



THE MARKET

Residents Guide



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INITIAL WELCOME INFORMATION

Welcome to The Market, Brighton.

We are delighted to welcome you to your new home at The Market. We think that you are going to feel right at home here but we also know that moving home can be a busy time with lots of information, which is why we've created this handy guide to help assist you.

This document contains everything you need to know about your property, who to contact and what to do in the unlikely event that something goes wrong. Our team are here to help you so if you still have questions after reading this please do get in touch.

Postal Address:

Block B
Flat Number
The Courtyard
Circus Street
Brighton
BN2 9AN

Block A, C, D
Flat Number
The Courtyard
Circus Street
Brighton
BN2 9AL

Site Opening Hours

Resident Services Manager (first point of contact for queries relating to onsite activities such as postal queries, key fobs, general maintenance, questions regarding your tenancy etc.)

Claudio Morales

Resident Service Manager

E: claudio@themarket-brighton.co.uk
T: :+44 (0) 7812 787395

E: residentsservice@themarket-brighton.co.uk T: +44 (0) 1273 057585

Your Resident Service Manager is available on site 5 days per week from 8:30am - 6pm to answer queries at the reception desk. They can also be reached by the means above during office hours.

Outside of these times, if the issue is an emergency such as no hot water, total loss of power, please call the **Savills Out Of Hours Helpdesk** on 0203 370 9026.

MOVING INTO YOUR PROPERTY

This section is designed to explain the move in process, the documents you will have been given and what to do if you have any questions...

YOUR TENANCY AGREEMENT

This document sets out the terms of your tenancy. It is very important that you read this agreement carefully as it contains obligations for both you and the landlord that you should be aware of, both are legally binding and enforceable. We suggest that you pay particular attention to clauses outlining the notice period you must give if you want to vacate – if you are unsure about anything contained within your tenancy agreement then we recommend that you contact a member of the team to clarify.

CONTACT DETAILS

Please ensure we have your correct contact details so we can communicate with you during your tenancy. Please let your Resident Services Manager know if your contact details change.

INVENTORY & CHECK-IN REPORT

Inventory

A copy of your inventory and check in report will be sent to you when you move in. Your inventory details the items within the property that come with your tenancy and it is important that you read through this carefully and check it. You may be charged for any items that are missing from the property but appear on the inventory at the end of your tenancy.

Check in report

Your check in report deals predominantly with the condition of the flat when you arrive and again it is important that you raise any concerns that you have with the way the property is described. At the end of your tenancy a check out report will be carried out and this will form the basis of any deposit deductions. Fair 'wear and tear' will be taken into consideration as will the length you have been living in the property but if the condition varies greatly from that described in the check in then a claim may be submitted to have monies taken from your deposit to cover any damage.. If you are unsure or wish to discuss this please get in touch with your Resident Service Manager ASAP – changes to your inventory need to be made with 14 days.

If we do not hear from you within 14 days of issue it will be assumed that you accept the schedule of condition and inventory as a true statement of fact.



POST/ UNSOLICITED MAIL

You may receive letters addressed to the previous occupants of the property. Please either give this to a member of the on site management team or return it to the sender via Royal Mail. If you are receiving large amounts of junk mail or mail for previous occupants then you may wish to register your details on the Mail Preference Service, a free service that removes details from industry mailing lists.

www.mpsonline.org.uk

KEYS

Entry into the building at ground floor is by an access control system operated by a key fob. You will be issued with a least two key fobs when you move in. The entrance doors have a call point to notify the apartment of a visitor. Your key fob will also allow entry to the bike stores and bin areas.

The front door of your apartment is a hard key, you will be provided with two keys to your apartment. Your apartment entrance door will latch automatically when closed. The door is on a self-closer so you will need to have a key to let yourself back into the apartment. The door will lock by turning the key.

It is against the terms of your tenancy to have additional keys cut without consent. In the event that you wish to purchase additional keys please contact the onsite management team. Please bear in mind that some security keys can take up to two weeks to arrive.

As managing agents we may hold a set of keys to your apartment but will never enter the property without your permission, except in the case of an emergency.



YOUR DEPOSIT

Tenancy Deposit Scheme

Savills will hold and register your deposit with the TDS (Tenancy Deposit Scheme). You will receive a certificate and a copy of the prescribed information demonstrating that your deposit has been registered. You will receive new information every time that your tenancy is renewed.

The deposit we hold cannot be used to pay for the last month's rent or any portion of it.

For further information on the Tenancy Deposit Scheme, please refer the Tenancy Deposit Scheme website:

www.tds.gb.com

RESIDENTIAL PHONE LINES

When you have moved into your new home you will want your phone and internet service to be working as soon as possible. We are not able to set up this service on your behalf; the major suppliers will not be able to speak to us due to the Data Protection Act. They will require your personal details to carry out a credit check and they will not accept the information from a third party.

