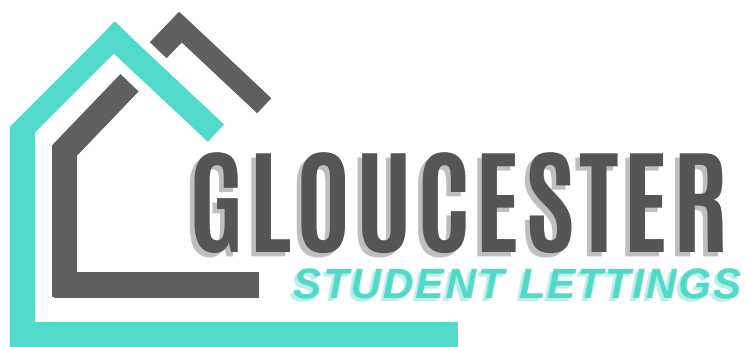


# Welcome Pack



**Because your success starts  
with a comfortable place to call home**

A very warm welcome to your humble abode for your upcoming year or perhaps your entire academic voyage!

We've concocted this handy guide to assist you in navigating any quirky house hiccups that may pop up during your stay, and to equip you with tips to master the art of renting.



01452 239 239



[hello@glosstudents.co.uk](mailto:hello@glosstudents.co.uk)



07711 239 239



15 Commercial Road  
Gloucester, GL1 2DY

**Office open hours:**

Monday - Friday

10am - 6pm

# Download the GSL App

**Please report any maintenance issues via the Arthur App or Arthur Online**

Raising a maintenance issue on Arthur involves a process to accurately identify the problem, ensuring the appropriate tradesperson is dispatched for the repair.

This is monitored 24/7

If you are worried and the issue is getting worse, you can call the office.

If it is outside of office open hours, use our WhatsApp.

We will still ask for it to be reported through Arthur so it can be monitored.

## ENSURE NOTIFICATIONS ARE TURNED ON

You will be notified if anyone needs to enter the property

This could be for maintenance, inspections or viewings

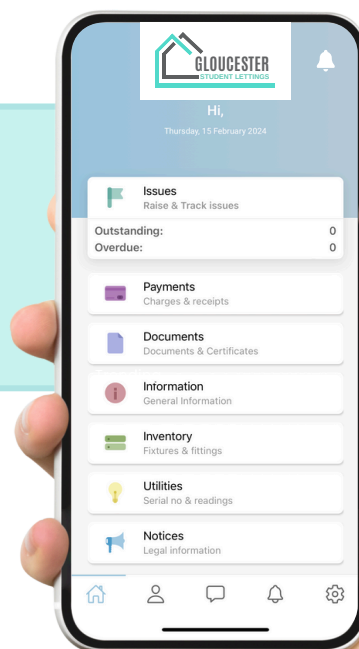
**All relevant documents will be stored on Arthur**

Including your tenancy agreement and property certificates.

This allows you to access them when you need them.



**Download now**  
IOS and Android



Having trouble?

Please see Arthur step by step guide enclosed

# What we expect from you as a GSL tenant

---

## **NO SMOKING INSIDE THE HOUSE**

*We will be able to smell it and it will noticeably stain furniture and walls*

## **Be respectful and considerate of your neighbours and house mates**

*Whether that's noise or mess, don't be a nuisance*

**Ensure any guests are respectful**

## **Keep the property CLEAN and TIDY, inside and outside**

*Don't tempt any vermin onto the property*

## **Respect the property like it's your own**

*We take a full report before you move in*

*If you don't make us aware, in some cases the issue will only get worse!*

## **Report maintenance issues STRAIGHT AWAY!**

*We can't fix it if we don't know about it!*

## **Rubbish and recycling**

*Don't be lazy*

*Look out for the planet!*

*Rubbish and food waste left outside will tempt vermin onto the property, if not disposed of correctly.*

*If you do not have the correct waste containers then contact Gloucester County Council*

*Recycling leaflet and bin days enclosed*

## **Mice or rats at the property?**

*We thoroughly check the property between tenants for this issue.*

*If you have seen them it is because you are not disposing of your rubbish correctly.*

# What we expect from you as a GSL tenant

---

## Ventilate your room

*Open windows frequently to allow fresh air in the room.*

**If there is condensation on your windows, OPEN THEM**

*Moisture in the air from showers, cooking, even during the night will cause mould.*

