



SEPTEMBER 2023

Castle Street

STUDENT HANDBOOK



WWW.COLLEGIATE-AC.COM

Collegiate UK is a leading student accommodation operator managing a diverse property portfolio. See website for details.



COLLEGIATE UK



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WELCOME TO Castle Street

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

We want your stay with us to be a memorable one, so we've built in loads of great features that we know you'll love.

You are sure to have questions so 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 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 Castle Street.

Read. Relax. Enjoy.





GENERAL INFORMATION

How we will contact you

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. Please check them as you pass to keep up to date with all the exciting events.

Parking

There are no car parking spaces at Castle Street. However, there are many car parks around the city centre just a few minutes' walk from our accommodation.

We recommend that you park up and come and check-in at reception before bringing your luggage in.

Mail

There are post boxes on-site where mail is delivered at most of our properties. Please ask one of our friendly team at the reception desk where these are located or any other system we may have in place.

Any larger mail/parcels will be stored in the parcel room. If your parcels need signing for, a member of the team will be happy to do this with the courier. You will receive an email from us once we have received your parcel for your convenience, so there is no need to check with reception. Each time you receive a parcel from us, you will need to sign it out on our parcel system kiosk located at reception.



WE CAN FIX IT

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

Lost your key card or locked yourself out?

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

If it is out of office hours, and our team are not at reception, you can contact the Out-of-Hours Team who will arrange the replacement key for you. These contact details can be found in your 'Moving In Guide' or at reception when you arrive.

Got a maintenance issue?

Things wear out and things get broken, it's a part of life.

If something needs sorting out, simply pop to reception or call the accommodation team to report it.

The repair will be carried out in accordance with an agreed schedule of priorities and a time will be arranged for our maintenance team to come and fix things. They will always knock before entering a room.

Need an emergency repair?

You can report the repair on your Collegiate Portal however we strongly recommend that you speak to a member of the Accommodation Team face to face, so we can prioritise the issue appropriately. Emergency repairs include burst pipe, hot water issues, health and safety concerns, no water/pressure issues and heating issues.

If you have an emergency maintenance issue, and it's outside of maintenance staff working hours, you can report it to our Out-of-Hours Team. They'll immediately contact the appropriate person to investigate the issue.

Protecting your personal information

Collegiate UK 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 at:

www.collegiate-ac.com/privacy-policy



YOUR RENT

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

4 instalments option:

- 1st instalment due 10 days before the contract start date
- 2nd instalment due on or before 29th September 2023
- 3rd instalment due on or before 6th January 2024
- 4th instalment due on or before 5th May 2024

Single full payment - due 10 days before the contract start date

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

Please note that we don't accept cash, or cheque payments on-site. Payments are made via your online portal, or we can take a debit/credit card payment at reception too!



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.

Your Accommodation 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 UK 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.

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 arrive. It is the safest way to manage your money.

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

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

Once your account's open, speak to your university or go to www.moneyadviceservice.org.uk for advice on budgeting and managing your money.

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 £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

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



COLLEGIATE UK RESIDENT EXPERIENCE

Communal student living is all part of the university experience. At Castle Street 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 enjoy your time with us.

Collegiate UK Resident Experience Ethos

Our events and activities are based around a student-led framework to give you the best opportunity to experience everything we have to offer!

Community – we aim to create a sense of community at our residences, so our residents feel that they belong.

Lifestyle – We will hold events and activities that celebrate and recognise different cultures across the world, including getting the chance to immerse yourself in British culture too.

Wellbeing – We understand the pressures which come along with moving away from home and taking up a degree in a new city. We hold activities and events with your wellbeing in mind, to support you through your stay with us.

Memorable – we want to make our events and activities memorable, so you can create great memories of your time with us with your friends.

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: [+44 800 028 3766](tel:+448000283766)

Internet

Access to unlimited WiFi is included in your stay. Your internet will be provided by either ASK4 or Glide. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

For any connectivity issues, please contact the internet provider:

ASK4: +44 (0) 114 303 3232

Glide: +44 (0) 333 123 0115

Top Tips For Communal Living

We want to ensure that everyone enjoys their time with us, so we ask everyone to stick to a few simple guidelines.

Respect each other's space

There are many areas marked as common areas and everyone should feel comfortable and happy using these spaces. Please ensure you leave the communal areas clean and tidy. If you are using the TV lounge or study rooms, please ensure you leave it tidy for the next residents to use.

Smoking or vaping are strictly not allowed anywhere in the building.

Be considerate about noise

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

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

Handling anti-social behaviour

If other residents are behaving in ways that cause you concern, then in most cases the most effective way in dealing with the problem is to speak to them yourself, perhaps with others who are affected. If you don't find this helps, then you should speak to your Accommodation Team to see whether they have any advice on the situation.

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

We want to ensure all residents and staff's safety and security, to maintain a comfortable living environment where everyone can thrive. Everyone should be respectful of others and their surroundings.

A guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must sign in with the Accommodation Team and should not cause any nuisance or annoyance to anyone, as per your Tenancy Agreement, Student Handbook and Collegiate UK online induction. Guests should be always accompanied by a resident. Additional consideration should be applied when using shared areas, to avoid inconveniencing other residents.