Installing a Phone Line / Broadband

If you have not set up a phone line / broadband supplier before you moved into the property we suggest you do this straight away to avoid further delay. It can take up to 3 weeks for a phone line to be connected or installed. We will be able to confirm to you if there is an active phone line in the property but we cannot arrange transfer of an account. If there is not an active phone line an engineer will be required to attend to the property to make a connection to the local phone exchange. Your service provider will be able to advise if an engineer will need to attend.

There may be a charge for the connection or installation of a phone line. If you are charged we will reimburse you this cost, just send a copy of your bill and a cheque will be sent to you.

When you contact your service provider you will need the following information:

- > Full address of your new property
- > Bank Account details
- > Your previous addresses for the last 2 years

Transfer of Phone Numbers

You may be able to transfer your existing home number to your new property when you move. This will depend on where you are moving from. If you are moving from a different exchange area it is unlikely you will be able to transfer your number.

If you wish to change your home number please make a request to the management team first.

Service Providers

A number of suppliers can arrange for you to have a new phone line / broadband connected. You are free to contact any of them as many will also offer bundle deals on internet and television services.

These service providers are able to install phone lines:

Hyperoptic:

0330 123 0115 / www.hyperoptic.com

BT Residential:

0800 800 150 / www.BT.com







HEATING AND HOT WATER

All the heating and hot water supplied to your home is generated in a communal plant room. This means that instead of having an individual boiler in your home, the heating and hot water is created in a communal plant room by large communal boiler(s), CHP engine(s) and is distributed around your development through a pipe network. The communal plant room provides all the heat needed to meet the demands of the whole development for both heating and hot water. You will have a 'heat interface unit' (HIU) inside your home instead which transfers heat from the communal system to your home system, usually of radiators and pipes.

Underfloor heating within each room, the temperature of the UFH in each individual area can be controlled by the programmer on the wall. This allows you to control the temperature of each room individually.

HOW YOUR CHARGES ARE CALCULATED?

The HIU unit (located in your utility cupboard) is a smart energy meter and is designed to allow readings to be taken remotely. So, no engineer calling round!

Once you move in to your property an account will be setup for you by the heating system provider With Energy, and they will send you a welcome pack. The amount you pay for your heating and hot water will depend on the amount you use. You will also be charged a daily standing charge which is a fixed charge per day for your connection to the district heat network. This daily standing charge is payable regardless of whether you consume any heating or hot water, as if you had a direct connection to an energy supplier.

With Energy set the tariffs for your heating network and these will be communicated to via the welcome pack

HOW TO CONTACT WITH ENERGY

Email:
hello@with.energy

Website:
www.with.energy

Phone:
0333 8000 111

WINDOWS

Please do not tamper with window restrictors. Any questions should be raised with the on-site team.

HOW TO PROGRAMME YOUR HEATING

Your heating is controlled by the programmer mounted on the wall in the individual areas, this can be set to turn your heating on separately and programmed to turn on and off at different times on individual days of the week. Please speak to the onsite management team if you require help in setting this up.

UTILITIES

Under the terms of your tenancy agreement you are responsible for the payment of all utility accounts relating to the property during the term of your agreement. Meter readings will have been taken at the Inventory check in and will be noted on the Check In report which will be sent to you when it's completed. You must use these to set up your utilities accounts with the relevant providers.

Water:

Southern Water

0330 303 0277 or <https://www.southernwater.co.uk/>

Electricity:

OVO Energy

<https://ovoenergy.com>

Customer Service: 0330 303 5063

Total Gas and Power

0330 003 7874 or <https://www.gas-power.total.co.uk/>

Please be advised there is no gas within your property.

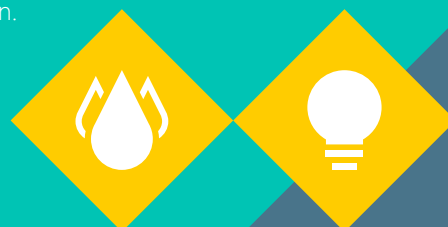
COUNCIL TAX

It is your responsibility to register with Brighton & Hove Council in order to pay your council tax. You can contact the council online via;

<https://www.brighton-hove.gov.uk/council-tax>

If you are having difficulties with this service you can call on 01273 291 291.

If you do not register, you could face legal action – or even prosecution.



REPAIRS AND MAINTENANCE



We hope that you do not experience any problems during your time in your home but from time to time we may need to make minor repairs.

It's important that you report these in order to make sure you continue to enjoy your stay in comfort but also so these do not get worse. If maintenance issues are left unreported and additional damage is caused, for example a leak is left to spread and damage the fabric of the building, then you may become liable for the cost.

