



Your Student Handbook



COLLEGIATE

Claremont House

Contents

Welcome

- 04 Hello
- 08 We can fix it
- 09 Your rent
- 10 Arriving in a new country

Your new community

- 12 Claremont House
- 14 Living together
- 18 Your apartment

Staying safe and secure

- 24 Here for you
- 25 Healthcare
- 28 Keeping safe

Good housekeeping

- 32 Clean living
- 33 Green living

Your contract

- 35 Terms and conditions

Moving out

- 36 Everything you need to know

Complaints handling and appeals

- 42 Collegiate AC Ltd Complaints Procedure
- 45 Equality and diversity



Welcome

Hello. Welcome to Claremont House.

You're about to find out everything you need to know about your fabulous new home here in Glasgow. Feeling a little nervous? Don't worry – we'll keep you safe.

We want your stay with Collegiate AC to be a memorable one, so we've built in loads of great features that we know you'll love. We've also made sure that Claremont House is in a great location, so that you can get the very best out of Glasgow and your life at university.

Got any questions? Have a flick through this handbook to find out the answers. If there's anything you're still unsure about, our on-site staff will be happy to help.

The handbook also contains a couple of house rules. Don't worry – there's nothing too tedious. Just a few simple guidelines to ensure that you and your fellow residents at Claremont House can feel free, safe and ready to enjoy your university years.

So, grab a cup of tea, settle down in your cosy new home and let us guide you through life at Claremont House.

Read. Relax. Enjoy.

Hello

Office contact details

You can get in touch with a member of the team in person, or by phone and email.

Telephone: 0141 231 1321

Email: ch@collegiate-ac.com

Out-of-hours emergency contact

In the event of an emergency out of office hours contact 03333 214 064

Join us on Facebook

Join the Claremont House community on Facebook at:

www.facebook.com/collegiateclaremonthouse

The main office address is:

Claremont House

20 North Claremont Street Glasgow

G3 7LE

The email address you gave us when you booked will be how we contact you – so please ensure you check your messages regularly. If you'd like us to use a different email address, please let a member of our friendly accommodation team know and they'll give you a change of details form.

There are plenty of notice boards dotted around the site to keep you up to date with what's going on in and around Claremont House, so please check them as you pass to keep up to date with all the exciting events.

Cycle store

Cycling is a great way to exercise and also a cheap and enjoyable way to explore Glasgow. You can bring your bicycle to Claremont House and we will keep it safe in our secure cycle store. Just speak to a member of the accommodation team and complete the form. Spaces are limited and offered on a first come, first served basis.

The Police recommend that you always leave your bike locked with two solid locks: one to secure the bike to a stand by the front or back wheel and the other to go through the remaining wheel and the frame. That way there's no chance of returning to find that all you have left is a wheel.

Please note: we can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the accommodation team.

Parking

There is no on site parking available at Claremont House. On street parking is limited to 3 hours on weekdays but is free all weekend from 6pm on a Friday through to 8am on a Monday morning. Alternatively there is overnight parking available at Bunhouse Road car park, approx 15 minutes walk away.

Mail

Your mail will be delivered to your post box in the common room - all individually numbered for each flat. If you're not at home, any larger mail/parcels will be held at reception for you to collect. If your parcels need signing for, a member of the team will be happy to do this. Please ensure you use your full flat address including room number on all mail delivered to us.

Please note that the accommodation team takes no responsibility for any loss or damage to parcels that have been signed for at reception.

Bus routes

There is a bus stop just 100 meters from the apartments, with routes going to the following universities:

University of Glasgow: First bus 77 or 17 (or a 10 minute walk)

Glasgow Caledonian University: First bus 3 or 77

University of Strathclyde: First bus 3 or 77

Queen Elizabeth University Hospital: First bus 17

The main bus company operating in Glasgow is First Bus. You can find details and information on routes, ticket prices, local maps and bus stops online at <http://www.firstgroup.com/ukbus/glasgow>.



We can fix it

Can't find your keys? Got a leaky tap? Whatever you need, we're here to help.

Lost your keys or locked yourself out?

These things happen, so don't worry. We can help: if you lose your key/fob/key card, we can replace it for a small fee. You just need to request a replacement from the accommodation office during office hours.

If you lose your key outside of office hours, you'll need to call our out of hours number to let you in. You'll need to show them some ID and there will be a call out fee for this service. Once you're safely back inside, come to the accommodation office during opening hours to pay and collect a new set of keys.

If you've locked yourself out of your room during office hours, pop along to the accommodation office and we will loan you a temporary key so that you can get into your room to collect your own key. Make sure you bring the borrowed key back to us within an hour though.

Keys are important and costly to replace, so keep them safe and remember where you left them.

Got a maintenance issue?

Things wear out and things get broken. It's part of life. But we want you to feel your smart Collegiate accommodation is always in tiptop condition, so that you can be proud of your home.

If something needs sorting out, simply tell the accommodation office and the repair will be carried out in accordance with an agreed schedule of priorities. A time will be arranged for our maintenance team to come and fix things. They will always knock before entering a bedroom and if you're not home, they'll leave a card to let you know if they've been into your room. Rest assured, the problem will be solved quickly, conveniently and efficiently.

