



Zest House, 166 Gloucester rd north, Filton, Bristol, BS34
7QA

Residents Handbook for 2026-2027 academic year

Property manager:

Dan Brown

dan@richmondstates.co.uk

07418 610889

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1. Welcome to Zest House

We are delighted to welcome you to your new home and hope you enjoy your time living with us. Whether you are studying in Bristol for the first time or returning for another academic year, our aim is to provide a safe, comfortable and supportive environment where you can focus on your studies and enjoy student life.

This Resident Handbook has been designed to help you settle into your accommodation and make the most of your stay. It explains the facilities and services available, your responsibilities as a resident, important health and safety information, and how to access support if you need it.

Please take the time to read this handbook carefully and keep it for future reference. It contains important information about living at Zest Accommodation, including emergency procedures, maintenance reporting, house rules, complaints, and moving out at the end of your tenancy.

If you have any questions or require assistance at any time, our Accommodation Team will be happy to help.

We hope you have a successful, enjoyable and memorable stay at Zest House.

About Zest House

Zest House is a purpose-built student accommodation development comprising 75 self-contained studios, designed to provide high-quality accommodation for students studying in Bristol.

Each studio has been designed to offer a comfortable living space with:

- A private en-suite shower room.
- A fully equipped kitchenette.
- A study area.
- Wi-Fi.
- Secure app-based access.
- Individually metered electricity.
- Water and internet included within your tenancy.

The building also provides a range of communal facilities to support student living and encourage a safe, respectful and welcoming community.

Our Commitment

Richmond Estates Management Ltd is committed to providing accommodation that is:

- Safe and secure.
- Professionally managed.

- Well maintained.
- Inclusive and respectful.
- Compliant with all relevant legislation and recognised standards.

We aim to respond promptly to maintenance issues, communicate openly with residents, and provide a positive living experience throughout your tenancy.

Zest Accommodation will operate in accordance with the ANUK/Unipol National Code for Larger Developments, demonstrating our commitment to recognised standards of management and resident welfare.

We wish you every success during your time in Bristol and hope you enjoy living at Zest Accommodation.

2. About Your Accommodation

Each studio has been designed to provide comfortable, independent living and includes:

- Private en-suite shower room
- Kitchenette
- Study area
- Bed and storage furniture
- Wi-Fi
- Individually metered electricity

Water and Wi-Fi are included within your tenancy. Electricity is charged according to your individual usage.

Richmond Estates Management Ltd is responsible for the day-to-day management of the accommodation, including tenancy administration, maintenance, health and safety, and resident support.

The following sections of this handbook explain the facilities available, how to report maintenance, the standards expected of residents, and where to obtain help and support during your tenancy.

3. Before You Move In

We're looking forward to welcoming you to Zest Accommodation. To help make your arrival as smooth as possible, please read the following information before travelling to the accommodation.

Your Arrival

Every resident will be allocated a check-in time slot before arrival. Please arrive during your allocated time slot.

If you are unable to attend or expect to be delayed, please contact the Accommodation Team as soon as possible so that alternative arrangements can be made.

What to Bring

Your studio is fully furnished; however, you will need to bring your own personal belongings. We recommend bringing:

- Bedding suitable for a small double bed (4 ft / 120 cm wide)
- Pillows and duvet
- Mattress protector (recommended)
- Towels
- Toiletries
- Clothing and hangers
- Any additional kitchen equipment or household items you wish to use during your stay

Where your accommodation includes access to a shared kitchen, a starter selection of communal kitchen equipment, including plates, bowls, mugs, glasses, cutlery, saucepans and basic cooking utensils, will be available for residents to share. You are welcome to bring your own kitchen equipment if you prefer.

For your safety, any electrical items you bring should be in good working order, comply with UK electrical standards and be suitable for use with UK power supplies.

Before You Travel

Before setting off, please ensure that you:

- Have downloaded the building access app (where instructed).
- Have packed everything you need for your stay.
- Have read this Resident Handbook.

If you have any questions before your arrival, please contact the Accommodation Team. We look forward to welcoming you to Zest House.

4. Arrival & Check-in

We want your arrival at Zest House to be as straightforward as possible. Our Accommodation Team will be available during the check-in period to welcome you and answer any questions you may have.

Arriving at Zest Accommodation

Please arrive during your allocated check-in time slot.

If you are delayed or unable to attend, please notify the Accommodation Team as soon as possible so that alternative arrangements can be made.

Access to the Building

On arrival, you will be provided with access to the building and your studio using the building's secure access system.

Please keep your access credentials secure at all times and do not allow anyone else to use them.

Further information about building security can be found in Section 7 – Safety & Security.

Your Inventory

An inventory detailing the condition and contents of your accommodation will be provided when you move in.

You should check the inventory carefully and report any discrepancies or damage within 7 days of your arrival. This helps ensure that you are not held responsible for damage or missing items that existed before your tenancy began.

If no amendments are received within this period, the inventory will be considered an accurate record of the condition of the accommodation at the start of your tenancy.

Reporting Initial Defects

If you identify any maintenance issues or damage when you first move in, please report them as soon as possible using the maintenance reporting procedure described in Section 9 – Maintenance & Repairs.

Prompt reporting allows us to resolve any issues quickly and maintain accurate property records.

Settling In

Once you have moved into your accommodation, we encourage you to:

- Familiarise yourself with the building.
- Read the fire safety information displayed throughout the property.
- Introduce yourself to your neighbours where appropriate.
- Save the Accommodation Team's contact details for future reference.

5. Your Studio

Your studio has been designed to provide a comfortable, private space for living and studying. All studios are fully furnished and include the essential facilities required for day-to-day living.

Furniture

Each studio includes:

- Small double bed (4 ft / 120 cm)
- Mattress
- Wardrobe
- Desk and chair
- Storage space
- Window coverings

All furniture provided must remain in the studio throughout your tenancy and should not be removed or exchanged.

En-suite Bathroom

Every studio has a private en-suite bathroom containing:

- Toilet
- Wash basin
- Shower
- Mirror

Residents are responsible for keeping their bathroom clean and in good condition throughout their tenancy.

Kitchen Facilities

Each studio includes:

- Sink
- Combination microwave oven
- Refrigerator with freezer compartment
- Storage cupboards
- Worktop preparation area

Large studios also include an electric hob.

Kitchen utensils, crockery and cookware are not provided within individual studios unless specifically stated.

Where your accommodation includes access to a shared kitchen, communal plates, bowls, mugs, glasses, cutlery, saucepans and basic cooking utensils are provided for residents to share. You are welcome to bring your own kitchen equipment if you prefer.

Utilities

Water and Wi-Fi are included within your accommodation fees.

Electricity is individually metered for each studio. Residents are responsible for monitoring their own electricity usage and paying for the electricity they consume.

Further information about utilities can be found in Section 13 – Utilities.

Looking After Your Studio

Please keep your studio clean, tidy and in good condition throughout your tenancy.

If you discover any damage or maintenance issues during your tenancy, please report them promptly using the maintenance reporting process outlined in Section 9 – Maintenance & Repairs.

