



Student Tenant

Welcome

Handbook

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Welcome to your new home

Prolet Student Homes are part of Prolet Property Services – a local independent business with over 30 years of experience in residential lettings. We pride ourselves in providing friendly customer service and offering good value homes for students and professionals to rent in and around Norwich.

We are members of The **UK of Letting Agents (UKALA)** and the **Property Ombudsman** and accredited **SAFE Agents**. You can also be assured your money is safe as we are part of the **Client Money Protect (CMP)** and the **Tenancy Deposit Scheme (TDS)**.

From our Swansea Road office in the heart of Norwich's Golden Triangle, our dedicated specialists are here to help with all your tenancy niggles and worries.

tel: 01603 763363

Opening Hours:

Weekdays: 9am–5pm

Saturdays: 9.30–12 noon

Swansea House,
Swansea Road,
Norwich,
Norfolk,
NR2 3HU

student-enquiries@prolet.co.uk

[FIND US](#)



First things first

Move-in day is an exciting time, and we want to make everything runs as smoothly as possible. To help achieve this, there are a few things to have ready before the tenancy begins.



A FULLY SIGNED TENANCY AGREEMENT

Have you got any empty spaces on the tenancy agreement?

Don't forget that if you haven't filled all the rooms in your home, the names on the agreements will be jointly liable for the complete property rental amount. If you have any potential housemates still due to sign the tenancy agreement or need help finding an additional housemate, please [contact us](#) as soon as possible.

A FULL SET OF GUARANTEE AGREEMENTS

It's important that every tenant provides a guarantor.

This gives added financial security for all the tenants on the agreement. So it's worthwhile checking with your housemates to make sure that they have completed their guarantee agreement. We'll let the nominated person collecting keys know if any tenants haven't provided a guarantor.

HAVE ALL PAYMENTS BEEN MADE?

Your full deposit and all first rent instalments will need to be with us before you can collect your keys. If you haven't set up your monthly rental standing order in time, please [get in touch](#) and we can arrange a one-off initial payment. If you are already a Prolet tenant, don't worry as your deposit will be transferred over to the new tenancy when it begins.

Is there anything I should buy?

Together with your personal belongings and university essentials, you might be wondering what to buy for your new home.

We supply a Hoover and the white goods including fridge, freezer and washing machine, but these are some great things you might want to bring with you.



- **Lightbulbs**
- **Cleaning products**
 - including multi-purpose, glass & bathroom cleaners
- **Mattress protectors**
- **Cleaning supplies**
 - a broom, dustpan & brush, cloths & a mop & bucket
- **Washing up bowl**
- **Plunger and drain unblocker**
- **Batteries**
- **Indoor bins**
- **Hair catcher** for the shower drain
- **Kettle**
- **Toaster**
- **Iron**








QUICK TIPS

Nominate which housemate will bring each appliance. 5 kettles and no toaster is a lot of tea but no toast. 😊

The journey to moving in

We inspect the house and schedule cleaning before you move in. But please appreciate that your home had previous tenants who may have left surface blemishes. Your property may not be perfect when you move in but please trust that it will be cleaned to a professional standard.

-  Your property is inspected between the previous tenants leaving and your move-in day; usually 2 days before your tenancy begins. Maintenance tasks, mostly cosmetic, are documented and we'll keep you up to date on the progress of these.
-  The property is cleaned to a professional standard – again before you move in.
-  We complete a check-in inspection of the property, cataloguing the general condition of the property and furnishings.
-  We'll send you the inventory and schedule of condition upon the key collection once all payments and documents have been received.
-  It's time to move-in! Make sure you go through the inventory, check, sign and return with any amendments within 7 days of your tenancy start date.

What if you lose your paperwork?

You'll soon see your Tenancy Agreement, Inventory and Tenancy Deposit Protection Certificate in your dropbox folder. You'll also find guides to help you during your time as a tenant with us.

If you forget your login details at any time, don't hesitate to contact the office

[Email us](#)

Maintenance

Our maintenance and repairs are undertaken in order of urgency and our friendly trades team will sort out any outstanding repairs as soon as possible. We might also be in touch throughout your tenancy to discuss improvements to the property. If you aren't happy with the property at any point during the tenancy, let us know as soon as possible.

