

# Living with us

The little things you  
**need to know**



**Liberty  
Living**

student  
accommodation



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# Welcome

Hi there,

We'd like to thank you for choosing Liberty Living as your home for the coming academic year. We aim to provide all of our residents with the best experience possible by staying true to our main values:

- > **Passion for service**
- > **Commitment to excellence**
- > **Respect for people**

This guide to living combines essential information with handy hints and tips, and offers some general advice for your time living with us. Please take some time to carefully read it – we created it to help make your stay as comfortable as possible. Please note that this document works alongside, and forms a part of, your Tenancy Agreement or Summer Stay Agreement that you need to accept before you move into your accommodation.

We pride ourselves on our unique relationship with our students and ask that you let us know how we are doing. If we can improve, we will. Please email us at [ideas@libertyliving.co.uk](mailto:ideas@libertyliving.co.uk)

**Please note this guide to living is also available online at [libertyliving.co.uk/pdfs/guidetoliving.pdf](https://libertyliving.co.uk/pdfs/guidetoliving.pdf)**

**For the latest news, offers and promotions, like us on Facebook and follow us on Twitter [@LibertyLivingUK](https://twitter.com/LibertyLivingUK)**





# When you move in

**When you move in you'll receive your fob and swipe card for your flat and keys for your room (please note that some residences don't use all three). Try not to lose them!**

**If you do lose them, please contact your Residence Team immediately. There is a charge for replacement keys, fobs and swipe cards – unfortunately we cannot refund it even if you find them later.**

## Arriving early

You may be able to move in early if you want to. Please contact your residence directly for information on availability and prices. Our admin team are on-site from 9am – 5.30pm. Whilst our buildings are staffed 24 hours a day, please speak with our admin team to make sure your room is available for early arrival.

## Accommodation

We know that you want to have the freedom to live in your new home however you'd like to. However, we ask you to do your best to keep everything in the condition you found it. This is for your own benefit and for the benefit of the people who move in after you.

## Inventory

The inventory document is included in your Welcome Pack; it's a list of everything you should have inside your room. If you can't find it, don't worry – you can always ask for another copy. You need to go through the inventory and make a note of everything that is included on it. Also, check the following:

- > Is everything listed on the inventory actually there?
- > Is everything in good shape?  
If not, make a note of it
- > If there are extra items there, add them to the inventory

You can ask a member of staff to run through your inventory with you if you're unsure.

Once you've checked and filled in the inventory document, please sign, date it & return it to your residence team within 48 hours of moving in.

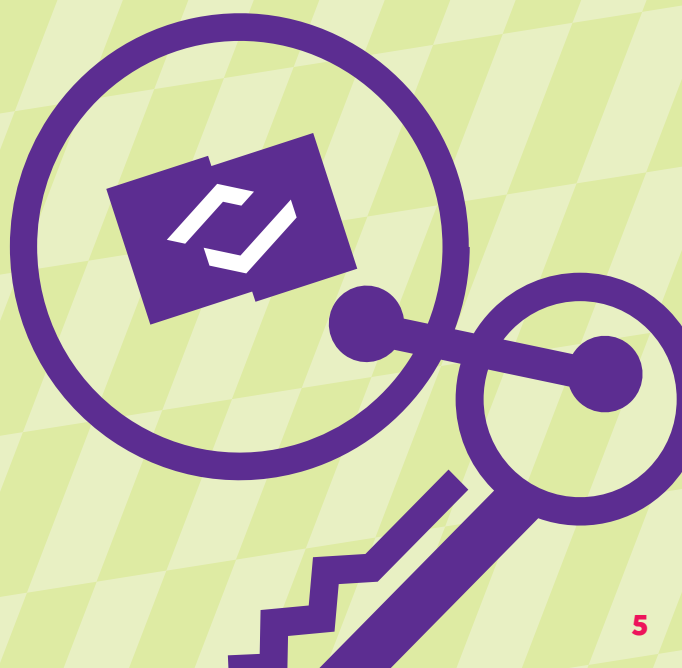
This inventory is designed to record any damage to your room or faults with any of the contents we have provided. All of our rooms have been professionally cleaned before your arrival, but if you have any concerns or they're not quite up to scratch, you should report these to your residence team when you arrive to allow us to deal with your concerns.

Please feel free to ask for a copy of this document when you return it to the Residence Team in your residence.

Please also remember that we will compare your inventory from when you move in with your check-out report. So if you find anything wrong with your bedroom or flat when you move in, please tell reception. Sure, it might seem a little tedious to fill out now, but it's all for your benefit in the long run – we're aware of any problems right away and we also know you're not to blame!

## Rebooking for next year

Please contact your Residence Team to find out about prices and availability for accommodation next year in your current home or one of our other residences. It's never too early to be thinking ahead!







# Your flatmates

University means people from all over the world coming together. Don't worry if you're new here and not sure what to expect; students often need some time to adjust to their differing expectations about living together. Here are some awesome tips for shared living to help you along your way...

## **Be open minded – don't judge a book by its cover**

Don't jump to conclusions about your flatmates based on an internet profile, a picture, one conversation or someone else's opinion. It's easy to do and we've all done it, but remember, you're all in the same boat.

## **Discuss your expectations**

Keep your expectations of your flatmates realistic. Not all flatmates will become best friends and that's okay.

Discussing expectations may help avoid misunderstandings and hurt feelings down the road.

## **Details, details, details**

Most flatmates are quick to talk about how the shared room will be set up and who is bringing what, but many forget to talk about the things that can make the relationship a real success. Don't wait for issues to come up; go ahead and talk about study habits, sleeping habits, room cleanliness, guests, items to share and

anything else that's important to you. Being flatmates is about several different lives and lifestyles coming together in one shared space. So, a good flatmate relationship takes time and a willingness to communicate and co-operate – make time for a chat!

It means not always having everything exactly the way you want it, but instead being willing to compromise and find the middle ground.

## **What do I do if I am not getting along with my flatmate?**

Unfortunately conflict can be a part of life, whether with a flatmate, classmate, neighbour or work colleague. We hope to equip students with the skills to be able to address & work through these kind of sticky situations whenever they pop up.

We're happy to give advice on any issues that you may be experiencing, just come and talk to us.







**Getting along**  
swimmingly...



## **Community – everybody needs good neighbours**

One of the great things about staying at Liberty Living is that you become a member of a thriving student and neighbourhood community. There are loads of opportunities to make friends and there's plenty of stuff to do around each of our residences.

## **Social media**

Our communities are as much online as they are face to face. Please like Liberty Living on Facebook and follow us on Twitter ([@LibertyLivingUK](https://twitter.com/LibertyLivingUK)) to see what we're up to. You can also visit our blog at [libertyliving.co.uk/blog/](http://libertyliving.co.uk/blog/).

## **Cleanliness**

No-one wants to live in a dump, so all our residents are responsible for keeping their bedroom and the shared areas of their flat clean. This includes emptying kitchen and room bins, correctly putting rubbish bags into outside bins, cleaning surface areas, kitchen utensils, dishes and equipment, and any cleaning needed to the bathroom and toilet facilities after use.

