

# YOUR STUDENT HANDBOOK



**UNIVERSE.CITY**

MARKET WAY

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# WELCOME.

## HELLO.

## WELCOME TO MARKET WAY.

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

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

We've also made sure that Market Way is in a great location, so that you can get the very best out of Coventry 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 Market Way 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 Market Way.

**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) 24 7694 1233

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

## Out-of-hours emergency contact

In the event of an emergency out of office hours contact +44 (0) 3333 214 064

## Join us on Facebook

Join Market Way community on Facebook. Search:

**'Collegiate Market Way Community 21/22'**

## The main office address is:

Market Way

**10-12 Market Way, Coventry, CV1 1DL**

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

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

## Cycle store

There is not any bicycle storage on site, but there are dedicated bike storage spaces available for the general public outside 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

If you need any advice on how to get to your accommodation, please contact the accommodation team on [marketway@collegiate-ac.com](mailto:marketway@collegiate-ac.com) and they will be happy to help.

There are no parking spaces on site at Market Way. However, there is Barracks Car Park or Lower Precinct Car Park right next to our accommodation on Salt Lane, just a 2 minute walk away.

### Barracks Car Park

Barracks Car Park, Coventry, CV1 1DD

### Lower Precinct Car Park

Lower Precinct Car Park, Coventry, CV1 3HT

## Mail

Your letters will be delivered to you. Any larger mail/parcels will be held at reception for you to collect. If your parcels need signing for, a member of the team will be happy to do this.

Please note that the accommodation team takes no responsibility for any loss or damage to parcels that have been signed for at reception.

## Bus routes

Market Way is located in the city centre. The distance to Coventry University is so close that you do not need to take a bus, just a 15 minute walk.

The distance to the University of Warwick is around 5 miles. Bus services to get here are operated by National Express Coventry and Stagecoach Midlands.

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**Bus 12X from Pool Meadow (National Express)** – 19 min – bus stop 3 min walk from our site

**Bus U12 from Pool Meadow (stagecoach Midlands)** – 18 min – bus stop 3 min walk from our site



CITY VILLAGE

CITY VILLAGE

LOWER PRECINCT

SPACE

20

KEEP CLEAR

CAR PARK



## WE CAN FIX IT

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

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

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

If you lose your key outside of office hours you'll need to call +44 (0) 3333 214 064 (please note there will be a callout fee). Once you're safely back inside, come to the accommodation office during opening hours to pay and collect a new set of keys.

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

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

### **Got a maintenance issue?**

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

If something needs sorting out, simply tell the accommodation office and the repair will be carried out in accordance with an agreed schedule of priorities. 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 report this to the accommodation office during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.

## YOUR RENT

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

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

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

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



# ARRIVING IN A NEW COUNTRY

## Opening a bank account

You need to be in the UK to open a UK bank account, so make sure it's one of the first things you do once you get to Coventry. It is the safest way to manage your money. Opening a bank account can take a week or more, so make sure you've got enough cash for your first few weeks here.

To open a bank account you'll need to check individual bank requirements. Most will want to see your passport and introductory documentation from your university detailing your personal details and course of study. Once your account's open, speak to your university or go to [www.moneyadvice.service.org.uk](http://www.moneyadvice.service.org.uk) for advice on budgeting and managing your money. The British Bankers' Association have a handy guide for international students. Check it out at: [www.bba.org.uk/publications/entry/international-students/leaflets](http://www.bba.org.uk/publications/entry/international-students/leaflets).

## Student Travel Reduction Cards

Want to see more of the UK during your university days? A 16-25 Railcard and/or a Coach Card can save you a considerable amount if you explore by train or coach. The 16-25 Railcard costs £30 for one year or £70 for three years, and gives you a third off your rail travel in the UK. To get this you will need proof you are a student, your passport and a passport-size photo. The card can be purchased at any train station ticket office. For further information see: [www.16-25railcard.co.uk](http://www.16-25railcard.co.uk).

