

A young man with curly hair, wearing a maroon shirt, is sitting on a sofa in the foreground, looking towards a young woman. The woman has long blonde hair and is wearing a white shirt and dark pants. She is sitting on the sofa behind him, holding an open book and a smartphone. They are both smiling and appear to be in a relaxed, study-like environment. A large window with a dark frame is visible in the background, showing a view of buildings outside. The sofa has a patterned cover with a zig-zag and floral design.

# YOUR STUDENT HANDBOOK



**UNIVERSE.CITY**

UPPER QUAY HOUSE

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# WELCOME.

## HELLO.

## WELCOME TO UPPER QUAY HOUSE.

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

We want your stay with Collegiate 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 Upper Quay House is in a great location, so that you can get the very best out of Gloucester 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 Upper Quay 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 Upper Quay 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: +44 (0) 1452 431 050

Email: [upperquayhouse@collegiate-ac.com](mailto:upperquayhouse@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 Upper Quay House community on Facebook. Search:

**'Collegiate Upper Quay House Community 21/22'**

## The main office address is:

Upper Quay House

**Quay House, Quay Street, Gloucester, GL1 2JD**

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 we will update your details accordingly.

We have a large notice board at reception, highlighting activities, and anything going on at Upper Quay House, so please check them as you pass to keep up to date with all the exciting events. We will also use your email to update you with all our fantastic activities.

## Cycle store

Cycling is a great way to exercise and a cheap and enjoyable way to explore Gloucester. You can bring your bicycle to Upper Quay House and we will keep it safe in our secure cycle store.

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

Please contact the accommodation team if you need help in finding the closest car parking options.

## Mail

All mail can be collected from post boxes outside each flat. 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

Bus routes

There is a bus stop near Upper Quay House on Market Parade, with routes going to the following universities:

**University of Gloucestershire:** Bus route 94U from Market Parade (Stand M)

Some are in easy walking distance, such as:

**UWE Gloucester Campus School of Nursing and Midwifery:** 10 minute walk

The bus company operating in Gloucester is Stagecoach. You can find details and information on routes, ticket prices, local maps and bus stops online at [www.stagecoachbus.com](http://www.stagecoachbus.com).



# WE CAN FIX IT

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

## **Lost your keys or locked yourself out?**

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

If you lose your key outside of office hours you'll need to call our concierge team to let you in and 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 set of keys.

If you've locked yourself out of your room during office hours, pop along to the accommodation office and a member of the Management Team will assist you with accessing your room.

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, we will send you a confirmation email to let you know if they've been into your room. Rest assured, the problem will be solved quickly, conveniently and efficiently.

## **Need an emergency repair?**

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

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

## YOUR RENT

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

- 1st Instalment due on or before 1st September 2021
- 2nd Instalment due on or before 5th January 2022
- 3rd Instalment due on or before 4th May 2022

For those paying in full, the full payment is due upfront on or before 1st September 2021

Please note that we don't accept cash, card or cheque payments on site. Payments are made via your online portal.

# ARRIVING IN A NEW COUNTRY

## Opening a bank account

You need to be in the UK to open a UK bank account, so make sure it's one of the first things you do once you get to Gloucester. 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](http://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/publications/entry/international-students/leaflets](http://www.bba.org.uk/publications/entry/international-students/leaflets).

## 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](http://www.16-25railcard.co.uk).

The Young Persons Coach Card can be bought at National Express coach offices or online. This card costs £12.50 for a year or £30.00 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](http://www.nationalexpress.com/waystosave/young-persons-coachcard.aspx).

## Mobile phones

Mobile phones are cheap to buy, but expensive to use, so be careful not to accidentally run up a big bill by spending hours on the phone to another country. If you choose a contract, the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing and remember that there's often a compulsory monthly charge. You will need an enrolment letter from your university to take out a phone contract. Pay-as-you-go is the no-contract, no credit check, no-commitment, no-monthly bills way to get a mobile phone. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. On the plus side, you don't need to provide a proof of enrolment letter from your university.

**For information on mobile phone companies and to see prices see: [www.mobiles.co.uk](http://www.mobiles.co.uk).**



# YOUR NEW COMMUNITY

Gloucester is an ideal place to be a student – from its friendly people to its green spaces and buzzing centre. Best of all, Gloucester 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 Upper Quay House.

