

Snug



164–166 Caversham Road

READING | RG1 8DJ

Your Housemate Guide

Welcome to Caversham Road

Thank you for choosing to make 164–166 Caversham Road your home. We're delighted to have you here, and we hope you settle in quickly and enjoy living in what we think is a great part of Reading.

This folder is your go-to guide for everything you need to know about the house — how things work, who to contact, and how to keep communal life running smoothly. Please read it when you first move in and keep it somewhere handy for reference.

We want all housemates at Caversham Road to enjoy a comfortable, safe, and respectful home. If something isn't covered here, or if you have a suggestion that might improve things for everyone, please do let us know.



Your main point of contact is:

Rebecca — Snug Shared Living Property Manager

E: rebecca@bextproperties.co.uk

T: 07957 904 923

W: www.snugsharedliving.co.uk

For routine maintenance requests, please log them through COHO. For anything urgent, call or text Rebecca directly. In a life-threatening emergency, always call 999 first and contact us once you are safe.

As a condition of our HMO licence, a copy of the property's management plan is provided to every housemate as part of their tenancy agreement. By signing your tenancy agreement, you confirm that you have received it and understand your responsibilities under it. Please keep this folder in an accessible place for the duration of your tenancy.

Fire Safety

The property is protected by a mains-powered fire alarm panel system with detectors located in all rooms, communal hallways, and on the landings. Heat detectors are fitted in the kitchen. The system is monitored by a central fire panel. If any detector is triggered, all alarms throughout the building will sound simultaneously.

Fire evacuation plans are displayed on the back of every bedroom door. Please familiarise yourself with the plan for your room and the nearest exit route as soon as you move in.

DO NOT attempt to silence or interact with the fire alarm panel under any circumstances. If the alarm sounds, treat it as a real fire and evacuate immediately.

Your Responsibilities

- No smoking anywhere inside the property.
- No naked flames of any kind, including candles, tea lights, oil burners, wax melts or incense, anywhere inside the property.
- Do not allow rubbish to accumulate inside the building. All waste must be disposed of in the bins provided.
- Do not store flammable materials anywhere in the building.
- Switch off all heat-generating appliances after use (irons, hair straighteners, lamps etc.) and ensure they are not left in contact with carpets, bedding, or other materials.
- Fire doors must remain closed at all times. Do not prop them open or tamper with door closers, smoke seals, or intumescent strips. Report any damage immediately via COHO.
- Keep all escape routes clear at all times — hallways, stairwells, fire escapes and entrances. Personal possessions must not be stored in communal areas, hallways or corridors.
- Do not overload sockets. Do not use appliances with damaged cables or that are in poor condition.
- Never leave cooking unattended. Keep cooking appliances clean and free of grease and food debris.
- Do not leave any device charging unattended or overnight. Do not charge e-bikes, e-scooters, or battery packs inside the property or in escape routes.
- Do not use supplementary heaters or electric blankets.
- Tampering with or covering smoke or heat detectors is strictly prohibited.
- Report any faults immediately via COHO or by contacting the team. This includes faulty alarms, emergency lights not working, fire doors not closing properly, and blocked escape routes.

Emergency Contacts

In any fire emergency, call 999 first. Once you are safely outside, contact:

- Rebecca Brennan — 07957 904 923
- Faye Dawson — 07368 135 741
- Lauren Mitchell — 07393 590 225

If the Alarm Sounds — Get Out

YOUR SAFETY IS THE ONLY PRIORITY. IF IN DOUBT, GET OUT. DO NOT RETURN TO THE BUILDING FOR ANY REASON.

Follow these steps:

1. Do not stop to collect belongings or investigate the source of the fire.
2. Close doors as you leave — this slows the spread of fire and smoke.
3. Before opening any door, check it with the back of your hand. If it is warm, do not open it — the fire is on the other side.
4. If there is heavy smoke, get low and crawl along the floor where the air is cleaner.
5. Once out of the building, make your way to the assembly point: outside The Moderation pub.

6. Call 999 immediately. Give your name and the full address: 164–166 Caversham Road, Reading, RG1 8DJ.
7. Do not re-enter the building for any reason. If you believe someone is still inside, tell the firefighters when they arrive.
8. Once the emergency services are on their way, contact Rebecca to let us know what has happened.

Escaping via a Window

Only attempt a window escape if your exit route is completely blocked. If you must break a window, cover any jagged glass with a towel or thick bedding. Lower yourself to arm's length and drop — do not jump.

Carbon Monoxide

Carbon monoxide (CO) is a colourless, odourless gas that is extremely dangerous. Carbon monoxide alarms are located on the top floor landing. Please familiarise yourself with their location.

IF THE CO ALARM SOUNDS:

1. Move everyone outside to fresh air immediately.
2. Turn off the gas at the meter using the red lever.
3. Open all windows and doors to ventilate.
4. Call the Gas Emergency Service: 0800 111 999.
5. Do not re-enter the building until the gas emergency service has confirmed it is safe.
6. Contact Rebecca as soon as everyone is safe.

