



Your Residents Handbook



COLLEGIATE

New Century Place

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COLLEGIATE

COLLEGIATE

300 Colfax Place

Welcome

Hello. Welcome to Collegiate New Century Place.

You're about to find out everything you need to know about your fabulous new home here in Reading. 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 Collegiate New Century Place is in a great location, so that you can get the very best out of Reading.

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 Collegiate New Century Place can feel free, safe and ready to enjoy your time living with us.

So, grab a cup of tea, settle down in your cosy new home and let us guide you through life at Collegiate New Century Place.

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: +44 (0)118 372 2148

Email: newcenturyplace@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 Collegiate New Century Place community on Facebook at:

www.facebook.com/CollegiateNewCenturyPlace

The main office address is:

Collegiate New Century Place

East Street

Reading

Berkshire

RG1 4ET

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.

Cycle store

Cycling is a great way to exercise and also a cheap and enjoyable way to explore Reading. You can bring your bicycle to Collegiate New Century Place and we will keep it safe in our secure cycle store at the rear of the building.

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.

Mail

Your mail will be delivered to your individual post box in the main reception area on the ground floor. 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 note that the accommodation team takes no responsibility for any loss or damage to parcels that have been signed for at reception.



We can fix it

Can't find your keycard? 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 the out of hours number to let you in. You'll need to show them some ID. Once you're safely back inside, come to the accommodation office during opening hours to pay and collect a new key card.

If you've locked yourself out of your flat during office hours, pop along to the accommodation office and we will get you back in.

Key cards 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 an apartment and if you're not home, they'll leave a card to let you know if they've been into your living space. Rest assured, the problem will be solved quickly, conveniently and efficiently.

Need an emergency repair?

If you have a maintenance issue, (whether it's an emergency issue, such as a burst pipe or a broken window, or a non-emergency maintenance issue, such as a defective fridge/freezer, a blocked drain and so on please contact the Accommodation Team immediately.

Your rent

Your rent is due in line with your tenancy agreement. You will find the dates and amounts here.

For those residents paying in three instalments, your payment dates are:

1st Instalment is due on or before 2nd September 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

Please note that we don't accept cash.

Remember: if you have chosen to pay by repeat card transaction, please ensure that you have sufficient funds available in your account at least one working day prior to the rent due date.





Reading Station	 7 minutes	University of Reading Benyon Hall	 22 minutes
The Oracle Shopping Centre	 2 minutes	The University Health Centre	 22 minutes
University of Reading London Road	 5 minutes	Reading University	 24 minutes

Community Living

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.

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 fellow residents, relax and have a good time.

Keep an eye on our Facebook page and the notice boards at Collegiate New Century Place for up-coming events: www.facebook.com/CollegiateNewCenturyPlace

Your on-site facilities at a glance

- Experienced and friendly on site management and concierge team to help with any queries about the city, transport and entertainment. They also arrange social gatherings and facilitate you meeting others on site.
- Laundry room on site
- On-site private gym for residents' use only.
- Private dining room with fully fitted kitchen
- 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. The only things you have to pay for are a TV license and Council Tax unless you are a full-time student.
- Flat cleaning and other technology upgrades available on request at an additional cost.

Please note this is a residential building whilst we encourage our residents to interact your flat is for your exclusive use and community events are optional. We do not offer linen services or catering.

The gym

A simple swipe of your electronic door fob gains you access to one of the best features here at Collegiate New Century Place: a private gym available exclusively to our residents.

Packed with the latest exercise equipment, the gym allows you to flex those muscles and burn off calories with minimum fuss, with all the convenience of it being literally on your doorstep.

Fancy a run? Work off those pounds on the treadmill. Want to go even faster? Then hop onto the exercise bike. Or if yoga is more your thing then just speak to a member of the management team, who can help you set up a class.

Whether you want to shake your stuff at Zumba or find your inner balance through Pilates remember that it is your gym to use how you want – so make the most of it!

When working out in the gym, please consider other users and respect their personal space. Stick to one station at a time, use earphones if you have music on and wipe down each station when you're done.

The gym is covered by CCTV at all times but please remember that when working out, your safety is your responsibility.

The gym is open 24/7, although management reserves the right to close the facility at any time, should the need arise.

Private dinner party room

The dinner party room can be personally booked out for you only. A fabulous dinning room with fully fitted kitchen for you and your friends to cook and enjoy an evening dinner. All you need to bring along is you, your friends, Food & Drinks.

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. Download the Circuit Laundry app to your mobile device to operate the machines. You can top up in increments of £10, to a total value of £80.

Follow these simple steps to get started:

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



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 (available from your accommodation team) connected to the wall socket in your flat – simply open your web browser and follow the instructions

For wireless connections, search for the CableCom WIFI network.

