

STUDENT ACCOMMODATION TENANTS USER GUIDE

CONTACT NUMBERS

APPOINTMENTS, REPORT REPAIRS
NEED A KEY DURING OFFICE HRS OR
ANYTHING ELSE CALL OFFICE

OFFICE: 0121 472 7000

BETWEEN 09:30AM TO 5.30PM

If you have any queries you can call the office, if you are unable to get through to us you can also call the numbers below your query will be dealt with appropriately.

EMERGENCY: 07931 799 009

TEXT REPAIR: 07445 390 803

WATER LEAK WHAT TO DO?

1. Turn the water off



MAIN WATER CUT OFF



ISOLATION VALVE





PLEASE USE SCREW DRIVER TO TURN
OF WATER OR A BUTTER KNIFE

2. Put a bucket under leak
3. Put towels on the floor to dry water
4. Call EMERGENCY number **07931 799 009**
5. If a visible pipe is leaking **TURN OFF WATER SUPPLY**

Your stop valve controls the water supply entering your home. You often find this under your kitchen sink, behind the dishwasher, or sometimes it can be located in the shower room nearest to the kitchen. It normally closes by turning clockwise.

SHOWER WASTE



PLEASE CLEAN SHOWER WASTES REGULARLY

TAKE HAIR OUT OF PLUG HOLE AS THIS CAN CAUSE OVERFLOW

IF YOU HAVE CLEANED SHOWER WASTE BUT IT IS STILL OVERFLOWING
USE A PLUNGER OR **CALL OFFICE** SOMEONE WILL BE SENT OUT TO
CLEAN SHOWER WASTE.

**IF SHOWER LEAKS PLEASE STOP USING SHOWER AND INFORM
OFFICE ASAP.**

Emergencies

All tenants must ensure that they are familiar with the location of the water stop cock (usually situated under the kitchen sink or near the sink) as well as the gas (usually situated by the front door or located outside the front of the property in the white box) and electric fuse board (by the main entrance door. Electric meter, usually in bedroom 1).

All hallways, stairs and landings must be kept clean and clear at ALL times at these are an escape route in the event of an emergency. You must also ensure that accesses to the aforementioned utilities are available to these at all times.

In case of a Gas leak

If you smell gas or you suspect a gas leak then open the doors and window immediately to allow fresh air to come into the house. Secondly ensure all gas appliances (cooker and boiler) are turned off, including the main control on the meter. Once you have taken the safety measures call the National Grid Gas Emergency also known as Transco immediately on 0800 111 999 or call 07931 799 009

Note: Gas leaks are dangerous so please do not try to fix the leak yourself, call Transco immediately

Or call 07931 799 009 / 0121 472 7000

Water leak

If you have water leak inside the property then firstly turn the water of at the main stop cock and then contact KB Roman to report the problem. However in the event of water leak outside your property, turn off the water at the mains and then call the office out of hours contact number 07931 799 009.

Electricity

If you have had a short-circuit or power cut in the house, check the fuse box to see if the fuse has tripped if it has, then reset the circuit breaker. If you are unable to do this then call KB Roman and we will arrange for an electrician to come and look into the problem.

LOCKED OUT DON'T KNOW **WHAT TO DO**



Call K.B.ROMAN OFFICE or Come to the office

Office hours are Monday to Friday 09:30am to 05:30pm

Put down a **Holding Fee of £20** and return key within
24hrs or get a key cut

For a Key out of office hours there is a **call out charge from £50 - £75**

We charge a call out fee of:
£50 between 9.30am - 9.30pm
£70 between 9.30pm - 9.30am

Weekend call out charge:
We charge a call out fee of £75 on weekends.

