



PRIMO
RESIDENTIAL



YOUR LIVING GUIDE



www.primoresidential.co.uk / 01204 360920

nationalcode

WELCOME TO YOUR NEW HOME

THANK YOU for choosing a **PRIMO RESIDENTIAL** property for your home this academic year – we look forward to looking after you!



Our community includes undergraduates, postgraduates, international students and returning students. We know everyone's experience is different, and we aim to create a living environment where all students feel safe and respected.

This **Your Living Guide** has been designed to help you settle into your new home and to clarify what you can expect from us, as well as what we expect from you. Our aim is to ensure your experience is positive and enjoyable.

PRIMO RESIDENTIAL operate in line with ANUK/Unipol National Code of Standards for Larger Developments. This means we are independently audited against standards covering:

- Transparent tenancies
- Fair management practices
- Health and Safety compliance
- Repairs and Maintenance standards
- Student Wellbeing support
- Complaints procedure

The **PRIMO RESIDENTIAL** team are happy to help with any queries you may have. Each development has a dedicated property manager whom you can contact on a day-to-day basis should you have any issues. There is also a 24/7 out of hours service providing support when our office is closed.

Once again, **THANK YOU** for choosing a **PRIMO RESIDENTIAL** property and we wish you every success in your studies. We hope we've provided all the information you need in this **YOUR LIVING GUIDE** but, if we've missed anything out, get in touch and let us know!

With best wishes for a fantastic year!

The PRIMO RESIDENTIAL Student Team

QUICK START GUIDE

Here's a quick summary of what you need to know (with further guidance provided within this document):

Your Contract

- Check your rent dates and payment schedule
- Your Deposit is protected in a government-approved scheme (MyDeposits Custodial Scheme)
- Speak to us if anything in your contract is unclear

Safety First

- Know your fire exit and assembly points (check property notice boards), familiarise yourself with the property
- Never tamper with fire equipment (it's against the law)
- Always lock your door and don't let strangers tailgate into the property (report anything suspicious to us)

Living together – Community

- Be respectful in terms of noise (adhere to quiet times)
- Keep shared spaces clean
- You're responsible for your guests (and their behaviour)
- Treat your neighbours with respect

Need Help?

- Speak to us early if you are struggling with your finances (jane@primoresidential.co.uk)
- Not feeling yourself? Talk to us – we can put you in touch with your university support team who will assess your needs and refer you to a specialist service. You're not alone!
- If you're not happy with something, get in touch. We have a formal complaints procedure but please speak with us first so that we can resolve matters amicably.

PRIMO RESIDENTIAL EMERGENCY CONTACT – 01204 360920 / 24/7



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1. Who We Are

- Meet the Team



PRIMO RESIDENTIAL is a small family-owned business. With 14 years' experience of managing student PBSA properties (and ANUK/Unipol National Code accreditation) we fully understand the impact professionally managed accommodation has on the student experience.

We want your time with us to be a happy, successful one!

- Property Manager details

PRIMO RESIDENTIAL properties are marketed and let on behalf of investor landlords. To assist us in the management of the properties we work with **Residential Management Group (RMG)** who are the block manager for all **PRIMO RESIDENTIAL** properties.

PRIMO RESIDENTIAL – PROPERTY MANAGEMENT

Deals with lettings / your tenancy, **in room issues(repairs)** and your residential experience

- The Pack Horse, Bolton
- The Bank, Bolton
- The Court House, Plymouth

Property Manager - Jill Killoran
jill@primoresidential.co.uk / 01204 360920

• St. Ann's Lodge, Leeds • Lovell Park, Leeds • Rathmell Hall, York	Property Manager - Georgia Beaman georgia@primoresidential.co.uk / 01204 360920
• Clyde House, Glasgow	Office Manager/Property Manager- Grace Depuis grace@primoresidential.co.uk / 01204 360920
Credit Control Manager	Jane Potts jane@primoresidential.co.uk / 01204 360920
RESIDENTIAL MANAGEMENT GROUP (RMG) – BLOCK MANAGER Deals with communal issue repairs and property health & safety.	
Email	customerservice@rmguk.com
Telephone	0345 002 4444
Chat Facility on website	Online Chat: Click the 'Chat with RMG' button at the top of the webpage RMG UK
For information on timescales for repair and how to report a repair see pages 12-16 of this guide	