Appliance Guides

To keep this handbook concise, separate operating guides are provided for the following equipment, where applicable:

- Combination microwave oven
- Electric radiator **Never under any circumstance dry clothes or other items on your radiator!!**
- Electricity meter

Please refer to these guides for detailed operating instructions and energy-saving advice. If you require further assistance, the Accommodation Team will be happy to help.

6. Building Facilities

Zest Accommodation provides a range of facilities for residents to support comfortable day-to-day living. Please use all shared facilities responsibly and with consideration for other residents.

Shared Kitchens

Some studios have access to a shared kitchen.

Where provided, shared kitchens include cooking facilities, dining space and a selection of communal crockery, cutlery, saucepans and basic cooking utensils for residents to share.

Residents are expected to leave shared kitchens clean and tidy after use to ensure they remain pleasant for everyone.

Laundry Facilities

Communal laundry facilities are available within the building for residents' use.

Separate operating instructions explaining how to use the laundry equipment will be displayed within the laundry room.

Bicycle Storage

Secure bicycle storage is provided for residents.

Bicycles should only be stored within the designated cycle storage area and must not be left in corridors, stairwells, entrance areas or other communal spaces, as this may create a fire or safety hazard.

Bicycles are stored at the owner's risk and should always be secured with an appropriate lock.

Waste and Recycling

Waste and recycling facilities are provided within the building.

Residents are expected to dispose of waste responsibly and use the correct recycling facilities where provided.

Where accommodation includes shared facilities, residents may be allocated a waste and recycling rota to help ensure refuse and recycling are presented for collection in accordance with the local authority's collection schedule.

Further information about waste disposal and recycling can be found in Section 12 – Waste & Recycling.

Communal Areas

Communal areas are provided for the enjoyment and convenience of all residents.

Please help maintain these areas by:

- Keeping them clean and tidy.
- Respecting other residents.
- Removing personal belongings after use.
- Reporting any damage or maintenance issues promptly.

Parking

There is no resident parking available at Zest House.

Accessibility

If you require reasonable adjustments or additional support to access any of the building's facilities, please contact the Accommodation Team. We will work with you to identify appropriate arrangements wherever reasonably practicable.

7. Safety & Security

Your safety and the safety of other residents is important. Please follow the guidance below throughout your tenancy.

Building Access

- Never allow unknown persons to enter the building behind you ("tailgating").
- Do not share your access credentials or allow others to use them.
- Ensure entrance doors close securely behind you.
- Report any faulty doors, locks or access systems immediately.

Studio Security

When leaving your studio:

- Lock your door.
- Close and secure windows where appropriate.
- Do not leave valuable items visible.
- Consider insuring your personal belongings, as the landlord's insurance does not cover residents' possessions.

Visitors

You are responsible for the behaviour of your visitors while they are in the building.

Visitors must:

- Respect other residents.
- Follow all building rules.
- Leave when requested by management if their behaviour is unacceptable.

Fire Safety

For your safety:

- Do not tamper with smoke detectors, fire doors or fire safety equipment.
- Keep corridors, stairwells and escape routes clear at all times.
- Never wedge open fire doors.
- Familiarise yourself with the building's fire evacuation procedure.

A separate Fire Safety Guide is provided with your welcome pack.

Electrical Safety

For your safety:

- Do not overload electrical sockets.
- Only use electrical appliances in good condition.
- Report damaged sockets, switches or electrical equipment immediately.
- Portable heaters are not permitted.

Separate user guides are provided for:

- Radiators **Never under any circumstance dry clothes or other items on your radiator!!**
- Microwave
- Electricity meter

Personal Safety

If you ever feel unsafe:

- Contact the Accommodation Team immediately.
- If there is an immediate risk to life, call 999.

If you witness suspicious behaviour, report it as soon as possible.

CCTV

For the safety and security of residents, CCTV operates in communal areas of the building.

CCTV is used for:

- Crime prevention
- Resident safety
- Investigation of incidents
- Protection of the building

CCTV is operated in accordance with UK data protection legislation.

Maintenance Issues Affecting Safety

Please report immediately:

- Fire safety defects
- Broken doors or locks
- Lighting failures in communal areas
- Water leaks
- Electrical faults
- Structural damage
- Any hazard that could put residents at risk

Use the maintenance reporting procedure contained within this handbook.

Emergencies

In an emergency:

- Call 999 if there is an immediate threat to life or property.
- Follow instructions from the emergency services.
- Notify the Accommodation Team as soon as it is safe to do so.

Please read the separate Emergency Procedures Guide, which contains detailed instructions for fire, flooding, power failure, gas incidents (where applicable), severe weather and other emergencies.

8. Fire Safety

Fire safety is everyone's responsibility. Please take a few minutes to familiarise yourself with the building's fire safety arrangements and follow the guidance below throughout your tenancy.

Fire Alarm

The building is fitted with an automatic fire detection and alarm system.

If the fire alarm sounds:

- Leave the building immediately using the nearest safe exit.
- Do not stop to collect personal belongings.
- Do not use lifts (where provided).
- Proceed directly to the designated assembly point.
- Remain there until the Fire and Rescue Service or Accommodation Team confirms it is safe to re-enter the building.

Never ignore the fire alarm or assume it is a false alarm.

Fire Doors

Fire doors are designed to prevent the spread of fire and smoke and must be kept closed.

Residents must:

- Never wedge or prop fire doors open.
- Never interfere with self-closing devices.
- Report any damaged or defective fire doors immediately.

Escape Routes

For your safety and the safety of others:

- Keep corridors, stairwells and escape routes clear at all times.
- Do not leave bicycles, furniture, rubbish or personal belongings in communal areas.
- Never obstruct fire exits.

Smoke Detectors

Smoke detectors are installed throughout the building to provide early warning of fire.

Residents must not:

- Cover, remove or tamper with smoke detectors.
- Damage or interfere with any fire safety equipment.

Tampering with fire safety equipment may place lives at risk and may result in disciplinary action or criminal prosecution.

Fire Fighting Equipment

Fire extinguishers and other fire safety equipment are provided for emergency use.

Residents must not:

- Remove equipment from its designated location.
- Misuse fire extinguishers.
- Tamper with emergency lighting or fire safety signage.

Your priority should always be to leave the building safely and call the emergency services.

Preventing Fire

To reduce the risk of fire:

- Never smoke or vape inside the building.
- Never leave cooking unattended.
- Do not overload electrical sockets.
- Only use electrical equipment that is in good working order.
- Keep combustible materials away from heat sources.
- Switch off appliances when they are not in use, where appropriate.

Fire Drills

Fire drills may be carried out periodically to familiarise residents with the evacuation procedure.

Residents are expected to take part and follow all instructions given.

Reporting Fire Safety Concerns

Please report any fire safety concerns immediately, including:

- Damaged fire doors.
- Faulty smoke detectors.
- Missing or damaged fire safety equipment.
- Obstructed escape routes.
- Faulty emergency lighting.
- Any other issue that may compromise fire safety.

Fire Safety Guide

A Fire Safety Guide will be available on site and contains detailed information on:

- Fire evacuation procedures.
- The location of the assembly point.
- Fire alarm activation.
- Emergency escape routes.
- Contacting the emergency services.
- The location of fire safety equipment.

