

June 2018 – PLEASE THROW AWAY PREVIOUS ISSUES

There is new information in this issue



INTRODUCTION

This booklet has been produced to let you know how the site is run and how to get things done. I apologise if this comes across as a big list of 'dos and don'ts', but it is meant to make your stay at ABG trouble-free and can save you time and money if you read it thoroughly.

Aston Brook Green was developed from 58 run-down properties some 30 years ago. The properties are owned by Midland Heart Housing Association Ltd. and are managed by Aston Students' Union.

I would ask that if you do have problems that they are reported to me as soon as possible. Please do not put it off, as the situation will only become worse. I am unable to ascertain whether repairs have been effectively carried out so if you are not happy with the rate at which things are going please inform me.

Reading this carefully will help make Aston Brook Green a safe and pleasant environment to live in. With the co-operation and involvement of all the tenants Aston Brook Green is a close-knit community and we would like it to remain so. If you have any suggestions as to how this situation can be improved please let me know.

Malcolm Lawrie
Accommodation Services Manager

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6 CARDINAL RULES

Ball Games

Ball games are categorically banned from being played anywhere on the site, because of the disturbance to other residents and the risk of damage to CCTV equipment of fibre optic cabling at supports the ABG internet service.

Smoking

As per Section (29) in your tenancy agreement **SMOKING IS NOT ALLOWED** in your flat or on the site within 3 meters of any building.

Soft Furnishings

You are not permitted to bring your own soft furniture to Aston Brook Green (this includes sofas, arm chairs, Futons, etc.). This is due to fire regulations. If sofas are found in your flat they will be removed at a cost of £150.00 (that is what a small skip costs).

Beds

You are also not permitted to change the bed base without the specific permission of the Accommodation Services Manager. If you think your mattress needs changing please ask the Accommodation Services Manager.

Electric Fan or Convector Heaters

Electric fan or convector heaters are not permitted at Aston Brook Green because of an insurance stipulation. If you use a fan/convector heater on the site our insurance is null and void and you will be responsible for any damage resulting from a fire caused by an electric fan. If you want extra heat you will have to use an oil-filled electric heater. Please note that the use of these appliances is far more expensive than using the flat's own central heating system.

If you need to supplement the heating you must use a portable oil-filled electric heater.

Recycling

Please do not put any type of plastic bags, bin liners, carrier bags, thin plastic wrapping or the likes into the recycling bins on the car park.

OFFICE HOURS

My hours are -

Monday – 0800 - 1600
Tuesday - 0800 - 1300
Wednesday - 0800 - 1700
Thursday – 0800 - 1600
Friday – 0800 - 1600

The schedule below will tell you where I will be and my availability to see you. Although it is not cast in stone because of emergencies and meetings I aim to keep to this schedule as much as possible. Please note that I am not available on Tuesday afternoons.

With the exception of an emergency I should not be contacted outside of these hours and then only if you cannot locate one of the Deputy Wardens.

HOUSING MANAGER - WORK SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
0730 - 0800							
0800 - 0830							
0830 - 0900							
0900 - 0930							
0930 - 1000							
1000 - 1030			ASH				
1030 - 1100			ASH				
1100 - 1130	ASH		ASH		ASH		
1130 - 1200	ASH		ASH		ASH		
1200 - 1230	ASH				ASH		
1230 - 1300							
1300 - 1330							
1330 - 1400							
1400 - 1430							
1430 - 1500							
1500 - 1530							
1530 - 1600							
1600 - 1630							
1630 - 1700							
ASH	Available in Aston Students Homes Office - 1st Floor Students' Union						
	Lunch						
	At ABG - drop-in or appointment If not in Flat 1 I will be out and about on site - keep trying or ring my mobile						
	Dealing with contractors / repairs / purchasing or collecting goods / etc. Available if in ABG Office						
	Not working - available in emergencies only by mobile phone. I will try to answer email outside of these office hours where possible						

PLEASE NOTE - THESE TIMES ARE ONLY FOR GUIDANCE. DUE TO MEETINGS, EMERGENCIES, ETC. THEY MAY VARY

DEPUTY WARDENS

Should an **emergency** arise in my absence there are three Deputy Wardens you can contact:

- **JIMMY – Flat 44**
- **JOHN – Flat 55**
- **CHARLIE – FLAT 56**

If they are unavailable please ring me on the mobile phone number you will find in the booklet circulated to all flats or at the bottom of any email from me. **I do not respond to text messages - please email me if you can't phone.**

Please note that an emergency is an occasion where there is likely to be damage to your person or to property. Anything that can reasonably wait until normal office hours to be dealt with should be left until then.