Need an emergency repair?

If you have an emergency maintenance issue, such as a burst pipe or a broken window, and it's outside of maintenance staff working hours, you can report it to our out-of-hours service on 03333 214 064 and they'll immediately contact the appropriate person to rectify the problem.

If you have a non-emergency maintenance issue, such as a defective fridge/freezer, a blocked drain and so on, please hang on and report this to the accommodation office during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.

Your rent

For those students paying in instalments, your payment dates are:

1st Instalment due on or before 26th August 2020

(you should have already paid this if you have moved in)

2nd Instalment due on or before 6th January 2021

3rd Instalment due on or before 5th May 2021

These can also be found on page 4 of your tenancy agreement.

Please note that we don't accept cash.

Arriving in a new country

Opening a bank account

You need to be in the UK in order to open a UK bank account, so make sure it's one of the first things you do once you get to Glasgow. It is the safest way to manage your money.

Opening a bank account can take a week or more, so make sure you've got enough cash for your first few weeks here.

To open a bank account you'll need to check individual bank requirements. Most will want to see your passport and introductory documentation from your university detailing your personal details and course of study.

Once your account's open, speak to your university or go to www.moneyadviceservice.org.uk for advice on budgeting and managing your money. The British Bankers' Association have a handy guide for international students. Check it out at: <https://www.bba.org.uk/publication/leaflets/international-students>

Student Travel Reduction Cards

Want to see more of the UK during your university days? A 16-25 Railcard and/or a Coach Card can save you a considerable amount if you explore by train or coach.

The 16-25 Railcard costs £30 for one year or £70 for three years, and gives you a third off your rail travel in the UK. To get this you will need proof you are a student, your passport and a passport-size photo. The card can be purchased at any train station ticket office. For further information see: www.16-25railcard.co.uk

The Young Persons Coach Card can be bought at National Express coach offices or online. This card costs £10 for a year or £25 for three years and gives you 30% off all coach travel in the UK. To get one you simply need proof that you are a student. For further information see:

<http://www.nationalexpress.com/waystosave/young-persons-coachcard.aspx>

Mobile phones

Mobile phones are cheap to buy, but expensive to use, so be careful not to accidentally run up a big bill by spending hours on the phone to another country.

If you choose a contract, the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing and remember that there's often a compulsory monthly charge. You will need an enrolment letter from your university to take out a phone contract.

Pay-as-you-go is the no-contract, no credit check, no-commitment, no-monthly bills way to get a mobile phone. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. On the plus side, you don't need to provide a proof of enrolment letter from your university. For information on mobile phone companies and to see prices see: www.mobiles.co.uk

