

MARY MORRIS
INTERNATIONAL RESIDENCE
LTD

RESIDENTS
HANDBOOK



Property of Mary Morris International Residence Ltd
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www.marymorris.com

Welcome to Mary Morris

We really hope you enjoy living here. Here at Mary Morris we would like you to think of our accommodation as your new home.

Mary Morris International provides a variety of quality accommodation in the Headingley, Meanwood and Woodhouse areas for full-time students studying in Leeds.

We welcome students from all over the world, from different cultures and differing backgrounds. Mary Morris residences provide more than a place to live we provide a sense of community.

Social events held at our main residence help you to meet friends and truly experience the student lifestyle.

Your safety and comfort are always our main concern, throughout the year we will visit your property several times to carry out inspections, maintenance and safety checks and to see how you are taking care of your property. If you have any problems with your property or other residents you are sharing with, or any other problems that you think we may be able to help with, then please get in touch

Mary Morris is a non profit making organisation, in which its staff report to a voluntary board of directors. As a charity all the money we take from your rent is used to provide and improve the services we offer. These are part of the charitable objectives of Mary Morris as unlike privately own companies any profit we make is invested back into the organisation to make Mary Morris a better place to live.



Staff that you will meet while living within Mary Morris accommodation and who are here to help you:

The General Manager

The General Manager has overall responsibility for the running of Mary Morris.

The Accommodation Manager

The Accommodation Manager is responsible for the day to day running of the accommodation, if there are problems with your property or shared flat or something that you are not happy with, please report this to the Accommodation Manager.

Finance

If you need to discuss any invoices that you receive, or discuss payment methods for rent you should talk to the Finance Team

All the above Office staff can be contacted at the Main Office at 24 Shire Oak Road or by telephone on 0113 2844600 during office hours or by email.

Maintenance and Cleaning Team

If you have any repairs that to be taken carried out within your property or room a member of the maintenance team will be authorised to enter to carry out the work, are cleaning team will clean the communal areas, within any of our properties.

Resident Wardens

In our Halls of Residence we have Wardens who live on site. They are available for you to report maintenance and any other tenancy related matters, or simply if you are not able to access your property. If any emergency happens you must follow the instructions of the Wardens. The Resident Wardens are on duty out of office hours. Their contact no is 07967 139776 or by internal phone 4607.

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Moving In

Collecting your keys

Depending on which property you are moving into you will be issued with one key or one key card, but only when:

- You have signed the tenancy agreement
- You have paid your deposit
- The tenancy agreement has started (or an earlier arrival date has been agreed with the accommodation team).

You can collect your keys from the Mary Morris office at any time, if the office is not open the student wardens will be authorised to pass on the key. (If you are arriving out of office hours you must inform Mary Morris)

Burglar Alarm

If you are renting a property at Tannery Square, on collecting your key you will be issued with the alarm code for the property.

The condition of the property or room when moving in

It is your responsibility, on moving into the property to check it, if there are any problems you must inform us straight away. If there is any damage to the property or it is not cleaned, contact the Accommodation Manager who will arrange to sort these problems as quickly as possible.

Inventory

You will find a copy of the inventory in your property on arrival, you must check that everything is present in your room and return the inventory to the reception within 48 hours of moving in

Your tenancy agreement

In signing a contract with Mary Morris you are committing yourself legally binding document, within this document you are agreeing to pay us an agreed rent at fixed dates within your stay, at the end of which you are expected to leave.

The payment dates and amounts will be clearly stated on your tenancy agreement.

Your new postal address will be stated on your tenancy agreement.

Living in the Accommodation

Who is responsible

In the halls of residence Mary Morris is responsible for

- Replacing light fitting/bulbs
- Unblocking sinks and toilets
- Resetting trip switches

In all other properties you are responsible for

- Replacing light bulbs (Mary Morris will replace in all communal areas)
- Unblocking sinks

Access to your property

During in the year we will need to visit your property to inspected it, at these visits will be checking that you are taking care of the property, for these visits we will give you as much notice as possible of the dates and times

Health and safety

During the year we will have to carry out service and safety checks on appliances within your property. For these checks we have to use specialist contractors. These contractors have all been approved by Mary Morris. They will all carry id and will show you upon request. You will be notified as early as possible when these checks are to be carried out.

Please note in emergencies we may not always be able to notify you before entering your property.

Reporting a repair to Mary Morris

We always try to make sure your accommodation has nothing wrong with it and that all repairs are taken care of before you move in, but problems can occur at any time during your stay. You should always report repairs directly to Mary Morris so that we can deal with the problem efficiently.

