

Your Student Handbook



COLLEGIATE

Castle Street

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Welcome

Hello. Welcome to Castle Street.

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

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 Castle Street is in a great location, so that you can get the very best out of Cambridge 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 Castle Street 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.

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) 1223 612 199

Email: [**castlestreet@collegiate-ac.com**](mailto:castlestreet@collegiate-ac.com)

Out-of-hours emergency contact

In the event of an emergency out of office hours contact +44 (0) 7535 667 768

Join us on Facebook

Join the Castle Street Community on Facebook.

Search: **'Collegiate Castle Street Community 22/23'**

The main office address is:

Collegiate Castle Street
Castle Street,
Cambridge,
CB3 0SZ

The email address you gave us when you booked will be how we contact you – so please ensure you check your messages regularly. If you'd like us to use a different email address, please let a member of our friendly accommodation team know and they'll give you a change of details form.

There are plenty of notice boards dotted around the site to keep you up to date with what's going on in and around Castle Street, so please check them as you pass to keep up to date with all the exciting events.

Cycle store

Here at Castle Street, we provide bike racks for you to use. These are located at the front of the building.

The Police recommend that you always leave your bike locked with two solid locks: one to secure the bike to a stand by the front or back wheel and the other to go through the remaining wheel and the frame. That way there's no chance of returning to find that all you have left is a wheel!

Please note: we can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the accommodation team.

Parking

There is not any vehicle parking on site for residents. However, there are local car parking options available:

Castle Hill Car Park

2 minute walk

Castle St, Cambridge CB3 0AR

Castle Street Car Park

3 minute walk

Off Castle St, Cambridge CB3 0AH

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

Mail

All mail is processed by security and can be collected from reception, you will receive a parcel slip to let you know that we have received your parcel, and you can come and collect it. All letters are delivered daily, after 5pm.

Bus routes

There are several bus stops just a few minutes walk from Collegiate Castle Street. Shire Hall Bus Stop, The Busway & Histon Road Corner are the closest.

You can find a full bus timetable and details of local bus companies here:

www.transport.cambridgeshirepeterborough-ca.gov.uk/buses/bus-timetables/



We can fix it

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

Lost your keycard or locked yourself out?

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

If you lose your keycard outside of office hours, you can speak to our security team on site, or contact them on 07535 667 768 and they will let you in. Please ensure you have some ID with you to show them. You can then visit the office team at reception within office hours to arrange a new keycard.

Keycards are important and costly to replace, so keep them safe and remember where you left them.

Got a maintenance issue?

Things wear out and things get broken. It's part of life. But we want you to feel your smart Collegiate accommodation is always in tiptop condition, so that you can be proud of your home.

If something needs sorting out, simply fill in a maintenance form which can be found at reception and leave it with a member of staff. The repair will be carried out in accordance with an agreed schedule of priorities. A time will be arranged for our maintenance team to come and fix things. Please note, they will always knock before entering a bedroom. 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 and they'll immediately contact the appropriate person to rectify the problem.

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

Your rent

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

3 instalment plan:

1st Instalment due on or before **31st August 2022**

2nd Instalment due on or before **6th January 2023**

3rd Instalment due on or before **5th May 2023**

3 instalment plan:

1st Instalment due on or before **31st August 2022**

2nd Instalment due on or before **29th September 2022**

3rd Instalment due on or before **6th January 2023**

4th Instalment due on or before **5th May 2023**

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

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 in order to open a UK bank account, so make sure it's one of the first things you do once you get to Cambridge. 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 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/en/offers/coachcards/young-person

Mobile phones

Mobile phones are cheap to buy, but expensive to use, so be careful not to accidentally run up a big bill by spending hours on the phone to another country.

If you choose a contract, the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing and remember that there's often a compulsory monthly charge. You will need an enrolment letter from your university to take out a phone contract.

Pay-as-you-go is the no-contract, no credit check, no-commitment, no-monthly bills way to get a mobile phone. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. On the plus side, you don't need to provide a proof of enrolment letter from your university.

