



The Scheme Handbook



www.the-scheme.com



Contents

THE SCHEME	2
WHAT TO DO IF YOU NEED HOUSING ADVICE	3
LOOKING FOR ACCOMMODATION	5
OTHER WAYS OF FINDING ACCOMMODATION	6
THE ACCOMMODATION FAIR	6
AREAS	7
LIVING AS PART OF A COMMUNITY	8
RUBBISH AND RECYCLING	9
SAFETY REQUIREMENTS IN YOUR RENTED PROPERTY	10
FIRE SAFETY	11
DEPOSITS	12
TENANCY AGREEMENTS	12
TENANTS' CODE OF CONDUCT – SUMMARY	13
LANDLORDS' CODE OF MANAGEMENT – SUMMARY	14
QUICK GUIDE TO REPAIRS	15
USEFUL TELEPHONE NUMBERS	17
MAPS	20

THE SCHEME

The Scheme is a partnership between the Universities of Hull and Lincoln, their respective Student Unions, the HLA (Humber Landlords Association) and Hull City Council.

The Schemes main objective is to provide safe, secure accommodation for students to enhance their student experience.

Members of the Scheme are Accredited Landlords and in signing up to the Scheme have committed themselves to the terms of membership. This does not mean that ALL properties on the Scheme have been inspected, accreditation is based on self certification by the landlords. However approximately 400 properties have been inspected and in conjunction with the City Council the Scheme Administrator is looking at inspecting a further 150 properties per year.

The Scheme has its own website www.the-scheme.com. This website not only has all of the properties to let through accredited landlords but is a vast source of information and advice.

There are approximately 1000 properties on the website www.the-scheme.com ranging from 1 - 12 bedroomed house and flats plus two private halls of residence. This accommodation can be viewed on the website, all landlords details, contact

numbers etc are on the site plus photographs of many of the houses so you can look before you view.

The landlords/agents on the accreditation scheme range from lone landlords/landlady's who may only have one property to large companies which may have 100+ houses.

INTERNATIONAL STUDENTS

The International Office is situated in The Dennison Centre on Cottingham Road. Visa enquiries etc should be made there.

WHAT TO DO IF YOU NEED HOUSING ADVICE

Please refer to the flow chart on page 5 at of the handbook.

If your landlord is not a member of The Scheme you can access the Advice Centre in the Student Union Building for advice and information.

If your landlord is a member of The Scheme then both The Scheme Administrator and The Advice Centre can provide assistance.