All residents are expected to familiarise themselves with the Fire Safety Guide upon arrival and follow its instructions in the event of an emergency.

9. Maintenance & Repairs

We are committed to maintaining Zest Accommodation to a high standard. If you identify a repair or maintenance issue within your studio or the communal areas, please report it as soon as possible so that we can resolve it promptly.

Reporting a Repair

All maintenance requests should be reported by email to:

maintenance@richmondstates.co.uk

When reporting a repair, please include:

- Your name.
- Your studio number.
- A clear description of the problem.
- Photographs, where possible.

Providing as much information as possible will help us identify the issue quickly and arrange the appropriate repair.

Expected Repair Response Times

Richmond Estates Management Ltd aims to respond to repairs in accordance with the West of England Rent with Confidence Code of Good Management Practice.

Repair Priority	Target Response Time	Examples
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Emergency Repairs	Within 24 hours	Major water leaks, flooding, dangerous electrical faults, complete loss of electrical power, blocked toilet (where there is only one), insecure external doors or significant fire safety defects.
Urgent Repairs	Within 5 working days	Loss of heating or hot water, refrigerator failure (where provided), roof leaks or other repairs affecting your reasonable comfort.
Routine Repairs	Within 20 working days	Minor plumbing, joinery, decoration, adjustment or general maintenance issues that do not present an immediate risk to health or safety.

Whilst we will always aim to meet these response times, there may occasionally be delays where specialist parts, specialist contractors or further investigation are required. If this happens, we will keep you informed and provide an updated timescale.

Emergency Repairs

Emergency repairs are those that present an immediate risk to:

- Health or safety.
- The security of the building.
- Serious damage to the property.

If an emergency occurs outside normal office hours, please use the emergency contact details displayed within the building.

Access for Repairs

Where repairs are required inside your studio, reasonable notice will normally be given before access is required.

In an emergency, authorised staff or contractors may enter your accommodation without prior notice where immediate access is necessary to protect people, property or the building.

Your Responsibilities

Residents are expected to:

- Report maintenance issues promptly.
- Take reasonable care of their accommodation.
- Provide reasonable access for repairs and inspections.
- Report any accidental damage as soon as possible.
- Avoid attempting repairs themselves unless authorised.

Residents may be responsible for the cost of repairs where damage has resulted from negligence, misuse or a breach of the Tenancy Agreement.

Planned Maintenance

From time to time, planned maintenance, servicing and statutory safety inspections may be carried out within the building.

Where access to your studio is required, reasonable notice will normally be provided unless immediate access is necessary in an emergency.

Keeping You Informed

Where maintenance works are likely to affect residents or communal facilities, we will provide advance notice wherever reasonably practicable and make every effort to minimise disruption.

10. Housekeeping & Cleaning

Maintaining a clean and tidy living environment helps ensure Zest Accommodation remains a safe, comfortable and enjoyable place to live. Residents are responsible for keeping their own accommodation clean and for treating shared facilities with consideration and respect.

Your Studio

Residents are expected to:

- Keep their studio clean and tidy.
- Clean kitchen and bathroom surfaces regularly.
- Wash dishes and cooking equipment after use.

- Empty bins regularly.
- Remove food waste promptly.
- Store food safely and dispose of expired food regularly.
- Clean spillages as soon as they occur.

Residents are responsible for providing their own cleaning products and equipment unless otherwise stated.

Shared Kitchens

Where your accommodation includes access to a shared kitchen, all residents are expected to:

- Clean worktops, sinks and cooking appliances after use.
- Wash, dry and put away crockery, cutlery and cookware immediately after use.
- Remove food waste promptly.
- Keep refrigerators and cupboards clean and organised.
- Leave the kitchen clean and ready for the next resident to use.

Once the building is fully occupied, waste and recycling rotas will be displayed within shared kitchens to help ensure communal waste and recycling are managed fairly and presented for collection in accordance with the local authority's collection schedule. Residents are expected to participate in the rota where it applies.

Further information about waste disposal and recycling can be found in Section 12 – Waste & Recycling.

Communal Areas

Communal areas are cleaned on a regular schedule by the Accommodation Team or appointed contractors. The frequency of cleaning may vary depending on the area being cleaned and operational requirements.

Residents should help maintain these areas by:

- Removing personal belongings after use.
- Disposing of rubbish responsibly.
- Reporting spills or hazards promptly.
- Keeping corridors, stairwells and communal areas free from unnecessary clutter.

Reporting Cleaning Issues

If you identify a cleanliness issue within a communal area, please report it to the Accommodation Team so that appropriate action can be taken.

Mould and Condensation

To help prevent mould and condensation, residents should:

- Ventilate their studio regularly by opening windows where appropriate.
- Use extractor fans during and after showering or cooking.
- Avoid drying excessive amounts of laundry within the studio.
- Wipe away condensation from windows and other surfaces.
- Report any persistent damp, mould or water ingress promptly by emailing maintenance@richmondstates.co.uk.

Pest Prevention

To reduce the risk of pests, residents should:

- Store food in sealed containers where possible.
- Dispose of rubbish regularly.
- Keep food preparation areas clean.
- Avoid leaving food or dirty dishes overnight.

If you suspect a pest problem, please report it promptly by emailing maintenance@richmondstates.co.uk.

Resident Responsibilities

Residents are expected to maintain their accommodation in a clean, hygienic and well-presented condition throughout their tenancy.

Where additional cleaning, waste removal or pest treatment is required due to a resident's actions or negligence, the reasonable cost may be recoverable in accordance with the terms of the Tenancy Agreement.

End of Your Tenancy

Residents are expected to return their studio in a clean and tidy condition at the end of their tenancy.

Further information about check-out procedures and end-of-tenancy cleaning expectations can be found in Section 17 – Leaving Your Accommodation.

This version aligns well with the National Code by covering:

- resident responsibilities for cleanliness;
- provider responsibilities for communal cleaning;
- reporting of cleaning issues;
- mould and pest prevention;
- waste and recycling expectations; and
- end-of-tenancy cleaning, without duplicating your later sections on waste management or check-out.

11. Living Respectfully

Living at Zest Accommodation means being part of a shared community. Every resident has the right to enjoy their accommodation in a safe, welcoming and respectful environment.

We ask all residents to be considerate of others and to help create a positive community by treating fellow residents, visitors, staff, contractors and neighbours with courtesy and respect at all times.

Respect for Others

Residents are expected to:

- Treat others with courtesy and respect.
- Respect the privacy and wellbeing of fellow residents.
- Consider how their behaviour may affect others.
- Follow reasonable instructions given by the Accommodation Team relating to the safe management of the building.

Harassment, discrimination, bullying, intimidation or abusive behaviour will not be tolerated.

Noise

Living in shared accommodation means being mindful of the people around you.

Residents should:

- Keep music, televisions and conversations at a reasonable volume.
- Avoid excessive noise, particularly during the evening and overnight.
- Respect requests from neighbours or the Accommodation Team to reduce noise.

Persistent or excessive noise may be treated as anti-social behaviour and may result in action being taken under the terms of the Tenancy Agreement.

Visitors

Residents are responsible for the behaviour of anyone they invite into the building.