We operate an online property maintenance system called Fixflo, which allows us to sort out any issues throughout your tenancy as quickly as possible.

Report a repair

1 What is the problem? English (UK) polski português 中文(简体) 旧版

Please click on the relevant picture

What is the issue?

Bathroom and Toilet	Kitchen	Heating and boiler	Water and Leaks	Doors, Garages and Locks
Internal floors, walls and ceilings	Lighting	Window	Exterior and Garden	Laundry
Furniture	Electricity	Hot Water	Alarms and Smoke Detectors	Pests/Vermin

It's your responsibility to report any issues, so if you notice something, use Fixflo to report it. We can then let you know if it's already in hand and keep you up to date with progress.

[Report a Repair](#)

Moving in

Maybe you're moving in right away, or perhaps we'll see you at the start of term. Either way, use our moving-in checklist before you unpack and get your tenancy off to a flying start.



CHECK THE INVENTORY

Do a walk-through and compare the document with what you find. And let us know of any discrepancies. It's also your chance to flag up and report any repairs you spot so that you won't be responsible for them at the end of your tenancy.



QUICK TIPS

Take Photos of every room and outdoor space before you unpack. You'll know what the property should look like when you leave. Photographs can also come in handy if there are differing opinions regarding moving out. It's hard to argue with photographic evidence!

GATHER IMPORTANT INFORMATION:

Designate a place to keep all your essential contact information, on and offline. Remember to include:

- **Emergency contacts***
- **Prolet contact details**
- Energy Supplier details
- Contents insurance details



QUICK TIPS

Before unpacking, find the days your rubbish and recycling are collected [here](#) and pop a reminder on your phone. It's also worth locating your local recycling centres

***PLEASE:** Only call the **emergency numbers** if you have tried to rectify any problems where possible and safe to do so. This will mean that real emergencies get the priority attention needed.

TEST WHAT'S WORKING (AND WHAT'S NOT)

Take a little extra time to test all the fixtures and fittings and report anything that needs fixing.

Remember to check:

- **Smoke alarms** – it's your responsibility to test them throughout your tenancy
- Lock and keys – check you have them all and that they work
- Fixtures such as toilets, plumbing, security alarms and boilers
- Fittings such as fridges, lamps, blinds and furniture

LOCATE THE ESSENTIALS

Make sure you know where all the essentials are, so you are prepared for emergencies.

At the very least, locate:

- **Energy meters.** Take all meter readings on the day you move in and check they correlate. You don't want to end up paying for the previous tenant's excess electricity use.
- **The water stopcock(s).** In the event of a leak, you may be asked to turn your water off at the stop tap.
- **The fusebox.** Take time to learn how it works – it's better to get to grips with it now than trying to work it out in the dark!
- **The thermostat.** Some are on boilers and some on walls. They might also be portable so keep your eyes peeled for a white box with an LED screen.



QUICK TIPS

Check for dripping taps. A dripping one will become your responsibility after moving in, so check every tap the day you move in.

Can I leave my tenancy early?

If you've signed a fixed-term tenancy agreement you are responsible for paying the rents up to the end date of the tenancy. If you would like to be released from the terms of your tenancy early, there is a process called assignment available to you.

WHAT IS ASSIGNMENT?

An assignment is a legal term included in your tenancy agreement which allows you to pass your responsibility to the tenancy agreement onto another person.

HOW DOES ASSIGNMENT WORK?

1

If you haven't got a new tenant lined up, we suggest that you use portals such as [Gumtree](#) or [Facebook](#), UEA or NUA Boards, and sites like [Roomies](#) and [SpareRoom](#). Although it is your responsibility to find a replacement tenant, if you need advice or support, do get in touch.

2

Once you find someone, pass us their full name, email address and phone number.

3

We'll send them a copy of the tenancy agreement to read through.

4

If they'd like to go ahead, we'll carry out our usual checks and complete all the necessary payments and documentation. Please note that there is a fee of £60 to be paid by the outgoing tenant.

