

MOVING OUT CHECKLIST

- ☐ **Tenancy Agreement**
Check this carefully to see if the landlord has included an end of tenancy procedure, and if so make sure to follow this.
- ☐ **Cleaning**
Most contracts will state that **the property must be returned or left in the same condition it was let, taking into account fair wear and tear**. Make sure you give your house a good, thorough clean before you leave.
- ☐ **Deposits**
Your deposit should be protected and kept in a **tenancy deposit scheme**. You can find out more information on deposits and **how to get your deposit back** at the end of your tenancy on our website www.liverpoolstudenthomes.org/Pages/Deposits.
- ☐ **Bills/Contracts**
If you pay for your bills separately, **contact the utility companies** to make sure these are all paid in full. Set a date where you move out and inform these companies so that your name will be removed from the bills for the property. To ensure you only pay for what you have used, **take final meter readings** (your landlord will know where the meters are if you are unsure where they are in your property).
- ☐ **TV Licence**
If you have purchased a TV licence you can get a refund for the summer months. For further information and to arrange a refund, visit www.tvlicensing.co.uk or call **0300 790611**.
- ☐ **Unwanted Items**
You may have unwanted items that you no longer want or need that you don't want to take with you when you move out. You can donate unwanted items to the **Leave Liverpool Tidy** scheme. For more information visit www.liverpoolguild.org/ltt. Liverpool City Council also provides a free service called **Bulky Bobs** for bulky household waste collection. This includes items such as furniture, mattresses, electrical items and computers.
- ☐ **Rubbish**
Clear out the property, including any items of food. This could stop you from receiving your full deposit, and you **may be charged** for cleaners to remove rubbish.
- ☐ **Mail**
If you have mail that comes through to your property, you can contact **Royal Mail** to have this redirected to your new property or another address. This is particularly important for **confidential items** such as **bank statements**.

YOUR NEXT HOME?

Liverpool is an extremely popular city for students, with over 50,000 students studying here each year. However, when it comes to finding somewhere to live there's **no need to rush**. There is always **plenty of good quality accommodation** in Liverpool, with a wide range to choose from, so you don't have to worry about everything being snapped up early.

At the beginning of December each year, our database of properties for the forthcoming academic year goes live on our website liverpoolstudenthomes.org.



YOUR GUIDE TO LIVING IN YOUR LOCAL COMMUNITY

WELCOME TO YOUR NEW HOME!
We hope you're settled in and have a great year

Look out for the door sticker on your property

NOW LOCK THE DOOR!

Burglars are known to try door handles to check if they are unlocked.

Lock all external doors, even when you are in, to reduce the risk of theft.



0151 794 3296

lsh@liv.ac.uk

@LivStudentHomes

Liverpool Student Homes

www.liverpoolstudenthomes.org

140 Mount Pleasant
Liverpool
L3 5SR

WELCOME FROM YOUR STUDENTS' UNIONS OFFICERS



Ayo **Alex** **Aisling**
Liverpool Hope SU **Liverpool Guild** **LiverpoolSU**

Hi! We are your elected Student officers from **LiverpoolSU (LJMU)**, **Hope SU (Hope Uni)** and **Liverpool Guild (Uni of Liv)**. This year, we'll be campaigning and working for your rights as students, ensuring that you feel safe and happy as part of your community. We want all students to feel welcomed in their community, and that they have affordable rent and good standards of living. This year we'll be doing this through our **'Don't Let Yet'** housing campaign, **'Rate you Landlord'** Survey and lots of community events that you can be part of. Throughout the year you will get the chance to meet your local community reps, so make sure you say hi and come along to your local residents' group meetings.

REGISTER TO VOTE



Now that you've moved into the local community, you should ensure you are **registered to vote** in the general election. Due to changes in the law, **you must register each time you move in to a new property**. As a student, you can register at both your **home** and **term time** addresses.

The process to register is simple, and only takes 2 minutes online at www.gov.uk/register-to-vote. Remember, if you haven't registered you can't have your say about key decisions that could affect you.

REGISTER WITH A LOCAL GP



Make sure you are registered with a local **GP** and **Dental Practice**. It's quick and easy to do, just visit <http://www.nhs.uk/Service-Search/GP/LocationSearch/4> and enter your new postcode to find your nearest GP. You can also find details of your nearest health services in your area guide later in this booklet.

