



Collegiate UK

RESIDENTS' HANDBOOK



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COLLEGIATE
UK



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WELCOME TO

Collegiate UK

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.

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 in your new home.

Read. Relax. Enjoy.





GENERAL INFORMATION

How we will contact you

We will receive your details from your college and send you a registration email to join the Collegiate Portal (StarRez). Through this portal you can:

- Receive important updates and emails directly from our team.
- Log your own maintenance tickets.

Mail

- Our Reception is staffed 24/7.
- We can receive your parcels and store them in the parcel room.
- You may collect your items at any time with assistance from a member of staff.

Your Rent

All rent payments must be arranged directly with your college accommodation team.

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?

Our security team at Reception can issue replacement cards and assist with lock-outs.

Got a maintenance issue?

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

If you need a repair or maintenance work in your room or notice a problem in a communal area, simply log the issue via your Collegiate UK Resident Portal. Once logged, you'll receive a maintenance ticket and the portal will be regularly updated with the ticket status.

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 carry out the repairs. They will always knock before entering a bedroom.

Need an emergency repair?

Report to security at Reception or call: [+44 \(0\) 7535 667 768](tel:+44207535667768)



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 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 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. It 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

At Collegiate UK, we take a holistic approach to student experience — one that goes far beyond just hosting events. Our mission is to create a supportive, inclusive, and empowering environment that nurtures your academic, personal, and developmental success throughout your stay with us.

We believe that student success is shaped not only by strong academic support and high-quality accommodation, but also by how you feel, how safe you are, and how connected you become. That's why our Resident Experience Framework is built on six key pillars that underpin every aspect of student life with us:

Wellbeing

- On-site teams trained in Mental Health First Aid
- 24/7 access to the PAM App for counselling and mental health resources
- Wellness-focused design, including gyms and health-promoting communal spaces
- Proactive programs that help residents build healthy routines and resilience

Health & Safety

- Robust crisis response and regular staff training
- Monthly campaigns and fire remediation projects
- Certification to ISO45001 health and safety standards
- Resident input into safety practices and procedures

Community

- Inclusive communities with year-round events
- Peer-led activities and feedback opportunities
- Spaces and initiatives that support personal development and belonging

Inclusivity

- Providing culturally sensitive, diverse events
- Designing accessible and inclusive accommodations
- Supporting an environment of confidence, equality, and respect

Nurture

- Offering encouragement and personal guidance from staff
- Facilitating personal development and life-skills sessions
- Helping students transition through key moments with the right mix of challenge and support

HOW WE MEASURE THE STUDENT EXPERIENCE

To ensure your student experience continues to grow and improve, we're committed to listening to your voice and taking action on your feedback.

We do this through:

The Investor in Students (IIS) Survey - conducted twice a year to gauge how Collegiate Uk is performing at each residence, and across the business as a whole. This survey relies on your feedback, along with the experience of our staff and management to provide 360 degree feedback and informed recommendations for how we can do better. It's really important that you complete the survey to let us know what we're getting right, and how we can improve.

Our IIS Gold Accreditation shows how important your feedback is to us, how we're taking it on board and how well we're doing!! We want to keep getting better and better!

Independent platforms like Google and Student Crowd where you can review and rate your experience.

Our internal Student Voice Initiative, which empowers you to share feedback directly with our teams

By using insight and feedback from our residents, site staff, and senior leadership teams, we continuously identify what works well and where we can do better — driving customer-led, meaningful change.





RESIDENT EVENTS AND THE FOUR PILLARS

While our Resident Experience approach is wide-reaching, events play a key role in helping you feel engaged, included, and at home. Our events programme is structured around four core pillars:

Wellbeing

Activities that support mental, emotional and physical health - from mindfulness sessions to gym challenges and wellbeing workshops.

Memorable Experiences

A wide range of creative, social, and seasonal events to help you connect with others, create lasting memories, and enjoy student life to the fullest.

Lifestyle & Culture

Celebrations of cultural diversity, opportunities for creativity and self-expression, and events that help you explore and embrace both local and global cultures.

Community Building

Events and volunteer opportunities that foster camaraderie, connection, and shared purpose — helping you build relationships and feel part of something bigger.