Electricity

The property has two consumer units — one for the 164 side and one for the 166 side. The 164 consumer unit is located outside Room 2, and the 166 consumer unit is located outside Room 10. The electricity meters are situated alongside each respective consumer unit.

If the Power Goes Off

Follow these steps in order:

9. Go to the relevant consumer unit and check whether any trip switches have tripped. If a switch has tripped, try resetting it by pushing it firmly back to the ON position. If it trips again immediately, an appliance on that circuit may be at fault — unplug everything on the affected circuit, reset the switch, then reconnect appliances one at a time until the faulty one reveals itself.
10. If all trip switches look normal, check whether it is a wider power cut by visiting the SSEN website: www.ssen.co.uk/power-outages. You can enrol for live updates on the status and progress of any power cut in your area.
11. Contact Rebecca to let her know either way — whether it is a trip issue in the property or a wider power cut.

If you cannot resolve the issue, Rebecca will arrange for an electrician to investigate.

Gas

Do not use any gas appliance you believe may be faulty or behaving unusually.

IF YOU SUSPECT A GAS LEAK:

1. Do not operate any light switches, electrical appliances, or open flames.
2. Open windows and doors to ventilate the building.
3. Leave the property immediately.
4. Call the National Gas Emergency Number: 0800 111 999. Use your phone outside, well away from the building.
5. Contact Rebecca once you are safely outside.

The gas meters are located outside the front of the building — one outside the window of Room 9, and one outside the window of Room 1. The gas supply can be shut off at each meter if required.

Water

Hot water is available 24 hours a day, 7 days a week. If you experience any issues with hot water supply, please contact Rebecca straight away.

Water leaks — even minor ones — can cause significant damage quickly. If you spot any leak or damp, please contact Rebecca straight away regardless of how small it appears.

Stopcock locations:

- 164 side: under-stairs cupboard in 164
- 166 side: under-stairs cupboard in 166

Preventing Blockages

To prevent blockages, please do not put anything down the toilet other than toilet paper. Cotton buds, cleansing pads, wet wipes, and sanitary products must go in the bin. If a blockage results from misuse, the cost of the repair will be recharged to housemates.

Similarly, do not put food waste, fats, or cooking oils down any sink. Scrape plates into the food waste caddy and wipe pans before washing.

Legionella

Legionella bacteria can grow in domestic hot and cold water systems and cause Legionnaires' Disease — a potentially fatal form of pneumonia. Your landlord is legally responsible for managing Legionella risk, but housemates also have a role to play.

The key principles are straightforward: keep hot water hot, keep cold water cold, and keep water circulating. In practice this means:

- Do not adjust the settings on the boiler or hot water system. Hot water must be maintained at 60°C.
- If the cold water from a tap is still running warm after you have flushed the pipes for a minute, report it to Rebecca immediately. Cold water should not exceed 20°C.
- Report any discolouration, debris, or unusual appearance in the water supply straight away via COHO.
- If a shower is used only occasionally, flush it through by running it for at least two minutes each week. Stand clear while doing this.
- Clean, descale, and disinfect showerheads at least once every three months.

- If you are away from the property for an extended period — holiday, visiting family, or otherwise — flush all hot and cold outlets for at least two minutes before using them on your return.
- Report any problems with the boiler or hot water tank, particularly if water is not coming out of taps at a sufficiently high temperature (it should reach 50°C within one minute of running).

Heating

The central heating operates on a programmed schedule. If your room is too warm, adjust the thermostatic valve on your radiator rather than opening windows. Radiator valves are numbered 1 (cool) to 5 (hot) — find a comfortable setting and leave it.

If you find the house is not warm enough, you can boost the heating at any time by pressing the 'Boost CH' button on the thermostat panel. This will activate the heating for a set period to bring the house up to temperature.

If you consistently find your room too cold, please raise a COHO maintenance ticket so we can investigate.

Please do not hang laundry directly over radiators as this traps heat and can encourage mould. Radiator hangers designed for drying clothes are fine to use.

To prevent damp and mould, it is important that your room is well ventilated. Open your window slightly each day, and keep trickle vents open at all times — even when the main window is closed. Ensure your bathroom extractor is switched on.

Keep your room consistently warm during colder months — sudden temperature changes create condensation. Do not turn the heating completely off for extended periods in winter.

Damp & Mould Prevention

Keeping your living space healthy and mould-free is a shared responsibility. Even if your room is not affected, the warm moist air you generate flows around the building and can cause condensation and mould elsewhere. The tips below are straightforward — followed consistently, they make a real difference.

Ventilation

- Open windows daily, even for just 10–15 minutes.
- Use the night vent setting on windows when you are out.
- Keep all trickle vents open at all times.
- Use extractor fans in the kitchen and bathroom during and after cooking or showering.
- Never turn off a bathroom extractor fan. Some fans are linked to the light — if yours is, leave the light on for a few minutes after showering so the fan can clear the steam.
- Keep bathroom doors closed after showering to prevent steam spreading into the rest of the building.
- Avoid drying clothes indoors where possible. If you must, keep a window open. Do not dry clothes on radiators — use the tumble dryer or a clothes airer with the window open.
- Use an extra spin cycle on the washing machine for heavy laundry before transferring to the dryer.

