

RESIDENT GUIDE 2023/24



we
are **Kin**

This guide is packed with all the vital information you and your housemates will need to know during your tenancy.

Please take the time to read and familiarise yourself with its contents.

Dear We Are Kin resident,

Welcome to your new home!

Please familiarise yourself with this guide and keep it handy. Here you will find vital information on how to raise issues, guidelines to moving in, what to do in an emergency, useful tips on safety and security and other aspects of living in one of our properties..

We believe most student houses aren't good enough, and not all landlords cut students a great deal.

So we decided we would all be about fairly priced, cleverly designed student homes, where everything works, in good locations with hands-on ethical landlords.

CONTENTS

P 4	IN CASE OF EMERGENCY & REPORTING REPAIRS
P 5	FixFLO APP AND REPORTING ISSUES
P 6	iLOQ - EVERYTHING YOU NEED TO KNOW
P 6	WHATS INCLUDED IN YOUR TENANCY
P 7	MOVING IN & CARING FOR YOUR HOME
P 8	Wi-F TROUBLE SHOOTING
P 9	DAMP, MOULD AND CONDENSATION
P 10	NO HEATING / SMOKE ALARM / HANGING PICTURES
P 11	PREVENTING PESTS / COUNTY COURT JUDGEMENTS
P 12	SAFETY & SECURITY
P 12	DRAINS AND BLOCKAGES
P 13	UTILITIES
P 14	'IF IN THE EVENT OF'
P 15	MOVING OUT

IN THE CASE OF AN EMERGENCY

Please take note of all exits in case of an emergency. In the event of a fire,

- Leave the building by the nearest exit
- Dial 999
- Report the issue on Fix Flo <https://wearekin.fixflo.com/> and email maintenance@wearekin.co.uk

If you smell gas vacate the property immediately and notify the National Grid on 0800 111 999.

Reporting repairs

All issues **MUST** be reported via Fix Flo at wearekin.fixflo.com
Here they are picked up by our team and actioned accordingly.
Should you have an emergency outside of working hours, such as evenings or weekends, please contact us on 0204 524 7035



Please read and understand issues that constitute an emergency

- Immediate, **serious danger** to a tenants health/safety or **serious damage** to the building.
- Gas leak/gas emergency – in first instance always contact National Grid on 0800 111 999.
- A **severe** water leak that is causing **significant and serious** damage to the property.
- Complete power failure – Please check the trip switches in your fuse box first.
- No heating/hot water **during sub-zero temperatures only**. Please note that in most circumstance loss of heating or hot water is not classed as an emergency and will be actioned upon the next working day.
- If you are LOCKED OUT you will be charged for cost of locksmith

TYPE OF REPAIR	TIMESCALE (TO ACTION)	DESCRIPTION
Emergency	Within 24 Hours working hours	One of the 5 cases as stated above, then we will look to respond within 24 working hours
Urgent Repair	7 Days	An urgent repair that materially affects your comfort or convenience.
Non-Urgent Repair	28 Days (or on your next property inspection, whichever is sooner)	A non-urgent repair does not fall into the above two mentioned categories

YOUR KIN KEEPER

At We Are Kin we provide a local point of contact, this person will attend to day to day repairs and maintenance issues and visit for regular inspections and to carry out certain legislative and safety checks. **Please note ALL repairs must be reported on our Fix Flo platform <https://wearekin.fixflo.com/>**

Should you have an emergency out of hours please call 0204 524 7035

Liverpool

Neal

Preston & Lancaster

Stuart

maintenance@wearekin.co.uk

Rusholme & Salford

Gary

0204 524 7035

Lincoln & Sheffield

James

<https://wearekin.fixflo.com/>

Sheffield, Derby & Leicester

Damion

Fix Flo: REPAIRS/MAINTENANCE

Fix Flo is your primary point of call and 'go to' for raising any issues. Use the 'create an issue' to make us aware of repairs and maintenance requests. Our team will respond, handling your issue, and book in either your Kin Keeper or one of our contractors to complete the works.