If our staff have to carry out extra cleaning in those areas, we'll have to charge those responsible for this extra work. Save yourselves the hassle and money, and just stick a rota together!

## **Student Experience Representatives**

Some of our residences have recruited Student Experience Reps who live on-site and are there to enhance your time with us through organising events & activities throughout the year. They can also offer advice on safety, security & anti-social behaviour where needed. In many cases, Student Experience Reps work with the university on matters relating to both residential and academic life. You can contact your Student Experience Reps through the email address for your residence, and they'll be more than happy to help.

## **Visitors**

One of the pleasures of living independently is being able to have family and friends around – it's your home, after all. Please bear in mind that you're responsible for them whilst on site though, so make sure they're on their best behaviour.

Please book all visitors in and out with the Residence Team so that we have an accurate record of all visitors on-site in case there is a fire evacuation.

You should also be aware that you're only allowed to have visitors on-site when you're there with them. The Residence Team has the right to restrict the number of visitors that you may have and the hours they are allowed to stay.





# Other important stuff

Finally, there are just a few little things we have to make you aware of. We don't like the term 'rules', but there has to be a few 'don'ts' just to keep things running smoothly...



## Noise

Students have a right to a bit of peace and quiet, so please make sure your noise levels don't interfere with another student's ability to study or to enjoy their living environment. As a bit of a reminder to budding DJs or music fanatics – we're sure it sounds great and we want you to enjoy it, but why not use your headphones?

## No smoking

Our residences are entirely non-smoking. This covers all communal areas, lounges, hallways, corridors and stairwells as well as bedrooms and internal courtyard areas. If you are a smoker please respect this policy and your fellow residents by only smoking in designated areas. We'll be happy to point these out to you.

## Ball games

Unfortunately, for safety reasons ball games aren't allowed anywhere on the grounds of our residences. There's bound to be a park nearby for a kick about, so just ask your residence team who can give you a few ideas.

## Pets

No pets are allowed, no matter how big or small. You'll have to kiss the kitty goodbye until the holidays!

## Displays

Please don't build up certain items or place them on display in your flat window:

- > Beer or lager cans, wine bottles, or any other tins or glasses – recycle them instead. Seriously, it's been overdone, and it doesn't look cool
- > Dirty pots and pans. Come on, it takes just a few minutes to wash them up
- > Pizza boxes or dirty takeaway containers. We provide plenty of bins so this shouldn't be an issue
- > Shisha pipes, even if just for decoration

## Anti-social behaviour

Under the terms of your Tenancy Agreement, you have agreed to make sure that your own behaviour and the behaviour of any invited guest(s) doesn't cause damage to the property, nuisance, or inconvenience to Liberty Living, our staff or to your fellow residents.

This is common sense, but the sorts of behaviours you need to avoid are:

- > Violence, threats or bullying (repeated, unreasonable conduct)
- > Carrying an offensive weapon
- > Vandalism
- > Use, production or supply of illegal substances
- > Angry or aggressive communication
- > Threats to harm another person
- > Theft
- > Persistent excessive noise especially during the night
- > Stalking (repeated attempts to impose unwanted communication or contact which elicits concern)
- > Unusually persistent complaining

We shouldn't have to say these things, obviously, and thankfully they're very rare. However, if the behaviour of a student or their guest(s) becomes anti-social, Liberty Living may take action including notifying the police, the university or your Guarantor. In certain cases there may even be notice to evict.

## Discrimination

We have an active anti-discrimination policy and don't discriminate against anyone for any reason.





# Repairs & maintenance

## **Routine maintenance**

At certain times of the year, contractors may call to carry out servicing and safety checks on appliances. We may not always be able to tell you the time they'll be making their visit but we'll try our best to let you know beforehand.

Please also note that members of staff have the right to refuse to enter an area if they feel smoking has taken place and will inform the Residence Team as this constitutes as a breach of the no smoking policy.

## **Repairs**

If you discover faults, maintenance issues or damage, please report them to reception immediately and we'll fix them. A small problem that isn't reported may become a larger one if left alone!

Please describe the damage or problem in as much detail as possible, as it will help us repair the fault sooner and more effectively. Our team will then take appropriate action depending on how urgent the repair is. Emergency repairs are anything that has to be done to avoid danger to your health and safety or serious damage to the residence – we will always give these priority. We're proud to say we act super quickly in these cases.

If you personally damage an item we'll repair or replace it as soon as possible and charge you the cost of the repair.

When you report a fault, we'll ask you for permission to enter your room or flat to carry out the repair work. If you want, you can ask

to arrange a time that is convenient for both you and us so that you can be there while the work is being carried out. We'll carry out non-emergency repairs between 8am and 5pm, Monday to Friday.

If there is an emergency, we'll carry out the work as soon as practically possible – we may need to access your room without getting your permission beforehand.

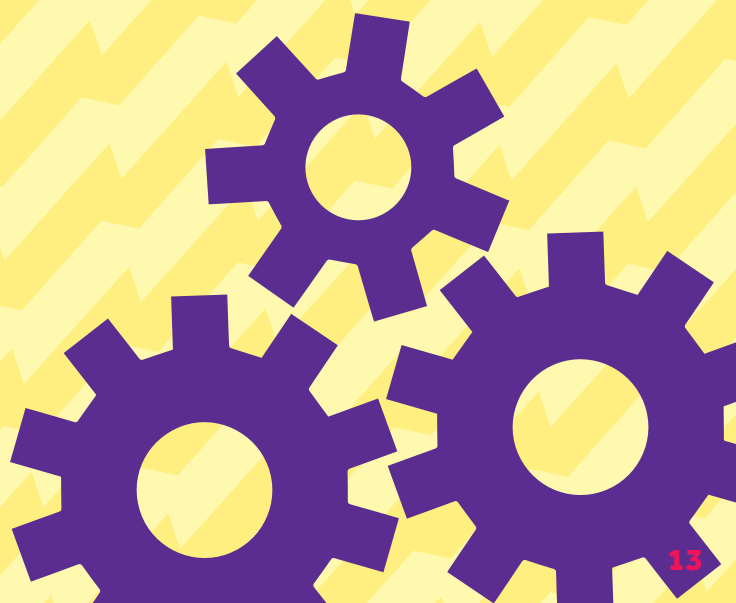
Please also note that you are responsible for the cost of repairs caused by anything you or your guest(s) do or fail to do. If no residents own up and take responsibility for the cost of repairing damage that we believe was caused by misuse by residents, we will split the cost equally between all the residents with responsibility for the flat.

## **Maintenance checks**

We appreciate you lead busy lives and might not always have time to notify us about any maintenance that needs to be carried out in your accommodation.

To help you we will schedule in a couple of maintenance checks each year where we visit your accommodation to note down any repairs we need to carry out for you.

We always let you know when maintenance checks will be and would love it if you can be there to let us know how you are getting on and if there is anything more Liberty Living can do for you.







