:

Monday: 9.00am – 4.30pm
Tuesday: 9.00am – 11.00am
Wednesday: 9.00am – 4.30pm
Thursday: 9.00am – 11.00am
Friday: 9.00am – 2.30pm
CLOSED BANK HOLIDAYS



0121 456 5156



EMAIL ALL REPAIRS

OUT-OF-HOURS EMERGENCIES ONLY – 07467 950 124

BULKY RUBBISH COLLECTION - www.birmingham.gov.uk/bulkywaste
WASTE & RECYCLING - 0121 303 1112
COUNCIL TAX - 0121 303 1113
ENVIRONMENTAL HEALTH - 0121 303 6007

NATIONALDEBTLINE - www.nationaldebtline.co.uk
CITIZEN'S ADVICE BUREAU - www.adviceguide.org.uk
CONSUMER CREDIT COUNSELLING SERVICE - www.cccs.co.uk
CONSUMER DIRECT - www.consumerdirect.gov.uk

www.nus.org.uk/Campaigns/The-Lock

www.suzylamplugh.org

www.talktofrank.com

www.identity-theft.org.uk

www.getsafeonline.org

www.soldsecure.com

www.immobilise.com

serial number), and pedal cycles on a national database.

www.crimestoppers-uk.org

www.victimsupport.org.uk

www.nus.org.uk

www.britishcouncil.org

- NUS student crime advice site
- offering personal safety advice.
- information and advice about drugs.
- offering advice on how to protect yourself from identity theft.
- offering advice on how to keep yourself safe online.
- information about quality tested security products.
- information about registering e.g. mobile phones, laptops, mp3 players (anything with a serial number), and pedal cycles on a national database.
- reporting crime anonymously.
- independent information and advice supporting both victims & witnesses of crime.
- information about the National Union of Students.
- information for international students.

www.studentlettingco.co.uk



Follow us and stay connected