REPAIRS AND MAINTENANCE

Please note that any issues concerning any door locks should first be reported to the Accommodation Services Manager

Furnishings

This applies to the carpets, curtains and furniture, including cookers and fridges. Problems with these items and with decorations should be reported to the Accommodation Services Manager for his attention.

Minor Repairs

There is a handyman service available at Aston Brook Green. The handyman will work out of the Office at Flat 1 during the following times -

Monday 10.00am - 1.00pm

Wednesday 10.00am - 1.00pm

He will be able to carry out minor maintenance such as –

- *Ease stiff doors / Change door locks*
- *Change fluorescent tubes/bathroom bulbs and bulbs above sinks*
- *Decoration works*
- *Minor plumbing repairs - leaking taps/sinks, etc.*
- *Re-hang curtain rails*
- *Reseal around bath/showers*
- *Small plaster repairs*

plus other non-major type of maintenance items. If you are not sure just email the Accommodation Services Manager and he will let you know whether the work can be carried out by the handyman or needs to be reported to the Housing Association for their attention.

If you have any repairs of this nature, please email me at m.w.lawrie@aston.ac.uk. You must state –

Your flat number | The exact nature of the repair | The precise location of the problem

Buildings

This applies to the fabric of the building, including the heating, water, doors, windows and electrical systems and is the responsibility of Midland Heart Housing Association Ltd. who owns the properties. Before reporting a fault with the heating/hot water system please read the section about central heating. These types of problems should be reported to Midland Heart Customer Services Team on:

0345 602 0540 (daytime)

(these calls are included within the inclusive minutes of a mobile phone contract)

or

hubrepairs@midlandheart.org.uk

0345 017 0427 (emergencies at night)

Please keep logs of phone calls and copies of emails so that if there are problems we have proof of them being reported should a problem arise.

How quickly will your repairs be done?

Emergency - *Attended within two hours, completed within 24 hours.*

Relates to danger to life or a loss of property (e.g. burst pipes, severe roof leaks, loss of heating in cold weather where there is no other form of heating available).

Urgent - *Completed within 5 working days.*

Relates to repairs that materially affect your comfort or convenience (e.g. partial loss of electrical power or light, partial loss of water or gas supply, leak from a water or heating pipe, tank or cistern, rotten stair tread).

Routine - *Completed within 28 working days.*

Relates to non-urgent repairs (e.g. windows sticking, sinks, doors, etc.). Many of these will need to be reported as minor repairs, as outlined above. The handyman service will react within 7 days.

Reporting Repairs

Before you call / email

note down the information that you need to report the repair

When you call / email

please let them know
a. your name and address
b. a contact telephone number
c. details of the repair

The repair is recorded

Most repairs and all emergencies will be passed directly to a maintenance contractor. Sometimes a surveyor will have to call and make a detailed assessment of what is needed

Repair report acknowledged

The Housing Association will send you a repairs receipt to say what work has been reported and when you can expect it to be done

Work is done

If you are not completely satisfied with the work or the time it took, please talk to the customer Services Team at the Housing Association

The work is completed

Occasionally the Housing Association will send you a survey form to assess the quality of the service you have received. Please complete the form and return it to them

Dealing with emergencies

Gas leaks

If you think you have a gas leak, extinguish any cigarettes or naked flames, switch off all gas appliances and **ring National Grid Gas Emergencies on 0800 111 999**. Transco will attend the emergency free of charge - but the Housing Association does not require them to carry out any remedial work. If they cannot make a repair free of charge they will isolate the gas supply. At this stage you must contact the Housing Association to report the problem for repair.

If you give any instruction to National Grid at this stage, you may be charged for the cost of the work.

