
TJT STUDENTS TENANCY HANDBOOK

2021-2022



1 Derby Buildings
Wavertree Road, Liverpool, L7 3ES



www.tjtstudents.co.uk

Tel: 0151 7086544

WELCOME HOME

Thank you for choosing TJT Students as your student accommodation provider, we promise we'll do our best to ensure that your stay with us is a fantastic one.

It's not long now until you arrive so we have put together this guide so you can find out more about your new student accommodation.

We know no one like reading lots of information, but please take some time to read this guide and familiarise yourself with TJT Students and the services we provide.

This guide covers:-

- Our contact details & facilities
- Key points about your tenancy
- What to bring with you
- What to do in an emergency

If you think we've missed anything please feel free to call or email us. We also recommend that you follow us on Facebook, Instagram or Twitter, as we use these to keep our tenants up to date with the latest information.

KEEP IN TOUCH



<https://www.facebook.com/TJTStudents.co.uk/>



<https://www.instagram.com/tjtstudents/>



<https://twitter.com/tjtstudents>



THE ESSENTIALS



YOUR NEW ADDRESS

Depending on which building you have booked, your address will be one of:

Camden Street: 5, 7 or 9 Camden Street, Liverpool L3 8HR

Lime Court: 58-60 Lime Street, Liverpool L1 1JN

Largo Court: 16-18 Colquitt Street, Liverpool, Merseyside L1 4DE

Parr Court: 57 Parr Street, Liverpool, Merseyside, L1 4JN

Derby Buildings: 1 Derby Buildings, Wavertree Road, Liverpool, L7 3ES

For receiving post your address should be in the format, Flat No, Room No, followed by the relevant address above.



OPENING HOURS

Our Student property manager Lorna is available Monday-Friday 9am - 4:00pm via email lornamurphy@tjthomas.co.uk or by telephone 0151-708-6544. If you need to contact us in an emergency outside of these hours you need to call 0151 709 8135.



THE TJT STUDENTS TEAM

The on site accommodation team are available to ensure you enjoy your stay, whether it be dealing with repairs or sorting your post.

BEFORE YOU ARRIVE

What To Bring



Your room is fully furnished but you will need to bring your own:

- Bedding
- PC or Laptop
- Towels
- Coat Hangers
- Toiletries
- Toilet paper
- Studies: Kitchen items (plates, cutlery, kettle, toaster, pans & microwavable dish)
- Iron & ironing board

Please Don't Bring



Please don't bring anything listed below:

- Fridges (including mini-fridges)
- Deep fat fryers/Chip pans
- Candles/Incense burners
- Large pieces of furniture
- Portable heaters
- Pets

PLEASE CONTACT US ONE WEEK BEFORE YOUR MOVE IN DATE TO ARRANGE WHERE YOU CAN COLLECT YOUR KEYS FROM.

WHEN YOU ARRIVE



ON ARRIVAL

Please make sure you bring a copy of your contract, You should have already been contacted with details on how to collect your keys.

YOUR ROOM

So you've got your keys, Now it's time to settle into your room, **(FOR YOUR OWN SECURITY ALL INTERNAL DOORS AUTO LOCK BEHIND YOU, PLEASE KEEP YOUR LANYARD AND KEYS ON YOUR PERSON AT ALL TIMES)**



YOUR INTERNET

All our properties come with free fast WiFi as standard. WiFi login details are available at your chosen property.

MEMBERS PORTAL

If you haven't already, it is important to sign up to our Members Portal on our website, to sign up the portal visit: <https://www.tjtstudents.co.uk> You will need to supply your primary email address & your student ID number.

The members portal contains important information about your tenancy with us, but also

- A form to report non-emergency repairs.
- Retain your room for next year.
- Covid 19 self isolation form.

Sign Up

First Name

Last Name

Student ID

I'm not a robot 

I agree to the privacy policy [View terms](#)

Already a member? [Log In](#)

TJT STUDENTS

Home | Liverpool | Living In Liverpool | Preston | FAQs | Help/Links | Book A Viewing | More...

My Account

View and edit your personal info below.

Login Email:

Your Community Page URL:

First Name Last Name

Contact Email Phone

Spaces by Wix

After becoming a site member you should also install the Spaces by Wix app, we use the app to keep you informed during your stay with us, the app is available on the both the Apple & Android app stores (on apple store <https://apps.apple.com/app/wix/id1099748482> and on android <https://play.google.com/store/apps/details?id=com.wix.android>).

Once downloaded, you need to create an account and use the invite code **YL3I5H** to access our space on the app. The app allows you to set up your own personal chat groups, blogs and also keep in contact with our student team. We plan to update the app with useful information including anything that affects your tenancy, e.g. how to retain your room for the following year etc.