The Young Persons Coach Card can be bought at National Express coach offices or online. This card costs £12.50 for a year or £30.00 for three years and gives you 30% off all coach travel in the UK. To get one you simply need proof that you are a student. For further information see: [www.nationalexpress.com/waystosave/young-persons-coachcard.aspx](http://www.nationalexpress.com/waystosave/young-persons-coachcard.aspx).

## Mobile phones

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

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







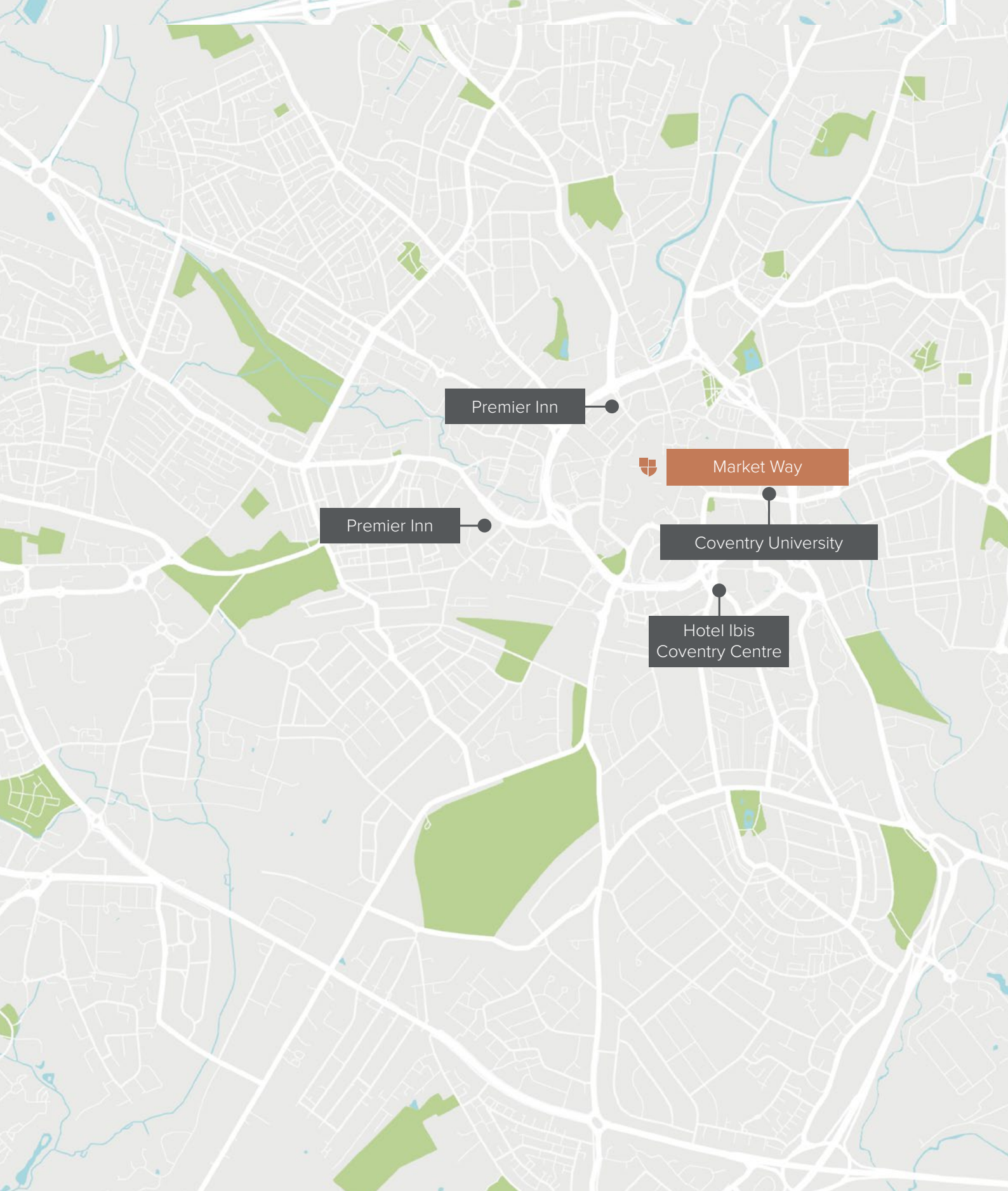
# YOUR NEW COMMUNITY

Coventry is a wonderful city to explore and your new home at Market Way is ideally located for you to do so. Located in the city centre, you can drop into the bustling shops for a little retail therapy, or have a coffee and cake in one of the many cafes.