Burst pipes or water leaks

Turn off the water supply at the stopcock (normally located under the kitchen sink). Turn off the central heating and open all sink / bath taps to drain the system and report problem to the Housing Association.

Electrical faults

Turn off electricity at the fuse-board (normally situated in storage cupboard or hall). Unplug all appliances and turn the electricity back on and make sure that all switches are in the up position. Then check for the faulty appliance by plugging them in each one in turn. If the electricity goes off when you plug an appliance in you know it is that one that is faulty.

INSURANCE

Please note that we only insure the buildings and furniture. Your personal possessions are not covered by our insurance and you are strongly advised to get your belongings insured.

DECORATION

No decoration is to be undertaken without the express permission of the Accommodation Services Manager. If your flat needs attention then please contact the Accommodation Services Manager. In most instances permission to decorate the flat yourself will be granted and the cost of your materials reimbursed. Please note that if you are given permission to decorate, ceilings must be painted vinyl silk white, walls must be painted vinyl silk magnolia. If any rooms are painted any other colours you will be charged £200 to have them redecorated.

COMPLAINTS ABOUT NOISE

If you are having trouble with neighbours who are disturbing you by making too much noise you must, in the first instance, contact them. They may not be aware that they are causing you a problem and it may be easily resolved by a polite conversation with them. If the situation persists then please inform the Accommodation Services Manager, in writing (email), of the dates and times that the noise has occurred and he will take up your complaint.

RESIDENTS' ASSOCIATION

A new Residents' Association needs to be formed every year. There is a budget of about £600 available to be spent, within reason, how the R.A. see fit. Largely it exists to promote social events and come up with ideas for general improvements to the site. Anyone interested in getting involved should contact the Accommodation Services Manager.

GAS AND ELECTRICITY BILLS

It is vital that the accounts have all of the flat-sharers on the contract and that these are updated should there be any change of occupancy (ask me to take the readings when this occurs). It is important to know that you are jointly and severally responsible for the payment of bills. That means that the energy suppliers will chase any or all of you for the full amount of any unpaid bills until they have collected the amount due.

From time to time you will receive estimated bills from your energy providers. When the bills arrive, read them carefully and look to see if they are actual (real) meter readings or whether they are based on an estimate of the fuel the energy provider thinks you might have used. I strongly suggest that when you get these you contact me for accurate readings so that you pay the actual amount due.

REFUSE

All refuse must be placed in the large bins adjacent to Flats 40, 52 and 61. They are emptied on Mondays and Thursdays. Please do not leave refuse outside your house as it will not be collected and will attract rats and other vermin. If the Deputy Wardens or myself have to clear any refuse from outside of your flat you will be charged.

In order to make Aston Brook Green a pleasant environment tenants are requested to pick up litter and place it in the refuse bins. It takes little time but will make a big difference to your enjoyment of Aston Brook Green.

WASHING LINES

Please do not attach washing lines to trees or drainpipes as this causes damage to the pipes and trees. There is a further risk that someone will walk / run into them in the dark and cause themselves a serious injury. If you have put up a washing line please take it down.

SATELLITE TV

There are satellite TV points in all flats. **On no account are extra dishes to be installed.**

RENT

Rent is paid monthly or termly in advance and is due by the end of the second week of term. You will not receive an invoice and rent must be paid directly into the Finance Office on the third floor of the Union who will issue you with a receipt. If you wish to pay by this method or set up a standing order mandate please contact the Accommodation Services Manager.

The normal opening hours of the Finance Office during term time are from 1000hrs. (Wed 1100hrs to 1400hrs). If you are unsure as to the amount you owe either the Finance Office or the Accommodation Services Manager have the information.

LAUNDERETTE

There is a token operated launderette situated adjacent to Flat 52. It has a push button combination lock that is operated as follows:

- Turn the lock to the left to clear the lock.
- Press buttons **241** (1 being the top button and 5 being the bottom button)
- Turn the handle to the **RIGHT** to open door.
- On no account force the lock - if you have any difficulties ask someone else to try.

Tokens are available from the Union Shop. There are not enough tokens for residents to keep a stock of them so please use them within 24 hours of their purchase. During the vacations tokens are also available from the Advice and Representation Centre on the first floor of the SU and the Accommodation Services Manager in Flat 1 ABG.