The Scheme Administrator

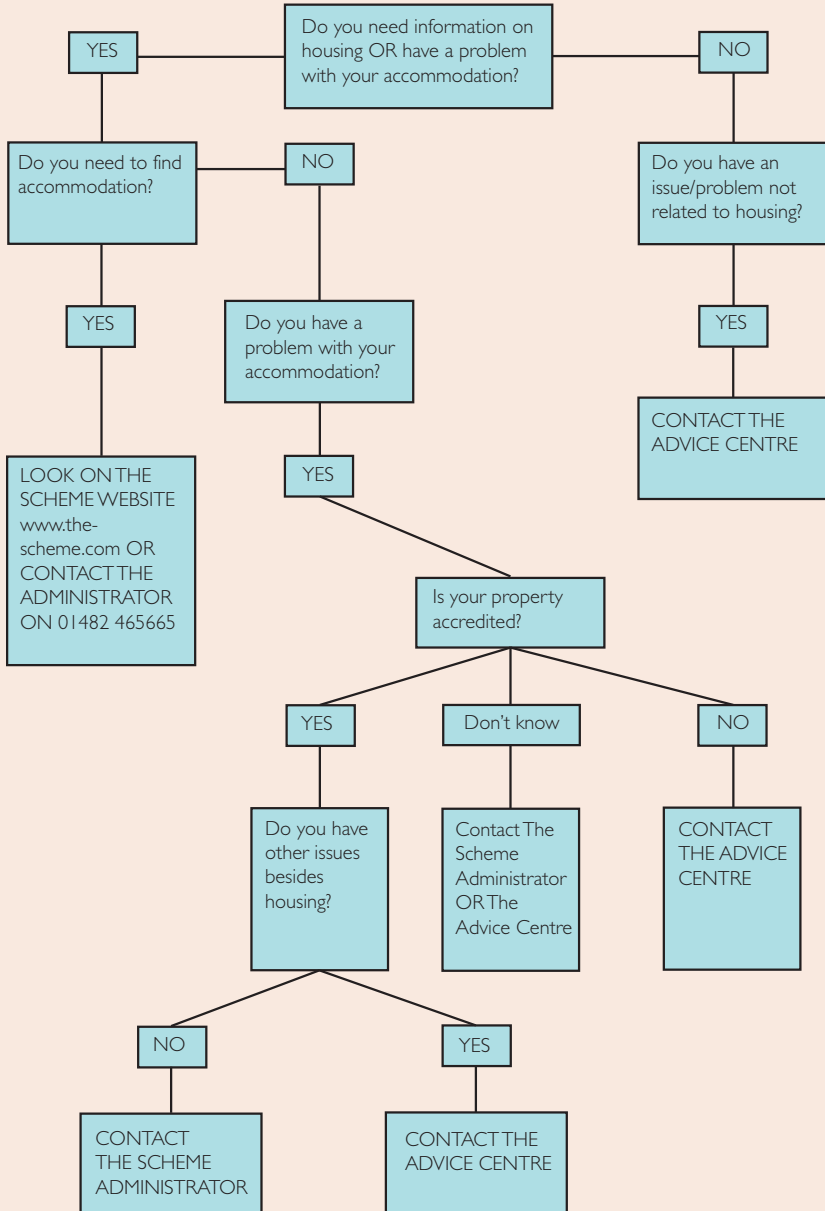
- Tries to ensure that all member landlords adhere to The Scheme Code of Management
- Provides free confidential housing advice
- Works closely with the landlords to ensure compliance therefore may be able to resolve your problem quickly by contacting the landlord immediately on your behalf
- Inspects random properties on an ongoing basis to ensure compliance to appropriate standards and will inspect properties on request of students
- Investigates any complaints regarding landlords via The Scheme complaints procedure
- Provides information on accredited accommodation

The Advice Centre

- Is part of Hull University Union's welfare services
- Provides free, confidential advice to all students on housing and other matters
- Provides housing advice and can refer you to other specialist agencies

NB. Each service will refer you to the other to ensure that you receive full support. Both services work together professionally where appropriate but need permission from you to discuss information between them.

WHO DO I ASK?





LOOKING FOR ACCOMMODATION

The Scheme Website www.the-scheme.com – 1st choice for student accommodation in Hull

With approximately 1000 properties registered on The Scheme you do not need to look further than the Scheme website to find your ideal match!

Looking for a flatmate, looking for a room in a house with other students or needing to advertise your house to get out of a contract?

Advertise for FREE using 'messageboard' on The Schemes website.

If you have a query regarding an accredited property/landlord or want to check if the property you wish to view is accredited contact- Belinda Garry, Scheme Administrator on 01482 465665 or email her at bgarry@hull.ac.uk or drop in and see her at 11 Salmon Grove.

OTHER WAYS OF FINDING ACCOMMODATION IN HULL

University of Hull Accommodation Office
(rooms@hull.ac.uk)

- Local Newspaper (Hull Daily Mail
www.thisishull.co.uk)
- Shop Windows
- Hull Colour Pages
(www.hullcolourpages.co.uk)

If you need bed and breakfast type accommodation when you first arrive or for guests The University of Hull Accommodation Office has some guest accommodation (rooms@hull.ac.uk) or try www.hullcc.gov.uk/visithull/accommodation.php

THE ACCOMMODATION FAIR

Do not miss the accommodation fair which takes place in the first week of the second semester (Jan/Feb) The majority of landlords will be there to make arrangements to view properties. You will be able to look at the choice of properties on the website beforehand. The properties are updated and go live on the website each year on the 1st January each year to ensure you can check which properties you would like to view before the accommodation fair.

Each year landlords agree NOT to let properties before the accommodation fair so that everyone gets a fair chance to look at all

properties available and more importantly you do not need to stress out about accommodation during exam time.

When you are viewing take your time, enter in to agreements wisely and make the right choice for you. Contracts for most landlords are available to view beforehand with the Scheme Administrator.

A list of accredited landlords is available in the Housing Lobby (1st Floor; Union Building) online at www.the-scheme.com and on request from the Advice Centre or The Scheme Administrator.

