



Welcome to Virginia House Lifestyle Living



Living Worcester

Accommodation for students & young professionals

Virginia House

Lifestyle Living

It is a pleasure to have you moving in to Virginia House. We want your stay at Virginia House to live up to your expectations and play a big part of your life whilst you are in Worcester.

This is your step-by-step guide to living at Virginia House and to making sure you enjoy your time with us.

IMPORTANT NUMBERS TO SAVE ON YOUR PHONE NOW

Misplaced fob/phone – Mon–Fri 9am–5pm call IPL LTD 01675 430005
£25 Charge

Misplaced fob/phone – out of hours and weekend call 0844 335 2207
£50 charge (can only respond to UK mobiles).

You will be asked for your name, unit number and email address for ID. Please note there may be a delay in access when using the out of hours service.

Internet issues – 01920 466 466 or help.ucc@croftmsp.com. ID your unit

Maintenance issues – maintenance@livingworcester.com

General Contact – 07979 333666 Mon–Fri 8.30am–4.30pm

If it's an emergency out of these hours, please CALL not text.

YOUR NEW ADDRESS

Unit number

Virginia House

The Butts

Worcester WR1 3PA

Always include your unit number when sharing your new address.



Virginia House will post updates and notices on the Virginia House Exclusive Facebook page to keep you all up to date with what is happening.

Make sure you join our group, it is named Virginia House Exclusive group, request to join and we will approve you into the group. Ensure settings are set to private.



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PART 1 - MOVING IN

You have now moved in and collected your fob, so please look after them. You will also need your fob to access **everywhere** in the building so keep it with you at all times. You will be charged for forgetting/losing your fob and keys.

You will also be given access to an app on your phone which allows access using Bluetooth. Please download the "Openow" app prior to arrival. This is not always guaranteed to work so if your number or phone or email has changed and we are not informed your phone access will not work. The app will not work if you have Apple Pay active. Your phone contract must allow 0800 numbers.

This section will give you a quick rundown of the features in your unit, there are useful contact numbers in this booklet so please make sure they are stored in your mobile.

REMEMBER

Always ensure your door is closed properly and keep your key fob with you at all times. **NEVER** give your fob to anyone else.

A replacement fob is £50.00

INTERNET & CONNECTIVITY

Virginia House has a fully meshed WiFi network, that provides full coverage in all units 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 unit 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 unit (at extra cost and subject to availability).

The WiFi password is in your move in pack.
We do not limit devices.

This service is provided by Croft Communications and they can be contacted on email if you have any issues with connectivity

help.ucc@croftmsp.com or 01920 466 466

Make sure you are at your computer when you contact Croft Communications as they will need you to advise them of the issues you are having.

Setting IP addresses to static will block your device from the network and you will incur a reconnection fee.

TV

Virginia House have supplied televisions in all communal areas. All of these TV's are Smart TV's and have extra USB ports for you to connect up to.

All the televisions have TV licenses. If you bring your own TV or if you want to watch or record programmes as they are being shown on any other device, such as mobile phone, tablet or computer, you will need a TV License.

HEATING AND HOT WATER

Virginia House is heated by gas fired central heating throughout the building and electric panels in unit.

Please don't use your electric heater as a clothes dryer and do not obstruct the radiator by putting furniture against it.

The hot water is on all the time. If you notice any changes in temperature or have no hot water, please let us know straight away.

MAINTENANCE

There may be maintenance issues that need attending to. To ensure that Virginia House remains at a high standard and everything works as you want it to, please report via email maintenance@livingworchester.com any things that may need fixing or replacing. If you don't report maintenance issues we can't do anything to rectify them so please report them straightaway, if there is an issue which becomes serious and costly to repair and you haven't reported it you may be liable for the costs.

Our aim is to rectify all maintenance issues as quickly as possible so there may be times when a contractor comes to site at short notice and will require access to your unit, please be aware this is the case and be prepared for these visits. They are not to catch you out in any way, but to ensure your stay isn't affected by these issues.

In some instances we do have to prioritise repairs depending on their urgency.

PLEASE NOTE: The drains are not designed to dispose of products such as face wipes, cotton buds, sanitary products etc. Blockages do occur which will only cause everyone inconvenience and will be unpleasant. So please dispose of such items responsibly.

You will be asked to sign a unit condition agreement on your move in to confirm the unit is in a good, clean condition.