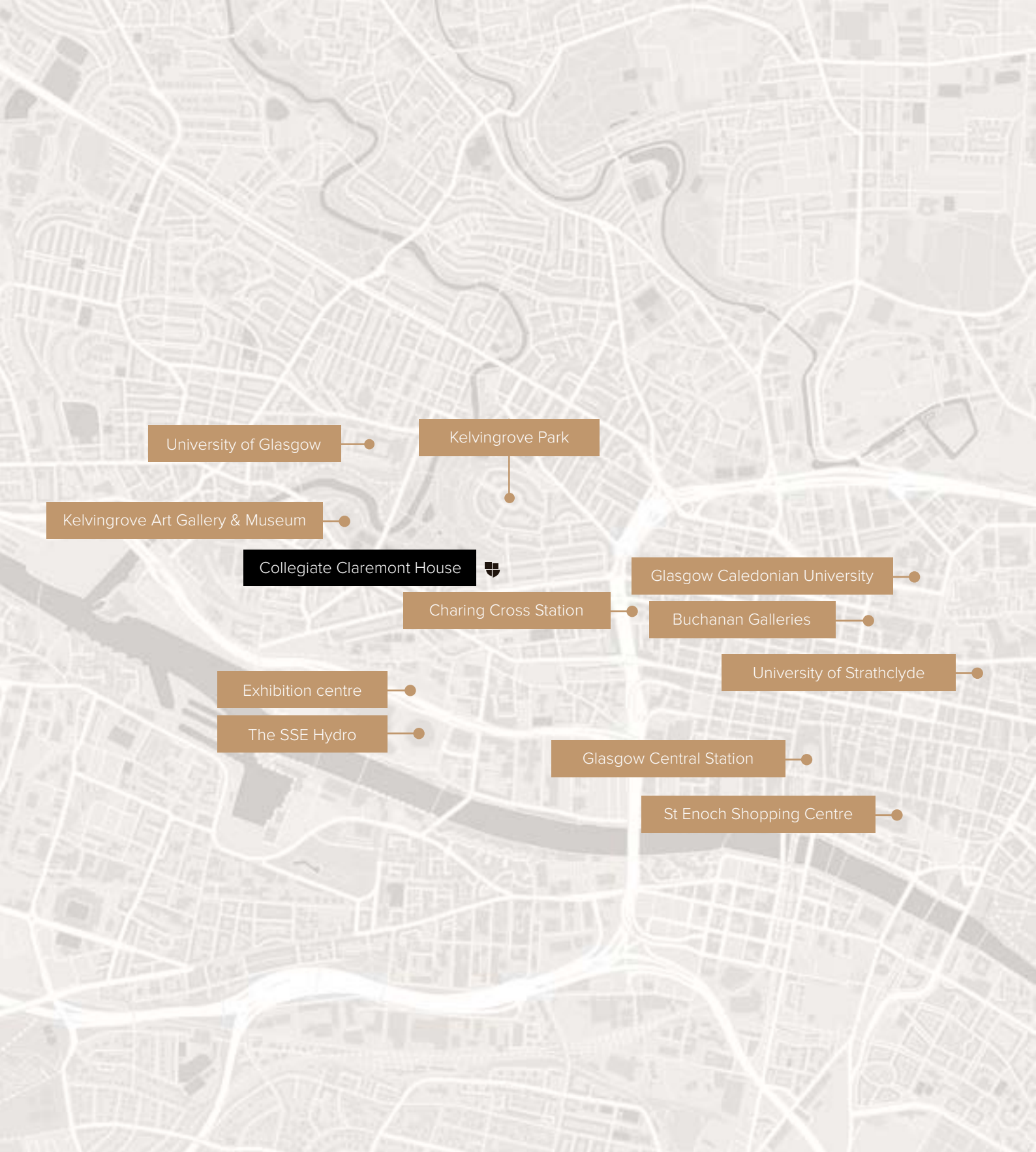


Your new community

Glasgow is one of Scotland's most contemporary cities, combining a rich architectural history with modern entertainment venues and cultural attractions. Several attractive green spaces provide the opportunity to relax in the sunshine on long summer days and the city centre area is perfect for exploring on foot or by bike.

Pubs, restaurants and cafés offer an abundance of food options to suit every gastronomic whim while bars and clubs look after those seeking entertainment after hours. To see an interactive map showing the locations of universities, banks, public transport, supermarkets and other local amenities, please visit: www.collegiate-ac.com/uk-student-accommodation/glasgow

Glasgow offers a host of other attractions, such as world class sporting venues, music venues and comedy clubs, ensuring there is something for everyone in this vibrant city. The Glasgow Style Mile in the city centre ensures that residents can remain on trend at all times.



The SSE Hydro	🚶 7 minutes
Glasgow School of Art	🚶 10 minutes
University of Glasgow	🚶 12 minutes
Glasgow Caledonian University	🚶 15 minutes
University of Strathclyde	🚶 17 minutes

Living together

Communal student living is all part of the university experience. At Collegiate we think we've arranged things to ensure that you have a great environment, friendly people and a real sense of community. At the same time, you also have your own space. We want you to enjoy your time at uni to the full and to look back at it fondly when the time comes to move on.

Want to make the most of your time here? Our accommodation team will arrange events throughout the academic year to help you get to know your flatmates, relax and have a good time.

Keep an eye on our Facebook page and the notice boards at Claremont House for up-coming events:
<https://www.facebook.com/collegiateclaremonthouse>

Your on-site facilities at a glance

- Experienced and friendly on site management to help with any queries about the city, transport and entertainment. They also arrange social gatherings and facilitate you meeting other students on site.
- High tech laundry room – receive an email when your wash has finished
- Study area for quiet study away from your room
- Communal roof terrace with stunning views over Glasgow
- Comfy double beds.
- High-speed broadband and Wi-Fi throughout the building – stay connected all the time.
- Secure electronic access and CCTV – let us keep you safe and sound.
- All inclusive rates, including heating, lighting and water – makes budgeting simple.
- Room cleaning, laundry service and other technology upgrades available on request – just ask a member of our team.
- Cinema room and gym.

Common room

Claremont House was specifically designed to meet the needs of today's students. The common room is the heart and soul of the building, where you can hang out with friends, enjoy a gossip over a cup of tea or simply relax and watch TV.

Laundry

The laundry room is available for all residents to use. Don't fancy heading down there only to find out that the machines are all in use? Then why not check online to see washing and drying machine availability before doing your laundry: www.circuit.co.uk. You can even request an email to let you know when your washing or drying cycle has finished

All of the machines are brand new, fully maintained and very simple to use. However, please note that the washing machines do not have a powder-dispensing drawer, so you'll need to purchase all-in-one washing and fabric conditioner tablets, which can be placed directly in the drum with your clothes. To use our machines, please download the free Circuit Mobile App and create an account. Credit can be added to your account by card and there are simple instructions within the app on how to use the machines. If you prefer a physical top-up card please request a free one from reception.

Follow these simple steps to get started:

- 1: Make sure you have your laundry card to hand
- 2: Visit www.circuit.co.uk and follow the top-up instructions
- 3: Take your laundry card and top-up code to the top-up machine 4: Activate your credit using the top-up machine
- 5: You are now ready to do your laundry!

If you really can't find the time or the inclination to visit our stylish laundry facility, for an extra charge you can arrange a time to drop off your laundry for cleaning. Please speak to the accommodation team for more information.

Internet

Broadband and Wi-Fi is available throughout the building, 24 hours a day, so you can stay connected at all times. Wired connections are available via an Ethernet cable connected to the wall socket in your room – simply open your web browser and follow the instructions.