*Drying clothes inside with the windows closed will put moisture in the air = harmful black mould*

*Mould and condensation information enclosed*

**Do not flush sanitary products or wet wipes down the toilet**

**Do not put oil/fat or food waste down the kitchen sink**

**Change broken lightbulbs**

*This is your responsibility*

**Only use command tape or hooks on the walls**

**NO BLUE OR WHITE TACK**

**Keep the front door locked at all times**

*Even when you are there*

**Close windows when you are not at the property**

*For your safety*

**Keep hallways and corridors clear**

*This is a safety hazard*

*Don't be tripping on your crocs trying to escape a fire.*

# Property Maintenance Tips and Tricks

---

## Fridge or Freezer not staying cold?

*This could be ice build up*

*Defrost - empty, turn off, clean out all ice, turn back on  
(you will need towels)*

## Washing Machine

*Filter needs to be cleared - this is at the bottom of the machine*

*The top draw needs to be kept clean - build up can cause smells*

*Run on an empty cycle on the hottest setting with washing machine cleaner or diluted bleach in the top draw*

## Tumble Dryer

*Check and clean the filters regularly*

*If your dryer collects water within a collection tray it will need emptying each time it is used*

## Dishwasher

*Rinse your items first to prevent any blockages*

*Clean filters regularly*

## Blocked Drain

*Pour boiling water down the drain or use Mr. Muscle to clear blockage*

*Outside drain blocked and smelling - contact your property manager*

## Water Leak

*Turn the water off IMMEDIATELY, then report it*

*The stop tap is usually located under the kitchen sink or in an airing cupboard*

*Then report it immediately*

## Power Cut

*Check your fuse board to see if any switches have turned off.*

*Turn it back on, if it turns off again there is an issue, report it*

*Neighbours haven't got power either?*

*Call Western Power Distribution - 0800 6783105*

*Keep fridge and freezer closed, they will stay cold for 24 hours*

## Vacuum Cleaner

*Empty bag inside vacuum*

# Parking Permits

---

If you require a parking permit, you will need to contact [www.mipermit.com](http://www.mipermit.com) they may ask you to provide a copy of your tenancy agreement which you will find on the 'Arthur' App.

# Gardening

---

If you would like your garden cleared, de-weeded and tidied -  
If a lawn mower is supplied, use it. (check shed)  
If not, contact your property manager and we will send a gardener.

# Council Tax

---

If you have not done so already, please supply your property manager with your Council Tax Exemption Form.

If your course starts in September, you will be responsible for paying Council Tax until you can access your Council Tax Exemption form through your Uni portal.

# Internet

---

Your Internet WIFI password can be found on the back of your router.

## Internet not working?

### Reboot router

Turn router off, unplug any wires going into it and leave it for 15 minutes then turn back on.

# Security

---

For your own safety and security please keep the front door locked at all times, even when you are there.

If you are on the ground floor, please ensure that your window is closed when you go out. Please remember that if someone does break in and there is no sign of forcible entry most insurances will not pay out for a loss, so please be careful.

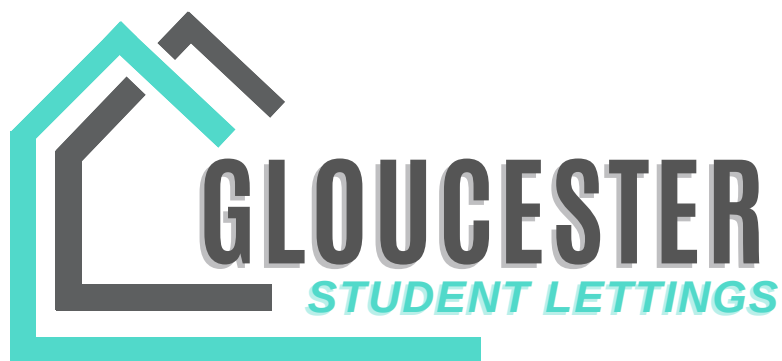
Please DO NOT let anyone into the house claiming to be sent by 'Your Landlord' unless you are expecting them

If you get someone claiming to be sent by us, DO NOT let them in.

### Anti-social behaviour

If you have any concerns regarding your neighbours or activities in the surrounding area please email the local constabulary on [101@gloucestershire.police.uk](mailto:101@gloucestershire.police.uk) or in the case of emergency dial 999.