HOW TO REPORT REPAIRS?

Please report any repair or maintenance issues you have in your home to your Resident Services Team.

TIMESCALES

Once you have reported a problem we will contact the appropriate contractor and they will arrange an appointment to see you. In the case of an emergency a person will attend the same day. If it is an emergency they will resolve the immediate problem such as stopping a leak or repair the faults.

NB. If you arrange a time with a contractor and then refuse entry you may be recharged the call out cost, if it is an emergency call out this will be in the region of £200 +VAT. Please also note that if you cause a breakdown or damage and fail to notify us this will be recharged back to you via your deposit upon vacating the premises.

GOOD PRACTICE MAINTENANCE

Heating

In winter months, we recommend that the heating thermostat be turned to a minimum of 15 degrees at all times, this will prevent freezing in the event of extreme weather.

Condensation and Mildew

The British climate can at times be both cold and humid. To prevent damp air from condensing on surfaces, including stored clothes, it is essential to ventilate rooms by opening windows at least a few inches whenever possible to ensure movement of air. You must also provide adequate background heat within the property during the winter months. Extreme fluctuations in temperature caused by a property remaining unheated during the day and then fully heated in the evening can also create problems with moisture build-up. A more constant low heat with adequate ventilation is the best solution. The first sign of condensation is moisture on the internal glass of windows, which, if not dried off, will allow pooling of water in the corners of frames and windowsills. This will lead to black areas on the frames where moisture and mould combine. The black areas (mildew) must be cleaned off regularly. This can be done using a weak solution of washing up liquid or bleach in water. If the black areas are not regularly cleaned redecoration may be necessary and the cost of this work will be your responsibility. Except in extreme cases there is no health risk.

- ▶ If mildew does occur it can be cleaned immediately with proprietary solution
- ▶ Whole house ventilation systems should be operating continuously

Bathrooms

- ▶ If your bathroom has no window make sure that you use the extractor at all times
- ▶ Keep bathroom doors closed when bathing, and afterwards to avoid moisture reaching other areas of the property

Kitchens

- ▶ Keep lids on top of pots and pans as far as possible when cooking
- ▶ Ensure the kitchen hood/extractor is running when cooking
- ▶ Regularly empty the water tank where condenser tumble dryers are fitted

PROPERTY VISITS

We will carry out routine checks of the property every 6 months. You are not required to be present at a property visit if it's not convenient but if you want to be you are more than welcome. You will be provided with written notice in advance of the visit.

If you have had any major works carried out in your property by one of our contractors we may arrange an additional visit to check on their work and to make sure that it has been completed to a satisfactory standard, again you will be given notice and can be present if you wish but it's not a requirement.

PERSONALISING YOUR PROPERTY

We want you to feel at home at The Market so please feel free to personalise your apartment, within reason!

Please hang pictures, paint walls, re-arrange the furniture.... but note that you are required to return the property at the end of your tenancy in the same condition and decorative standard as at the start of your tenancy.

THE CONTRACTORS WE APPOINT TO UNDERTAKE REPAIRS IN YOUR HOME

We utilise a pool of trusted, pre-approved contractors to undertake works on your Landlords behalf. All our contractors are accredited by SafeContractor or ContractorPlus approval schemes which allows us to instruct them in confidence that they have suitable levels of insurance cover in place. Further they have submitted statements about how they undertake their everyday tasks in order that we can be sure that they will work in a competent and safe manner.

WHAT TO DO IN AN

EMERGENCY

If there is a fire or any threat to life, call the emergency services immediately on 999. DO NOT waste time that could be essential to your safety or the safety of those around you by calling your building team.

Once you have spoken to the emergency services and followed their guidance ONLY when it is safe to do so you can follow the below procedures to report the incident to your Resident Services Manager.



FIRE

In the event of a fire it is essential that you are aware of the basics surrounding your buildings fire and evacuation policy. This is detailed below and we ask that you make any other parties who are living in the property aware.

If a fire starts in your apartment

- > Only attempt to fight the fire if it is safe to do so
- > If unable to extinguish the fire safely, evacuate your apartment as quickly as possible, closing door behind you
- > Once outside, call 99 and ask for the fire service

Once you reach a safe place, dial 999 and ask for the fire service; stating the full address of the building;

The Market

The Courtyard
Circus Street
Brighton
BN2 9AL

If a fire starts elsewhere

The building has a 'stay put' policy. This means you will hear an alarm sounding in a neighbouring apartment or the communal areas, you are advised to stay in your own home with the doors and windows closed unless it is affected by smoke or heat. You should only evacuate the building if instructed to by the fire service.

A zoned smoke detection system is fitted within the common areas on each floor of the building. The break glass control switches.