Visitors are expected to:

- Respect other residents and their right to quiet enjoyment.
- Follow the building rules.
- Leave the building if requested by the Accommodation Team.

Residents may be held responsible for any damage, nuisance or breaches of the building rules caused by their visitors.

Equality, Diversity and Inclusion

Richmond Estates Management Ltd is committed to providing an inclusive environment where everyone is treated fairly, with dignity and respect.

We do not tolerate discrimination, harassment or victimisation on any grounds protected by the Equality Act 2010.

We encourage residents to respect and value the different backgrounds, cultures, beliefs and experiences of others.

Anti-Social Behaviour

Examples of anti-social behaviour include:

- Persistent or excessive noise.
- Threatening, intimidating or abusive behaviour.
- Harassment or bullying.
- Criminal activity.
- Deliberate damage to the building or its facilities.
- Misuse of communal areas.
- Any behaviour likely to cause alarm, distress or inconvenience to others.

Where appropriate, incidents may be investigated and action taken in accordance with the Tenancy Agreement. Serious incidents may be reported to the Police or other relevant authorities.

Smoking, Vaping, Alcohol and Drugs

Smoking and vaping are not permitted anywhere inside the building.

The possession, use or supply of illegal drugs is strictly prohibited and may be reported to the Police.

Residents are expected to consume alcohol responsibly and must not allow alcohol-related behaviour to disturb or inconvenience others.

Respect for the Building

Residents are expected to:

- Treat the accommodation and its facilities with care.
- Report any damage promptly.
- Keep communal areas clean and free from unnecessary clutter.
- Use the building and its facilities only for their intended purpose.

Being a Good Neighbour

Residents are expected to show consideration not only to fellow residents but also to neighbouring properties and the wider local community.

Please:

- Leave the building quietly, particularly during the evening and overnight.
- Dispose of litter responsibly.
- Respect neighbouring residents and local businesses.
- Store bicycles only in the designated cycle storage area.
- Follow any reasonable instructions from the Accommodation Team intended to promote good community relations.

Resolving Disagreements

Most disagreements can be resolved through respectful communication between those involved.

Where this is not possible, the Accommodation Team is available to provide assistance and, where appropriate, help facilitate an informal resolution before matters escalate.

Our Community

Every resident plays an important role in creating a welcoming and respectful community. By treating others with courtesy, respecting the accommodation and acting responsibly, you help ensure that Zest Accommodation remains a safe, comfortable and enjoyable place to live for everyone.

12. Waste & Recycling

Richmond Estates Management Ltd is committed to maintaining a clean and sustainable living environment. All residents are expected to dispose of waste responsibly and help keep the accommodation clean and hygienic.

Waste Disposal

Commercial waste and recycling bins are provided for residents.

Waste should be placed in the designated bins located within the refuse storage area.

Please ensure that:

- Rubbish is securely bagged before disposal.
- Waste is placed inside the bins.
- Waste is not left in corridors, stairwells or communal areas.
- Bin lids are closed after use.
- Any spillages are cleaned up where safe to do so.

Our commercial waste contractor sorts recyclable materials from the waste after collection. Residents are therefore not required to separate general waste from recyclable materials unless otherwise instructed.

Food Waste

Food waste should be disposed of promptly to help maintain hygiene and reduce the risk of pests.

Residents should:

- Dispose of food waste regularly.
- Avoid leaving food waste in studios or shared kitchens.
- Clean food preparation areas after use.

Shared Kitchens

Where accommodation includes shared kitchens, all residents share responsibility for maintaining a clean and hygienic environment.

Once the building is fully occupied, waste management rotas will be displayed within each shared kitchen to help ensure bins are taken to the refuse store in accordance with the collection schedule.

Residents are expected to participate in the rota where it applies.

Keeping the Building Clean

Residents should help maintain a pleasant living environment by:

- Disposing of waste responsibly.
- Reporting overflowing bins or refuse-related issues.
- Keeping the refuse storage area tidy.
- Avoiding littering within or around the building.

13. Utilities

To help residents manage utility usage fairly, each studio is individually metered for electricity. Water and Wi-Fi are included within your accommodation fees.

Electricity

Each studio is fitted with an individual smart prepayment electricity meter.

Residents are responsible for purchasing electricity credit for their own studio.

Electricity can be topped up online using the Topupmeters payment portal:

<https://payments2.topupmeters.co.uk>

To make a payment, you will normally need:

- Your meter serial number.
- Your 5-character meter identification code.
- A valid debit or credit card.

Top-ups are normally applied directly to your meter within a short period.

A separate Electricity Meter User Guide is provided and explains:

- How to check your remaining credit.
- How to top up your meter.
- How to use emergency credit (where available).
- How to understand the meter display.
- How to monitor your electricity usage.

If you experience any problems with your electricity meter, please contact the Accommodation Team.

Water

Water charges are included within your accommodation fees.

Residents are encouraged to use water responsibly and avoid unnecessary waste.

Please report leaking taps, toilets or plumbing faults promptly by emailing:

maintenance@richmondstates.co.uk

Wi-Fi

Wi-Fi is provided throughout the building and is included within your accommodation fees.

Separate instructions explaining how to connect your devices to the Wi-Fi network will be provided upon arrival.

Residents are expected to use the internet responsibly and in accordance with all applicable laws and the provider's acceptable use policy.

Heating

Each studio is fitted with electric heating. **Never under any circumstance dry clothes or other items on your radiator!!**

A separate Heating User Guide explains how to operate the heating controls safely and efficiently.

Please do not cover heaters or obstruct airflow around them.

Utility Faults

If you experience a problem with any utility service, please report it as soon as possible by emailing:

maintenance@richmondstates.co.uk

Please include:

- Your name.
- Your studio number.
- A description of the problem.
- Photographs, where appropriate.

Using Utilities Responsibly

Residents are encouraged to use utilities responsibly by:

- Switching off lights when leaving the studio.
- Turning off appliances when they are not in use.
- Using heating efficiently.
- Conserving water where possible.
- Reporting faults promptly to help prevent unnecessary waste.

Responsible use of utilities helps reduce environmental impact and contributes to a more sustainable living environment.

14. Health & Wellbeing

Your health and wellbeing are important. Moving away from home and beginning student life can be exciting, but it can also present new challenges. If you are experiencing difficulties, we encourage you to seek support as early as possible.

Looking After Yourself

We encourage all residents to:

- Maintain a healthy balance between study, work and social activities.
- Get enough sleep and rest.
- Eat a balanced diet and stay hydrated.
- Exercise regularly.
- Look after your mental wellbeing.
- Seek support if you are struggling.

Mental Wellbeing

It is normal to experience periods of stress, anxiety or homesickness while studying.

If you are finding things difficult, we encourage you to speak to someone you trust and seek support as early as possible.

Support may be available from:

- Your university or college wellbeing service.
- Your GP.
- Student support services.
- The Accommodation Team, who can help signpost you to appropriate services.

Neurodiversity and Accessibility

We recognise that every resident is different and that some students may be neurodivergent or have additional support needs.

If you have a condition such as ADHD, autism, dyslexia, dyspraxia or another neurodiverse condition, or if there are reasonable adjustments that would assist you during your tenancy, we encourage you to contact the Accommodation Team.