Even if you have registered since coming to Liverpool, **you may have to register with a new GP if you move to a different area of the city**, so it's always best to check.

BIN COLLECTIONS & RECYCLING



Liverpool City Council operates a simple system for collecting recycling and waste. All non-recycleable waste should be stored in a **Purple Bin**, whereas recyclable items such as **paper, glass, cardboard, plastic bottles and tins/cans** should be put into a **Blue Bin**.

If you live in an apartment block then waste should be disposed of in the large **Black Bins** in the communal bin area.

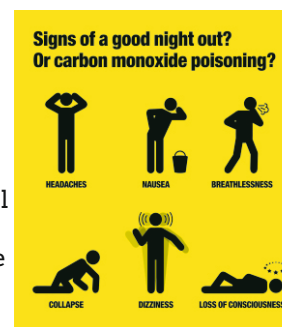
Whilst most properties will have a bin, some properties don't have the space for a wheelie bin (e.g. narrow terraced housing), and you will need to put your waste into **black plastic bin bags**, and recyclables into a **special box** for collection.

Ensure you put your bins out at the right time and place, and store them away between collection days to ensure they don't get lost or stolen, as there is a **cost of £20** to replace your purple bin.

For information on collection dates for your area, what you should put in your different bins, how to dispose of large items (including mattresses, furniture and electrical goods) and more information, visit liverpool.gov.uk/bins-and-recycling/.



All LSH registered landlords must install carbon monoxide detectors, when there is a gas supply to the property.



Meningitis and septicemia often happen together. Be aware of all the signs and symptoms, which can appear in any order or may not appear at all:

HEADACHE **CONFUSION** **SEIZURES** **STIFF NECK**
VOMITING **SEVERE MUSCLE PAIN**
DROWSINESS **PALE BLOTCHY SKIN** **DISLIKE OF LIGHTS**
SPOTS/RASH (Does not fade under pressure with a glass)
FEVER WITH COLD HANDS & FEET

Someone with meningitis or septicemia can get a lot worse very quickly. Keep checking them. Trust your instincts, get medical help immediately, do not wait for a rash www.MeningitisNow.org.

TOP TIPS FOR A HARMONIOUS TENANCY

Introduce yourself

Hello



Getting to know the neighbours is not always top of your list to do when you move in but can be the best icebreaker and a good welcoming touch if you show the first initiative.

Community meetings are attended by residents, local councillors, student reps and community police and is a great way to get to know people living around you and to get an understanding of the community issues.

Keep parties & noise under control



Let your neighbours know of your party plans well in advance and set a reasonable finishing time.

Think about the number of parties you're having, could they be spread out amongst friends? Or could you hire a venue for a large party?

Avoid shouting about it on social media, there's nothing worse than unwanted guests! Make an effort to ensure you know who is coming and going in the property, keep the front door closed and reduce outside noise by making sure windows are closed. Encourage people to **leave the party quietly.**



Be considerate

Avoid **offensive, loud or unruly behaviour** and be considerate of other residents by respecting other people's property. Ensure you park any vehicles safely and adhere to any parking restrictions.

If you experience any offensive behaviour yourself, contact the police.

MOVING IN CHECKLIST

- ☐ **Deposits**
Your Landlord must protect your deposit within 30 days of you paying it in a tenancy deposit scheme. More info can be found on www.liverpoolstudenthomes.org/Pages/Deposits.
- ☐ **Take meter readings**
Give these to the energy suppliers and landlord to ensure you aren't charged for the previous occupants' usage. We recommend taking readings on a monthly basis to ensure that your bills are not estimated.
- ☐ **Know how to turn off the gas & where the electric fuse board is**
Find out how to switch off the gas in an emergency and know where the electricity fuse board is should the fuses trip.
- ☐ **Know where the stopcock is**
Your mains water tap or stopcock is the off switch for all the water in your home. If you don't know where it is and a pipe bursts, you'll be powerless to stop it flooding your home. **If you can't find it, ask your landlord.**
- ☐ **Check the inventory**
Make an inventory/condition report of all the furniture, fixtures and fittings. You should do this even if the landlord does not request an inventory or provide one. We also recommend that you take dated photographs of any disrepair or damage, however minor you might consider it to be.
- ☐ **Read the boiler & appliance manuals**
Ensure that you know how to use them correctly and to prevent damage.
- ☐ **TV Licence**
Whether you rent an entire property or a room in a shared property, **you must be covered by a valid TV licence** to watch or record live television programmes, whether that's online, on a TV, or on any other device. See www.tvlicensing.co.uk.
- ☐ **Fire safety**
Know your escape route and make sure exits are kept clear. Also, have a second escape route should the normal route be blocked and keep keys where everyone can find them, but not left in doors as this can attract burglars. Make sure you have working smoke alarms on each level of your home.