Contact Details – PRIMO RESIDENTIAL

14 Wood Street, Bolton. BL1 1DY
Website: <https://www.primoresidential.co.uk>
Telephone: 24/7 – 01204 360920

• Contact Details – RESIDENTIAL MANAGEMENT GROUP (RMG)

RMG House
Essex Road
Hoddesdon, Hertfordshire
EN11 0DR
Website: [RMG UK](http://www.rmguk.com)
Telephone: 0345 002 4444

2. Moving in and Your Tenancy

- The Check-In Process

Prior to the start date of your tenancy, your property manager will email you to arrange a check-in appointment.

Please confirm you can make this appointment, or whether you need to arrange another time (if available) – this might be due to travel arrangements/flight times, etc.

If you do need to arrange an alternative check-in time and it's outside our standard check-in times, you will be able to collect your keys from either the concierge at site or (where there is no concierge), you will be able to retrieve your keys from a secure lock box at site. If you have any problems, don't worry, you can call our Emergency line 01204 360920 to speak to someone who will help you.

Your property manager will contact you the next day to confirm your move went okay and to answer any queries you may have. Prior to this, you will have received a welcome communication which will include the answers to most frequently asked questions (FAQs), property specific info, and a link to this guide to help you settle in quickly.

USEFUL READING

- [A Tenant's Guide to Moving in](#)
- [Support | mydeposits](#) (FAQS)

- What to bring to your check-in appointment

You need to provide proof of who you are when you check in (a valid form of Photo ID). We can accept a valid passport, driving licence or national ID card as proof of ID. You don't need to print off a copy of your tenancy agreement.

If you check in out of hours, your property manager will arrange an appointment within 7 days for us to check your ID.

- Room Inventory

You will be provided with a 'Room Inventory' at the start of your tenancy. This is a document detailing the items in the room and the condition of the room. You have 7 days to complete and return this to your property manager. It's important you do this so that there is a record of the condition of the room at the start of the tenancy – this will be an evidence source (along with photographs) and will form part of the Deposit Return process. If you find any issues with the room, make note on the form and take photographs, which please share with us. Thank you!

USEFUL READING

[MyDeposits Blog Top Tips on getting your deposit back](#)

- Tenancy Deposit Scheme (MyDeposits/Custodial)

Under UK law all tenancy deposits must be protected in a government approved Tenancy Deposit Protection (TDP) scheme. This ensures that your deposit is secure and that any disputes at the end of your tenancy are handled fairly. **PRIMO RESIDENTIAL** use the MyDeposits Custodial Scheme

USEFUL READING [Information for Tenants – Custodial Protection](#)

- Tenant PropertyFile Portal

PropertyFile is an online platform designed for tenants to manage their tenancies effectively. It allows tenants to access:

- A dashboard showing tenancy details and key dates
- Access to account balance and transaction history
- Shared documents relating to the tenancy (including your contract).

Once you have moved in your property manager will send you a link to create your account.

- Rent Payments

You can check your contract for rent due dates. If your rent payment dates don't align with your student loan payments, email Credit Control Manager, Jane Potts - jane@primoresidential.co.uk who will make a note on your file.

If you are having financial issues, please also contact Jane. Getting in touch early usually helps matters and is less stressful for you. We can help put a payment plan in place.

Account details for rent payments will be provided by your property manager in welcome communication sent prior to move in.

International payments can take time for funds to transfer so make sure you leave enough time for the funds to be cleared before move in.

HELP

Links for student debt advice:

Money Saving Expert

[Dealing with student debt and where to get help](#)

Student Minds - get advice and practical tips to help with money worries [here](#)

Your educational institution will have a range of support mechanisms for students struggling financially. This will include a hardship fund, so contact the Student Welfare Office at your university. Best to speak to someone sooner rather than later so that you can get support to get you back on track. There's always a solution – reaching out for help is the first step

- Council Tax and Student Exemption

All full-time students are exempt from paying Council Tax. During enrolment at your university, you'll be provided with a Council Tax Exemption form. However, the best way to apply for the student exemption is online. Your property manager will confirm what you need to do to apply for Council Tax exemption in the welcome communication prior to move in.