Where reasonably practicable, we will work with you to understand your needs and consider appropriate adjustments. Where specialist support is required, we can also signpost you to your university, college or appropriate external support services.

Any information you choose to share will be treated sensitively and handled in accordance with our Privacy Policy.

Registering with a GP

If you are moving to the Bristol area, we recommend registering with a local GP as soon as possible after moving in.

Nearby GP surgeries include:

- Conygre Medical Centre
- Frome Valley Medical Centre
- Stoke Gifford Medical Centre
- Filton Avenue Surgery

We recommend checking availability and registering online where possible.

Medical Emergencies

If someone is seriously ill or injured, or there is an immediate risk to life, call 999 immediately.

For urgent medical advice that is not an emergency, contact NHS 111 by calling 111 or using the NHS 111 online service.

Medication

Residents are responsible for storing and managing their own medication safely.

Prescription medication should never be shared with other residents.

Infectious Illness

If you develop an infectious illness that could affect other residents, please seek appropriate medical advice and take reasonable steps to minimise the risk of spreading infection.

Where Public Health authorities issue guidance during outbreaks of infectious disease, residents are expected to follow that guidance.

Wellbeing Support

If you need additional support during your tenancy, the following services may be able to help:

- University or college wellbeing and counselling services.
- University or college neurodiversity support services.
- Your GP.

- NHS mental health services.

Confidential support is also available from:

- Samaritans – Call 116 123 (24 hours a day).
- Shout – Text SHOUT to 85258 for free confidential text support.

If there is anything we can assist with from an accommodation perspective, please let us know. While the Accommodation Team cannot provide medical or counselling services, we will always do our best to signpost you to appropriate support.

Looking After Each Other

Living in student accommodation is a shared experience. Please be considerate of other residents and remember that everyone adjusts differently to living away from home.

If you are concerned about the welfare of another resident, please let the Accommodation Team know. We will treat concerns sensitively and, where appropriate, help direct the individual to suitable support services.

Emergency Contacts

In an emergency:

- Police, Fire or Ambulance: 999
- NHS 111: 111
- Accommodation Team: See Section 18 – Important Contacts for the latest contact details.

15. Visitors & Guests

Residents are welcome to have visitors during their tenancy, provided they do so responsibly and with consideration for other residents.

You are responsible for the behaviour of your visitors at all times whilst they are within Zest Accommodation.

Resident Responsibility

Residents must ensure that their visitors:

- Respect other residents and their right to quiet enjoyment.
- Comply with the building rules and this Resident Handbook.
- Do not cause damage, nuisance or anti-social behaviour.
- Leave the building if requested by the Accommodation Team.

Any damage or breach of the Tenancy Agreement caused by a visitor may become the responsibility of the resident who invited them.

Building Security

To help keep everyone safe:

- Do not allow unknown persons to enter the building.
- Do not share your access credentials with visitors.
- Ensure entrance doors close securely behind you.
- Visitors should remain with the resident who invited them unless authorised otherwise.

Overnight Guests

Visitors are welcome to stay overnight on an occasional basis.

Visitors must not stay for more than two consecutive nights without the prior written consent of Richmond Estates Management Ltd.

Visitors must not use your studio as their main residence or move into the accommodation.

Respect for Other Residents

Visitors are expected to:

- Keep noise to a reasonable level.
- Respect communal facilities.
- Follow all fire safety and security requirements.
- Leave communal areas clean and tidy.

Prohibited Behaviour

The following will not be tolerated:

- Excessive noise.
- Harassment, bullying or abusive behaviour.
- Criminal or illegal activity.
- Damage to the building or its facilities.
- Interference with fire safety or security systems.
- Smoking or vaping anywhere within the building.

Being a Good Neighbour

Please remember that Zest Accommodation is home to many students.

When leaving or returning to the building, particularly during the evening or overnight, please do so quietly and be considerate of other residents and neighbouring properties.

Failure to Comply

Failure to comply with this Visitors & Guests policy may result in action being taken under the terms of your Tenancy Agreement.

16. Complaints & Feedback

At Zest Accommodation, we are committed to providing a high standard of accommodation and customer service. We welcome feedback from residents and encourage any concerns to be raised as early as possible so they can be resolved quickly, fairly and informally where appropriate.

Feedback

We welcome suggestions on how we can improve our accommodation, facilities and services.

Feedback can be provided at any time by contacting the Accommodation Team or by emailing:

complaints@richmondstates.co.uk

Making a Complaint

If you are dissatisfied with any aspect of your accommodation or the service you have received, you may submit a formal complaint.

Our full Complaints Procedure explains:

- How to make a complaint.
- How complaints are investigated.
- Expected response times.
- How complaints are handled where they concern a member of staff.
- The appeals process.
- How complaints may be escalated where appropriate.

The full Complaints Procedure is available on our website:

<https://zesthouse.co.uk/complaints>

Complaint Timescales

In accordance with our Complaints Procedure:

- We will acknowledge your complaint within 2 working days.
- We will provide you with the name and contact details of the person handling your complaint within 2 working days.
- We aim to provide a full written response within 10 working days where reasonably practicable.
- If additional time is required, we will explain the reason for the delay and keep you informed of progress.

Independent Review

If you remain dissatisfied after completing our internal complaints procedure, and your complaint relates to compliance with the ANUK/Unipol National Code for Larger Student Developments, you may refer the matter to the Codes Complaints Investigator (CCI).

Further information about the National Code complaints process can be found at:

<https://www.nationalcode.org>

Confidentiality

All complaints will be handled fairly, impartially and, where appropriate, confidentially.

Where a complaint concerns a member of staff, including the Accommodation Manager, it will be investigated by an independent person who is not the subject of the complaint, in accordance with our Complaints Procedure.

Learning from Feedback

We value all feedback and regularly review comments and complaints to help improve our accommodation, services and the experience of all residents.

17. Leaving Your Accommodation

We hope you enjoy your time at Zest Accommodation. As your tenancy comes to an end, please follow the guidance below to help ensure a smooth check-out process.

End of Your Tenancy

Your tenancy will end on the date stated in your Tenancy Agreement unless otherwise agreed in writing.

Please ensure that you have completely vacated your studio and returned possession of the accommodation by the agreed departure time.

Before You Leave

Before checking out, please ensure you have:

- Removed all personal belongings.
- Returned the studio in a clean and tidy condition.
- Emptied all cupboards, drawers and the refrigerator (where provided).
- Removed all rubbish and disposed of it correctly.
- Switched off lights and electrical appliances.
- Closed and secured all windows.
- Ensured the accommodation is left in a safe condition.

Failure to leave the accommodation in a reasonable condition may result in deductions from your tenancy deposit where permitted by your Tenancy Agreement.

Check-Out Inspection

A check-out inspection will be carried out after your departure.

The condition of your accommodation will be compared with the inventory and schedule of condition completed at the start of your tenancy, allowing for fair wear and tear.

Where damage or cleaning issues are identified, these will be assessed in accordance with the terms of your Tenancy Agreement.

Deposit

Your tenancy deposit is protected in an approved tenancy deposit protection scheme.

Following the check-out inspection, any proposed deductions will be explained and processed in accordance with the rules of the deposit protection scheme.