MESSAGE FROM INSPECTOR GRAEME ROONEY, MERSEYSIDE POLICE



"We welcome all students to the local area and hope that you have a safe and enjoyable time."

Liverpool is one of the safest cities in the country. Sadly, becoming a victim of crime could ruin your experience of the city. Please take care to look after your property and your housemates by taking the simple steps as outlined.

Your local neighbourhood Police team is here to help and support you, however if issues arise from your property we will deal with these through the Liverpool Anti-Social Behaviour Unit and your University.

Finally, can I ask that you consider your security and ask the question 'If I was a thief, how easy would it be to get into my house?'

To find your dedicated Police Officer for your local area, visit www.merseyside.police.uk/your-area/liverpool or call 101.

- ✗ Don't leave valuables on display.
- ✓ Upon entering your home, lock the door behind you.
- ✓ Lock all doors and windows when you go out.
- ✓ When out, pay attention to your surroundings, travel together in the evening and use well lit paths.
- ✓ Love your phone. Log it. Register your electronic property free of charge at www.immobilise.com. This website helps the Police to identify the owners of lost and stolen property.
- ✓ Please respect your neighbours.
- ✗ Don't cause annoyance to other people by leaving rubbish outside your property or causing anti-social behaviour.

MESSAGE FROM GROUP MANAGER GARY OAKFORD, MERSEYSIDE FIRE & RESCUE SERVICE



Hello, and welcome back to Merseyside. Many of you will be in your second or third year of your courses at University, but please take the time to read our top tips to help to keep you safe from fire in your homes while you are here.

Fire and smoke from fires can cause you to become disorientated in your homes so make sure you have working smoke alarms and you know how to escape a fire.

If you use hair straighteners or hair dryers don't put any clothes or other items on top of them after use and let them cool in a safe place, not on your bed. If you have a tumble dryer, always follow the manufacturers' guidance and clear the filter after each use as a build-up of combustibles in the filter can lead to a fire starting.

For more information go to www.merseyfire.gov.uk You can also get free fire safety advice by calling 0800 731 5958

- ✗ Don't leave food cooking unattended, particularly if you are cooking after or during drinking alcohol. Cooking fires can spread quickly and produce a lot of smoke.
- ✓ Have smoke alarms on each level of your home and test them each week by pressing the test button.
- ✗ Don't leave electrical items such as laptops or phones charging overnight or unattended.
- ✓ Where possible keep your wheelie bins away from doors and windows.
- ✓ Make sure you know how to escape if a fire were to start in your property.

HOUSING ADVICE

• Expert Housing Advice & Support •

Service available
Mon-Fri 10am-4pm

To make an appointment or to receive advice
via phone for email contact, the Housing
Rights Advice Worker:
07970 247 209
advice2u@liv.ac.uk

**The service is FREE for all students living in private
sector accommodation in Liverpool.**

- ✓ Expert housing rights advice & support
- ✓ Free, impartial & confidential
- ✓ Drop-in sessions at each university campus - see our website for details

- ✓ Contracts (tenancy agreements)
- ✓ Tenancy disputes with landlords
- ✓ Getting your deposit back
- ✓ Property disrepair

Did You Know



It is a **legal requirement** for all letting agents and property managers in England to join one of the **3 Government approved redress schemes: Property Redress Scheme; The Property Ombudsman OR Ombudsman Services Property**. All letting agents must also clearly publish full details of their fees and charges online and in their offices.

From April 1st 2015, Liverpool City Council have introduced a **landlord licensing scheme** where all private landlords must apply for a 5 year licence for each of their properties.