# Staying safe

Feeling and being secure is often about common sense and not taking unnecessary risks. By taking a few simple precautions you can make sure that you and your belongings stay safe.



## When you're away

It's really important that you let reception know that you will be away from your residence overnight or for a short stay, as we need an accurate account of all tenants or summer students who are on-site in case there is an emergency.

Plus, if you're going to be away from your room or flat for a lengthy period of time, please turn off the lights and heating and lock your doors and windows.

## A few helpful safety tips:

- > Thieves are on the look-out for people with hand held electronic devices, laptop bags and jewellery on display when you're out and about. It's never your fault if you're targeted, but don't even give them the satisfaction of knowing you've got valuable stuff
- > Do not leave your tablet or laptop unattended in any location on campus – even for a moment
- > Carry your bag close to you and keep your bag's fastening next to your body. However, if someone tries to get it, just let it go. Phones and wallets are replaceable, but you are not!
- > Always lock your doors and windows even if you're only out for a moment. Take the time to make a list of your personal property, including descriptions and serial

numbers as appropriate. If the worst did happen, this would come in really handy

- > Get your bike security marked and registered at **BikeRegister.com**. Getting your bike security marked and registered is a visible deterrent to bike thieves. Find out if your Student Union has any safety events planned, too

## Residence security

We use CCTV cameras in our residences to help protect you. The cameras are strategically positioned in public areas throughout the residence and are used for security purposes or for when we discover something that for health and safety reasons we can't ignore.

We also try to make sure that there is enough lighting around all of our residences. In most residences we also provide entry systems to allow you to identify people who call before you let them in. You can help by:

- > Signing your visitors in and out and escorting them around the residence at all times
- > Keeping the shared entrances to your flat and block closed and locked at all times – please don't leave doors wedged open
- > Contacting the Residence Team if you notice any suspicious behaviour

## Burglary

In the event of a burglary, you should:

- > Take a deep breath – it can be a really scary experience!
- > Try not to move or touch anything
- > Report it to the police and your Residence Team immediately
- > Get a crime reference number from the police and pass it on to us as soon as you can. Without one, it will be impossible for you to make a claim from an insurance company
- > Produce a written report of the burglary and give it to the Residence Team as soon as possible, giving full details including the date, time, damage caused, items stolen and where other residents of the room or flat were at the time of the burglary

Many people find being burgled very traumatic. If you want to talk to someone about it, a student welfare officer or counsellor is only a phone call away. Your Residence Team will be able to give you the contact details, and we're always around for a chat, too.

## Contents insurance

Although we won't be responsible for any loss or damage to your belongings, your rent includes contents insurance. Please refer to our website at [libertyliving.co.uk/links](https://libertyliving.co.uk/links) for details.

You should check the insurance documents as there are exclusions for items such as bikes and mobile phones.





# Health & safety



## Fire

Leaving things like pans and grills unattended when cooking causes half of all recorded fires in student accommodation – and as the photos in this section show, they can cause a lot of damage. Furthermore, if you smoke, drink while cooking or use candles you are 50% more likely to have a fire.

In addition, please don't bring any highly flammable substances into the residence. If you are an art student and use spray paints, please make sure that you store them on campus and do not bring them back to your accommodation. If you share a kitchen, please make sure that any flammable chemicals in it are clearly labelled.

Liberty Living has a no smoking policy in all its residences, but you can also help us reduce the other risks.

### Standard fire procedures

Each residence has specific procedures for what to do if there is a fire. Please speak with reception to find out more or refer to the Fire Action Notice fixed to the back of your room or flat door.

If you discover a fire:

- > Raise the alarm immediately by breaking the glass in an alarm unit;
- > Once you've reached safety, dial 999 and ask for the fire services – give the full address and location of the fire.
- > Leave the residence and go to the assembly point (you can find out where this is by checking the Fire Action Notices posted around your residence)

If you hear a fire alarm:

- > Leave the residence immediately by the nearest exit. Try to keep calm, and don't run
- > Don't try to use the lifts
- > Where possible, close windows and doors behind you
- > Go to the assembly point

### Fire alarm system

Your residence is fitted with an automatic fire alarm system. This includes a combination of heat and smoke sensors designed to keep you safe.

Please note that if the fire alarm sounds, we need you to get out of the building as quickly and as safely as possible. Follow the signs to your nearest fire exit and go to your assembly point outside.

We test the fire alarm system once a week and also carry out a grand-scale operation of a test once every three months. You'll get used to the weekly test happening on a particular day and time, but please be aware that there could still be a genuine alarm at this time.

We carry out a fire drill every so often, but will give you notice beforehand. This drill is a legal requirement and we may invite the fire services to be there.



## Misusing the fire safety equipment

It's a criminal offence to tamper with fire equipment or set off a fire alarm without good reason. This includes deliberately tampering with break-glass units, setting off fire extinguishers and tampering with fire sensors. If someone does this we will report them to the local fire officer, the police and, where appropriate, the university. This will lead to disciplinary action and possible criminal prosecution. It's not just messing around when safety is concerned, so remember that before you cause damage to your future.

Important note: Residents who misuse or tamper with fire safety equipment are putting everyone's safety at risk, so please report any misuse or tampering you see. Covering a detector with a sock, plastic bag or other item is also a criminal offence and will be treated as such.

## Preventing unwanted alarms

We can all work together to reduce the number of false alarms:

- > If you wedge open the kitchen door, any cooking fumes or smoke will spread and be detected by the smoke detector located outside the kitchen. This will sound a full alarm and the fire and rescue service may come to your residence automatically. Save yourself the red face and slap on the wrist!
- > If your kitchen fills with smoke, open the windows – don't open the fire door.
- > When showering, please leave the door closed to prevent steam activating a detector
- > Never spray aerosols under a detector

If you don't follow these guidelines it's likely to lead to disciplinary action through your university. You may also have to pay considerable charges if the fire and rescue service are called out unnecessarily. Consider yourself warned!

## Using firefighting equipment

Our residences have at least one fire blanket in all residential kitchens and Studio flats. Some also have a fire extinguisher in the kitchen and main stairwell routes.

Your priority when a fire alarm has been set off is to 'get out and stay out'. Fire extinguishers are only meant to be used to help you escape and not to fight a fire. The decision to tackle a fire is yours – if you have not been trained to use fire extinguishers, if the fire is too big or your escape route is threatened, just close the door on the fire and evacuate the building. Remember that reading extinguisher instructions will take up valuable evacuation time, so if you're not confident – get out!

## Windows

Most windows in our residences are fitted with restrictor safety devices on the handles. This is a legal requirement and the window will only open far enough to give a bit of fresh air. This is for your own safety and for the safety of others. Please don't tamper with them, as they're there to remove the danger of people falling and to prevent objects falling from windows onto people walking underneath and property below.

If there's a problem with your window handle when you move in (for example, it is broken or faulty in any way), please note this on your inventory and report it to reception immediately.