For wireless connections, search for the ASK4 WIFI network.

You can enjoy impressive speeds of up to 20Mb/s over wired connections and up to 10Mb/s over Wi-Fi connections.

We recommend using the wired connection if you want to watch digital TV. 4TV allows you to watch over 50 digital Freeview TV and radio channels through your device via the internet.

And if that's still not enough connectivity for you, upgrade options are available, up to 100Mb/s. Speak to a member of the helpful accommodation team for more info.

Your local amenities at a glance

The local area includes all of the following, which should cover most of your daily needs:

- Convenience stores - turn left out of the main building on to Sauchiehall Street and there are many convenience stores.
- Sainsburys Local - 5 minute walk on Sauchiehall Street or Sainsburys supermarket, 80 Crow Rd, Glasgow G11 7RY
- ATM machine - right next door at Royal Bank of Scotland this takes most cards
- Takeaway food outlets - lots of these on your doorstep - we recommend Akabars for a great curry.



Your apartment

TV

There is a flat screen TV in all cluster flat living areas. Please note that you are responsible for purchasing your own TV licence. This can be paid for weekly, monthly or yearly, by going online to: www.tvlicensing.co.uk. Our studios do not have a TV aerial point.

Intercom

The intercom handset in your flat is linked to the main entrance and the accommodation office. Friends and visitors can call your flat by punching in your room number, then you can pop down to the front door to let them in.

Don't let anyone in that you don't know or don't recognise. If they're tenants at Claremont House then they'll have their own fob to let themselves in and if they've forgotten their fob they can call the accommodation team. We advise this for everybody's safety and security.

Heating

All apartments are supplied with electric heating to keep you toasty warm. Please do not cover the heater with clothes or towels etc. as this may burn out the heater and cause a fire.

Convection oven/microwave

Studios have a convection oven/microwave. An instruction manual is provided, but if using the microwave function, please remember to take out the metal grill-stand as this will damage the appliance.

Three, four and five bedroomed apartments have a standard fan-oven with separate microwave, with manuals provided.

Electric hob

To use the electric hob, check that the main isolator switch (the big orange switch near the hob) is turned on.

What to do if your electricity goes off or a fuse goes in your room

If the electricity goes off in the building, check the trip switches in your fuse box. This will be secured upon the wall of your studio or apartment. If the switches are in the 'off' position, reset them by simply returning them to their original position. If the bulb has blown, the power will come back but the bulb will remain off. Please inform your accommodation team and they will arrange to resolve this for you. In cluster flats these are in the kitchen above the door.

How to use the shower

Hot water is available 24 hours a day, 7 days a week.

The shower is controlled by two dials, one on either end of the control bar. The far right dial turns the shower on/off and controls the water pressure. The left hand dial adjusts the water temperature. A safety button on the control bar stops the hot water from being accidentally turned up too high. If you want hotter water, simply push across and hold down this button whilst turning the temperature control.

The bathroom extractor fan

The extractor fan and light in your en-suite shower room are controlled by a movement sensor, so will switch on when you enter the room.



Windows

Every window has a restrictor on it. If you are on the ground floor, this is to ensure that no one can enter your apartment when the window is open. If you are higher up, the restrictor is in place for your own safety, so you can't fall out of an open window. If window restrictors are removed, you may be fined.

Storage

Storage space for bags and suitcases can be found under the bed so you can keep your room lovely and neat. Simply lift the mattress to access the storage space.

Room cleaning

All cluster flats and 3-5 bedroom apartments are supplied with a vacuum cleaner, a floor mop and bucket can be borrowed from the office. Residents of studio and one bed apartments can borrow these items from reception during office opening time.

Refuse bins

Please ensure that you are clearing your room and kitchens of all refuse on a regular basis to avoid any Health and Safety issues. All refuse should be taken to the bin areas at the back courtyard of the building. The bins are in the fenced off area across from the bike storage area. Please under no circumstances use any public or on street bins for your refuse, only on site bins can be used by residents. If you want to recycle glass and paper then there are public recycle bins at the front entrance to the park specifically for this and these are the only public bins that can be used.

What to do if you still need help

If you have any queries regarding your room or wish to report a maintenance issue, please visit reception Monday to Friday between 9am and 5:30pm. If you have a serious emergency (when the safety of you or your fellow residents is at risk or a serious maintenance issue such as a water leak, no electricity, or a broken window, has occurred then you can call our 24/7 out-of-hours emergency line and further assistance will be provided. The out of hours emergency telephone number is 03333 214064.

Top tips for getting on with your new flatmates

We want to ensure that everyone enjoys their time at Claremont House, so we ask everyone to stick to a few simple guidelines.

Respect each other's space

The kitchen is your most important communal area and everyone in your flat should feel comfortable using it. Wash up and wipe up after yourself to keep the cooking area, sink and dining area clean and clear for your flatmates – leave it as you would like to find it. Remember that the kitchen is for you and your flatmates only, so guests should only be entertained occasionally.

Smoking is strictly not allowed anywhere in the building.

Be considerate about noise

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs trying to study might not appreciate a thumping ceiling. Try to keep noise to a minimum - if you can hear your music outside of your room, then the chances are that everyone else can too.