The use of the launderette is entirely at your own risk. Neither Aston Students' Union nor Midland Heart will take any responsibility for damage to clothing. Please report any problems with the launderette to the Accommodation Services Manager.

SAFETY AND SECURITY

Aston Brook Green is as safe as anywhere in the inner city. The chances of being the victim of crime are no worse than elsewhere else in Birmingham (including campus). Although relatively few incidents occur you are strongly advised to pay heed to the following advice:

Onsite Safety

- Never leave your flat door or windows unlocked and unattended for any period of time no matter how short.
- Never leave your key in the door and always take them with you when you leave your flat even when others are in. On many occasions people have been locked out accidentally by their flat-mates.
- Please ensure that you always lock your front door even if you are in the house
- If you see anything suspicious please contact the Police on 101, The Accommodation Services Manager or the Deputy Wardens immediately.
- Do not carry your keys with anything that has your name and address on it. If you do and they are lost or stolen it will cost £110 to replace the lock and keys to your Flat.
- If you leave the site for any extended period of time please ensure that your curtains are closed before you leave.
- Ensure that ground floor windows are closed and locked when you go out and at night.
- Do not display hi-fi, TV's, microwaves, computers, etc., in full view of any windows.

Walking to and from campus (also applies elsewhere) - how to reduce the chance of becoming a victim of robbery

- Be aware of your surroundings, particularly when it is dark.
- If it is late at night please call a taxi. Both A2B and Uber have apps you can use.
- Trust your instincts.
- Try to walk with a friend or in groups, avoid walking in, quiet or badly lit alleyways, subways

- or isolated parks. If you do need to keep to the middle of the path.
- Use the ABG Wellbeing Facebook page at <https://www.facebook.com/groups/astonbrookgreenwellbeing/> to arrange to walk with others
 - Don't text and walk, this will lower your awareness levels.
 - If you wear earphones when walking be aware your awareness of surroundings will be impaired.
 - Change earphones to black or dark coloured ones, they will not stand out so much in the dark. **Preferably do not use them at all.**
 - Don't have your music too loud so you can't hear people approaching.
 - Ensure your phone charged and in credit.
 - Look confident even if you don't know where you're going.
 - If a vehicle pulls up suddenly alongside you, turn and walk in the other direction.
 - Keep your bag closed properly, try and keep the opening facing you.
 - Don't be worried about making a lots of noise if you are feeling threatened. Shout as loud as you can.
 - Offenders don't want you to draw attention. I have made 50 attack alarms available for ABG residents. The ARC has further alarms too. If you would like one please see me or go to the ARC on the 1st Floor of the Students' Union.
 - If you are at all worried, try and stay near a group of people, try and catch up with others going in your direction.
 - When people you don't know talk to you keep walking, rather than standing still.
 - If you think you are being followed/watched as you come onto/off Dartmouth Middleway by the Campanile Hotel please run into the Hotel. They help you.

Remember the earlier you spot a potential problem arising, the more choices you have to avoid it them.

If you are the victim of a robbery or see something/someone suspicious it is imperative that you report this to the Police on 999 immediately if you have been robbed or followed or 101 as soon as you possibly can if you want to report something suspicious. You must also let me know, again as it is possible and reasonable for you to do so.

Safety App

This safety app is recommended by the Police - <http://hollieguard.com/>

It is recommended you all consider using it and familiarise yourself with how to use it properly. **Hollieguard** can be used instead of or in conjunction with a personal attack alarm.

The preferred routes to take to and from campus is as follows:

There are two preferred routes to and from campus – see the map at the back of this booklet. Both have their merits, but the Richard Street route (Route B) in red is preferred between 0800 and 1800 Monday to Saturday.

ON NO ACCOUNT SHOULD ANYONE USE THE UNDERPASS UNDER DARTMOUTH CIRCUS OR WALK ALONG THE CANALSIDE AT ANY TIME OF THE DAY

Please see Location Map on page 14

Reporting a Crime

If there is an immediate danger or criminals are still present please use the emergency number - 999. If there is no immediate danger the **Police can be contacted on 101** (calls cost a maximum of 15p from landlines or mobiles).

