

We hope that you will be happy during your time staying at our property, and we've put together some information which will help you to settle in and make your stay as smooth as possible.

Contacts

Your first line of contact will be Mat Leonard on **07966 143768** or matthew@hafanstudent.co.uk

We will set up a Whatsapp group for your property using the contact details you have provided.

This will be used to advise you in advance of work due to be taking place at the property, as well as any other information. Similarly, you can use this group to advise us of any issues requiring attention during your tenancy.

Contract Information & Safety Certs



We have uploaded to the website various documents and safety certificates relating to the property and your time with us.

We will provide a property-specific password for you to login to your Tenant Information which can be found on our website or using the QR code here.

This can also be found on the notice board in your property

Maintenance

If there are any maintenance issues within the property, please call or message Mat using the number above. *Please note that you are responsible for replacement of light bulbs*

A charge of £40 will be levied for any non-emergency calls during these times which result in a maintenance visit (eg lost keys). This is in addition to the cost of any replacement lock / keys

Monthly Maintenance Checks

A routine maintenance inspection will take place monthly to include testing of fire alarms and emergency lighting and inspection of fire exits and escape routes, as well as a visual inspection of the general condition of the property, **including all rooms**.

You will be advised in advance of the day of the visit.

Refuse

All tenants are jointly responsible for the disposal of waste at the property.

Recycling containers are provided and are clearly labelled to show what can be placed in each container. Large Wheelie bins should only be used for waste that cannot be recycled.

Ensure wheelie bin lids are always closed to prevent the attraction of gull and rats.

Kerbside waste collection dates are displayed on the house noticeboard. Recycling is collected weekly, and wheelie bins are emptied every 3 weeks.

All containers/bins must be placed by the kerb the night before collection.

For more information or to check your collection day – check the [Gwynedd Council Website](#) from which you can also order replacement Recycling Containers (or call 01766 771000).

A link is provided on our website

Broadband / Wifi

The wifi password can be found on the back of the router.

In each house we have taken out the fastest package available to us. If there are any issues, the first port of call should be the broadband company (either Sky or Plusnet depending on house)

Inventory

We have detailed the furniture provided in a written inventory which can be found within your tenant portal on the website (see above)

The cost of any items damaged or missing at the end of your tenancy will be deducted from your deposit as detailed in the Tenant Information section of our website

Mattresses

Your mattress will be fitted with 2 mattress protectors. The first is hypo-allergenic and fully encases your mattress, preventing any damage to the mattress during your stay at the property. This should remain in place at all times.

The second mattress protector is fitted on top of the first and is for comfort, and to prevent stains. Again, this should remain on the bed but can be removed for washing. Please note that a sheet should always be fitted over the top of the mattress protectors.

Please note that if these are missing at the end of your tenancy, you will be charged for their replacement, and may also be liable for the replacement of the mattress

Communal Areas

All properties are thoroughly cleaned and decorated at the end of each tenancy period.

During your tenancy you are all responsible for the cleaning of your own rooms and all communal areas, both inside and out.

To ensure harmony between tenants, it is recommended that you wash up and clean away kitchens and bathrooms after every use.

We work hard to provide a safe, comfortable environment for you to stay during your time with us. We request that you respect the property, furniture and appliances provided.

FAQs can be found on our website hafanstudent.co.uk (or use QR code on front of leaflet)

Blu-tack and similar products

We are often asked whether you are permitted to use these products in your room, and we do allow its use for the occasional poster

Should you choose to compile a "photo wall" or similar, we request that you do not use these products. If you choose to do so, a charge will be made for the work required to remove residue and seal the wall before decoration can take place (guide cost - £25 per wall)

Viewings

From time to time it will be necessary to allow potential future tenants to view the property including rooms. You will be advised in advance when this will take place, and your cooperation is appreciated.

If the property is in a clean and tidy state, it will let more quickly, and reduce the number of viewings and inconvenience caused to you.

At the end of your tenancy

You are expected to vacate the property no later than 2pm on the day of departure. Your room must be left clean and tidy with keys on the desk. No rubbish or belongings should be left.

Whilst general wear and tear is to be expected, you will be charged for repairs to walls, furniture or any other items provided, for any deep cleaning required, and for disposal of refuse. In communal areas, this is shared equally amongst tenants (cost detailed on website)

Cleaning & Maintenance Tips

Bathrooms

Use bleach and a toothbrush on the white grout around the shower/bath/wash basin/sink

If mould begins to appear at the base of the shower, apply a good amount of bleach and leave for an hour before rinsing.

Do not turn off bathroom extract fan as this helps to prevent damp and mould

Blocked Showers (and basins)

Usually caused by a build-up of hair. **Do not waste money on “Drain Unblocker”.**

There is a plunger in the bathroom or under the sink in your kitchen which will almost always unblock the drain. Place over waste and pump several times to release blockage. Flush away blockage in toilet. Contact Mat if the problem persists.

If water is beginning to build up in the tray while showering – DO NOT allow the problem to build and the water to overflow which will cause damage

Beds

Most beds have “slats” to provide support and comfort. Occasionally, these may break and can be easily replaced (please contact Mat who can provide replacements).

Failure to replace slats will put more pressure on other slats and may cause damage to the bed frame for which you would be responsible