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in the building are fire doors - so if you don't close them quietly, they will close themselves with a loud thud!

Handling anti-social behaviour

If other residents are behaving in ways that cause you concern, then in most cases the most effective way in dealing with the problem is to speak to them yourself, perhaps with others who are affected. If you don't find this helps, then you should speak to an on-site student warden to see whether they have any advice on the situation. You can also speak to any member of the team at the accommodation office to discuss the matter further.

Accommodation office: 0141 231 1321 / Out-of-hours emergency contact: 03333 214 064

If it's anti-social behaviour that you believe warrants police action then please call the police when the incident occurs. Non-emergency police number: 101 / Emergency police number: 999

Your guests

Overnight guests are allowed in your room for a maximum of three consecutive nights, but remember if you are in a shared apartment, it is polite to ask your flatmates before inviting people to stay. Unless you're staying in a shared room, it's only designed for one person, so having an overnight guest should only be occasional. You must notify the Accommodation team prior to your guests staying with you in order for us to be able to account for your guests in case of a fire alarm

Similarly, your kitchen is designed for the number of people living in your flat, so although it's OK to invite friends over for lunch or dinner now and again, you should be careful not to inconvenience your flatmates

The behaviour of any person you invite into your building, apartment or room is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, or any damages caused by your guests, so make sure they behave as well as you do!



Staying safe and secure

We're here for you

We want you to enjoy living at Claremont House to the full. We don't just provide first-class accommodation but also a first-class service. Our experienced on site accommodation team is here to offer all the support you need – and a member of the team is available 24-hours a day.

It's good to share

If university life isn't everything you hoped and you are feeling unhappy, don't let it get on top of you – talk to a member of our team. We are always happy to help and work in partnership with your university's pastoral care team to ensure you know how to get help and advice when you need it, so that you can get the most out of your time at uni.

Good health

If you're feeling unwell you can get an appointment with a doctor or nurse at the university's health centre. For out-of-hours health advice, you can call the NHS on 111 – but always get advice in person from a medical professional if anything persists or if you're worried.

Health care in the UK

Non-emergency healthcare matters are dealt with by doctors known as General Practitioners (GPs), in local surgeries. You need to register with a doctor before you are treated, so do this within the first week of your arrival in Glasgow. You can register with a GP by going to the doctor's surgery and filling out a form. Names and addresses of doctors can be obtained from: www.nhs.uk

You will need photo ID, student ID and proof of address to register at the GP.

You do not pay to register with or to consult with an NHS doctor.

GP surgeries in Glasgow

Sandyford Surgery (0.5km from Claremont House)

1119 Argyle Street, Glasgow, G3 8ND

Radnor Street Surgery (0.7km from Claremont House)

3 Radnor Street, Glasgow, G3 7UA

Anderston Medical Centre (0.8km from Claremont House)

938 Argyle Street, Glasgow, G3 8YJ

M P Hamayun (0.9km from Claremont House)

122 Berkeley Street, Glasgow, G3 7HU

St George's Medical Centre (1.4km from Claremont House)

137 St George's Road, Glasgow, G3 6JB

Hospitals

Nuffield Health Glasgow Hospital (3.6km from Claremont House)

25 Beaconsfield Road, Glasgow, G12 0PJ

Gartnavel General (3.9km from Claremont House)

1053 Great Western Road, Glasgow, G12 0YN

Victoria Infirmary (8.8km from Claremont House)

Langside Road, Glasgow, G42 9TY

The Queen Elizabeth University Hospital (9.3km from Claremont House)

1345 Govan Road, Govan, Glasgow, G51 4TF

Lightburn Hospital (9.9km from Claremont House)

966 Carntyne Road, Glasgow, G32 6ND

Dentists

Dental treatment is free for students in Scotland. You can choose which NHS dentist you want to be registered with (it does not need to be the dental practice closest to your residence), but you need to be registered with a dentist before you receive treatment from them. To find a list of NHS registered dentists see: www.nhs.uk

Local dentists in Glasgow

Glasgow Smile Clinic (0.7km from Claremont House)

950 Argyle St, Glasgow, Lanarkshire G3 8LU

Tel: 0 141 204 4080

The Berkeley Clinic (0.9km from Claremont House)

5 Newton Terrace, Glasgow, Lanarkshire G3 7PJ

Tel: 0141 564 1900

Woodside Crescent Dental Practice (1.3 km from Claremont House)

6 Woodside Crescent, Glasgow G3 7UL

Tel: 0141 332 4622

Dental Professionals West End (1.4 km from Claremont House)

141 St George's Road, Glasgow G3 6JB

Tel: 0141 332 1101

Bath Street Dental Practice (1.5 km from Claremont House)

270 Bath Street, Glasgow G2 4JR

Tel: 0141 332 3479

The Peppermint Group (1.5km from Claremont House)

270 Bath St, Glasgow G2 4JR

Tel: 0141 332 8895

Dental Practice and Kanyali Gallery (1.8km from Claremont House)

200 Bath Street, Glasgow City G2 4HG

Tel: 0141 331 0722

David Cashell Dental (2.2km from Claremont House)