Where no deductions are required, your deposit will be returned as soon as reasonably practicable following the end of your tenancy.

Personal Belongings

Please ensure that all personal belongings have been removed before you leave.

Items left behind may be treated as abandoned property and dealt with in accordance with your Tenancy Agreement and applicable law. Any reasonable storage or disposal costs may be recoverable from the tenant where appropriate.

Forwarding Address

Before leaving, please ensure we have:

- Your forwarding postal address.
- Your current email address.
- Your contact telephone number.

This helps us contact you if necessary regarding your deposit or any belongings left behind.

Renewing Your Tenancy

If you would like to remain at Zest Accommodation after your fixed term ends, please contact the Accommodation Team as early as possible.

Renewals are subject to availability and the agreement of Richmond Estates Management Ltd.

Thank You

Thank you for choosing Zest Accommodation.

We hope you have enjoyed your stay and wish you every success with your studies and future plans.

18. Important Contacts

Please keep these contact details readily available throughout your tenancy.

Accommodation Team

Richmond Estates Management Ltd

General Enquiries

Email: info@richmondstates.co.uk

Maintenance

Email: maintenance@richmondstates.co.uk

Complaints

Email: complaints@richmondstates.co.uk

Website: <https://zesthouse.co.uk>

Emergency Services

Emergency (Police, Fire or Ambulance)

999

For situations involving immediate danger to life, serious injury, fire or crime in progress.

NHS 111

For urgent medical advice when it is not a life-threatening emergency.

Telephone: 111

Website: <https://111.nhs.uk>

Police (Non-Emergency)

For reporting non-urgent crime or obtaining police assistance.

Telephone: 101

Website: <https://www.avonandsomerset.police.uk>

Mental Health Support

Samaritans

Telephone: 116 123 (24 hours a day)

Website: <https://www.samaritans.org>

Shout

Free confidential text support.

Text SHOUT to 85258

Website: <https://giveusashout.org>

National Code Complaints

If you remain dissatisfied after completing our Complaints Procedure and your complaint relates to compliance with the ANUK/Unipol National Code for Larger Student Developments, you may contact the Codes Complaints Investigator (CCI).

Website:

<https://www.nationalcode.org>

Local Healthcare

We recommend registering with a local GP shortly after moving into your accommodation.

Details of nearby GP surgeries and pharmacies are provided separately in your Local Healthcare Guide.

Utility Top-Ups

Electricity credit can be purchased online using the Topupmeters portal:

<https://payments2.topupmeters.co.uk>

Keep Your Contact Details Updated

Please let us know promptly if your:

- Email address changes.
- Mobile telephone number changes.
- Emergency contact details change.

Keeping your details up to date helps us contact you quickly if necessary.

Handbook Updates

This handbook may be updated from time to time to reflect changes in legislation, operational procedures or building management practices. The most recent version will always be available at

<https://zesthouse.co.uk>. Residents will be notified of any significant changes that affect their tenancy or occupation of the building.

19. Appendix A: Statesman STCOMBI102 Microwave User Guide



Welcome to your new home. This guide explains the main controls and how to safely operate the Statesman

STCOMBI102 combination microwave provided in your accommodation.

If you experience any problems with the appliance, please contact:

maintenance@richmondstates.co.uk

1. Know Your Microwave

The control panel is located on the right-hand side of the microwave. From top to bottom, the controls shown on your appliance are:

Display Screen

The digital display shows the clock, cooking time and information relating to the selected cooking programme.

Microwave

Top left button

Use this button for normal microwave cooking and reheating.

This is the button you will use most frequently for reheating meals, drinks and other food.

Weight / Clock

Top right button

Used when setting the clock and for functions that require the weight of the food to be entered.

Grill

Second row – left button

Activates the grill function.

Use this for browning or crisping food where microwave heating is not required.

Microwave + Grill

Second row – right button

Combines microwave cooking with the grill.

This allows food to heat using microwave energy while also being browned or crisped by the grill.

Convection

Third row – left button

Activates the convection oven.

In this mode, the appliance operates similarly to a conventional electric oven and can be used for baking and roasting.

Microwave + Convection

Third row – right button

Combines microwave cooking with convection oven heating.

This can reduce cooking times while still providing the effect of conventional oven cooking.

Menu / Time Control Dial

Large central dial

Turn the dial to select menu options and adjust cooking times.

The markings beside the dial show:

Turn left – Menu

Turn right – Time

The dial is used alongside the function buttons when selecting cooking settings.

Pause / Cancel

Bottom left button

Press this button to pause a cooking programme.

Press again or as required to cancel or clear the selected programme.

Start / Quick Start

Bottom right button

Press this button to start the selected cooking programme.

The Quick Start function can also be used for straightforward microwave heating without having to select a full programme first.

2. Heating Food

For everyday reheating:

- 1. Place the food in a microwave-safe container.**
- 2. Place it on the glass turntable.**
- 3. Close the door securely.**
- 4. Press Microwave.**
- 5. Select the required microwave setting.**
- 6. Turn the Time dial to set the cooking time.**
- 7. Press Start / Quick Start.**

Always follow the cooking instructions provided with the food.

Stir or turn food where appropriate during cooking and allow it to stand briefly after heating to help ensure an even temperature.

Take particular care with food that may be hot in the centre even if the container does not feel hot.

3. Quick Start

For simple reheating, the Start / Quick Start button provides a faster way of starting microwave cooking.

Place the food inside, close the door and use the Start / Quick Start control.

For more precise cooking, use the Microwave button and manually select the required settings.

4. Defrosting Food

The appliance does not have a separate button labelled Defrost on the control panel.

Defrost programmes are selected using the appliance's menu/programme controls.

When defrosting:

- **Remove unnecessary packaging.**
- **Use a microwave-safe container.**
- **Turn or separate food during defrosting where appropriate.**
- **Ensure food is thoroughly defrosted before cooking.**
- **Cook defrosted food promptly where required by the food manufacturer's instructions.**

5. Using the Grill

Press Grill to use the appliance's grill function.

The grill can be used for browning and crisping foods.

Suitable uses include:

- **Browning cheese.**
- **Toasting.**
- **Crisping the top of cooked dishes.**
- **Grilling suitable foods.**

The inside of the appliance and cookware can become extremely hot when using the grill.

Always use heat-resistant cookware suitable for grilling.

Do not use ordinary plastic or microwave-only plastic

containers when using the grill.

6. Microwave + Grill

Press Microwave + Grill when you want to combine microwave heating with grilling.

This function is useful when food needs to be thoroughly heated while also developing a browned or crisp finish.

Suitable foods may include:

- Lasagne.
- Pasta bakes.
- Pizza.
- Gratins and similar dishes.

Use cookware suitable for both microwave and grill cooking.

7. Using the Convection Oven

Press Convection to use the appliance as a convection oven.

This function can be used for:

- Baking.
- Roasting.
- Pastries.
- Pizza.
- Suitable oven meals.

Select the required temperature and cooking time using the appliance controls.

Preheat the oven where required by the recipe or food manufacturer's instructions.

Only use oven-safe cookware when using Convection mode.