Paid by cash or bank transferred as stated on KBR website

(If your query can wait until office opening hours, we will be happy to deal with these issues for free / cost of key cutting)

HOW TO REPORT A REPAIR



Option 1: call office **0121 472 7000**

Option 2: send a text to **07931 799 009 / 07445 390 803**

Option 3: write your repairs and post in office (top) post box

**REPORT REPAIRS FROM MONDAY TO FRIDAYS
10AM TO 5PM**

Please **DO NOT** report repairs to repairman

**Emergency repairs out of office hours
Call **07931 799 009****

Thank you

To report a break down for the following appliances:

- Washing machine
- Fridge freezer
- Dryer
- Dishwasher

Please send a text to 07931 799 009

In the text please forward the make and model number for the appliance and the problem

Please also forward Housemates Contact numbers and your accommodation address.

The above information will be passed on to a repairman and a text will be sent to yourselves with a Repairman / woman's contact number for you to contact and arrange a suitable time for repair to be carried out.

FEES & CALL OUT CHARGES

We charge an administration fee of £55/£65 per person payable at the time of contract signing.

Our office hours are Mon-Fri 9:30am – 05:30pm

If you require our services outside of office hours

Out of hours call out fee where you have lost your keys or left them at your parental address: we charge a call out fee as shown below

£50 between 9.30am - 9.30pm

£70 between 9.30pm - 9.30am

Weekend call out charge:

We charge a call out fee of £75 on weekends.

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COUNCIL TAX



Council tax exemption certificates are provided to all full time students when they enrol on their course.

Tenants are responsible for forwarding a copy to Birmingham City Council's tax department as well as a copy to KB Roman in order to ensure that they are exempt from paying council tax otherwise they will be responsible for paying any monies due during the course of the tenancy.

You can request a certificate from the University Guild.

Tenants must forward a copy to K.B.Roman

Email: kbroman@outlook.com

Or hand in a copy in to our office:

560 Bristol Rd, Selly Oak B29 6BE

Please note further delay in providing Exemption Certificates will result in ENFORCEMENT ACTION from the COUNCIL

LIGHT BULBS



1st Light bulb will be provided and fitted from K.B.Roman

PLEASE NOTE LIGHT BULBS MUST BE IN HOLDERS TO BE REPLACED; IF A LIGHT BULB IS MISSING IT WILL NOT BE REPLACED.

All subsequent bulbs will be your responsibility to replace

If you do not know how to change a bulb
Please purchase a bulb and call us on 0121 472 7000

We will send out a handy man to fit it for you
Free of charge

PLEASE ONLY BUY ENERGY SAVING LIGHT BULBS

Look after the planet

DISHWASHER



**Before loading dishwasher with crockery
i.e. plates, bowls, cups, saucers etc.**

**Please make sure all food substances are
scraped off into bin i.e. pasta, rice etc.**

MICROWAVE



DO NOT put food in gold plated crockery, (steel) cutlery or any food containers made out of foil into the microwave, as this will cause the Microwave to spark up and the microwave will also get burnt from inside.



TOILET



**DO NOT FLUSH TOILETRY WIPES
AS THEY DO NOT DISSOLVE AND
CAUSE BLOCKAGE.**

**IF THE ABOVE ARE FOUND IN THE
TOILET AND CAUSE BLOCKAGE ALL
COSTS FOR SOMEONE TO COME
OUT WILL BE PAID BY TENANTS.**

PREVENT CONDENSATION

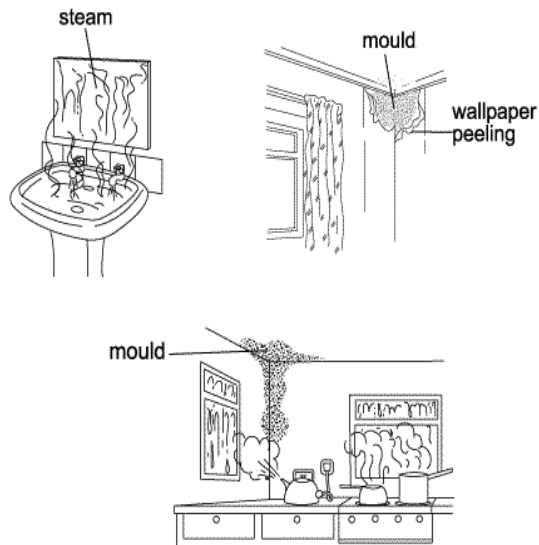


Keep the property at all times well and sufficiently aired and warmed during the tenancy.

