

Welcome to Virginia House Lifestyle Living



Living Worcester

Accommodation for students & young professionals

Combining thoughtfully designed private space with first class social and leisure facilities all included in one hassle free bill (**excl. council tax if applicable**).

In today's fast paced world we all need a place where we feel safe and have a sense of belonging which is what we are aiming to accomplish at Virginia House.

We hope you enjoy being part of this exciting concept for Worcester City Centre.

This information booklet will grow organically as and when we feel that we need to add/remove information. Please also feel free to email us to suggest new additions/revisions. This is all designed to make this a welcoming mature environment for discerning young professionals and students.

1. IMPORTANT INFO TO KEEP CLOSE BY

Address of property:

Virginia House Lifestyle living
The butts
Worcester WR1 3PA

Remember to put your **room number** when sharing your new address.

Virginia house Lifestyle Living Exclusive Group – we know some people don't like a social media presence, however this is the best way for us to communicate with you and we advise you set up an account expressly for this purpose. It will also be a useful tool for you to communicate with each other.

We will set up a WhatsApp group so we can quickly and easily get news/info to you.



Important Numbers

The team are available Mon–Fri 8am–5.30pm

Team@living Worcester on 07979 333666 / 07831 517222

Tony: 07979 333666 (maintenance, social)

After these times, if it is not an emergency, leave a message or WhatsApp and they will get back to you.

For emergencies outside of these hours please call:

Mark Kite Security Patrol Services (Security) 07831 336761

Tony Kelly Emergency Maintenance 07979 333666

2. SECURITY

Whilst we have CCTV cameras in all communal areas and outside, please make sure you do not allow anyone to tailgate in when you enter/exit. This is for yours and your fellow residents security.

You are entitled to ask anyone you don't recognise if they live at the building. If they don't then you should ask them to wait outside until the resident arrives to let them in.

Security Patrol Services will be patrolling the building at random times throughout the evening 7 days a week for your security and benefit.

3. ACCESS

We know this sounds obvious but please do not give your fob out to anyone, even if they are guests visiting.

The fob and phone access are just for the residents whose names are on the tenancy agreements and not for anyone else. If this does get abused we will have to consider eliminating the phone access from any offenders. We obviously don't want to do this but it needs to be said.

This leads us onto Guests

We currently have an open policy on guests visiting*. However, in regards to overnight stays we have to put in measures to protect the environment we have created and our costs which are budgeted in advance to enable us to bring you the very best that Worcester has to offer in terms of lifestyle living and superior accommodation.

An overnight guest is considered regular if its 2 or more nights a week on a consistent basis. Therefore, if this is what you want to do, then we will have to charge for that guests occupancy.

The studios and deluxes are single occupancy.

The only exception are the doubles, unless they are signed up to single occupancy where this will also apply.

To avoid having to police this, if you have girlfriends/boyfriends and you want them to stay on a regular basis without being 'policed' then we must apply a cost to cover the overheads of running the building. If you know now you want to have the flexibility to have guests over whenever you want then please contact the team on 07831 517222 or 07979 333666 to arrange this.

The building is for potentially 54 people, 30 in studios/ deluxes and 24 in doubles. We are going to monitor this and trust no one abuses the facility.

*as long as government guidelines are fully observed.



4. PARKING

We only have 8 spaces which are all allocated so please do not allow any visitors to park in these reserved bays.

The Cattle market Car park is conveniently across the road.

We are going to be introducing a parking fine system for anyone abusing this whether it's a resident, residents guest or a member of the public.

5. INTERNET AND CONNECTIVITY

Virginia House boasts a fully meshed Wifi network, that provides full coverage in all rooms and communal areas, allowing you to roam around the building whilst staying connected to the internet.

It has the capability of bursting up to 200mbits (upload and download) and offers both 2.4Ghz and 5Ghz dual banding. Most modern devices will connect at 5Ghz to achieve a superior connection.

Each room has its own data wall point to the internet so that you can connect your devices directly with a wired ethernet connection Each occupant will have the possibility of their own phone line and their own private broadband and router in their room (at extra cost and subject to availability).

CONTACT FOR ANY IT RELATED ISSUES :
support@cloud9.uk.com or 0121 546 0405.

6. TV/CINEMA ROOM

The building has a TV licence but if you want to watch live TV in your room you will need to get your own TV Licence.

The instructions for the bluetooth keypads and cinema will also be left on the ground floor.

Please do not touch the screen or the projector, these are high value items and anything on the surface of the screen will damage it.

7. FURNISHINGS

The bean bags in the cinema are not washable, so please take care if consuming food/drink in this area. Please be considerate of others and use the soft furnishings respectfully.