CONTACT OTHERS

Post on the LSH message board to find housemates or to advertise a spare room in a registered property

Information & Fact Sheets

www.liverpoolstudenthomes.org/help

Visit the Housing Advice section of the LSH website for information and downloadable fact sheets covering topics such as:

When to Start Looking for Properties; Types of Tenancy Agreements; Deposits; Guarantors; Moving Out Tips; Household Budgeting and What to Do if You Have a Dispute with Your Landlord.

LSH EVENTS

- Housing Fairs
- Find a Housemate Meet-ups
- Halls Talks
- Property Search



Rate Your Landlord is an annual survey conducted by the three Students' Unions, giving you the chance to tell them what's good and what's not so good about the accommodation you live in.



Register FREE

Students can register on our website to receive alerts when new properties are added to our database

Volunteering Liverpool

Volunteering Liverpool is an online portal run by a partnership of education institutions in Liverpool, working together to offer volunteering opportunities with a range of charities across Merseyside.

It's quick and simple to sign up, just register your details by visiting www.liverpoolguild.org/volunteering and select what you're interested in and the website will match you up with opportunities.

YOUR HOUSING JOURNEY



SEPTEMBER

- Start of term and welcome events. Register to vote. See liverpoolstudenthomes.org for moving in tips.

OCTOBER

- Settling in, making friends.

NOVEMBER

- Don't rush to look for accommodation for next September, house-hunting continues all year. Look out for the LSH Property Guide on campus.

DECEMBER

- Attend LSH talks at the start of December and the Housing Fair on **December 9th at Mountford Hall, Liverpool Guild**. There is plenty of accommodation in Liverpool so no need to rush into decisions. See liverpoolstudenthomes.org and register to receive property emails, follow on Twitter and like on Facebook.

JANUARY

- If you haven't done so already, you may want to start thinking about who you are going to live with, where you want to live and what type of accommodation. Search for properties at liverpoolstudenthomes.org

FEBRUARY

- House-hunting continues. List potential properties, contact landlords or agents to arrange viewings. If you are in a group, try and all go together.

MARCH

- House-hunting continues. Landlords will still have plenty of accommodation available and will be keen to secure a tenancy.

Already picked a property? Get your contract checked by LSH before you sign it. Sort out who is going to be your guarantor.

APRIL

- Staying in Liverpool over the Summer? Check out the summer lets on the LSH website.

MAY

- Getting ready to move out. Have a good clear out, remember to recycle - check out the 'Leave Liverpool Tidy Campaign'. Check the LSH website for tips on getting your deposit back.

Don't panic if you haven't found the perfect place for September, there will be plenty left right up to the start of term.

JUNE

- Move into your summer let.

JULY

- Enjoy the summer!

AUGUST

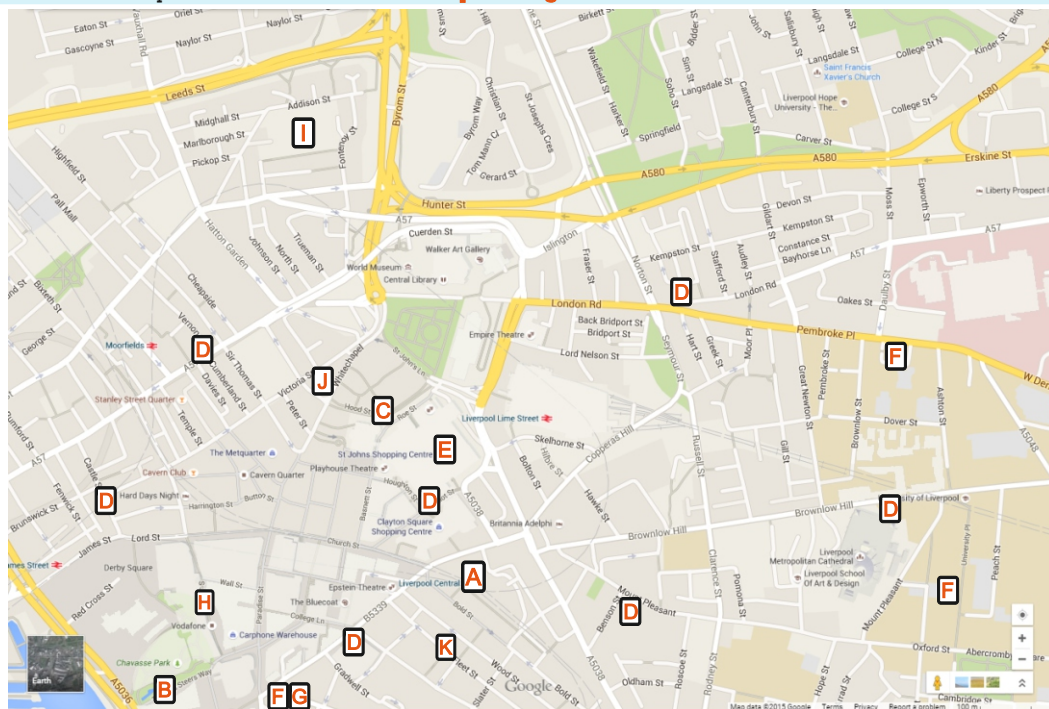
- Prepare to move into your new place in September.