Security Cameras

There are 21 security cameras positioned around the site. The cameras cover the majority of the site. These cameras are linked to a 24-hour digital recorder and all persons entering the site and external activity happening on most of the site is recorded. The controller of the system is the Accommodation Services Manager.

- The controller is the only person that has access to the CCTV system at Aston Brook Green.
- Information is held on the system for approximately 80 days.
- The only time that footage will only be reviewed is in the event of a crime or serious incident being reported.
- In order for this a review take place a request must be made in writing or by email to the Accommodation Services Manager detailing the alleged incident.
- These requests will be held in a file for inspection or should the Police become involved.
- Only the Police will be shown any footage recorded by the system.
- Footage is only recorded to CD/DVD for Police use, but only when it is 'seized' as evidence.
- The CCTV is registered with the Information Commissioner's Office Under the registration reference ZA057928

In general your safety and security is very much in your own hands. If you pay attention to all of the above advice you will greatly reduce the risk of suffering from crime. If you have any suggestions of how to improve the security of the site please let the Accommodation Services Manager know.

CENTRAL HEATING OPERATING INSTRUCTIONS

Combination Boiler System

These normally situated in the kitchen and have operating instructions on them. Providing the boiler is switched on it will heat tap water on call (i.e. when the hot tap is opened) and the heating will be on a timer. The timers are in the cupboard under the stairs or nearby the boiler. These timers will, again, have instructions for setting on the bottom panel, which just flips down. Full operating manuals for both are available in the Internet by Googling the boiler or timer brand and model number.

If you have any leaks from radiators or if you find that only the lower part of the radiator is hot should be reported as a minor repair to the Accommodation Services Manager using the form at the end of this document.

HEALTH AND SAFETY

Both the Housing Association and Aston Students' Union take health and safety very seriously

Fire Action

if you discover a fire or the fire alarm is sounding

If the fire alarm is not sounding raise the alarm by shouting fire, fire, fire and operate the test button on the fire alarm control box on the wall of the living room.

Call the Fire Service on **999**

Only attempt to put the fire out if you have been trained to do so and it does not put you at risk!

Evacuate the building by the nearest available exit and alert your neighbours to the danger

Do not stop to collect personal possessions

Proceed to the grassed area at least 15 metres from your flat and wait for the Fire Service

Fire extinguisher and / or fire blanket are located on the kitchen

In the event of a fire

Fire risks

The following instructions are for your safety – you must follow them

- Please read the Fire action stickers on the living room door of your flat.
- Do not, on any account, wedge fire doors open
- Do not use candles or portable gas / paraffin heaters / oil-filled electric radiators
- Do not use portable electric fans
- Do not let any flex / cable trail under doors
- Do not use two or three-way plug / socket adaptors (use proper cabled and fused extension leads)
 - Ensure that escape routes are clear of clutter and obstructions
 - Do not daisy chain extension leads, i.e. plug one into another
 - Do not let junk mail and / or leaves accumulate inside your front doors
 - Ensure that desk lamps are not near anything flammable, e.g. paper, curtains

Fire Detection System

The Fire Detection Systems are annually maintained

Tenants must undertake weekly checks of the systems as follows –

- Choose a suitable time to do this (between 9.00am and 8.00pm)
- Ensure your flatmates are aware that you are going to test the system
- Locate the alarm control pad (marked 'Remote Control for Smoke Alarms') – normally situated in the living room
- Press the central white button marked 'Test' on and check that all alarms are sounding.
- Once you are satisfied that they are all sounding click the Test switch off.
- Report any problems to the Accommodation Services Manager

Gas & Electricity Risks

All gas and electrical safety certificates are available to view in Flat 1 Aston Brook.

Scalding Risks

Tenants are advised to test the heat bath water before getting into a bath. If you feel that the water temperature coming through hot water taps is too hot please contact the Accommodation Services Manager who will show you how to control the hot water temperature.

BICYCLES

There are 30 cycle stands around the site. Bikes should be placed between the stand and the flat. We strongly recommend that you use the 'D' type locks as others are easily forced or cut.