8. HEATING AND HOT WATER

The heating is on a management system and will be monitored for its performance. The panel heaters in your rooms are there for extreme cold days, please do not put anything over this. We have supplied drying racks in all 3 laundry rooms.

9. MAINTENANCE

Any non emergency maintenance issues to be emailed to
maintenance@livingworchester.com

Bring any issues to the Team as soon as so they can be dealt with.

IMPORTANT – The drains are not designed to cater for disposal of oil, face wipes, cotton buds, sanitary products etc. Blockages will occur which will be unpleasant for everyone so please ensure you dispose of any of the above responsibly.

10. LAUNDRY ROOM

This is there for your use so please make sure its used fairly and responsibly. We know we probably don't have to say this but please don't allow outside people in to use this facility – yes its been done before!

Please use this facility responsibly and respectfully. Do not overload them or leave your items in there after the washing/drying cycle has finished.

Also provided is an Iron, Ironing board, drying rack and Hoover. Once used please return it back for others.

Set timers on your phones to avoid hogging the machine.

11. POST AND PARCELS

You have all got 4 digit codes to access the postbox and the instructions on how to use this are on side panel and sides of the postbox.

Instructions will be explained on move in.

12. FIRE SAFETY

All rooms have state of the art multi sensors and we have full evacuation policy which means when hear the alarm you should vacate your room and assemble at Cattle Market Car Park entrance opposite VH.

To prevent false alarms please make sure that the air handling system is on 3 when using the kitchen and make sure the shower door is closed.

There is fire fighting equipment in all areas including fire blankets in your kitchens.

FIRE ALARM TEST

This takes place every Thursday between 12–1pm. This may change and you will be advised on WhatsApp.

WHAT TO DO IF THE FIRE ALARM SOUNDS

- LEAVE the building immediately – do not wait around to collect your belongings.
- NEVER assume it is JUST another false alarm – Always evacuate as if there was a real fire, if you don't you could be putting the lives of those who have to come to find you at risk.
- DO NOT block the escape routes – keep these clear at all times.
- MAKE your way quickly and quietly to the evacuation point.
- DO NOT use the lift, always use the stairs to evacuate.
- NEVER attempt to return to the building until the fire brigade or a member of staff advise it is safe to do so.



13. AIR HANDLING SYSTEM

We know in extreme temperatures the building, as any others, can get quite hot so we have on supply portable air conditioning units. The same applies when the weather turns extremely cold each room has its own panel heater.

This is a passive system bringing in fresh air and extracting stale air. As you know the windows are non openable due to Building regulations, the air handling system is installed to take care of this. It allows as much air in/out as a normal opening window. It is more efficient as it provides filtered fresh air to your rooms. They may need adjusting so if you notice anything amiss please let us know.

The system has 3 speeds which you can select to suit your own needs. The machine should be left on permanently even if its on the lowest speed ie 1. This brings in ample fresh filtered air from the outside and then extracts stale air continuously.

Its advised when cooking or showering to turn the machine to level 3 to full effectiveness.

14. COOKING

Due to Fire and building regulations we were unable to put in fixed hob appliances. We are supplying an 8-1 pan for your use.

Please take extra care if using portable appliances ie non-fixed items.

The 8-1 pan will deal with everything normally required including grilling as does the combination microwave and Oven.

You have a hot boiling water tap so no need for electric kettles. Please make sure you use this sensibly and safely to avoid scalding.

Please use the appliances sensibly and ensure you do not leave anything unattended.

Always keep the oven/microwave clean of any burnt food /trays.

15. CLEANING

Our in house cleaner will be on site Monday – Friday afternoons. Please help her to do her job properly by clearing up after yourselves on the ground floor. She will be taking care of the ground floor, lift, lobbies and laundry rooms.



TARIFF OF CHARGES	
Lost Fob	£30
Lock out charge	£40
End of tenancy room clean	£40
Security call out (non emergency)	£50

COVID 19 INFORMATION – to be updated

In line with current government guidelines Virginia House Ltd is implementing the following to keep all residents safe and ensure the building maintains high standards.

- VH communal areas will be sanitised daily and there are automatic hand sanitisers placed at the front and rear of the building for your use and one in the gym.
- The lift is on and available to use but its requested that it's single person or couple use only.



Virginia House
Lifestyle Living

Complaints procedures

We hope that all our residents are comfortable approaching us directly if there are any issues that need dealing with. So if there are any complaints you wish to raise regarding your stay at Virginia House please contact us either via email admin@livingworchester.com or on the relevant team members number; Tony – 07979 333666 / 07831 517222.

If you wish to contact the Director then please call Nilem Boyd on 07771 884494.