



MOVE IN GUIDE

WE'VE MOVED

TOO!



You'll now find us at **8 Clinton Terrace, Nottingham, NG7 1LY.**
You can still reach us on **0115 870 8069** or by emailing **rent@uni-2.co.uk.**

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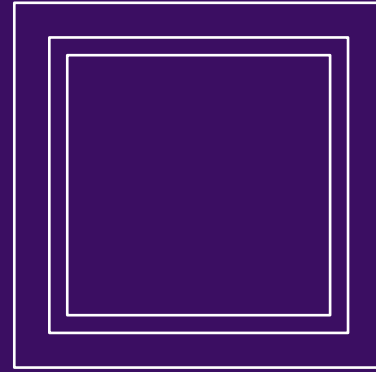
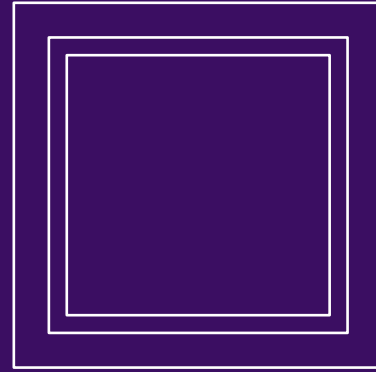
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Thank you for choosing Uni2 Rent for your student accommodation this year,
we hope you enjoy your time in one of our properties!



YOUR PLACE: KEY INFO

WELCOME



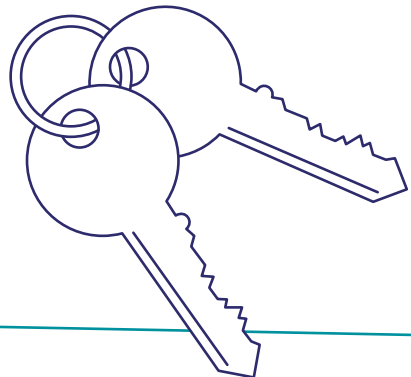
YOUR PLACE: KEY INFO

Key collection

Keys for your new property can be collected from our office at Uni2 Rent, 8 Clinton Terrace, Nottingham, NG7 1LY.

Rent needs to be paid 7 days before the start of the tenancy agreement so there is time for it to be receipted. You'll need to nominate somebody from your property to arrange an appointment with the office to collect all keys if you haven't already!

Make sure to bring your ID when you collect your keys! You'll need your passport or driving licence and birth certificate, but if you're coming from a non-EU or EEA nation then you'll need to bring your passport and visa (BRP card of entry clearance).



Inventory

All properties are professionally cleaned and have outstanding maintenance work conducted between tenancies. If anything has been missed, please contact us and we will rectify this as soon as possible.

Your inventory is a report of the condition of the property when you take up occupancy, which is sent to you upon collection of your keys. You can make comments next to each point in the inventory and you will be required to sign to confirm the condition of the property.

There will be a period of 7 days from when the keys are collected before the inventory report automatically closes. No changes or comments can be added after this point. If no comments are made, it is taken that you accept the condition of the property as noted in the inventory.

YOUR PLACE: KEY INFO

Rent

▼ Rent payments

Rent needs to be paid 7 days before the start of the tenancy agreement so there is time for it to be receipted. Non-UK students may need to pay their rent sooner than this.

We will not give any keys out until everyone in your group has paid rent. Please also know that Uni2 Rent cannot accept cash payments for rent due to anti-money laundering procedures.

Details of your rent dates and amounts can be found in your tenancy agreement.

▼ **Paying rent from a UK account** – Please make your rent payments to the account details below.

Uni2 Rent Ltd.
Account number: 03667103
Sort code: 40-35-18

▼ **Paying rent from an international account** – If you are an international student, you need to

allow for a minimum of 7 working days for your rent payment to clear.

The details below can be used for all transfers:

Sort Code: 40-35-18
Account Number: 03667103
IBAN: GB53HBUK40351803667103
SWIFT/BIC: HBUKGB4B

▼ Payment references

Your payment reference will be the letters of your street name followed by your house number and surname e.g. 42 Russell Street will be RS42SURNAME.

If you live in a flat then your reference will be your room or flat number in addition to the above e.g. Studio 7 in St. Marks will be SM07SURNAME.

Everybody in the property must have paid their rent before keys are given out. Check with your housemates before coming to collect your keys.

Uni2 Rent do not hold account details and will not automatically take your rent payments. It is your responsibility to remember to pay your rent on the required days.

YOUR PLACE: KEY INFO

Bills

■ If you have a bills inclusive property

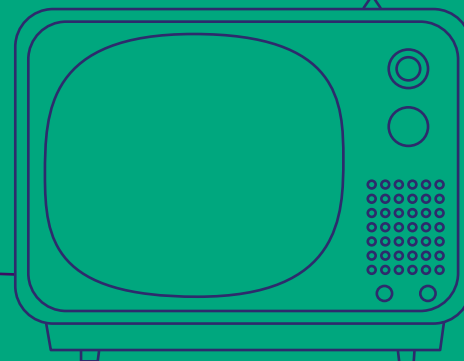
‘Bills included’ does not mean you have unlimited bills. Please read the fair usage policy within your tenancy agreement. If you leave your heating on permanently, you will likely go over your utility allowance and we may have to deduct any overspend from your deposits at the end of the tenancy.

■ **Outstanding bills** – if you move into the property and find outstanding utility bills, please bring them into our office and we will arrange for them to be paid if required. Uni2 Rent or your utilities provider may contact you to provide meter readings in order to give an accurate figure for your energy usage.

■ **Meter readings** – you must provide up to date meter readings each month so that an accurate reading of your usage can be taken, to give a clearer picture of whether you may go over or under your utility allowance.

■ **Internet** – it is your responsibility as tenants to call the internet provider if there are any issues with your internet connection. Everything is set up so that you can call them directly – email us for your account details and we will send them over.

■ **TV licence** – if you want to watch TV, BBC iPlayer etc. it is your responsibility to purchase a TV licence directly.