## Emergency lighting, routes and exits

All of our residences are fitted with emergency lighting to show you the quickest escape route out of the residence if there is an emergency. It's very important that you are familiar with what to do in an emergency, which includes knowing the nearest escape routes and exits from your residence. Most residences only have one way in and out, but some have more than one route – so just take note.

You should always keep hallways, corridors and stairwells clear. An item does not have to be large to cause a problem. In an emergency, tripping over something could result in you becoming an obstacle to others. We don't mean to be dramatic, but this could literally be the difference between life and death.

## Reporting

We carry out regular checks to look after your safety. If you have any safety concerns, please report them to your Residence Team immediately.

## Electrical safety

All our electrical appliances, such as vacuum cleaners and microwaves, are tested every year to make sure that they are safe to use. Please play your part by only bringing in appliances that are free from obvious safety concerns.

If you use an appliance and the electricity in your room or flat trips out, please don't use the appliance again until it has been checked by a qualified electrician. In addition, please let reception know of any dodgy light bulbs or electrical sockets.

## A quick guide to fire extinguishers:

**Water:** Wood, paper and fabric (never electrical equipment)

**CO<sub>2</sub>:** Electrical equipment

**Dry powder:** Flammable liquids

**Foam:** Fat and oil (never electrical equipment)







# Facilities

One of the main benefits of staying at a Liberty Living residence is the facilities – boasting services no other private landlord can offer.

## **Bicycle racks**

At most of our residences, bike racks are available for your use. Please be aware that you leave your bike at your own risk and that we'll remove and get rid of any bikes that have not been collected by the end of your tenancy or summer stay.

For safety reasons, bikes aren't allowed inside the residence. Please don't store them in entrances, corridors, flats, bedrooms or shared areas.

## **Post**

You can pick up your mail and deliveries from reception – we'll sign for anything that needs a signature. Please collect your mail regularly to prevent the system getting clogged up & make sure you include your room number when you tell people your address.

## **Laundry**

There are washers and dryers in our on-site laundry, open 24 hours a day. These operate using an electronic card system which you'll need to top up in advance. Please remember that most students tend to do their laundry at the weekend and so the laundry can get a little overcrowded at this time.

Please also make sure that you collect your laundry immediately after the cycle is completed so the machines are available as soon as possible for other students. Other people don't want to be put in an awkward position of wondering whether to remove your personal bits and pieces! Also, report any faults to reception as soon as you notice them.

## **Internet**

Your internet connection is provided by our partner, ASK4 and included in your rent as standard. Wired speed upgrades and product add-ons are available for a fee – a notebook with instructions about how to sign up to the internet will be provided when you move in.

For more information on services supplied by ASK4 including essential pre-arrival information, please visit [libertyliving.co.uk/student-accommodation/](https://libertyliving.co.uk/student-accommodation/), select your residence of choice, click 'Residence Information' and follow any links relevant to the internet.

To contact ASK4 with pre-arrival queries or assistance when you move in, call the support team on 0114 303 3232. Alternatively, text 'help me' to 07797 800 545 to receive a call back or email [support@ask4.com](mailto:support@ask4.com).





Your  
**tenancy**



## Your agreement

By signing the AST, you're making a legal commitment to paying us an agreed rent over a fixed length of time. At the end of that time you'll be expected to hand back your accommodation in the condition that you received it.

**Fixed-term tenancy (AST only)** Please note that your tenancy is for a fixed-term. If you want to move out of the accommodation, please talk to us. In certain circumstances, we may be able to release you from your AST (for example, if you find a suitable replacement, have paid any rent that you owe, and the replacement signs a new AST), although we don't have a duty to do so.

We'll retain £100 to cover the administrative costs caused by releasing you from your tenancy agreement – and you will also have to pay any money you owe under the AST. If you move out of your accommodation but haven't been released from your AST, you'll still have to pay for the costs of your accommodation as set out in the AST.

You should be aware that if you fail to pay your rent, we may make a claim or bring a county court judgment (CCJ) against you and your Guarantor. You should also be aware that a CCJ will seriously damage your chances of getting credit from a reputable company in the future, which could make it difficult to get car finance, a job or a mortgage.

The guide to living works alongside the AST or summer agreement that all residents need to sign before they move into their accommodation. You can find full legal information in your agreement.

Please note that we don't have to release you early from your AST, even if you leave university.

## The Deposit Protection Scheme

By law, all deposits landlords receive must be protected, either through insurance or by holding them with another person or organisation until the end of the tenancy period. We've insured your deposit with the Deposit Protection Scheme (DPS).

This means your deposit is protected by DPS. You can find details on page 25 or you can ask at reception.

## Guarantor (Tenancy Agreement only)

If you live in the UK or if you asked to pay in three instalments, you should have provided details of a Guarantor living in the UK who will guarantee that you'll keep to your duties under the Tenancy Agreement. You can find more details in your AST.

## Other charges (Tenancy Agreement only)

If you swap rooms during your tenancy, there may be a £75 admin fee. Also, if you end your tenancy and have found a suitable replacement to take over the terms of your tenancy, we will retain £100 of your deposit for admin costs.



# Finance & budgeting

Please refer to your Tenancy Agreement for more information on your rental agreement. If you have any problems paying your rent, please talk to the Residence Team who will try their best to advise you. This bit is 'the serious stuff' so make sure that you understand it fully.

## Rent and late charges

If your rent is late and you haven't spoken to us about it there will be a £30 administration fee for the first reminder letter we send you and a £10 charge for each letter after that. If you've not paid your rent after a certain length of time, we will have to take legal action against you and your Guarantor, which may result in you receiving a county court judgment (CCJ).

This could affect your credit rating in the future.

If a cheque is returned unpaid by your bank (this could be for a number of reasons – you may not have enough funds, you may not have signed it or it may have been stopped) we will charge you a £30 administration fee. Also, don't forget that your bank may also charge for unpaid cheques.

Please make sure that you have enough funds in your accounts.

If there is a problem, please talk to the Residence Team as soon as possible! If you keep in regular contact with the Residence Team surrounding your finances we will not apply any late charges to your account. We want to help but it has to be a two way street!

## No hidden costs!

Remember that your rent includes all utility bills and broadband charges. There are no hidden costs.

## TV licence

Where we provide a TV in shared areas, we provide the TV licence. If you have brought your own TV or watch live TV online, you will need to buy a TV licence.

For more information, please visit:

[tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/](http://tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/)

In certain residences where TVs are supplied in bedrooms and communal living areas, you will be responsible for purchasing the appropriate TV licence.

## Council tax

As a full-time student you don't have to pay council tax – it's one of the many awesome things about going to university. After you have enrolled with your university, you

should request your registry department to produce a certificate confirming your academic status, which you will need to collect from them. Please hand this in to reception as soon as you get it so that we can confirm your status with the local council.

If you don't do this, the local authority may charge us for the cost and we will have to pass the charge on to you. If you don't receive your certificate, please contact your university.