You can enjoy impressive base speeds of up to 100Mb/s.

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 200Mb/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
- Sainsbury's local and Tesco Express supermarkets
- ATM machine
- Takeaway food outlets

Your apartment

TV

If you have a TV in your apartment, please note that it is your responsibility to purchase your own TV licence. This can be paid for weekly, monthly or yearly by going online to: www.tvlicensing.co.uk

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 flat 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 Collegiate New Century Place 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 studios are supplied with electric heating to keep you toasty warm.

Combination oven

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.

Electric hob

The electric hob is an induction hob, please ensure your cooking equipment is suitable for use with an induction hob. An instruction manual is provided.

The cooking extractor fan

The extractor hood should always be used when cooking to help prevent smoke and steam from activating the fire alarm. The hood has a light and three speed settings, which can be selected by pressing the buttons on the front. In addition, a ceiling fan above the kitchen area provides fresh air into the flat, so use that when cooking, as well as the boost switch to extract any fumes you can do this by pressing the fan boost button.

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

If your electricity goes off, please report this to a member of our friendly accommodation team as soon as possible. If it's out of office hours, call the emergency out-of-office number.

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 press 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 the bathroom light switch, so will switch on when you enter the room.

How to open and close your blinds

There are 2 roller blinds within the flat. A privacy blind and a black out blind. To open the blind pull the chain towards you until the blind is at the desired height. To close the blind pull the chain away from you until the blind is at the desired height.



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.

Flat cleaning

If you do not have your own then hoovers can be borrowed from reception.

Refuse bins

Take all refuse to the bin store located in the car park to the rear of New Century Place. All rubbish must be put in our bins on-site, not the street bins.

What to do if you still need help

If you have any queries regarding your flat or wish to report a maintenance issue, please visit reception.

Top tips for getting on with your fellow residents

We want to ensure that everyone enjoys their time at Collegiate New Century Place, so we ask everyone to stick to a few simple guidelines.

Respect each other's space

We have some fantastic social spaces here at New Century Place. Our superior communal areas are here for all residents to enjoy and all of our residents should feel comfortable using these - from the private gym and study rooms and the exclusive dinner party room. Keep all communal areas clean and tidy for other residents - leave these spaces as you would like to find them

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 flat, 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 Accommodation Team 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: +44 (0) 118 372 2148 / 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 flat for a maximum of three consecutive nights, hereafter there is a dual occupancy charge which can be discussed with the site accommodation team.

The behaviour of any person you invite into your building or flat is ultimately your responsibility. You'll be held accountable if there are any complaints from your neighbours, 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 Collegiate New Century Place 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 for whatever reason life at Collegiate New Century Place isn't everything you hoped for and you are feeling unhappy, don't let it get on top of you – talk to a member of our team.

Good health

If you're feeling unwell you can get an appointment with a doctor or nurse at the local 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 Reading. 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 do not pay to register with or to consult with an NHS doctor.

GP surgeries in Reading

London Street Surgery (0.1km)

72 London Street, Reading, RG1 4SJ

Whitley Villa Surgery (1.3km)

1 Christchurch Road, Reading, RG2 7AB

Russell Surgery (1.3km)

79 Russell Street, Reading, RG1 7XG

Reading Walk-in Health Centre (1.3km)

1st Floor, 103-105 Broad Street Mall, Reading, RG1 7QA

Abbey Medical Centre (1.4km)

41 Russell Street, Reading, RG1 7XD

Chatham Street Surgery (1.5km)

121 Chatham Street, Reading, RG1 7JE

Pembroke Surgery (1.7km)

9 Eldon Square, Reading, RG1 4DT

Melrose Surgery (1.8km)

73 London Road, Reading, RG1 5BS

Hospitals

Spire Dunedin Hospital (1.4km)

16 Bath Road, Reading, RG1 6NS

Royal Berkshire Hospital (1.8km)

Craven Road, Reading, RG1 5AN

The Berkshire Independent Hospital (2.7km)

Coley Park, Swallows Croft, Reading, RG1 6UZ

CircleReading Hospital (3.0km)

100 Drake Way, Reading, RG2 0NE

Dentists

Although dental treatment is available on the NHS, it is not always free. 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 Reading

London Street Dental Practice (0.3km)

43 London Street, Reading RG1 4PS

Tel: 0118 950 7229

Kendrick View Dental Practice (1.0km)

39 London Road, Reading RG1 5BL

Tel: 0118 959 0222

Castle Hill Dental and Health Care (1.3km)

1C Tilehurst Road, Reading RG1 7TW

Tel: 0118 958 6766

Markham Associates Dental Practice (1.7km)

161 Oxford Rd, Reading RG1 7UY

Tel: 0118 950 2275

Mulberry House Dental Clinic (1.7km)