3. Your Health and Safety Matters

- Property Fire Safety

Keeping you **SAFE** is a key factor in our accommodation provision and we ask you to work with us by adhering to good practice.

PRIMO RESIDENTIAL work with the Block Manager - Residential Management Group (RMG). They are responsible for the communal areas of the property. They carry out weekly fire drills, maintain fire safety equipment in compliance with legislation and ensure the property is safe for you to live in. Below we provide some guidance on fire prevention, electrical safety and what to do if you discover a fire.

You will find fire safety notices in your room, on kitchen notice boards and in communal areas of your accommodation. Fire safety equipment in **PRIMO RESIDENTIAL** properties includes emergency lighting, fire doors, fire blankets, and full alarm systems, all regularly tested to keep you safe. Weekly fire drills take place at all developments. You **MUST** vacate the property during these drills.

- Fire Prevention/Electrical Safety and Evacuation

How you can help:

GENERAL BEHAVIOUR

ALWAYS keep fire doors closed to prevent the spread of fire and don't prop them open under any circumstances.

DON'T smoke or vape anywhere in the property.

DON'T use candles, fireworks or incense sticks or oil burners (it's too easy to 'forget' they are on when you're rushing out to uni or have them on in the evening (when you may fall asleep).

IF YOU DISCOVER A FIRE

ACTIVATE the nearest 'CALL, BREAK GLASS' point to raise the alarm. CALL 999

EVACUATE the property and go to your ASSEMBLY POINT, which is detailed on the FIRE SAFETY NOTICE in your room, in shared kitchens and on the communal area notice boards.

DO NOT stop to collect belongings or use the lift. Close doors behind you to help contain the fire.

DON'T tamper with fire safety equipment – it's there to keep you and your neighbours SAFE!	IF you have a disability and need help evacuating, a Personal Emergency Evacuation Plan will be created for you.
COOKING: NEVER leave cooking unattended DON'T cook after a night out (and after consuming alcohol or taking drugs) DON'T cover microwaves TAKE extra care when frying with oil (chip pans are prohibited). KEEP the hob and pans clean to prevent a build-up of fat/grease which can cause fire REMEMBER switch all cooking appliances off after use CHECK cooking equipment is in good working order – if they have frayed wires or are damaged – DO NOT USE!	ELECTRICAL SAFETY: DON'T overload sockets or have multiple extension leads plugged in – this will (at the least) cause the electricity to trip and in the worst cases, cause fire. DO ensure you buy your electrical equipment from a reputable source and with the EU 'CE' safety mark. SWITCH OFF and UNPLUG electrical appliances when not in use DON'T leave your laptop or other electrical appliances on your bed as blocking the fan can cause overheating and FIRE. DON'T charge E-bikes and E-scooters (they are prohibited from all developments)
NEVER IGNORE A FIRE ALARM ACTIVATION	

• Personal Safety and Security

Our development security measures to keep you safe include:

- on site concierge (at some properties)
- electronic key fob access
- CCTV in common areas.

Here's some **TIPS** to help keep you safe:

ALWAYS lock your room, even if you're just nipping to your shared kitchen or using the laundry.
DON'T allow anyone to 'tailgate' when entering the property (this means don't let anyone follow you into the property without using their access fob). If you see this happening, report it to the concierge (where there is one) or your property manager.
KNOW your neighbours. If you see someone you haven't seen before and they are acting suspicious, report it to the concierge or your property manager.
NEVER give your key/access fob to anyone. Keep them safe.

WHEN coming home from uni, take a well-lit route and don't have valuables on show. Consider carrying a personal attack alarm.

REPORT any failed main lighting in or immediately outside the property to RMG so that it can be fixed.

IF you have a room on the ground floor ensure your windows are shut before you go out.