IF THERE IS A FIRE OR ANY THREAT TO LIFE, CALL THE EMERGENCY SERVICES IMMEDIATELY ON 999. DO NOT WASTE TIME THAT COULD BE ESSENTIAL TO YOUR SAFETY OR THOSE AROUND YOU BY CALLING SAVILLS OR YOUR BUILDING TEAM.

GENERAL MAINTENANCE EMERGENCIES

In the event of an emergency it's important that you act fast to minimise damage to the building and your belongings, you will need to alert your Resident Services Manager but please ensure that you try to mitigate the damage by following the above steps before contacting staff.

WATER LEAK

What to do

- > Turn off the water at the stopcock if you can
- > If water is coming from above please try where appropriate to contact your neighbour above and have them turn off their water until the matter can be investigated.
- > Once you have isolated the flow of water contact your Resident Services manager who will assist you resolve the problem and call any required third parties.

It is likely that contractors will need to be given access to your property and possibly others to resolve a leak. Your resident services manager will arrange for this so please ensure that we have up to date contact details for you. You can opt to be present for any required visits or your RSM will happily provide access on your behalf if you give authority.

Any damage caused to the property will be repaired by the landlord but any damage to contents will need to be claimed through your contents insurance policy, we are not able to include this on the block policy so please do ensure you place your own contents insurance.

NB. It is essential that leaks are dealt with as soon as possible – please do not ignore a leak as this could cause you to become liable to any damage to the landlords property. If you are unsure of what course of action to take or require assistance please contact your Resident Services Manager.

Safety: All contractors will be able to supply ID, if in doubt please call your Resident Services Manager.

IN THE EVENT OF A POWER FAILURE:

- > If it is safe to do so then check to see if your neighbours still have electricity. If their power is off there is likely there is a power outage in the area. Contact EDF's power cut helpline on 0800 028 0247 for further information
- > If your neighbours still have power then find your fuse box which normally looks like this
- > If you have a trip switch and it is ON, then switch it off and then back on again. If the supply is not restored then push the 'test' button. If the switch trips then there is a problem with your wiring or an appliance. If the 'test' button does not trip the switch then there is a problem with the power supply
- > If you have a trip switch and it is OFF then try to switch it back on. If it trips immediately then there is a problem with your wiring or an appliance
- > If in doubt contact your resident services manager

NB: Please take extra care if you light candles in the event of a power failure and never leave candles unattended inside your property.

LOCATION OF ESSENTIAL SERVICES

Water isolation valve – located underneath the sinks in kitchen / bathrooms

HIU unit and meter – Located within your apartment utility cupboard

Wi-Fi Router & telephone connections – Located within your apartment utility cupboard

TV / SKY Q Connections - Satellite and Freeview connection is available in the lounge via the Sky Q GTU in the Utility room TV points are also included in the bedrooms

Room Thermostat – Located within each room

Post Box – located in the ground floor lobby of your block

There are ways in which we can all help prevent fires by following a few straightforward steps, these will help keep your family and the building safe:

- > **Rubbish** – Put all rubbish in the designated areas and ensure any bin storage areas are closed behind you.
- > **Kitchen Fires** – Take extra care with oil and ensure that handles of pans are turned inwards so that children can't reach them and they can't be knocked off.
- > **Electrical Sockets** – Don't use adaptors to overload sockets and have no more than one plug in each socket.
- > **Candles** – Make sure candles are in a fireproof holder and don't light them near children, pets, curtains or other fabrics.
- > **Deliberate Fires** – Don't let anybody into the building that you don't know and keep communal areas clear.
- > **Furniture** – Always ensure that your furniture has the fire resistant permanent label
- > **Smoke Alarms** – It is important to check your smoke alarms regularly. These will often be the first indicator of a fire in your home.
- > **BBQ** – Do not have a BBQ on your balcony.
- > **Keep all Escape Routes Clear** - Do not store any items in the communal areas, or block any fire escapes in the building. Do not prop any fire doors open in communal areas.

FIRE SAFETY IN YOUR HOME





APPLIANCES

Switch off appliances at night and buy appliances from a trustworthy source. It is recommended you either register your appliances directly with the manufacturer, or use the Register my Appliance service:

www.registermyappliance.org.uk If appliances are recalled, the manufacturer will be able to advise you quickly if there is an issue.

You can check the latest appliance recalls by searching on this website: <https://productrecall.campaign.gov.uk>

APARTMENT FRONT DOORS

The front door to the apartment is the most important tool for fire safety in a residential building. They perform two key functions:

- > Prevent fire and smoke spreading to the communal areas cutting off the escape routes
- > Stopping fire in a communal area spreading into a flat protecting residents awaiting rescue

If there is a problem with your front door, please report this to your Resident Services Manager as soon as possible.