The screenshot shows the 'we are Kin' logo at the top. Below it is a welcome message: 'Welcome to our repair reporting system. Please be as descriptive as possible and always provide a photo of the problem when you can.' The main section is titled 'What is the problem? Step 1/3' and features a search bar labeled 'Search your problem'. Below the search bar, it says 'Please select the relevant picture' and displays a grid of 18 icons representing different areas of a property: Bathroom and Toilet, Kitchen, Heating and boiler, Water and Leaks, Doors, Garages and Locks, Internal floors, walls and ceilings, Lighting, Window, Exterior and Garden, Laundry, Furniture, Electricity, Hot Water, Alarms and Smoke Detectors, Pests/Vermin, Roof, Communal/Shared Facilities, and Audiovisual.

iLOQ: EVERYTHING YOU NEED TO KNOW

Across many of our properties we use a state-of-the-art locking system, allowing you to lock and unlock your house and bedroom using your phone. No more lost or mislaid keys! If you are not lucky enough to have iLOQ installed yet, it will hopefully be with you soon.

Our iLOQ' s are a brand new, innovative technology from Finland, utilising battery free NFC technology. In the rare instances where you phone is not compatible please inform your Kin Keeper.



[How to work your iLOQ](#)



[iLOQ Android User Guide](#)



[iLOQ iOS User Guide](#)



WHAT'S FURNISHINGS ARE INCLUDED IN MY TENANCY

All of our properties come furnished and feature kitchen appliances, including washing machines, cookers and fridge-freezers as standard. Your bedroom will be furnished for comfort and convenience, and will include, a bed with mattress and mattress protector, desk, chair and clothes storage unit.

For smaller, sundry items, this would be your responsibility to provide. It is also your responsibility to ensure all personal electrical items such as hairdryers are safe to use.

Unfortunately we cannot allow you to store items in the property prior to your move in date.

MOVING IN & CARING FOR YOUR HOME

Refuse Removal: Please place all of your refuse in the appropriate collection bins at your property, it is important to adhere to what can and cannot be recycled. We advise you visit your local councils website for details on refuse collections. All bins must be placed ready for collection on the appropriate day and returned to the designated area as per council regulations

Rodents: To mitigate chances of rodents it is crucial that all waste is bagged in bin liners and placed in your outside collection bins at the earliest opportunities. Ensuring no loose food/ waste is on the floor reduces the risk of pests. Also check within cupboards for any displaced food waste and try to identify any entry points within. See page 11 for more guidance. In our experience and that of the pest controllers, poor cleanliness and refuse management is the overriding contributor for the unwanted visits of rodents.

Council Tax: Please ensure if you haven't already you inform us of your enrolment/student ID number. We will then pass this to the council to ensure you do not get charged for council tax whilst you are a student. Remember, if you stop being or are not a student, then you will be liable for council tax and it is your responsibility to pay it.

Car Parking: Should your property be situated in a 'Residents Only' area you may be eligible for a permit. However We Are Kin would have no involvement in this and you must apply directly to your local authority in such circumstances, using your contract as proof of residency.

Insurance: We provide all our residents with FREE content insurance through Endsleigh. For no extra charge your basic contents (including laptops up to £1k) are insured against theft. However you must activate your policy to get your insurance in place. You can do this by scanning this QR code and following the necessary steps.



Noise Nuisance/Parties: We want you to have fun whilst staying with us, but parties can quickly get out of control and can result in you annoying or upsetting your neighbours. As your tenancy agreement states, loud music cannot be played after 11pm. If part of the property is damaged as a result of a party, then as tenants you will be responsible for the cost of repairs.

Pets: Under no circumstances are pets prohibited within any of our properties. Both buildings and tenant insurance could be invalid should it be found a pet is residing at the property along with a serious breach of tenancy.

