

SCHEDULE OF TERMS AND CONDITIONS

A-Z

ABSENCE FROM THE RESIDENCE

Please inform your fellow residents if you intend to be away from the Residence for longer than one night. If you intend to be away from your flat for a prolonged period please advise the Office leaving a contact number. (This is important in the event of fire or other emergency.)

ACCIDENTS

If you have an accident on site you should report it to the Office as you will be required to complete an accident report form. If you become aware of any hazards or un-safe conditions within the accommodation which may cause an accident, you should report the problem to the Office as a matter of urgency.

ALCOHOL

It is a policy that alcohol will not be consumed in public areas ie/ on the street outside house. Please remember that the consumption of alcohol outdoors in Dundee is prohibited under local bye-law.

ANIMALS

No pets (except Guide Dogs) are permitted within the flats (this includes fish, birds, hamsters etc.).

BEDROOMS

We provide a bed, desk with shelving, desk chair, wardrobe and curtains or blinds within the bedroom.

BEHAVIOUR OF YOU AND YOUR GUESTS

Management can request persons they encounter within any residence to cease any noisy, damaging or dangerous activities. They may also request proof of residency by production of either your room key or your student ID card and are also authorised to refuse entry to, or eject non-residents from the premises if they believe their presence is not conducive to the well being of either the property or the residents.

BICYCLES

There are bicycle stores located within the bike store in Block B. Key fobs are issued at the beginning of tenancy . Bikes are NOT permitted within the flats, bedrooms, stairwells, corridors or chained to railings anywhere on the complex grounds. This may cause an obstruction in the case of an emergency. Bikes found in any of the above areas will be removed.

CANDLES

The use or storage of any type of candle or fragrance burner is **STRICTLY FORBIDDEN**, as they pose a serious fire hazard. Any candles found in the Residence will be removed by management and will result in a warning/parental guarantor being notified.

CARS & MOTORCYCLES

There are 8 parking spaces allocated to development for lease. For more details please consult ask at the Office. One padlock and one key will be issued on payment. This will be responsibility of tenant and loss will involve a replacement cost.

CASH DISPENSER

The nearest cash dispensers are located at the students union or the sports centre.

CLEANING

All residents are responsible for the cleanliness of their own rooms and have joint responsibility for the cleanliness of the communal areas within the flats. There is no cleaning service provided within flats, however a limited service is provided for the stairwell areas. Domestic assistants will visit your flat to service any vacant rooms following the departure of a resident and to clean the lockable kitchen cupboard associated with the vacant room. Please ensure that the kitchen area is kept in a reasonable condition and rubbish is taken to the bin recesses regularly. If there is a vacant room within your flat a new resident may be allocated that room at any time during the session. Inspections are carried out monthly and if your flat is found to be in an unacceptable level of cleanliness, contract cleaners may be employed at your expense to return the area to a satisfactory level. The invoice for this will be divided between all residents within the flat. A letter will be sent to the flat giving at least 24 hours notice of these inspections.

On handover of the properties you will find that they have been professionally cleaned. At the end of tenancy properties will be inspected to ensure that they are handed back to management in the same standard of cleanliness. If they are deemed not to be to standard then domestic cleaners will be instructed at the cost of the tenant.

CHANGE OF HOME ADDRESS

If your home address, contact telephone numbers and/ or emergency contact details change, you must inform the University in writing immediately. Please also complete the registration card in your room on arrival and return this to the SMS Office.

COMMENTS/CONCERNS/GENERAL ENQUIRIES

General enquiries can be made to the Office on weekdays 0900hrs – 1700hrs. (closed between 12.30hrs – 1400hrs) (see contact details). Out with these hours and at weekends, urgent enquiries can be made by contacting 07968 740897

COMPLAINTS

Whilst we endeavour to ensure that your stay within our residence is a pleasant and trouble free one, should the need arise, complaints should be lodged in writing to the management via the Office.

CONFIDENTIALITY

We will not disclose any information about residents to outside parties other than the police, immigration or other legitimate authorities.