If you would like any further information on fire safety please contact your Resident Services Manager, who will be able to assist you with your enquiry.

OUT OF HOURS SERVICE

If an emergency arises when the office is closed which you feel requires immediate attention to prevent further damage to property or is a risk to your / your neighbours safety please contact the Resident Services Manager either using the email or mobile number provided. The contact number is, 0203 370 9026 and the email address, residentservices@themarket-brighton.co.uk. There is always security on site 24/7.

EXAMPLES OF EMERGENCIES

- > If the property is left in a state unable to be secured following a break-in or accident involving doors or windows.
- > Lack of heating or hot water due to heating system failure. Please ensure you contact the team as soon as you believe there is a problem and do not leave it until the evening or weekend as you may be charged the additional call out costs.
- > A complete electrical power failure – in the first instance please take a look outside your home to see if other properties have a supply. The UK power network will be able to confirm if it is a localised fault, they can be contacted on 0800 028 0247. If you are the only one in darkness please call your energy supplier to check there is no issue with the account. If after checking you find there is no reason for the power failure please contact the helpdesk team.
- > Fire – If there is a fire please follow your buildings fire procedure – which can be found on page 8 and call 999 immediately. Please notify the helpdesk team as soon as you safely can.
- > Loss of water – Please contact South Water on 0330 303 0368 to check there is no localised problem before calling the helpdesk team.



INSURANCE

CONTENTS INSURANCE

We strongly advise that you take out a contents insurance policy for your belongings and contents inside the flat as this **will not** be covered under any other policy. If you are unsure of what you should be asking an insurer to cover or would like to discuss the matter further please contact us.

NOTIFICATION OF ABSENCE FOR OVER 21 DAYS

For insurance purposes we ask that you inform us if you are to be absent from the property for a period in excess of 21 continuous days. We will likely arrange to attend the property in your absence to carry out a safety check.



RENT AND NOTICES

PAYING YOUR RENT

Your rent is payable in advance and your tenancy agreement will detail the frequency, usually monthly. Rent is payable by Standing Order unless you have agreed an alternative method of payment as agreed with your Landlord in advance of the tenancy commencing. Your agreement states that interest will be payable on any rent

which remains outstanding seven days after the date it falls due. Please be aware that should your rent fall two months in arrears it is likely your Landlord will instruct a solicitor to commence proceedings against you for both recovery of the debt and possession of the property. It is therefore vital that if you think you will not be able to pay your rent you contact us at the first opportunity.

EXTENDING YOUR TENANCY

If you are enjoying your stay with us why not extend your tenancy! Just let us know as soon as possible that you would like to stay and we will be able to provide you with further details.

RENT REVIEW

The Landlord reserves the right to review the rent on an annual basis unless stated otherwise in your tenancy agreement.

NOTICES

Serving Notices To The Landlord

To serve notice under Section 48 (1) of the Landlord and Tenant Act 1987, the address for the service of notices (including notices in proceedings) is:

M&G RPF Nominee 1 Ltd and M&G RPF Nominee 2 Ltd as trustees for the M&G RPF Ltd Partnership

C/O Savills (UK) Limited of 33 Margaret Street, London, W1G 0JD





END OF TENANCY

We understand that there will come a time when you will wish to vacate your property as it is no longer suitable for your requirements. Why not see if any of our other properties are suitable for your requirements?

TERMINATION OF YOUR TENANCY

When you are sure that you want to vacate the property you will be required to provide written notice as detailed in your Tenancy Agreement. Notice must be in writing and can be accepted by email, or fax but not by text. It is wise to check that your Notice has been received.

MARKETING OF THE PROPERTY

Upon receipt of your Notice, it is likely that we will re-market the property. In accordance with the terms of your Tenancy Agreement, we will commence re-marketing the – property during the final two months of the Tenancy. Our negotiators will always endeavour to provide you with as much notice of viewings as possible; however, your assistance during this time will be greatly appreciated. If you have a preference for when viewings should take place then please make sure you let our team know and we will do our best to work to this.

INVENTORY CHECK OUT

The Inventory check out will be undertaken on the final day of your Tenancy and all keys must be handed to the Inventory clerk at the time. The property should be cleaned to the same standard as noted in the check in report. Cleaning should be carried out prior to the Check Out.

It is generally recommended that you are present at the check out as the Inventory clerk's report will be taken as final in the event of any disputed dilapidations.

UTILITIES – TERMINATION OF YOUR TENANCY

The Inventory Check Out Clerk will confirm the meter reading taken on the final day of the Tenancy. Please ensure that you provide the utility companies with these meter readings at the termination of your Tenancy to ensure that your bills are specific as opposed to estimated. You will be sent a utility form when notice is served, can you please complete this form and return it to your Resident Services Manager.

