

COLLEGIATE PRESTIGE



Your Student Handbook



COLLEGIATE
Water Lane Apartments

Contents

Welcome

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

Your new community

- 12 Water Lane Apartments
- 14 Living together
- 19 Your apartment

Staying safe and secure

- 26 Here for you
- 27 Healthcare
- 29 Keeping safe

Good housekeeping

- 33 Clean living
- 34 Green living

Your contract

- 36 Terms and conditions

Moving out

- 37 Everything you need to know

Complaints handling and appeals

- 43 Collegiate AC Ltd Complaints Procedure
- 46 Equality and diversity



Welcome

Hello. Welcome to Water Lane Apartments.

You're about to find out everything you need to know about your fabulous new home here in Bristol. 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 Water Lane Apartments is in a great location, so that you can get the very best out of Bristol 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 Water Lane Apartments 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 Water Lane Apartments.

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: 0117 325 3940

Email: waterlaneapartments@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 Water Lane Apartments community on Facebook at:

www.facebook.com/collegiatewaterlaneapartments

The main office address is:

Water Lane Apartments

Temple Street

Bristol

BS1 6WG

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 Water Lane Apartments, 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 Bristol. You can bring your bicycle to Water Lane Apartments and we will keep it safe in our secure cycle store. Just speak to a member of the accommodation team to find out more.

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

The on-site car park will be open for residents on the move in weekend to use to unload their belongings - it is only a small car park and so we would ask that you do only use it to unload and then park your car on the street nearby or in a local car park. The closest NCP car park is Queen Charlotte Street, BS1 4ES.

If you're planning on bringing a car to Bristol, we have limited spaces available to rent throughout the year, please speak to the accommodation team for more information.

Mail

Your mail will be delivered to your post box in the main reception area. 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.

Bus routes

There are bus stops just 2 and 10 minutes from the apartments, with routes going to the following universities:

University of Bristol: Bus route 19

University of the West of England (UWE), Bristol: Bus route 13, X14, 19, 70, 71, 72

You can find details and information on routes, ticket prices, local maps and bus stops online at www.travelwest.info/bus.



We can fix it

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

Lost your keycard or locked yourself out?

These things happen, so don't worry. We can help: if you lose your keycard, 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 keycard outside of office hours, you'll need to call our out of hours number on 0333 321 4064 and one of our student wardens will 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 keycard.

If you've locked yourself out of your room during office hours, pop along to the accommodation office, we will loan you a temporary keycard so that you can get into your room to collect your own keycard.

Keycards 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 fill in a maintenance form which can be found next to the office window and leave it with a member of staff. 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 0333 321 4064 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 6th 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 Bristol. 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.moneyadvice.service.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: 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:
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

Bristol is an ideal place to be a student – from its friendly people and fantastic music scene to its vibrant harbour-side, green spaces and buzzing centre. Best of all, Bristol is the perfect size, offering all the excitement of a big city packed into an area you can easily explore on foot or by bike from your base at Water Lane Apartments.

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/Bristol

There are plenty of local retail outlets close to Water Lane Apartments, as well as restaurants, cafés and takeaway food outlets.

Bristol is a fast-paced, dynamic and modern metropolis. It is home to a year round programme of events, festivals, music and clubbing venues, restaurants and shops. From the harbour-side to the city centre parkland, this lovely city has something for everyone.



● University of Bristol

● O2 Academy

● Bristol Hippodrome

● Waterfront

● University of Law

■ Collegiate Water Lane Apartments

● Bristol Temple Meads

University of Law

🚶 7 minutes

Bristol Temple Meads

🚶 9 minutes

University of Bristol

🚶 25 minutes 🚗 10 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 Water Lane Apartments for up-coming events:
www.facebook.com/collegiatewaterlaneapartments

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
- On-site private gym for residents' use only.
- On-site cinema.
- Workrooms and reading room.
- Common room and garden terrace for relaxation.
- Private dining room for sophisticated evenings in.
- 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 and other technology upgrades available on request – just ask a member of our team.

The gym

A simple swipe of your keycard gains you access to one of the best features here at Water Lane Apartments: 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.

