

PRIMA VIDAE COLLECTION



YOUR STUDENT HANDBOOK



**PLUMMER
HOUSE**

PRIMA\VIDAE

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WELCOME

Hello. Welcome to Plummer House.

You're about to find out everything you need to know about your fabulous new home here in Newcastle upon Tyne. 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 Plummer House is in a great location, so that you can get the very best out of Newcastle 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 Plummer 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 Plummer 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: 0191 484 1287

Email: plummerhse@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

www.facebook.com/PlummerHousePrimaVidae

Please also join our Facebook 2019/2020 Plummer House Resident's Group

The main office address is:

Plummer House
Market Street East
Newcastle upon Tyne
NE1 6NB

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 Plummer House, so please check them as you pass to keep up to date with all the exciting events.

Cycle store

If you're bringing your bike to Plummer House, you needn't worry about storage. Let a member of the accommodation team know you are keeping a bike here and you will be provided with a form to complete. Our secure cycle storage is located in the lower ground floor – please speak to the accommodation team for more information.

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 vehicle on-site parking for resident use. There are a number of car parks nearby and you can park for a limited time on Market Street East.

Mail

Your mail will be delivered to your postbox. 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 50 meters from the apartments, with routes going to the following universities:

Newcastle University – 1 minute walk until the Monument Pilgrim - Service 35 to Fawdon, operated by Stagecoach North East

Northumbria University - The start and finish points are within walking distance.

Numerous bus companies operate in Newcastle, including Arriva, Stagecoach and Go North East. You can find details and information on routes, ticket prices, local maps and bus stops online.

Metro routes

Monument Metro Station is located 3 min (0.2 mi) via Northumberland St and Pilgrim St from Plummer House . The Monument Station is a principal station on the underground section of the Tyne and Wear Metro system. The Metro links to the city centre areas, Newcastle Airport, beautiful beaches, such as Tynemouth, Whitley Bay and South Shields and a total of 60 stations across Tyne and Wear.





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 card, we can replace it for a small fee. You just need to request a replacement from the accommodation team. You will need a form of ID.

If you've locked yourself out of your room, let a member of the accommodation team know and a member of staff will let you back into your room. Again, you will need a form of ID.

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 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 report this to a member of staff. Our Maintenance Manager will deal with this as soon as possible.



YOUR RENT

If you are settling the rent in full, the sum on your contract is due on the 28/08/2019.

For those of you paying in instalments, your rent due dates are;

28/08/2019

01/01/2020

06/05/2020

This information is available on your copy of the contract.

Rent will automatically be deducted from card used to pay for the deposit. You are welcome to pay before the due date, please do this through your online account.

If you need to pay your rent via a Bank Transfer, request the most up to date Plummer House Account details from our Reception Team.

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 Newcastle. 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: <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: 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

Newcastle is a wonderful city to explore and your new home at Plummer House is perfectly located to allow you to do just that. Pop out for a bit of retail therapy in the bustling stores, a coffee and a cake in one of the many cafés or simply a stroll along the pretty River Tyne to stretch your legs and enjoy the peaceful surroundings. You can marvel at the famous Millennium Bridges, among others – With so many different areas each offering new sights, sounds and experiences, you'll be amazed at how much is on offer whatever your tastes. World-class culture, vibrant nightlife, award winning dining, cafés, takeaway food outlets, inspiring heritage, fantastic shopping and acclaimed architecture are linked here, as nowhere else, by the famous Geordie spirit.

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/newcastle

Newcastle is packed full of beautiful parkland and fascinating museums, world class sporting venues, music venues and comedy clubs ensuring there is something for everyone as well as modern shopping streets and a great restaurant scene. It's a busy and vibrant city with an attractive waterfront area and a richly diverse mix of entertainment options for those who live there.



Newcastle Medical School
🚶 12 mins

Newcastle University
🚶 8 mins

Northumbria University
🚶 5 mins

Manors Metro Station
🚶 3 mins

Tyneside cinema
🚶 1 min

Chinatown
🚶 10 mins

PLUMMER HOUSE

O2 Academy
🚶 8 mins

Newcastle train station
🚶 7 mins

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 other residents, relax and have a good time.

Keep an eye on our Facebook page and the notice boards at Plummer House for up-coming events:
www.facebook.com/fusionplummerhouse

Your on-site facilities at a glance

- Experienced and friendly on-site management and 24/7 concierge team 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.
- In-house cinema room.
- Gaming area and amazing club lounge for relaxation.
- On-site Cool Room- Order your shopping online and have it delivered even when you're not at home – we'll store it in the cool room to keep it beautifully fresh until you get back!
- Study room and common room to cover all your study and relaxation needs.
- 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.

The gym

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.

Whether you want to work up a sweat or find your inner balance, it's your gym to use as you wish - 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.