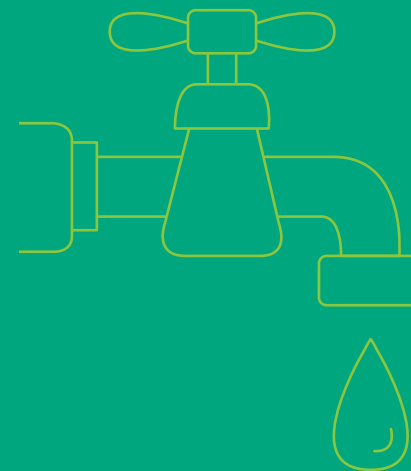


YOUR PLACE: KEY INFO

■ If your property does not have bills included

There may be letters waiting for you when you move in, from the current utilities provider addressed to ‘The Occupier’. You need to open these letters, contact the provider with meter readings in order to open an account.

You are responsible for the bills from the date your tenancy starts. If you move in after this date, there may already be a standing charge on the property – this is normal.



Your first bill may arrive as an ‘estimate’. This means the supplier has guessed your usage and you need to provide them with meter readings to give an accurate bill.

Your gas and electricity meters are usually located in the cellar, hallway or on the outside wall of the property near to the front door. Some electricity meters have two separate readings (r1 & r2) as well as a total reading. You can find out who your utility provider is by ringing the following numbers:

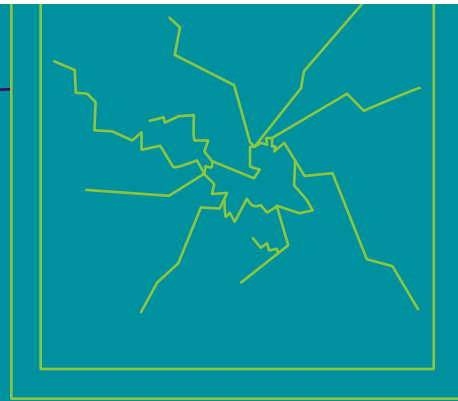
■ **Water** – your water supplier will always be Severn Trent Water – www.stwater.co.uk

■ **Gas** – call 0870 6081524

■ **Electricity** – call 0345 6015972

■ **TV licence** – Watching live or catchup TV requires a TV licence – www.tvlicensing.co.uk

YOUR PLACE: KEY INFO



Insurance & Certificates

Contents insurance

You can see what items are covered along with the excess for claiming in your Endsleigh certificate of insurance. This means that in the unlikely event that your belongings are ever stolen, you are automatically covered. You can see what items are covered along with the excess for claiming in the certificate of insurance attachment we have included with your Welcome Pack.

Uni2 Rent has two policies in place; one for students living in a block of purpose-built blocks (PBSA) and another for students living in a private house (HMO). If you ever need to make a claim, please contact the office so that we can advise you on the correct policy number and give you further instructions on how to do so.

Unfortunately, break-ins or burglaries can sometimes occur and are almost always the result of a door being left unlocked or a window left open.

If this does ever happen you must report it to the Police immediately on the 999 number if you are in danger, or the 101 number if you are not in danger. The Police will provide you with a crime reference number that you will need to pass on to Uni2 Rent. You will need to notify us of what has happened and what damage may have been done to the property. We will then do everything we can to assist you and make sure that the property is secure.

Safety certificates

You will already have a copy of all certificates we are required to give to you by law from when you initially reserved or booked your property. After reserving the property these were sent along with a copy of the tenancy agreement before you signed.

YOUR PLACE: KEY INFO

General

Smoking

All properties are strictly non-smoking, this includes e-cigarettes and vapes. You can smoke or vape at the front or garden of your property but please dispose of cigarettes appropriately.

Pets

We operate a no pet policy in all properties.

Drugs

We work closely with Nottinghamshire Police and both the University of Nottingham and Nottingham Trent University, any evidence of drug use will be passed on to these and you risk facing eviction under Section 8 of the Housing Act.

Guests

You are permitted to have guests reside in the property for a 48-hour period. If they stay any longer this can result in additional rental charges to the occupiers and the guests asked to leave.



Blu Tack, Sellotape, and LED Strips

Attaching anything to the walls is done so at your own risk. Blu Tack, Sellotape, Command Hooks, and LED strip lighting can rip paint off walls or damage them when removed. You will be responsible to cover all costs involved with redecorating at the end of your tenancy if necessary.

Fire doors

These are designed to protect your life. Do not wedge fire doors open or remove the overhead door closers. Ensure hallways and stairways are clear to allow access to a fire escape. Please do not use hooks on the back of doors as this damages them. There is a fire blanket located in your kitchen.

Council Tax

We have already contacted the council to exempt you from council tax however if you are a non-student or your circumstances change you will become responsible for the council tax. You will need to contact your local council to inform them of this. You can find your local council at the website below

<https://www.gov.uk/find-local-council>.

YOUR PLACE: KEY INFO

▼ Bins

It is your responsibility to put out bins on the day of collection and bring them back in on the same day. Councils will issue fines if bins are left out on the street. Do not put plastic bags in recycling bins as they will not get collected and you may receive a charge from the local council. Please do not overfill bins as the council may not take them away. The council may also charge you if you leave bags of rubbish next to a full bin and these will not be taken away.

Each council may have a different policy regarding bins and you can find your local one at the website below

<https://www.gov.uk/find-local-council>

If you have excess waste or your bin was missed, contact your council and they should take this away free of charge.

▼ Parking Permit

If you live in a parking permit area you can apply for a permit through your local council here

<https://www.gov.uk/parking-permit>.

Uni2 Rent cannot take any responsibility for the issuing of permits by a local council or if a permit is not issued to you after application.

If you live in a property with access to a private car park please contact the office for details. Uni2 Rent cannot accept responsibility for any parking tickets, fines or theft and losses that occur whether in a private car park, street or permit parking area.

YOUR PLACE: KEY INFO

▼ Smoke Alarms

Certain accommodation will have a dedicated fire alarm test each week, but in general it is your responsibility to check on a weekly basis that the fire alarms are working correctly.

If you have a fire panel rather than a standard alarm, please make sure not to touch this yourself. If it goes off you must contact the office immediately.

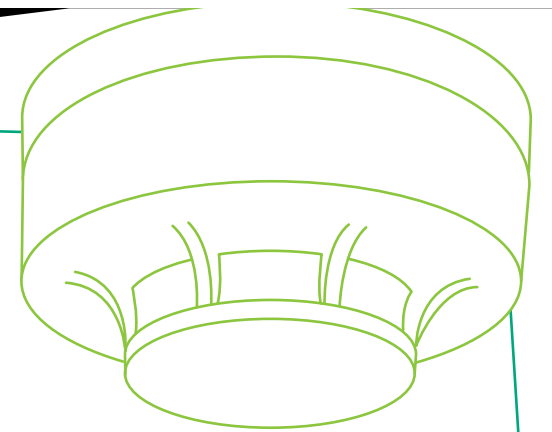
Battery-operated fire alarms will start to beep intermittently as the batteries run low. They will also usually have an LED light on the alarm that glows red when the battery needs replacing.