Condensation Control

- Wipe condensation from windows and sills each morning.
- Keep lids on pans while cooking to reduce steam.

- Close bathroom doors when showering to stop steam spreading.

Furniture & Cleanliness

- Allow air to circulate by keeping furniture slightly away from walls — this is one of the most common causes of mould patches behind furniture.
- Avoid overfilling wardrobes or drawers, as this prevents air circulating inside them.
- Regularly clean areas prone to mould, such as window frames and the areas behind furniture.

Reporting Mould

If you notice any signs of mould, report it immediately via your COHO account and include photographs. The team will review within the next working day and arrange an inspection within a few working days. You will be updated on findings and actions after the inspection.

If anything worsens in the meantime — such as a leak or visible structural issue — call Rebecca straight away rather than waiting for the COHO process.

Waste & Recycling

Caversham Road operates a three-stream waste system in line with Reading Borough Council's 2026 standards. The property has sufficient capacity for general waste, recycling, and food waste. Please make sure you use the right bin for the right waste — it matters for the environment and is a condition of the council's HMO licence.

The Bins



Wheelie bins are stored in two dedicated timber storage enclosures at the front of the property on Caversham Road, as shown above. The route from the bin store to the collection point is clear of obstruction. The three bins in each enclosure are:

- General waste (landfill)
- Mixed recycling
- Food waste caddy (5L)

Glass is collected separately. A glass storage box is kept inside the property, and the landlord collects glass bi-weekly for off-site disposal at a bottle bank. Please do not put glass in the recycling wheelie bin.

The bin storage area is disinfected quarterly by the landlord to prevent odours and pests.

Inside the Kitchen

Four internal caddies are provided to help you sort your waste before taking it outside:

- General waste

- Recycling
- Glass
- Food waste (5L caddy)

A 'What Goes Where' poster is displayed above the kitchen bins. Please refer to it if you are unsure.

What Goes Where

General Waste (black bin)

General waste is anything that cannot be recycled or composted. This includes:

- Crisp packets, sweet wrappers and foil pouches
- Polystyrene and foam packaging
- Nappies and sanitary products
- Broken ceramics, crockery or mirrors
- Vacuum cleaner dust and pet waste
- Takeaway containers that are greasy or food-soiled and cannot be cleaned
- Plastic bags and cling film

Always place food and food packaging in a sealed bin bag before putting it in the general waste wheelie bin — this prevents odours, flies, and pests.

Recycling (mixed recycling bin)

The following can go in the recycling bin — rinsed and clean:

- Paper and cardboard (flattened)
- Plastic bottles, tubs, trays, and pots (rinsed)
- Tins and cans (rinsed)
- Aerosol cans (empty)
- Plastic lids and bottle tops

The following cannot go in the recycling bin:

- Glass of any kind — use the glass caddy inside the property
- Black plastic (cannot be detected by recycling machinery)
- Plastic bags or cling film
- Polystyrene or foam
- Pizza boxes or other greasy cardboard
- Shredded paper

If in doubt, check the full Reading Borough Council guide at:
www.reading.gov.uk/residents/rubbish-and-recycling

Food Waste (5L caddy)

All cooked and uncooked food scraps can go in the food waste caddy, including:

- Fruit and vegetable peelings and cores
- Meat, fish, and bones
- Bread, pasta, rice, and cereals
- Dairy products, eggs, and eggshells
- Leftovers and plate scrapings
- Tea bags and coffee grounds

Do not put liquids, oils, or packaging of any kind in the food waste caddy. Empty the caddy into the outdoor food waste wheelie bin regularly to prevent odours.

Glass

Glass bottles and jars must be stored in the dedicated glass caddy inside the property. The landlord collects this bi-weekly for off-site disposal at a bottle bank. Do not put glass in any of the wheelie bins.

Collection Day

Bins are collected by Reading Borough Council every Tuesday. Please ensure the appropriate bins are placed at the front boundary of the property on Caversham Road by 6:00 AM on collection morning, and returned to the storage area by the end of the day.

Every new housemate receives a written Waste Guide as part of their move-in pack, detailing collection days and sorting rules.

For up-to-date information on what can and cannot be recycled, visit:
www.reading.gov.uk/residents/rubbish-and-recycling

Monitoring

The cleaner checks, cleans, and empties the bins during their weekly visit. The property manager carries out a monthly audit of bin levels and contamination during communal inspections.

Bulky Waste

If you have bulky items to dispose of (old furniture, mattresses etc.), do not leave them outside the property. Reading Borough Council offers a bulky waste collection service — contact them directly to arrange. Alternatively, items can be taken to Smallmead Recycling Centre, Island Road, Reading, RG2 0RP. Opening hours: 08:00–20:00 from 1 April to 30 September, and 08:00–18:00 from 1 October to 31 March (closed Christmas Day).