Coventry has something to offer for everyone. You can admire the famous Coventry Cathedral - the showpiece of the city, enjoy a lively nightlife scene or feast on some of the award-winning restaurants and take-out food.

Coventry is also full of culture, with beautiful parks and fascinating museums and music venues. It's a busy and vibrant city and a richly diverse mix of entertainment options for those who live there.

It is worth adding that Coventry won the City of Culture 2021 competition and this year a lot of cultural events are happening around the city.



Premier Inn (Belgrade Plaza)	7 minutes	4 minutes
Premier Inn (Earlsdon Park)	17 minutes	5 minutes
Hotel Ibis (Coventry Centre)	39 minutes	9 minutes
Coventry University	8 minutes	



## LIVING TOGETHER

Communal student living is all part of the university experience. At Collegiate we think we've arranged things to ensure that you have a great environment, friendly people and a real sense of community. At the same time, you also have your own space. We want you to enjoy your time at uni to the full and to look back at it fondly when the time comes to move on.

Want to make the most of your time here? Our accommodation team will arrange events throughout the academic year to help you get to know your flatmates, relax and have a good time.

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

- Experienced and friendly on-site management.
- Laundry room operated by credit or debit card.
- Ping-pong, pool and football table.
- Work rooms and common rooms to cover all your study and relaxation needs.
- High-speed broadband and Wi-Fi throughout the building – stay connected all the time.
- Secure electronic access and CCTV – let us keep you safe and sound.
- All-inclusive rates, including heating, lighting, water and free WIFI– makes budgeting simple.

## **The Gym**

You have an on site residents gym that you can make full use of here at Market Way. 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.

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.

## **Work Rooms**

Your room comes complete with desk area for hitting the books in privacy, but if you fancy a change of scene then why not catch up with your fellow residents in the workrooms to discuss ideas, compare notes and work through any challenging assignments. The generously sized rooms are available 24/7, so you can study with your friends any time of day or night.

Please remember that others might like to work quietly while you are using the workrooms, so be aware and respectful of others while you are using the facilities. Please also do your bit for the planet and ensure everything is switched off when you finish and leave the room clean and tidy. If you have problems with any of the equipment, please let the accommodation team know as soon as possible and we will sort it.

## **TV Lounge**

Market Way has a TV lounge for all residents to use. You can simply chill out here for a change of scenery from your room, or you can invite your friends in for a movie night, or to catch your favourite sporting event.

## **Games Area**

University can be hard work and it's important to be able to switch off from time to time. You will find a games area on site, where you can relax and enjoy a game of ping pong, pool or get competitive with a table football tournament.







## **Laundry**

The laundry facility is available to all residents. If you have any queries or need any assistance, please speak to the on site accommodation team.

## **Internet**

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

For wireless connections, search for the Glide WIFI network.

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

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

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

- Sky Dome Arena
- Belgrade Theatre
- West Orchards Shopping Centre
- Odeon Cinema
- Fast food outlets
- All that Coventry 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](http://www.tvlicensing.co.uk).

## Heating

All apartments are supplied with gas central heating to keep you toasty warm. This temperature is controlled by you within your studio.

## Convection oven/microwave

All studios have a convection oven/microwave. If using the microwave function, please remember to take out the metal grill-stand as this will damage the appliance.

## Induction hob

To use the induction hob, first turn on the main isolator situated on the wall next to the cooker. This will allow you to cook for 5 minutes, to turn the hob back on, simply reactivate the main touch button on the wall.



The induction hob will only work with induction pots and pans. Please ensure when purchasing these items, that you check their suitability for an induction cooking service. Non induction pots and pans will not work and can cause damage to the hob.



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

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

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

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

## **How to use the shower**

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

Shower is controlled by one dial, on the end of the control dial. A safety button on the control bar stops the hot water from being accidentally turned up too high. If you want hotter water, simply press and hold down this button whilst turning the temperature control.