▼ Antisocial Behaviour

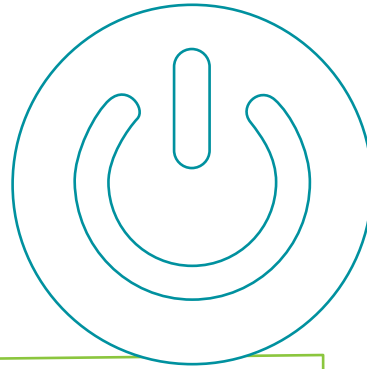
Antisocial behaviour is classed as any intimidating or threatening activity that scares or damages a person's quality of life. This includes rowdy and noisy behaviour, street drinking, and setting fireworks off late at night. Antisocial behaviour is a matter that we take very seriously alongside your universities.

We understand that as a student you want to go out, have fun and take full advantage of living without your parents and visiting bars/nightclubs, but you must behave in a respectful and courteous way towards your neighbours and other members of the community. We ask that you are most considerate between the hours of 11pm and 7am, keeping noise to a minimum.

If you do ever have any neighbours or people around your property acting in an antisocial way and it is not an emergency, we advise you to ring the non-emergency Police number 101.



YOUR PLACE: KEY INFO



Power cuts

If you have a power cut, please don't panic. Follow the steps below to get your lights back on.

1. Find the fuse box and check if any of the switches are flicked downwards.
2. If there is a switch that is pointing downwards, flick this back up to see if it restores power. If it flips off again then whatever caused the fault is still switched on.
3. Investigate what was being used at the time the power cut happened. Usually this is an appliance such as a hairdryer, toaster, kettle or phone charger.
4. If the switch flicked down is labelled as lights, turn off all the lights and flick the fuse back up on the fuse box. Turn the lights on one by one until the power goes off again. You will then know which light is tripping the power. This also applies if the switch is down for sockets.
5. If the power goes off in the kitchen your fridge and freezer are designed to stay cold for 24 hours. Try these steps to get the power back on and avoid opening them to keep your food from spoiling.

If you still can't get the power on then submit a maintenance request on the Arthur app and we will arrange a contractor to attend.

YOUR PLACE: KEY INFO



MAINTENANCE



MAINTENANCE

Reporting Maintenance

During your tenancy, there may be times when fixtures and fittings in your property break, or stop working as they should. Any non-urgent maintenance issues must be reported via the Arthur app which we asked you to download in your move in appointment, so that we can accurately track the progress of your issue and make sure it is fixed.

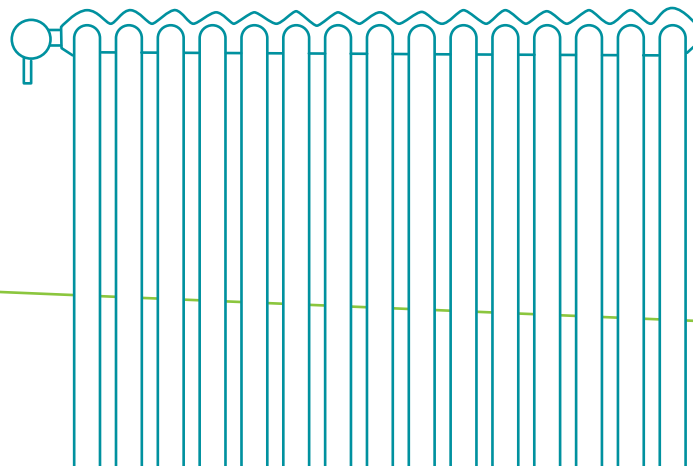
We can only process emergency maintenance issues over the phone. Please also make sure to submit your emergency maintenance through the Arthur app after speaking to the office or out of hours emergency number, as a matter of record.

Creating your Arthur app account

You will receive an email following your move in appointment with instructions of how to download the Arthur app where you can report maintenance. Please note we are unable to accept any maintenance requests submitted via email.

Checking tenancy details

Under the 'My Tenancy' tab you can view details about when your tenancy finishes and any rent that is outstanding for the property.



MAINTENANCE

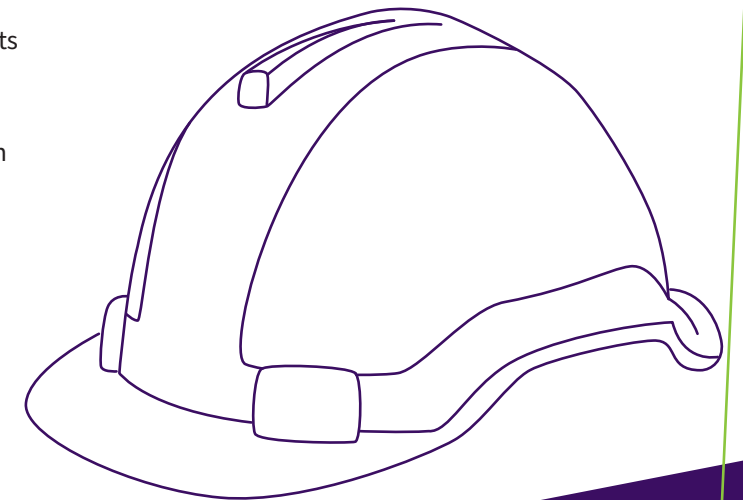
Submitting a maintenance request

You will need to tell us what type of issue you are experiencing as well as providing as much detailed information as possible – this will speed up the process of getting the issue fixed.

If you are reporting an issue in a bedroom, you must include the room number or a description of which bedroom, as well as including your name.

You will be required to provide photos of any requests you send through. Please make sure that these are clear and demonstrate the maintenance issue you are reporting – this will speed up how quickly we can arrange a contractor to fix the issue if required.

Once you have submitted your maintenance request, it will come straight through to our maintenance department. If you are able to resolve your request before somebody attends, or no longer wish for the work to be carried out, please email **rent@uni-2.co.uk** to cancel this. If a contractor attends and you have not cancelled your request in writing, you may be liable for the contractor's call out fee.