The cinema room

We think you'll love our cinema room. We've included the latest state-of-the-art, high quality audio visual equipment, including a large screen, Blu-ray DVD player and accessories, so you can hook your laptop up. Recline in style for one of our movie nights or settle down in comfort to watch a sporting event. The choice is yours. Just sit back and relax in the best seats in the house.

Please be considerate when using the cinema room and ensure the equipment is not misused or damaged in any way. Simply leave it as you would wish to find it

Workrooms and reading room

Your room comes complete with desk area for hitting the books in privacy, but if you fancy a change of scene then why not catch up with your fellow residents in the workrooms to discuss ideas, compare notes and work through any challenging assignments. The generously sized rooms are available 24/7, so you can study with your friends any time of day or night. Alternatively, why not head to the reading room to catch up with your reading in a serene and studious environment?

Please remember that others might like to work quietly while you are using the workrooms and reading room, so be aware and respectful of others while you are using the facilities. Please also do your bit for the planet and ensure everything is switched off when you finish and leave the room clean and tidy. If you have problems with any of the equipment please let the accommodation team know as soon as possible and we will sort it.

Common room

Water Lane Apartments 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. Our common room leads onto a spacious outside Terrace, for chilling out on those warm summer evenings.

Private dining room

Eating in your apartment can be fun, but if you fancy an evening of good food and sophisticated conversation with friends, then the private dining room provides the perfect setting for your meal. Just speak to the accommodation team if you would like to book the dining room for an evening.

Laundry

The laundry room is next to the common room. 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. A pre-paid laundry card is distributed with welcome packs when you check in to Water Lane Apartments. Cards can be topped up in increments of £10, to a total value of £80.

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!



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 room – simply open your web browser and follow the instructions.

For wireless connections, search for the Student com network.

You can enjoy impressive speeds of up to 100Mb/s over wired connections and 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. 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
- Tesco Express
- ATM machine
- Takeaway food outlets

Your apartment

TV

A flat-screen, 32 inch TV with 40 channels is provided in every studio apartment. If you've brought your own TV, just connect it to the TV aerial point in your bedroom, but please note that you are responsible for purchasing your own TV licence (whether or not you use the TV provided or your own TV). 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 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 Water Lane Apartments then they'll have their own keycard to let themselves in and if they've forgotten their keycard they can call the accommodation team. We advise this for everybody's safety and security.

Heating

All apartments are supplied with electric central heating to keep you toasty warm.

Convection oven/microwave

Premier Studios Plus apartments have a combination 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.

Ultra Studio Plus apartments have a standard fan over and a separate microwave, with manuals provided.

Induction hob

There is an isolator switch on the wall that must be on to use the hob. Please be aware that you will need special saucepans that are compatible with induction hobs - normal saucepans will not work!

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.

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

If your electricity goes off, check the trip switches in your fuse box, located in your studio or apartment.

If any of the switches are in the 'off' position, reset them by simply turning them back on. If a bulb has blown, the electricity will come back on but the light will remain out. Please inform reception, who will arrange to have the bulb changed.

If the electricity does not turn back on, it could be due to a faulty electrical item such as a hairdryer or toaster, so try unplugging any electrical items you were using when the electricity went off. If you cannot identify a faulty appliance, or the trip switch will not re-set, please report this fault to the office as soon as possible or contact the warden on the emergency number provided if it's before or after office hours.

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 in your en suite shower room is controlled by a motion sensor so will switch on when you enter the room (provided the lights are on!)

How to open and close your blinds

The blinds in your room are roller blinds and can be open and shut using the cords at one side of the window.



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.

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

Vacuum cleaners and cleaning materials can be borrowed when needed - please speak to the accommodation team to arrange this.

Refuse bins

The bin store is the wooden fenced area in the car park. The large bins with green lids are for general waste and the bins with grey lids are for recycling plastics, tins, paper, card and glass. 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 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 214 064.

Top tips for getting on with your new flatmates

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

Respect each other's space

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: 0117 325 3940 / 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 studio for a maximum of three consecutive nights, it's only designed for one person, so having an overnight guest should be occasional.

The behaviour of any person you invite into your building or studio is ultimately your responsibility. You'll be held accountable if there are any complaints or any damages caused by your guest(s), 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 Water Lane Apartments 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.