REPORT anything suspicious to the concierge or your property manager

PROTECT your personal safety by being careful who you invite back to your room.

STAY with your friends on a night out. Make a pact to 'all come home together' – safety in numbers.

ENJOY YOURSELF

but

BE SAFETY AWARE

and

STAY SAFE!

**REPORT ANY CONCERNS TO THE CONCIERGE / YOUR
PROPERTY MANAGER OR CALL 01204 360920**

IF YOU FEEL IN IMMEDIATE DANGER – CALL 999

4. Repairs and Emergencies

- Repair Timescales

It's important to report repairs using our formal procedures to enable the issue to be resolved as quickly as possible. This provides us with a record of when a repair is reported and when we fix it. This helps us monitor repair timescales to ensure we give a good service and helps us comply with the standards of our ANUK/Unipol National Code Membership.

Below we outline the repair timescales we aim to achieve:

Priority 1 – Emergency Repairs

AIM – to be completed within 24 hours from becoming aware of the defect

These are repairs that are required to avoid a danger to health, a risk to safety of residents or serious damage to properties.

Emergency repairs include, fire, flood, burst internal pipes, toilet not working.

Priority 2 – Urgent Repairs

AIM – to be completed within 5 working days from becoming aware of the defect

Urgent repairs include no heating or hot water. Issues affecting the comfort and convenience of tenants.

Priority 3 – Non-urgent day to day repairs

AIM – to be completed within 28 days of becoming aware of the defect

These are repairs which can wait a short time before they are dealt with. They include, for example, broken bedroom drawer, wardrobe door, cupboard door, replacement door hook.

- Reporting Repairs

REPORTING A REPAIR ISSUE INSIDE YOUR ROOM

If you have a maintenance issue **inside your room** then **PRIMO RESIDENTIAL** want to hear about it.

IF YOU HAVE AN EMERGENCY OR URGENT REPAIR ISSUE

CALL PRIMO RESIDENTIAL ON 01204 360920 (24/7 ANSWERING SERVICE) (Burst pipe in your room, electrical issue, etc)

IF YOU HAVE A NON-URGENT DAY TO DAY REPAIR

(Broken toilet seat, new bulb, etc)

REPORT THE ISSUE USING PRIMO RESIDENTIAL AUTOMATED REPAIR REPORTING SYSTEM - FIXFLO

Here is a link to a short video 'Fixflo for Occupiers' showing how the Fixflo system works <https://youtu.be/Pxs1YWI42s0>

Here's a link to report a repair (inside your room)
<https://primoresidential.co.uk/tenant-information/report-a-repair>

One of the main benefits of using the Fixflo system is the fact that you have your own account login and can see any repairs you have reported and their status. You can report repairs as and when they happen, ensuring we know about them quickly so we can resolve them.

REPORTING A REPAIR ISSUE IN THE COMMON AREA OF THE PROPERTY

If you identify a maintenance issue **in the common area of the property**, then **RESIDENTIAL MANAGEMENT GROUP ('RMG')** want to hear about it.

RMG are the block manager for **ALL PRIMO RESIDENTIAL** student properties. They specialise in block and estate management and are one of the largest providers of these services in the UK. See below issues to report to RMG:

Fire Alarm Activations	Roof Leaks
Access issues / lockouts from the main entrance	Lift Issues
Full electrical power cut	Lights out in the corridor
Bin Store Issues	Issues with hot water (affecting the whole property)
RMG CONTACT DETAILS Phone 0345 002 4444 email customerservice@rmguk.com	

- Access to your room

Where we need access to your room for:

- Carrying out repairs
- Routine Inspections
- Routine Health & Safety visits

We will give you 24 hours' notice of the visit.

Where we can't give 24 hours' notice – for example, a leak from your room into the room below (via the ceiling or pipes) then we would need to access to investigate and resolve the problem. If you are not in at the time of access, we will email to advise that we accessed your room for this purpose.