Condensation is caused by lack of heating in the winter months and by drying clothes, towels, and bathrobes on radiators in bedrooms, hallways, and in the living area. Drying clothes should be done via the dryer provided or outside, the central heating must be used in the winter months. We recommend heating from mid-September till end of March should be left on at a minimum time (10pm till 8am every other hour and windows opened to air all rooms during day hours when property occupied subject to weather conditions.

Condensation and the moisture from clothes causes ill health and damage to the property resulting in black mould marks, and water on the inside of the Windows also resulting into mould growth.

CAUSES OF CONDENSATION



The amount of water in the air varies with temperature, as warm air has greater water – holding capacity than cold air. Air within a building is usually warm and carries a considerable quantity of water vapour, when it is cooled by contact with

cold surfaces or by night – time heating shut – down, the excess water can no longer be supported in the air and condenses water on windows runs down and collects on the bottom rail and sill, often causing dark mould spots. Similar evidences are seen on walls and ceilings, damaging decorations and creating an unhealthy atmosphere through the release of spores.

- **KEEP BATHROOM WINDOWS OPEN AFTER YOU HAVE A SHOWER / TURN EXTRACTOR FAN ON**
- **WHEN COOKING IN THE KITCHEN PUT A LID ON THE POT / PAN AND TURN VENTED EXTRACTOR FAN ON TO VENTILATE THE KITCHEN OR OPEN THE WINDOW.**

SAFETY AND SECURITY



- 1. WHEN YOU GO OUT, MAKE SURE ALL WINDOWS ARE SHUT (UPSTAIRS AND DOWNSTAIRS)**
- 2. ALL BACK GATES AND BACK DOORS ARE LOCKED**
- 3. MAKE SURE A LIGHT DOWNSTAIRS LIVING ROOM AND UPSTAIRS REAR BEDROOM IS LEFT ON.**
- 4. PLEASE ENSURE COOKERS AND OVENS ARE ALL SWITCHED OFF**
- 5. LASTLY DOUBLE LOCK THE DOORS AND PUT THE ALARM SYSTEM ON.**

SECURITY ALARM SETTINGS

To set the system

Ensure all zones are closed (e.g. windows and doors).
Enter your 4 digit code ? ? ? ? . The unset light will flash.

Press FULL The exit tone will sound. **LEAVE THE PREMISES**. When the system has set, the exit tone will stop.

On return just enter code. Within 10 seconds if alarm goes off enter code and press reset

PLEASE NOTE – when going out ensure doors and windows are closed and no keys to rear doors are left in doors and leave a light on in living room and upstairs rear bedroom.



SMOKE ALARMS



Please do not hit / wave / swing a hard object i.e. a broom, mop etc. around or on the smoke alarms as you may damage the Alarms.

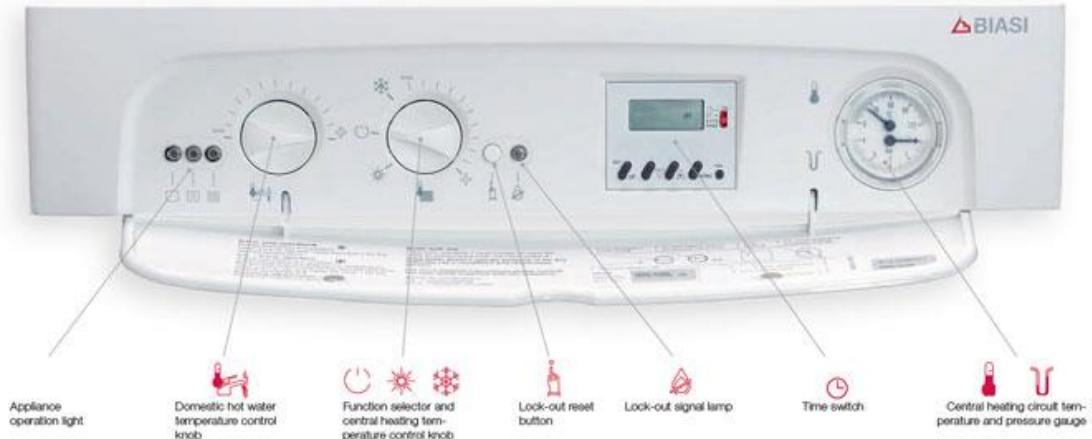
**If a smoke alarm is bleeping
Please REPORT to KBR OFFICE on 0121 472 7000 or on the report a repair contact numbers aforementioned in the user guide.**