RETURN OF DEPOSIT

Costs will be obtained for any damage following the Check Out Report. This will be forwarded to you as soon as possible for your consideration. Once your written acceptance has been received, we will return the balance of your deposit to you accordingly.

MOVING OUT

When the time comes for you to move out of your property please ask your supplier to terminate the phone line. This will avoid additional installation charges for future tenants and will speed up their application process.

WHAT WE EXPECT WHEN YOU LEAVE

When you serve notice you will need to make arrangements to return the property in the same condition as it was handed over to you and documented in your check in report.

All properties are cleaned by a professional company before a new tenancy starts and the property should be returned in the same condition when you vacate. We recommend you contact a professional cleaning company to carry out the clean. This is a list of the minimum we expect when a property is cleaned to a professional standard:

- > Windows must be cleaned inside and out
- > All surfaces must be wiped cleaned and polished
- > The freezer must be defrosted and wiped clean
- > The cooker must be fully cleaned and degreased
- > Cooker hood filters must be cleaned
- > Replace any broken or missing items
- > Garden must be swept and in tidy condition
- > All light fittings must be left in working order, any broken light bulbs should be replaced
- > All cupboards must be emptied and wiped clean
- > Carpets must be vacuumed and cleaned, any stains must be removed



- > All floor surfaces must be cleaned and polished
- > Curtains and blinds should be cleaned and dusted
- > All tile surfaces must be cleaned and polished
- > Shower heads should be descaled
- > Taps and any stainless steel surfaces must be polished and clean
- > Sinks, baths, showers should be cleaned and descaled
- > All toilets should be disinfected and bleached
- > Any furniture left in the property should be wiped or vacuumed if upholstered
- > If any linen was provided this should be laundered
- > Washing machine drawer and inner door seal should be cleaned
- > Tumble dryer filter should be clear of all fluff
- > All picture hooks should be removed and the holes should be filled with poly filler

If you have any questions or concerns please speak to the resident services manager before you vacate the property. Once you hand the keys over to the inventory clerk you will not be allowed access back into.

FAIR WEAR AND TEAR

When reviewing the Check Out report of your property we will take into consideration the length of time you have lived in the property and also who has occupied the property. Everything does have a lifespan and we appreciate that items and accommodation do decline with use and time. If there is any damage to the property this will be your responsibility and costs may be deducted from your deposit.





FEEDBACK



WE'D LOVE TO TALK

Our teams always aim to provide the highest levels of service, but if something goes wrong, we'd like the chance to put it right.

So in the first instance please contact your Resident Services Manager.

They'd welcome the opportunity to speak to you.

Claudio Morales

Resident Service Manager

E: claudio@themarket-brighton.co.uk
T: +44 (0) 7812 787395

E: residentservice@themarket-brighton.co.uk
T: +44 (0) 1273 057585

Or, you may wish to speak to the Head of Team for M&G Investments.

Nadya Dunn

Senior Portfolio Manager

E: nadya.dunn@savills.com
T: +44 (0) 7974 977620

They'll be very happy to discuss your feedback and agree next actions with you.

If you require a copy of our complaints procedure, please contact the Resident Services team.



Communal bin stores for both general and recycling waste are located on the ground floor of each block.

The bins for recycling will be clearly labelled, there will be separate bins for glass recycling also.

REFUSE AND RECYCLING

RECYCLING GUIDELINES

What can be recycled is detailed below. Please ensure you follow the guidelines set out below by Brighton & Hove Council:

- > Tins and cans - empty and washed
- > Aerosols - empty with lids removed
- > Cardboard - flattened and folded so that it fits into the bin
- > Paper - including magazines and windowed envelopes
- > Plastic bottles - washed and squashed, with lids put back on

For further information regarding recycling of other items such as clothing, batteries etc. please visit the council website via this link

<https://www.brighton-hove.gov.uk/rubbish-recycling-and-streets/recycling/how-use-communal-recycling-bins>

BULKY ITEMS

If you need to dispose of bulky items, the Brighton & Hove Council offers a free collection service for many household items. For a list of what can be collected for free, and to book a collection, please visit:

<https://www.brighton-hove.gov.uk/topic/disposing-large-items>



GREEN LEASE

As your landlord & property manager, we are committed to our net zero pathway, and hope you will also want to do your bit. To reduce carbon emissions, we need you to start thinking green by managing your carbon footprint within your home – and we'll take care of the rest!

We also care about the community we live in and we think it's important to connect with our neighbours and give back to the community around us when we can.

Below are some of the commitments we hope you will make with us to help create a greener and happier place and to nurture the community we live in. If you look around your building, you will see some initiatives we've brought in that are already making a positive impact on our community and our environment. We've outlined them below while giving you a little bit of information on why we do it!