- Lock Outs and Replacement Keys

Lock Outs

If you are locked out of your property when the **PRIMO RESIDENTIAL** office is closed, you will need to call the out of hours / 24/7 number so that we can organise for someone will get you back into the property/your room

01204 360920

Lost Key/Fob

If you lose your key and/or fob, **PRIMO RESIDENTIAL** will charge from £10 per item for replacement. This charge covers the cost of replacement, programming the fob and obtaining further stock.

If there is a need to replace the lock, then this charge will be higher.

Misplaced Key/Fob

If you have misplaced your key/fob or left them at home (when travelling back to uni / or when coming back from a friend's house), we can get you in the property and into your room. **Call the out of hours / 24/7 number so we can arrange this.** In these circumstances we can loan you a key/fob which you will need to return within 7 days (a charge will be made if not returned).

Stolen Key/Fob – you must report this to the Police who will give you a Crime Reference Number which you must give to your property manager.

- Damages/Repairs and Recharges

We understand that accidents happen, but any damage to **PRIMO RESIDENTIAL** property will result in charges being passed on to student tenants.

Communal area damages will result in equal charges in the instance no one accepts responsibility. A list of charges can be found in your tenancy agreement.

Please note: Malicious damage to fire safety equipment is a criminal offence and could result in you being evicted from the property / your university course and possible legal action.

- **Troubleshooting issues in your room**

If you have any questions about an appliance in your room, please contact your property manager.

- **EMERGENCIES**

In all serious or emergency situations your first call must be to the emergency services on 999. You must also call the **PRIMO RESIDENTIAL** number 01204 360920 – answered 24/7.

Emergency situations include fire, flood/heavy water leaks, burglary.

FIRE - Take note of the fire safety advice given in this guide (ensuring when you move in you take note of the access routes out of the property and know where your 'Assembly Point' is). Get out and stay out until the Fire Service say it's safe to go back in.

FLOOD/HEAVY WATER LEAKS – Need to be reported as soon as possible to prevent further damage. If it's a shower leak do check regularly and remove hair from the plug hole to prevent damage.

BURGLARY – Burglary or vandalism must be reported to the police who will provide you with a crime reference number. Please advise your property manager of the incident and provide them with the crime reference number. In situations where there has been a break-in and your property is left insecure you must call the emergency number above so that we can organise a temporary repair pending full repair.

5. Tenancy Support and Wellbeing

- **Here to Help**

Moving away to uni is an exciting time - you've got your independence and lots of new opportunities. However, it can also be a challenging time. Being away from family, friends and familiar settings can be isolating. This can exacerbate feelings of loneliness, anxiety, stress, and depression.

If you're struggling, your university provides lots of student welfare support and they want to hear from you so that they can offer you some guidance and support and refer you to a specialist mental health service, if required.

- Sources of help

A useful website offering mental health guidance is [Student Minds](#) the UK's student mental health charity.

Explore support available to you through the challenges of student life [here](#)

Prior to move in, your property manager will send you welcome communication which will include, amongst other things, details of the mental health support at your chosen university and how to access it.

- URGENT / National Support Agencies / 24/7 support

For immediate medical help or attention, you can also call NHS 111 – a 24/7 free of charge service for people of all ages who need urgent mental health support, for example feeling mentally unsafe or severely distressed. You can call for yourself or on behalf of someone else.

Call: 111 (select option two for mental health) Website: [Urgent Mental Health Support](#)

Shout is a free, confidential text service available 24 hours a day. Trained Shout Volunteers are there to listen at any time of day or night and messages won't appear on your phone. You can find out more information on their [website](#)

You can view a video about the **Shout** service [here](#)

- Useful links

For a list of Student Mental Health & Wellbeing contacts details see **Appendix 1**.

6. **Facilities** *(For details of specific facilities at your property see Appendix 2)*

- Concierge / Security

Some **PRIMO RESIDENTIAL** properties have a concierge service; ALL have security measures in place. This includes on site concierge, key fob access, and CCTV in common areas.

- Internet

All our properties are equipped with G5Zone™, the latest in fibre optic high-speed broadband internet provided by G5 Technologies Limited. Provision is 100 MB and you can use as many devices as you like! Prior to moving into your new home, your property manager will send a welcome communication including

details of how to access the internet and how to contact G5 should you have a problem. We know how important getting online is!