Study 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 study room to discuss ideas, compare notes and work through any challenging assignments. The generously sized room is available 24/7, so you can study with your friends any time of day or night.

Please remember that others might like to work quietly while you are using the study 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

Plummer House was specifically designed to meet the needs of today's students. The common room is the heart and soul of the building was once home to a beautiful ballroom in the early 1900s is today a stunning combination of modern design and 19th century architecture, where you can hang out with friends, enjoy a gossip over a cup of tea or simply relax and watch TV.

On-site cool room

Today's students are busier than ever and juggling uni work, sports activities and social engagements can be a tricky feat. That's why we've provided an on-site cool room to make life easier. Order your shopping online and have it delivered even when you're not at home – we'll store it in the cool room to keep it beautifully fresh until you get back!

Games area

University can be hard work and it's important to be able to switch off from time to time. In our fantastic Newcastle student accommodation the residents lounge gives you the perfect place to do just that and enjoy a great game of pool and table tennis.

Residents' club lounge

Make sure you balance out the hard work of studying with some stylish relaxation in the ultimate on-site place to socialise. The residents' club lounge is the perfect place to kick back and refresh your mind after a long day of lectures and research.

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.washstation.co.uk. You can even request an email to let you know when your washing or drying cycle has finished. Or just download the free app.

Our washing machines have a detergent, liquid bleach and fabric softener dispenser. Alternatively you could use 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 Plummer House. 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.washstation.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!

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 (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 StudentCom WIFI network.

You can enjoy impressive speeds of up to 200Mb/s over wired connections and up to 100Mb/s over Wi-Fi connections.

Your local amenities at a glance

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

- Carluccios
- Zizzi
- Banyan Restaurant
- Chaophraya Thai restaurant
- Tesco Express , Waitrose, Sainsbury's and Co-operative all with few minutes away from Plummer House
- Empire and Tyneside Cinema and the Theatre Royal
- Cafes and Fast food outlets located on Market Street
- Bars and restaurants in the City Centre and on the Quayside both a 5 minute walk away.
- All that Newcastle city centre and Quayside has to offer!

YOUR APARTMENT

TV

A flat-screen, 32 inch TV with 40 channels is provided in every studio apartment and Linked Studio. For three and four bedroom apartments, the TV will be situated in the lounge area. 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. 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 Plummer 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

Heaters are controlled individually in your rooms. If you need any help with this, please speak to a member of the accommodation team.

Convection oven/microwave

Studios and Linked 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 and four bedroom apartments have a standard fan-oven with separate combi microwave.

Induction hob

To use the induction hob, first turn on the main isolator situated on the wall next to the cooker. Some hobs have an integrated timer which will switch off after 20 minutes, to turn the hob back on, simply reactivate the main touch button on the hob.

The induction hob will only work with induction pots and pans.

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, a fuse may have tripped in your apartment, please contact a member of reception who will be able to check this for you.

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 concierge 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 and light in your en-suite shower room are controlled by the light switch. Fresh air is constantly circulated through the ceiling extractor fan, even when the bathroom is not in use.

The extractor fan will time out and turn off automatically when the bathroom light is switched off.

To conserve energy and reduce environmental impact, please turn off your bathroom light after use.

How to open and close your blinds

All studios and en-suite rooms have blinds on the windows. These can be adjusted using the white chord on the left hand side. You can adjust by pulling up, letting more light into the room, or pulling the chord in a downwards motion will bring the blind down, letting less light into the room.



Windows

Windows can be opened in zone 1, with a restrictor, windows do not open in zone 2 or 3. We have a fan system bringing air from the outside in and can be controlled by a switch in every room.

Storage

Storage space for bags and suitcases can be found under the bed so you can keep your room lovely and neat. Simply open the square partition in the bed base to access the storage space.

Room cleaning

You are responsible for hovering your room. Any resident in Plummer House can borrow a Hoover from reception during office opening times. We can also provide comprehensive range of housekeeping services, from an ad hoc clean to a regular weekly cleaning service and everything in between; please speak to reception for more information.

Refuse bins

There is a designated area for refuse located in the lower ground floor. There are large bins provided for general waste and recycling of plastics, tins and paper/ card. They will be labelled accordingly. 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. We are here for you 24/7. 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 please let us know straight away.

You can contact reception on 0191 484 1287 or our out-of-office emergency line on 03333 214 064.

Top tips for getting on with your new flatmates

We want to ensure that everyone enjoys their time at Plummer 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 be entertained occasional.

There are plenty areas designated as communal area and everyone should feel comfortable using it. Clean up after yourself. If you have used the dinner party room, keep the cooking area, sink and dining area clean for your housemates - leave it as you would like to find it. Remember that the communal areas are for you and other residents 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 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 concierge 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 take the matter further.