MAINTENANCE

Emergency Maintenance

If you experience an emergency during office hours then call Uni2 Rent immediately on **0115 8708 069**.

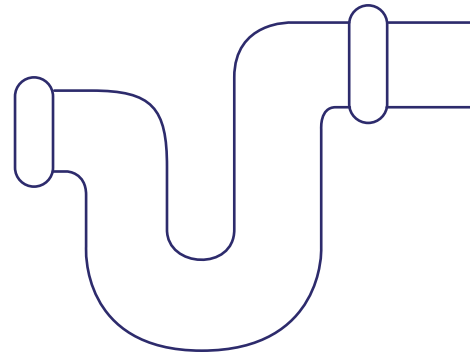
Uni2 Rent operates an out of office hours emergency contact for when a direct threat to your life or the property occurs e.g. a fire or flood. The emergency number is only to be used for genuine emergencies.

If a contractor is called out to an emergency and the issue is found upon their arrival not to be an emergency or an issue that is the result of tenant inaction or negligence, the cost of the contractor's visit may be passed on to you.

Emergency number: 0161 388 2374

Heating emergencies

Submit a maintenance request via the Arthur App and a plumber will attend the following working day. If the heating stops working over the weekend please check for error codes on the boiler. You may need to pressurize the boiler to regain heating and hot water. If you have no heating or hot water in the winter months,



please contact the emergency number if you will be without heating or hot water for over 24 hours.

Power cut?

Please refer to the power cut section of this welcome pack on page 14 to see a guide on getting your power back on. If this does not fix the issue, please call the emergency number. Please ensure to report this via the Arthur app.

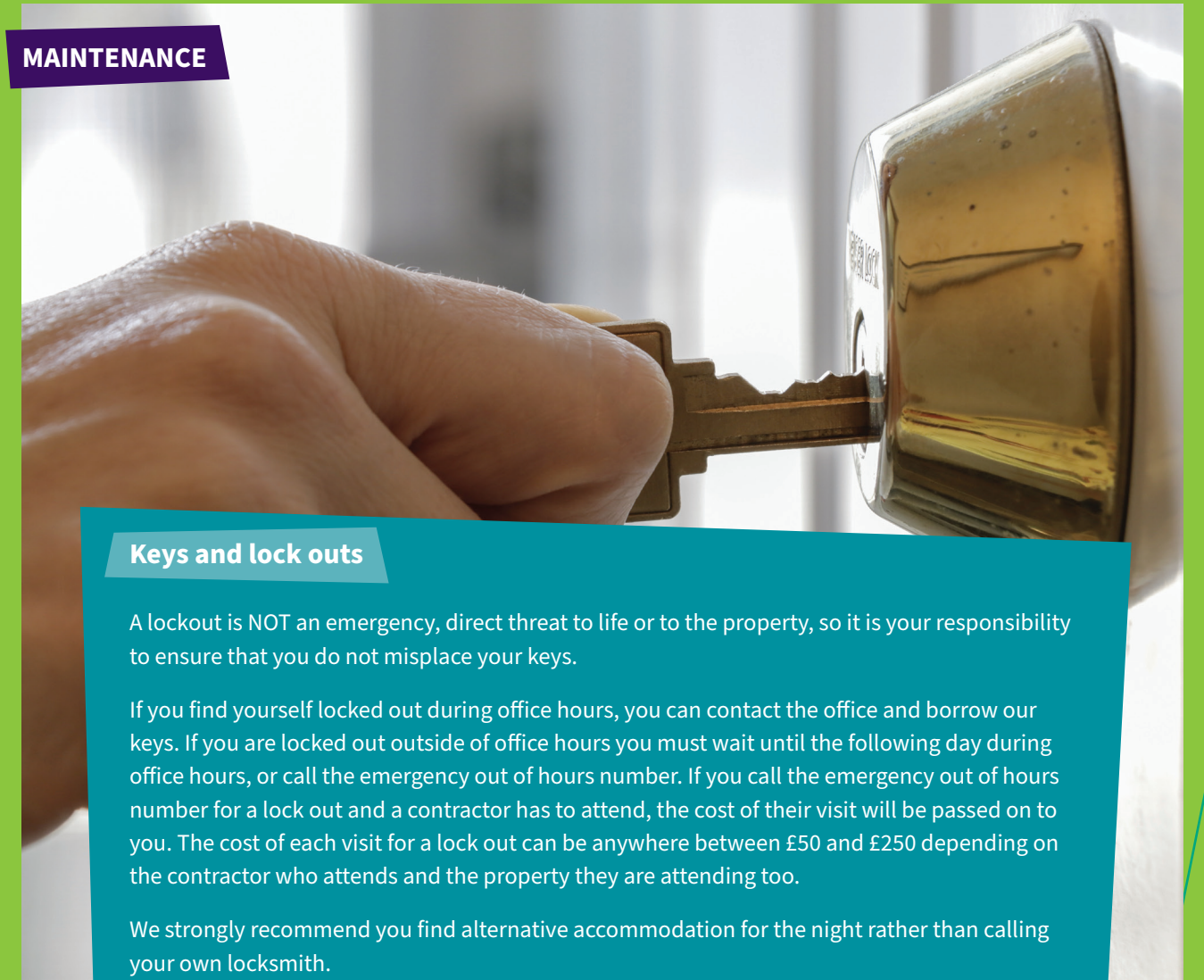
Smell gas?

Call **0800 111 999** immediately. Open all windows, doors and ensure everyone leaves the property until it is safe to return. All properties are fitted with Carbon monoxide detectors to alert you to this.

Water leak?

For a fast-flowing leak that may cause damage to the property, call the emergency maintenance number immediately. If it is a small leak, please submit the issue via the Arthur app and use a bucket/towel to catch any drips until a contractor arrives.

MAINTENANCE



Keys and lock outs

A lockout is NOT an emergency, direct threat to life or to the property, so it is your responsibility to ensure that you do not misplace your keys.

If you find yourself locked out during office hours, you can contact the office and borrow our keys. If you are locked out outside of office hours you must wait until the following day during office hours, or call the emergency out of hours number. If you call the emergency out of hours number for a lock out and a contractor has to attend, the cost of their visit will be passed on to you. The cost of each visit for a lock out can be anywhere between £50 and £250 depending on the contractor who attends and the property they are attending too.

We strongly recommend you find alternative accommodation for the night rather than calling your own locksmith.