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 Bristol. 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 Bristol

Broadmead Medical Centre (1.9km from Water Lane Apartments)

59 Broadmead, Bristol, BS1 3EA

Malago Surgery (3.1km from Water Lane Apartments)

40 St John's Road, Bristol, City of Bristol, BS3 4JE

Whiteladies Health Centre (4.2km from Water Lane Apartments)

Whatley Road, Bristol, BS8 2PU

Pembroke Road Surgery (4.7km from Water Lane Apartments)

111A Pembroke Road, Bristol, BS8 3EU

Hospitals

Bristol Royal Infirmary (2.5km from Water Lane Apartments)

Upper Maudlin Street, Bristol, BS2 8HW

South Bristol NHS Community Hospital (6.9km from Water Lane Apartments)

Hengrove Promenade, Bristol, BS14 0DE

Southmead Hospital (7.9km from Water Lane Apartments)

Southmead Road, Westbury-on-Trym, Bristol, Avon, BS10 5NB

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 Bristol

Queen Square Dental Clinic (1.9 km from College Green)

17 Queen Square, Bristol BS1 4NH

Tel: 0117 927 2797

Bristol Dental Hospital (2.7km from College Green)

Lower Maudlin Street, Bristol, BS1 2LY

Tel: 0117 342 4383

Clifton Dental Studio (3.7km from College Green)

92 Queens Rd, Bristol, Avon, BS8 1RT

Tel: 0117 973 1910

Stoke Bishop Dental Care (6.8km from College Green)

15 Druid Hill, Bristol, City of Bristol BS9 1EW

Tel: 0117 968 4888

Bristol Dental Practice (2.2km from College Green)

1 Queen Square, Bristol, Avon BS1 4JQ

Tel: 0117 910 5929

NHS Dentist Bristol (3km from College Green)

249 Stapleton Rd, Bristol, BS5 0PG

Tel: 0117 935 4554

Henleaze Dental Practice (5.6km from College Green)

130 Henleaze Road, Henleaze, Bristol BS9 4LB

Tel: 0117 962 0534

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

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 number (on 0333 321 4064) 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 keycard 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 0333 321 4064 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 Water Lane Apartments.

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 the car park at the rear of the Cornubia pub opposite the main entrance.

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 at reception, at each exit point and emergency break glass point.

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 building 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, including the terrace area

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.

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 Water Lane Apartments 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 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.

If you decide to transfer to another room, exchange rooms or leave Water Lane Apartments, 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 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.

We charge an admin fee of £50 for a room 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 room needs to be clear of all belongings by 12 noon
- Please return all keycards 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	£780
Hob	£540
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
Bean bag sofa	£200 per 1 seater sofa
Radiator/Wall heater	£350
General damage to walls	£250
Wall art	£200
Lights and fitting	£350
Smoke detector	£264

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
Privacy blackout blinds	£700
Vinyl floo	£500
Window	£400
Radiator/Wall heater	£350
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Bedroom door and fitting	£300
Notice board	£50
Lights and fitting	£350
Smoke detector	£264
Mirror	£100

Cleaning your room	Price
Entire Studio inc bathroom	£65
Removal of rubbish	£15 per black bin bag

Your bathroom	Price
Shower	£250
Glass shower door	£250
Mirror and or Shelf	£100
Shaving point	£120
Towel hook/Rail	£10
Toilet roll holder	£10
Toilet	£170
Toilet seat	£40
Vinyl floo	£500
Sink and taps	£200
Lights and fitting	£350

Your flat entrance	Price
Front door and fitting	£350
Intercom	£150
Door lock	£120

Other items	Price
Laundry card	You will be charged the exact cost of a replacement
Replacement keycard/key	
Post box key	



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.

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.



COLLEGIATE PRESTIGE



Collegiate Water Lane Apartments

Temple Street, Bristol, BS1 6WG

Telephone: 0117 325 3940

Email: waterlaneapartments@collegiate-ac.com

www.collegiate-ac.com

 /CollegiateWaterLaneApartments

 @collegiate_uk

 @collegiateac

Out-of-hours emergency Contact: 0333 321 4064



COLLEGIATE

Water Lane Apartments