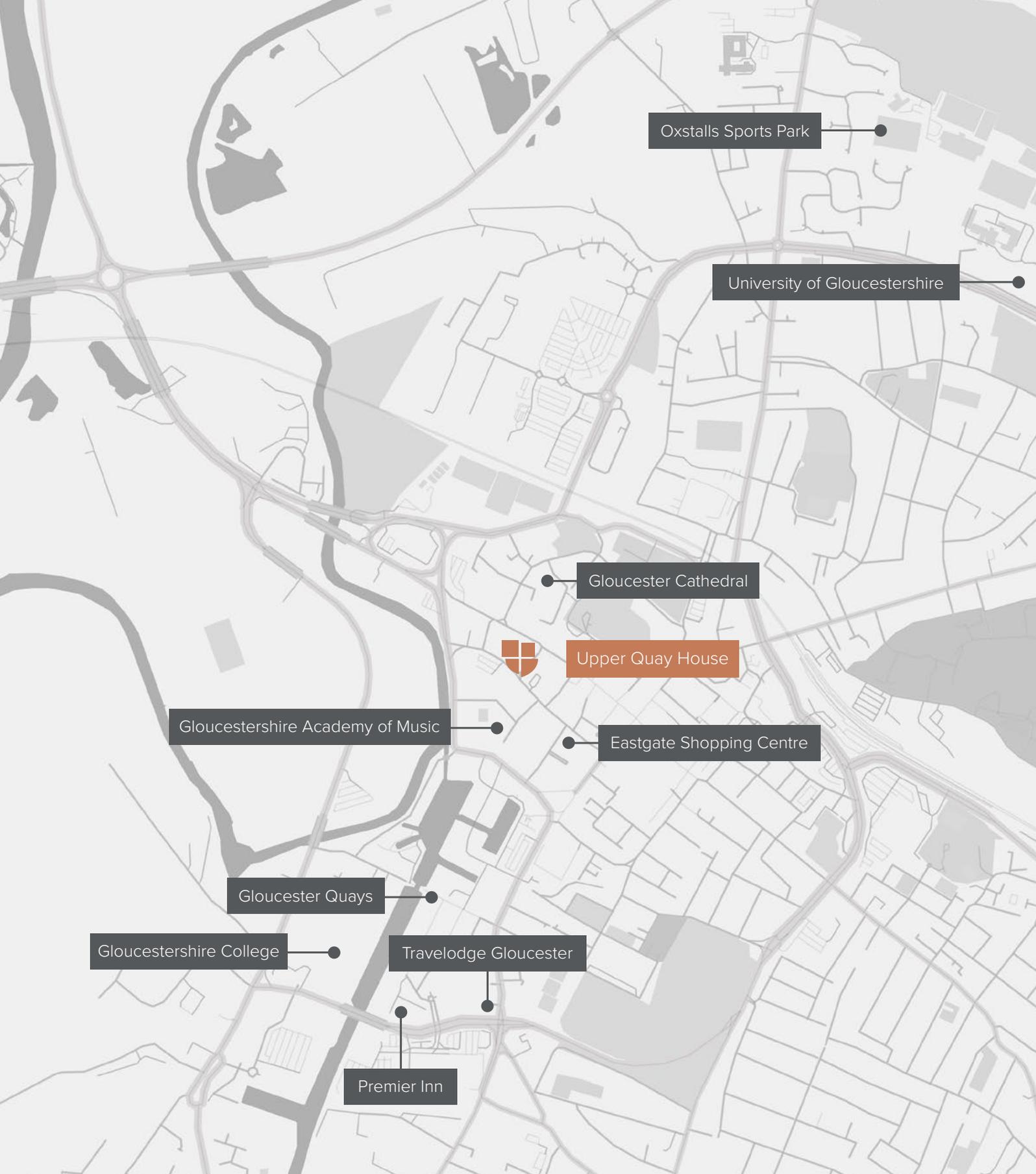
To see an interactive map showing the locations of universities, banks, public transport, supermarkets and other local amenities, please visit:

**<https://www.collegiate-ac.com/uk-student-accommodation/gloucester>**

There are plenty of local retail outlets close to Upper Quay House, as well as restaurants, cafés and takeaway food outlets.

