



Tenant Handbook 2013 - 2014

iQ Salford



Welcome to



Salford

Dear Student,

On behalf of all the staff at iQ let me be the first to welcome you to your new home, here at iQ Salford.

This handbook provides you with a range of information about the accommodation and services we provide, and will enable you to get the best out of your stay with us.

Please take the time to read this handbook as it does contain important information about health and safety and security.

If there is something you feel we have missed, then please come and see us in reception and we will do our best to help you.

C Sutcliffe

Cheryl Sutcliffe
Area Accommodation Manager
iQ Salford

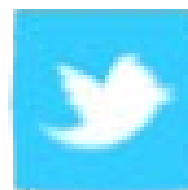


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FEELING SOCIAL?



**JOIN OUR 2013-2014
TENANT ONLY GROUP!
[CLICK HERE](#)**



**JOIN IN THE
CONVERSATION!
[@iQSTUDENTS](#)**

Data Protection

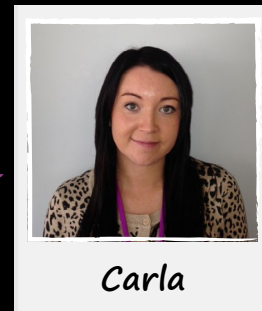
We will only ask for essential information. You have a right to see the information we hold about you. We will not provide information to a third party unless:

- ▶ You have provided us with medical information that needs to be passed to a health professional in case of an emergency.
- ▶ We are taking legal action against you for breach of tenancy agreement.
- ▶ Required to do so by means of legal warrant, court or police request.

Accommodation Manager



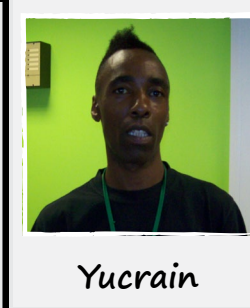
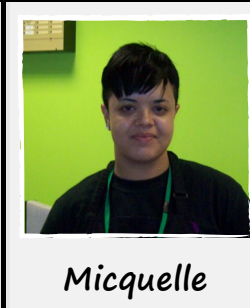
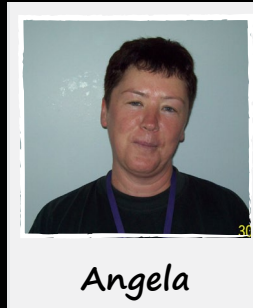
Assistant Accommodation Manager



Accommodation Assistant



Domestic Assistants



Maintenance Technician



Contact Details

Call:
0161 736 6501

Email:
salford@loveiq.co.uk

Address

Management Suite
iQ Salford
Seaford Road
Salford
M6 6FN

Out of Hours

In event of an emergency please
call: 07966 932 253

Office Hours

Mon: 9.00am - 5.30pm
Tue: 9.00am - 5.30pm
Wed: 9.00am - 5.30pm
Thu: 9.00am - 5.30pm
Fri: 9.00am - 5.30pm

The office may on occasion
be closed during these times.
Prior notices will be given
wherever possible.



Inventory

Your accommodation will be in a shared flat. On arrival you will be advised to log on to the iQ Portal where you will be able to check your inventory. Please ensure you check this on the day you move in, or at least within 48 hours of your arrival. In addition, you will be able to report repairs and view your account online.

Cleaning



You are responsible for cleaning the following;

- Your bedroom and en suite shower room,
- Shared flat hallway,
- Kitchen and living space.

A cleaning schedule can be provided should assistance be required in this area.

Green iQ



We take being green very seriously at iQ and have put in place a number of measures at iQ Salford as part of our ongoing commitment towards sustainability, including;

- High levels of insulation in the building
- Motion detection lighting in communal areas
- Energy efficient appliances
- Heating on timers
- Provision of bike store

TV Licensing



If you would like to watch TV in your room, you will need a licence. Please remember that if you live in a shared cluster flat, you will need to purchase a separate TV licence for your room and the living room. To get a TV licence, please call the licensing company on 0870 241 6468 or visit www.tvlicensing.co.uk.

Social Hub



We're a social bunch at iQ and hope you enjoy the communal space we've provided for you. Our Social Hub includes a large screen LCD TV with SKY including Sky Sports 1, 2 and 3, a Wii console and games and vending area. We ask that you please treat these areas respectfully and leave them in the condition you find them in.

Cycle Store



Salford is a great city for using a bike as all of the campuses, shopping and other facilities are easily reached. Cycling is also a great way to keep fit!