REMEMBER

When you leave you need to return the unit in the same condition as it is on the signed condition sheet, so make sure it is correct from the start. Any changes or damages could result in part of your deposit being withheld.

SOCIAL AREAS

The ground floor is your social area which is open 24 hours a day, 7 days a week. It is for you to use to relax and enjoy.

1. The Communal Dining Area/Kitchen – This is for use for dining with friends or larger groups but please ensure you use this responsibly and fairly.
2. The Cinema room – 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.

3. The Gym – **DISCLAIMER** – Anyone using the gym or yoga/pilates room does so at their own risk. Virginia House/Living Worcester Ltd accepts no responsibility for injuries, however caused when in the premises; neither the loss or damage of personal property which any user of the facility may take with them. We recommend to train with one other person to reduce the risk of illness/injury, persons whom chose to train individually, do this at their own risk.
4. We have an outside deck area for your use. Please ensure you keep this area clear and tidy.
5. Furnishings – The bean bags in the cinema lounge are not washable so please take care if consuming food/drink in this area. Please be considerate of others and use the soft furnishings and the facilities provided with respect to others and the building.

The vending machine supplies snacks and soft drinks. There is also a pool table and TV for you to use.

LAUNDRY ROOM

At Virginia House we have a Laundry Room located on each floor containing 2 washing machines, 2 dryers, a hoover, iron and ironing board and a mop. The machines are all FREE to use and the appliances are for everyone's use so remember to return them when you have finished using them.

Please don't 'hog' the machines.

USING MACHINES

The instruction manuals for the machines are in the Laundry Room so please follow the instructions carefully and **do not overload the machines**.

We cannot be held responsible for damage to your clothing.

Please don't use colour catchers in the washing machines as these jam the filters and cause the machines to breakdown.

LIFT

The lift requires your fob to operate from the ground floor lobby.

The lift has a safety device to stop the lift cart tipping over, this will be activated if there are people in the lift jumping and messing around inside. If this occurs the lift

will come an immediate stop regardless of where the lift is located in the shaft and you will need to call for assistance. This may mean you are in the lift for some time and this isn't a pleasant experience.

Use the lift safely and as it is intended to be used.

CAR PARKING

Limited car parking is available, but not for all residents. If you require parking you must put in a request to the management team who will assess your application.

The parking is not free of charge. Please ask for current rates.

BIKES

No bikes to be stored in rooms, corridors or communal areas. These will be removed and placed outside. The Management accept no responsibility for any bikes left in or on the premises.

POST

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

ALWAYS PUT YOUR UNIT NUMBER AT THE START OF THE ADDRESS WHEN GIVING IT OUT.

The outside parcel service instructions are on the side of the box and is easy to use.

RECEPTION AREA NOTICEBOARD

The noticeboard has important information on it that you may need during your stay, but it is also somewhere for you to advertise events or anything you feel the other students may find interesting or helpful. The Exclusive Facebook page is also good for this.



PART 2 – RESPECTING YOUR HOME

YOUR COMMUNITY

Respect all property that belongs to Virginia House. It is a real shame when one person, or a small number, ruin things for everyone else.

If you have friends over, make sure you accompany them whilst they are on-site and let them in/out with your fob – **NEVER GIVE OUT YOUR FOB.**

VISITORS

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.

The studios and deluxes are single occupancy. If you know anyone who is contravening this then you must tell us as this will impact on everyone's use of the facilities.

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

The building is for 54 people, 30 in studios/deluxe's and 24 in doubles. We are going to monitor this and trust no one abuses the facility. Any abuse will render the Resident liable to charges being levied.



PART 3 – HEALTH AND SAFETY

GENERAL SAFETY TIPS

ALWAYS carry your fob wherever you go and keep it safe. **NEVER** give it to anyone else.

BE AWARE of strangers on the premises – if you have not been notified by the management team to expect visitors please act with caution and call the team to advise.

REPORT suspicious activity straightaway to the management team, it may be nothing but better to be safe than sorry.

YOUR PERSONAL SECURITY

Virginia House has a sophisticated CCTV system throughout in all communal areas and outside, which is monitored 24/7 for your own and others safety.

OUT-OF-HOURS SECURITY

As part of our attempts to keep security levels high at Virginia House we have a security company patrolling each evening inside the building and around the grounds.