Landlords agree to register ALL students lets on The Scheme as part of their membership rules. All landlords should be able to produce a list compiled by the Scheme Administrator which has all of their registered properties on - if you are viewing a property it should be registered with the Scheme if it is a Scheme Landlord - any doubts contact the Scheme Administrator who will check for you. It is important that it is registered as otherwise it cannot be picked up for inspection by the Scheme Administrator.

The majority of accommodation on the Scheme is for single students, but sometimes the Scheme Administrator can help with other types of accommodation i.e. for couples or families.



AREAS

Princes Avenue

Situated approximately half way between the University of Hull and the City Centre. Much is still residential ie families but there are many café bars and restaurants and enough local shops and services for anyones needs.

Cottingham

Quieter alternative to the general student areas. Has all the services you would need including a regular bus service. The halls of residence are situated here. There is also a train station.

Newland Avenue

Very much a student area with many cafes, shops and takeaways. 10 - 15 minutes walk from the University of Hull. Regular buses between the University and City Centre.

Beverley Road

A busy road with a mixture of students and other residents. Approximately 20 minutes walk from the University. (This road runs through from near the University of Hull to the City Centre). Pubs and takeaways. Regular bus service to the City Centre.

Beverley High Road

Larger properties , quieter more residential area than Beverley Road (areas are Wellesley and Beresford Avenue etc)

Cranbrook Avenue

A 3-4 minute walk to the University of Hull. Majority of houses from Inglemire lane to Cottingham Road are student houses. Bus route to Tescos and the City Centre.

Cottingham Road

5 - 10 minute walk to the University of Hull. Busy road with good services eg cafes and takeaways.

City Centre

Convenient for everything. There are numerous museums, galleries etc plus the main shopping centres including St Stephens and Princes Quay. Transport interchange for trains and buses.

Spring Bank

Multicultural area with a mixture of students, families and other residents. Close to the City Centre having all the services you require.

High Street, City Centre

A private halls of residence is situated here. Lively on an evening. Shops and market hall within minutes. Perfect for students in Hull City Centre.

Maps on page 20.

LIVING AS PART OF A COMMUNITY

If you are in a student house do not assume that all of your neighbours are also students. You will be a part of a new community of families, couples and elderly people as well as other students.

Some things to consider:

Noise: remember that everyone has the right to 'quiet enjoyment' of their home, being considerate of this goes a long way. If you're having a party remember to let the neighbours know and be reasonable about the noise levels.

Security: getting to know your neighbours means that they can keep an eye out for you if you go home for the holidays and vice versa

Rubbish: keeping the areas in front of your house free of rubbish makes a nicer environment for everybody and only takes two minutes to do; it may well be part of your housing contract to do so.

RUBBISH AND RECYCLING

You have an obligation to ensure that no rubbish is left around your property Your wheelie bin should be put out to be emptied on a weekly basis. If there are a few of you living in one student house you need a rota which means that you only need to get out of bed once every four or five weeks!

Hull City Council has a recycling scheme in the city where all properties have recycling boxes and bins. There are also recycling points around the city.

Large Grey Wheelie Bin – general household rubbish



Black Box – Plastic bottles (lids removed). Glass bottles and jars (lids removed). Cans and tins. Aerosol cans **DO NOT CRUSH OR PIERCE** (lids removed). Clean textiles and shoes can be placed in a separate plastic bag on top of your black bin to be recycled. All should be rinsed and crushed **EXCEPT AEROSOLS AND GLASS**



Blue Bin – Junk mail, newspapers and magazines, computer and note paper. **NO** cardboard or envelopes. Large items will be removed free by calling 300300 and ensure that the Council have access to remove them.



Collection Times

The times should be on a sticker on your box or bin but if not call 300300 to find out. For more information go to www.hullcc.gov.uk/recycling www.recycle-more.co.uk or contact Hull City council on 300300 or check on their site for an a to z of what where you can recycle in the city

SAFETY REQUIREMENTS IN YOUR RENTED PROPERTY

The following requirements are a brief guideline to safety features that should be present in student houses. Depending on the layout of a property more may be required. For more information or if you think your property is not compliant contact The Scheme Administrator or Hull City Council (if not Scheme accredited)

What Safety Features Should be In Your House?