We have provided lots of cycle racks within the grounds for you to secure your bike to.

Please ensure that you secure your bike with a suitable chain and lock. Any bikes found chained to the stair railings inside the block will be disposed of.

iQ operates a D-lock rental scheme where you can put down a deposit for a D-lock and will have this paid back to you at the end of the year when you return the lock to us.

Laundry



We have a laundry which is located inside the Social Hub. This is open 24 hours and is managed on our behalf by Circuit Launderette Services www.circuit.com. This is coin operated. The charges are £2.50 for a wash cycle and £1.00 for a 50 min dry cycle.

Parking



There is a limited number of parking spaces available at iQ Salford. Your car is parked on site at your own risk iQ will not be responsible for any damage or theft that may occur.

Car parking spaces are allocated on a 'first come, first served' basis. For full details & to apply for a parking space please contact reception.

Social Events

If you are hosting a special event and would like to use the Social Hub, or have any ideas for Social Events please contact the Accommodation Team who may be able to help.

Washing

We've put some laundry tips together on how to use our machines along with information on how to remove those most annoying yet common stains.

Visit our blog, www.loveiq.co.uk/blog

Green iQ

'Being green' is very important to us at iQ and we encourage all students to do the same with our helpful tips!

Visit our blog, www.loveiq.co.uk/blog

Refuse & Recycling



There are several bin stores on site. We have separate bins for recycling bins are colour coded as follows:

Red - General Waste | **Blue** - Card and Paper | **Brown** - Plastic | **Grey** - Aluminium | **Green** - Glass

Please ensure that you put your refuse in the bins and do not leave bags or rubbish on the floor.

We recommend that you dispose of rubbish from your flat at least once a week or when your bin is full. If you let rubbish build up in your flat you may be recharged for its removal.

Post & Parcels



Your address will be your flat number and room letter, then house name followed by:

iQ Salford,
Seaford Road,
Salford,

The post code for each house varies, please check your house notice board for details.

Normal post will be delivered to your post box by the Post Office UK. This service operates 6 days per week, excluding Sundays.

iQ Parcel Procedure

All parcels and packages can be signed for and kept at Reception for you. This is to ensure that nothing is left lying around in the corridors. Once your parcel or package has arrived, a member of the Accommodation Team will contact you to let you know that you have a delivery.

We will hold a parcel for 48 hours days before returning to sender unless you have informed us of a delivery whilst you are on holiday. When collecting a parcel, we will ask you for photo ID for security purposes.

Broadband Service



Your broadband service is provided by Ask 4.

Getting Started

Plug your laptop/PC into the data-port in your bedroom or studio and launch your browser. Simply follow the on-screen instructions to set up an account.

What do I do if I have a problem?

Customer support is available on the phone on 0845 123 8710 Monday to Friday, 8am to 10pm and at weekends 10am to 8pm.

You can also text 'HELP' to 07797 800 545 and someone will call you back.

Email the Ask4 helpdesk on
support@ask4.com

Or visit the Ask4 website
www.ask4.com

Security



Your safety and security is of the utmost importance to us. You will be given a fob which will give you access into the building, the social hub and the laundry. You will also have a key to access your shared flat and your own bedroom.

Visitors can alert you to their arrival via the intercom system. You will need to meet your visitor at the main gates as you are not able to operate the main gates remotely.

The development is covered by CCTV for your safety and peace of mind. We also have a Security Officer who will be based on site during key times.

Safety



Please follow these simple steps to keep yourself and other residents of iQ safe at all times;

- ▶ Always lock your door
- ▶ Do not let strangers into the building
- ▶ Do not let strangers tailgate into the building
- ▶ If you lose your fob, report this to reception immediately
- ▶ When you have visitors, please escort them in and out of the building
- ▶ Never lend others your fob as this is unique to you and you will incur charges if it is mislaid

Do not become a victim of crime to your home or your person. Please be vigilant with items such as laptops, mobile phones, game devices and other high value goods.

Accidents



If someone has had a serious accident, please call 999 immediately and ask for an ambulance. You will need to give your address and flat number.

Please inform an iQ representative who will ensure there is someone at the entrance to meet the ambulance crew and show them to the injured person.