Do not force yourself into the property as a broken door is more expensive than a locksmith. If a locksmith is required by Uni2 Rent to change a lock following you being locked out, you will be required to pay the entire cost. If your lock is on a master system, there may be an additional charge to re-fit the correct lock.

MAINTENANCE

Cleaning

▼ Toilets – the dos and don'ts

While it may seem obvious what to and what not to put down a toilet, sometimes people can still have trouble remembering. Below is a list of things that cannot be flushed down a toilet.

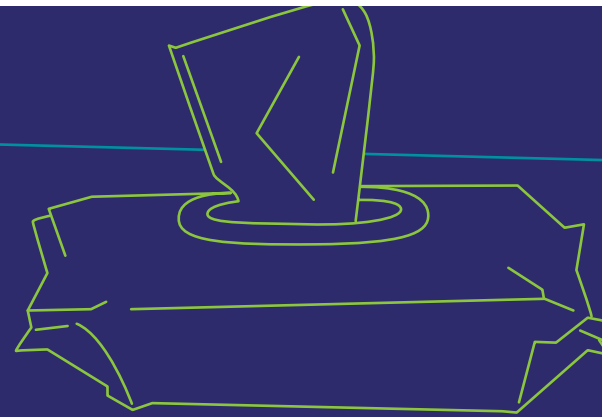
- ▼ **Baby wipes** – This is the top item that causes waste pipe blockages
- ▼ **Earbuds**
- ▼ **Condoms**
- ▼ **Dental floss**
- ▼ **Large paper towels**
- ▼ **Chewing gum**
- ▼ **Food**
- ▼ **Hair**
- ▼ **Hair bobbles and other hair items**
- ▼ **Sanitary products (i.e. tampons, pads etc.)**
- ▼ **Laughing gas canisters**

Your bathroom may also have a Saniflo or macerator system in place – this can often be identified as a small pump system next to or near your toilet.

When you flush a toilet with a Saniflo or macerator pump attached, waste is moved into the macerator unit which has a rotating blade that reduces it to a size that can easily travel along pipework. If you have a property with one of these, it is even more important not to flush any of the above items down it.

If any of these items get stuck, the system will blow and cause a backup, meaning you will not only be unable to use your toilet, if the shower/bath or sink is along the same system, you run the risk of the toilet waste coming back up in any of these.

If it is found that a system was broken as a result of negligence then your landlord may reserve the right to pass on the cost of replacement or fixing it to you.



MAINTENANCE

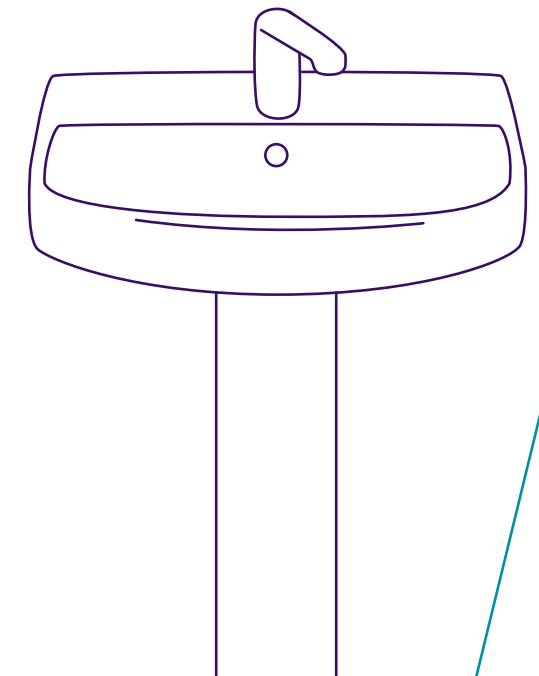
▼ Blocked sinks and showers

Showers and sinks can become blocked due to a build-up of hair in the plughole. Please follow the steps below to clear any blockage before submitting a maintenance request.

1. Carefully lift out the drain grill.
2. If there is hair in the trap, remove it. Clean thoroughly and dispose of the hair in a bin and not the toilet or sink. If there is no trap, then please inspect the drain itself as hair can dangle in through the grill.
3. Flush any loose hair out of the drain using water or by using a plunger.
4. If there is still a blockage then please purchase some sink and drain unblocker and pour this into the shower plughole, sinks and toilets. This will dissolve any hair or other human waste that is causing the blockage. Bleach will not work.

Regular cleaning will ensure drains do not become blocked. If you have tried all of the above and there is still a problem, please submit a maintenance request via your Arthur app.

If a contractor attends and finds there is a blockage that has resulted from tenant negligence i.e. allowing the plughole to become blocked with hair, Uni2 Rent reserves the right to pass on any cost to you.



MAINTENANCE



Legionella

Legionella (or Legionnaires disease) is a severe form of pneumonia caused by Legionella bacteria. The bacteria is found in damp or wet environments, ranging from damp gardening soils to spa baths.

It is rare to find legionella in a water system but running all water outlets for several minutes allows any stagnant water to pass through. We advise doing this when you first move in and after any long periods of time away from the property i.e. holidays. It is also very important to clean your shower heads, as there may be a build-up of stagnant and mouldy water droplets.

MAINTENANCE

Cleaning in detail and why it's important

Cleaning is an important part of your time living away from home. As your managing agents, we like to see nice, clean properties, and we're sure your parents would probably say the same.

Whether you live by yourself or as a group, a weekly clean will not only lift your mood, it's the best way to ensure you are looking after your property. If you live as a group, we recommend a cleaning rota to make housework as fair as possible.

Having a clean house will ensure you have no pest problems with ants, flies, or even mice and rats. Not only would this be an unpleasant experience, but you may also be liable for any costs related to rectifying the problem.

Your tenancy agreement has a clause that relates specifically to cleaning and is something you agreed to when signing up to live in your new property.

4.28 On a regular basis to clean or organise the cleaning of the Property to a good standard. It is agreed between the parties that the Landlord may still organise all such remedial and resultant work necessary if the standard following the Tenant's own cleaning is still not acceptable to the Landlord.