Accommodation office: 0191 484 1287/ Out-of-hours emergency contact: 0333 321 4064

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.

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 guest(s), so make sure they behave as well as you do!

You must notify the Accommodation Team prior to your guests staying with you in order for us to account for them in case of a fire alarm.



STAYING SAFE AND SECURE

We're here for you

We want you to enjoy living at Plummer 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 Leeds Newcastle. 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.

Health and wellbeing – local contacts

GP surgeries in Newcastle

Saville Medical Group

7 Saville Place
Newcastle upon Tyne NE1 8DQ
0191 232 4272
0.3mi from Plummer House

Newcastle Medical Centre

Within Boots the Chemist
Hotspur Way
Eldon Square
Newcastle upon Tyne NE1 7XR
0191 232 2973
0.5 mi from Plummer House

Molineux Walk in Centre

Off Shields Road
Byker NE6 1SG
0191 275 5740
1.1mi from Plummer House

Hospitals

Royal Victoria Infirmary

Queen Victoria Road
Newcastle upon Tyne
NE1 4LP
0191 233 6161
0.6 mi from Plummer house

Freeman Hospital

Freeman Road
Newcastle upon Tyne
NE7 7DN
0191 2336161
2.7mi from Plummer house

Newcastle General Hospital

Westgate Rd
Newcastle upon Tyne
NE4 6BE
0191 2336161
1.6mi from Plummer House

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

Savile Dental Practice

Floor 1, 6 Saville Place
Newcastle upon Tyne
NE1 8DQ
0.3mi from Plummer House

Neo Orthadontics

98-100 The Close
Quayside
Newcastle upon Tyne
NE1 3RF
0.4km from Melbourne Apartments

Newcastle Dental Practice Partnership

3 St Marys Place
Newcastle upon Tyne
NE1 7PG
0.3mi from Plummer House

Osborne Orthodontics

16 Hood Street
Newcastle upon Tyne
NE16 3HS
0191 230 3132
0.5 mi from Plummer House

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, other residents 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 your door locked at all times and do not prop this 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 your room is at lower ground level, always make sure that you put any valuables out of sight and close your blinds so that people can't see in.

Always carry your key card with you and never pass this to anyone else.

If you're worried about your safety or any security on site, please speak with a member of the accommodation team.

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 Plummer 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 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.

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.

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 on Thursdays at 12 noon. 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 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 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 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 flames



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 Plummer House 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.

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:

| 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 | £700 |
| Redecorate walls | £50 per wall |
| Redecorate ceiling | £100 |
| Fire blanket | £50 |
| Fridge/Freezer | £500 |
| Blinds/Window dressings | £200 |
| Television | £500 |
| Remote control | £50 |
| Sofa | £200 per 1 seater sofa |
| Radiator/Wall heater | £350 |
| General damage to walls | £250 |
| Lights and fittings | £350 |
| Smoke detector | £120 |
| Bin* | £50 |

| Your bedroom | Price |
|---------------------------|--------------|
| Bed | £250 |
| Underbed storage doors | £150 |
| Mattress | £250 |
| Study chair | £90 |
| Desk | £200 |
| Wardrobe | £300 |
| Book/folder shelves | £150 |
| Privacy blackout blinds | £200 |
| Vinyl floor | £700 |
| Window | £1200 |
| Radiator/Wall heater | £350 |
| Redecorate walls | £50 per wall |
| Redecorate ceiling | £100 |
| Bedroom door and fittings | £300 |
| Notice board | £50 |
| Lights and fittings | £350 |
| Smoke detector | £120 |
| Mirror | £100 |
| Bedroom window | £1200 |

| Cleaning your room | Price |
|----------------------------|------------------------------------|
| Bedroom - general clean | £50 |
| Entire Studio inc bathroom | £65 |
| Ensuite bathroom clean | £25 |
| Cooker extractor clean | £30 |
| Bedroom flooring | £30 |
| Shared kitchen | £110 (Split between all flatmates) |
| 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 | £150 |
| Toilet seat | £40 |
| Vinyl floor | £700 |
| Sink and taps | £200 |
| Lights and fittings | £350 |
| Door and fittings | £350 |

| Your flat corridor | Price |
|---------------------------|--------------|
| Front door and fittings | £350 |
| Intercom | £150 |
| Door lock | £120 |
| Redecorate walls | £50 per wall |
| Redecorate ceiling | £100 |
| Replacement key card | £10 |
| Lights and fittings | £350 |
| Smoke detector | £120 |

| Other items | Price |
|--------------------------|--------------|
| Laundry card | £10 |
| Replacement key card | £10 |
| Replacement mailbox key | £10 |
| Replacement mailbox lock | £60 |
| Key card | £10 |



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 designated operations director 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 operations director 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 operations director 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 the university 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 concierge 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.



FIRST CLASS REDEFINED

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