ALL properties with gas appliances in a property are required by law to have an up to date gas CORGI safety certificate. This is a YEARLY safety check. If your certificate is not displayed in your property you can ask to see it or contact The Scheme Administrator as she receives them to put them on the website.

WHAT	WHERE
2 Storey and up to 4 Persons	
Interlinked Smoke Alarms	Hall, Stairs, Landing and high risk room ie communal opening on to the escape route
Self Closing Fire Doors	High risk rooms on the ground Floor opening on to the escape route ie communal/kitchen
2 Storey and up to 5 and 6 Persons	
Interlinked Smoke Alarms	All rooms including hall, stairs and landing (heat detector in the kitchen)
Self Closing Fire Doors	All rooms at ground floor level Opening on to the escape route
2 Storey with more than 6 people and ALL 3 storey properties	
Interlinked smoke alarm system	All rooms including hall, stairs and landing (heat detector in the kitchen)
Self Closing Fire Doors	All rooms opening on to the escape route
Break glass points	All 3 Storey properties
Half hour fire resistant ceilings	Any that have accommodation above

FIRE SAFETY

The Dangers

Imagine waking up to the smell of smoke. Imagine seeing your hall filling with thick black clouds, with flames round your kitchen door. It doesn't bear thinking about. But thinking about it can prevent it from happening. You can prevent most fires in the home. Being aware of the risks will help you avoid the risk of a fire starting in your home.

Smoking

Make doubly sure all cigarettes are out before you go to bed, wet the butts to make sure. Tip the ashtray into a metal bin, and put it outside.

Cooking

Never leave a saucepan on the heat if you get called away.
Keep the top of the cooker and the grill pan clean.
Keep toasters clean and away from curtains.
Never put water on a chip pan fire.
Turn the cooker off, get out and call 999.

Electrics

Never overload sockets.
Turn electrical appliances off when you're not using them.

WHAT YOU SHOULD DO

- **ENSURE SMOKE ALARMS ARE FITTED**
- **MAKE AN ESCAPE PLAN**
- **KNOW WHERE YOUR KEYS ARE KEPT** (If you live in a large property a key should not be required to open the door)

Steve Harrison, Fire Safety Officer.

For more information, visit the website at www.firekills.gov.uk

GAS SAFETY

If you smell gas and suspect there is a gas leak call 0800 111 999

DEPOSITS

From 6th April, 2007, when you pay a deposit, your landlord or agent must protect it using a government authorised tenancy deposit scheme.

The three appointed government bodies are:-

- Tenancy Deposit Solutions Ltd (Insurance Scheme) www.mydeposit.co.uk
- The Tenancy Deposit Scheme (Insurance Scheme) www.tds.gb.com
- The Deposit Protection Service (DPS) (Custodial Scheme) www.depositprotection.com

ASK YOUR LANDLORD ABOUT WHICH ONE THEY ARE USING

At the start of a new tenancy agreement you will pay your deposit to the landlord or agent. Within 14 days of giving them the deposit they are required to give you details about how YOUR deposit is protected including-

- The contact details of the tenancy deposit scheme used
- The contact details of the landlord or agent
- Information explaining the purpose of the deposit
- What to do if there is a dispute about the deposit

At the end of your tenancy you and the landlord need to agree how much of the deposit should be returned. Once this is agreed you should receive your deposit back within 10 days.

If at the end of your tenancy you and your landlord cannot agree on how much of your deposit should be returned there is a free service offered by the scheme protecting your deposit to help resolve the dispute.

Further information including leaflets can be found on www.directgov.uk and the Scheme Website www.the-scheme.com

It should be noted that a minority of landlords have decided to charge a NON REFUNDABLE administration fee instead of a deposit. This can be as much as a deposit BUT you will NOT get any of it back. Make an informed choice and ensure you know what the money is for when are handing it over to secure a tenancy.

TENANCY AGREEMENTS

Tenancy agreements with the landlords and agents on The Scheme will differ. You need to ensure you are happy with all clauses before you sign the agreement to prevent problems in the future. If your landlord has 'promised' that extra work will be carried out before you take up the tenancy ensure that this is written down and kept with the contract and that you have it signed with a date given for completion of works. Both The Scheme Administrator and the Advice Centre will check contracts for you to ensure that they do not have any unfair terms or just to give you greater understanding of it.