Gloucester is home to a year round programme of events, festivals, music and clubbing venues, restaurants and shops. This lovely city has something for everyone.

**Please feel free to chat to our friendly team who will be more than happy to tell you their recommendations for restaurants, nightspots, shopping, and cheap tasty eats.**



Oxstalls Sports Park

University of Gloucestershire

Gloucester Cathedral

Upper Quay House

Gloucestershire Academy of Music

Eastgate Shopping Centre

Gloucester Quays

Gloucestershire College

Travelodge Gloucester

Premier Inn

New County Hotel	1 minute	5 minutes
Premier Inn Gloucester Quayside	6 minutes	14 minutes
Travelodge Gloucester	5 minutes	14 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.

### **Your on-site facilities at a glance**

- Experienced and friendly on site management and concierge team to help with any queries about the city, transport and entertainment 24/7. They also arrange social gatherings and facilitate you meeting other students on site.
- High tech laundry room.
- 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.

## 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](http://www.washstation.co.uk). You can even request an email to let you know when your washing or drying cycle has finished at [www.washstation.co.uk](http://www.washstation.co.uk).

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.

### Follow these simple steps to get started:

- Download the app from the website.
- Add credit using the app.
- Fill the dryer or washer you need and use your phone to start the machine.
- You are now ready to do your laundry!

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



## **Internet**

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

For wireless connections, search for the Glide WIFI network.

You can enjoy impressive speeds of up to 200Mb/s over wired connections and up to 10Mb/s over Wi-Fi connections.

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

## **Your local amenities at a glance**

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

- Upper Quay House is situated a 5 minute walk from the nearest Tesco Express on Southgate St, or a small convenience store Londis by the roundabout. You can always have groceries delivered onsite.
- There is an ATM machine at HSBC on Northgate Street and outside Londis at the petrol station.
- Westgate Street offers a wide range of takeaway and restaurant and dining options.
- Looking for something different? Why not check out The Fresh Market which has a range of independent food stalls!

# YOUR APARTMENT

## Heating

All apartments are supplied with electric heating to keep you toasty warm. The tenant can control the heating through a thermostat in their room. If the tenants need to increase the maximum temperature of the thermostat then they will need to contact reception.

## Oven/grill

All apartments have a standard oven and grill. An instruction manual is provided.

## The cooking extractor fan

The extractor hood should always be used when cooking to help prevent smoke and steam from activating the fire alarm. The hood has one speed setting in studios and three speeds in the cluster flats, 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 warden on the emergency number provided if it's outside of office hours.

## **How to use the shower**

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

Shower is controlled by one dial, on the end of the control dial. 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 will be activated once you switch the light on in your bathroom.

## **Windows**

All the windows in The Neighbourhood open. The windows are restricted for your safety. Please do not hang items out of the window.



## **Storage**

Storage space for bags and suitcases can be found under the bed so you can keep your room lovely and neat.

## **Refuse bins**

Take all refuse to your nearest bin storage, located in the car park. The large blue bins with black lids are for general waste and the large grey bins with orange lids are for recycling plastics, tins, paper and card. The smaller domestic type wheeled bins, which are black with orange lids are for glass recycling. 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.

# **TOP TIPS FOR GETTING ON WITH YOUR NEW FLAT MATES.**

We want to ensure that everyone enjoys their time at Upper Quay 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 occasional.

**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 any member of the team at the accommodation office to take the matter further.

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 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!



# STAYING SAFE AND SECURE

## **We're here for you**

We want you to enjoy living at Athena Hall to the full. We don't just provide first-class accommodation but also a first-class service. Our on-site accommodation office is manned from 9am till 5.30pm Monday to Friday, with 24-hour assistance available by calling 0333 321 4064

## **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.

## **Student Assistance Programme**

We have partnered with Health Assured to provide you with a 24-hour helpline to support you through any of life's issues or problems. They are there to help with personal and professional problems that could be affecting your home life or student life, health, and general wellbeing. They are also able to extend their support to your partner and dependants. The helpline is available 24/7, 365 days a year.