Area Guide - CITY CENTRE

Home to around 20,000 students including 1st years living in student halls, many students continue to live here due to its vibrant atmosphere and convenience of being close to campus.

Transport Links

As Liverpool city centre is compact, most places including the main university campuses are within a short walking distance. **LJMU** students studying at **IM Marsh** can get the **Hunts Cross** train from **Liverpool Central (A)** to **Aigburth**, or the **82, 82A & 82D** busses from **Liverpool One Bus Station (B)**. **Hope University** students can catch the **75** from **Liverpool One Bus Station** and **14, 78, 79 & 79C** from **Queens Square Bus Station (C)**. Visit the Merseytravel homepage or mobile app to use their Journey Planner tool www.merseytravel.gov.uk.



Shopping

There are an array of supermarkets across the city, including a number of **Tesco Express**, **Sainsburys Local** and **Aldi** stores, some of which are highlighted (D). **St Johns Market (E)** also has a large food hall, with plenty of fresh food on sale every Mon-Fri from 8:30am-5pm and 8:30am-5:30pm on a Saturday.

Local Health Services

GP (F) - Brownlow Health have 3 main sites that registered patients can use, including the Student Health centre on campus at the University of Liverpool
Dentist (G) - Atlantic Dental Practice
 28 Argyle St
 0151 2959870
 Mon-Fri 8am-8pm (Weds/Fri until 5:30pm)

Activities and Volunteering

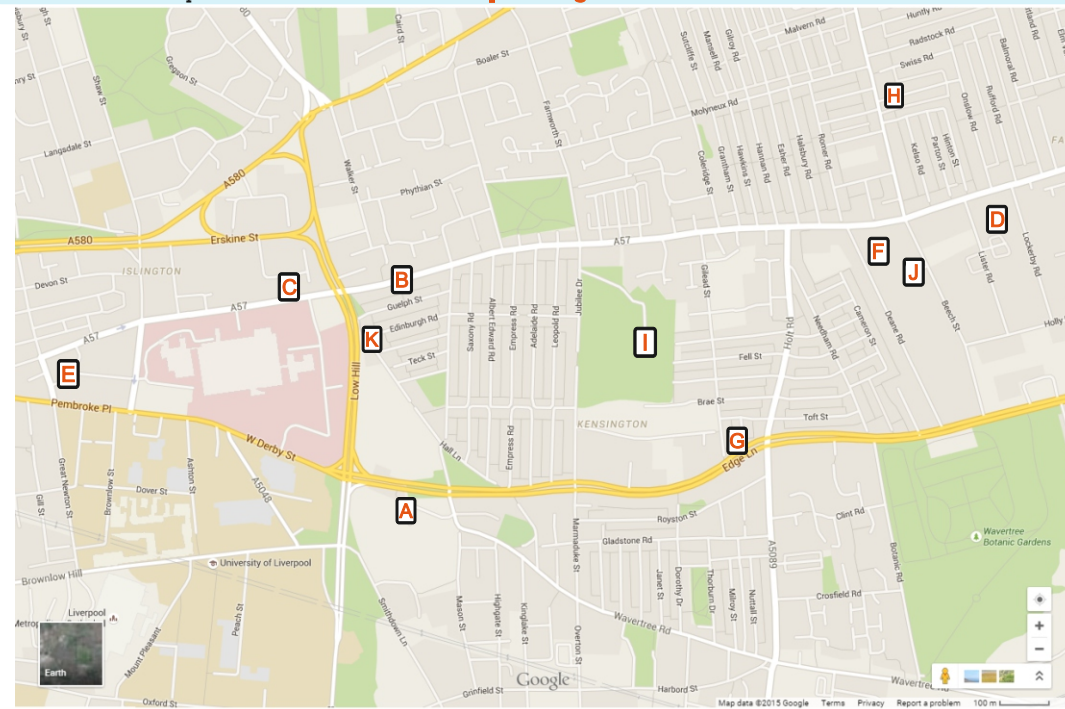
Liverpool One (H) boasts a range of high street shops, bars and a cinema. You can volunteer at **Marybone Youth and Community Centre** on **Fontenoy St (I)**. Contact **Christine Banks** on christinebanks@fsmail.net for more information on the opportunities available. There is also a **Lifestyles Gym** on **Victoria St (J)** with free off peak membership for **LJMU** students. **Concert Square (K)** is in the heart of the city, popular with students due to its vibrant nightlife.