8. Microwave + Convection

Press Microwave + Convection to combine microwave energy with convection oven heating.

This function can provide faster cooking while still producing results similar to conventional oven cooking.

Use cookware specifically suitable for both microwave and conventional oven use.

9. Suitable Cookware

Microwave Mode

Suitable items generally include:

- **Microwave-safe glass.**
- **Ceramic cookware without metallic decoration.**
- **Microwave-safe plastic.**
- **Cookware specifically marked as microwave safe.**

Do not use:

- **Metal containers.**
- **Metal cutlery or utensils.**
- **Plates or bowls with metallic decoration.**
- **Containers that are not suitable for microwave cooking.**

Grill and Convection Modes

When using the Grill or Convection functions, use heat-resistant cookware suitable for oven temperatures.

Plastic containers that are only suitable for microwave cooking must not be used in these modes.

Combination Modes

When using Microwave + Grill or Microwave + Convection, cookware must be suitable for both types of cooking being used.

10. Cleaning

To keep the appliance clean:

- **Allow the appliance to cool before cleaning.**
- **Wipe the interior regularly with a soft damp cloth.**

- Remove food splashes promptly.
- Remove and clean the glass turntable regularly.
- Keep the door and door seal clean.
- Dry components before replacing them.

Do not use abrasive cleaners, metal scourers or sharp objects.

11. Safety

For your safety:

- Never operate the microwave when empty.
- Never place metal objects inside when using microwave functions unless specifically permitted by the manufacturer's instructions.
- Do not heat sealed containers.
- Take care when removing hot food and containers.
- Do not cover or block ventilation openings.
- Do not use the appliance if the door or door seal is damaged.
- Do not attempt to dismantle or repair the appliance yourself.
- Never leave food cooking unattended for unnecessarily long periods.

12. If Something Goes Wrong

Before reporting a fault, check:

- Does your studio have electricity?
- Does your electricity meter have sufficient credit?
- Is the microwave switched on?
- Is the door completely closed?
- Has the circuit breaker tripped?
- Does pressing Pause / Cancel and selecting the programme again resolve the problem?

If the microwave still does not operate correctly, please report the problem to:

maintenance@richmondstates.co.uk

Please include:

- **Your name.**
- **Your studio number.**
- **A brief description of the problem.**
- **A photograph of the display showing any error message, if possible.**

13. Fire Safety

If food catches fire inside the appliance:

- **Keep the microwave door closed.**
- **Switch the appliance off at the wall if it is safe to do so.**
- **Do not open the door while there is a fire inside.**
- **If the fire does not extinguish, evacuate and follow the building's fire procedure.**
- **Call 999 where there is a fire or immediate danger.**

Need Help?

For appliance faults or maintenance enquiries:

maintenance@richmondstates.co.uk

This is a quick-start guide to the main controls of your microwave. Always follow food manufacturer's cooking instructions and any safety information supplied with the appliance.

20. Appendix B: Electricity Meter User Guide



You will need the ID code (highlighted in red) & the serial number (highlighted in blue) to top up your electric. ***Please don't use the numbers in this picture but use the numbers on your own meter!!***

Follow the link [here](#) to the top up start page.

Step 1 METER



Enter the serial number and ID code from the front of your Topupmeter to make a topup.

Serial number

EML2012404163

ID code

e.g 51A12

NEXT STEP

OR

LOGIN or SIGNUP

Payments accepted
with Stripe



↗ Important update on the Warm Home Discount



Follow the instructions from there.

21. Appendix C: Electric Radiator User Guide

Never under any circumstance dry clothes or other items on your radiator!!

Rointe Sygma 1200W Electric Radiator

Welcome to your studio. Your accommodation is heated by a **Rointe Sygma electric radiator**, which provides efficient and controllable heating.

Please read this guide before using the radiator.

Turning the Radiator On

The radiator should already have power.

To turn it on:

1. Press the **Power** button.
2. The display will illuminate.
3. The radiator will begin heating if the selected temperature is above the current room temperature.

To switch the radiator off, press the **Power** button again.

Adjusting the Temperature

To increase the room temperature:

- Press the **+** button.

To decrease the room temperature:

- Press the **-** button.

A comfortable room temperature is normally between **19°C and 21°C**.

Setting the temperature much higher will not heat the room more quickly; it will simply use more electricity.

Daily Use

The radiator is programmable, but your accommodation has been configured for straightforward day-to-day operation.

Most residents only need to:

- Switch the radiator on.
- Set their preferred temperature.
- Switch it off when leaving for an extended period, if desired.

Please do not alter any advanced programme settings unless instructed.

Energy Saving Tips

To help reduce your electricity costs:

- Keep doors and windows closed while the heating is on.
- Avoid setting the temperature unnecessarily high.
- Turn the heating down when leaving your studio for long periods.
- **Do not cover the radiator with clothing or towels.**

Safety

For your safety:

- **Do not cover the radiator.**
- **Do not dry clothes or towels directly on the radiator.**
- Keep furniture and other items clear of the radiator to allow air to circulate.
- Never insert objects into the radiator.
- Do not attempt to dismantle or repair the radiator.

The radiator may become hot during normal operation. Take care when touching the surface.

If the Radiator Is Not Heating

Before reporting a fault, please check:

- The radiator is switched on.
- The temperature is set higher than the current room temperature.
- Your electricity meter has sufficient credit.
- Your studio has electrical power.

If the radiator still does not operate correctly, please contact:

maintenance@richmondstates.co.uk

Please include:

- Your name.
- Your studio number.
- A brief description of the problem.
- A photograph of the radiator display, if possible.

Frequently Asked Questions

The radiator feels warm but the room isn't heating quickly.

Electric radiators are designed to maintain a comfortable room temperature efficiently. Allow sufficient time for the room to warm up, particularly if the heating has been off for some time.

Should I leave the radiator on all day?

For short periods away from your studio, it is usually more efficient to reduce the temperature rather than switch the radiator off completely. If you are leaving for an extended period, you may wish to switch it off.

Can I dry clothes on the radiator?

No. Covering the radiator reduces its efficiency and may present a fire risk.

Need Help?

For maintenance enquiries:

maintenance@richmondstates.co.uk

This guide is intended as a quick reference to help you operate your radiator safely and efficiently. Please use the heating responsibly to help manage your electricity consumption.

22. Appendix D: Local Information Guide

Welcome to Zest Accommodation.

Whether you are new to Bristol or simply new to the area, this guide provides useful information about healthcare, shopping, transport and local amenities to help you settle into your new home.

Your Address

Zest Accommodation

Apartment xx Studio xx

166 Gloucester Road North
Filton
Bristol
BS34 7QA

Registering with a GP

If you are moving to Bristol for your studies, we recommend registering with a local GP as soon as possible after you arrive.

Nearby GP surgeries include:

- **Conygre Medical Centre**
- **Frome Valley Medical Centre**
- **Stoke Gifford Medical Centre**
- **Filton Avenue Surgery**

Most GP surgeries allow online registration through their websites.

Pharmacies

Nearby pharmacies include:

- Boots Pharmacy – Abbey Wood Retail Park
- Tesco Pharmacy – East Filton
- Day Lewis Pharmacy

- Lloyds Pharmacy

Pharmacists can provide advice on minor illnesses, over-the-counter medicines and NHS prescriptions.