## Student loan

Many of you will have applied for a student loan to pay for your accommodation and living expenses. If you're relying on your loan to pay your rent or living costs, we understand that a delay in receiving that loan has serious repercussions (for example, you may miss your first rent instalment). Follow the checklist below to make sure you have done everything you can to make sure that your application is processed as quickly as possible:

- > Read all forms carefully and thoroughly, follow the instructions and complete all relevant sections
- > Before you post the forms, make copies and keep them safe
- > Send any forms or letters by recorded delivery and keep a note of the tracking number
- > Check after a day or so to make sure the letter has been received
- > Keep a record of any calls you make. Write down the date and time, who you spoke to and what was said
- > Tell the Student Loan Company if your bank details change
- > If there is a problem, contact your university to get help
- > You may want to make sure that you have a back-up plan, such as a student account with an overdraft facility or a part-time job

If you're having problems with your loan application, please speak to the Residence Team for advice.





# Student Experience

Our team are experienced in giving advice on and mediating in all kinds of welfare issues that students may experience, such as homesickness, difficulty in getting on with flatmates, noise complaints, relationship troubles, partying too hard and having trouble with studies. You're never alone in issues such as these & we'll do whatever we can to help and advise you.

If you need more guidance, we have close relationships with our university partners & their welfare departments to help & support you.

## Mental health

Loneliness is a common experience at university, while some students also feel stress or depression, which can be extremely overwhelming.

If you feel that you are experiencing any of these issues, please contact the Residence Team who will be able to help and guide you towards university support and counselling services. There's no need to feel shy.

## Medical care

It's important when you settle into your accommodation that you register with a local GP surgery and a dental practice. Otherwise, if you become ill during your stay, it won't be possible for a doctor to do home visits and you will struggle to receive any treatment without a lot of hassle at a walk-in centre. You can get a list of local GP surgeries and dental practices from reception. Alternatively refer to the getting to know you document we have sent to you via email.

## Infectious diseases and pandemic

We have produced guidance for our staff on how to deal with pandemics (widespread outbreaks of infectious disease) of various kinds. We will monitor situations when they happen and will get up-to-date information from the NHS and the Health Protection Agency to make sure that we make the right information available to you. Please contact a member of the Residence Team if you have any concerns about your health and wellbeing.

## Meningitis

If you are entering higher education for the first time, you should have been vaccinated against meningitis C. This applies particularly if you are entering the first year, whatever your age. If you have not already been immunised before you arrive, your university doctor can arrange this for you.

It is important to remember that this vaccination only gives protection against the group C strain of meningitis, which accounts for 40% of all meningitis cases in students. You should still watch out for the signs and symptoms of the group B strain of meningitis.

The symptoms of meningitis and septicaemia are:

- > High temperature or fever
- > Being violently sick
- > Severe headache
- > Neck stiffness (can't touch your chest with your chin)
- > Joint or muscle pains
- > Feeling drowsy or lethargic
- > Confusion or disorientation
- > A rash of tiny red and purple pin-prick spots, which may spread to look like fresh bruising

These symptoms can get worse rapidly. Don't wait for all the signs to appear as they may not do so!

## Code of standards

We work with the ANUK Code of Standards. You can download details from our website, [libertyliving.co.uk/pdfs/nationalcodeofstandards.pdf](https://libertyliving.co.uk/pdfs/nationalcodeofstandards.pdf).





# Green Living

Liberty Living takes a serious and responsible approach to environmental issues and something known as our 'corporate social responsibility.'



Recycling and energy saving is no easy task across a portfolio of residences as large and widespread as ours. However we take every step to ensure that as much as possible our waste is minimised and that the waste which is produced both by ourselves as a business and by you, our residents, is diverted from landfill through recycling or through "Energy From Waste" schemes.

We are actually part of more than the one initiative for change in the 'green' department! We're on board with both the Carbon Reduction Commitment (CRC) and Energy Savings Opportunities Scheme (ESOS). You'll also notice that we make a bit of a fuss around Earth Hour too - oh and we're big supporters of the NUS Students Green Fund.

We make sure every bedroom within each of our student residences has the recycling facilities required to enable every student to recycle their waste.

We have an easy-peasy two-bin strategy for recycling waste. Please make sure that you put your items for recycling (glass, plastic, metals, paper and card) into the appropriate green recycling bags, we supply these free of charge. Please rinse out food containers before recycling them.

You should put other waste, such as leftover or unwanted food, vegetable peelings, food contaminated paper and card, tissues, wipes, crisp packets and any other non-recyclable waste in the red waste bags. You must use coloured bin liners when getting rid of waste – you can get these free of charge from reception.

We take a responsible approach to managing our use of energy and taking care of our environment. Energy-saving initiatives are undertaken by the organisation, Liberty Living employees and you, our residents. These include encouraging you to adopt simple, everyday practices which help to save energy.

As a large operator of private student accommodation, we are committed to being as environmentally friendly as is realistically

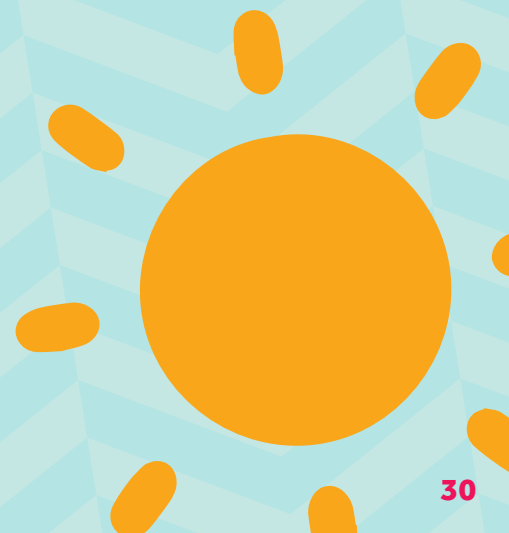
possible. We believe that this is as important to you as it is to us. Achieving our aims will be an on-going process and we ask for your help in meeting our environmental and social responsibilities in some really simple ways.

We ask that you:

- > Try to turn out the lights and turn down the heating in your room when going out.
- > Turn off appliances at the power supply. Did you know? Leaving electrical appliances on standby mode uses the same amount of electricity as leaving them on. A scary fact!
- > Ensure cookers and extractor fans are fully turned off after use. This one's a bit of a safety thing, too!
- > Turn off computers/laptops at the power supply when not in use. We know it's tempting to just pop them on standby, but it only takes 10 seconds to shut down!
- > Use recycling bins where provided as mentioned above. Trust us, it's not cool to collect cans and bottles in rooms & flats; they have far more use in the recycling bin.
- > Make use of our awesome Donation Stations to leave any clothing or any other items that Cancer Research UK can reuse, sell or recycle. Just bag your stuff up and use the bins provided.

It's the little things that can make a big difference, especially if we all do them together!

We welcome any ideas you may have to help us achieve our aims. Please email us at [ideas@libertyliving.co.uk](mailto:ideas@libertyliving.co.uk).





# Additional charges

## Cleaning charges

If no residents take responsibility, cleaning charges will be split equally between all residents within the flat.