For more information visit: www.re3.org.uk

Clinical Waste

If you are self-treating a medical condition that generates clinical waste (for example, sharps or dressings), please do not place this in the standard bins. Contact Reading Borough Council directly for guidance on the clinical waste referral process.

Energy Saving

We all benefit from using energy and resources thoughtfully. Here are some simple habits that make a real difference.

Energy

- Do not use standalone or portable heaters. They use large amounts of electricity, are a fire risk, and could invalidate the property insurance.
- Adjust the thermostatic valve on your radiator if your room is too warm rather than opening a window.
- Only boil the kettle with the amount of water you need rather than filling it completely.
- Use lids on pans and turn down to a simmer once boiling — it uses far less energy.
- Share the oven when possible — cook at the same time as housemates, or immediately after so the oven is still hot. Consider batch cooking several meals at once.
- Always turn off lights when leaving an empty room.
- Do not leave devices on standby — turn off at the wall, or use smart plugs.

- When the weather is good, dry clothes outside rather than using the tumble dryer.

Water

- Take shorter showers and turn off the shower while you soap up or shampoo.
- Do the washing up using a bowl rather than under a running tap.
- Only run the dishwasher when it is full.
- Report any suspected leaks to Rebecca immediately.

Food

- Cooking oil must not go down the sink — it causes major blockages. Allow it to cool, pour into a plastic bottle, and put it in the food waste bin.
- Plan meals for the week to reduce waste. Leftovers make great lunches.
- Cook together with housemates where possible — it saves energy and builds community.

Plastic & Recycling

- Get a reusable water bottle to carry with you.
- Reuse plastic shopping bags.
- Always check which bin your packaging belongs in.

Communal Areas, Fixtures & Maintenance

Maintaining the shared parts of this building to a good standard is a joint responsibility — between us as managers and you as housemates. This section sets out what we commit to and what we ask of you in return.

Internal Communal Areas

The communal areas of the property — including the kitchen, dining area, living room, shared bathrooms, hallways, and stairwells — must be kept clean, tidy, and free from obstruction at all times. These areas are for the use and enjoyment of all housemates and must be treated accordingly.

A cleaner visits every Friday to clean all communal areas. This includes the kitchen, floors, surfaces, shared bathrooms, and hallways. The cleaning service covers communal areas only — your own bedroom is your responsibility to clean and maintain.

The cleaner is not there to tidy up after individuals. Do not leave dirty dishes in the sink, personal belongings on worktops, or laundry in communal spaces. All communal areas must be left clean and tidy after every use, and the kitchen must be left clean following cooking.

Common Parts, Fixtures & Fittings

The common parts of the building — including staircases, banisters and handrails, stair coverings, hallway lighting, windows, and all shared fixtures and fittings — are maintained by Snug Shared Living in good, clean, and safe condition. We carry out regular inspections and arrange repairs promptly when issues are identified.

Housemates must not damage, obstruct, or interfere with any common parts, fixtures, or fittings. In particular:

- Stairways, hallways, and all exit routes must be kept completely clear of obstruction at all times. Do not leave bags, shoes, bicycles, or any personal items in these areas.
- Banisters, handrails, and stair coverings must not be damaged or removed. Report any defects immediately via COHO.
- Communal lighting must be kept in working order. If a bulb fails in a shared area, report it via COHO.

- Windows in communal areas must not be obstructed and trickle vents must remain open to ensure adequate ventilation throughout the building.
- Shared appliances and fittings must be used as intended and with reasonable care. Any damage caused by misuse may be recharged to the responsible housemate.

We carry out a monthly communal inspection, during which we check the condition of shared areas and bin levels. If you identify any issue with common parts or shared fixtures before then, please do not wait — log it on COHO straight away.

Cleaning Standards

The following guidance sets out the standards we expect in each communal area. These are not burdensome — they are the basics that make shared living comfortable for everyone.

Kitchen

- Keep a house kitty stocked with hand wash, antibacterial spray, and clean sponges. Replace dirty sponges regularly.
- Do not leave washing up piled by the sink. Load it straight into the dishwasher. Use the dishwasher daily, keep it topped up with rinse aid and dishwasher salt, and do not overload it or obstruct the spray arms.
- Consider a simple rota for emptying the dishwasher and putting bins out on collection day.
- Limit washing-up liquid bottles to one per sink. Store air fryers and other cooking gadgets in cupboards when not in use — counter space is shared.
- Run a dishwasher cleaner monthly (we run a deep clean quarterly during inspections).
- Fridge: empty and clean your shelves, drawers, and door seals at least monthly.
- Oven: the cleaners do not clean oven interiors — that is cleaned annually by us, but housemates are responsible for keeping on top of grease and grime between annual cleans.
- Microwave: wipe the interior after every use. Unremoved spillages cause rusting and we are increasingly having to replace microwaves as a result.
- Toaster: wipe down after each use to remove crumbs.
- Kettle: we descale quarterly but you may need to do this monthly given Reading's hard water. A water filter jug is worth considering.
- Wipe countertops immediately after use with antibacterial spray — it takes seconds.
- Clear any food debris from the floor straight away.
- If any kitchen items need replacing, log this on COHO.
- Do not dry laundry on radiators or clothes airers in communal spaces.
- Put junk mail directly in the recycling bin.