FIRE SAFETY

HEAT AND SMOKE DETECTORS

Virginia House is fitted with smoke and heat detectors throughout the building, these are for your protection so **DO NOT** damage or obstruct these.

FIRE PREVENTION AND ALARM

You are living in shared accommodation with other people and it is vital that you know how to prevent fire and what to do if a fire occurs.

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY, AND IF THERE IS SOMETHING YOU DON'T UNDERSTAND PLEASE ASK

You are required to take part in fire drills from time to time, so if the fire alarm sounds you must evacuate the building and go to your designated assembly point. The assembly point is located at the front of the building on the front lawn.

PLEASE NOTE VIRGINIA HOUSE IS A NO SMOKING BUILDING THIS INCLUDES VAPES / E-CIGARETTES

FIRE EXITS AND EVACUATION

KNOW YOUR ESCAPE ROUTE AND EQUIPMENT

- Make sure you know where your nearest fire exit is
- Read the fire notices that are posted around the building
- Know where your evacuation point is and how to get there
- Only use fire-fighting equipment if you know how to do so and it is safe, **NEVER** put yourself in danger

ALWAYS MAKE SURE FIRE DOORS ARE KEPT CLOSED

FIRE ALARM TEST

This takes place weekly.

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

DISCOVERING A FIRE

- Sound the alarm by breaking the glass in the nearest red call point
- Close the door behind you as this will help contain the fire and stop it spreading
- Leave the building immediately, do not stop to collect your belongings
- **DO NOT USE THE LIFT**

KEEPING FIRE ESCAPE ROUTES CLEAR

If you notice any obstructions to the fire exits please report this immediately to the management team.

Bikes must **NOT** be kept in your unit or on an escape route, they must be stored in the secure bike enclosure in the car park.

Do not prop open fire doors, especially kitchen doors.

FIRE AND SAFETY EQUIPMENT

At Virginia House there are several features designed to ensure the residents are protected in the event of a fire.

These include smoke/heat detectors in bedrooms, common areas, kitchens, emergency lighting, fire extinguishers, fire blankets and a fire alarm system.

These items are all fully tested at regular intervals by fully trained engineers in line with the British Standards.

These items are in place to keep you safe, so **NEVER** tamper with any of this equipment, as it is not only dangerous, but **ILLEGAL** and may result in prosecution.

DO NOT

- Tamper with the fire safety equipment
- Cover the detectors with anything
- Tamper with the fire extinguishers or use them other than in the event of a fire



PART 4 – CONTRACT INFORMATION

VIRGINIA HOUSE CONTACTS

Email:

maintenance@livingworchester.com

info@livingworchester.com

IPL access Monday – Friday, 9am–5pm – 01675 430005 (charged)

IPL out of hours call out for access or fob issues – 0844 335 2077 (charged)

General calls Mon–Fri 8.30am–4.30pm 07979 333666

After hours/weekends if it's an **emergency**, CALL not text.

Director Farrier House Ltd – Nilem Boyd 07771 884494

It is important to remember once you and your guarantor have signed your contract you are legally bound by everything outlined within it.

Make sure you understand it and are familiar with the key terms and conditions, if you are unsure about any of the content please ask.

YOUR CONTRACT

Some of the main points and clauses

- You are legally bound to the full term of your contract and your rent **must** be paid up until the contract end date.
- Management will need access to your unit for inspections, maintenance or repairs, in an emergency, during open days and viewings for prospective tenants. You will be given sufficient notice in most instances (unless this is impractical to do so, for example in an emergency).
- If you wish to leave Virginia House before the end of your contract, you will need to speak with management who will discuss each individual case with the Landlord dependant on circumstance. If we are able to find a suitable replacement tenant, you will be subject to a fee of £100.
- Virginia House does not accept liability for the loss or damage to any resident's property, regardless of the circumstances. We have arranged contents cover for each resident in conjunction with Endsleigh Insurance who are leading experts in insurance. Please remember to check the policy details and if needed you can update the cover at your own cost.

Make sure you have read and understand for tenancy agreement – once you have signed and moved in you are legally bound to the terms and conditions of this agreement – regardless of circumstances.

PAYMENT

Rent payments are due on or before the 1st day of each month as set out in your tenancy agreement. If you wish to pay more than one month rent at a time that is fine as long as it is paid in line with the dates, for example if you wanted to pay for October, November and December, the payment would be due on or before the 1st October.