Smoking/Drug Use: Smoking, and or drug use is strictly prohibited inside any of our properties and we take a strict zero tolerance on this policy. Smoking/drug use is a clear breach of your tenancy agreement and will result in an eviction notice. A minimum charge of £300 will be applied to any household requiring a deep clean to eradicate smoke damage or odor. We kindly request all smoking is done outside of the property.

Lightbulbs: As a standard tenancy agreement clause, changing lightbulbs is the responsibility of the resident. However should the bulb be placed higher than standard ceiling height please raise on FixFlo advising of such and we can send your Kin Keeper to replace, though note this would not be deemed an emergency.

Batteries: From TV remote controls to CO Detectors and Thermostat controllers, all run on batteries and will be the responsibility of the residents to replace when required. Should your ceiling mounted smoke alarm require a new battery please report it to us via Stu Rents.

Wi-Fi TROUBLE SHOOTING

For all internet connection issues please raise this on <https://wearekin.fixflo.com/> You will be given the necessary advice/troubleshooting. Please note no concessions will be made for loss of broadband connection as this is a complimentary service.

Shower Leaks

The most common cause of shower leaks is back to back use, prolonged use of the showers not allowing waste water to drain. The build up exceeds the water tray and leaks through the bathroom floor.

DISCOVERING DAMP, MOULD OR CONDENSATION?

All of our properties have been surveyed and you will be happy to know none contain any penetrating or rising damp. Therefore if you begin to notice any signs of damp, mould or condensation, it is almost certain to be through lack of ventilation.



So what is condensation? Air holds moisture and when moist air hits a cold surface like a wall it cools and the is no longer able to hold the moisture, turning into water droplets that settle on surface. Condensation occurs in colder weather and usually in areas like windows, corners of rooms, behind wardrobes, basically places with little air circulation. Condensation appears as black mould appearing on these walls and other areas. But it is a result of lifestyle habits, and not a fault with your home.



Remember, the key to Mould Control is Moisture Control



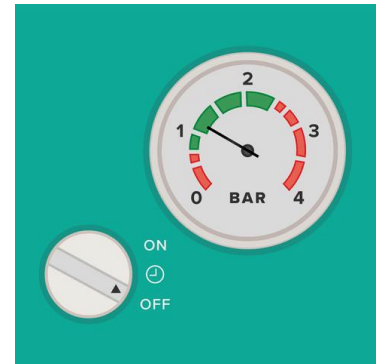
So what can I do?

- Keeping your bedroom door closed all day, with curtains and windows closed prevents air circulation leading to condensation. Open your door during the day where you can and keep your window open for at least 15 minutes each day
- Have your windows open a small amount but locked allowing to vent. Also ensure trickle vents are open if your window has them fitted. If unsure ask your Kin Keeper on their next visit.
- When cooking open a window and use the extractor fan. Also use lids on cooking pots.
- When showering open the window if there is one and ensure the fan is turned on.
- Drying clothes on radiators releases more vapor in the air which settles on walls, prevent this by drying clothes outside where possible.
- Many of our tenants decide to invest in a small dehumidifier for their room which may be a good idea.

Reporting these issues: Please be aware that when reporting these issues, it is imperative this is done through Fix Flo .

NO HEATING OR HOT WATER

In most cases the cause of this is due to low pressure on your boiler. But don't worry this is easily resolved. Have a look at the pressure gauge, which will look something like this. If you have no heating or hot water and gauge is below '1', you simply need to top the water back up, ideally between 1 - 2.



The relevant switch or lever valve to do this will differ in position from boiler to boiler. If you are unsure then put the make and model in to Google and a guide or video will be available.

HOW TO TEST YOUR SMOKE ALARM

We Are Kin will ensure all alarms are present and working before you move in. However we do ask that you test your alarms at the very least once a month! Simply hold the test button for up to 10 seconds and wait for a loud alarm. If there are any faults or your alarm fails to activate on testing please notify us via Fix Flo immediately.