DAMAGES

You are responsible for your own actions and those of your guests. In addition, you have a shared liability for any losses incurred by West One Properties where it is not possible to identify individual responsibility. Therefore:

- You are responsible for the cost of repairing any breakage, damage, and the replacement costs of anything that is missing from your room. It is your responsibility to check and return the inventory at the start of your occupancy to prevent the risk of your being charged for any damages which happened prior to your occupancy (retain a copy for your future reference).
- You are responsible for the cost of repairing any breakage, damage, and the replacement costs of anything that is missing from your flat for which you or any of your guests are responsible.
- You are responsible for an equal share of the cost of repairing any breakage, damage, and the replacement cost of anything that is missing from the flat which is unattributable to any individual. Such a share to be calculated on the basis of the total of such costs divided by the total number of students resident in the flat.

DENTISTS

There are limited NHS dentists in the area. For further details check the telephone book. Dundee Dental Hospital provides an emergency service and is on the University Campus.

DISPOSAL OF REFUSE AND PERSONAL ITEMS

All household waste should be disposed of in the bins provided. It is the responsibility of each resident to remove rubbish from the flats and dispose of in the bins in the refuse areas in the bin store on Ground Floor Block A. At no time should black bags or other rubbish obstruct corridors or exits. Recycling facilities are available at each complex, please use these facilities to dispose of glass, cardboard, paper and cans. At present Dundee City council do not recycle plastics. Please do not allow recycling materials to build up in the flat as this poses a Health and Safety issue for staff and contractors. Large items will not be taken away by the refuse collectors. It is your responsibility to dispose of such items by telephoning the Council on 432750.

Broken Glass -dispose of in the appropriate recycling bin.

Condoms – should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms down the toilet, as they can cause problems with the plumbing.

Needles and syringes -(e.g. for the treatment of diabetes etc) should be placed in safety disposal bins. If you require this service, please contact the Office.

Razor Blades – should be returned to safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.

Sanitary Towels – should be wrapped in several layers of tissue paper and disposed of in your bedroom bin, which must be emptied regularly in tied bags and placed in the outside bins.

DOCTOR

It is advisable to register with a local Doctor. A leaflet is available from the University Health Service, which is located on the ground floor of 1 Cross Row (Tel 344168).

DRUGS

West One Properties expressly forbids the use of illegal substances in Accommodation.

ELECTORAL ROLL

You can apply to have your name added to the electoral roll if you wish by completing a registration form and sending it to ERO at 20 City Square, Dundee DD1 9XE. The form can be downloaded from Dundee City Council website or contact Support Services on 434444

ELECTRIC METERS AND FUSE BOXES

Occasionally a fuse may 'trip' if there is a sudden surge of power. Please contact the Office if an emergency. If eg/a light has blown an the situation does not involve an electrician then the trip switch can be pushed up. If unsure please contact the management.

ELECTRICAL EQUIPMENT

In the interest of safety, the following restrictions apply on electrical items within the residences:

1. The following items are not permitted:

Any heating appliances including electric fires, electric blankets, immersion heaters and any incandescent burners. Fridges, freezers, deep fat fryers and any other white domestic appliances not supplied by management.

2. In addition to the restrictions in 1. above, all electrical items brought into the Residence which are recognised as permissible, should be fitted with a correctly rated fuse, a correctly wired plug and a cable in good working order.

If management are in doubt as to the safety of your personal electrical equipment the following will be carried out:

1. The appliance will be inspected by maintenance and if in doubt, the item will be removed to storage leaving a letter advising of this course of action. If the item is too large for maintenance to remove, it will be labelled "CAUTION -DO NOT USE" -and you must then contact the Office as soon as possible.
2. It will be your responsibility to get the appliance checked and obtain a record confirming that the item has been tested before it can be reinstalled in the accommodation.
3. If you do not wish to have the appliance checked, then it will remain in storage until you leave the accommodation -when you may collect it immediately prior to your departure. If you do not collect it you will be charged for any costs incurred in its disposal.

END OF YEAR ARRANGEMENTS

Information regarding end of year arrangements will be circulated at least four weeks before the end of the session. Rights of occupancy cease at 10.00hrs on the last day of the lease, therefore you must remove all of your belongings and clean your bedroom, shower room, and your share of the kitchen prior to this at return your keys to the Office by 1000hrs on your departure day. Charges may be applied for keys that are not returned on your departure day and for rooms that are not left in a clean condition (please see CLEANING policy). Please be aware that there are no storage facilities available during vacation periods, however there are leaflets for storage companies available at the Office.