TENANTS' CODE OF CONDUCT – SUMMARY

Tenants will ensure that:	
General conduct	They have read and understood the tenancy agreement. They abide by all the terms and conditions in the tenancy agreement.
Commencement of tenancy	Where appropriate, they contact all relevant utility companies to register supplies in their name(s). They carry out an inspection of the dwelling with reference to the inventory and inform the landlord in writing of any damage, defects or inaccuracies. Copies should be signed by all parties.
During the tenancy	They behave in a reasonable manner and do not cause a nuisance to their neighbours. They are sensitive to the needs of occupants in neighbouring properties.
Looking after the letting	On receipt of reasonable notice (usually 24 hours minimum) they provide the landlord/agency or any person acting on their behalf access to the dwelling in order to carry out an inspection or make repairs. They maintain the dwelling in a clean and tidy condition, especially kitchen and bathroom. They inform landlord of any defects as they become aware of them.
Visual appearance	They keep gardens/yards free from refuse tidy and in a tidy condition.
Fire safety	They keep fire doors closed and not wedged open. They do not obstruct any stairways, landings or passageways which provide a route of escape in case of fire. They take all necessary precautions with cooking equipment and naked flames i.e. Candles, t.lights, gas hobs and do not leave them unattended.
Security	They keep the dwelling secure using all facilities provided.
Refuse	They store refuse in a proper hygienic way and put it out for collection on the day and in the manner required by the waste collection service.
At the end of tenancy	They return all keys on termination of the tenancy. They leave the dwelling in a clean and tidy condition on vacation of the dwelling and remove all belongings. They leave the dwelling in the same condition as they found it at the commencement of the tenancy, with the exception of fair wear and tear. They make suitable arrangements for forwarding mail.

LANDLORDS' CODE OF MANAGEMENT – SUMMARY

Equality	In the provision and letting of housing or associated services and in the letting of contracts for services, no person or group of persons applying will be treated less favourably than any other person or group of persons because of their age, race, colour, ethnic, religious or national origin, gender, disability, marital status, sexual orientation, social status or any other factor resulting in discriminatory practice.
Marketing and commencement of tenancy	All property details must be reported accurately without misrepresentation to prospective tenants. All prospective tenants are granted an opportunity to view the property for letting, having due regard to the rights of existing tenants. A copy of tenancy agreements must be issued to each tenant the grant of tenancy.
Rent	Prospective tenants must be issued with a statement of amount of rent to be paid, incl. dates required and method of payment.
Utility and service charge	The tenant must be clearly informed as to who is responsible for utility charges and that this responsibility should be clearly stated in the terms of the letting agreement.
Inventory	A detailed inventory is carried out at check -in, if possible in the presence of the tenant. If it is not possible for the landlord and tenant to be present the tenant must provide the landlord with any variations to the inventory in writing within 3 days of taking up residency in the dwelling. The tenant should keep a copy of the amended inventory. The inventory will be initialled on all pages by both parties and signed and dated by them on the last page. The Scheme Administrator will provide advice on good practice in managing inventories if requested and including the use of video material.
Pre-tenancy repairs etc.	At the commencement of the tenancy or other date mutually agreed with the tenants the landlord will ensure that:- All his/her obligation with regards to the repairs, dwelling maintenance and improvements have been fully discharged. New tenants are provided with details of any upgrading that the landlord is undertaking in order to meet the requirements of the Scheme and the timescales for carrying out and completing the work. Any agreed pre-tenancy repairs or any intentions on the part of the landlord to undertake upgrading should be confirmed in writing
During the tenancy	Tenants are provided with a point of contact in case of emergency. Maintenance and Servicing tasks which can be carried out in a planned and cyclical manner and which are the responsibility of the landlord, are carried out with due regard

QUICK GUIDE TO REPAIRS

If you have a repair it will generally fall in to one of three categories, emergency, urgent and non urgent. The following gives you a guideline on how quickly you can expect a response from your landlord:-

Priority One – EMERGENCY REPAIRS:- any repairs required in order to avoid a danger to health, risk to the safety of residents, the public or visitors, or serious damage to buildings or internal contents, including disruptions or major faults in gas, electricity or water supplies, within 24 hours of report of defect. In circumstances where this is not practicable, landlords will make best temporary arrangements.