RECYCLING

Recycling facilities are available on the tarmacked area between Flats 52 and 53. It is vital that these bins are not contaminated with the incorrect material or the local authority will remove the facility. It is therefore important that you follow these instructions –

Please do not put any type of plastic bags, bin liners, carrier bags, food bags or the likes into the recycling bins.

NO PIZZA DELIVERY BOXES OR PLASTIC CARRIER BAGS

...Blue Bins...

Paper and card

Yes Please

Cereal boxes & thin card
Junkmail & envelopes
Telephone directories
Newspaper
Flattened Cardboard

No Thanks

Milk and drink cartons
Soiled paper or card
(*e.g. Pizza boxes*)
Padded envelopes

...Green Bins...

Plastic, Cans & Glass

Yes Please

Plastic household bottles
All glass bottles and jars
Plastic drinks bottles
Aerosols
Food and drinks cans
Metal lids and caps

No Thanks

Aluminium foil
Paint and non-food tins
Food cartons and trays
Carrier bags
Mirrors & Light bulbs
Polystyrene and ceramics

If you are unsure whether an item should be recycled please put it in one of the normal refuse bins and not the recycling bins

INTERNET ACCESS

Overview

Access to the Internet at Aston Brook Green can be achieved by registering for the wireless or wired (Ethernet) networks. Currently computers, tablets and smart phones and some other devices can be registered with the network.

Please note that access to the network will be suspended if –

- You attach any routers, switches or unregistered devices to the network
- You try to hack into the firewall or server (you will also be reported to the Police)
- You register devices belonging to non-ABG residents

Applying For Access

Up to **FOUR** devices can be registered per tenant. Please do not register your device for the wired (Ethernet) network unless you are going to use it. You can always register at a later date if needs be.

You will need to email (verbal or written applications are not acceptable) the following information to the Accommodation Services Manager -

- Your Name
- Your Flat Number
- Your Mobile Telephone Number
- Your Email Address
- Device 1
Type of Device – Computer / Phone / Tablet
Connection – Wired (Ethernet)
The Device's Physical (MAC) Address (**not IP address**)
- Device 2
Type of Device – Computer / Phone / Tablet
Connection – Wireless / Wired (Ethernet)
The Device's Physical (MAC) Address
- Etc.....

The physical (also known as MAC) address is a 12 character hexadecimal sequence. It is made up from a combination of the numbers 0 to 9 and the letters A to F. If you're unsure you can find it by:

- On your **pc** click Start, then click Run and type 'cmd', then click 'OK' then type 'ipconfig/ all' when the window opens. This will bring up a list of physical address(es). I need all the ones where the description contains the word 'Wireless' or 'wf-fi'. There may be more than one and, if so, I need both.
- **Apple Mac** users open System Preferences, click on 'Network', then click on 'Wi-Fi' in the left-hand column, then click on Advanced and you will see the Airport ID or WI-FI Address at the bottom of the dialogue box. That is what I require.

Once all of this information has been received you will be granted access to the network. This should take no more than 2 working days.

Setting Up

After registering your physical address, you should be able to connect to the network 'ABG_Wireless' without any further configuration of your device.

System Requirements

Please make sure that your computer has an up to date operating system, including the latest patches, security updates, personal firewall and anti-virus. Not having these on your computer affects how fast the Internet runs for you and other users.

Sorting Problems

All problems relating to the network must be reported by email to the Accommodation Services Manager or in person to his office. Either way the following information must be given otherwise your issues cannot be dealt with:

- What is your Flat Number?
- Are you connect wirelessly or by Ethernet (wired)?
- Is the ABG network visible to your device?
- What is the signal strength?
- When did you last successfully connect?
- When did you become aware that you could no longer connect?
- Are your other devices working OK?
- Are your flat-mates / neighbours experiencing similar problems

This information is required to try and ascertain whether the problem lies with the network or your computer.

Software / Hardware Support

No software support or hardware support is offered by ABG.

If you encounter difficulties please check that you have given the correct physical / MAC address for the your device.

Please remember that this is a free service and any help we can give is only limited. We are only able to provide you access to the network via your MAC address.