Please discuss any requests for multiple guests or longer stays with the onsite management team as this may not be suitable for certain areas or room types.

Health, Safety and Welfare Of Our Students

Collegiate UK are committed to ensuring the health, safety and welfare of all students, staff, visitors and members of the public.

Collegiate UK follow and adhere to all relevant Occupational Health & Safety Regulations. We have a dedicated Health & Safety Manager on hand to support our site teams and students.

Appointed staff (Accommodation Team) oversee the following areas:

- Health and safety – premises
- Risk assessments
- First Aid/Mental Health First Aid
- Student behaviour and safeguarding

It is the responsibility of each and every student to play their part and to act in a safe way and such that he/she does not cause risk to him/herself or other students or third parties. If you have any concerns please reach out to the Accommodation Team.

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 – always get advice in person from a medical professional if anything persists or if you're worried.

Wellness

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. Our Accommodation Managers and Assistant Managers are fully Mental Health First Aid trained by MHFAE and we have strong links with all universities in all our cities, so there will always be somebody on hand to support you.

Contents insurance

By partnering with Endsleigh, the No.1 student insurance provider, we have arranged contents insurance for all 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/) to view what is and isn't covered, get claims support, personalise your cover, access rewards and wellbeing support.

Quick Tip! if you are bringing a bicycle our contents insurance does not cover it, so be sure to add this to your cover if you want it protected.



National Code Assured Accommodation

All Collegiate UK 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. 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 need to pay to register with or to consult with an NHS doctor.

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

Other useful contacts:

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

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

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

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

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

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

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

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

Keeping yourself and your flatmates safe

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

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

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

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

General Safety

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

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the accommodation team know. If it's out of office hours, contact the Out-of-Hours Team.

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

Always carry your keys and/or key card with you and never pass them to anyone else.

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 the notice boards around the building.

1. Know your escape route - it is shown on the fire evacuation procedure notice.
 - When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.
 - Make sure you know where the evacuation assembly point is – details of this are located in your room and also in reception.
2. Keep access and fire exits clear
 - If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.
3. Know what to do if a fire alarm sounds
 - Refer to your evacuation procedure. Do not use the lifts.
 - Make your way to the evacuation assembly point – location details are displayed clearly at reception, at each exit point and emergency break glass point.
 - If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.

Fire Alarm

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

General Fire Prevention

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

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

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

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

Do not prop open fire doors, including the terrace area.

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

Do not let combustible waste build up in your bedroom or kitchen. The following items are not permitted due to being a fire hazard:

- Chip pans
- Deep fat fryers
- Halogen Lights
- Candle and oil burners
- Fireworks
- Barbeques
- Incense burners
- Other naked flames

We Need You!

The building safety reforms are designed to help ensure that your home is safe and that you feel safe. The reforms apply to high-rise buildings in England, but Collegiate UK have applied it to all our properties. They'll help to protect you from fire and structural problems in your home.

Each high-rise building will have an accountable person (the General Manager) who will need to make sure that your building is safe. But you'll have a part to play.

As a resident, you must not:

- Do anything that creates a significant risk to your building's structural safety
- Do anything that creates a significant risk of causing or spreading fire in your building
- Damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, and fire extinguishers

The General Manager will also need to keep you informed about your building. In some situations, they'll need to ask for your views.

Residents' Panel

The Building Safety Regulator (BSR) formed a Residents' Panel (the panel) to ensure residents are placed at the heart of the new regulatory regime.

The purpose of the Residents' Panel is to make sure residents have a voice in the work of BSR and can give their views about:

- Resident Engagement
- How residents escalate safety concerns to the regulator
- The regulator's strategic plan
- Other matters that affect them

If you have any concerns advise the Accommodation Team, who will escalate to the Health & Safety Manager to address.



GOOD HOUSEKEEPING

Clean Living

Your Kitchen

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

Your Room

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

Please remember:

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

Your Bathroom

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, Sainsbury's, Lidl and Aldi. 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 Castle Street a greener place by ensuring we're more energy efficient around the development.

Lights – always switch lights 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: 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 warm enough to wash your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer.



MOVING OUT

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 key cards to reception
- Please make sure your room and en-suite are clean before you leave

Protecting your personal information

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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: castlestreet@collegiate-ac.com

Extra charges for damage/cleaning

Here is a rundown of charges for any damage to items or additional cleaning necessary due to a tenant's behaviour.

Disclaimer: these prices are for guidance only and are not exact.

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 UK Complaints Procedure

Collegiate UK 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 UK 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 UK 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 UK 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 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. To ensure we can identify this communication as an official complaint please subject your email as 'Official Complaint'. Our Accommodation Manager will acknowledge the complaint within 48 working hours and deliver a full response within 7 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

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 14 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

Review

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

The Registrar, or his or her delegated representative, will then review the case based on the documentation provided and will notify you of their decision within twenty working days of receipt of the request for the review. We will make every effort to follow the time limits set.

Confidentiality

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on Collegiate UK 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 UK 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 UK is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate UK 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 UK – committed to equal opportunities

Managers of our 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 UK 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 our commitment to equal opportunities, please contact us by emailing: tenants@collegiate-ac.com

Welcome Home