Priority Two – URGENT REPAIRS:- repairs to defects which materially affect the comfort or convenience of the residents - within five working days of report of defect.

Priority Three – NON URGENT DAY TO DAY REPAIRS:- reactive repairs not falling within the above categories - within 28 working days of report of defect.

With the exception of Emergency Repairs the date on which the repair was reported to the landlord in writing shall be the start date for the repairs completion timescale.

Further information can be found on the website www.the-scheme.com under the 'advice' link under 'Your Rights' and also under the 'Landlords' link under 'The Scheme' this gives both the code of management and the code of standards landlords have committed themselves to as a member of The Scheme. This section also sets out a Tenant's Code of Conduct and what is expected from you as tenants in a property, a summary of which you will find in this handbook.

If you have a repair:-

Contact your landlord in the first instance and follow this up in writing (or email) and keep a record of it. This is beneficial in case you need to prove in the future that you have requested repairs.

If the above guidelines on repair do not appear to be adhered to and/or you are not sure on your rights after reading the information supplied please contact the Scheme Administrator either via this site, on bgamy@hullac.uk, telephone 01482 465665 or visit her at 11 Salmon Grove.

If you are still not satisfied you can also complete a complaints form which can be found on the site under Advice. The Scheme Administrator will try and resolve the situation amicably and informally initially but will follow processes as set down by the Complaints procedure where appropriate.



What special numbers would you lose if your phone was stolen?

- Keep your front door locked
- Secure windows while you are upstairs
- Write down your phones serial number - and keep them safe



Working in partnership to increase confidence by providing a safe place to study

Humberide Police, Humberide Fire & Rescue, Hull University, Community Wardens, Hull CitySafe and Safe Communities East Riding

STUDENTS – KEEP YOUR HOMES AND PROPERTY SAFE

Humberside Police is aiming at reduce sneak-in burglaries and raising awareness about personal safety in student area's.

Crime figures to date for 2008 show domestic burglaries have reduced by 25 percent in the Hull area.

However in the last couple of years police have seen an increase in the number of burglaries in student areas around their arrival in September and around the Christmas and Easter breaks.

The message to students studying in Hull is to think of the property they could lose and think about the dangers of leaving their accommodation insecure.

Humberside Police has the following crime prevention advice:

- When returning home lock your door immediately.
- Even if you are in the house or garden, keep doors and windows locked.
- If you have locks fitted to windows use them. If you have to leave the window open for ventilation then consider fitting a window restrictor to prevent the opportunist burglar climbing in. Consider door or window chimes.
- Lock your garden gates at all times. Every

time you lock a gate, door or window, you are reducing the opportunities available to the criminal.

- Don't help sneak thieves. They only take a few seconds to steal something.
- Look at your doors and windows. Make sure you have sufficient quality locks, restrictors and door chains. For advice look at the government web site www.crimereduction.homeoffice.gov.uk
- If you would like more specific advice please contact your local PCSO or Community Wardens, who will be happy to discuss security with you.
- Keep valuables out of sight where possible. Net curtains and blinds restrict what can be seen from outside.
- Hide purses and handbags and don't leave cash lying around.
- Make sure you have your property marked with UV marker pens or similar: Check out smartwater.
- Record serial numbers, makes and model numbers of all items. Consider taking a photo of your valuables.
- Burglars are worried when your property can link them to the scene of a crime. Property marking is a deterrent.
- Remember untrimmed hedges or high fences prevent natural surveillance and allow the opportunist burglar cover from view.
- Be aware who is in your neighbourhood and contact the Police if you are concerned on 0845 6060222 or 999 in an emergency



I can't believe someone else will see that picture!

What photos would **you** lose if your camera was stolen?