COMPLAINTS PROCEDURE

If you wish to make a complaint about alleged poor performance or misconduct of the Accommodation Services Manager you must notify –

Richard Broome
Membership Services Manager
Aston Students' Union
The Triangle
Birmingham B4 7ES

Email r.broome@aston.ac.uk

by letter or email

The complaint should give details of alleged poor performance or misconduct (including the date and place at which the alleged misconduct took place) and be delivered as soon as possible after the events complained of (and ideally within ten working days of the occurrence). Richard Broome will then investigate the complaints and respond to you within 14 days.

If you wish to make a complaint against the Housing Association, any of its employees or a contractor you must notify –

Malcolm Lawrie
Accommodation Services Manager
Flat 1 Aston Brook Green
Aston
Birmingham B6 4AS

Email m.w.lawrie@aston.ac.uk

by letter or email.

The complaint should give details of alleged poor performance or misconduct (including the date and place at which the alleged misconduct took place) and be delivered as soon as possible after the events complained of (and ideally within ten working days of the occurrence). The Accommodation Services Manager will then investigate the complaints and respond to you within 14 days.

CLEANING

In your tenancy agreement you have agreed to keep your flat clean and tidy. ABG has gone into a partnership with Cleanur Services Ltd., which was started by Aston graduate Ajan Mohamed. Their services are directly aimed at the student market for halls and private residences.

Their prices are extremely competitive and they can do monthly or fortnightly cleaning of –

- Whole flat
- Common areas - common room/bathroom/toilet/kitchen/halls/ stairs/landing (as appropriate)
- Kitchen and bathroom/toilet

They can also do one-off cleans and end of tenancy cleaning.

A full tariff of their charges can be found on the next page and I thoroughly recommend that you use them if you are not too keen on doing your own cleaning.

Cleanur Services Ltd can be contacted as follows –

T: **07722 113061**

E: info@cleanur-services.co.uk

W: <http://www.cleanur-services.co.uk/>

CHEAPEST IN TOWN
YOU ARE OUR PRIORITY
FREE CLEANING SPECIALS
FROM £15
N°1 STUDENT CLEANING

Cleaning Service:
All Student Accommodation:
 Bedrooms
 Bathrooms
 Living room
 Kitchen
 Hallways
 And more!

BOOK YOUR SERVICE NOW!

☎ 07722113061
 ✉ info@cleanur-services.co.uk
 🌐 www.cleanur-services.co.uk
 📺 @CleaNurServices
 📍 CleaNurServices
 📍 Birmingham

CLEANUR SERVICES LTD

Dear Students,

As an Aston University Undergraduate, I understand the struggles of fitting chores into a busy academic and social life. Having experienced years of housemate fall outs and group chat wars over mess and untidiness, a light bulb moment occurred...

Welcome to Cleanur Services Ltd, created for students to make life a lot easier. Our aim is to help you focus more on your studies by taking care of the cleaning. We love the jobs you hate!

We have teamed up with ABG to provide you all with discounts. **We are offering you 10% OFF if you book any of our services in April.** Your booking is valid all year. Please use the Code "LastTerm" when booking. You will also be put in our end of year raffle to win £100. "We guarantee that nothing will be withheld from your deposit for cleaning and you could win some money!" What more could you want?

You do not want to miss this!

Like our Facebook and Instagram for £1 off.

FORTNIGHTLY CLEAN

	One-bedroom Flat	Three-bedroom Flat	Four-bedroom Flat
Whole Flat	£30.50	£40.50	£45.50
Common Areas (hall / stairs / landing / sitting room)	£6.50	£11.50	£15.50
Kitchen, bathroom and toilet	£18.00	£18.00	£18.00

MONTHLY CLEAN

	One-bedroom Flat	Three-bedroom Flat	Four-bedroom Flat
Whole Flat	£65.00	£85.00	£95.00
Common Areas (hall / stairs / landing / sitting room)	£15.00	£25.00	£35.00
Kitchen, bathroom and toilet	£40.00	£40.00	£40.00