DO NOT attempt to turn the smoke alarms on / off, as you may damage the alarms.

Do not ignore any repairs concerning the smoke alarms

REPORT ASAP!

TO SET BOILER ON CONSTANTLY



- Right hand side PRESS bottom (red or M) TO Auto,(as on display)
- Left hand side display power button press it so that it displays (on)

Settings -

- **1ST KNOB** Turn positioning knob from top half way towards **PLUS** sign for medium level of hot water if you think water is warm and would like it hotter turn further towards plus sign

(MINUS) = LESS HOTTER WATER

(PLUS) = HOTTER WATER

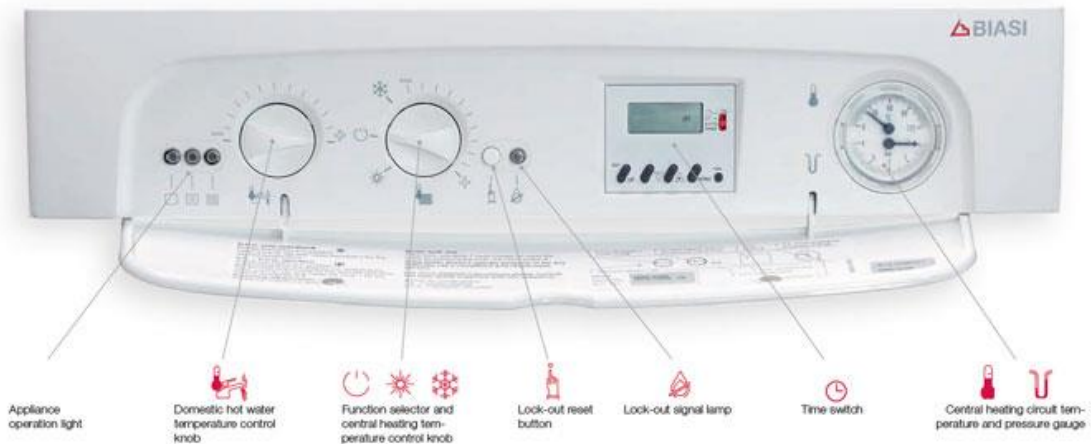
The water is instant hot when you turn tap is on.

PLEASE NOTE: hot water from the boiler is supplied to the basins, and kitchen sink.

Showers are on electric meter (nothing to do with the boiler) unless your home is fitted with a tank system.

(Ensuite accommodation)

RADIATOR SETTINGS



- **2ND KNOB** Turn positioning knob from top half way towards **PLUS** sign for medium level of heat if you would like a higher setting for radiators hotter turn further towards plus sign,
- For minimum heat turn toward minus sign

(MINUS) = minimum heat

(PLUS) = Maximum heat

If your radiator knob is set to summer time (*) or the off position

The system will only supply hot water when a tap is running and no heating.

FUSE BOARD



A fuse board provides protection for each of your electrical circuits by stopping the flow of current if an overload occurs e.g. (you have plugged too many things in socket).

On the fuse board Some switches are for the lights and some are for the sockets, e.g. if you turn the light on and bulb dies at the same time then that may cause the fuse to trip, you must turn the light switch off or unplug the last appliance used which may have caused the trip i.e. microwave, kettle, toaster, hair dryer etc. Push fuse up if fuse does not stay up the appliance causing trip has not been unplugged.

**CHECK AND UNPLUG LAST ELECTRICAL OBJECT PLUGGED
IN**