Free 24 Hour Confidential Helpline: 0800 028 3766

## **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.

## Wellness

At Collegiate, we take a holistic approach to your wellness and our accommodation teams are here to fully support you and help you to settle into your new home.

## Contents Insurance

By partnering with Endsleigh, the No.1 student insurance provider, we have arranged contents insurance for all of our students staying with us in our residence.

It is important that all students confirm their cover to ensure you understand what is and isn't covered. You can do this by downloading the MyEndsleigh app and registering.

Visit MyEndsleigh [www.endsleigh.co.uk/student/confirm-your-student-cover/](http://www.endsleigh.co.uk/student/confirm-your-student-cover/) to view what is and isn't covered, get claims support, personalise your cover, access rewards and access wellbeing support.



### **National Code Assured Accommodation**

All Collegiate student accommodation in the UK is covered by the ANUK / National Code for accommodation owned or managed by non educational establishments.

#### **Benefits for students**

The most obvious reason for choosing to live in a development covered by one of the ANUK/Unipol National Codes is that they provide reassurance: Reassurance that the accommodation is safe and well managed; and reassurance that, should any problems arise, there exists a mechanism to help get them resolved.

#### **Compliance with benchmark standards**

Members of the Codes voluntarily agree to comply with benchmark standards that relate to both the physical condition of a building as well as its day to day management. This means that, amongst other things, students living within a building covered by the Codes can expect:

- Buildings that meet or exceed the local authorities fire safety requirements.
- Sufficient bathroom and kitchen facilities.
- All repairs to be completed within agreed timescales.
- Advanced notification if managers need to access rooms and/or flats to undertake routine inspections or planned maintenance.
- Managers of buildings to act in a professional and courteous manner at all times.

# 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 Gloucester. 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](http://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 Gloucester

**Gloucester Health Centre**  
The Park, Gloucester  
GL1 1XR  
0.7 miles from Upper Quay House

### Kingsholm Surge

**Alvin Street, Gloucester**  
GL1 3EN  
0.6 miles from Upper Quay House

### Aspen Centre

**Horton Road, Gloucester**  
GL1 3PXD  
1.3 miles from Upper Quay House

### Hospitals

**Gloucestershire Royal Hospital**  
Great Western Road,  
Gloucester, GL1 3NN  
1.0 miles from Upper Quay 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](http://www.nhs.uk).

## LOCAL DENTISTS IN GLOUCESTER

### **Bupa Dental Care**

**2 Three Cocks Lane, Gloucester, GL12 2QU**

0.2 miles from Upper Quay House

### **NHS Dental Access Centre**

**2 Kimbrose Way, The Docks, Gloucester, GL1 2DB**

0.4 miles from Upper Quay House

### **mydentist**

**Eastgate House, Eastgate Street, Gloucester, GL1 1PX**

0.7 miles from Upper Quay House

### **Newport Road Dental Clinic**

**321 Newport Road, Roath CF24 1RL**

0.8 miles from The Neighbourhood

### **Clarence Dental Health Centre**

**22 Clarence St, Gloucester, GL1 1DP**

0.5 miles from Upper Quay House

# OTHER USEFUL CONTACTS

Samaritans | 0845 790 90 90 | [www.samaritans.org](http://www.samaritans.org)

Student Loans Company | 0300 555 0505 | [www.slc.co.uk](http://www.slc.co.uk)

Sexual Health | 0131 536 1070 | [www.nhs.uk/Livewell/Sexualhealthtopics](http://www.nhs.uk/Livewell/Sexualhealthtopics)

Victim Support | 0845 30 30 900 | [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Alcoholics Anonymous | 0845 769 75 55 | [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

British Pregnancy Advisory | 03457 30 40 30 | [www.bpas.org](http://www.bpas.org)

Debtline | 0808 808 40 00 | [www.nationaldebtline.org](http://www.nationaldebtline.org)

Drugs Advice & Helpline | 0800 77 66 00 | [www.talktofrank.com](http://www.talktofrank.com)

National Gambling Helpline Freephone | 0800 77 66 00

# 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. Please contact reception on +44 (0) 1452 431 050.

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 curtains so that people can't see in.