INTERNET

Castle Street uses Eduroam WiFi, provided by your college.

Log in with your college credentials.

For any connection issues, please contact your college IT team.



COMMUNAL LIVING

Top Tips For Communal Living

We want to make sure that our residents and our staff are safe and secure, maintaining a comfortable living environment where everyone can thrive. Everyone should be respectful of others and their surroundings.

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 one of the TV lounge or study rooms, please leave it tidy for the next residents to use.

Your guests

One guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must sign in with the Residence Team using the Sign In iPad at reception. Your guests should not cause any nuisance or annoyance to anyone, as per your Tenancy Agreement 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.

E-Scooters

E-scooters are not permitted on site. You may store your E-scooter in the cycle store but they cannot be used anywhere on the property.

Whilst we appreciate that charging the scooters in your room may appear harmless, there is an increased risk of fire due to battery malfunction/overheating and as such our insurance does not allow for them to be inside the premises.

We would therefore be grateful if you could use alternative charging methods and ensure that no e-scooters are brought inside 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, especially after 11pm and before 9am - 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!

Smoking

Smoking is illegal in any public place or workplace in the UK, making this building a smoke-free zone. This includes your bedroom, bathroom, kitchen, communal areas, and the roads, paths, or pavements immediately outside the building. This ban covers all smoking substances, including but not limited to cigarettes, vapes, roll-ups, pipes, hookahs/shisha pipes, and cigars.

Alcohol

Alcohol consumption is permitted in designated areas, as long as all containers are properly recycled or disposed of and the area is kept clean and free of spills. Bulk containers, such as kegs, are not allowed. Residents who violate UK alcohol laws will be required to meet with the General Manager and will be reported to the relevant authorities.

Drugs

We recognise that living away from home, especially for the first time, can present opportunities to explore new experiences. While many of these experiences can be positive, it's also common to feel pressure to conform to a new group and participate in activities you might not typically choose.

Drug and Anti-Social Behaviour Policy - We comply with the Misuse of Drugs Act (1971). We have a zero-tolerance policy towards drug use and will always report incidents to the police. If illegal drugs or drug paraphernalia are found, we will notify the police and fully cooperate with their investigations, which may result in prosecution.

Shared Kitchens

The kitchen is a shared space, and it's important that everyone feels comfortable using it. Please clean up after yourself to keep it tidy for your flatmates. Leave it how you would like to find it. To avoid conflicts, we suggest establishing a rota for cleaning and emptying the bins.

It's good to talk

If there is a problem between you and your flatmates, the best solution is to have a conversation. Discussing things over a coffee is often the easiest way to resolve issues. Treat your flatmates how you would like to be treated, and we're sure you will all get along fine! If you're finding this difficult, please feel free to talk to a member of our team.

Anti-social behaviour

Our Commitment - We are dedicated to maintaining a safe, secure, and supportive environment for all our residents. To manage anti-social behaviour and drug-related issues, we follow a structured approach.

Our Process - If any incidents or complaints arise regarding anti-social behaviour or drug use, we will take the following steps:

- **Incident or Complaint Received:** If we receive a complaint or become aware of an incident, we will address it promptly.
- **Green Meeting:** We will meet with you to discuss the issue and determine if the behaviour occurred.
- **Outcome:** You will receive a green letter or an acknowledgment letter based on the meeting's findings. We will inform the complainant that a meeting took place.
- **Amber Meeting:** If a second incident occurs, we will hold another meeting with you.
- **Outcome:** You will receive a final warning and an amber letter. We will inform the complainant, and notify your guarantor and university if applicable.
- **Red Meeting:** For a third incident, we will meet with you again to discuss the issue.
- **Outcome:** We could start eviction proceedings and send you, your guarantor and the University a red letter.

In exceptional cases, severe situations or when police are involved, we may skip some steps and move directly to more serious actions. We are here to support you in maintaining a positive living environment.