# Moving out of your Student Accommodation



We trust you've had a blast in your  
Gloucester Student Lettings  
home away from home!



# Before you Leave

---

If you are moving out early, make your property manager aware

**Log out of all online streaming services**

**Please arrange a re-direction of your mail**

*Do this online via the Royal Mail website*

## **You are responsible for returning your own keys!**

*You will need to bring **YOUR** keys to the office:*

**15 Commercial Road, Gloucester, GL1 2DY**

*You will be asked to sign a document as proof that all the correct keys have been received.*

*This will effect your deposit.*

**Lost or broken your key?**

*£25 for a replacement key*

**After the final inspection of the property has been completed,**

**Your property manager will send you a deposit return form**

**Once you have returned the form, allow up to 30 days for your deposit to be returned to you**

**If there are any deductions to your deposit, you will be made aware with photo proof.**

*If you do not receive your deposit within 30 days, check your emails as the deposit company may send you an email with steps of how to release your deposit.*

**Any outstanding rent payments will delay the return of your deposit**

We understand that some tenants have already left the property and others may be thinking about leaving soon.

Don't forget to turn everything off, including water and all switches!

**Worried about anything affecting the return of your deposit?**  
Let us know before you move out so we can address the issue before you leave

**Any broken furniture?**

*Please just make us aware*

**Any damages in your room or communal areas?**

*Please just make us aware*

**Any appliances not working properly?**

*Please just make us aware*

**Any items left behind that we think are high value or of sentimental value, will be stored in the office for 28 days**

*They will then be disposed of*

# Cleaning of the Property

## **ALL rubbish must be cleared from the property.**

We will deduct £20 per bag of rubbish that is left at the property.

**Your deposit will be at risk if any rubbish is left!**

The garden must be clear of all rubbish

### **Kitchen:**

**All cupboards need to be empty and thoroughly cleaned inside and out**

**All sides and work tops, wiped clean**

### **Appliances:**

#### **Fridge/Freezer:**

To be emptied, defrosted, cleaned inside and out.

Leave turned off with the doors open.

#### **Oven:**

Request a professional clean or clean yourself to a very high standard  
(Purchase an 'Oven Pride' cleaner from any supermarket)

#### **Extractor Hood:**

Degrease and wipe over

If glass is removeable, put in the dishwasher

#### **Dishwasher/Washing Machine/Tumble Dryer**

All wiped over, draw and filter emptied and cleaned.

Can buy specific cleaning products.

Leave open to stop smells.

#### **Microwave/Kettle:**

Clean & Descaled

**Get a cloth, some spray and wipe everything!**

# Cleaning of the Property

## Bathrooms:

Descalcify all chrome fittings, shower head, shower screen and clean everywhere.

Bleach toilet and seat thoroughly.

## Lounge:

Wipe over everything including tables, skirting boards, doors, frames, Tv unit and Tv.

Vacuum floors, sofas, removing all cushions etc.

If sofa cover is removable - wash, with stain remover if needed

## Bedrooms:

Wipe over everything including desk tops, wardrobes and drawers inside and out.

Vacuum floor

## General:

All windowsills cleaned

Vacuum hallways and everywhere else

Wash/scrub any flooring that can be washed.

Request a carpet clean, if necessary.

## Garden:

Leave tidy with ALL rubbish is removed and disposed of correctly.

We will deduct £20 per bag from your deposit that is left at the property.

**We can provide you with a professional cleaning company quote**  
**Failure to leave the property clean will result in**  
**deductions in deposits refunds.**

## **GET THE PROPERTY PROFESSIONALLY CLEANED!**

Contact your property manager to arrange a quote for all the cleaning to be done for you!

Share the cost between all of your house mates to make moving out less stressful!

Not a student anymore, looking for somewhere to rent  
in Gloucester?

**DON'T PANIC!**

Contact us and let us help you find your new home



If you are a current tenant and are staying with GSL but moving to a new property, we will transfer and reregister your deposit under the tenancy.



**We'd love to hear your feedback on the property and our service!**

Email your property manager and tell us what you think!  
Or leave a google review!



We hope that you have made everlasting memories in our  
GSL property!

**If you have any queries, please let us know!**

All the best of luck on your next adventure

*The Gloucester Student Lettings Team*