Situations where an ambulance should be called:

- ▶ If someone is unconscious or has slipped in and out of consciousness
- ▶ If someone is bleeding heavily
- ▶ If you suspect broken bones
- ▶ If someone has a deep wound
- ▶ If someone has difficulty breathing
- ▶ If someone has severe burns
- ▶ If someone has had a severe allergic reaction

Emergency Contacts

The iQ out of hours emergency contact number is
07966 932 253

Police, Fire Service or Ambulance
999

If you discover a fire, need an ambulance or require emergency police assistance call 999 and ask for the relevant service

Other Important Contacts

NHS Direct
0845 4647

If you need health advice or to speak to a health professional

Non-Emergency Police
101

If you would like to speak to the police regarding a non-emergency issue. You can also find information online at
www.gmp.police.uk

Crime Stoppers
0800 555 111

If you would like to report a crime anonymously.

Fire



Our fire systems have been designed for your safety. If a fire is detected on your floor, the alarms will sound to evacuate your block. Any student found to deliberately set off alarms or tampering with equipment will face financial re-charges that are levied by the Fire Service.

On hearing the alarm you must leave the building immediately and go to the evacuation point. Do not run or stop to collect personal belongings.

Evacuation Point: **Houses have different evacuation points. On arrival please take note of your evacuation point. Your evacuation point is displayed on the notice board of your house.**

You must wait at this point until you have been given the all clear by the fire brigade.

Water Leaks or Floods



Water leaks can be extremely damaging to your home and inconvenient for tenants in surrounding flats. If water is leaking into electrical fittings, this can be extremely dangerous. Do not touch any electrical sockets or devices and call the Accommodation Team immediately.

Please try to catch the water in a container and report water leaks immediately, no matter how small. The Accommodation Team or Security Officer will be able to turn off the water at the stop cock and the problem will be resolved as quickly as possible.

Electrical Failure



If you have an electrical emergency, contact a member of the Accommodation Team. Do not touch bare wires sockets or switches. If the electricity fails in your flat, check to see if the rest of your floor is experiencing the same problem. Power failures could be out of our control. Usually power cuts of this nature last a maximum of 2 hours. In these circumstances, we would call the electricity board to find out the problem and update you when information comes in.

Repairs and Maintenance



Repairs and maintenance should be reported via our online system or at the Reception. Emergency Repairs should be reported by telephone on: **07966 932 253**

We aim to complete repairs within the following timescales:

Emergency Repairs within 24 hours of being reported. An emergency repair is any repair required to avoid danger to health and risk to safety of residents.

Urgent Repairs within 5 working days of being reported. An urgent repair is any repair which materially affects the comfort or convenience of the residents

Non Urgent Repair within 28 days of being reported. A non urgent repair is any repair not falling into the above two categories.

We normally provide you with a minimum of 24 hours notice if we require access to your accommodation to carry out a repair. In the case of an emergency we may require immediate access to your accommodation.

Your iQ Tenancy Agreement is an Assured Shorthold Tenancy. This means you have a right to stay in the room until the end of the agreed tenancy period. iQ cannot evict you without a court order.

When you sign your tenancy agreement you make a legally binding agreement with iQ to keep to the terms and have accepted the responsibilities of the agreement.

We expect you to:

- Pay your rent at the agreed time
- Look after your accommodation and keep all areas clean
- Behave appropriately within the building and surrounding areas
- Be respectful to other residents

We will:

- Carry out repairs within the stated timescales
- Keep the common parts of the building clean
- Carry out health and safety checks

Window Restrictors



Window restrictors are installed in the accommodation for your protection. You are not permitted to tamper with or remove restrictors at any time.

Smoking



iQ Salford is a smoke free community. Smoking is not permitted in any part of the building including your en suite cluster flats. Please use the smoking area in the courtyard and dispose of your cigarette ends in the bins provided.

Illegal Substances



The use of illegal substances is not permitted at iQ Salford. If we have reason to believe that a resident is using or passing illegal substances to others, we will take the following action:

- Report the incident to the Police
- Report the incident to the University
- Serve a warning notice to you
- Support Police Action/Prosecution

This could result in your tenancy being terminated and losing the right to live at iQ Salford.

Pets



iQ operates a strict no pet policy. You are not permitted to keep pets or allow pets of any kind into the building with the exception of guide dogs.

Overnight Guests



You are able to have occasional overnight guests. Please do not invite someone to stay for more than two nights. Please speak to a member of the accommodation team if you have an overnight guest so that we can inform security and keep a log in case of an emergency evacuation.

Going Away



If you are going to spend two days or more away from iQ Salford, please let the accommodation team know. It is essential, for safety reasons, that we know when you are not in the building.

Flat & Room Inspections



We will undertake flat and room inspections 3 times during your tenancy to ensure that the property is being kept clean and damage free. Please see www.loveiq.co.uk for a full list of recharges.