Your Responsibilities - As a resident, you are expected to:

- Follow property rules and regulations
- Avoid causing nuisances or annoyances
- Dispose of waste regularly
- Be responsible for your visitors
- Refrain from committing any criminal offenses or harassment
- Not tamper with fire safety equipment
- Not smoking inside the property (use designated smoking areas)

BUILDING SAFETY

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

Collegiate UK follows and adheres to all relevant Occupational Health & Safety Regulations. We have a dedicated Health & Safety Manager on hand to support our site teams and residents.

Appointed staff (Residence 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 resident 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 residents or third parties. If you have any concerns please reach out to the Residence Team.

Build Safety Act 2022 - keeping you informed

The safety and wellbeing of our residents are our top priorities. In compliance with the Building Safety Act, we have a Resident Engagement Plan in place to ensure that we can keep you informed and seek your input whenever necessary.

What is the Building Safety Act?

The Building Safety Act 2022 came in to force on 1 April 2023 and was introduced in the wake of safety concerns for occupants of high-rise buildings, over 18 meters (7 storeys) after the 2017 Grenfell Tower tragedy. The legislation is intended to improve the design, construction, and management of higher-risk buildings.

The new legislation empowers residents in high-rise buildings to have a greater say in how their building is kept safe. Residents will be able to raise building safety concerns directly with the owners and managers of their buildings.

As part of our duty to you, we must:

- Prepare and distribute a Resident Engagement Strategy.
- Engage with you about the safety of our buildings and carry out duties relating to the resident engagement strategy.
- Keep, update and provide information about the building and any legislative changes that may affect your safety.

Collegiate UK's Resident Engagement Strategy

Communication

We want to ensure that we are providing clear, consistent and regular communication with you about safety related matters. We'll be communicating with you in the following ways to make sure you stay involved and informed:

- **Notice Boards:** Display important safety information in communal areas.
- **Digital Screens:** Regular updates on upcoming works and project progress.
- **Digital Platforms:** Use email to provide updates.
- **Safety Bulletins:** Urgent safety alerts and updates will be communicated via email.
- **Resident Handbook:** Digital guide to living in a Collegiate UK property with details about safety in our buildings and our Resident Engagement Strategy.

Consultation and involvement

We want to make sure we are able to listen and react to feedback and input from you. We'll be sending out surveys and feedback forms where necessary, and you can report safety issues in the following ways: to make sure you stay involved and informed:

- **Surveys and Feedback Forms:** Regular surveys to gather resident input on planned projects to minimise impact.
- **Maintenance Reporting System via Collegiate UK resident portal:** A simple and efficient system for residents to report maintenance/safety concerns, accessible online.
- **Speak to a member of our Residence Team:** We have reception staff available 24/7 who are there to listen and help with any health and safety concerns.

Safety Education and Training

We want to educate our residents on safety protocols and emergency procedures and will do this in the following ways:

- **Resident Handbooks and Moving In Guides:** Safety information for all new residents, covering fire safety, evacuation procedures, and reporting hazards.
- **Workshops and Drills:** Quarterly fire drills and annual safety workshops.
- **Pre Check-In online induction:** Safety and wellbeing information and documentation.
- **Arrival orientation:** New residents are shown around the property highlighting essential safety information (eg Fire Escapes).
- **Drills:** Bi-annual fire drills.
- **Online Resources:** Access to the Resident Handbook and Pre Check-In safety information via the Collegiate UK Resident Portal.

Transparency and Information Access

Our residents should have easy access to safety-related documents and records and we will make these available over the coming months via our online portal, where residents can access safety reports, maintenance schedules, risk assessments and inspection outcomes.

Emergency Response and Reporting

Ensure our residents know how to respond to emergencies and report safety concerns.

- **Emergency Contact Information:** Display emergency and out of hours contact numbers in all common areas.
- **Maintenance Reporting System via Collegiate UK resident portal:** A simple and efficient system for residents to report maintenance/safety concerns, accessible online by logging into the Resident Portal.
- **Emergency Drills:** Conduct regular emergency evacuation drills and review their effectiveness with resident feedback.

Ongoing Engagement and Improvement

It is our aim to continuously improve safety measures through resident involvement and feedback in the following ways:

- **Regular Survey:** Bi-annual Investors In Students Survey with input from residents and residence teams.
- **Feedback Loop:** All resident feedback is acknowledged, reviewed, and acted upon via action plans where appropriate, with outcomes communicated back to residents.
- **Safety Audits:** Annual Health and Safety with resident representatives to identify and address any new or ongoing concerns.
- **ANUK Audit:** Spot checks, engaging with residents for their feedback relating to safety concerns.