MAINTENANCE

Damp & Mould

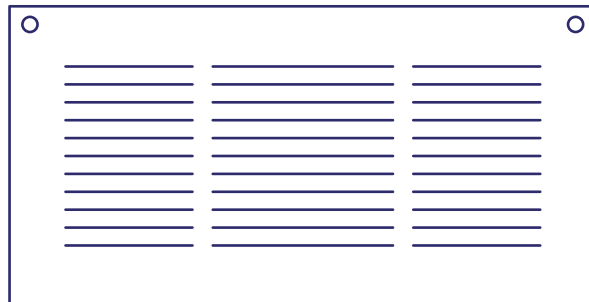
▼ Mould removal and prevention

Ignoring the early signs of condensation can cause damp and mould patches, affecting your deposit at the end of your tenancy if you have not been properly ventilating it. In your contracts you have signed, there are specific clauses that are relevant to mould and damp.

4.8 To pay all costs of repair and/or the replacement of all fixtures and fittings of or at the Property where such action is required as a result of the Tenant's default or negligence (or the default or negligence or any visitors to the Property, invited or not).

If you notice mould that occurs throughout any part of your tenancy and fail to mention it to your managing agent, this could be classed as negligence and you may run the risk of having to pay for the works carried out.

4.9 To treat, keep and maintain the Property in a proper manner including to renew all light bulbs, fuses, plugs, batteries, and other maintenance tasks normally the action of a responsible home occupier and not necessitating a workman's visit.



It is the tenant's responsibility to act as a "Home Occupier" and in a "Tenant like manner". As such, it would be your responsibility to treat mould, however if you have tried and the issue persists, that is when we can help.

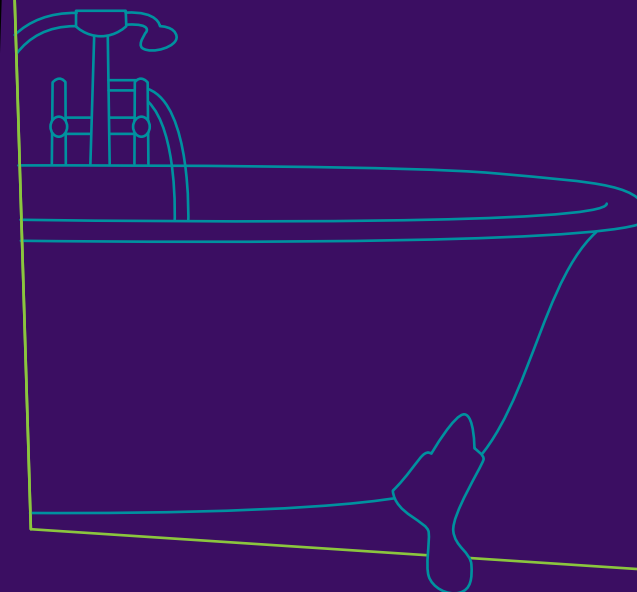
4.11 Where the Landlord is requested to instruct a contractor to carry out work that is deemed to be the Tenant's responsibility, the Tenant shall pay all of the cost involved, such costs are to be deducted from the deposit where the Tenant shall not make an immediate payment to the Landlord.

If you spot the initial signs of damp let us know straight away so we can advise you on what to do. Condensation occurs due to a lack of adequate ventilation and heating. When there is moisture in the air it needs to escape the room so if windows are closed then condensation occurs and leads to damp.

Interesting facts

How much moisture is typically produced in the home?

- ▼ Drying clothes produces ten pints of water in an unvented tumble dryer.
- ▼ Having a bath produces two pints of moisture.
- ▼ Washing clothes produces one pint of moisture.



How to combat moisture production

- ▼ Cover saucepans.
- ▼ Dry clothing outside rather than on radiators.
- ▼ Wipe away condensation as quickly as it's spotted.
- ▼ Keep window trickle vents open constantly and open windows as much as possible (especially after cooking or showering) to allow a through flow of air whilst maintaining a heat balance.
- ▼ Ensure extractor fans are operational, you can test these by holding a sheet of tissue paper against it and seeing if it sticks when turned on.
- ▼ Turn on the cold tap of the bath first so that when the hot water hits it doesn't produce as much steam.
- ▼ Close doors in wet areas to stop the spread of moisture to other rooms.
- ▼ Where possible position furniture (e.g. cupboards and drawers) against internal walls.

MAINTENANCE



How to prevent damp and mould

- **Dry clothes outside** – Wet clothes can be a major reason for damp and mould developing. If you do need to dry your clothes indoors, ensure a window is opened to provide ventilation that may prevent damp developing. Products like a moisture absorber can also help remove excess moisture from the air.
- **Open a window and shut the door** – If you are doing something that will release a lot of steam into the room (such as cooking or showering), close the door and open a window. If you have an extractor fan, this can help to reduce the moisture and closing the door will prevent it from spreading into other rooms. If you don't have an extractor be sure to open a window and wipe down any wet surfaces.

- **Furniture and walls** – Exterior walls are often colder than interior walls and therefore more susceptible to damp and mould. Keep furniture away from these walls, instead placing them against interior walls. Leave a slight gap between the wall and furniture to improve air flow. If you have limited space, regularly clean behind the furniture and ensure you dry the wall afterwards.
- **Declutter** – Overfilled cupboards are a breeding ground for mould as there isn't much air-flow, so keep them tidy with plenty of space.
- **Heating** – Always ensure there is adequate heating in your property to keep the internal temperature of surfaces up and reduce the likelihood of condensation. Keeping your heating off to save money on bills could cost you in the long run, to put right any damp or mould caused by the lack of heating.

MAINTENANCE

Cleaning solutions for mould and damp removal

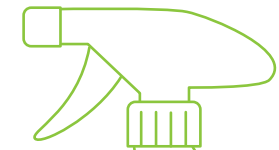
It is expected of you as a home occupier to attempt to clean or treat mould yourselves. This can be done with a number of cleaning products but certain safety precautions should be taken.

- **Do not attempt to scrape away dry mould** – especially if you have a respiratory condition such as asthma. You should always work in a well-ventilated area, take regular breaks, and consider using gloves and masks to ensure your own safety. You can also use a dust mask to cover your mouth and nose to prevent you breathing in mould and any cleaning products.
- **Anti-bacterial spray** – Clean areas such as grout, sealant and windowsills regularly with a good mould spray.