5

Once the assignment is complete, any overpayment of rents, or contributions towards the deposit are returned to the outgoing tenant.

Bills & utilities

When it comes to the bills, there are steps you need to take to assure that you're all squared up and ready for the year ahead.



WHEN YOU FIRST MOVE IN TAKE YOUR GAS & ELECTRIC METER READINGS

Your meters may be in the cellar, kitchen, utility room, or outside. Your water is rated, so there is no meter.

FIND OUT THE CURRENT ENERGY SUPPLIERS

Your water is provided by Anglia Water, but you'll need to do some investigating to find your Gas and Electric supplier. If you can't find your supplier, **give us a call** and we can help.

ONCE YOU HAVE YOUR METER READINGS IN HAND, SHOP AROUND FOR A SUPPLIER

You can use price comparison websites to find the best deal.

BUDGET YOUR FINANCES

On top of your basic utilities, you'll need to think about entertainment packages (like Netflix) and a phone contract. If this is your first time budgeting your finances, your SU might be able to offer you support and guidance.

REGULAR METER READINGS

We suggest sending regular meter readings to avoid a large bill at the end of your tenancy.

Student bills made easy

Do you find paying your bills a chore? Are you looking to replace the headache with an easy way to sort your utilities? We've partnered with UniHomes to make your life as easy as possible with their risk-free student utilities package.



Unihomes will sort your gas, electricity, water, internet and TV licence in one easy payment, split equally between housemates.

If you haven't already, it's not too late to go all-inclusive and take the pressure off.

[Get an instant quote](#)

What about Council Tax & Insurance?

EVERYONE NEEDS TO THINK ABOUT COUNCIL TAX

Council Tax is not included as part of your tenancy agreement. If all tenants of the property are full-time students, you are eligible for council tax exemption. But remember you aren't automatically exempt and must apply for council tax exemption directly with the council, by providing a student status letter from your university.

INSURANCE

Whilst your landlord will hold insurance for the building you are living in, we strongly recommend that you arrange your own contents insurance policy. We also suggest that the insurance offers third-party cover for accidental damage to any items left at the property by the landlord. You may have cover associated with your nonterm address that extends to your term-time home.



If you've received bills or other post not addressed to you? [Here's what to do!](#)

Security

It's important that you take all precautions to safeguard yourself, your belongings and the property.



Please make sure:

- You **lock the door** whenever you leave the property
- **Windows are shut** whenever no one is home
- You **keep your door locked** while you are at the property
- **When the house is empty** for any length of time, and especially during holidays, you **check that all doors and windows are secured when you leave**. Also, taking home any valuable personal belongings is worthwhile and recommended. And don't forget to let us know if the property is going to be empty for more than two weeks.
- **You know who you are letting into your home**. Any staff or contractors from Prolet will always give notice before they visit where possible. If you are ever unsure, please call us on 01603 763363.

If you are unfortunately a victim of crime, call 999 for emergencies or 101 for non-emergencies. Be sure to get a crime reference number, as you'll need to provide this to both Prolet and your insurer.

Making payments

Our **team** are on hand to help with any queries you may have regarding payments.



RENT PAYMENTS

Your rental payments will be due on the dates laid out in your Tenancy agreement. Our preferred method of payment for rent is standing order.

When the time comes to move out, don't forget to cancel those standing orders, as we don't have the authority to do it for you.

DEPOSIT PAYMENTS

Deposit payments are to be paid via bank transfer only. If you require our payment details, please **get in touch**. And don't forget, your deposit is protected under the government scheme, the Tenancy Deposit Scheme.

YOUR RESPONSIBILITIES

Most student tenants have signed a joint, Assured Shorthold Tenancy Agreement. A stipulation of this agreement is that all tenants are equally and jointly liable for the rents and condition of the property.

Although rents are divided amongst tenants in the first instance, we reserve the right to request rents due, equally and jointly, from all tenants at the property.

If your property receives an invoice following a service (such as an out-of-hours locksmith), then this invoice will be directed to your Lead Tenant in the first instance.

What to do if you can't pay your rent on time

Let us know as soon as possible. The sooner we know that you are experiencing financial hardship, the more we can help you. If you inform us in time, we will always aim to reach an alternative arrangement with you.