- Post and Delivery

All PRIMO Residential properties provide a post facility in the form of a small personal mailbox for which you'll be given a key. There is a £15 charge for a replacement key if you lose it. Full details of your property's post facilities will be provided in the welcome communication. We suggest redirecting your mail to your new address and letting your friends and family have your new postal address.

[Find out about redirection](#)

Some of our properties have a small parcel box and your property manager can provide you with access details to retrieve your parcels.

If your property has a concierge/reception they will receive your parcels (please note that opening times for collection are limited). You will need to show ID to pick your parcel up.

Ordering parcels to be delivered to the property is done at your own risk and it may arrive when there are no staff available to receive it. Food deliveries or perishable goods will not be accepted. You will find it more **convenient, flexible (in terms of pick up) and secure** to use a nearby local parcel locker or shop when ordering items online.

You will find full details of local parcel locker / shops in your welcome communication.

- Parking

Not all **PRIMO RESIDENTIAL** properties have parking facilities. However, where there is parking, it may incur a charge. See Appendix 2 of this guide to find out if your property has parking and whether there is a charge.

- Secure Cycle Store

Not all **PRIMO RESIDENTIAL** properties have secure storage for cycles. Check the Facilities document at Appendix 2 of this guide. We would recommend that all residents use a strong lock as we cannot be held liable for any loss or theft.

- Gym

Where your property has a gym, you may find it has set opening times. The reason for this is to ensure that rooms located close to the gym facility are not unduly impacted by excessive noise.

Please leave the gym as you found it by putting equipment back. For safety reasons we would ask that you report any defective equipment so that it can be

fixed promptly to prevent injury. This needs to be report to RMG by emailing customerservice@rmg.uk.com or calling 0345 002 444.

- Common Room / Study Area

Where we provide these facilities, they can be great for meeting up with friends and socialising.

Your property study area will provide a space to do group work with uni friends. Alternatively, you might just need some time away from your room. Moving to a new space can sometimes help when you feel bogged down with a piece of uni work.

Please respect other users of these facilities in terms of noise and keep the areas tidy.

- Laundry

All our properties have laundry facilities – washers and dryers. These facilities are provided by Circuit Laundry who provide an app which allows you to pay, start and monitor your laundry remotely, making washing and drying faster and more convenient – no hanging about for a machine/dryer to be free!



Key features of the Circuit Go app are:

- **Mobile Payments and Account Management** – you can top up your account in seconds and use it to pay for laundry at any Circuit laundry facility. Your account balance is automatically updated after each cycle.
 - **Machine Activation and Smart Scan** – Simply load your laundry, scan the QR code on a washer or dryer, and select the desired programme. The app activates the machine and tracks your cycle.
 - **Cycle Countdown and Notifications** – once your wash or dry cycle starts, the app provides a countdown timer so that you can leave the laundry and return when your laundry is done. Notifications alert you when the cycle finishes.
 - **Check Availability and Booking** – the app allows you to check machine availability and book a machine in advance, helping you avoid waiting around.
- TV Licensing

Where TVs are provided by **PRIMO RESIDENTIAL** in communal areas, they already have a licence. If there is one installed in your room, you will need to buy a TV Licence.

You require a TV Licence if you:

- Watch or record programmes as they are being shown on TV, on any channel
- Watch or stream programmes live on an online TV service (ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc)
- Download or watch any BBC programmes on BBC iPlayer

This applies to any device, including tablet, TV, PC, laptop, games console, digital box, or mobile phone

Buy a licence online [here](#).

7. Living Together

- Equality and Diversity Statement

Guided by the Equality Act 2010 and other relevant legislation, our goal at **PRIMO RESIDENTIAL** is to ensure that everyone has equal access to our accommodation and services and feels valued and respected. We are committed to meeting our legal obligations and beyond that, by our practices (and those of our partners), ensuring that our PBSA schemes are inclusive, welcoming environments.