OUR DECLARATION TOGETHER

The Landlord and the Resident confirm that they will:

- Wish to promote and improve the Sustainability Performance

Definition of "*Sustainability Performance*":

- the consumption of energy.
- the consumption of water.
- waste generation and management.
- any other environmental impact arising from the use of the building (including procurement of sustainable goods and services, indoor environmental quality and sustainable transport).
- Health & Wellbeing of building residents & the wider community
Impact on local community.

WE WILL ACHIEVE THIS THROUGH THESE THREE CORE VALUES

1 - Supporting Green and Community Initiatives

- Supporting environmental initiatives.
- Enabling upgrade works – allowing the landlord to install smart metering or similar systems.
- Social initiatives – participating in and supporting in local charitable or community events.

2 - Reducing Carbon & Waste

- Energy management - adoption of low energy fixtures/fitting (LED light bulbs), avoiding waste energy use (switching off at the wall), conserving energy use in heating/cooling (adjusting set points and timers).
- Water management – avoiding wasted use, use of ECO programme on dishwashers, don't leave taps running, showering vs baths.

- Waste management – correct use of facilities, what can be recycled, what can't be disposed of in general waste e.g. hazardous items like batteries – please use battery bins provided on site.
- Indoor environmental quality - being respectful of the wellbeing of other residents (e.g. adhering to policy in relation to smoking, hygiene in communal areas, etc).
- Sustainable cleaning – avoiding use of bleach based products where possible, use environmentally friendly cleaning products.

3 - Cooperating & Measuring

- Information sharing – facilitating landlord access to obtain information on utility consumption during inspections or through use of smart technology.
- Performance rating – Adhering to principles in the guide to support the buildings sustainability performance rating, and to not undertake any activities which would have a detrimental impact on the rating.

WHAT HAVE DONE THIS SO FAR

The Clothes Banks at each of your buildings help raise money for the Aegis Charity which works to prevent genocide and crimes against humanity. With your help we've raised over £150k for the charity as the clothes are resold in their stores. Furthermore, they re-purpose old textiles into new textiles if items are considered unsellable. Selling old clothes and re-purposes old textiles offsets several tonnes of carbon. These stats continue to grow as you continue to donate, so we thank you for your donation.

Single-use Plastics - Across the building we have worked to eliminate the single use plastic in our buildings by requesting for the residents to bring their own mug to the coffee machine, and water bottles to the gym.

Battery Bins – Each of our buildings will have battery bins provided. When chemicals contaminate soil and water animals, humans and the environment can be harmed. Recycling is a great way to help protect the environment. Each battery placed in a recycling bin will be taken apart and the materials will be used to make something new.

Recycling Posters – Our beautiful recycling poster in the bins room remind our residents how and what to recycle.

Food Banks – At each of our lobbies we've built a food bank which allows our residents and staff to donate food to a local charity in their area. The local charity supports people within their community who are living in poverty.

WHAT WE NEED YOU TO DO

We would like you to adapt the three values mentioned above. We're hoping you will continue to engage in your community in a positive way, reduce your energy, water and waste consumption where possible, and help us measure our carbon output so we can work to reduce it.

We've additionally put together this helpful sustainability guide to give you some easy ways you and your home can be more environmentally conscious today.

SUSTAINABILITY GUIDE

We aim to ensure that your building is as environmentally friendly as possible. The following tips have been designed to help you think about the environment and ways in which you can make a difference and become more sustainable.

ENERGY USE

- Turning down your heating by 1 degree could save you up to £65 a year.
- Use your heating timer to turn your heating on and off rather than the thermostat.
- Keep walls that you have heaters/ radiators on clear of furniture such as sofas etc.
- Close curtains at night to help keep heat in and ensure that you don't drape these over radiators as heat will just escape straight out of your windows.
- Keep the airflow vents on any electric heaters clean of dust to ensure they work efficiently.

IN THE KITCHEN

Did you know that if everybody only boiled the amount of water they needed to make a cup of tea every time they boiled the kettle we would be able to save enough energy to power all of the street lights in the UK for more than six months.

- Use the right size pan for the amount of food you need on the hob.
- Don't put warm food in the fridge – let it cool down first so that your fridge doesn't have to work harder to stay at a cool temperature.
- Once you have cooked your food in the oven you can leave the door open to warm your kitchen.
- Use low energy programs on your dishwasher.

LAUNDRY

- Wash clothes at 30 degrees to save energy.
- Switch your laundry detergent for soap nuts or an Eco-egg to reduce cost and plastic waste.
- Use eco drying balls to make your tumble dryer more efficient.
- Run your washing machine on full loads or use a half load or eco program for smaller loads.



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SAVING WATER

- Turn the tap off when you are not using it especially whilst cleaning your teeth.
- Report any leaks as soon as possible to avoid unnecessary water waste.