LIVING WITH US



HOUSE RULES

We think we're pretty easy going, but there are a few rules that we'd ask you to stick to, for your own safety and the comfort of others.



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. If we have to re-instate window restrictors there will be a recharge to you.



SMOKING

The building is a smoke free zone, this includes your bedroom, bathroom and kitchen, as well as any communal area and outside underneath windows, or on the roads, paths or pavements immediately outside the building.



NOISE & ANTI-SOCIAL BEHAVIOUR

We want you to enjoy living with us but we ask that you respect your fellow residents and keep noise to a minimum especially between the hours of 11pm-8am and during exam periods, that way we can make the building a pleasant and enjoyable place for everyone.



PETS

TJT Students operate a strict no pet policy. With the exception of guide dogs, you are not permitted to keep pets or allow any pets of any kind into the building.



OVERNIGHT GUESTS

You may have occasional overnight guests, do not invite someone to stay for more than 3 consecutive nights and out of courtesy always consult with your flatmates first. This will be dependent on any covid restrictions in place at the time, for the most up to date information you should check the Governments corona-virus website <https://www.gov.uk/coronavirus>



ILLEGAL SUBSTANCES

The use of illegal substances is not permitted by TJT Students. If we have reason to believe that you are using or passing illegal substances to others, we will take the following action:

- Report you to the Police.
- Report you to the University.
- Serve a warning notice detailing future action that will be taken if the incident is repeated.
- Support any police action/prosecution
This could result in your tenancy being terminated and losing the right to your Tenancy with us.

We do not condone the use of Legal Highs in any of our properties. In the event of a customer using Legal Highs action could be taken if a customer's behaviour is deemed inappropriate or anti-social as a result of their use. Please note we will not accept delivery of any legal high substance at any of our property. The production, distribution, sale and supply of legal highs is now an offence that is punishable by up to seven years in prison, after the Psychoactive Substances Act was brought into effect on 26 May 2016.



SUSTAINABLE LIVING

We are committed to having a positive social and environmental impact. We can achieve this with your help by focussing on:

- Reducing energy consumption
- Preserving water supplies
- Reducing waste
- Reducing our carbon footprint

THE SERIOUS STUFF



YOUR TENANCY

Your tenancy agreement is an Assured Short-hold Tenancy. This means you have a right to stay in your room/studio until the end of the agreed tenancy period. We cannot evict you without a court order. When you signed your tenancy agreement you made a legally binding agreement with TJT Students 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 property and ensure it is a safe and secure place to live
- Keep the communal areas clean
- Carry out regular health and safety checks



ROOM & FLAT INSPECTIONS

You are responsible for cleaning your room, bathroom, kitchen and flat corridor. We will carry out full room and flat inspections at least three times during your tenancy period where we will check for cleanliness, damage and for missing items.

At each inspection you will be informed if there is to be a charge for repairs and cosmetic restoration works. You will be invoiced for recharges for the first two inspections and on the final inspection an invoice will be charged to you if there are any damages, (If you refuse to pay for damages they will be charged to your guarantor).

The recharges for cleaning, damages and missing items can be found at the end of this handbook. At the end of your tenancy you will be expected to leave your accommodation clean, remove all rubbish and leave all fixtures and fittings as you originally found them.



RETAINING YOUR ROOM

If you wish to secure your current room for the following academic year you will need to pay a holding deposit, you will receive a reminder letter at the beginning of November with details on how to pay this.



TERMINATION OF YOUR TENANCY

As a tenant on a fixed term Assured Short-hold Tenancy you do not have the right to end your tenancy early even if you later are no longer a student. TJT students can seek repossession of your tenancy if you fail to pay your rent or breach the terms of your Tenancy Agreement.



IT'S BETTER TO BE
SAFETY
CONSCIOUS
THAN
UNSAFE AND
UNCONSCIOUS

SAFETY MATTERS

WHAT TO DO IN AN EMERGENCY



Hopefully you'll never need it but below is a quick guide on what to do in an emergency.

Some of the information may be particularly useful to our international students, but everyone should take a look and familiarise themselves with the information.

Remember if you are unsure about any of information listed below please speak to the accommodation team.



FIRE SERVICE

If you discover a Fire, call 999 and ask for the Fire Service

Our building has been designed for your safety in the event of a fire. If a fire is detected on your floor, the fire alarm will activate. On hearing the alarm you must leave the building and go straight to the assembly point. Do not run or stop to collect your belongings.

Any person found deliberately setting off fire alarms or tampering with any of the fire safety equipment including the alarms may face financial re-charges that are levied by the Fire Service.