Area Guide - KENSINGTON

This is an extremely popular and vibrant student area as a result of its cheaper rents and prime location on the edge of the city centre.

Transport Links

Kensington Fields is a short walk from the city centre and ideally located for the **LJMU** and **University of Liverpool** city campuses and **Liverpool Hope** creative campus. Kensington is served by a number of bus routes, meaning there's a bus into the city centre every 5 minutes. From **Mount Vernon Rd (A)** you can catch the **7, 14, 14A, 61, 79, 79C & 79D**, and from **Kensington Low Hill Bus Stop (B)** the **8, 9, 10, 10A & 10B**. Visit the Merseytravel homepage or mobile app to use their Journey Planner tool www.merseytravel.gov.uk.



Shopping

Tesco Express - Open 6am -11pm 7 days a week on **Prescot St** (opposite the Royal Liverpool Hospital) (C) and also by the McDonalds past **Holt Rd** and **Sheil Rd (D)**.
Lidl - There are Lidl superstores on **London Rd** (next to Dominos Pizza) (E) and by **Holt Rd/Sheil Rd** (next to McDonalds) (F), open Mon-Sat 8am-8pm, Sun 10am-4pm.

Local Health Services

GP (G) - Kensington Park General Practice
 157 Edge Lane
 0151 2958770
 Mon-Fri 8am-6:30pm
Dentist (H) - Sheil Road Dental Practice
 74 Sheil Rd
 0151 2633088
 Mon-Fri 9am-5pm, Sat 9am-1pm

Activities and Volunteering

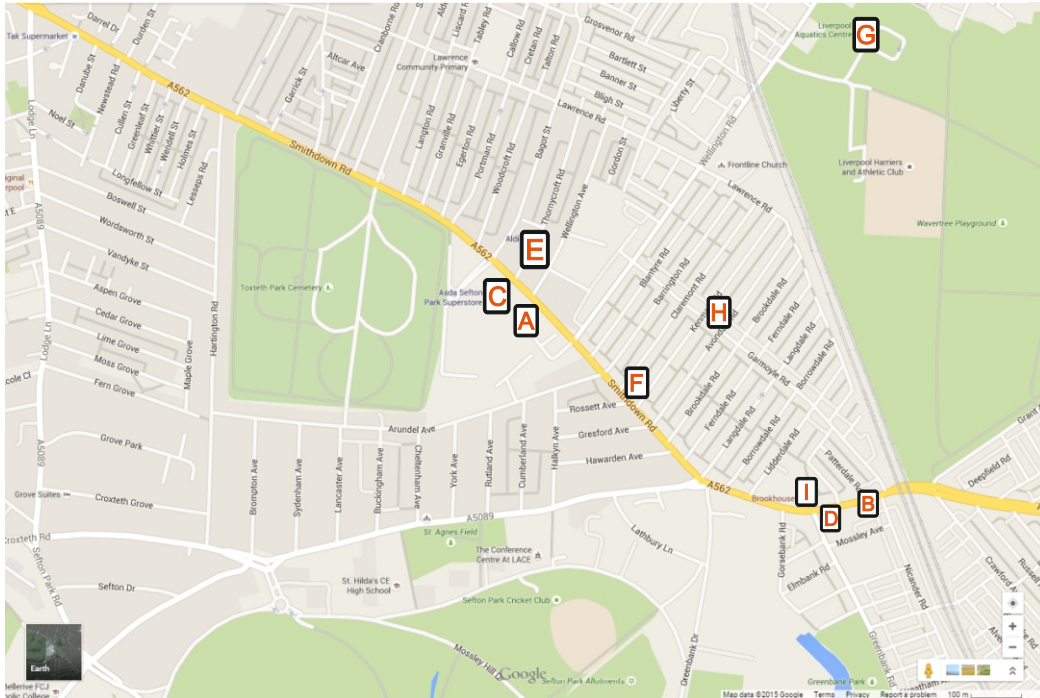
There is a Leisure centre with gym and bookable sports courts on **Jubilee Drive (I)** and another Gym on **Beech St (J)** (next to McDonalds). You can also volunteer at the local **Kensington Fields Community Centre** on **Hall Lane (K)**, with a number of different opportunities available. Contact **Sue Robinson** on kfcasue@talk21.com for more information and to get involved. The local area is also well serviced by a number of shops and take-aways.