1A Eldon Road, Reading RG1 4DJ

Tel: 0118 957 3897

Reading Dental Sedation Clinic (1.8km)

165 Oxford Rd, Reading RG1 7UZ

Tel: 0118 939 4666

Inspire Dental Reading (1.8km)

124 Oxford Road, Reading RG1 7NL

Tel: 0118 957 4516

The Orthodontic Centre (2.2km)

27 Erleigh Road, Reading RG1 5LU

Tel: 0118 966 4511

Alexandra Dental Practice (2.5km)

74 London Road, Reading RG1 5AS

Tel: 0118 986 8167

Other useful contacts

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

Student Loans Company | 0300 555 0505 | www.slco.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 fellow residents safe

Follow these simple tips to ensure that you, fellow residents safe 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 are kept locked at all times – even when you're in. When you're out, keep your studio 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. 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 flat 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 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 Collegiate New Century Place.

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

When you arrive in your new flat 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 flat 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 at the rear of the building by the rear fence.

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 apartment 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 flat 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 stay put in your flat unless instructed to evacuate.

General fire prevention

If the fire alarm activates then you stay in your flat unless instructed to evacuate the building. In the event of a evacuation please go immediately to the fire 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 tamper, 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 flat 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 ends 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 flat

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

It's up to you to keep your flat 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.
- Please clean your bathroom regularly.
- 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 Collegiate New Century Place a greener place by ensuring we're more energy efficient around the development.

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 water. 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.



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 flat for inspections, maintenance and repairs, as well as for showing prospective new residents around. 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.

If you decide to transfer to another flat, exchange flats or leave Collegiate New Century Place, you will be charged an admin fee of £50.

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 flats

We want to ensure you are 100% happy during your stay with us, so if for any reason you're unhappy with your flat, you can apply to change it at the accommodation office.

We charge an admin fee of £50 for a flat change, including the drawing up of a new contract.

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 apartment needs to be clear of all belongings by 12 noon
- Please return all keys to reception
- Please make sure your studio is clean before you leave

Protecting your personal information

Collegiate AC complies with the Data Protection Act (1998) which governs the use of all personal data we hold and the controls required over its accuracy access and security.

Residents have the right to privacy of personal data. Access to all residents data, whether on paper, computer file or other storage media, is strictly controlled. Our standard response to enquiries about individuals is that information cannot be disclosed without the resident's authority.

Please note that Collegiate AC's policy regarding confidentiality applies equally to enquiries from parents

For more information about Collegiate AC, visit www.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.**

Shared kitchen	Price
Extractor fan	£73
Corian workshop	£1459
Integrated dishwasher	£261
Intergrated under counter fridge w/ice box	£279
Built-in oven	£170
4 ring induction hob	£500
Chimney hood extraction	£139
Free standing microwave	£52
Breakfast bar with stools	£105
Fire extinguisher	£59
Fire blanket	£10
Lights and fitting	£50
Smoke detector	£86
Bin	£20
Redecorate walls	£50 per wall
Redecorate ceiling	£50 per wall
General damage to walls	£50 per wall

Your bedroom	Price
4ft double bed	£238
Mattress	£150
Bedside cabinet	£54
Bedside table lights	£26
42" Television	£500
Television bracket	£20
Television remote	£26
Double bean bag chairs	£231
Study chair	£105
Desk	£84
Notice board	£63
Wardrobe	£283
Book shelves	£90
Plug sockets with USB ports	£28
Mirror	£53
Radiator/wall heater	£265
Vinyl floo	£200
Blinds	£194
Window	£811
Redecorate walls	£50 per wall
Redecorate ceiling	£50 per wall
General damage to walls	£50 per wall

Ensuite	Price
Shower	£65
Glass shower door	£145
Mirror and/or shelf	£16
Shaving point	£10
Towel hook / rail	£4
Toilet roll holder	£11
Toilet seat	£45
Wash hand basin	£14
Sink and taps	£36
Lights and fitting	£18
Door and fitting	£517
Bathroom floorin	£30

Cleaning your flat - after inspection or end of tenancy	Price
Bedroom - general clean	£50
Entire studio inc bathroom clean	£65
Bathroom clean	£25
Removal of rubbish	£15 per bin bag

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



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 residents 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 and public 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

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 residents 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 residents and staff to observe its policy in this area.

Residents who believe they are experiencing harassment within their accommodation are advised to raise this with the accommodation team in the first instance.

External Referral

Collegiate AC Ltd is registered to comply with the regulations set by the ANUK code of practice for larger resident 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 flats adapted for use by residents with disabilities do not exceed the standard rental 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.



Boutique Collection



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Out-of-hours emergency Contact: 03333 214 064



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