END OF TENANCY DEEP CLEAN

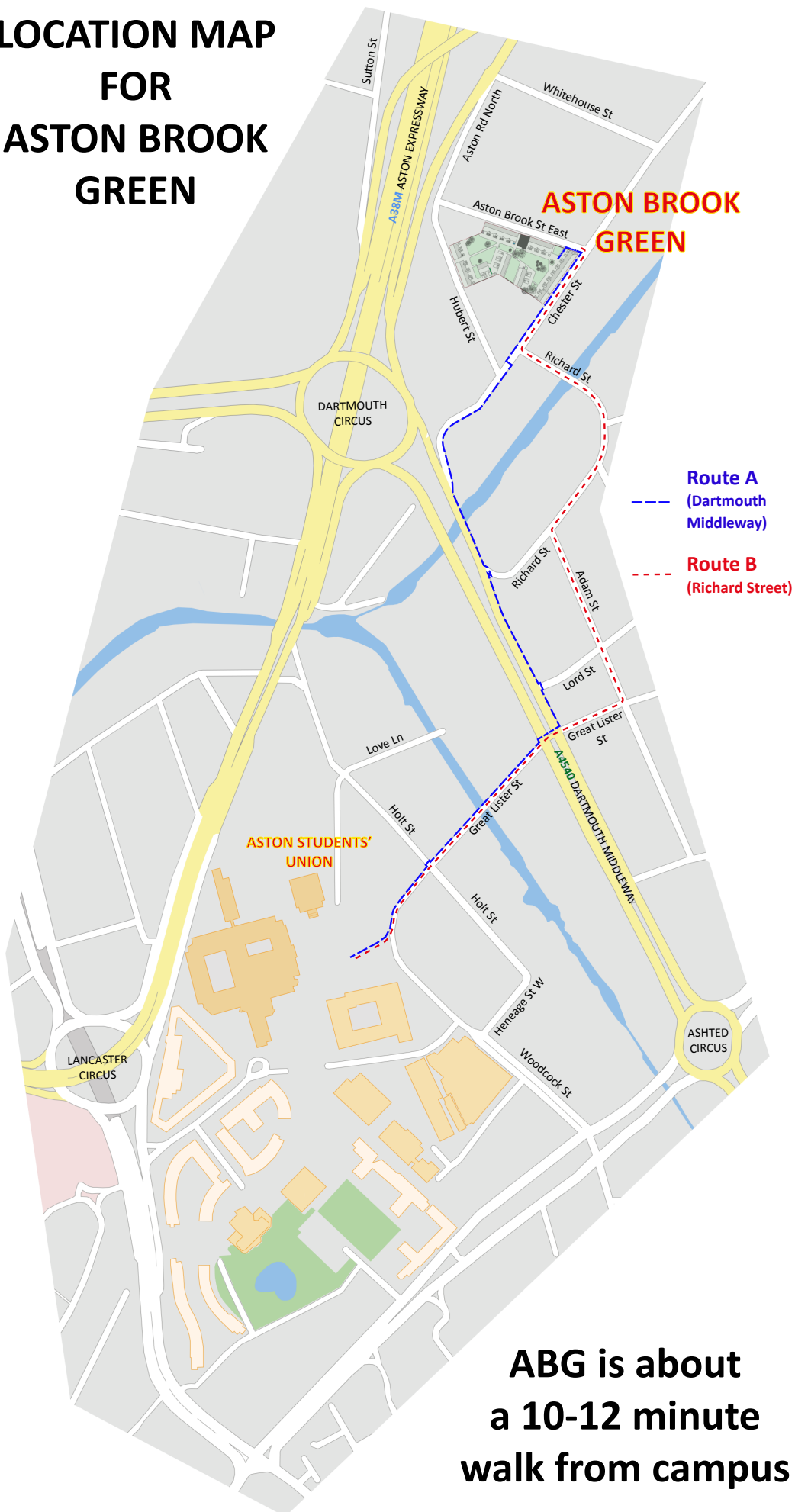
	One-bedroom Flat	Three-bedroom Flat	Four-bedroom Flat
Whole Flat	£130.00	£170.00	£190.00
Common Areas (hall / stairs / landing / sitting room)	£15.00	£20.00	£25.00
Kitchen, bathroom and toilet	£88.00	£88.00	£88.00



**ASTON BROOK GREEN &
 CLEANUR SERVICES LTD**
 working together to support you



LOCATION MAP FOR ASTON BROOK GREEN



**ABG is about
a 10-12 minute
walk from campus**