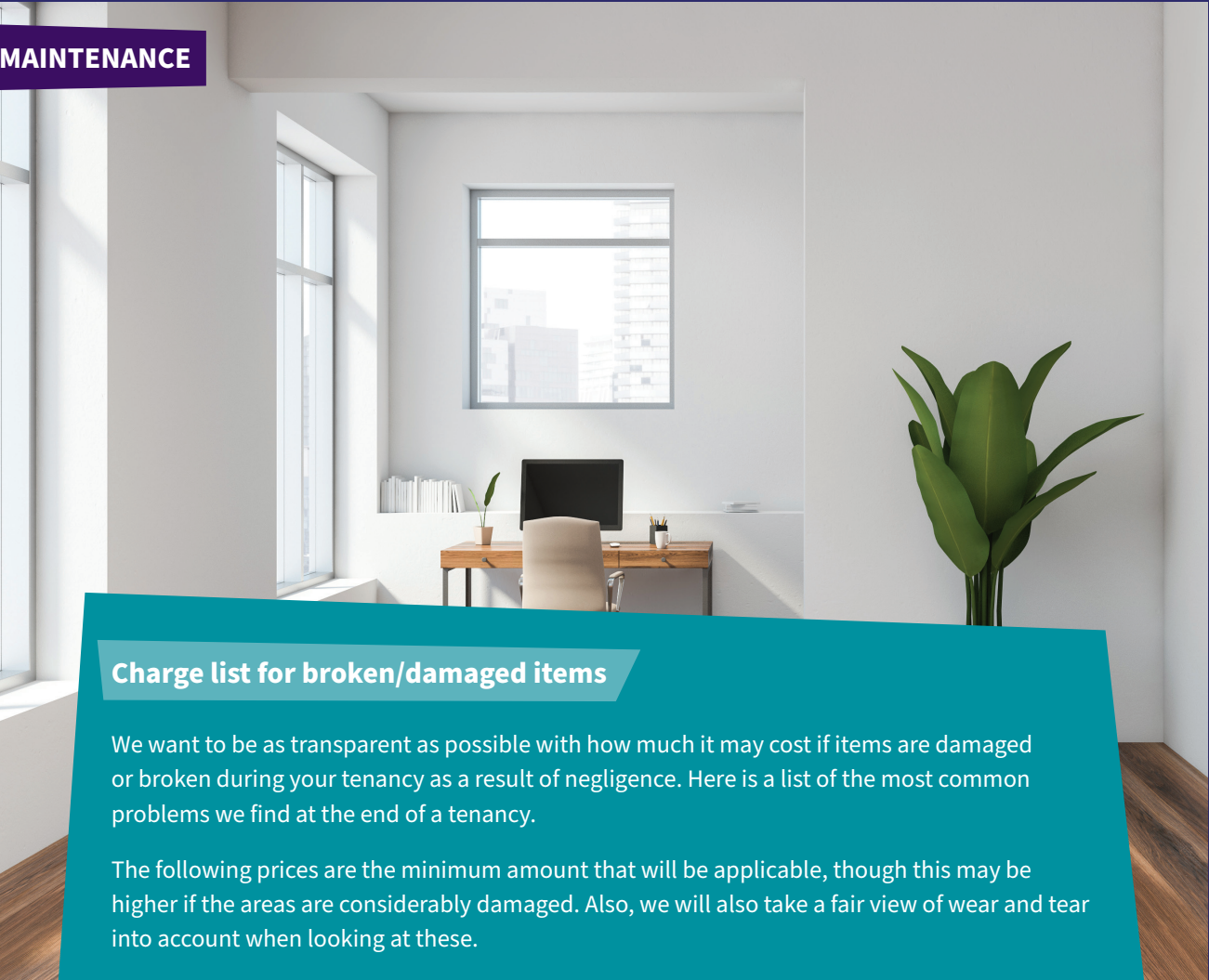
If the mould persists despite your best efforts at cleaning and prevention, please contact us via the Arthur app so that we can assess whether further action will need to be taken.

Do not attempt to paint over mould. Even if you have purchased 'Mould blocking paint' you will need to clean the mould prior to applying paint. Normal paint will have no effect on mould growth, and the mould will return.

If you do not report mould issues promptly then you could be liable for the costs of professional mould treatment.



MAINTENANCE



Charge list for broken/damaged items

We want to be as transparent as possible with how much it may cost if items are damaged or broken during your tenancy as a result of negligence. Here is a list of the most common problems we find at the end of a tenancy.

The following prices are the minimum amount that will be applicable, though this may be higher if the areas are considerably damaged. Also, we will also take a fair view of wear and tear into account when looking at these.

To avoid any unnecessary charges please keep on top of the cleaning and look after the house and its contents including being careful of who you invite over. Any guests that come to your property are ultimately your responsibility along with any damages they may cause.

Please note, the figures are inclusive of VAT, so there are no additional sums to be added on apart from those stated.

MAINTENANCE

Charge list for broken/damaged items

Labour charge p/h (minimum 1 hour)	£25	Toilet	£150	Replacement oven/cooker knobs	£15
Key replacement	£25	Shower tray	£100	Replacement window	£200
Replacement Fob	£50	Replacement seal due to mould	£35	Broken window handle	£50
Worktop Replacement per m ²	£50	Shower screen	£150	Replacement Hoover	£100
Kitchen cupboard door Replacement	£50	Shower head	£35	Replacement Kettle	£20
Individual window cleaning	£10	Shower rail	£25	Replacement Toaster	£20
Carpet cleaning per room	£100	Water outlet blockages (hair etc.)	£35	Replacement Microwave	£60
Light bulb replacement	£5	Replacement Sink	£100	Replacement smoke detector	£35
Light fitting/light switch replacement	£20	Replacement Taps	£50	Replacement carbon monoxide detector	£25
Thermostatic Radiator Valve (TRV)	£75	Towel rail	£15	Reset fire panel	£15
2 Seater Sofa	£250	Loo roll holder	£10	Clearance of leftover items/waste collection/removal	£30
3 Seater Sofa	£350	Blinds/curtains	£50	End of tenancy clean – 1 bed/studio	£180
Dining Table	£250	Doors/fire doors	£250	End of tenancy clean – 2 beds	£250
Dining Chair	£50	Overhead door closure	£50	End of tenancy clean – 3 beds	£264
Office Chair	£75	Door handle	£15	End of tenancy clean – 4-6 beds (incl. one appliance i.e. hob/extractor/fridge freezer etc.)	£420
Desk	£150	Door lock	£35	End of tenancy clean – 7-9 beds (incl. one appliance)	£570
Shelving unit	£100	Painting - per wall	£40	Additional appliance cleaning (per appliance)	£30
Bed frame or mattress (each)	£150	Plastering - hourly rate plus materials	£25	Extra bathroom or en-suite cleaning	£30
Chest of drawers	£150	Mould treatment	£30	Carpet cleaning (£84 for the first carpet and £48 per additional carpet)	£84
Wardrobe	£175	Broken dishwasher	£250	Oven cleaning (single oven)	£48
Vinyl/laminate/carpet flooring per m ² (excl. fitting)	£20	Broken washing machine/tumble dryer/combi	£250	Oven cleaning (double oven)	£72
Bedside table	£50	Replacement oven	£200		
Mirror	£25	Replacement oven door	£75		
Toilet seat	£25	Replacement oven seal	£30		