Mary Morris aims to undertake repairs within the following targets:-

Emergency Repair

An emergency repair is classed as something which if not dealt with immediately could result a health and safety risk to residents and damage to the building

Example – Fire, flood, only toilet in property not working

Target 24 hours - from being made aware of the repair

Urgent Repairs

A repair that effects the comfort of convenience of the tenant

Example – washing machine not working or no heating

Target 7 working days – from being made aware of the repair

Non urgent

These are repair that can wait a short time before being dealt with

Example – Vacuum cleaner not working, cupboard door broken

Target 28 days - from being made aware of the repair

To report a repair to Mary Morris, use one of the following methods:-

In person by calling into the Mary Morris office at 24 Shire Oak Road

By telephoning on (0113) 2844600 during office hours

By emailing admin@marymorris.com giving your name and property address, and a description of the problem and its location

For an emergency out of office hour's call 07967139776 the warden on duty will contact the relevant contractor to come and fix the problem.

If you call someone out to carry out any maintenance on your property you are liable for the cost, this cannot be passed on to Mary Morris if they do not complete the job to Mary Morris standards you could then be charged for putting the job right.

On reporting a repair you are giving authorisation for a member of Mary Morris staff or a contractor to enter your property to carry out the necessary repair.

Fire

Every property within Mary Morris including all bedrooms at our halls of residence is fitted with a fire alarm. DO NOT remove or disable the smoke detector. These are installed for your protection if a fire was to occur.

At the halls of residence each kitchen is fitted with a fire extinguisher and fire blanket, at the end of each corridor you will see your fire exit

In all other properties, please familiarise yourself with your exit to escape in case of an emergency and where the fire equipment is situated.

Fire doors are fitted to prevent the spread of fire throughout the whole property and protect your escape route out. These doors are not to be propped open.

If the fire extinguisher will not put the fire out it is too big for you to tackle, evacuate the building sounding the fire alarm and call the fire brigade

Emergency number is 999

Then call Mary Morris to report the incident



Electrical equipment

Tenants are allowed to bring their own electrical equipment with them, it is the responsibility of the tenant to make sure that all equipment is safe to use. Please

remember when travelling from another country, the UK may have a different voltage and we use 3 pin plugs.

You are able to use the following electrical equipment in your room:

- Computer equipment
- Bedside Lamp
- Clock Radio
- Stereo
- TV
- Hair dryer

The items that cannot used in bedrooms:

- Kettles
- Rice Cookers
- Mini Fridges
- Toasters

This equipment can be used in the kitchen though.

Items not to be used in any property are:

- Fires
- Electric heaters
- Electric Blankets

DO NOT under any circumstances attempt any electrical works always seek expert advice.

Being a good neighbour

It can be very scary and nerve racking coming to a new city or new country, but remember everyone is in the same boat. Knock on your neighbour's door and say HELLO introduce yourself, you may find that you're able to help each other to find your way around and in many cases make a friend for life



Remember that many tenants are from different backgrounds and cultures to what you may be used to, try to understand that they may do things differently to you.

If you find that you do have a problem with a fellow tenant, always try to talk to them directly in a calm and friendly manner, it is often the case that the other person does know that they have upset you in anyway

Many problems in shared accommodation usually concern noise and cleaning, you have a responsibility to be considerate towards the people you live with and your neighbours.

If returning late try to close doors quietly, refrain from playing music, try to listen to it through headphones, refrain from shouting and talk quieter.

Everyone has different views on cleaning in shared accommodation everyone should do their equal share, a good idea is may be set out a rota of who does what and when, cleaning up after yourself as you go can save a lot of time and annoying your fellow tenants.

Viewing

During the letting period we will need access to your property to show new tenants around, we will always inform you in advance, with as much possible notice.

Your responsibilities

As a resident of Mary Morris you are required to take care of your property by:-

Cleaning

Your property must be clean regularly this includes

Vacuuming – you must empty the dust bucket after usage to prevent damage, and so it is ready for the next person to use it. If the vacuum is not picking up properly check all the pipes for blockages



Cooker – you must clean the cooker regular. If spills are cleaned up as they happen it makes it a lot easier to keep clean.

Fridge and freezer – must be wiped out on a regular basis and the freezer defrosted. In the halls of residence and large shared house defrosting freezers will be carried out by Mary Morris.

Bathroom and toilet – wipe up excess water after showering as this can cause mould and damp within your property, make sure extractor fans are turned on. Your toilet should be regularly cleaned using toilet bleach. In the halls of residence and large shared house this will be carried out by Mary Morris.

Furniture – all our properties come furnished, this furniture is not to be removed, but you can move the furniture around within the room. Any damages to the furniture will be chargeable.