The full Resident Engagement Strategy formed a part of your pre check-in documentation, and you can also find it on our website, [here](#).

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 Residence 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 Residence 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 Residence 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:

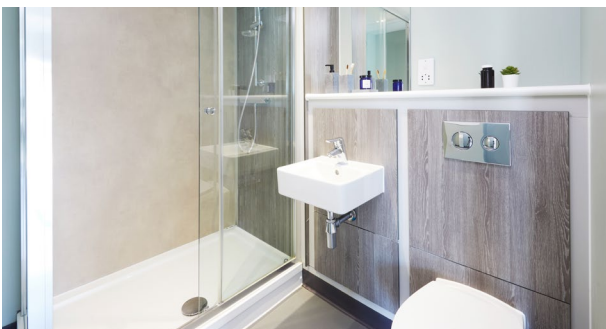
- Please don't use abrasive cleaning products.
- Please don't put up posters or pictures other than on your notice board.

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!

Your Pets

Pets and animals will not be permitted without the prior written consent of the landlord.



YOUR HEALTH & SAFETY

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.

Alternatively, we provide a Virtual GP service (Health Hero) which you can access free of charge, via our [Gallagher Collegiate Hub](#).

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

Student Assistance Programme

Collegiate UK's Student Assistance Programme offers support, expert advice and assistance on a wide range of issues which can affect daily life such as bereavement, relationship advice, exam/work stress, debt support and financial management, bullying and harassment, health, and wellbeing.

24/7 Healthcare and Wellbeing Support Included

Living with Collegiate UK means you will also gain access to professional healthcare support whenever you need it. The virtual GP service connects you with qualified, NHS-practising doctors through convenient phone consultations available 24/7. You also have free access to confidential counselling support and a wellbeing hub with a range of online resources.

This is provided via the PAM app and desktop platform, find out more here: [Gallagher Collegiate Hub](#).



PAM
Wellbeing

Student Assistance Programme

Call the **helpline** for **free and confidential** health and wellbeing support, available **24 hours a day, 365 days a year**.

We're here for you **whenever** you need us.

Support is available for:



Exam related stress & anxiety



Counselling



Drug & alcohol misuse



Relationships



Money matters

This list is not exhaustive and our professional team can support with other issues as required.



Need to talk?

Call or login to pam-assist.co.uk using your **Organisation code**:

COL25



Download on the
App Store



GET IT ON
Google Play



Welcome to your Virtual GP Service

Book a telephone or video call at a time to suit you

- Video consultations
- Phone consultations
- Private prescriptions
- Open referrals

8am - 10pm, 365 days a year

24/7, 365 days a year

Delivered to your door or collect from the pharmacy

If further investigation or treatment is necessary

To book your GP consultation, visit:

<https://gallagher.gp24.co>

Or scan this QR code:



Quote your access code:
CollegiateUK

If you require assistance booking your appointment, you can call:
0345 222 3705

You will be put through to a member of our 24/7 customer service team who will take down a few details and then book a consultation with a GP at a time that is convenient for you.

How do I save the WebApp?

iOS and Android Device - In your mobile web browser click the icon (shown left) and select 'Add to Home Screen'

Laptop/Desktop - Click Bookmarks at the top of the browser window and select Add Bookmark

Possible outcomes:

Private prescriptions

Should the doctor feel you would benefit from prescription medication during your consultation they will issue a private prescription. You can then collect from most pharmacies or arrange delivery to a nominated address.

Open referrals

If the doctor believes your condition requires further investigation or treatment, they can issue you with an open referral letter. This will be emailed to you. You will need to seek claims authorisation prior to treatment.

Fit notes

If it is clinically appropriate and if the service is available to you, the GP can issue a private fit note.

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.

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 Residence 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.

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

GREEN LIVING

We can all do more to make the planet a greener place, starting with how we behave in the home. Making small changes can have a big impact. From how we use energy and water, to how we travel, shop, and recycle.