FIRE ALARM SYSTEM

Campus Apartments are fitted with the following fire alarm equipment:

- Heat detectors in each kitchen
- Smoke detectors in each bedroom and hallway
- Break-Glass Alarms in each flat hallway and/or stairwell

Smoke detectors are especially sensitive, they will not only detect smoke caused by fire but may also be activated by the following:

Steam/vapour from Hairdryers, straighteners etc – Please ensure that you do not use this equipment under the detector in your room as it is likely to trigger the fire alarm. Please also ensure your window is open when drying/straightening your hair.

Smoke or steam from burning/cooking food -keep kitchen door shut at all times & open kitchen window to allow smoke or steam to disperse. Where extractor fans are not connected to appliances please ensure they are switched on whilst cooking.

Steam from Showers -keep shower room door shut at all times and keep light and extractor fan on until steam is removed.

Household Dust – Clean and dust surfaces on a regular basis.

Aerosol Sprays -Avoid spraying aerosols under the smoke detectors.

Detector Heads – Do not tamper with or remove detector heads. This causes a fault in the system and may endanger lives. Tampering with any of the fire equipment is a disciplinary offence and will result in letters to parental guarantors & University.

FIRE ALARM TESTING:

FLATS: Fire alarms are to be tested weekly and logged on the Fire Alarm Test Log Sheet. The testing of this weekly is the responsibility of the tenants as per the dates on the log sheet. Fire Alarm Testing will be shown at the beginning of tenancy under the Fire Safety talk. If faults are found ie/ alarms not sounding in all rooms then please report to Management . We will check monthly to ensure log book/sheet is being maintained.

COMMUNAL: Fire testing will be carried out weekly by the factor Friday at midday.

FIRE DOORS

The door into the kitchen and all bedrooms are fire doors installed for your safety. These doors must not be propped open at any time. The door closers must not be adjusted by residents. Any problems with the door closer should be reported to the Office for repair. DOOR CLOSERS are never to be removed from doors.

FIRE EQUIPMENT

You must NOT tamper with any item of safety equipment (extinguishers, fire hoses, alarms, detectors etc.). In particular the use or storage of electrical or other forms of cooking and heating appliances is not permitted in the bedrooms. Candles and fragrance burners must not be kept or used anywhere within the residences. Tampering with any of the fire equipment is a disciplinary offence.

FIRE NOTICES & SIGNS

They must never be removed from walls internal to the flat or externally in the communal areas. Breach of this condition will involve an official warning, the cost of damage. In most cases the Fire Brigade will be contacted and possibly the University.

FIRE PRECAUTIONS

Please read the emergency procedures displayed in your accommodation and familiarise yourself with the layout of the building. Please Note: You should always contact the Fire Brigade to advise them of the alarm. Do not presume someone else has done so.

FIRE SAFETY

Fire Safety & Awareness shall be discussed at handover and Fire Safety notes given. If for whatever reason you have missed the induction and/ or do not understand any issue relating to Fire Safety notes then please contact management who will be happy to discuss.

FIRST AID

There is a first-aid box in the office should there be any minor accidents.

FLAT INSPECTIONS

Flat and room inspections are carried out regularly to ensure the equipment we provide is in a good state of repair and that flats are acceptably clean and hygienic. A minimum of 24 hours notice is given for each inspection.

GAS APPLIANCES

Please note that all gas appliances are strictly forbidden.

GUESTS

Guests/Visitors are not permitted to stay overnight in communal rooms. Partners are limited to stay once a week with prior consent given from flatmates.

HEATING AND HOT WATER

Hot water is provided 24 hours a day and central heating times are set to by tenants as per the controls on the heaters. If you experience any problems with either your heating or hot water please contact the Office as soon as possible.

HOSPITALS

The main hospital for emergencies is Ninewells Hospital. (Tel:01382 660111)

INSURANCE

Your accommodation fees does not cover insurance. We would recommend that you take out additional cover for accidental damage that may occur to the property and contents insurance for your contents. Endsleigh Insurance on the Perth Road specialise in these type of top up insurance policies for students. It is not expensive and is recommended to avoid any loss you may occur.

INTERNET CONNECTION

Cable that maybe deemed trip hazards are not allowed to be trailed through communal areas internally or externally to the flat.

INVENTORIES

Please check your room inventory on arrival and note any defects or shortages against the relevant item. You must return a copy of the inventory to the Office as soon as possible (within 2 days of arrival). Remember if you do not check and return your inventory you may be liable for any pre-existing damages or shortages when you leave.