## **The bathroom extractor fan**

The exhaust fan and the light in your bathroom are automatically turned on and off.

Fresh air circulates through the ceiling exhaust fan when the bathroom is in use. The exhaust fan and light will then turn off automatically when you close the door.

## **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.

## **Room Cleaning**

You are responsible for hovering your room. Any resident in Market Way can borrow a Hoover from reception during office opening times.

## **Refuse Bins**

There is a designated area for refuse located in the basement. There are bins provided for general waste. Please make sure that all rubbish is put in our on site bins, and not the street bins.

## **What to do if you still need help**

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

You can contact the office on +44 (0) 24 7694 1233 or outside of office hours you can contact the emergency line on +44 (0) 3333 214 064

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

We want to ensure that everyone enjoys their time at Market Way so we ask everyone to stick to a few simple guidelines.

## **Respect each other's space**

There are many areas marked as common areas in the building, and everyone should feel comfortable using these.

Please make sure you clean up after yourself. If you used the TV lounge or study room, keep it a clean & tidy place for the other residents - leave them as you would like to find them.

**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 building are fire doors – so if you don't close them quietly, they will close themselves with a loud thud!

## **Handling anti-social behaviour**

If other residents are behaving in ways that cause you concern, then in most cases the most effective way in dealing with the problem is to speak to them yourself, perhaps with others who are affected. If you don't find this helps, then you should speak to any member of the team at the accommodation office to take the matter further.

Accommodation office: +44 (0) 24 7694 1233

Emergency out of hours: +44 (0) 3333 214 064

If it's anti-social behaviour that you believe warrants police action then please call the police when the incident occurs. Non-emergency police number: 101 / Emergency police number: 999

## **Your guests**

Overnight guests are allowed in your Studio for a maximum of three consecutive nights.

The behaviour of any person you invite into your building, apartment or room is ultimately your responsibility. You'll be held accountable if there are any complaints from other residents, 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 Market Way to the full. We don't just provide first-class accommodation but also a first-class service. Our experienced on site accommodation team is here to offer all the support you need – and a member of the team is available 24-hours a day.

## **It's good to share**

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

## **Student Assistance Programme**

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

Free 24 Hour Confidential Helpline: 0800 028 3766

## **Good health**

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



## Wellness

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

## Contents Insurance

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

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

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



### **National Code Assured Accommodation**

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

#### **Benefits for students**

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

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

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

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

# HEALTH CARE IN THE UK

Non-emergency healthcare matters are dealt with by doctors known as General Practitioners (GPs), in local surgeries. You need to register with a doctor before you are treated, so do this within the first week of your arrival in Coventry. You can register with a GP by going to the doctor's surgery and filling out a form.

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

## HEALTH AND WELLBEING — LOCAL CONTACTS

### GP surgeries in Coventry

#### Coventry NHS Walk in Centre

Stoney Stanton Rd,

Coventry

CV1 4FS

14 minute walk from Market Way

0800 9177 650

#### City of Coventry Health Centre

Stoney Stanton Rd,

Coventry

CV1 4FS

16 minute walk from Market Way

0300 200 0060

### Hospitals

#### University Hospital Coventry &

Warwickshire

Clifton Bridge Road,

Coventry,

CV2 2DX

29 minute bus ride from Market Way

024 7696 4000



## DENTISTS

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

## LOCAL DENTISTS IN COVENTRY

### **Dental Perfection Coventry**

**7 Grosvenor House, Grosvenor Rd, Coventry, CV1 3FE**

9 minute walk from Market Way

### **Park Road Dental Care**

**Park Rd, Station Square, Coventry CV1 2FL**

10 minute walk from Market Way

# OTHER USEFUL CONTACTS

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

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

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

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

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

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

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

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

National Gambling Helpline Freephone | 0800 77 66 00

# KEEPING YOURSELF AND YOUR FLATMATES SAFE

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

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

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

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

## GENERAL SAFETY

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

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the accommodation team know. If it's out of office hours, call out-of-hours security +44 (0) 3333 214 064 or the police.