Hospitals

Southmead Hospital

Southmead Road, Bristol BS10 5NB

The nearest major NHS hospital with a 24-hour Accident & Emergency (A&E) Department.

Bristol Royal Infirmary (BRI)

Marlborough Street, Bristol BS2 8HW

Provides specialist hospital services and emergency care.

For urgent medical advice that is not an emergency, contact **NHS 111** by calling **111** or visiting:

<https://111.nhs.uk>

Supermarkets

The following supermarkets are located close to Zest Accommodation:

- Aldi
- Lidl
- Tesco
- Sainsbury's
- Asda

These stores provide groceries, household essentials and everyday items.

Getting Around by Bus

Zest Accommodation is well connected by local bus services, providing convenient access to the University of the West of England (UWE), the University of Bristol, Bristol city centre and surrounding areas.

We recommend downloading the **First Bus App**, which allows you to:

- Plan your journey.
- View live bus arrival times.
- Track your bus in real time.
- Purchase and store mobile tickets.
- Save your favourite routes and bus stops.

Further information is available at:

First Bus App

<https://www.firstbus.co.uk/firstbus-app>

First Bus Bristol, Bath & the West

<https://www.firstbus.co.uk/bristol-bath-and-west>

Train Station

The nearest railway station is:

Filton Abbey Wood Railway Station

From here you can travel directly to destinations including:

- Bristol Temple Meads
- Bristol Parkway
- Cardiff
- Gloucester
- Cheltenham Spa

National Rail journey planning is available at:

<https://www.nationalrail.co.uk>

Banking & Cash Machines

Cash machines are available at nearby supermarkets and retail parks.

Branches of most major UK banks can be found in Bristol city centre and at Cribbs Causeway.

Post Office

The nearest Post Office provides:

- Postal services
 - Parcel collection and returns
 - Banking services for many UK banks
 - Bill payments
-

Local Amenities

Within a short distance of Zest Accommodation you will find:

Shopping

- Abbey Wood Retail Park
- The Mall at Cribbs Causeway
- Local convenience stores

Food & Drink

Gloucester Road North offers a wide range of:

- Cafés
- Coffee shops
- Restaurants
- Takeaways

Fitness

Nearby fitness facilities include:

- PureGym
- The Gym Group
- Horfield Leisure Centre

Parks & Green Spaces

Several parks and open spaces are located nearby, providing opportunities for walking, running and outdoor recreation.

Useful Websites

Zest Accommodation

<https://zesthouse.co.uk>

First Bus

<https://www.firstbus.co.uk/bristol-bath-and-west>

National Rail

<https://www.nationalrail.co.uk>

NHS 111

<https://111.nhs.uk>

We hope you enjoy your time at Zest Accommodation and make the most of everything Bristol has to offer.

23. Appendix E: Waste & Recycling Guide

Keeping Zest Accommodation clean is a shared responsibility. By disposing of waste correctly and keeping communal areas tidy, you help create a pleasant and hygienic environment for everyone.

General Waste

Commercial waste bins are provided for all residents.

All household waste should be:

- Securely bagged before disposal.
- Placed inside the designated commercial waste bins.
- Disposed of promptly.
- Never left in corridors, stairwells, kitchens or other communal areas.

Please ensure bin lids are closed after use.

Recycling

Zest Accommodation uses a commercial waste contractor who sorts recyclable materials after collection.

Residents are **not required to separate recycling from general waste** unless instructed otherwise.

Please help maximise recycling by:

- Removing excessive food waste from packaging where possible.
- Flattening large cardboard boxes before disposal.
- Placing waste inside the bins rather than beside them.

Shared Kitchens

Where your accommodation includes access to a shared kitchen, all residents are expected to help keep the kitchen clean and hygienic.

Once the building is fully occupied, **waste management rotas will be displayed within shared kitchens** to help ensure waste is regularly taken to the refuse store.

Residents are expected to participate in the rota where it applies.

Food Waste

Food waste should be disposed of regularly to help prevent unpleasant odours and pests.

Please:

- Dispose of food waste promptly.
- Do not leave food waste in your studio or shared kitchen.
- Clean food preparation areas after use.

Bin Store

Please use the designated refuse storage area when disposing of waste.

Residents should:

- Place rubbish inside the bins.
- Close bin lids after use.
- Keep the bin store tidy.
- Report any overflowing bins to the Accommodation Team.

Items That Must Not Be Disposed Of

The following items must not be placed in the commercial waste bins:

- Hot ashes or burning materials.
- Gas cylinders or pressurised containers.
- Paint, oils or hazardous chemicals.
- Clinical or medical waste.
- Electrical items requiring specialist disposal.

If you are unsure how to dispose of an item, please contact the Accommodation Team for advice.

Keeping the Building Clean

Please help keep Zest Accommodation clean by:

- Using the waste facilities provided.
- Avoiding littering inside or outside the building.
- Reporting any waste management issues promptly.
- Respecting shared spaces and keeping them free from rubbish.

Pest Prevention

Proper waste disposal helps prevent pests.

Residents should:

- Dispose of rubbish regularly.
- Keep food in sealed containers where possible.
- Clean up food spillages promptly.
- Report any signs of pests to **maintenance@richmondstates.co.uk** as soon as possible.

Need Help?

If you have any questions about waste disposal or notice any issues with the refuse facilities, please contact:

Accommodation Team

Email: **maintenance@richmondstates.co.uk**

Thank you for helping to keep Zest Accommodation clean, safe and welcoming for everyone.

Appendix F: Legionella Tenant Advice

What is Legionella?

Legionella bacteria can develop in hot and cold water systems, particularly where water is allowed to remain stagnant. Legionnaires' disease is a form of pneumonia that can be contracted by inhaling very small droplets of contaminated water.

The risk in properly maintained residential water systems is generally low, but residents can help keep it that way. HSE guidance specifically recommends that landlords inform tenants about relevant control measures.

What residents should do

- Use taps and showers regularly. Regular water movement helps prevent stagnation.
- If you have been away, for example during holidays, run taps and showers when you return before normal use. Avoid creating unnecessary spray while doing so.
- Keep your shower head clean. Regularly clean and descale the shower head to prevent the build-up of scale and deposits.
- Do not alter hot-water temperature settings or other controls associated with the building's water system.
- Report water problems promptly, particularly if your hot water is not heating correctly, the cold water is unusually warm, water flow is poor, or you notice another problem with a tap or shower.
- If you expect your studio to remain unused for a prolonged period, inform management where appropriate so that any necessary water-management measures can be considered.

These measures reflect HSE guidance, which emphasises keeping water moving, maintaining appropriate temperatures and avoiding stagnation.

When studios are unoccupied

Management will implement appropriate controls for outlets that are not being regularly used. HSE specifically identifies student accommodation left vacant during holidays as an example where stagnation needs to be managed and recommends a suitable flushing regime or other appropriate measures.

Reporting a problem

If you notice a problem with the hot or cold water system, shower or taps, please report it to:

Zest House Management
maintenance@richmondstates.co.uk

Do not attempt to modify or repair the building's water system yourself.