- Noise

We do not want to spoil your fun but do show respect when playing music and having friends over. Most students work as well as study and undertake placements as part of their course. Your neighbour may have an early shift the next morning, so please adhere to our Quiet Hours which are between 10.30 p.m. – 9.00 a.m. Monday – Thursday and 11.30 p.m. – 9.00 a.m. Friday – Sunday. Loud noise and music disturbance outside of these hours is a breach of your tenancy conditions (as detailed in your tenancy agreement).

- Shared Kitchen Policy

Living away from home is exciting. Meeting new people, making friends and socialising. However, don't leave things to 'others' in your shared kitchen (where's mum when you need her?). Help out - clear up after yourself. Take the initiative, organise a 'kitchen meeting' to discuss how you can all play your part in keeping your kitchen a pleasant place to socialise and cook. Organise a rota – live in harmony! Nothing worse than a sink full of dishes when you want to cook dinner! If you're having problems, speak with your property manager who will help you get things on track.

- Visitor Policy

We know you'll be excited to have friends over to stay in your new home and we want you to be able to do this. However, please adhere to our Visitor Policy below:

- You can have a guest stay over for up to 2* nights in any 7-day period
- Advise the concierge or your property manager of the visit
- Don't share your key or access fob with your visitor
- You are responsible for the behaviour of your visitor.

If you have any queries about our Visitor Policy, contact your property manager.

*2 nights is standard. However, we understand some of our tenants travel with family members to check-in. If you need a family member to stay over longer than the standard 2-day limit, please speak with your property manager. We can accommodate a longer visit under these circumstances.

- Think Green

Every little bit helps ...

Handy tips on how you can save electricity, water, and energy:

- Keep switching off lights, chargers and heaters when not needed
– **BE ENERGY CONSCIOUS**
- Make sure everything's switched off when you're out
- Shorter showers save water, don't leave taps running
- Recycle and reuse / swap clothes with friends / use online platforms like VINTED to update your wardrobe (and make some money). Donate and buy from charity shops – **RECYCLE, RECYCLE**

- Please DON'T

We want you to enjoy your time living with us. However, for safety reasons, there's a few things we specifically ask you **not to do/or bring into the development** and these are listed below. They help us provide a safe environment for everyone. Thank you

- **Drugs** – Are prohibited in all our properties. Your tenancy agreement allows us to confiscate illegal substances without your consent.
- **Smoking and Vaping** – Is not allowed in any of our properties. Some sites have designated outside smoking areas for your use. Shisha pipes are banned in all areas, including designated smoking areas.
- **Weapons** – Including pellet guns, air activated weapons, crossbows, catapults, and non-domestic knives.
- **Subletting** – Allowing others to live in your room and charging them rent to do so is against the law.
- **Barbecues in Rooms** – Are prohibited due to the risk of fire.

- **Pets** – Are not allowed at any of our properties. If you require the assistance of a trained and registered Service or Assistance Dog or an emotional support animal, please contact your property manager who will review your requirements.
- **Washing Machines** – All of our properties have a laundry facility; additional portable or full-sized washing machines are not allowed in rooms or the communal areas of the property.
- **Heating Appliances** – Fan heaters, halogen heaters, and any other portable heating equipment is prohibited. Additionally, heated clothes driers are prohibited.
- **Candles / Celebration Sparklers and Fireworks, Chinese Lanterns, Incense, and Incense Burners** are prohibited.

THANK YOU

8. Moving out / Ending your stay

- Leaving early / getting a backfill

Sometimes things happen which impact on the ability to complete the full tenancy length of your contract (if you are withdrawing from your studies or have been absent from your course due to health issues).

In the first instance, please email your property manager as soon as you become aware you will need to leave your tenancy early, including providing evidence in support of the circumstances of your leaving early decision. We will then make contact and discuss the next steps, your new tenancy end date, the moving out process and deposit return.

- Moving Out guidance

It's never easy saying 'Goodbye'! However, we hope you've enjoyed living with us and we want to make your move out as smooth as possible. Prior to the end of your tenancy your property manager will email you to provide information on the move out process – how it all works – return of keys, etc.

- Getting your deposit back

Getting your deposit starts the day you move in. If you have looked after the property and left it in a clean and tidy state, there's no reason why you should not get your deposit back.