Always carry your room card and fob with you and never pass them to anyone else.

If you're worried about your safety or any security on site, please speak with a member of the accommodation team during office hours or call the emergency out-of-hours contact on +44 (0) 3333 214 064 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 Market Way.

## Fire Safety Equipment

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

## Our Fire Alarm System

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

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

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

## Fire Doors

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

## **Escape Routes**

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

## **On Discovering Fire**

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

Upon hearing the fire alarm:

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

**Fire Assembly Point: On the street - by the fountain.**

## **Fire alarm**

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

## GENERAL FIRE PREVENTION

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

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

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

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

### **Do not prop open fire doors.**

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

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

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







# GOOD HOUSEKEEPING

## CLEAN LIVING

### Your kitchen

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

Not sufficiently cleaning your kitchen may attract pests including mice due to the high population of people living in close proximity. These are unpleasant and hard to eradicate once situated, therefore we would always advise prevention being better than cure, but keeping your kitchen clean, bins removed once full and keeping food in sealed containers.

### Your room

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

#### **Please remember:**

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

### Your bathroom

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

**Please don't use hair or clothes dye in the bathroom.**

## GREEN LIVING

We can all do more to make the planet a greener place, starting with how we behave in the home. Please help us make Market Way 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.

### Heating

Turn the radiator off when leaving your apartment.

### Be a user

Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: [www.uk.freecycle.org](http://www.uk.freecycle.org)

### Book swap

You can re-use other people's textbooks and let them use yours for free on sites like: [www.PaperBackSwap.com](http://www.PaperBackSwap.com). All you have to pay for is shipping. You can also buy second hand books from Amazon: [www.amazon.co.uk](http://www.amazon.co.uk).

### Water

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

### Reuse paper

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



### **Turn off your computer**

Reduce your energy consumption by turning off your computer when you're not using it.

### **Be thrifty**

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

### **Spend less time in the shower**

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

### **Go paperless**

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

### **Reuse your bags**

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

### **Recycle your old mobile phone**

Earn cashback when you upgrade your phone by visiting: [www.moneysavingexpert.com/phones/mobile-recycling](http://www.moneysavingexpert.com/phones/mobile-recycling).

### **Consolidate your hair care products**

Buy 2-in-1 shampoo and conditioner to halve your hair product waste.

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







# YOUR CONTRACT

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

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

You must pay your accommodation fees on the due dates stated on your contract – outstanding debts will eventually be passed on to an external debt collecting agency. Once your debt has been passed on to the agency, you will be liable for all legal charges.

The Collegiate team may need access to your room for room inspections, maintenance and repairs, as well as for showing prospective students around during open days. We'll always give you at least 24 hours' notice (unless it is impractical to do so).

Collegiate does not accept liability for the loss or damage to any resident's property, whatever the circumstance. Contents insurance with Endsleigh ([www.endsleigh.co.uk](http://www.endsleigh.co.uk)) is included in your rent. Please refer to your Endsleigh leaflet for upgrade options.

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



# CHANGING ROOMS

We want to ensure you are 100% happy during your stay with us, so if for any reason you're unhappy with your room, you can apply to change it at the accommodation office.

Please bear in mind that during the first few weeks of term, almost all of our rooms are occupied or allocated to students, so a room change in the first two weeks might prove tricky. Instead, bear with us and try to settle in and get to know your new flatmates and home.

We've found that most students settle in within the first few weeks, make friends and then don't want to move, but if you really feel you would like to change rooms, let the accommodation team know and we'll do our best to find you a more suitable room as soon as we can.

# MOVING OUT

## **Moving out at the end of your tenancy**

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

As a condition to your contract, you'll need to book and meet a member of the team for a check-out inspection OR follow the guidance on how to do a 'fast track' check-out. There are a few requirements for your last day:

- Please place your keycard in the check-out envelope. You can pick up an envelope at reception.
- Please make sure your room and en-suite are clean before you leave. We will provide you with more detail on what you need to do to get your deposit back nearer to the end of your tenancy.