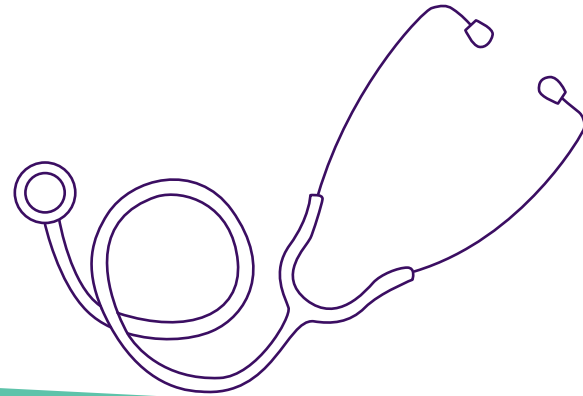
USEFUL INFO



USEFUL INFO

Emergency Numbers

- ▼ **999** – This is for life-threatening emergencies when someone is seriously ill or injured and their life is at risk.
- ▼ **111** – This is the non-emergency medical number. Use this if you need medical assistance but it is not life threatening. Trained NHS advisors will ask you a series of questions and then be able to advise whether you need to go to A&E/call 999 or book a doctors appointment.
- ▼ **101** – This is the non-emergency Police number. Use this if it is not an emergency but you would like to report a crime. We suggest you use this number if you ever have any complaints of noise or anti-social behaviour with your neighbours.



Health Services

▼ Medical Centres

We would always suggest registering with a local medical practice when you move to Nottingham. Both universities have on-campus health centres where you can make an appointment with a GP or a nurse.

- ▼ **A&E** is located at the Queens Medical Centre on Derby Road, Nottingham NG7 2UH.
- ▼ **NTU** – There are medical practices on both the City and Clifton campuses. You can register with these when you complete your online enrolment or by visiting in person. For the City site the number is **0115 848 6481** and for Clifton Campus the number is **0115 848 3100**.
- ▼ **UoN** – The medical practice is based in Cripps Health Centre on the University Park. You can register here during the first week of university or any time throughout the year by visiting the health centre. You can call the centre on **0115 846 8888**.

USEFUL INFO

- ▼ **NHS Walk-In-Centre** – Seaton House, London Road, Nottingham, NG2 4LA (next to the BBC Building). This is open from 7am-9pm 365 days a year and you do not need to have an appointment.

▼ Sexual Health Clinics

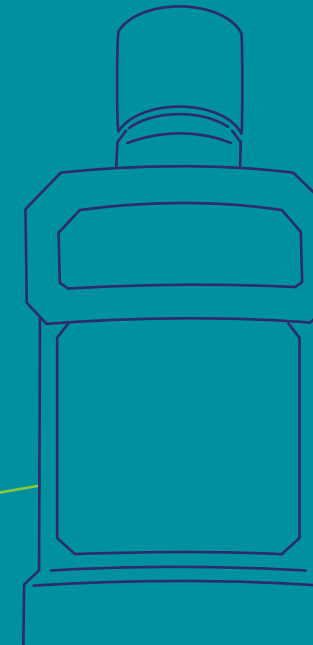
There is a clinic based in Victoria Health Centre, Glasshouse Street, Nottingham, NG1 3LW. You will need to make an appointment by ringing **0115 962 7627**. Your local GP can also help with contraception and STI testing.

▼ Dentists

- ▼ **UoN** – Cripps Dental Centre is based on the University of Nottingham Main Campus. You will need to register as a new patient if you are wanting to have regular appointments.

- ▼ **NHS Walk-In-Centre** – Seaton House, London Road, Nottingham, NG2 4LA (next to the BBC Building). Dental services are offered here, but just like a normal dentist you will have to pay for a consultation or any treatment that you may require.

You can find any other health centres close to you using this link - <https://www.nhs.uk/service-search>



USEFUL INFO

Shopping Essentials






Nottingham has a variety of shops that will fit all your moving in needs. Here's a list of shops where you can get all university & home essentials!

Food shopping

- Sainsbury's** – Castle Marina Retail Park, 11 Castle Bridge Rd, Nottingham NG7 1GX
- Lidl** – 1 Midland Way, Nottingham NG7 3NY
- ASDA** – Radford Rd, Hyson Green, Nottingham NG7 5FP

Don't forget you can also order your groceries online via the supermarket's own website!

Map key

-  Food shopping
-  Quirky shops to take a look at
-  Home essentials
-  For the foodies
-  Toiletry essentials

**8 Clinton Terrace,
Nottingham NG7 1LY**

For the foodies

- Yamas Meze & Tapas** – 5 Thurland St, Nottingham NG1 3DR
- Hungry Pumpkin** – 38 High Pavement, Nottingham NG1 1HN.

USEFUL INFO



Home essentials

- Home Sense** – Castle Marina Retail Park, Castle Bridge Rd, Nottingham NG7 1GX
- B&M Home** – Castle Retail Park, Unit 1A-1B NG7 5QJ

The Range

- The Range** – Castle Retail Park, Radford Blvd, Nottingham NG7 5QJ
- IKEA** – Giltbrook Retail Park, Ikea Way, Giltbrook, Nottingham NG16 2RP

USEFUL INFO



Thanks for choosing to live with Uni2 Rent.

We hope you have a great time in this Uni2 Rent property.
If you need anything or have any queries that are not covered
in this guide, please get in touch.





Here if you need us

We hope you have a great time in this Uni2 Rent property. If you need anything or have any queries that are not covered in this guide, please get in touch.

Drop us a note **rent@uni-2.co.uk**

Call us **0115 8708069**

Also if you get the chance, we'd love to see a review of Uni2 Rent on Google.

You'll also find us at;
8 Clinton Terrace, Nottingham, NG7 1LY