For information on mobile phone companies and to see prices see: www.mobiles.co.uk

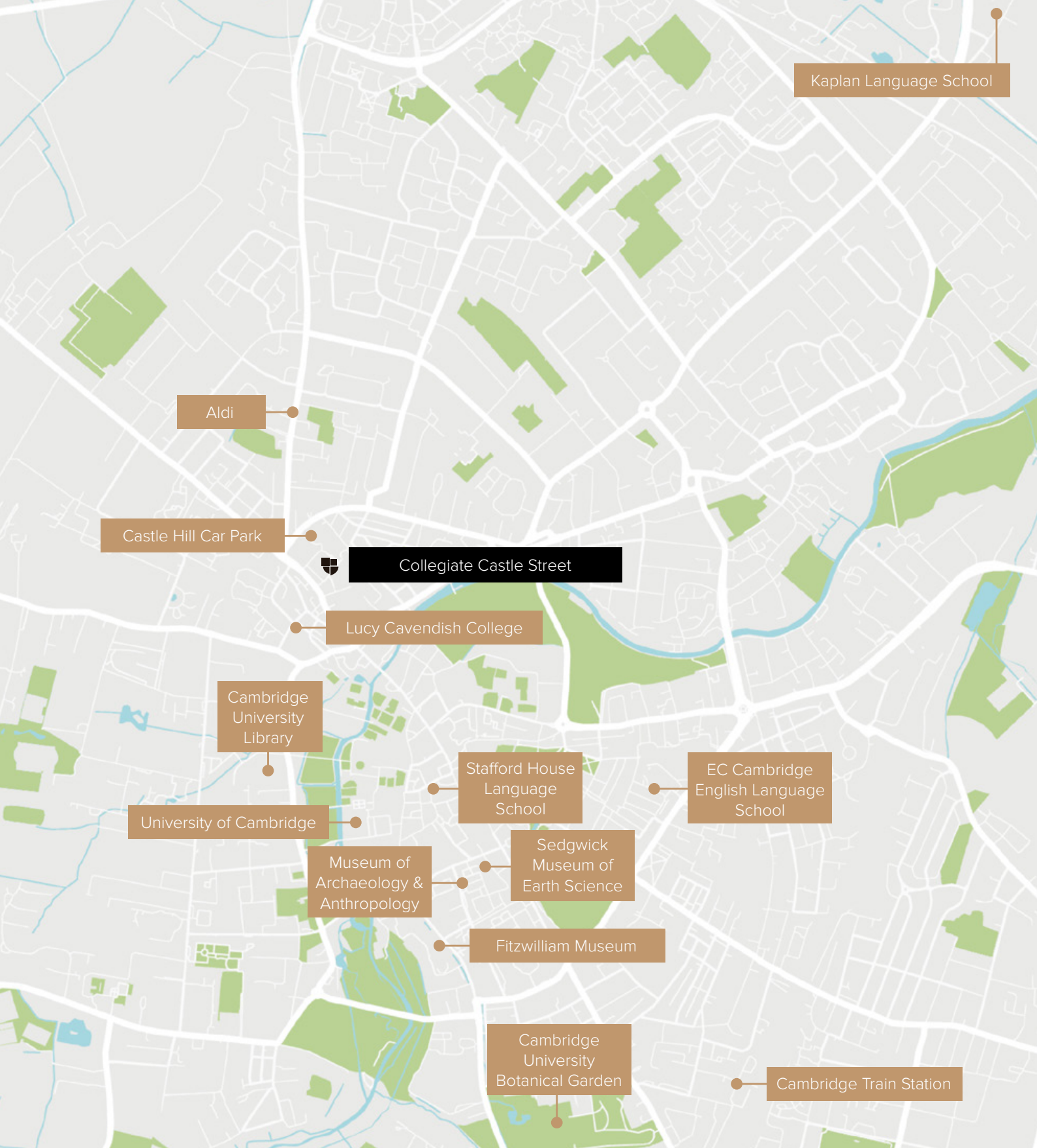


Your new community

When you are ready to take a break from studying, you have the best city right on your doorstep. The city centre is just a short walk from your student flat, putting you at the heart of the best shops, bars, restaurants and markets, but also some truly wonderful and peaceful green spaces - with many easily accessible from your accommodation.

The beautiful city of Cambridge is home to over 20,000 students and is well known for its world leading University. As well as its historic colleges, Cambridge boasts museums such as the Museum of Archaeology and Anthropology, the Fitzwilliam Museum and the Sedwich Museum of Earth Sciences. The city is also well known for its botanical gardens and yearly music festivals, including the Cambridge Folk Festival.

Enjoy everything that Cambridge has to offer, it's a great place to be!