## **Deposits**

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

## **Keys & access cards**

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

If you are returning your keys outside of our office hours please fill in the check out envelope and leave this in your room with the keys.

## **Post box keys**

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

## **Kitchen cupboard keys**

Once you have emptied and cleaned the kitchen cupboard please lock the cupboard

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

## **Post**

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

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

## **Outstanding invoices**

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

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

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

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

## **Condition of the room**

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

We will check;

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

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

### **Forgetting a valuable belonging**

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

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

### **Emails**

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

### **Contract extension requests**

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

### **Your cleaning guide**

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



## **The bedroom**

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

## **The bathroom**

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

## **The kitchen & hallways**

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

All food has been removed from your food cupboard. Remove all cutlery and crockery from the kitchen area which you didn't receive within your kitchen pack at the start of the term.

Take out all bin bags.

## **General cleaning advice**

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

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

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

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

## Extra charges for damage/cleaning

Here is a rundown of charges for any damage to items or additional cleaning necessary due to a tenant's behaviour. **Disclaimer: these prices are for guidance only and are not exact.**

Kitchen	Price
Extractor Fan (above stove)	£300.00
Combination/Microwave	£500.00
Hob	£500.00
Kitchen Work Surface	£1,000.00
Vinyl Floor	£700.00
Redecorate Walls	£50.00 per wall
Redecorate Ceiling	£100.00
Fire Extinguisher	£100.00
Fire Blanket	£50.00
Fridge/Freezer	£500.00
Window Dressings	£200.00
General Damage to Walls	£250.00
Lights and Fittings	£350.00
Smoke Detector	£120.00
Kitchen Bin	£50.00
Breakfast Bar	£80.00
Cupboard Doors/Hinges	£50.00 depending on damage

Bedroom	Price
Bed	£250.00
Mattress	£250.00
Study Chair	£90.00
Desk	£200.00
Wardrobe	£300.00
Television	£500.00
Remote Control	£50.00
Bedside Cabinet	£100.00
Book/Folder Shelves	£150.00
Carpet Tiles	£700.00
Windows	£1,200.00
Radiator/Wall Heater	£350.00
Redecorate Walls	£50 per wall
Redecorate Ceiling	£100.00
Bedroom Door & Fittings	£300.00
Notice Board	£50.00
White Board	£50.00
Lights and Fittings	£350.00
Smoke Detector	£120.00
Coat Hooks	£20.00
Sofa	£200 per one seater sofa
Mirror	£100.00

Cleaning your room	Price
Bedroom - General Clean	£50.00
Entire Studio inc. Bathroom	£65.00
Ensuite Bathroom Clean	£25.00
Cooker Extractor Clean	£30.00
Bedroom Flooring	£30.00
Removal of Rubbish	£15.00
Shower Cubicle - Mould Removal	£70.00

<b>Your bathroom</b>	<b>Price</b>
Shower	£250
Glass shower door	£250
Shower Curtain	£20.00
Mirror	£100
Shaving point	£120
Towel hook/Rail	£10
Toilet roll holder	£10
Toilet	£150
Toilet seat	£40
Vinyl floor	£700
Sink and taps	£200
Lights and fittings	£350
Doors and fittings	£350

<b>Your flat corridor</b>	<b>Price</b>
Front door and fittings	£400
Intercom	£150
Door lock	£120
Redecorate walls	£50 per wall
Redecorate ceiling	£100
Lights and fittings	£350
Smoke detector	£100

<b>Other items</b>	<b>Price</b>
Replacement key card	You will be charged the exact cost of a replacement





CITY VILLAGE

LOWER PRECINCT

SPACES

20

KEEP CLEAR

20

# 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 [marketway@collegiate-ac.com](mailto:marketway@collegiate-ac.com). To ensure we can identify this communication as an official complaint please Subject your email as 'Official Complaint'.

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

### Phase 2

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

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

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

### Phase 3

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

## **Confidentiality**

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

## **Harassment**

Collegiate seeks to create a residential environment which is free of harassment and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their 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\*\*](mailto:tenants@collegiate-ac.com) or calling +44 (0) 24 76941233.







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