## Damage & replacement charges

If no residents take responsibility, damage & replacement charges will be split equally between all residents within the flat.

Please consider your fellow students and own up where necessary!

## Warning

Misusing fire safety equipment is a criminal offence and puts you and those around you

at risk. We will fully investigate all incidents involving the misuse of fire safety equipment.

## Call-out charges

We can give you call-out charges for a specific residence if you ask. You will have to pay the call-out charge and the hourly charge for each hour that the work takes.

## Please note

These prices are approximations only and may vary per site. We will however, always try to offer you the best value where possible.

# Repair, damage & replacement charges

### Flat entrance & hallway

Item	Prices
Vacuum carpet	£10
Vacuum & steam clean carpet	£40
Clean all surfaces & skirting	£15
Rubbish removal (per bag / item)	£10
Paint hallway wall (standard)	£40
Paint hallway wall (large)	£50
Replace front door / door frame	£120
Replace door bell	£15
Replace spy hole	£15
Replace intercom	£25
Replace hallway carpet	£300

### Keys & door entry systems

Item	Prices
Replace door key	£30
Replace entrance fob	£15
Replace swipe card	£10
Replace post box key	£10

### Bathroom (En-suite or shared)

Item	Prices
Deep clean & disinfect all of	
En-suite bathroom	£25
Clean & de-scale toilet	£10

Clean & de-scale shower / shower door	£10
Clean & de-scale sink & taps	£10
Rubbish removal (per bag / item)	£10
Shower floor deep clean	£25
Clean bathroom mirror	£5
Paint bathroom	£30
Replace bathroom flooring	£100
Replace En-suite door	£150
Replace shower curtain	£15
Replace shower door	£90
Replace toilet seat	£45
Replace toilet	£120
Replace sink / basin	£100
Replace bathroom mirror	£65
Paint bathroom	£30
Replace bathroom flooring	£100
Replace En-suite door	£150
Replace shower curtain	£15
Replace shower door	£90
Replace toilet seat	£45
Replace toilet	£120
Replace sink / basin	£100
Replace bathroom mirror	£65

### Safety devices – replacements

Item	Prices
6 litre foam extinguisher	£85
9 litre foam extinguisher	£95

2 kg dry powder extinguisher	£50
Fire blanket	£35
Smoke detector (not linked to fire panel)	£40
Smoke & heat detector (linked to fire panel)	£200
Standard emergency light	£75
'Fire exit' sign (or other fire safety signs)	£15
Manual call point	£50
Manual call point (replace broken glass)	£20
Window lock	£40

### Call-out & labour charges

Item	Prices
Contractor (normal working hours)	
– Call-out charge	£75
– Hourly charge	£35
On-site maintenance staff (normal working hours)	
– Call-out charge	£20
– Hourly charge	£20
Contractor (outside normal working hours)	
– Call-out charge	£100
– Hourly charge	£50

On-site maintenance staff (outside normal working hours)	
– Call-out charge	£40
– Hourly charge	£30



# Repair, damage & replacement charges

## Kitchen & lounge / Studio kitchen

Item	Prices
Vacuum carpet	£10
Vacuum & steam clean carpet	£50
Rubbish removal (per bag / item)	£10
Clean & disinfect all lounge furniture, surfaces, windows & skirting	£30
Steam clean lounge sofas / chairs	£40
Clean & disinfect all kitchen worktops & furniture	£30
Empty & clean kitchen cupboards & drawers	£15
Clean & de-grease cooker & hob, inside & out	£45
Clean & de-frost fridge freezer	£25
Clean & de-grease extractor fan	£10
Clean microwave, inside & out	£10
Clean, disinfect & de-scale sink & splashback	£30
Steam clean curtains	£30
Clean & disinfect kitchen floor	£15
Paint kitchen / lounge wall (standard, per wall)	£40
Paint all kitchen / lounge walls (standard)	£140
Paint kitchen / lounge wall (large, per wall)	£50
Paint all kitchen / lounge walls (large)	£175
Replace kitchen / lounge carpet	£200
Replace kitchen lino / flooring	£330
Replace lounge sofa	£350
Replace lounge chair	£85
Replace coffee table	£40

Replace TV unit	£70
Replace dining table	£105
Replace dining chair	£75
Replace kitchen stool	£60
Replace kitchen worktop	£175
Replace kitchen bin	£15
Replace microwave	£50
Replace vacuum cleaner	£105
Replace oven	£225
Replace hob (solid plate)	£150
Replace hob (ceramic)	£225
Replace oven shelves	£20
Replace oven grill pan	£25
Replace undercounter fridge	£170
Replace fridge freezer	£350
Replace undercounter freezer	£180
Replace fridge / freezer shelves / drawers (each)	£20
Replace TV	£275
Replace TV remote control	£25
Replace toaster	£20
Replace kettle	£9
Replace plug / internet sockets	£20
Replace sweeping brush	£10
Replace mop & bucket	£10
Replace dustpan & brush	£5
Replace noticeboard	£35
Replace ironing board	£65
Replace curtains	£75

## Bedroom / Studio

Item	Prices
Vacuum carpet	£10
Vacuum & steam clean carpet	£30

Rubbish removal (per bag / item)	£10
Clean & disinfect all bedroom furniture, surfaces, windows & skirting	£25
Empty & clean bedroom cupboards, wardrobe & drawers	£15
Steam clean bedroom chair	£15
Steam clean curtains	£30
Clean bedroom mirror	£5
Paint bedroom wall (per wall)	£30
Paint bedroom walls (all walls)	£105
Paint Studio wall (per wall)	£40
Paint large Studio wall (per wall)	£50
Paint Studio walls (all walls)	£140
Paint large Studio walls (all walls)	£175
Replace bedroom carpet	£220
Replace Studio carpet	£350
Replace single bedframe	£250
Replace single mattress	£65
Replace 4ft bedframe	£270
Replace 4ft mattress	£100
Replace double bedframe	£295
Replace double mattress	£120
Replace bedroom desk / worktop	£80
Replace bedside cabinet	£70
Replace bedroom drawers	£125
Replace wardrobe	£220
Replace underbed storage	£50
Replace bedroom chair	£65
Replace bedroom mirror	£65
Replace bedroom bin	£5
Replace noticeboard	£35
Replace curtains	£75
Replace shelves	£55
Replace plug / internet socket	£20

## Call-out charges

We can give you call-out charges for a specific residence if you ask. You will have to pay the call-out charge and the hourly charge for each hour that the work takes.

## Warning

Misusing fire safety equipment is a criminal offence and puts you and those around you at risk. We will fully investigate all incidents involving the misuse of fire safety equipment.

## Please note

**These prices are approximations only and may vary per site.**

**We will however, always try to offer you the best value where possible.**



# When you move out

**Don't forget to return your keys when you move out. If we receive the key after your Tenancy Agreement or summer agreement has ended or after you move out, we may charge you if the lock and key require changing for a new resident.**



## Returning your deposit

If you are a summer student, you may not have paid a deposit. You will be required to pay for any damages or cleaning charges as set out in the summer agreement.