General Decluttering

- Do not store excess personal items in sheds, under-stairs cupboards, or communal spaces. These areas are shared and must remain accessible.
- If you have items to dispose of, please arrange to take them to the tip — do not leave them in communal areas.
- Glass bottles must be taken to the bottle bank regularly, at least monthly.

Reporting Maintenance Issues

For routine repairs and maintenance, please log the issue through COHO. Include as much detail as you can and, where relevant, attach a photo. We monitor COHO regularly and aim to respond promptly.

For urgent issues (such as a water leak, loss of heating in winter, or anything that poses a safety risk), contact Rebecca directly by phone or text.

External Areas

The external areas of 164–166 Caversham Road — including the front of the building, the bin store, boundary walls and fences, and the rear parking area — are maintained by Snug Shared Living. We are responsible for ensuring these areas remain in good repair, safe, and presentable, particularly those visible from Caversham Road.

Housemates are asked to support this by observing the following:

- Do not leave personal items, rubbish, or any other objects outside the building other than in the designated bin store.
- The bin store must be kept tidy at all times. Bins should be returned to the store promptly after each collection day and must never be left on the pavement or blocking the footpath.
- The rear parking area, accessed via Thames Avenue, must be kept clear and tidy. Do not leave items in the parking area other than vehicles.
- Boundary walls and fences must not be damaged or altered. Report any damage via COHO.
- Use of the external communal external space for socialising or playing music is strictly prohibited between 11:00 PM and 8:00 AM and any persistent or unreasonable outdoor noise that triggers neighbour complaints may be considered a breach of the tenancy agreement

Satellite Dishes & TV Aerials

Television aerials are already fitted and available in each room, providing access to Freeview channels. Housemates must not install any additional satellite dishes, aerials, or external antennae on or attached to any part of the building. Any unauthorised installation will be required to be removed at the housemate's cost.

Laundry

Washing machines and tumble dryers are provided for housemate use. Please follow the guidance below to keep the machines in good working order and to be considerate of your fellow housemates.

General

- When you start a cycle, set a timer on your phone for the duration of the programme so you can empty the machine promptly. This frees it up for others to use.
- Check all pockets before putting anything in the washing machine or tumble dryer.
- Do not overload either machine — this causes poor results and accelerates mechanical wear.
- Run a full spin cycle in the washing machine before transferring clothes to the tumble dryer, to reduce drying time.
- Check care labels before tumble drying — some items should not be tumble dried (delicates, items with rubber backing, or anything labelled 'do not tumble dry').
- Do not use the washing machine or tumble dryer during quiet hours (11pm–8am) out of consideration for housemates.

Washing Machine Care

- Wipe the door seal dry after each use and leave the door slightly ajar to prevent mould and odours building up inside the drum.
- Use the correct detergent compartments (pre-wash, main wash, softener) and do not overfill — residue builds up and causes blockages.

Tumble Dryer Care

- Clean the lint filter after every use. A clogged filter restricts airflow, slows drying, and can cause overheating.
- After use, leave the door slightly open to allow any residual moisture to dry out.
- Do not stop the tumble dryer mid-cycle. Stopping the drum before it has completed its cooling cycle can cause the motor drivebelt to soften and break. This type of damage is not classed as wear and tear and the cost of repair will be recharged.
- Do not leave the tumble dryer running unattended.

Faults

If you notice any fault or unusual noise with either machine, report it via COHO immediately and take the machine out of use until it has been inspected. Do not attempt to repair or adjust either machine yourself.

Dishwasher

Keep the dishwasher topped up with salt and rinse aid:

- Rinse aid: inside the door, near the tablet compartment.
- Salt: under the bottom drawer — unscrew the lid and pour in salt until full.
- Warning lights on the front of the door will flash if either is running low.

Scrape surplus food into the bin before loading. Set to rinse mode each time the dishwasher is loaded, or main wash if full. Do not leave items unwashed for longer than 12 hours. The dishwasher takes dishwasher powder, liquid, or tablets only — not washing-up liquid or washing powder.

Broadband & WiFi

Network name (SSID): RSR-Guest

Password: Welcome-RSR

Troubleshooting

If you are having trouble connecting or your connection drops, try the following steps in order:

- Check with your housemates to confirm whether the issue is affecting everyone or just your device. If it's just your device, the issue is likely with your device rather than the router.
- Try forgetting the network on your device and reconnecting — go to your WiFi settings, select RSR-Guest, choose 'Forget', then reconnect and re-enter the password.
- Restart the router — turn it off at the wall, wait 60 seconds, turn it back on, and wait 2 minutes before testing your connection again.
- Check for local outages or planned maintenance works in the area by searching your postcode on your provider's website.
- If none of the above resolves the issue, contact Rebecca and we will investigate.

