

OTHER INFORMATION

PROPERTY OVERVIEW

Total Number of Beds: 909

- Copperas House: 277 beds
- Myrtle Street Apartments: 277 beds
- Hardman House: 355 beds

Types of Rooms Available:

- LJMU En-suite
- LJMU Studio
- En-suite
- En-suite Plus
- Studio
- Studio Plus

Full Addresses:

- Urban Sleep Hardman House, 1 South Hunter Street, Liverpool, L1 9JG
- Urban Sleep Copperas House, 35 Copperas Hill, Liverpool, L3 5AL
- Urban Sleep Myrtle Street Apartments, 4 Myrtle Parade, Liverpool, L7 7AA

Building Management:

Urban Sleep Limited

Company Number: 05692051

COSTS & PAYMENTS

Weekly Rent:

Confirmed at the point of booking and detailed within the Tenancy Agreement.

Rates vary based on room type and nomination agreements.

Direct let prices are published on the Urban Sleep website.

Payment Schedules:

- Paid in full upfront OR
- Three instalments in line with Student Finance England dates

What the Rent Covers:

- Water
- Electricity
- Internet
- Contents Insurance
- Students are exempt from Council Tax



CONTRACT INFORMATION

Contract Lengths Available:

- 44 weeks
- 51 weeks
- 42 weeks (LJMU exclusive nomination agreement)
- Summer stays: 3–7 weeks (summer exclusive, subject to availability)

Cancellation Policy

Once the Tenancy Offer is accepted online, the Tenant and the Landlord enter into a legally binding Assured Shorthold Tenancy.

- A 14-day “cooling-off” period applies to Tenancies booked before 15th July 2025, provided the keys have not been collected.
- Tenants may request cancellation before 1st August 2025 for the following reasons (with supporting evidence):
 - Withdrawal from university for medical reasons
 - Failure to secure a university place due to exam results
 - Visa refusal
 - Other exceptional circumstances (at the Landlord’s discretion)

If the cooling-off period has expired, or the keys have been collected, the Tenant remains liable for the full rent unless a suitable replacement Tenant is found.

After 1st August 2025, Tenancies cannot be cancelled under any circumstances, including exam results or visa status.

Replacement Tenants must:

- Be a full-time student
- Meet the same financial and guarantor requirements
- Be approved by the Landlord

Deposits

- A £250 deposit is charged on all direct lets
- Deposits are protected under the Deposit Protection Scheme (DPS)
- Deposits do not apply to first-year LJMU and UoL nominations
- Full terms regarding deductions are outlined in the AST

Additional Fees (as per Tenancy Agreement)

- Excessive/non-residential utility usage
- Damages
- Late payment fees
- Lockout fee: £45
- Replacement bedroom key: £25
- Replacement key card: £5
- Replacement post box key: £15
- Tampering with fire safety equipment
- Cleaning charges
- Waste management charges
- Security callouts for unsociable behaviour (11pm–8am)
- Keeping a pet without authorisation
- Tenancy takeover fee: £50
- Dual occupancy: £25 per week

ROOM INFORMATION

Room Features:

- Small double beds in all en-suite rooms
- Double beds in all studios
- Mattress and mattress topper
- Desk and chair
- Wardrobe
- Private en-suite bathroom
- Window blinds

Kitchen Facilities:

- Studios contain private kitchens
- En-suite rooms share kitchens between 2–5 residents
- All kitchens include:
 - Oven
 - Microwave
 - Induction hob
 - Fridge
 - Freezer
 - Kettle
 - Toaster

Shared Facilities:

- On-site laundry rooms at all properties
 - Coin-operated: Hardman House & Myrtle Street Apartments
 - Card-operated: Bedford House & Copperas House
- Designated social room at Copperas House
- Secure bike stores at all locations
- Secure bin stores at all locations

CONTACT & SUPPORT

Contact Methods:

- info@urbansleep.co.uk
- copperashouse@urbansleep.co.uk
- hardmanhouse@urbansleep.co.uk
- myrtle@urbansleep.co.uk
- Phone: 0151 708 7000#

Response Time Expectations:

We aim to respond to all enquiries by the end of the next working day.

Office Hours:

- Main reception: Monday–Friday, 8:00am–6:30pm
- Night and weekend staff available
- Emergency line: 24/7, 365 days a year



SAFETY & SECURITY

Fire Safety Measures:

- Smoke detectors in all rooms
- Emergency lighting
- Fire blankets
- Fire doors
- Fire extinguishers
- Regular safety testing
- Additional measures available for accessibility needs

Security & CCTV:

- 24/7 on-site staffing
- CCTV covering all communal areas
- Secure door entry systems
- Secure parcel collection

Staff Presence:

- 24/7 on-site staff
- Main reception hours: Monday–Friday, 8:00am–6:30pm
- Night and weekend staff otherwise available
- Emergency line operates 24/7, 365 days a year
 - 0151 708 7000 (Option 4)

ACCESSIBILITY & EQUALITY

Accessibility Information:

- Step-free access available
- Two lifts at each site
- Fully accessible rooms available upon request
- Additional adaptations available upon request

Non-Discrimination Statement:

Urban Sleep is committed to providing accommodation without discrimination on the basis of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

All staff are Equality, Diversity and Inclusion trained.

COMPLAINTS PROCEDURE

Urban Sleep operates a structured three-stage complaints process:

Informal Resolution

Residents should first raise concerns with the reception team or accommodation manager.

We aim to resolve informal issues within 5 working days.

Stage 1 – Formal Complaint (Property Manager)

Submit an email titled “Formal Complaint” with full details and supporting evidence.

- Acknowledgement within 24 hours
- Full written response within 2 working days

Stage 2 – Student Operations Manager Review

Request review within 5 working days of Stage 1 response.

- Acknowledgement within 24 hours
- Full response within 5 working days

Stage 3 – Head of Operations Review (Final Stage)

Request escalation within 5 working days of Stage 2 response.

- Acknowledgement within 24 hours
- Final decision within 10 working days

If residents remain dissatisfied after this stage, they may escalate externally to the National Code for Student Accommodation or other relevant regulatory bodies.