University of Cambridge	19 minutes
Lucy Cavendish College	8 minutes
Kaplan Language School	51 minutes 36 minutes
EC Cambridge English Language School	25 minutes 16 minutes
Stafford House Language School	11 minutes 7 minutes
Cambridge Train Station	37 minutes 35 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 fellow residents, relax and have a good time.

Your on-site facilities at a glance

- Experienced and friendly on site management and 24/7 security team to help with any queries about the city, transport & entertainment. They also arrange social gatherings and facilitate you meeting other students on site.
- Laundry room with contactless payments.
- On site study room.
- Private gym for residents use only.
- Cinema room with PS4.
- 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 – make budgeting simple.
- Room cleaning available.
- On site steam rooms, to unwind in after a long day.
- Courtyard with plenty of outdoor seating - the perfect space to chill out or socialise.

The gym

As a resident of Collegiate Castle Street, you will have access to our private gym that is available exclusively to our residents.

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

Fancy a run? Work off those pounds on the treadmill. Want to go even faster? Then hop onto the exercise bike.

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

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

The gym is open from 06:00 - 23:00. Please note, the management team reserve the right to close the facility at any time if the need arises.

The cinema room

We think you'll love our cinema room. We've included the latest state-of-the-art, high quality audio visual equipment, including a large screen, PS4 and accessories, so you can hook your laptop up. Recline in style for one of our movie nights or settle down in comfort to watch a sporting event. The choice is yours. Just sit back and relax in the best seats in the house.

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

Laundry

The laundry room is available for all residents to use. All machines take contactless payment and the prices are as follows:

- Washing: £2.50
- Drying: £1.50

If you need any assistance, please pop to reception and our on site team will be happy to help you.



Internet

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

For wireless connections, search for the Student com network.

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

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

And if that's still not enough connectivity for you, upgrade options are available. Speak to a member of the helpful accommodation team for more info.

Your local amenities at a glance

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

- Bars & Restaurants
- Museums
- Sports Centre
- Cinema
- Take Away Services
- Shopping Centre
- All that Cambridge city centre has to offer

Your apartment

TV

A flat-screen, is provided in every studio. If you've brought your own TV, just connect it to the TV aerial point in your bedroom, but please note that you are responsible for purchasing your own TV license. This can be paid for weekly, monthly or yearly, by going online to: www.tvlicensing.co.uk

Heating

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

Convection oven/microwave

All bedrooms have a combination oven/microwave. An instruction manual is provided, but if using the microwave function, please remember to take out the metal grill-stand as this will damage the appliance.

Induction hob

Induction hobs require induction pans to work (provided to you by us). You can use your own pots & pans if you prefer, but they will need to be the correct size for each cooking ring and be compatible with induction hobs. Select the on/off button and press the plus or minus sign to adjust the heat.

The cooking extractor fan

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

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

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

If a bulb has blown, the electricity will come back on but the light will remain out. Please inform reception, who will arrange to have the bulb changed.

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

How to use the shower

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

The shower is controlled by two dials, one on either end of the control bar. The far right dial turns the shower on/off and controls the water pressure. The left hand dial adjusts the water temperature. A safety button on the control bar stops the hot water from being accidentally turned up too high. If you want hotter water, simply press and hold down this button whilst turning the temperature control.

The bathroom extractor fan

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

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

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



Windows

Every opening window has a restrictor on it. If you are on the ground floor, this is to ensure that no one can enter your apartment when the window is open. If you are higher up, the restrictor is in place for your own safety, so you can't fall out of an open window.

Storage

Storage space for bags and suitcases can be found under the bed so you can keep your room lovely and neat. Simply lift the mattress to access the storage space.

Room cleaning

Rooms will be cleaned on a two-weekly basis. You will be given a selected day that this will take place. Towels and bedding will be replaced every two weeks with the room clean.

Refuse bins

Bins are collected on Monday and Thursday nights between 18.00 - 00.00.

What to do if you still need help

If you have any queries regarding your room or wish to report a maintenance issue, please visit reception. We are here for you 24/7. If you have a serious emergency (when the safety of you or your fellow residents is at risk or a serious maintenance issue such as a water leak, no electricity, or a broken window, has occurred) then please let us know straight away. You can call the 24 hour line on 07535 667 768 or visit us at reception.

Top tips for getting on with your new flatmates

We want to ensure that everyone enjoys their time at Castle Street, 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 clear and tidy. When using your communal areas, please ensure you leave it tidy ready for the next residents to use.