AMBULANCE

If someone has had a serious accident, call 999 and ask for an Ambulance. Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person. Situations when an Ambulance should be called include:

- 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 a severe allergic reaction



NHS

The NHS service is available 24 hours a day. You can call 111 when you need medical help fast but it's not a 999 emergency. You can call them from any phone by dialling 111. For more details visit www.111.nhs.uk or www.nhs.co.uk.



ASSEMBLY POINT

You will find the **Fire Alarm Assembly Point** location for your flat is available within the fire action plan at your chosen accommodation.

PEACE OF MIND



REPAIRS & MAINTENANCE

Repairs and maintenance reporting couldn't be easier, to book a non-emergency just log in to the members portal to submit a repair request. If you need to report an emergency repair please contact us immediately on 0151 708 6544, or during out of office hours call 0151 709 8135.

Emergency repairs:- within 24 hours of being reported
An emergency repair is any repair required to avoid danger to the health and safety of residents. E.g. No power supply, overflow of sewage.

Standard repairs:- within 5 working days of being reported
An standard repair is any repair which affects the comfort or convenience of the customer. E.g. Broken handrails, faulty electrical fittings such as the microwave.

General repairs:- within 28 days of being reported
A general repair is any repair not falling into the two above categories. E.g. Single electric light or power point failure within room, sticking doors or windows.
We normally provide you with a minimum of 24 hours notice if we require access to your accommodation to carry out a repair. Please note that in the case of emergency we may require immediate access to your accommodation.



WATER LEAKS OR FLOODS

Water leaks can be extremely damaging to your home & inconvenient for residents in surrounding flats.
If water is leaking into electrical fittings, this can be very dangerous.
If you spot a leak:

- Call the Accommodation Team immediately, or the out of hours number 0151 709 8135.
- Try and catch the water in a container to avoid further damage.
- Do not touch electrical sockets or devices.

If the water to your flat or building has been turned off, please check that you have closed all taps and ensure that the plug is not left in the sink in the kitchen or your en suite.



ELECTRICAL FAILURE

If you have an electrical failure, check to see who else has the same problem – is it other flats, the entire building or the whole street? If the entire street is in blackout this means that this situation is out of our control. Power cuts of this nature usually last a maximum of 2 hours.

If you are the only one who is experiencing power failure please let reception or the out of hours team know and they will investigate.

All other power failures should be reported to the head office or to the emergency telephone number 0151 709 8135.



SUMMARY OF RECHARGES

DAMAGES/ REPLACEMENT CHARGES

Damages in individual flats are charged to all occupants unless a resident admits sole responsibility. Damages in individual study bedrooms are charged to the occupier. Damages caused in stairwells can be charged to the entire block.

The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT) that have to be met by the hall owners at the time.

LABOUR CHARGES

Admin charge, per item	£30
Electrician, per hour	£40
Plumber, per hour	£30
Joiner, per hour	£30
Heating Engineer, per hour	£40
Cleaner per hour	£30 (minimum 0.5 hour charge)

Call out charges may also be charged when trades people have to attend incidents out of office hours.

Replace Flooring	Full Room From	Full Kitchen From	Full Corridor From
	£270	£400	£575

Repaint	Full Room From	Full Kitchen From	Full Corridor From
	£120	£170	£240

SUMMARY OF RECHARGES

Description	Cost From	Description	Cost From	Description	Cost From
Cabinet Kitchen unit door	£48	Fire Fire Blanket Ex Water Ex Powder Ex Foam Smoke/Heat Dectector	£55 £35 £55 £55 £75	Locks Mechanical Mechanical Key Electronic Lock Electronic Card	£50 £25 £450 £5
Curtains/blinds Cleaning Room curtain Room blind Kitchen blind	£30 £40 £70 £160	Glass Door glass panel Window	£144 £132	Mirror (Bathroom)	£40
Cleaning Kitchen Room	£45 £25	Kitchen Appliances Cooker Fridge Freezer Fridge/Freezer Microwave Vacuum	£240 £120 £120 £220 £55 £110	Noticeboard Large Small	£150 £90
Chair Bar Stool Dining Chair Settee (2 seat) Settee (3 seat) Study Chair Repair study chair	£50 £65 £200 £360 £90 £55	Light New fitting	£45	Toilet Brush/holder Roll Holder Seat Towel Rail	£5 £20 £30 £20
Doors Bedroom/Flat Door Kitchen Door Wardrobe Door Bathroom Door	£160 £160 £110 £130	Mattress New Replacment	£70	Table/desk Kitchen table Study desk Coffee table Drawer unit Bedside cabinet	£200 £180 £80 £110 £55
Handles Grill Pan Cupboards/drawers	£18 £25			Window Furniture Stay Restrictor	£25 £25



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