Keys, Doors & Security



164–166 Caversham Road uses RemoteLock digital door locks throughout the property. No physical keys are issued. Each housemate is provided with their own individual digital access code which gives access to:

- Your bedroom door
- The front door
- The back door
- The gate

Your access code is personal to you. Do not share it with guests, visitors, or anyone else. If you need to give a visitor temporary access, you must be present with them at all times.

A master key for each room is held on site for use in the event of an emergency or technical issue with a lock.

Access Issues

If you experience any problem with your door code or are unable to access your room or any part of the property, contact Rebecca immediately and we will resolve it as quickly as possible.

Security

- Ensure all external doors and the gate are closed when you leave the property.
- The 'night vent' setting on windows is sufficient for security when you are out of the room.
- Do not allow unknown persons into the building.
- Visitors must be accompanied by you at all times while in the property.
- No charging or storing of an electric scooter, e-bike, or any other electric mobility device inside the building. This is a fire safety requirement.
- No charging of an electric car or car battery using the property's electricity supply.

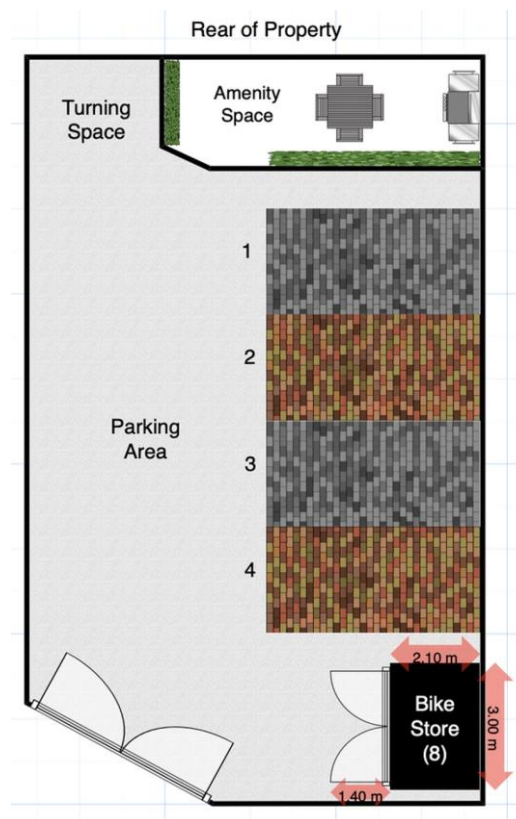
Ventilation & Trickle Vents

All windows in the property are fitted with trickle vents. These must be left open at all times — even when the main window is closed. Good ventilation prevents damp and mould. Where possible, open your window for a period each day, particularly when airing clothes or after showering.

Parking & Cycles



Car parking is available at the rear of the property, accessed via Thames Avenue. The entrance is 2.4 metres wide — please be mindful of this if driving a wider vehicle. Parking is available on a first come, first served basis and there are no reserved spaces. Please park considerately with regard to other housemates and neighbours. Guests must park on the public road and not in the rear parking area.



The diagram above shows the layout of the rear car park. There are four numbered parking spaces and a dedicated bike store (capacity 8 bicycles) located at the rear right of the car park.

Cycle Storage

Bicycles may be stored in the bike store at the rear of the car park. This is the only designated area for cycle storage — please do not bring bicycles inside the building or through communal hallways, and do not lock them to banisters, handrails, or any part of the building structure.

House Rules & Guidance

Before moving in, you read, agreed to, and signed both the House Guidance & FAQs and the Housemate Behaviour Contract as part of your pre-check-in process. The content of both documents is reproduced below for your ongoing reference.

Part 1 — House Guidelines

General

- For general enquiries please WhatsApp, email or text the team. If urgent, please call.
- Report any routine repairs via COHO.
- Leave all post not addressed to you in the communal area for collection by other housemates or the landlord.
- Turn off all electrical appliances when not in use, except those designed for continuous use such as the wireless router and main kitchen/laundry appliances.
- Turn off lights when a room or area is empty.
- Create a kitty for communal supplies such as washing up liquid, toilet paper, washing powder, bin liners and light bulbs, and appoint someone to take charge of it.
- In the interests of the environment, and with water now being metered, please use water conservatively.

Ventilation & Mould Prevention

- Your room window or patio door must be opened slightly for a period each day to allow the room to ventilate, and at all times when you are airing clothes, otherwise mould growth will occur.
- Windows have a 'night vent' setting for security when you are out of the room — please ask if you are unsure how to use this.
- Trickle vents at the top of most window frames must be kept open at all times.
- Let us know if you spot any mould in your room or the communal areas and we will arrange for it to be treated promptly.
- Never turn off a bathroom extractor fan — it is essential for moisture control.

Part 2 — Frequently Asked Questions

Appliances & Equipment

My oven has stopped working — what should I do?

Check the following before reporting a fault:

- Check the power switch near the oven hasn't been accidentally turned off.
- Check the clock setting on the oven — some units require this to be set before the oven will operate.
- Check the breaker in the consumer unit. Ovens use a large amount of electricity and a power surge can trip the breaker.
- If none of the above resolves it, report via COHO.