KEYS/SECURITY

On arrival you will receive a fob which opens the security entrance door and 1 key, one for the flat front door & bedroom door. If you are renting a room only or if you request a kitchen cupboard key then you will have this as an additional key..

We strongly advise that you lock your bedroom and flat door at all times. Keep keys with you at all times, do not give your keys to anyone else, and you must advise the Office as soon as possible of any loss of keys. A charge of £10 per key (or fob) is made for replacements. You may also be charged for replacing locks if this is required.

KITCHEN TIDINESS

Remember you are sharing communal facilities with other residents so please be considerate to your flatmates. It is in everyone's interest to maintain the kitchen in a hygienic and safe condition. Apart from the health hazard to co-residents, a messy or dirty kitchen represents a potential fire risk. Planning a kitchen and domestic rota between all flatmates does help take the strain out of daily and periodic chores!

Here are a few basic hints to help:

- Always wipe down the cooker/hob after use.
- Always wipe down the work surface after use.
- Remove rubbish and recycling materials to the bin recesses regularly.
- Wash, dry and put away dishes and utensils after use.
- Mop up any spillage on the floor immediately to prevent any slips or falls.

We do not provide any pots, pans, crockery or cutlery. We do provide a cooker or separate oven and hob, microwave, fridge freezer, kettle, ironing board, and vacuum cleaner .

The freezers are frost free and therefore should never have a build up of ice. They must be cleaned on a regular basis to ensure they work efficiently. Do not overfill the freezer baskets. Any damage will be chargeable to residents. Should any fault in the fridge freezer occur then please inform the Office as soon as possible. Costs involved in repairing faults due to lack of care will be passed to the residents involved.

LIGHT BULBS

Light bulbs are replaced by the responsibility of the tenants. They are very easy to change. If a tenant is worried and does not know how to change, then assistance will be provided via the office. The energy efficient lightbulbs can be purchased from Tesco.

MICROWAVE OVENS

When using the microwave please follow these instructions to ensure no damage is caused to yourself or the oven.

- Do not operate when empty
- If you are unfamiliar with microwave techniques always refer to a microwave cookbook as a guide

- Do not use the oven for any reason other than food preparation
- Do not put anything metal (e.g. tin foil, spoons) wooden, or plastic bags into the oven
- If any spillages occur wipe up immediately
- Never use glass or Pyrex that is chipped, or scratched. Damaged glass may explode
- Pressure will build up inside sealed containers and foods with a skin. Do not use capped bottles, vacuum tight containers and sealed jars. Do not cook eggs or nuts in their shells
- The skin of potatoes, apples or any similar fruit or veg and egg yolks must be pierced before cooking
- Do not heat up oil for frying or deep frying – the temp of the oil cannot be controlled
- Do not put popcorn in the microwave unless it is specifically designed for use in a microwave
- Ensure the oven is kept clean and dry. Do not use abrasive cloths or pads, as this will damage the oven. The microwave should be wiped clean/dry after each use to prevent the enamel becoming damaged.

NOISE

Please be considerate to other residents and neighbours who may be trying to work or sleep. In the evenings do not congregate in the courtyards, or on stairwells. At all times, please keep volume of televisions, radios, stereos (and your voice!) at a low volume and shut doors quietly.

The ASBO team may be called and repeat noise offenders will be reported to an authorised officer for possible disciplinary action. If you are experiencing problems with noise please contact the Office or the Dundee City Council ASBO team. Failing this the Police can be called 01382 223200.

NOTICE BOARDS

To protect the walls, please only attach photos, posters etc. to the notice boards and nowhere else. There are notice boards in the kitchens and bedrooms for residents to use. Residents should note the use of blue-tack, drawing pins, sticky tape, nails etc on the walls/doors is strictly prohibited. Any damage to walls that is attributable to a resident will be charged to them. There are notice boards in every main entrance. Unauthorised notices will be removed. This is for Fire Log only. Banners/flags etc hanging from the property are not permitted and will be removed by management. If notice boards are not provided 2 posters/photographs per room maybe attached to each room. The management has the right to object.

OUT OF HOURS TEAM

If you have any concerns about your security, wellbeing or any serious maintenance issues. If management is not available and security or any other disciplinary body that may be acting in the best interests of the property & have responsibility for maintaining good order within all residences then it is a disciplinary offence to ignore any reasonable instruction they give you. Wherever

possible, please telephone 07968 740897 Lee Chadwick when you need assistance, text messages may not always be picked up.