Smoking and vaping is strictly not allowed anywhere in the building.

Be considerate about noise

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

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

Handling anti-social behaviour

If other residents are behaving in ways that cause you concern, then in most cases the most effective way in dealing with the problem is to speak to them yourself, perhaps with others who are affected. If you don't find this helps, then you should speak to an on-site student warden to see whether they have any advice on the situation. You can also speak to any member of the team at the accommodation office to 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 to stay in your room for a maximum of three consecutive nights, with one person being able to stay at any one time.

The behaviour of any person you invite into your building 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 guests, so make sure they behave as well as you do!



Staying safe and secure

We're here for you

We want you to enjoy living at Castle Street to the full. We don't just provide first-class accommodation but also a first-class service. Our experienced on site accommodation team is here to offer all the support you need – and a member of the team is available.

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

It's good to share

If university life isn't everything you hoped and you are feeling unhappy, don't let it get on top of you – talk to a member of our team. We are always happy to help and work in partnership with your university's pastoral care team to ensure you know how to get help and advice when you need it, so that you can get the most out of your time at uni.

Good health

If you're feeling unwell you can get an appointment with a doctor or nurse at the university's health centre. For out- of-hours health advice, you can call the NHS on 111 – but always get advice in person from a medical professional if anything persists or if you're worried.

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. All 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.

Content 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 Cambridge. You can register with a GP by going to the doctor's surgery and filling out a form. Names and addresses of doctors can be obtained from: www.nhs.uk

You do not pay to register with or to consult with an NHS doctor.

GP surgeries in Cambridge

Huntingdon Road Surgery (4 minute walk from Castle Street)

1 Huntingdon Rd, Cambridge CB3 0DB

Red House Surgery (17 minute walk / 23 minute bus from Castle Street)

96 Chesterton Rd, Cambridge CB4 1ERE

Trumpington Street Medical Practice (18 minute walk / 16 minute bus from Castle Street)

Trumpington St, Cambridge CB2 1RG

Arbury Surgery (26 minute walk / 20 minute bus from Castle Street)

114 Arbury Rd, Cambridge CB4 2JG

Hospitals

Royal Papworth Hospital (7km from Castle Street)

Papworth Rd, Trumpington, Cambridge CB2 0AY

Addenbrooke's Hospital (7km from Castle Street)

Hills Rd, Cambridge CB2 0QQ

Dentists

Although dental treatment is available on the NHS, it is not always free. You can choose which NHS dentist you want to be registered with (it does not need to be the dental practice closest to your residence), but you need to be registered with a dentist before you receive treatment from them. To find a list of NHS registered dentists see:

www.nhs.uk

Local dentists in Cambridge

Cambridge Dental (2km from Castle Street)

39 Newnham Rd, Cambridge CB3 9EY

Cambridge Dental Hub (2.7km from Castle Street)

Brooke House, 1b Kingsley Walk, Newmarket Rd, Cambridge CB5 8T

New Square Dental Practice (2.8km from Castle Street)

35 New Square, Cambridge CB1 1EZ

Other useful contacts

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

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

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

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

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

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

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

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

Keeping yourself and your flatmates safe

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

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

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

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

General Safety

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

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the accommodation team know.

If 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.

Always carry your keys and keycard with you and never pass them to anyone else.

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

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.

The assembly point is the building on North West corner of Castle Park.

2. Keep access and fire exits clear

If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.

3. Know what to do if a fire alarm sounds

Refer to your evacuation procedure. Do not use the lifts.

Make your way to the evacuation assembly point – location details are displayed clearly at reception, at each exit point and emergency break glass point.

If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.

Fire alarm

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

General fire prevention

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

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

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

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

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

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

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

- Chip pans
- Deep fat fryers
- Halogen lights
- Candles and oil burners
- Fireworks
- Barbecues
- Incense burners
- Other naked flames



Good housekeeping

Clean living

Your bedroom and bathroom

We clean your room every two weeks as part of the room service offering, but it's up to you to keep your room and bathroom tidy to ensure our housekeeping team can carry out their services. 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.

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 off if you're not using a room.

Recycle – recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on site.

Heating – do not leave the heating on AND your window open at the same time.

Be a user – Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: www.uk.freecycle.org

Book swap – you can re-use other people's textbooks and let them use yours for free on sites like: www.paperbackswap.com. All you have to pay for is shipping. You can also buy second hand books from Amazon: www.amazon.co.uk.