PART 5 – MOVING OUT

Please set up your standing order ASAP to avoid being chased by accounts.

Outstanding debts will be passed on to an external debt collection agency and in all cases the landlords reserve the right to serve CCJs on both yourself and guarantor. This will harm both yourself and guarantors ability to get credit in the future.

MOVING OUT AT THE END OF YOUR TENANCY

We strongly advise you to inform the team of your moving out by email to info@livingworcester.com. If you don't, then it can be very difficult to challenge any charges for damage, cleaning or disposal of items or rubbish.

The check out inspection determines whether or not you receive the full amount of your deposit back, so it is in your best interest to attend.

ON YOUR FINAL DAY

YOU MUST

- Vacate your unit by 12 noon
- Return your fob(s) placed in an envelope and put in the management postbox with your name and unit number clearly marked and text to let us know
- Make sure you have removed all your possessions from your unit
- Make sure your unit is cleaned before you leave – if it is not, you will be charged for cleaning (see tariff sheet on **page 18**)
- Remove all contents from fridges and freezers

MAIL REDIRECTION

It is your responsibility to have all your mail redirected when you leave, we are unable to forward on mail to you and any mail we receive will be returned to sender.

BIKES

You must remember to take your bike with you when you leave. We will not be responsible for it staying on-site, any bikes left behind will be disposed of and you will be charged accordingly.

DEPOSIT RETURN

To enable us to return your deposit, you will need to supply us with your bank account details.

Overseas deposits will be returned minus any bank charges or charges in exchange rate.

DAMAGE COSTS

For any damage caused we will obtain quotes for the work and forward to the student or guarantor to pay on demand.

All quotes will include labour costs and VAT.

The building is completely non-smoking and that includes vaping. Anyone found contravening building policy will receive firm warnings. 3 warnings will result in a Section 8 notice being served.

Grounds under which we will serve a section 8 notice are as below but not limited to

- Rent arrears
- Regular failure to pay rent
- Breach of tenancy agreement
- Neglect of Property
- Anti-social behaviour
- Domestic violence
- Poor treatment of furnishings
- False statements

A section 8 notice will seriously impact your ability to gain accommodation elsewhere in the future. Please help yourselves to avoid us having to do this.

PART 6 – MISCELLANEOUS

DATA PROTECTION

When you signed your tenancy agreement you gave us consent to use your personal data in accordance with the terms and conditions of the agreement and in order for us to manage your tenancy.

Please note that the contents of this document do not constitute a complete legal document.

Thank you for taking the time to read your 2022 handbook. If you have any questions, please do not hesitate to get in touch – info@livingworcester.com.

TARIFF OF CHARGES

Misplaced fob	£50
Lock out charge (forgotten fob / phone) during the day	£25
Lock out charge (out of hours)	£50
EOT unit cleaning	£50
Cancellation of contract*	£100
Security call out**	£100

*Applies if a new suitable tenant is found to take over the vacating unit

**If security are called out due to nuisance or noise over and above regular visits, the resident(s) at VH identified and causing the problem will be liable.

FEEDBACK & COMPLAINTS

We do everything possible to make sure you have the best time during your stay at Virginia House. However, we want to stay in touch with you to make sure we make your stay the best it can be, for this we need your regular feedback!

We don't want to bombard you with loads of questions, but you will from time to time receive an email from us to find out how we are doing and if there any things you would like us to do or improve on.

Your feedback is invaluable to us.

We hope you enjoy your stay at Virginia House and can share your experiences with others!

Complaints procedures

We hope that all our residents are comfortable approaching us directly if there are any issues that need dealing with. If there are any complaints you wish to raise regarding your stay at Virginia House please contact us either via email info@livingworcester.com or on 07979 333666.

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

BANK ACCOUNT DETAILS – SET UP YOUR STANDING ORDER

ACCOUNT NAME: LIVING WORCESTER LTD

Sort Code: 30-93-68

Account No: 22758760

Account BIC: GB65LOYD30936822758760

Account IBAN: LOYDGB21028

Please ensure payment is made using the following format:

YOUR INITIALS AND UNIT NUMBER

Eg: JB UNIT XX

Without this we will be unable to allocate the payment.

All overseas transactions are to ensure that all fees are paid in total.

The landlord is not responsible for any overseas transaction fees.



Virginia House

Lifestyle Living