Always carry your key card 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 reception on +44 (0) 1452 431 050 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 Upper Quay House.

## Fire Safety Equipment

Fire alarm smoke detectors, fire doors, fire extinguishers, smoke vents and fire blankets are situated throughout the building and are provided for your protection. Do not tamper with them and if you see any items missing or tampered with you must report this to the Management immediately.

## Our Fire Alarm System

Each bedroom, flat and landlord area has its own fire detection. This comprises of a number of automatic smoke & heat detector alongside strategically placed 'push button' or "Manual Call points".

In the event of an alarm being activated within a room / flat the fire alarm Evacuation Sounders will be activated. This will take the form of a loud siren indicating the area must be evacuated. This will continue until the "all clear" has been given by a member of the Neighborhood team or Fire Service.

Where it has been determined that a fire within a particular landlord area then an Evacuation Sounder will be activated throughout the building. This will take the form of a loud siren indicating the building must be evacuated. This will continue until the "all clear" has been given by a member of the Neighborhood team or fire service.

## Fire Doors

All flats are fitted with fire doors to protect the spread of fire should an outbreak occur. It is essential that all fire doors are kept closed at all times and not wedged/held open. The management team will carry out regular inspections and repeat offenders will be fined.

## **Escape Routes**

The corridors on each floor and the stairwells within the building are used as the emergency escape route. Do not use the lift as a means to escape and never block an escape route with any items such as bin bags or bikes. If these items are seen within the corridor they may be removed and placed into storage.

## **On Discovering Fire**

Raise the alarm (set off the alarm or shout 'Fire'). Call the Fire Service by dialing 999 and evacuate the building via the nearest exit route.

Upon hearing the fire alarm:

- Evacuate the building immediately via the nearest exit route.
- Leave the building and proceed to the Fire Assembly Point.
- Follow any instructions that you are given to you by the Fire Service.
- Wait for the all clear from the Fire Service before re-entering the building.

**Fire Assembly Point: Westgate car park located opposite the back of the property**

## **Fire Blankets & Fire suppression**

Every flat has a fire blanket or a fire suppression unit within the kitchen area. If you don't have a fire blanket or you would like to be given further instructions on how to use one please let us know.

## **Fire alarm**

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

## GENERAL FIRE PREVENTION

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

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

Please do not tamper with any smoke detectors. In the event of 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**

It is important that you regularly clean and disinfect your shower head. This helps to control and manage the risk of exposure to legionella. You can find bathroom friendly detergents and disinfectants from any shopping stores including Tesco, Morrisons, Asda's, Sainsbury's, Lidl's & Aldi's. Also please don't forget that you should not use hair or clothes dye in the bathroom as it will stain the shower pods!

# 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 Upper Quay 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

Turn the radiator off when leaving your apartment.

## 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](http://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](http://www.PaperBackSwap.com). All you have to pay for is shipping. You can also buy second hand books from Amazon: [www.amazon.co.uk](http://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](http://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.

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. Once your debt has been passed on to the agency, you will be liable for all legal charges.

The Collegiate 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).

Collegiate 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](http://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.

# 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

## **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.

## **Deposits**

We will ensure your deposit is returned to you at the end of your contract. If we cannot return the whole of your deposit to you, we will need to ensure you agree to any deductions there may be before we can send you the remaining amount.

## **Keys & access cards**

All access cards and keys must be returned to our reception, no later than 12.00pm on the last day of your contract.

If you are returning your keys outside of our office hours please hand them to the Concierge or Night Porter on duty. Our staff will seal your keys in an envelope clearly marking your name and room number on the front. Where cards/keys are not returned the cost of fitting new locks or having a new key cut will be deducted from your deposit.

## **Post box keys**

Once you have checked your post box for the final time and removed all of your mail you will need to give the key back to us at reception along with your access card.

## **Kitchen cupboard keys**

Once you have emptied and cleaned the kitchen cupboard please lock the cupboard and ensure you provide the keys back to us along with your access card. Each key has its own unique number so please ensure you return the same key you received on your arrival.

If you make the mistake of taking your keys home, simply email us within 48 hours of your departure and ensure the keys are returned to us by recorded mail to our Gloucester address within 3 working days.