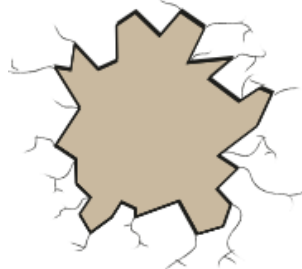


CAN I PUT UP PICTURES?

We want you to feel at home in the property and we understand this may mean you want to put up pictures or photographs in your room.



REMEMBER: the property needs to be returned in the same condition as at the beginning of your tenancy, taking into consideration fair wear and tear as noted on the inventory and schedule of condition prepared at the start of your tenancy.



If you do put up items on other walls, it is your responsibility to rectify all damage e.g. excessive blu tac marks, holes in the walls etc. (this is classed as any damage that affect the aesthetics of the room).

HOW TO PREVENT PESTS

Although most pests may pose no danger and will not be treated as an emergency issue, they can be quite destructive over time. Therefore we ask that in all instances, measures are taken to reduce the risk of any such unsolicited 'housemates'



The only mouse you will want to see is the one connected to your laptop! So please ensure all of these preventative steps are followed before reporting the matter. If satisfied all of the below are being adhered to. Please report the issue via Fix Flo

- Keep your house, particularly the kitchen as pests are attracted by food sources.
- Regularly sweeping and hoovering of floors.
- Placing the correct waste in the appropriate wheelie bin, without contamination.
- Empty bins regularly, preventing overflowing.
- Use bin liners in indoor bins in all cases
- Please check to see if you can identify any small points of entry and then report this with accompanying photographs on StuRents.

Please note: If a specialist pest controller is required and they deem the infestation has been caused due to lack of cleanliness or confirm none of the above steps have been followed, you could find yourselves to be responsible for the cost.

HOW TO AVOID COUNTY COURT JUDGEMENTS (CCJs)



It is imperative that you remain up to date with your rental payments and look after your property through the course of your stay. Including returning it back in an acceptable condition ready for the new tenants. Failure to pay rent on time or cover costs for cleaning and damages to the property, could result in you and your guarantor receiving a County Court Judgement, affecting your ability to rent and get credit in the future. It is important that you read and understand your obligations within your tenancy which is a legally binding agreement. If you encounter any circumstance that will affect you to pay your rent please inform our team immediately.



SAFETY AND SECURITY

We Are Kin take every measure to ensure all of our homes are as safe and secure as possible. Though we ask all of our residents to remain vigilant and follow these steps to reduce the risk of break-ins and burglaries.



- Keep all doors locked when you are out, front and back.
- Lock all windows when you are out.
- Don't leave valuables such as laptops on display which can easily be seen through windows.
- Ensure you have opted in to your Free contents insurance through Endsleigh.
- Our iLOQ system ensures extra security, though if your property does feature traditional key lock entry, do not lend your keys to anyone. Furthermore, consent from We Are Kin must be given before having extra keys cut.
- We Are Kin will always give 24hrs notice to tenants of any visiting contractors. iLOQ access is strictly controlled by We Are Kin only so only approved and vetted contractors can access our properties. Finally if something doesn't feel right, do not give access and contact us immediately and we can verify any visitors.

If you are unfortunate to suffer a break in, always call the police in the first instance. Do not touch anything until the police advise it is okay to do so. The police will provide you with a crime reference number, please keep this safe. After notifying the police please also notify your Kin Keeper.

DRAINS BLOCKAGES AND MAINTENANCE

Drains are most commonly blocked with hair, food and grease. Early signs of a blockage will be slow draining water. This can be easily resolved by using one of the products. Only use once the water has gone. These are all widely available and cost just a few pounds. PLEASE FOLLOW THIS AN UNBLOCK DRAIN BEFORE RAISING ON FIX FLO



However if the water is not draining at all, this doesn't mean we need to call a plumber just yet. In most cases can be easily fixed using a plunger to clear the blockage. You need to have enough water in the bath, shower tray, toilet or sink to fully submerge the rubber cup. Plunge at an upright angle keeping the handle straight and vertical. Do this for around 20 seconds then examine the results. If the drain remains blocked, repeat this process a couple more times.