234 West George Street, Glasgow, G2 4QY

Tel: 0141 248 1966

S A McCarte (2.2 km from Claremont House)

97 Douglas Street, Glasgow G2 4EU

Tel: 0141 248 6631

Clyde Dental Centre (2.3 km from Claremont House)

260 St Vincent Street, Glasgow G2 5RL

Tel: 0141 204 1121

1Smile Dental Clinic (2.6km from Claremont House)

13 Renfield St, Glasgow G2 5AH

Tel: 0141 237 2080

Other useful contacts

Samaritans | 0845 790 90 90 | www.samaritans.org

Student Loans Company | 0300 555 0505 | www.slc.co.uk

Sexual Health | 0131 536 1070 | www.nhs.uk/Livewell/Sexualhealthtopics

Victim Support | 0845 30 30 900 | www.victimsupport.org.uk

Alcoholics Anonymous | 0845 769 75 55 | www.alcoholics-anonymous.org.uk

British Pregnancy Advisory | 03457 30 40 30 | www.bpas.org

Debtline | 0808 808 40 00 | www.nationaldebtline.org

Drugs Advice & Helpline | 0800 77 66 00 | www.talktofrank.com

Keeping yourself and your flatmates safe

Follow these simple tips to ensure that you, your flatmates and your belongings are kept safe and sound.

Close your windows and lock your doors when you go out. Make sure that the door to the building and the door to your flat and study bedroom are kept locked at all times – even when you're in. When you're out, keep your bedroom door locked to protect your possessions.

Never tamper with, cover, or move any fire safety equipment. Doing so puts yourself and others at risk. Anyone caught doing this will face eviction, so don't stand by and let others do things that put you at risk. If you see someone else interfering with fire safety equipment, please notify the accommodation team immediately.

Make sure you know what to do in case of fire and that you comply with any other health and safety regulations

General Safety

Keep the main entrance doors locked at all times and do not prop them open.

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the accommodation team know. If it's out of office hours, call out-of-hour security (on 03333 214 064 or the police).

If your room is at ground level, do not leave your window open when you're not there, always make sure that you put any valuables out of sight and close your Venetian blinds so that people can't see in.

Always carry your keys and fob with you and never pass them to anyone else.

If you're worried about your safety or any security on site, please speak with a member of the accommodation team during office hours, or call the emergency out-of-hours contact on 03333 214 064 or the police.

Fire safety

It's vital that you know how to prevent fire and what to do if one happens. Please refer to the fire evacuation procedure notice located on notice boards in Claremont House.

1. Know your escape route – it is shown on the fire evacuation procedure notice.

When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.

Make sure you know where the evacuation assembly point is – details of this are located in your room and also in reception.

Make sure you know where the fire extinguishers are and how to use them – instructions are on the fire notices around the building. Only use them if you are competent and confident. In all cases follow your on-site evacuation procedure.

The assembly point is on La Belle Place in front of the entrance to Kelvingrove Park.

2. Keep access and fire exits clear

If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.

3. Know what to do if a fire alarm sounds

Refer to your evacuation procedure. Do not use the lifts.

Make your way to the evacuation assembly point – location details are displayed clearly in your room and at reception.

If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.

Fire alarm

The fire alarm system is tested on a weekly basis. Test alarms last no longer than ten seconds. If the alarm lasts beyond this time, please carry out your evacuation plan.

General fire prevention

If the fire alarm activates then you **MUST** evacuate the building regardless of time of day. You **MUST** go immediately to the fire evacuation assembly point

Do not misuse any fire fighting/prevention equipment, this equipment is there for your safety and the safety of others in the building. It is essential that it is always in full working order. The equipment in your apartment will be checked once a week by the accommodation team.

Please do not tamper with any smoke detectors. In the event of tampering, you will have to pay for an engineer to ensure that it is still in full working order. It can cost £250 or more for a call out.

Do not bring furniture into your room or kitchen that has not been pre-approved by the accommodation team. This is to ensure that it complies with Health and Safety standards.

Do not prop open fire doors

There is no smoking in any part of the building. Please do not smoke next to the front entrance where people regularly walk past or next to someone's window. Always put your cigarette end in the bins provided.

Do not let combustible waste build up in your bedroom or kitchen.

The following items are not permitted due to being a fire hazard

- Chip pans
- Deep fat fryers
- Halogen lights
- Candles and oil burners
- Fireworks
- Barbeques
- Incense burners
- Other naked flame



Good housekeeping

Clean living

Your kitchen

None of us like domestic chores, but it's important that your kitchen is kept clean. We'll be making regular checks (don't worry, we'll let you know beforehand when they will be and we'll let you know if your kitchen fails any inspection.

If you share a kitchen, it's everybody's responsibility to keep it clean – and everybody's responsibility if you're issued a charge for lack of cleanliness. You can divide up the cleaning tasks or take turns on different days – whatever you find works best for you and those you share it with.

Your room

It's up to you to keep your room and bathroom clean. Our regular checks are to ensure that they meet our health and safety standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge.

Please remember:

- Please don't use abrasive cleaning products.
- Please don't put up posters or pictures other than on your notice board.