At Collegiate UK, we're committed to creating a more sustainable place to live, and we'd love your help in making that happen.



Energy Savers

Lights – always switch lights off if you're not using a room.

Heating – Keep your windows closed when the heating is on to avoid wasting energy.

Power down devices – Turn off your computer, monitor and chargers when not in use. Better yet, switch them off at the plug to eliminate standby power use.

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.



Water Wisdom

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.

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!



Waste Less, Reuse More

Recycle right – recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on-site. Please rinse containers before recycling and check local signage for what is accepted

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.

Give paper a second life – 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?

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

GREEN LIVING



Smart Swaps & Second Chances

#Packforgood – Donate any preloved items you have at the end of each term to the British Heart Foundation into the collection bins on site. This reduces your items going to landfill and generates vital funds for their research.

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

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.

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



Everyday Eco Living

Switch to eco-products – Use eco-friendly cleaning and personal care products, look for refillable or plastic-free packaging. Find a zero-waste shop near you!

Sustainable eating – Choose local and seasonal food when you can. It's better for the planet and often cheaper too! Have you tried Tesco's wonky but wonderful range or wonky essentials from Aldi?

Green Travel – Walk, cycle or use public transport where possible. We have secure bike storage at many of our sites – ask the team at reception to find out more!

Sustainable eating – Choose local and seasonal food when you can. It's better for the planet and often cheaper too! Have you tried any supermarket 'wonky' ranges?



Get Involved

Got a green idea? – We support resident-led sustainability projects. Chat with your accommodation team if you have a project in mind or would like to get involved.

Together we can make Collegiate UK a leading example of green living. Every small action counts!

NATIONAL CODE

National Code Assured Accommodation

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

What This Means for You

Choosing to live in a building covered by the National Code offers peace of mind. The Code sets out clearly defined standards for safety, quality, and management, and ensures there is a fair process to resolve any issues should they arise during your tenancy.

The Benefits to You

Living in a National Code-assured building means:

- **Reassurance** – your accommodation is independently audited and must meet strict standards for safety and management.
- **Protection** – there's a clear, transparent complaints procedure if anything goes wrong.
- **Clarity** – you'll know exactly what to expect from your accommodation provider, and what's expected of you as a resident.

What You Can Expect

All members of the Code agree to meet benchmark standards that cover both the physical condition of the building and how it is run. This means you can expect:

- Buildings that meet or exceed fire safety requirements set by the local authority
- Adequate kitchen and bathroom facilities for the number of residents
- Repairs carried out within agreed timescales
- Advance notice before staff enter your room for inspections or planned maintenance
- Staff and managers who are professional, respectful, and courteous at all times

Want to know more?

You can find full details of the National Code, including information about your rights and how to raise a concern, at: www.nationalcode.org





YOUR CONTRACT WITH US

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 fees on the due dates stated on your contract – outstanding debts will 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 Residence Team may need access to your room for room inspections, maintenance and repairs, as well as for showing prospective residents 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.

Council Tax

You need to upload your council tax exemption form to your Collegiate UK Portal to avoid any charges. As a resident, you are generally exempt from paying Council Tax, but some councils may charge residents outside of term time. It is your responsibility to check if you will be charged if you stay at the residence during holiday periods.

MOVING OUT

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 Residence 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. To conclude your check-out, a member of the Collegiate team will inspect your room. If damage or rubbish is found, your college will be notified, and charges may apply.

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:

- Check-out time is 10:00am
- Please return keys to reception
- Ensure your room and en-suite are fully cleaned before departure
- If you share a kitchen/hallway/lounge with any other students, you have a shared responsibility for these areas, which must be cleaned and free of damage when each tenant moves out. Our strong recommendation is that all the tenants of a shared area have a discussion and clean that area together before the first tenant departs, then the remaining tenants maintain that area, as and when each tenant subsequently departs. This is to avoid the last tenant bearing all the responsibility and is, in our view, the fairest approach.
- GOLDEN RULE: Leave your room in the same condition it was in when you arrived.