Area Guide - WAVERTREE

Better known as Smithdown amongst students, this is the largest student area outside the city centre and a popular choice due to its cheaper rents and student friendly community.

Transport Links

Wavertree is ideally located on main bus routes into the city centre for the **LJMU** and **University of Liverpool** city campuses and **Liverpool Hope** creative campus. Busses into the city centre are frequent and take around 20 minutes. From **Sefton Park Medical Centre (next to Asda)(A)** you can catch the **86, 86A & 86C** and from **Nicander Rd Bus Stop(B)** you can also get the **75, 76, 80 & 80A**. **Hope University** students can catch the **75 or 86C** to **Hope Park**. Visit the Merseytravel homepage or mobile app to use their Journey Planner tool www.merseytravel.gov.uk.



Shopping

Asda Superstore (C) - Open 24 hours a day at the junction of Smithdown Rd and Bagot St.
Tesco Express (D) - Open 6am-11pm 7 days at the junction of Smithdown Rd and Greenbank Rd (opposite the Brookhouse).
Aldi (E) - Open Mon-Fri 8am-10pm, Sun 10am-4pm at the junction of Smithdown Rd and Bagot St.

Local Health Services

GP (A) - Sefton Park Medical Centre
Smithdown Road (Next to Asda)
0151 2958770
Mon-Fri 8am-6:30pm
Dentist (F) - Lovesmile Dental and Implant Centre, 381 Smithdown Rd, Wavertree
0151 7342221
Mon-Fri 7:30am-7pm

Activities and Volunteering

Lifestyles Aquatics Centre on **Wellington Rd(G)** has a gym, pool and bookable sports courts where **LJMU** students can receive free off-peak membership. Monthly Dales resident group meetings are at **Gregson Memorial Institute** on **Garmoye Rd(H)**, where you can have your say about activities in your local community. **Smithdown Rd** has a number of shops and take-aways, including the **Brookhouse(I)** which is a popular student venue.

Protect your laptop and phone with the No.1 student insurance provider.

Sophie, Nottingham University
Insured a £500 laptop plus an iPhone 5s for just
£10.49 a month**



Our student insurance covers includes:

- theft, loss, accidental and liquid damage
- cover anywhere in the UK and up to 30 days worldwide
- monthly payment option at no extra cost**
- 24 hour* laptop and phone replacement

Build your cover at endsleigh.co.uk/university or search **Endsleigh Student Insurance**

Insurance recommended by



50
YEARS

There then.



Here now.

*If your item is lost, stolen or unrepairable we'll replace it within 24hours – 1 working day of your claim being approved.

** Price is based on a student living on campus, insuring a £500 laptop (excluding Apple and Sony laptops) and an iPhone 5s. We work exclusively with Premium Credit Limited (PCL) who arrange finance for monthly payments. Credit is subject to status and is not guaranteed.

Endsleigh Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. This can be checked on the Financial Services Register by visiting their website at www.fca.org.uk/register. Endsleigh Insurance Services Limited, Company No. 856706 registered in England at Shurdington Road, Cheltenham Spa, Gloucestershire GL51 4UE.

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