USEFUL READING : [A tenant's guide to moving out | mydeposits](#)

9. Complaints

- How to make a complaint

PRIMO RESIDENTIAL aims to provide the highest standards of service. However, sometimes things go wrong – if that's the case, then we want to know about it.

In the first instance, we would ask you to report your issue/complaint by email to your property manager and copy into that email Georgia Beaman (georgia@primoresidential.co.uk).

Georgia will contact you within 3 days. It may be that we need further information from you or, more commonly, once we know of your complaint - we can put actions in place to resolve the matter as soon as possible. You can see the full complaints procedure [here](#).

- ANUK/Unipol National Code Complaints Procedure

If something goes wrong and you are not happy with how we have dealt with it, the Code provides a [complaints](#) process you can use. Here's a short video about the [process](#).

10. ANUK/Unipol National Code / Our accrediting body

- About the National Codes

PRIMO RESIDENTIAL is a member of the National Code of Standards for Larger Student Accommodation.

The Code provides guidance and minimum standards that Code members are expected to attain, and these standards are checked regularly by site inspections/verification visits.

- The ANUK/Unipol National Code Handbook for Larger Developments

ANUK operates the National Codes for Large Student Developments, which aim to ensure transparent and professional management of purpose built student accommodation. More about its remit can be found [here](#)

11. Data Protection / Privacy Policy

When you signed your tenancy agreement, you gave us consent to use your personal data for the purposes of managing your tenancy, in line with current data protection legislation. A copy of our Privacy Policy can be consulted [here](#).

APPENDICES

Appendix 1 - Student Mental Health & Wellbeing Contacts

Appendix 2 – Facilities / Laundry and Parking Charges

Appendix 1

STUDENT MENTAL HEALTH AND WELLBEING **USEFUL CONTACTS**

Useful Contacts	
SAMARITANS	W: Samaritans.org T: 116 123
STUDENT SPACE	W: studentspace.org.uk
SHOUT	W: giveusashout.org T: Text “Shout” to 85258
NHS	W: nhs.uk T: 111
VICTIM SUPPORT	W: victimsupport.org.uk T: 0808 1689 111
SEXUAL HEALTH	W: nhs.uk/live-well/sexual-health
BRITISH PREGNANCY ADVISORY SERVICE	W: bpas.org T: 03457 304 030
ALCOHOLICS ANONYMOUS	W: alcoholics-anonymous.org.uk T: 0800 9177 650
DETOX PLUS UK	W: <u>Student Drug Abuse: Guide to Alcohol & Drug Misuse on Campus</u> T: 0207 205 2734

Appendix 2



PRIMO
RESIDENTIAL

FACILITIES

	Concierge	Key Fob Access + CCTV	Parking	Gym	Common Room	Study Room/Area	Secure Cycle Store	WiFi included in rent	All Bills Included in rent
Bolton									
The Bank	No	Yes	No	No	No	No	No	Yes	Yes
The Pack Horse	Yes	Yes	No	Yes	Yes	Yes	No	Yes	Yes
Glasgow									
Clyde House	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Yes
Leeds									
Lovell Park	No	Yes	Yes*	Yes	Yes	Yes	Yes	Yes	Yes
St. Ann's Lodge	No	Yes	Yes	No	Yes	No	No	Yes	Yes
Plymouth									
The Court House	No	Yes	Yes*	Yes	Yes	No	No	Yes	Yes
York									
Rathmell Hall	No	Yes	Yes*	Yes	Yes	Yes	Yes	Yes	Yes

*Charges apply

	Laundry Charges*		Parking*
	Wash	Dry	
The Bank	£3.60	£3.20	-
The Pack Horse	£3.60	£3.00	-
Clyde House	£3.60	£3.00	-
Lovell Park	£3.60	£3.00	£175 per annum
St. Ann's Lodge	£3.60	£3.00	FREE
The Court House	£3.50	£2.50	FREE
Rathmell Hall	£3.60	£3.00	£100 per month

*Correct as of March 2026. We will advise if these charges change.