I have an ottoman bed — how do I open it correctly?

Always lift from the foot of the bed, in the middle. Do not lift from the side. We have had several ottomans damaged by incorrect opening — if in doubt, please ask us.

Heating & Hot Water

The heating isn't working — what should I check?

- Check the thermostat is connected to the router — a WiFi symbol should be visible. If not, restart the router.
- Check the boiler pressure gauge — it should read between 1 and 2. If below 1, the pressure needs topping up. Contact Rebecca and we will assist or arrange a visit.
- If the house isn't cold enough to trigger the thermostat automatically, press the Boost CH button on the thermostat.
- Contact Rebecca for any heating or hot water issues, especially in colder months — these are treated as a priority.

Internet & WiFi

The WiFi isn't working — what should I do? See the Broadband & WiFi section for full troubleshooting guidance.

Keys & Access

I can't access my room or the property — what should I do? Contact Rebecca as soon as possible and we will arrange access. Please note that call-out charges may apply outside of normal working hours.

Light Bulbs

A light bulb has gone — whose responsibility is it?

- Bedroom bulbs are the housemate's responsibility to replace. If you are unable to change it yourself, let us know and we will help.
- Communal area bulbs will be replaced by us — please report via COHO if any are not working.

Part 3 — Housemate Behaviour Contract

The following summarises the key commitments you made when signing the Housemate Behaviour Contract before moving in.

1. Respect for Housemates

- Treat all other housemates and visitors with respect and courtesy.
- Avoid behaviour that may cause distress, alarm, harassment, intimidation or nuisance to other housemates or neighbours.
- Communicate calmly about any issues and raise concerns with us if needed.
- Refrain from acting in an aggressive, violent, threatening, or discriminatory manner toward anyone.
- Deal with problems between housemates sensibly amongst yourselves. Only involve us if a resolution cannot be reached.

2. Noise and Disturbance (applies to other housemates and neighbours)

- Always keep noise to a reasonable level so as not to disturb others.
- Observe quiet hours between 11pm and 8am.
- Avoid loud music, shouting, slamming doors, or activities that may disturb others.
- Avoid using the washing machine or tumble dryer during quiet hours.
- Be respectful of others who may work evenings or nights and sleep during the daytime.
- Use of the external communal external space for socialising or playing music is strictly prohibited between 11:00 PM and 8:00 AM and any persistent or unreasonable outdoor noise that triggers neighbour complaints may be considered a breach of the tenancy agreement

3. Cleanliness and Shared Areas

- Clean up after yourself immediately after using shared areas. Do not leave dirty dishes, cutlery or cooking utensils in the sink or on counters.
- Do not store plates and crockery in your room.
- Dispose of rubbish and recycling correctly.
- Do not leave personal belongings or laundry in any communal area or passageway.
- Food and food containers must be placed in a sealed bin bag before going into the landfill wheelie bin.
- Do not put food waste, oils, grease, hair, sanitary items or any other inappropriate substances into sinks, toilets, showers or drains.
- Store food items in kitchen cupboards and the fridge, not on counters.
- If a bin collection is missed, it is the housemates' responsibility to resolve by either taking items to the tip or arranging for collection.

4. Use of Facilities

- Report any faults or damage to us immediately.
- Use appliances safely and in accordance with instructions.
- Do not remove or misuse furniture, appliances, or equipment belonging to the property.
- Avoid causing damage beyond reasonable wear and tear. If nobody admits liability for damage, the cost will be divided equally between all housemates.
- Do not put objects down the toilet that could cause a blockage — cotton buds, cleansing pads, sanitary items. If these cause a blockage, the repair cost will not be covered by the landlord.
- Do not charge an electric car or car battery using the property's electricity supply.

5. Room & En Suite Care

- Keep your room in a clean, safe, and hygienic condition.
- Air your room by opening the window slightly each day, and at all times when airing clothes.
- Keep all trickle vents at the top of window frames open at all times.
- Do not put clothes or laundry over radiators without using a radiator hanger designed for the purpose.
- Do not make alterations, including adding locks, painting, or installing fixtures, without written permission.
- Remove, clean and replace shower traps every week, disposing of contents down the toilet.
- In en suite bathrooms, de-scale shower heads and attachments at least once a month.

6. Guests and Visitors

- Keep overnight guests to a minimum in consideration of other housemates.
- Overnight guests may sleep in your room only.
- Do not allow anyone to stay overnight for more than 2 nights per fortnight.
- Do not give your access code to any guest or visitor.
- Do not allow your guest to remain in the property unless you are also present.
- Give housemates advance notice when you are expecting a guest or visitor.
- Do not allow unknown persons into the property.

7. Safety and Security

- Lock external doors and windows when you go out. The 'night vent' setting for windows is sufficient for this purpose.
- Never tamper with smoke alarms, fire doors, fire blankets, or extinguishers.