You will be given at least 24 hours notice if we need to inspect your flat.

If upon inspection there is a problem with cleanliness and / or damage you will be contacted within 5 working days with details of any action required or charges to be levied and taken from your deposit.

Moving Out



Your tenancy agreement is for a period of either 42 or 50 weeks. The date of termination will be on your tenancy agreement. Please note that if you choose to move out before the tenancy end date there will be no rent rebate payable to you.

You will be required to remove all personal items and leave the property clean and in good condition. iQ will charge for any costs incurred if the property is not left in the appropriate condition.



Termination of Tenancy

As a tenant on a fixed term assured short hold tenancy, you do not have legal recourse to end your tenancy early. iQ has the right to end the tenancy early if we choose to do so in the following circumstances:

- If you cease to be a student in higher education
- If there is a serious fire or incident making the room uninhabitable for more than 2 months or
- If the circumstances listed in grounds 8, 10-15 inclusive or 17 of schedule 2 of the Housing Act 1988 (as amended) apply.

In situations 1 and 2 at least 6 months of the Tenancy must have expired, iQ must give you at least two months notice that it requires possession, and iQ will need to obtain a court order.

In situation 3, iQ will need to obtain a court order, by demonstrating one of the grounds stated in the Housing Act 1988 (as amended).

Your Deposit



If you have signed an iQ Tenancy Agreement your deposit is protected by The Tenancy Deposit Scheme. You can find details of this service on their website: www.thedisputeservice.co.uk.

Your deposit will be returned to you 20 working days after your tenancy agreement ends, if we are not making any deductions for damage or loss.

At the beginning of your tenancy, you will be given a leaflet explaining how your deposit is protected by the Housing Act 2004. iQ will register your deposit with the Tenancy Deposit Protection Scheme within 14 days of the start of your Tenancy Period, and provide you with proof that your deposit has been registered.

Insurance



As part of your inclusive rent package, we have included contents insurance cover (through Salford University) by Endsleigh Insurance. Certificates of insurance are available to collect from reception.



Our Commitment

iQ endeavours to provide a good service at all times, however we accept that occasionally we do not always get things right the first time.

iQ has a positive approach to complaints and regards complaints as an opportunity to receive feedback on our accommodation and services.

iQ will strive to resolve complaints at the earliest point.

iQ will respond to all complaints in a professional and courteous manner. All complaints will be resolved promptly and iQ will endeavour to reach a satisfactory conclusion for both parties.

iQ will review how it delivers its service as a result of complaints that are received and will make changes and improvements where necessary.

How to Make a Complaint



You can make a complaint in writing (by letter or by email), by phone or in person. We would strongly encourage you to initially raise your complaint in person either by phone or at Reception. Our staff will endeavour to resolve your complaint at this initial point of contact. If this is not possible then your complaint will be dealt with in accordance with the stages set out below.

All complaints must be made direct to the site that you have been dealing with. Any complaints that are sent to Head Office will be redirected to the relevant site for them to investigate in the first instance.

Complaints Process



Stage 1

Complaints will initially be dealt with at Stage 1. Your complaint will be registered and we will endeavour to provide a written response within 10 working days of receiving your complaint. If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 2.

Stage 2

At Stage 2 your complaint will be investigated by a more senior member of the iQ team. We will endeavour to provide a written response within 10 working days of receiving the complaint. If you still do not believe that your complaint has been treated fairly and correctly you can escalate your complaint to Stage 3, however you must state why you do not think your complaint has been treated fairly.

Stage 3

Stage 3 is the final stage of the Complaints Procedure. At Stage 3 your complaint will be heard by a complaints panel. The panel will notify you of their decision in writing, normally within 10 working days of receiving your complaint. The decision of the panel is final. There is no further right of appeal.

Useful Contacts

University of Salford

General Number 0161 295 5000
Student Services 0161 295 2444

Local Police Station 0161 856 5127
Emotional support 0845 790 9090
Information about drugs 0808 1606 606

www.Samaritans.org

National Express Enquiries 0871 781 818
National Rail Enquiries 0845 748 4950
from Overseas +44(0)20 7278 5240
Textphone 0845 605 0600
TrainTracker 0871 200 4950
TrainTracker™ Text 84950

www.nationalexpress.com

www.nationalrail.co.uk

(International rates apply)
 (Hearing impairments)

(Text station name)

Please see the 'What's Nearby' tab for local information: www.loveiq.co.uk/Salford

You will find up-to-date information about local restaurants, bars, shops, health centres and transport links.