Collegiate UK moving out guide: [Youtube video](#)

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 on:

<https://www.collegiate-ac.com/privacy-policy/>

For questions, you can contact us by email at: dpt@collegiate-ac.com

Extra charges for damage/cleaning

At Collegiate UK, we understand that accidents happen and items can get damaged. When this occurs, repairs or replacements are necessary. We've prepared a guide outlining the costs of the most commonly damaged items to give you an idea of potential charges. However, since each of our buildings is unique, this list should be used as a reference only—actual costs may vary.

These charges are for information only and you will be charged the exact cost of rectifying any damages.



COLLEGIATE UK COMPLAINTS PROCEDURE

At Collegiate UK, we aim to provide high standards of service and a positive experience for all our residents. We recognise, however, that occasionally issues may arise. When they do, we want to ensure that concerns are handled promptly, fairly, and with respect.

All individuals who use or are impacted by Collegiate UK's services have access to our Complaints Procedure. Feedback and complaints are also used to inform service improvement across our operations.

How to Make a Complaint

If you wish to raise a complaint, please do so by speaking with a member of your Residence Team or by emailing your residence directly. In most cases, concerns can be addressed quickly and informally at site level.

We encourage you to raise any complaints as soon as possible and ideally within eight weeks of the incident or issue.

Stages of the Complaint Procedure

Stage 1 – Initial Response (Local Resolution)

Your Residence Team will seek to resolve complaints efficiently and informally wherever possible. If a service shortfall is identified, we will apologise and take appropriate corrective action.

Where a concern is more detailed or requires further investigation, you may be asked to put the complaint in writing. In such cases, a conversation with the General Manager may be arranged to better understand the circumstances.

If the complaint relates to the General Manager, it will be passed directly to Stage 2.

We aim to acknowledge all Stage 1 complaints within 48 hours (excluding weekends and public holidays).

Stage 2 – Senior Manager Review

Should you remain dissatisfied following Stage 1, the matter can be escalated to a Senior Manager.

Before proceeding, we will confirm whether the issue has already been raised at site level. If not, the General Manager may first be asked to review the case, as they are often best placed to assist.

At this stage, further information may be gathered and you will be contacted using your stated preferred communication method. A clear explanation of our findings and any actions taken will be provided.

We aim to issue a full response within 10 working days. If additional time is required due to complexity, we will advise you of revised timescales.

Stage 3 – Final Review

If, after Stage 2, you still believe your complaint has not been handled appropriately, or that a policy or process was not followed, you may request a final review.

This stage will be managed by a Senior Manager not previously involved with the case. Once this review is complete and a final decision communicated, the internal complaints process will be considered concluded.

Note: a complaint may be fully investigated and appropriately handled even if the outcome is not the one you were hoping for.

Request for Review

If you believe your complaint was not managed in line with the published procedure, you may write to the Director of Operations and Commercial Strategy within 10 working days of receiving your Stage 3 response.

Please include your reasoning and relevant documentation. We will acknowledge receipt within 5 working days and provide a final decision within 20 working days.

Complaints Not Covered by This Procedure

This procedure does not apply to:

- Complaints raised more than three months after the issue occurred (unless there are exceptional circumstances)
- First-time service requests (e.g. maintenance or repairs) These can be logged on your Collegiate Portal www.collegiate-ac.com
- Anonymous complaints
- Requests to cancel or be released from a tenancy
- Matters already resolved or being addressed by an external body (such as a university, ANUK, tribunal, or court)

Building Safety Complaints

In accordance with the Building Safety Act 2022, residents are encouraged to raise concerns relating to building safety. These will be handled through this same complaints procedure and escalated appropriately.

Independent Redress

If you remain dissatisfied after completing Collegiate UK's internal complaints procedure, you may escalate your concern to one of the following independent organisations:

- ANUK/Unipol National Code – <https://www.nationalcode.org>
- Property Redress Scheme – <https://www.theprs.co.uk/Consumer>
- Propertymark – <https://www.propertymark.co.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 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 Collegiate UK'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 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: residents@collegiate-ac.com

IT DOESN'T HAVE TO END HERE...

We hope you have a wonderful year with us and that living with Collegiate UK is an enriching experience for you during your time at university.

Should you wish to rebook your room for next year, or during the summer, our Residence Team will be happy to help.