- Avoid using prohibited appliances (electric heaters, deep-fat fryers, air coolers, heated blankets, heated clothes airers) unless approved in writing.
- Familiarise yourself with the fire guidance in this folder, the instructions for the fire blanket, and all exit routes.
- Keep all fire doors closed at all times. Never prop them open or tamper with hinges, smoke seals, intumescent strips, or door closers.
- Keep all escape routes clear at all times — hallways, stairwells, fire escapes and entrances.
- Do not charge or store any electric scooter, e-bike or other electric mobility device inside the property.

8. Prohibited Behaviour

- Do not engage in illegal activities on the property.
- Do not smoke or vape inside the building. Smoking outside must only be done sufficiently far from the building so as not to affect housemates or neighbours.
- Do not burn candles, oil burners, wax melts or incense in the property.
- Do not store or use illegal drugs. Landlords are legally obligated to report evidence of any such activity to the police.

9. Communication & Problem Resolution

- Raise issues with us promptly.
- Cooperate with inspections, maintenance visits, and compliance checks.
- Follow any reasonable instructions issued to maintain safety and wellbeing in the property.

10. Consequences of Breach

Any breach of the Housemate Behaviour Contract may result in written warnings, involvement of support services, or — if serious or persistent — eviction in accordance with UK housing law. The contract supports the tenancy agreement but does not replace it.

Getting Around

Caversham Road is exceptionally well-placed for getting around Reading and beyond without a car. Reading station is approximately 0.25 miles away — a comfortable 5–7 minute walk — giving you direct access to London Paddington, Oxford, Bristol, and beyond via the Elizabeth line and Great Western Railway.

Bus Services

Several Reading Buses services stop directly on or very near Caversham Road, including routes 22, 23, 24, 28, and 28A, which connect you to central Reading, Caversham, and surrounding areas. The Station North Interchange bus hub is approximately a 5-minute walk away.

For timetables, route maps, and to buy a smart card or app-based ticket, visit: www.reading-buses.co.uk

Trains

Reading station is one of the busiest and best-connected stations outside London. Regular services run to London Paddington (fastest journey around 25 minutes), Oxford, Bristol Temple Meads, and many other destinations. The Elizabeth line also connects Reading directly into central and east London.

Taxis

A taxi to or from Reading town centre will typically cost in the region of £5–8 depending on time of day. Uber and other app-based services are available in Reading.

Local Shops & Amenities

You are very well served for day-to-day shopping. There is an Aldi on Caversham Road itself, making it easy to pick up groceries without needing a car or bus.

- Tesco Express, Church Street, Caversham — a short drive or bus ride over Caversham Bridge.
- Asda, Honey End Lane — off the A4 Bath Road, approximately 1.5 miles by car.
- Lidl, A4 Bath Road — approximately 1.5 miles, 4 minutes by car.
- Tesco Extra, Portman Road — large store with a café, pharmacy, and fuel, approximately 1.5 miles.
- Waitrose, Oxford Road — large store with a café, approximately 2 miles.
- Sainsbury's, Calcot (near junction 12 of the M4) — very large store with fuel, pharmacy, and café, also near Boots, Next, Dunelm, and IKEA. Reachable by car or the number 26 bus.

Most supermarkets in Reading have recycling facilities on site, including bottle banks — useful given that glass is not collected in the kerbside recycling bin at the property.

Reading town centre is a 5–10 minute walk or a very short bus ride. The Oracle shopping centre and Broad Street Mall offer a wide range of shops, cafés, and restaurants. The Oracle Riverside is particularly good for eating out.

Healthcare

GP Surgeries

There are several GP practices conveniently located for Caversham Road. We recommend registering with a practice as soon as possible after moving in.

- Russell Street Surgery, 79 Russell Street, Reading, RG1 7XG — Tel: 0118 945 2612. This practice also has a branch at Coley Park Surgery, Wensley Road, RG1 6DN — Tel: 0118 907 9712.
- Chatham Street Surgery, 121 Chatham Street, Reading, RG1 7JE — Tel: 0118 950 5121.
- London Street Surgery, 72 London Street, Reading, RG1 4SJ — Tel: 0118 907 2991.

Walk-In & Urgent Care

The Reading Walk-In Health Centre is located on the first floor of Broad Street Mall, Reading, RG1 7QA — Tel: 0118 902 8300. No appointment is needed and it is open seven days a week.

For non-emergency medical advice at any time, call NHS 111. In a life-threatening emergency, always call 999.

Pharmacy

Several pharmacies are nearby, including those within local supermarkets which often keep extended opening hours.

Emergency & Useful Contacts

Snug Shared Living — Rebecca

E: rebecca@bextproperties.co.uk

T: 07957 904 923

W: www.snugsharedliving.co.uk

Faye: 07368 135 741

Lauren: 07393 590 225

Maintenance (routine): Log via COHO

Fire, Police, Ambulance: 999 (emergency)

NHS non-emergency: 111

Gas Emergency (National Gas): 0800 111 999

SSEN Power Cuts: www.ssen.co.uk/power-outages

Reading Buses: 0118 959 4000 | www.reading-buses.co.uk

Reading Borough Council (waste & recycling): www.reading.gov.uk