PARTIES

If you are planning a party, please request permission from the Office . Parties are only permitted if they have been authorised and there should be a maximum of 10 guests – parties must end before 21.00hrs prior to a weekday and 22.30 prior to a weekend day or if noise is excessive at the request of the management.

POLICE STATIONS

The nearest police stations are the police headquarters in Bell Street and a substation at Ryehill, (on Perth Road, opposite Step Row). To contact police headquarters, telephone 01382 223200. For lost property call 01382 591591.

REPAIRS

Any faults must be reported to the Office as soon as possible. The need for repairs usually results from normal wear & tear, but any damage resulting from carelessness or maliciousness will be charged to those responsible (or to all residents if those responsible are not known). Please note that we rely on you telling us when something doesn't work -if we don't know it's broken we can't fix it.

Where serious issues are reported to us in the morning we will endeavour to have repairs carried out the same day. In an emergency, outwith office hours you should contact the Emergency numbers.

White Good Repairs can take considerably longer depending on delivery if replacement needed or parts if part replacement required.

There will be occasions when maintenance, window cleaners, joiners, electricians, etc will require access to your flat or your room. Please ask for ID before allowing any tradesman to enter the premises. Where practical and possible, you will be given advance notification of these visits.

You will be given 24hours written notice for routine maintenance required in the flat.

SECURITY

Look after your own property and that of co-residents. Keep bedroom and flat doors locked at all times. Do not leave main entrance and flat doors open at any time. Keep all windows closed when you are not in your room. Please do not prop the doors open with the deadbolt as this causes the bolt to bend and as a result the lock may become jammed.

SHOWER AND BATHROOM HYGIENE

Please keep the drain in the shower clear at all times to avoid flooding. You should notify the Office immediately if there is a problem with water draining away.

SMOKING

All residences are Non Smoking therefore smoking is banned in all areas of all buildings including bedrooms. Any student found in breach of this will be reported to an authorised disciplinary officer.

MANAGEMENT ACCESS

You must allow access to any authorised person who needs entry to your room. Access is required to assess standards of cleaning service, redecoration and repair requirements, other management reasons and for the carrying out of repair and maintenance work.

Such persons requiring access are: The Property Manager, Maintenance, tradesmen of any of the managements contractors, employees of the local authority Council and Fire Brigade. Except in an emergency, access to your room will be restricted to normal working hours.

Outwith these hours, access to Property Manager cannot be denied but such access will only take place when there are reasonable grounds to believe that a disturbance is taking place, there are prohibited persons present, the occupants are at risk or that the security or good order of the property is at risk.

TELEPHONES

Telephones are not supplied. There is A BT Line in all flats. (Extension 4141 or 999). The nearest payphones are located :

1. Outside Dundee University main library
2. West Port area (beside The Globe Bar)

TELEVISION and TELEVISION LICENCE

Bedrooms & Lounge Areas – There are four sockets in theses rooms. They are marked:

SAT1 – For connecting a SKY box to. Please note any subscription fees are payable by yourselves and you must cancel the contract when you leave.

SAT2 – as above but SKY plus

TV – To connect a television to, you may need to retune your television and purchase an adapter to connect your cable to the wall socket.

FM/DAB – for connecting a digital radio to.

Please note that if you watch TV by any of the means above you are required to purchase a TV licence. (Available online).

TRANSPORT

Local buses regularly operate on routes throughout Dundee. Information can be obtained from the Travel Centre at 92 Commercial Street or by calling 01382 340006/7. Taxi numbers can be found in yellow pages (01382 203020) is the most popular one.

WINDOW SAFETY

For health and safety reasons the windows should only be able to open on tilt. Please do not attempt to open the window fully, the lock should prevent the window from swinging open. Please report any faults to the Office.

If you experience any difficulties with the operation of your window, please contact the Office.

- To Tilt open – Use both hands (one hand on handle, one on the opposite side of the window near hinge side). Turn handle 90° and the window will tilt
- From Tilt to Close – Use both hands, one at either side of the window and push shut to engage locking mechanism. Turn handle 90° to close.

We hope that you have found this document useful, if you wish to make a positive contribution to the content for future residents please feel free to email your suggestions to lee@westoneproperties.co.uk.

Enjoy your year!!!