Your bathroom

Descalcify your showerhead every few months to keep your shower working to the best of its ability. Please don't use hair or clothes dye in the bathroom.

Green living

We can all do more to make the planet a greener place, starting with how we behave in the home. Please help us make Claremont House a greener place by ensuring we're more energy efficient around the developmen

Lights – always switch off if you're not using a room

Recycle – recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on site.

Heating – do not leave the heating on AND your window open at the same time.

Be a user – Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: www.uk.freecycle.org

Book swap – you can re-use other people's textbooks and let them use yours for free on sites like: www.PaperBackSwap.com. All you have to pay for is shipping. You can also buy second hand books from Amazon: www.amazon.co.uk.

Water – turn off the tap while brushing your teeth to conserve wate . And when boiling a kettle, save electricity and water by never boiling more water than you need.

Reuse paper – before you throw away that page you printed by mistake or that paper covered in editing marks, how about using the other side to take notes in class, or chop it up to use as shopping lists and reminder notes?

Turn off your computer – reduce your energy consumption by turning off your computer when you're not using it

Be thrifty – instead of buying an expensive new outfit or gadget, you can save some cash and help out the environment by shopping at a local charity store. Charity store shopping is another form of recycling – you reduce the energy used by factories to make new items, as well as picking up some great, vintage bargains for your wardrobe.

Spend less time in the shower – cut down your shower time by just two minutes to save water and electricity. It also means you can enjoy an extra two minutes in bed every morning!

Go paperless – save trees by going online and changing your bank account and any credit cards to paperless billing.

Reuse your bags – avoid plastic bags by purchasing a couple of reusable shopping bags. They can be used for everything, from food shopping to carrying your lunch, books or even a laptop.

Recycle your old mobile phone – earn cashback when you upgrade your phone by visiting: www.moneysavingexpert.com/phones/mobile-recycling

Consolidate your hair care products – buy 2-in-1 shampoo and conditioner to halve your hair product waste.

Wash clothes at a cooler temperature – modern washing powder means that 30 degrees should be plenty warm enough for your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer .



CLAREMONT HOUSE
38 WICKER CLAREMONT STREET

Your contract

Your contract with us is legally binding so please make sure you're clear on its terms and conditions. Here's an overview of some of the key facts:

You are bound to the full contract period – if you leave before the contract ends you will not receive a reduction in rent.

The Collegiate AC team may need access to your room for room inspections, maintenance and repairs, as well as for showing prospective students around during open days. We'll always give you at least 24 hours' notice (unless it is impractical to do so).

You must pay your accommodation fees on the due dates stated on your contract – outstanding debts will eventually be passed on to an external debt collecting agency.

Collegiate AC does not accept liability for the loss or damage to any resident's property, whatever the circumstance. Contents insurance with Endsleigh (www.endsleigh.co.uk) is included in your rent. Please refer to your Endsleigh leaflet for upgrade options

If you're unsure of your full legal obligations, please double-check your contract agreement and let us know if you have any queries.

Moving out

Changing rooms

We want to ensure you are 100% happy during your stay with us, so if for any reason you're unhappy with your room, you can apply to change it at the accommodation office. Please bear in mind that during the first few weeks of term, almost all of our rooms are occupied or allocated to students, so a room change in the first two weeks might prove tricky. Instead, bear with us and try to settle in and get to know your new flatmates and home.

We've found that most students settle in within the first few weeks, make friends and then don't want to move, but if you really feel you would like to change rooms, let the accommodation team know and we'll do our best to find you a more suitable room as soon as we can.

Moving out at the end of your tenancy

We are always sad to see our residents leave, but we know that all tenancies have to end at some point.

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 12 noon
- Please return all keys to reception
- Please make sure your room and en-suite are clean before you leave

Protecting your personal information

Collegiate Group is committed to protecting and respecting the privacy of all parties with which it comes into contact.

You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website on <https://www.collegiate-ac.com/privacy-policy/>

For questions, you can contact us at dpt@collegiate-ac.com

Extra charges for damage/cleaning

Here is a rundown of charges for any damage to items or additional cleaning necessary due to a tenant's behaviour. **Disclaimer: these prices are for guidance only and are not exact.**

Your kitchen	Price
Extractor fan (above stove)	£300
Combination/conventional oven	£500
Hob	£500
Dining Stool (per stool)	£80
Kitchen work surface	£1,000
Vinyl floor	£500
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Fire blanket	£50
Fridge/Freezer	£500
Privacy blackout blinds	£700
Television	£500
Remote control	£50
Sofas	£200 per 1 seater sofa
General damage to walls	£250
Wall art	£200
Lights and fitting	£350
Smoke detector	£100

Your bedroom	Price
Bed	£250
Underbed storage doors/drawers	£150
Mattress	£250
Study chair	£90
Desk	£200
Wardrobe	£300
Bedside cabinet	£100
Book/folder shelves	£150
Roller blinds	£200
Vinyl floor	£700
Window	£400
Radiator/Wall heater	£350
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Bedroom door and fitting	£300
Notice board	£50
Mirror	£100
Wash basin	£200
Desk Lamp	£50
Smoke detector	£120
Lights and fitting	£350