Please note!

If a plumber attends and finds the issue could have easily been resolved if you had taken these steps you will be responsible for the cost of the call-out. Please note a plumber charges a minimum of £42 per blockage.

If the problem persists after trying one of the above products, then please raise a task via StuRents. Please submit a photograph of the drain blockage along with an accompanying photograph of the products you have used to try and resolve the issue.

To limit the risk of clogged drains, and receiving call out costs, many of our residents use drain covers, preventing small shampoo lids, hair and other items from entering the plug holes and causing a blockage.



UTILITIES

Although we provide the cost for all utilities, we do ask that you consider how much your use and that your usage is sensible. Please use your heating and water economically, as exceeding fair usage will incur additional costs. Make sure heating and lights are not left on unnecessarily.



Please use as much natural light as possible and do not leave lights on when leaving the house. However if the home is left empty of an evening we suggest a visible light is left on for security reasons. Though please do not leave lights, lamps or decorative lighting features on when you are not home.



DON'T MAKE A COSTLY MISTAKE

Exceeding fair usage of utilities: We want you to feel comfortable within your home, however we DO enforce a utility fair usage policy. You will notice gentle reminders throughout your home requesting you use energy and water responsibly. If responsible use is not exercised We Are Kin reserve the right to invoice the residents collectively for any excessive usage.



IF IN THE EVENT...

Total Loss of Heating: In the unforeseen event of loss of heating within your property we will endeavor to provide electric heater at the earliest possible opportunity. These heaters can then be used for as long as needed until the problem is resolved.

Total Loss of Hot Water: In the unforeseen event of loss of hot water within your property we will endeavor to resolve this as soon as possible. Please note a faulty electric shower, but running hot water does not constitute total loss of hot water.

Total Loss Of Power: In most cases of a power cut, we find the likely cause is a tripped switch within your consumer unit. Please locate your unit which will look something like this. You will more than likely find one of the circuit breaker switches has tripped to the 'off' position. Simply push back to the on position.



Kitchen appliance breakdown: Should a kitchen appliance supplied by We Are Kin malfunction, we ask that you let us know at your earliest opportunity. We will arrange an appliance engineer to repair the issue and we ask for you to bear with us during this time. Should the issue relate to your oven, cooker or hob, we ask that in the interim you use your toaster and microwave as a food heating source. No concessions will be made for appliance breakdown.

Absence of appliance instructions: In all cases we will attempt to provide instructions for the appliances within your home. However should these be absent we advise to simply Google the appliance make and model followed by 'Instructions'. You should then be able to view PDF versions or even how to videos.

MOVING OUT



When vacating the property please ensure the below list is checked off. For us it's straightforward, simply leave the property in the condition you found it!

Check List

- Remove all personal belongings
- Remove all waste from the property
- Leave all walls free from damage including blue-tac residue
- Wipe down all furniture to leave dust and stain free
- Clean inside all cupboards and drawers
- Carpet free from stains, dust and dirt
- Hoover all carpets and clean all floors
- Empty vacuum cleaner
- Fridge and freezer left clean ready for immediate reuse
- Oven And hob left clean ready for immediate reuse
- Microwave left clean for immediate reuse
- Washing machine dispenser cleaned and ready for immediate reuse
- Clean baths, showers and toilets
- Ensure gardens are free of any waste, remove BBQs, Traffic cones, street signs etc.
- Ensure communal spare key/fob is left securely in lock box
- Leave any We Are Kin parking permits on your desk Leave any personal iLOQ fobs on your desk



Finally it may not all be fun, but it is necessary. And remember you are all jointly responsible for the condition in which the property is returned.