Decorating – you are not allowed to redecorate your property

Communal Areas

Where you share the kitchen and living area with other residents it is the responsibility of everyone in the flat/house to keep it clean and tidy.

Keys

You are responsible for your own key or key card, Mary Morris will charge for any replacement keys/cards. This is to cover the cost of getting an extra key cut.

Disposal of rubbish

It is your responsibility to remove all rubbish from your property, located outside you will find large grey bins that will be collected once a week. Some properties do have recycling.

Where the kitchen is shared it is the responsibility of everyone to empty the bin regularly and dispose of the rubbish. At the halls of residence if the bag is too heavy to carry down the stairs you can leave it by the rubbish chute and a member of staff will move it.

Pest Control

If you come into contact with any pest problems please inform the office immediately so we can inform the professional control service.

Noise

You must not cause any nuisance, offence, disruption or persistent disturbance to others. Noise nuisance between the hours of 11.00 pm and 7.00 am on Sunday to Thursday nights and between midnight and 8.00 am on Friday and Saturdays nights will be treated as a serious breach of the terms of your contract. At all times you must avoid creating noise at a level which interferes with the comfort, study and sleep of others.

Smoking

Smoking is not allowed in any of the communal areas – laundry, toilets, kitchen, main lounge, television lounge, games area, corridors and staircases. Smokers can smoke in their own room with the door shut and the window open. **IT IS NOW AGAINST THE LAW TO SMOKE IN COMMUNAL AREAS!!**



If you are smoking outside make sure not to obstruct pathways where others have to walk through your smoke

If you are found smoking within any communal areas in Mary Morris the minimum fine charged is £30

Drugs and Alcohol Policy

Under the Misuse of Drugs Act 1971, it is criminal offence for Mary Morris knowingly to permit the use, production or supply of any controlled drugs within any of our residences.

If it is apparent that drugs are being misused within Mary Morris, we will not hesitate to take the appropriate disciplinary action, which could lead to us getting the police involved.

The consumption of alcohol is not illegal for anyone over the age of 18 in the UK, though we do ask all tenants to act responsible where alcoholic drinks are concerned, remember not all tenants will be used to alcohol

Overnight Guests

At our halls of residence you are permitted to have overnight guests stay in your room. Your guest must be registered with the office, so that we can inform the wardens in case of an emergency.

At any time the tenant is responsible for their guest and damaged caused by your guest will be invoiced to the tenant.

All guests at any property except Tannery Square must be over the age of 18.

Security

In the interests of security, you are advised not to leave your door unlocked. Close windows when you go out, ground floors are fitted with restrictors. Please do not remove the restrictors they are there for your security.

Do not leave laptops, MP3 players or any items of value unattended in open view of the window or the table next to the window.

Do not leave goods in unattended cars in the car park.

Please do not allow bicycles to be fixed to fire escapes as fire regulations state that fire escapes must always have free access without obstruction. We provide bike storage facilities.

Other Useful Information

Mail

Ordinary mail will be delivered to your post box situated in your flat kitchen. Registered mail or parcels will be kept in the office and we will send you a notification letter which you should bring with you to collect your letter or parcel.

Telephones and Internet

There is a telephone on your room and you can receive calls free of charge. To make calls you will to purchase a prepaid phone card available from the office. These cost £5 each.

Internet Services are provided in all residences with the exception of the Tannery (who can arrange their own service) by keycom.co.uk. A charge is made for the internet and payable online to Keycom. You will find information on how to connect in your room.

Laundry

The laundry can be found on the ground floor at 24 Shire Oak Road and flats L-Q have their own corridor laundry rooms. A charge is made for the washing machines and dryers. The ironing facilities are free.

Pets

Pets are not allowed at any property within Mary Morris.

Car Park

At all sites we have car parking available which is free of charge, but at some sites spaces are limited. If you wish to park your car within the car parks you must register your details with the reception and obtain a car parking permit, to display in your car.

Water

You can safely drink water directly from the tap in the UK

Televisions

If you have a TV set in your property, under law you must buy a licence from the Post Office or online. The Licensing Authorities, who come round to the Residence occasionally, make checks. For those without a licence the fines can be heavy. Where there is a TV in a communal area Mary Morris pays for this service.

Register with a Doctor

We advise you to register with a doctor on your arrival. Information on local surgeries is available from the office.

Managing your money

It is your responsibility to ensure that there are sufficient funds in your bank account to make the rent payment.

Administration charges

An admin charge starting at £15.00 for each letter we write to you chasing any arrears on your account

A charge of £10.00 for each payment which your bank does not honour (i.e. bounced cheques or direct debit)

If you have difficulty paying, or you wish to discuss any special arrangements because of financial problems, please contact the Finance staff who will do their best to help you.