DON'T USE STANDBY

- Appliances left on standby like televisions, computers and phone chargers still use energy to keep them powered down. Simply switching off and unplugging items that are not in use is a great way to be more energy efficient and could save you up to £80 per year on your energy bills.
- If plugs are hard to reach, try using a standby saver, timer or WIFI remote controls for your electrical items.



WANT TO GO ONE STEP FURTHER?

- Switch cotton buds to sustainable bamboo brands.
- Invest in some reusable cotton pads to cut down on single use plastic packaging.
- Why not try a coconut husk washing up brush next time you need to replace yours?
- Invest in a reusable coffee cup and water bottle.
- Remember to take your reusable bags to the supermarket and try to choose items that aren't wrapped in plastic.



“Together we can work towards making our building a greener and more connected building for the planet”

BUILDING FACILITIES

BICYCLE STORAGE

Bike storage facilities are located in the Block A and B for your usage. your pre-programmed fob will give you access into this facility. Please note that bicycles left in these stores are entirely at the owner's risk. Bicycles must not be stored within communal areas of the building.

RESIDENTS' LOUNGE AND CO-WORKING SPACE

The residents' lounge is located on the ground floor, it has been furnished and has a free-to-use Wi-Fi connection. The space is available Monday to Sunday 6am-10pm and is accessed using your entry fob. Residents are requested to respect the tranquil environment and to keep this area as tidy as possible.

GYM

The gymnasium is situated on the ground floor and is fully equipped with the latest cardiovascular and weight equipment. It is unmanned but has CCTV that is linked back to the main desk in the building's foyer. Prior to using the equipment, you must participate in an induction to be shown how to use the facility safely and correctly (this can be arranged by the Resident Services Team). Once the induction has taken place, your door entry fob will be programmed to allow access to the gym. The gym will be open from 6am until 10pm daily. Access is not permitted outside of these hours. The gymnasium has a free to use wi-fi connection.

Please respect the 'code of conduct' which is displayed on the wall inside the gym and includes.

- Wear Appropriate clothing
- Clean the equipment after use
- Respect the enjoyment of others

YOUR PRE-PROGRAMMED FOB WILL GIVE YOU ACCESS INTO THIS FACILITY.

LOCAL INFORMATION

OPTICIANS

David Clulow

25 East Street, Brighton, BN1 1HL
Telephone: 01273 737578

Eyesite Opticians Brighton

47/48 North Street, Brighton, BN1 1RH
Telephone: 01273 724111

DOCTORS

Arch Healthcare – Morley Street Surgery

Morley Street, Brighton, BN2 9DH
Telephone: 01273 3003930

Albion Street Surgery

9 Albion Street, Brighton, BN2 9PS
Telephone: 01273 6011122

DENTISTS

Brighton Dental Centre

69/75 Dyke Road, Brighton, BN1 3JE
Telephone: 01273 220965

North Laines Dental Surgery

47 Sydney Street, Brighton, BN1 4EP
Telephone: 01273 681 336

PLACES OF WORSHIP

Christian

Brighton Alliance Church

Saunders Park Rise, Brighton,
BN2 4EU

Jewish

Middle Street Synagogue, Brighton

66 Middle Street, Brighton, BN1 1AL

Muslim

Brighton Mosque & Muslim Community Centre

150 Dyke Road, Brighton, BN1 5PA

Hindu & Sikh

Shree Swaminarayan Hindu Temple Brighton

79a Trafalgar Road, Portslade, Brighton
BN41 1GU

Buddhist

Brighton Buddhist Centre

17 Tichborne Street, Brighton, BN1 1UR

SUPERMARKETS

Tesco Express

5 Jubilee Street, Brighton, BN1 1GE

ALDI

1-4 London Road, Brighton, BN1 4JA

BANKS AND BUILDING SOCIETIES

Barclays Bank

139-142 North Street, Brighton,
BN1 1RU
0345 734 5345

HSBC

153 North Street, Brighton, BN1 1RE
Telephone: 0345 740 4404

NatWest

Pavillion Buildings, 8-11 Castle Square,
Brighton, BN1 1DP
Telephone: 0345 788 8444

Santander

206 Western Road, Brighton, BN1 2BA
Telephone: 0800 912 3123

POST OFFICE

20 St James's Street, Kempdown,
Brighton, BN2 1RF
Telephone: 01273 697395

CINEMAS

ODEON Brighton

Kingswest, West Street, Brighton,
BN1 2RE
Telephone: 0333 014 4501

TRANSPORT

Train

Brighton Train station is approx. 10
minutes' walk from The Market.
<https://www.southernrailway.com/>

Buses

The nearest bus stop is located at
North Road East. For route maps and
timetables please visit;
<https://www.buses.co.uk/>

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