## **Post**

If you are expecting any postal mail after you checkout and you would like it to be forwarded onto another address we can help. All you'll need to do is provide us with your new address on a set of adhesive labels (we can provide this to you) and we forward your mail to you up to 10 days.

Alternatively you can contact Royal Mail who can offer a redirection service from 1 month to 1 year.

## **Outstanding invoices**

Any charges you may have accumulated before the end of your tenancy will be deducted from your deposit. However, we will bill for the following:

- Any missing rent payments.
- Cleaning, including the removal of rubbish.
- Unreasonable damage to the property.
- Marks or stains on décor caused by blue tack or similar material.
- Replacement access cards or keys.
- Any time we have written to you in relation to a breach of the tenancy agreement.

Often the cost of undertaking a small item of repair surprises tenants, so please ensure the flat is left in good condition. For information on the costs to replace items within the flat please refer to our schedule of costs.

Any outstanding payments not covered by the deposit will be treated as any other debt and will be passed onto the tenant and guarantor.

## **Condition of the room**

When you check out a member of management will carry out a detailed and final inspection, to determine the condition of your flat.

We will check;

- The décor of the flat is in good condition.
- The cleanliness of the flat.
- There is no unreasonable wear and tear to any parts of the flats.
- There are no personal belongings left within the flat.

If you are unable to attend the inspection we recommend you take comprehensive photos of the flat on your departure. If you would like to be present for the inspection please contact reception to check availability no less than 7 days prior to your departure date.

### **Cluster flats**

All members of a flat are jointly responsible for the shared communal areas (kitchen & hallway). We will try to ensure that any deductions related to these areas are charged to the responsible tenant/s. However if we cannot ascertain who is responsible then all tenants within the flat will be responsible.

It is very important that you discuss with your co-tenants on how you plan to clean the flat before you leave and divide the work up fairly between yourselves. Often there can be problems where some tenants leave early and the remaining ones have the whole flat to clean.

### **Forgetting a valuable belonging**

Sometimes it just happens but don't worry, if we find any obviously valuable items we will notify you and keep them safe for you. We will also organise a time for you to collect the item.

Don't forget to check our lost and found storage area for any items you may have misplaced during your stay (including missing laundry). Just speak to one of our management team who will be able to help you. You'll be surprised what we have.

### **Emails**

Please ensure you pass us your most current email address to us so we can make contact with you at the end of your tenancy. You can do this by emailing us at [upperquayhouse@collegiate-ac.com](mailto:upperquayhouse@collegiate-ac.com).

### **Contract extension requests**

If you are looking to extend your contract you can request this by emailing us at least 4 weeks prior to the end of your contractual term.

### **Your cleaning guide**

We hope the guide below will help you identify which areas would need to be cleaned and how to leave the flat before we carry out the final inspection.

## **The bedroom**

The floor has been hoovered, cleaned and tidied. Any woodwork, skirting boards and windowsills have been wiped down. All bedding and towels are left clean and folded on the bed. Any mirrors are clean and free from smears. All rubbish has been removed. All walls are clean and any damaged has been repaired. All plastic bags, boxes and coat hangers are removed.

## **The bathroom**

The shower cubicle, toilet, washbasin and surrounding areas are clean. The floor, wall tiles and mirrors are wiped down and clean. All personal items are removed. (If you're having any issues with mould, please let the management know and they may be able to assist you.)

## **The kitchen & hallways**

The fridge freezer is emptied, cleaned with any ice being removed. All kitchen appliances, work surfaces, splash backs, cupboards, dining table and floor is clean and free from marks, dirt and grime. Any stained paint work, skirting boards and window sills (where applicable) have been wiped down.

All food has been removed from your food cupboard. Run a final cycle on the dishwasher when emptied. Remove all cutlery and crockery from the kitchen area which you didn't receive within your kitchen pack at the start of the term.

Lay out all cutlery and crockery provided to you at the start of the term on the kitchen work surface. Take out all bin bags.

## **General cleaning advice**

All rubbish has been removed from all areas of the flat including pin board posters and pins, coat hangers and plastic bags.

All furniture have been cleaned and polished. All painted walls, skirting boards and window sills must be clean and free from marks. Any kick marks have been removed from doors. All electric sockets are switched off.