Insurance

Mary Morris provides basic personal contents insurance up to the value of £3000 should you unfortunately be the victim of crime. Your insurance cover is included in your rent charges. We would advise you to top up this cover if you have expensive equipment. Please see www.cover4students.com/blockhalls/summary/leeds

Vacating your room when you leave

Please ensure you **fully** complete a “**Checking out Request form**” from the office at least 7 days prior to your departure. This will allow us to process your deposit refund more efficiently. Your room must be vacated by 12.00 noon on the day of

your departure. If checking out on a weekend the room will be inspected on the Friday with the tenant present and then again on the Monday.

Rent

Your rent must be paid in full before leaving the residence, any debt on your account will be deducted from your deposit, if your deposit does not cover the cost you must pay this amount or your details will be passed on to our debt recovery team at CCI Legal.

Posters

Please carefully remove all posters, etc. from the walls, including all pieces of Blue-tack or drawing pins

Kitchen

Make sure you throw or give away any food items you may have remaining from the fridge, freezer or the cupboards. Where you have your own fridge freezer this must be cleaned out and the freezer defrosted

Cleaning the property

Before leaving you property must be cleaned

- Remove all rubbish
- Leave all the furniture where it was when you arrived.
- Wipe down all surfaces.
- Take all your belongings with you. Any items left will be disposed of.
- Remember you will be charged for additional cleaning if your room is not left in this way.

Returning your Key

At the end of your tenancy you must return your key back to Mary Morris, if it is not returned on or before the end date of your tenancy you will be charged, in some cases this can be quite expensive if a lock needs to be change for a new tenant to move in.

Deposit

Mary Morris has been holding a deposit for you to cover any damage to the property or any other breaches in your contract.

We will not return any deposits till the end date of your tenancy; all deposits will be returned within 28 working days.

It is the responsibility of the tenant to provide the reception with details of where to return the deposit.

Deposit deductions

Some of the main reason why deductions are made from your deposit

- Failure to return your key at the end of your agreement
- Damage to furniture, paint work within your property
- The property is not left clean and tidy
- You have left rubbish
- Money is still owing on your account

Post

Mary Morris takes no responsibility forwarding on post in any circumstance. The Royal Mail offers a service for redirecting mail (you can ask at the post office or go online for further information). Once you have left the property you will not be allowed back in to collect mail

Re - Booking for next year

If you are happy with the accommodation Mary Morris has provided you with this year why not renew your contract for another year, Mary Morris will write to you to informing you of new rent levels and tenancies. If you have been happy and want to remain a Mary Morris tenant, we will always give our tenants the opportunity to stay with us.

TENANTS COMPLAINTS PROCEDURE

If you have a complaint please discuss this with the appropriate member of staff. If you are still dissatisfied with the service you have received or the manner in which that service was provided please put your complaint in writing which should be addressed to the General Manager. If the complaint is about the General Manager

the complaint should be put in writing to the Hon Secretary of the Board of Management of Mary Morris.

Complaints will be acknowledged in writing within two working days of receipt.

The General Manager shall carry out a detailed investigation, providing a full written response within five working days. If the nature of the complaint is such that this timescale is not achievable, the General Manager shall write to the complainant within five working days explaining why a detailed reply cannot be made at the time, and give an estimate of when the complainant can expect to receive a detailed reply. The detailed reply must include details of how an appeal can be made.

Appeals

If the complainant is dissatisfied with the decision of either the General Manager or the Hon. Secretary, they can appeal to the Chairman. If the Chairman has already considered the complaint, i.e. a complaint regarding the Hon. Secretary, the appeal will be considered by the Vice-Chairman.

The Chairman will acknowledge the appeal within two working days, shall carry out a detailed investigation, providing a full written response within five working days. If the nature of the complaint is such that this timescale is not achievable, the Chairman shall write to the complainant within five working days explaining why a detailed reply cannot be made at the time, and give an estimate of when the complainant can expect to receive a detailed reply.

The Chairman will consider the grounds for appeal, review the evidence already submitted, and decide whether or not to uphold the appeal.

The Chairman will also consider any new evidence submitted. If this is the case, and the original decision is overturned on the basis of the new evidence, this must be clearly stated in the reply.

The Chairman's reply must contain information on the right of appeal to the Housing Association Ombudsman.

The Independent Housing Ombudsman
Palladium House
1-4 Argyll Street
London W1V 1AD

The Ombudsman will only consider complaints once an association's own complaints procedure has been fully exhausted.