- Keep your front door locked
- Secure windows while you are upstairs
- Write down your camera serial number - and keep it safe



Working in partnership to increase confidence by providing a safe place to study
Humberside Police, Humberside Fire & Rescue, Hull University, Community Wardens,
Hull Citywide and Safe Communities East Riding

USEFUL TELEPHONE NUMBERS

The Scheme Administrator

01482 465665

b.garry@hull.ac.uk

Hull University Union Advice Centre

01482 466263

VP Welfare and Equality

01482 466259

International Office

01482 466904

Citizens Advice Bureau

01482 224608

Hull Independent Housing Aid

01482 329591

Hull City Council

01482 300300

Humberside Police (non emergency)

0845 6060222

Humberside Police (emergency)

999

Electricity (emergency calls only)

0800 375675

Gas (emergency calls only)

0800 111999

Water (emergency calls only)

0845 1242424

Energywatch

(Gas and Electricity watchdog)

0845 9060708

Office of Fair Trading Consumer

Helpline

08457 224499

TV Licensing

08705 763763

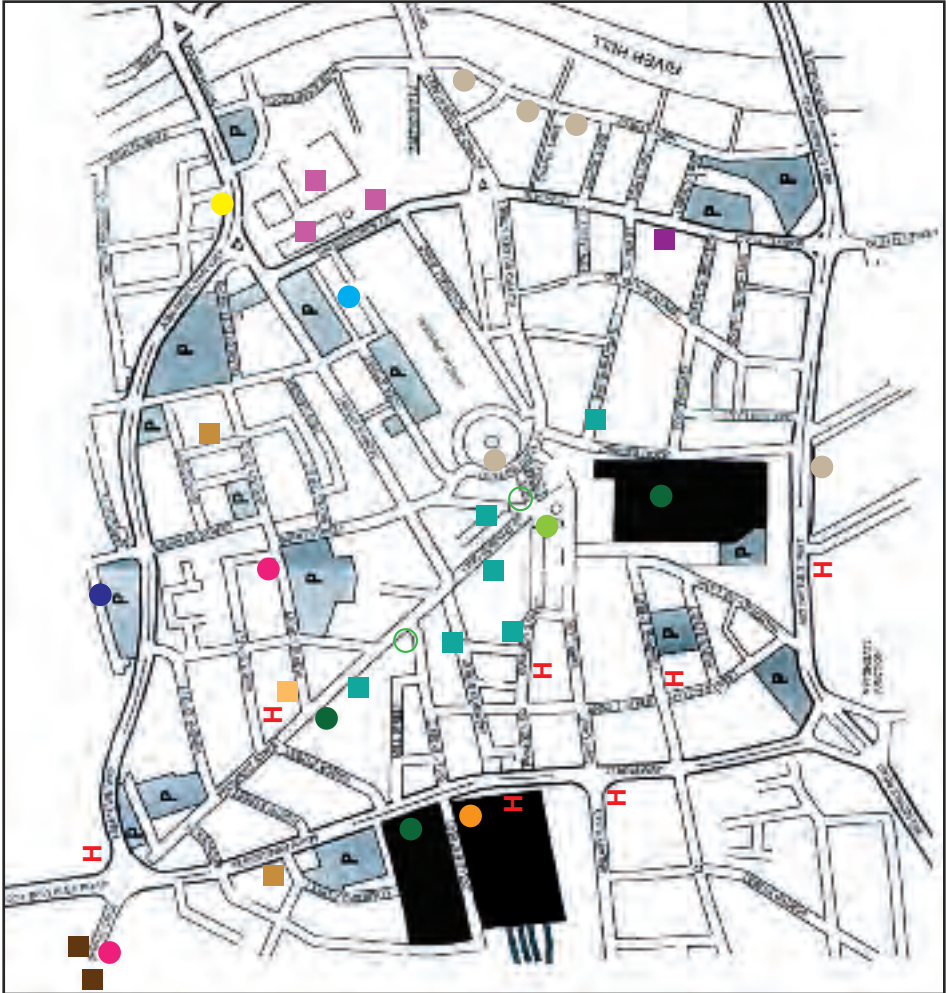
Shelter

0808 8004444

- 1 Tesco Supermarket
- 2 Sainsbury Supermarket
- 3 Meat Butchers
- 4 Green Grocers
- 5 Bakery
- 6 Other food stores
- 7 Co-op
- 8 Lidl Supermarket
- 9 Post Office
- 10 Chemist

- Public House, Club or Bar
- Coffee Shop or Restaurant
- Accommodation Office
- The Scheme Office
- Health Centre
- Dentist
- International Office
- Police





- H Hotel
- Tourist Information
- Emergency Dentist
- Registry Office
- Chinese supermarket
- Police Station
- Museums
- Shopping Centres
- Central bus and train interchange
- Retail shopping areas
- Market
- Central Library
- International Food stores
- Hull College
- Theatre
- Coffee shop