Water – turn off the tap while brushing your teeth to conserve water. And when boiling a kettle, save electricity and water by never boiling more water than you need.

Reuse paper – before you throw away that page you printed by mistake or that paper covered in editing marks, how about using the other side to take notes in class, or chop it up to use as shopping lists and reminder notes?

Turn off your computer – reduce your energy consumption by turning off your computer when you're not using it.

Be thrifty – instead of buying an expensive new outfit or gadget, you can save some cash and help out the environment by shopping at a local charity store. Charity store shopping is another form of recycling – you reduce the energy used by factories to make new items, as well as picking up some great, vintage bargains for your wardrobe.

Spend less time in the shower – cut down your shower time by just two minutes to save water and electricity. It also means you can enjoy an extra two minutes in bed every morning!

Go paperless – save trees by going online and changing your bank account and any credit cards to paperless billing.

Reuse your bags – avoid plastic bags by purchasing a couple of reusable shopping bags. They can be used for everything, from food shopping to carrying your lunch, books or even a laptop.

Recycle your old mobile phone – earn cashback when you upgrade your phone by visiting:
www.moneysavingexpert.com/phones/mobile-recycling

Consolidate your hair care products – buy 2-in-1 shampoo and conditioner to halve your hair product waste.

Wash clothes at a cooler temperature – modern washing powder means that 30 degrees should be plenty warm enough for your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer.



Your contract

Your contract with us is legally binding so please make sure you're clear on its terms and conditions. Here's an overview of some of the key facts:

You are bound to the full contract period – if you leave before the contract ends you will not receive a reduction in rent.

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) is included in your rent. Please refer to your Endsleigh leaflet for upgrade options.

If you're unsure of your full legal obligations, please double-check your contract agreement and let us know if you have any queries.

Moving out

Moving out at the end of your tenancy

We are always sad to see our residents leave, but we know that all tenancies have to end at some point.

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 12 noon
- Please return all keycards to reception
- Please make sure your room and en-suite are clean before you leave

Protecting your personal information

Collegiate are committed to protecting and respecting the privacy of all parties with which it comes into contact.

You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website on

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 estimated charges for damages to items or additional cleaning necessary due damage from the tenant or their guests. These charges are for information only and you will be charged the exact cost of rectifying any damages. If you have a guarantor who has co-signed your agreement with us they will also be made aware of any additional charges due to damages as they are also held liable for these.

Your kitchen	Price
Extractor fan (above stove)	£300
Combination/conventional oven	£780
Hob	£540
Dining stool (per stool)	£80
Kitchen work surface	£1,000
Vinyl floor	£500
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Fire blanket	£50
Fridge/Freezer	£500
Privacy blackout blinds	£700
Television	£500
Remote control	£50
Bean bag sofa	£200 per 1 seater sofa
Radiator/Wall heater	£350
General damage to walls	£250
Wall art	£200
Lights and fittings	£350
Smoke detector	£264

Your bedroom	Price
Bed	£250
Underbed storage doors/drawers	£150
Mattress	£250
Study chair	£90
Desk	£200
Wardrobe	£300
Bedside cabinet	£100
Book/folder shelves	£150
Privacy blackout blinds	£700
Vinyl floor	£500
Window	£400
Radiator/Wall heater	£350
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Bedroom door and fittings	£300
Notice board	£50
Lights and fittings	£350
Smoke detector	£264
Mirror	£100

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

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

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

Other items	Price
Laundry card	£10
Replacement keycard/key	Cost of replacement key



Complaints handling and appeals

Complaints will be subject to the ANUK complaint procedure and subject to independent appeal and referral up to the ANUK committee on standards to ensure we have an open, fair and transparent process. We would also notify any affiliated University in our monthly written reports and deal with any major complaints through our routine daily and weekly liaison.

Collegiate 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 castlestreet@collegiate-ac.com. 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 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

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

Review

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

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

Confidentiality

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on Collegiate being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

Harassment

Collegiate 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 the on site team 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 or calling 0123 525 0140.



Collegiate Castle Street

Castle Street, Cambridge, CB3 0SZ

Telephone: +44 (0) 1223 612 199

Email: castlestreet@collegiate-ac.com

www.collegiate-ac.com

 CollegiateAC

 @collegiate_uk

 @collegiateac

Out-of-hours emergency contact: +44 (0) 7535 667 768



COLLEGIATE

Castle Street