When you signed your Tenancy Agreement, you paid a booking fee that becomes a 'damage deposit' at the start of your tenancy. This is to cover any damage to your room or flat that might happen during your stay.

Before the end of your tenancy, it's your responsibility to arrange for the Residence Team to check your room or flat with you. We'll let you know what, if any, work needs to be done to put the room or flat back to the standard we expect.

You will receive your deposit back within 28 days of the end date of the Tenancy Agreement, with a statement listing any deductions that we have made in line with the general repair charges. Please be aware that we will withhold some or all of your deposit if you:

- > Are responsible for damage to the room or flat (whether deliberate or caused by negligence);
- > Haven't cleaned the room or flat properly, including the oven and kitchen;
- > Fail to remove your possessions or any rubbish from your room or flat; or
- > Owe any rent or owe any other money under the terms of your Tenancy Agreement

Please don't forget that we'll need a forwarding address so that we can send your deposit back to you once your contract has ended & we've inspected your room. If you feel that we have made a deduction to your deposit unfairly, you should write to the Residence Team within 20 days of being told about the deduction.

Since April 2007, all deposits we have taken for Tenancy Agreements have been covered under something called the Deposit Protection Scheme (more about that later!). If you have any further questions, please contact a member of your Residence Team.

## Having too much fun to leave?

It's never too early to re-book with us for next year. Please contact reception, check your emails or visit our website for the latest information, prices and availability.

## Spend summer with us

If you plan to stay on and work this summer or want to see more of the UK, why not stay with us? There are 18 cities all around the country to choose from, and wherever you want to go you'll find the same high quality accommodation you're used to that's close to everything you want to see and do.

To check availability and see our other UK locations visit [libertyliving.co.uk](http://libertyliving.co.uk). If you check from January there may be special promotions on summer accommodation.

Alternatively, visit [libertyliving.co.uk/summer-accommodation](http://libertyliving.co.uk/summer-accommodation) to book online.





# What is the Deposit Protection Scheme?

## The Deposit Protection Scheme & Liberty Living

Before you move into your Liberty Living residence you'll be asked to pay a £200 booking fee. This forms part of the application process and is necessary before any room can be allocated to you as a resident.

The booking fee needs to be paid online for online applications, or can be paid by cheque (for postal applications).

At the start of the tenancy period the booking fee becomes a deposit, to be held as security against any resident leaving the property owing rent, or to pay for any damages caused to property, fixtures or fittings during the course of their contracted stay.

All deposits are protected by the Deposit Protection Scheme (DPS) and will be returned within 28 days of the tenancy period ending, less any charges levied for damage to the property or rent outstanding. To ensure that mutual agreement can be reached the tenant should ensure that he or she arranges a room or flat inspection before departure in conjunction with the Residence Team.

Should the tenant disagree with any charges, he or she should raise the issue in writing with the Residence Team within 20 days of receiving notice of charges. In the event that an agreement cannot be reached on level of charges, DPS can offer a mediation service.

What is the Deposit Protection Scheme? DPS is run by The Dispute Service Ltd. It's an insurance-backed tenancy deposit protection scheme authorised by the government.

It's all a little bit confusing and complicated, so to summarise, the DPS has two main roles:

- > To protect deposits
- > To help resolve disputes about deposits

## What is tenancy deposit protection?

Tenancy deposit protection applies to all deposits for assured short hold tenancies that started in England or Wales on or after 6 April 2007. By law, a landlord or agent who receives a deposit for such a tenancy must protect the deposit.

Most residential tenancies in the private rented sector are ASTs, with some exceptions. For example, a tenancy cannot be an AST if:

- > The tenant is a company;
- > The rent is more than £100,000 a year;
- > The tenancy is for a holiday let; or
- > A university or college rents the accommodation to its students
- > Tenancy deposit protection means:
- > Protecting a tenant's deposit with a government-authorised scheme such as DPS;
- > Providing the tenant with prescribed information about where their deposit is being protected and how it will be managed
- > Tenancy deposit protection schemes can be one of two kinds:
- > Custodial – this is where the scheme itself holds the deposit during the tenancy
- > Insurance backed – this is where the landlord or agent holds the deposit during the tenancy, but must give it to the scheme at the end of the tenancy if there is a dispute. The scheme is insured because this guarantees that tenants will always get back the money to which they are entitled. DPS is an insurance-backed scheme

Each Deposit Protection Scheme has its own rules setting out in detail how it operates. The DPS Rules are available from the DPS website and on request.

## What are the legal requirements?

These are contained in sections 212-215 of, and Schedule 10 to, the Housing Act 2004 (as amended). Tenancy deposit protection applies to money received by a landlord or agent that is meant to be held as security in case a tenant does not comply with their obligations.

The landlord or agent must comply with the initial requirements of an authorised tenancy deposit protection scheme within 30 days of receiving the deposit. To protect a deposit with DPS, the landlord or agent needs to belong to the scheme, register the deposit on the DPS tenancy database, and pay a membership subscription or deposit protection charge.

A DPS member (landlord or agent) must also give the tenant 'prescribed information'. This information is set out in the Housing (Tenancy Deposits (Prescribed Information) Order 2007. It must also be given to anyone who paid the deposit on the tenant's behalf.

The prescribed information includes the contact details of the landlord and tenant, the rented property's address, the deposit amount and this leaflet. The landlord or agent must also specify which tenancy agreement clauses say how the deposit can be used.

## Tenants must be given the opportunity to:

- > Check any document the landlord provides containing prescribed information; and
- > Sign it to confirm the information is accurate

What if the landlord or agent does not comply? A landlord or agent should protect the deposit in an authorised scheme and provide the tenant (and any sponsor) with the prescribed information within 30 days of receiving the deposit. If they don't do so, then the tenant (or the person who paid the deposit) can take the landlord or agent to court. The court can order the landlord or agent to protect the deposit or repay it to the tenant. The court can also order the landlord or agent to pay the tenant

compensation of between one and three times the deposit's value.

A landlord who has not correctly protected a deposit cannot serve a notice to end the tenancy and regain possession of it under section 21 of the Housing Act 1988. The landlord can only serve such a 'section 21 notice' after the deposit has been repaid or after any court case about the deposit has ended.

A landlord who has not given the tenant prescribed information within 30 days must not issue a section 21 notice until the prescribed information has been given. If this takes place more than 30 days after the landlord or agent received the deposit, the tenant can still apply to court for compensation of between one and three times the deposit's value.

DPS cannot award compensation to tenants if a landlord or agent fails to comply with the law relating to tenancy deposit protection. This can only be dealt with by the courts.

## Is my deposit protected?

Tenants can check if their deposit is registered with DPS by visiting [depositprotection.com](https://www.depositprotection.com). If tenants have received a Tenancy Deposit Protection Certificate, they should enter the code number from that certificate. Alternatively they can enter their surname, the deposit amount, the tenancy postcode, and the date their tenancy started.