Cleaning your room	Price
Bedroom - general clean	£50
Entire Studio inc bathroom	£65
Shared kitchen	£110 (Split between all flatmates)
Removal of rubbish	£15 per black bin bag
Carpet cleaning	£80
Bathroom clean	£25

Your bathroom	Price
Shower	£250
Glass shower door	£250
Mirror and/ or Shelf	£100
Shaving point	£120
Toilet	£150
Toilet seat	£40
Vinyl floo	£500
Door and fitting	£350
Cubicle/side panel	£250

Your flat corridor	Price
Front door and fitting	£350
Intercom	£150
Door lock	£170
Redecorate walls	£50 per wall
Redecorate ceiling	£70
Carpet	£400
Carpet cleaning	£100
Lights and fitting	£350
Smoke detector	£120

Other items	Price
Laundry card	You will be charged the exact cost of a replacement
Replacement room key	
Replacement mailbox key	
Replacement mailbox lock	
Replacement key fob	



Complaints handling and appeals

Complaints will be subject to the ANUK complaint procedure and subject to independent appeal and referral up to the ANUK committee on standards to ensure we have an open, fair and transparent process. We would also notify any affiliated University in our monthly written reports and deal with any major complaints through our routine daily and weekly liaison.

Collegiate AC Ltd Complaints Procedure

Collegiate AC Ltd is responsive to the needs of our students and visitors and welcomes comments and complaints as a means of improving services. We won't necessarily be able to change the things in the way that you would like or always meet your needs but we will always be able to give you an explanation of how a decision has been made. Collegiate AC Ltd will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

Collegiate AC Ltd is a large community and it is inevitable that from time to time complaints arise. This procedure explains:

- How to make a complaint
- How you can expect us to deal with it
- What you can do if you are unhappy with our response

Informal

If you have a complaint, in the first instance please discuss this with a member of the accommodation team in person or with the Collegiate AC Ltd central management team to try and resolve the matter swiftly. If you do have a complaint you should let us know as soon as possible and within eight weeks of the event or lack of action, about which you are complaining. Your complaint will normally be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and responded to fully within five working days of the receipt of the complaint. If circumstances mean a full response is likely to take longer we will inform you and keep you informed of the process.

Formal

Stage 1

If you are unhappy about a response you receive, or the complaint is actually about the member of staff involved or if you feel that the complaint warrants further investigation then you may initiate a formal complaint. To do this you should email the Collegiate AC Ltd team who will normally acknowledge receipt within 48 hours (excluding weekends, public holidays and official University holidays). The complaint will be passed to our Director of Residences who will determine whether a manager for the area in which your complaint falls should deal with the complaint or whether a member of the senior management team should more appropriately investigate the complaint.

Stage 2

If you are unhappy with the response received at Stage 1 then you may appeal to the Director of Residences stating the reason why you are unhappy with the initial response. You will receive an acknowledgement within 48 hours (excluding weekends and holidays from receipt of the appeal) and a full written response within 10 working days. If you are still not happy with the response you have the right to ask for your complaint to be taken to Review.

Review

If, once a final decision on the complaint has been given you believe that the complaint has not been handled fairly or properly in accordance with this procedure, you can request a review by writing to the Director of Residences within ten working days of you receiving your written response. You will need to state why you are unhappy with the outcome and include copies of any correspondence exchanged during the earlier stages. You will receive an acknowledgement of your request within five working days.

The Registrar, or his or her delegated representative, will then review the case based on the documentation provided and will notify you of their decision within twenty working days of receipt of the request for the review. We will make every effort to follow the time limits set out in our procedure. However, where, for good reason, this is not possible we will keep you informed of progress.

Confidentiality

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on Collegiate being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

Harassment

Collegiate AC Ltd seeks to create a residential environment which is free of harassment and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their warden in the first instance. You can also contact the Equality and Diversity Office, or the Students Union Advice Centre.

External Referral

Collegiate AC Ltd is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate AC Ltd has not dealt with your case properly, or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the ANUK Code directly.

Please note...

This information does not cover every aspect of your contractual obligations, and as a resident you are legally bound to the terms set out in your signed tenancy agreement.

Equality and diversity

Collegiate – committed to equal opportunities

Managers of Collegiate's premises will ensure that all accommodation allocation procedures comply with applicable equal opportunities policies.

Where no equal opportunities policies exist, managers will ensure that no person or group of persons is discriminated against or unfairly treated because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, social status or any other factor.

As part of its commitment to assisting persons with disabilities, Collegiate will ensure that charges for rooms adapted for use by students with disabilities do not exceed the standard room rate for the building in which they are located.

Want to know more?

If you would like to know more about Collegiate's commitment to equal opportunities, please contact us by emailing tenants@collegiate-ac.com or calling 0123 525 0140.



Essential Collection



Collegiate Claremont House

20 North Claremont Street, Glasgow, G3 7LE

Telephone: 0141 231 1321

Email: ch@collegiate-ac.com

www.collegiate-ac.com

 /CollegiateClaremontHouse

 @collegiate_uk

 @collegiateac

 @collegiateac

Out-of-hours emergency Contact: 0333 321 4064



COLLEGIATE
Claremont House