



WELCOME AND INFORMATION PACK

In this pack, you will find important information in relation to your stay with ourselves. Please keep this safe for your own reference.





Welcome. The Waterfront Guest Accommodation is managed by Short Let Scotland, part of Fixed Price Lettings and Management.

The Short Let Scotland office is situated on the first floor of Block F at the Waterfront complex.

The fixed price management offices are situated on the ground floor at The Waterfront Greenock PA15 1EN.

You will be allocated a room in Blocks F, G, H, I and will have access to the common rooms and kitchen facilities.

General waste – must be taken out by you and placed in the waste bins located outside block H.

The laundry facility - is located next to the underpass between D & E Blocks. The entry code to the laundry area is **C1357X**. This will allow access 24/7. Before using the laundry facility, a laundry card must be purchased. This can be bought in the Short Let Scotland office and topped up online.

WiFi – Access to the Greenock Hall's Wi-Fi is free. To access the Wi-Fi, you will need to turn your wireless device on and connect to the block Wi-Fi that you are staying in. e.g. – Block F. Once connected open your internet browser and it will ask you to input a user name and password.

User name:

Password:



Rules:-

Arson - Is if a person commits aggravated arson by means of fire or explosive, knowingly damages, either partially or totally, any building and knows the person responsible therein. Conviction of arson carries an imprisonment sentence of not less than 6 years.

Combustible Materials - Storage of combustible material in rooms is not allowed. All combustible materials must be stored in a safe place away from heat sources.

Bicycles – Bicycles must be stored either in your room or in the designated areas. Under no circumstances must they be locked up and stored in hallways or on the stairs as this breaches fire safety law. We can also offer storage for your bicycle.

Decorations – if you wish to hang anything on the walls other than posters in your room, you must first get permission from Short let Scotland management to confirm it meets fire regulations. Posters must be taken down when you leave and in no way must damage the walls. The painting of walls is not permitted.

Doors – Every tenant is responsible for locking their own door and the following level and main block door for security purposes. ALL doors in the accommodation are fire safety doors and should never be obstructed or wedged open. They must be allowed to close fully on their own.

Exits – Do not block any exits or position any furniture that may impede your route in the event that you may need to use the emergency exits. This includes keeping hallways and stairways clear at all times.

Fire Drills – All occupants must leave the building during a fire drill and follow the rules explained on the “event of fire” signage.

Fire Equipment – Tampering with the fire alarm equipment and/or extinguisher devices or using them for other purposes is prohibited. Setting the fire alarm off for any reason other than a fire, is strictly prohibited.

Smoke Detector – Tampering, covering, disconnecting any smoke detector is strictly prohibited

Open Flames – The use of open flames such as candles, fireworks etc are absolutely forbidden.



Electrical – Multiple plug extension leads for appliances that draw more power (amps) than allowed from the socket are not allowed, as is excessive numbers of appliances being used at the same time and the use of an extension lead as permanent wiring.

Guests/Visitors -Tenants are allowed to bring guests to the Waterfront Accommodation but must first clear with management if any guests wish to stay overnight and ALL guests must adhere to the rules of the complex.

Smoking – There is to be NO SMOKING anywhere within the complex. This applies to you and any visitors to the accommodation. Smoking is only allowed outside the complex next to the cigarette bin provided at each block entrance. Should you be found smoking anywhere on the premises, you will be issued with a £50 fine.

Alcohol – Alcohol is allowed to be consumed inside the complex but only within your room or the common area. Excessive consumption of alcohol and any issues or problems relating to alcohol abuse will not be tolerated and the police may be called and you may be asked to leave.

Drugs – The use of illegal drugs is not allowed anywhere in or near the complex. If you are caught in possession or using, the police will be called and you will be asked to leave.

Parties/noise – No late-night parties or loud noise after 10.30p.m. All music, tv or other noise must be kept to a minimum after this time. This is a shared residency complex and you must respect the needs of other tenants.

Other tenants – A general code of conduct and respect for other tenants must be given at ALL times during your stay here at the Waterfront Accommodation.

Problems/issues – Any problems regarding your accommodation, should be reported immediately to management at the Short Let office either in person, by phone or by email. We will try to resolve whatever problem you have as soon as possible.

Rent – Rent must be paid, in advance, either each week or month depending on your tenancy agreement and date stated. Any problems paying your rent, must be brought to the attention of the Short Let management before your next rent due date. We will help you in any way we can but we must be made aware of any problems or issues that may stop you from paying the rent on time.

Ending tenancy early – If you should wish to leave before the end of your stated tenancy agreement, then you must give us at least one month's notice. This must be done via email to ensure both parties have a record of the change in the tenancy end date. All rent must be settled before the end of the new notice period.



Deposit – To reclaim your deposit, you must email us after you have left the complex giving your block, room number, name and date you left and your bank details. We will then send an email acknowledging your deposit claim. Deposits can take up to 7 days to be processed. Please inform us if you experience any problems re-claiming your deposit.

Cleaning – Although we do undertake the cleaning of the communal areas, we would really appreciate your assistance in keeping all areas tidy. Short Let Scotland cleaners are only responsible for the general cleaning of the common areas, hallways and stairs. Your room will be cleaned before you arrive but it is your responsibility to keep it and the en-suite clean and tidy when you come to leave. We would also like to make it clear that it is the tenants responsibility to clean and put away any pots, pans, dishes, cutlery etc that have been used. The tenant/s are also responsible to make sure that all rubbish is put into bin bags and put into the waste bins outside of Block H. Vacuums and other general cleaning products can be acquired by asking Short let Scotland management.

TV - You are welcome to use a tv or monitor in your room and in the common room. If you do so, you, the tenant, are solely responsible for the acquisition of a UK tv license. The use of DVDs and games consoles is permitted to be viewed through your tv without a license. If you do require a license, please visit tvlicencing.co.uk.

Holidays – Your letting agreement covers the use of your room for the length of your contract. If you would like to keep your room during your absence, your rent must be paid for this time. Short Let Scotland have nothing to do with the local colleges. Just because the colleges are closed, does not mean to say that the Waterfront Accommodation is closed. If you wish to leave for the weekend or go away on holiday, you can only keep your room if the rent has been paid for this period. You can leave and apply to return to the same room if you wish, but we cannot guarantee you will get the same room, but we will try our best if the room has not previously been booked.

Enjoy - We hope this information pack has provided all the information you require, but if you have any questions, please contact Short Let Scotland staff in the office or call either 01475 724501 or 07539983414 or email shortlet@fixedprice.co.uk



Date.....

Name of tenant: -

Home address: -
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Telephone number: -

Family contact: -

Date of occupancy: -

Room allocation: -

Nature of visit: -

Business Tourist Student Visiting family/friends

Notes:-
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