If a member informs DPS that the protection of a deposit should be ended, DPS will make reasonable efforts to inform the tenant before ending the protection.

If the tenancy has not ended, the tenant (or one of the joint tenants) can object to the ending of deposit protection by phoning the DPS customer contact centre.

If the tenancy has ended and the tenant is not satisfied with the proposed split of the deposit,



then the tenant can ask DPS to resolve the dispute within three months after the end of the tenancy.

### **What happens to the deposit after the landlord or agent receives it?**

The landlord or the agent will hold the deposit during the tenancy. The Tenancy Agreement should state who receives any interest it makes.

### **What happens to the deposit at the end of the tenancy?**

If there is no dispute about the return of the deposit at the end of the tenancy, the landlord or agent must pay the deposit to the tenant (that's you!) without delay, less any deductions that the tenant has agreed.

If there is a dispute about the return of the deposit or about proposed deductions, the parties should try to reach agreement without delay. Most disputes are resolved informally in this way. But if the deposit has not been returned to the tenant within 10 days of the tenant asking for it, any of the parties can ask DPS to resolve the dispute.

- > Assess any damage, rent arrears and any other likely deductions from the deposit as they would normally do
- > Split the deposit, pay the party who is present the appropriate amount, and transfer the amount due to the absent tenant / landlord to a suitably chosen 'Client suspense (bank) account'

The deposit holder should make a formal record of these activities and support it with suitable documents.

After enough time (usually at least six years) has passed from the last contact with the absent tenant / landlord, the deposit holder may then donate the absent party's share to a suitable registered charity – subject to a binding promise from the deposit holder that it would immediately pay from its own

pocket any valid claim it later received from the beneficial or legal owner.

If the absent tenant / landlord returns within that time and seeks to dispute the allocation of the deposit, DPS may offer to adjudicate.

### **Is adjudication better than going to court?**

Deposit disputes need to be resolved quickly and cheaply. Tenants usually need the money as a deposit on their next property, and landlords need to know how much will be available to spend on things like redecoration, damage or repairs. Going to court takes time and can be expensive and stressful.

If DPS protects a deposit and the dispute goes to court, the disputed amount must be sent to DPS. DPS will distribute the deposit once it receives a final court order showing what is to happen to the deposit.

DPS can only resolve a dispute if the deposit has been registered with DPS. If a deposit has not been registered, the parties will have to go to court if they cannot agree a settlement.

Sometimes landlords or tenants prefer to go to court. It might be better for a landlord to go to court if they have a big claim that is well above the deposit. It might be better for a tenant to go to court if they have a counterclaim – say if they had to pay for boiler repairs because the heating did not work for several weeks. DPS cannot deal with counterclaims.

Where DPS cannot accept a dispute for adjudication, DPS will notify any other party to the dispute that this has happened. The other party to the dispute may then choose to go to court or rely on the agent's judgment if the agent is holding the deposit.

### **What can DPS deal with?**

Using the DPS dispute resolution service is not compulsory. If either the landlord or tenant does not agree to use the service, one of them could choose to go to court.

DPS can only deal with disputes about the deposit itself, and cannot make awards that are for more than the disputed deposit. If a larger amount is disputed, you may need to go to court. DPS cannot deal with counterclaims by tenants – such as a claim for disrepair. If you are a tenant and you wish to bring a counterclaim against your landlord, you will need to go to court.

DPS cannot deal with disputes between individual tenants, or between landlords and their agents. DPS does not act as a regulator and cannot order changes in trading practices, close down businesses, or prosecute landlords or agents. However, it does try to raise standards in the private rented sector by educating tenants, landlords and agents about the cause of disputes and how to avoid them.

### **How much does it cost?**

DPS is funded by the membership subscriptions and deposit protection charges that letting agents and landlords pay. All these fees are on the DPS website.

DPS makes no charge to tenants for protecting the deposit – although landlords or agents may pass on their subscriptions to their tenants as part of the tenancy costs. There is no charge to landlords, tenants or agents for having a dispute resolved.

For further details, please visit the DPS website [depositprotection.com](https://www.depositprotection.com).

### **If there is a dispute, what happens to the deposit?**

The landlord or agent can make a payment from the deposit if:

- > Both landlord and tenant have agreed; or
- > The court has ordered the deposit to be paid; or
- > DPS directs them to send the money to DPS

Once DPS has been asked to resolve a deposit dispute, the landlord or the agent must send the disputed amount to DPS. By this time, the landlord or agent should have paid the tenant any part of the deposit that is not an agreed deduction or in dispute.

If whoever is holding the deposit does not send the disputed deposit amount to DPS, DPS will take legal action to recover it. This will not delay DPS in resolving the dispute. If the deposit holder cannot pay the disputed amount, for example because it has become insolvent, DPS will arrange the adjudication, pay the tenant the amount awarded by the adjudicator and make a claim to its insurers. The law requires DPS to guarantee only that the tenant receives the amount they are entitled to.

### **How are disputes resolved?**

The person who wishes to send the dispute to DPS can do this online or by completing a Dispute Application Form giving details of the dispute, and any relevant supporting documents.

The deposit holder must then send the disputed amount to DPS. It will copy the dispute details to the other parties and give them 10 working days to consent to DPS resolving the dispute, respond to the claim, and send in their evidence.

If all the parties agree to DPS resolving the dispute, DPS will appoint an impartial adjudicator to make a binding decision, normally within 28 days of receiving the parties' consent to resolving the dispute. If landlords and agents do not reply, they are treated as consenting. In all these cases, the adjudicator will normally make a decision within 28 days after the deadline for giving evidence.

Within a further 10 days of the adjudicator's decision, DPS will pay the amount due to each party.

The adjudicator's decision will be based only on the evidence sent to DPS – there will be no hearing or visit to the property.

The adjudicator's decision is final. There is no right of appeal to DPS or to the government department in charge of the tenancy deposit protection schemes.

Further details are set out in The Deposit Protection Scheme Rules for the Independent Resolution of Tenancy Deposit Disputes at [depositprotection.com](https://www.depositprotection.com).

### **What if the landlord or tenant can't be contacted at the end of the tenancy?**

DPS cannot resolve a dispute if it cannot contact the parties to get their consent to DPS being involved. In these circumstances, the deposit holder must do the following:

- > Make every practical effort – over a reasonable period of time but not for longer than it would take DPS to resolve a dispute – to contact the (ex)-tenant / landlord using information readily available





## **Get social**

like, follow, tweet,  
blog, comment

> [facebook.com/Liberty.Living.Student.Accommodation](https://facebook.com/Liberty.Living.Student.Accommodation)

> [twitter.com/libertylivinguk](https://twitter.com/libertylivinguk)

> [weibo.com/LibertyFellowship](https://weibo.com/LibertyFellowship)

> [Click here to watch videos about your city!](#)

> [Do you want to blog for us?](#)

Email at [enquiries@libertyliving.co.uk](mailto:enquiries@libertyliving.co.uk)