Make sure any lost or broken items have been replaced. Make sure that the correct furniture is in the correct room. Make sure your bedroom door is locked before you hand in your keys. Make a final check of your mail box.

Where possible ensure a member of staff inspects your room with you (9.00am and 4.00pm Monday to Friday) before you leave. You can book an end of tenancy inspection by emailing us at least 7 days prior to the end of your contract.

## 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.**

Item description	Price
Painting & Decorating - Per hour	£30 per hour
Cleaning - Per hour	£25 per hour
Key card	£20.00
Mail box key	£15.00
Food cupboard key	£15.00
Desk chair	£280.00
Mattress	£850.00
Bedroom bin	£15.00
Bathroom bin	£10.00
TV and TV remote	£380.00
TV remote	£35.00
TV bracket	£75.00
Radiator	£450.00
Desk lamp	£190.00
Towel rail	£240.00
Towel rail (extra large studio)	£240.00
Reading Light	£170.00
Blinds	£190.00
Light fittings and bulbs	£35.00
Hob - Induction	£450.00
Oven - dishwasher	£950.00
Oven - microwave	£600.00
Kettle	£40.00
Dishwasher (shared kitchen)	£400
Microwave	£220
Boiling water tap	£350
Fridge freezer	£450.00

Item description	Price
Free standing Fridge Freezer	£550.00
Toilet seat	£55.00
Shower head	£20.00
Drawer handles	£5.00
Kitchen cupboard front panel	£85.00
Kitchen bin	£25.00
Fire blanket	£35.00
Extractor Fan (shared kitchen)	£150.00
Extractor fan (studio)	£100.00
Extractor fan 1st floor studio	£200.00
Dining room chairs	£75.00
Towel rail	£240.00
Kitchen work surface	£400.00/sqm
Dining room table	£200.00
Desk	Subject to quote (Contractor rate is £30.00/hr)
2 Bookcase x	Subject to quote (Contractor rate is £30.00/hr)

Linen Service:	Price
Pillow cases	£10.00
Double duvet cover	£45.00
Double flat sheet	£22.00
Duvet	£40.00
Pillow	£10.00
Mattress protector	£12.00
Hand towel	£12.00
Bath towel	£15.00
Bath mat	£10.00



# 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 Complaints Procedure**

Collegiate 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 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 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 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

We know that you will love living in your new home, however we know that sometimes the unexpected happens. If you are unhappy with any element of living with us the quickest and easiest way to let us know and get a resolution is by speaking to your friendly accommodation team. If you remain unhappy with the situation and would like to escalate your complaint the following procedure must be followed to ensure it can be fully investigated:

### Phase 1

Let us know why you are unhappy and what you think we can do to fix this for you, by emailing the property management team for your building you live in [upperquayhouse@collegiate-ac.com](mailto:upperquayhouse@collegiate-ac.com). To ensure we can identify this communication as an official complaint please Subject your email as 'Official Complaint'.

Our Accommodation Manger will acknowledge the complaint within 48 working hours and deliver a full respond within x7 working days in writing.

### Phase 2

If you are unhappy with the outcome from our Accommodation Manager please email us at [tenants@collegiate-ac.com](mailto:tenants@collegiate-ac.com)

Please tell us what part of our Manager's response you are unhappy with and what your desired outcome is. To ensure we can identify this communication as an official complaint please Subject your email as 'Official Complaint'.

Where a parent of a tenant is making a complaint then the tenant must confirm in writing that this constitutes their representative, without this we are unable to proceed further and it will delay the timescales of this process. We will acknowledge your complaint within 48 working hours and receive a response from a Senior Manager within x14 working days.

### Phase 3

If you are unhappy with outcome of Phase 2 and you feel that we have broken the ANUK National Code of Standards you may contact this third party regulator to independently investigate your complaint. It is important to note that unless you have undertaken Phase 1 and Phase 2 of this process you will not be able to progress with Phase 3. Details for making a complaint with ANUK can be found at [www.ANUK.org.uk](http://www.ANUK.org.uk)

## **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 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 is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate 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.

# 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\*\*](mailto:tenants@collegiate-ac.com) or calling 02921 040 586.



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