FINANCIAL HARDSHIP SUPPORT

Welfare UEA and UEA Hardship Support
NUA Student Support

MONEY ADVICE

Citizens Advice

Dealing with rent arrears

Money Helper

Help with rent arrears and problems with paying your rent.

Shelter

How to deal with rent arrears

Being a considerate neighbour

Unlike halls of residence, your area hosts many different households, ranging from working professionals, family units, and fellow students. Please don't consider your area a 'student area'.

It's your responsibility as a good tenant to refrain from acting in an anti-social way towards your neighbours, landlord or letting agent. You can also be held accountable for the anti-social behaviour of anyone who lives with or visits you.

SAY HELLO TO YOUR NEIGHBOURS!

Developing a good relationship with your neighbours can prevent many issues and misunderstandings and avoid getting others involved if something goes a little wrong. Spend time saying hello and appreciate that your neighbours may have different expectations than you when it comes to noise and the upkeep of your outdoor area.

NOISE NUISANCE

Noise nuisance is unfortunately the most common complaint we receive. Please be mindful that if a noise nuisance is reported, the council or police can serve a warning in the first instance. If successive noise issues continue, fines and additional consequences can take place. Repeat offenders can also face prosecution. Universities have been known to conduct their own disciplinary action against students' antisocial behaviour.

WHAT TO DO IF YOU ARE A VICTIM OF NOISE NUISANCE?

Noise nuisances are generally dealt with by local authorities. You can make a report to your local council if you are having problems with:

- noisy neighbours
- dogs barking
- loud music
- parties.

**Report a noise
nuisance to your council**

A few little extras

From knowing where to recycle to which bus to catch, the first months in a new home always bring an influx of questions.

BINS & RECYCLING

Bins are provided at the start of your tenancy, but if your wheelie bin has gone for a walk, you can order and pay for a replacement on the council website. Costs vary but they tend to be around £40. The site also includes lots of info on recycling and rubbish-related topics. Please be mindful that the council can issue fines if you do not dispose of items correctly.

[Norwich City Council Bins](#)

If you haven't lost your wheelie bin, we suggest you clearly number or label yours now!

When it comes to recycling, it's not always easy to know what to do. Pop your postcode into the recycling location and find out what you can recycle at home or locally.

[Recycling Locator](#)

BIKES

If your bike needs fixing, many of our students have used and would recommend Mr Cycle for repairs, tune-ups and service.

[Mr Cycle](#)

PARKING PERMITS

Much of Norwich's City-based residential areas fall into controlled parking zones that require on-street permits. And there are planning restrictions on some premises which do not allow any permits to be issued. You can check if you are entitled to a permit and how to apply through Norwich City Council.

[Norwich Parking Permits](#)

BUSES

Whether you're using the bus for college, work or enjoying a day's shopping or an evening out in the city, Network Norwich gets you straight to the heart of the action, using the new bus lanes to get you there faster.

Get to know the different routes across and beyond the city and download your Network maps.

[Find Your Bus](#)

MORE HELP AND ADVICE

We have a host of information to help you during your time as a student tenant? Find tips for happy house shares, ways to save on your bills and more.

[Help and Advice](#)

Useful documentation & organisations

WELLBEING

We don't have to tell you that taking care of your mental health is important, however, if you are new to the city, you may not know where to seek support. Please find some helpful resources below.

Samaritans

If you are in crisis, call 111 or Samaritans on 116 123

Norfolk Community Health and Care

01603 272272

The Wellbeing Service

An NHS funded go-to for mental health support in Norfolk and Waveney

The Wellbeing Hubs

Safe spaces to get support in your community

Norfolk and Waveney Mind

A variety of support services, crisis helplines and drop-in centres

Shout

A 24/7 service which people can text 'Shout' to 85258 if they are struggling

The How to Rent Guide

A government guide provided to you before your tenancy

What is the Tenancy Deposit Scheme?

A document provided by the TDS to explain where and how your deposit is protected. This document was provided to you with your deposit protection certificate

Citizens Advice Norwich

Financial, housing and employment advice

Shelter

A housing charity