



YOUR STUDENT HANDBOOK



UNIVERSE.CITY

ATHENA HALL

CONTENTS

Welcome

- 04 Hello
- 08 We can fix it
- 09 Your rent
- 10 Arriving in a new country

Your new community

- 14 Living together
- 19 Your apartment

Staying safe and secure

- 24 Here for you
- 26 National Code Assured Accommodation
- 27 Healthcare
- 32 Keeping safe

Good housekeeping

- 35 Clean living
- 36 Green living

Your contract

- 39 Terms and conditions

Moving out

- 41 Everything you need to know

Complaints handling and appeals

- 48 Collegiate Complaints Procedure
- 51 Equality and diversity



WELCOME.

HELLO.

WELCOME TO ATHENA HALL.

You're about to find out everything you need to know about your fabulous new home here in Ipswich. 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 Athena Hall is in a great location, so that you can get the very best out of Ipswich 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 Athena Hall 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 Athena Hall.

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) 1473 301125

Email: athenahall@collegiate-ac.com

Out-of-hours emergency contact

In the event of an emergency out of office hours contact +44 (0) 7716 200 242

Join us on Facebook

Join Athena Hall community on Facebook.

Search: **'Collegiate Athena Hall Community 22/23'**

The main office address is:

Athena Hall

3 University Avenue, Ipswich, IP3 0FR

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 Athena Hall, so please check them as you pass to keep up to date with all the exciting events. We will also use your email to update you with all our fantastic activities.

Cycle store

Cycling is a great way to exercise and a cheap and enjoyable way to explore Ipswich. You can bring your bicycle to Athena Hall and we will keep it safe in our secure cycle store.

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

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

Parking

If you need advice on how to get to your accommodation, or help with the closest car park then please contact athenahall@collegiate-ac.com and the accommodation team will be able to help.

There is a 24 hour car park directly opposite Athena Hall. The latest information can be found at www.ipserv.co.uk

Mail

Your letters are delivered to reception and we will send you an email when we receive one for you. You can come and collect these from reception. We will also hold any larger mail / parcels for you to collect.

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

Bus routes

Bus routes - There are two bus stops close to Athena Hall on Duke Street. Bus route information can be found at www.ipswichbuses.co.uk and www.firstbus.co.uk

University of Suffolk - 2 minute walk along the waterfront

Ipswich train station is a 20 minute walk from Athena Hall. Information regarding Ipswich train station including timetables can be found at www.greateranglia.co.uk



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 keys, we can replace them for a small fee.

You can visit the accommodation team at reception, or call 07716 200 242 and we will ensure you gain access to your room, and arrange a new set of keys.

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

Got a maintenance issue?

Things wear out and things get broken. It's a part of life. But we want you to feel your 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 on 07716 200 242 and they'll immediately contact the appropriate person to rectify the problem.

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

YOUR RENT

For those students paying in instalments, please refer to your tenancy agreement for your payment dates.

For those paying in full, the full payment is due 10 days prior to your tenancy start date.

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 Ipswich. 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**](http://www.moneyadviceservice.org.uk) for advice on budgeting and managing your money.

Student Travel Reduction Cards

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

Mobile phones

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

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








YOUR NEW COMMUNITY

Ipswich is home to over 10,000 students, offering a rich and diverse cultural life and a thriving entertainment calendar. It benefits from a lively town centre, packed with independent shops, restaurants, pubs, cafés, theatres and cinemas. While the stunning Waterfront area is dotted with a wide variety of bars, bistros and restaurants – all within easy reach of your student apartment in Ipswich.

The historic town of Ipswich is one of the oldest towns in England, and the largest town in the rural county of Suffolk. You're perfectly located to be the best of both worlds, a picturesque landscape of bustling towns, beautiful green spaces, over 60 miles of stunning coastline with world-famous beaches, and all within easy reach of London.

Our private student accommodation is ideal for studying at the University of Suffolk as it's just a short walk away from the Ipswich campus. Collegiate offers a range of room types from student studios to your own bedroom in a shared flat. Whatever you decide on, you'll always benefit from en-suite facilities, a private study space and a kitchen area. With all bills and Wi-Fi included in your rent, there's no need to worry about extra costs, so you can focus on enjoying your time in Ipswich.



University of Suffolk	 2 minutes
Travelodge	 1 minute
Ipserv - Duke Street Car Park	 1 minute
Neptune Marina	 13 minutes
Tesco Express	 1 minute

LIVING TOGETHER

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

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

Your on-site facilities at a glance

- Experienced and friendly on-site management and security team to help with any queries about the city, transport and entertainment. They also arrange social gatherings and facilitate you meeting other students on-site.
- High-speed broadband and Wi-Fi throughout the building – stay connected all the time.
- Secure electronic access and CCTV – let us keep you safe and sound.
- All-inclusive rates, including heating, lighting and water – makes budgeting simple.
- Laundry service and other technology upgrades available on request – just ask a member of our team.
- Social hub.



Laundry

The laundry room is available for all residents to use. This can be found on the ground floor in the Hub common room.

All of the machines are fully maintained and very simple to use. However, please note that the washing machines do not have a powder-dispensing drawer, so you'll need to purchase all-in-one washing and fabric conditioner tablets, which can be placed directly in the drum with your clothes.

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 ASK4 Wi-Fi network.

You can enjoy impressive speeds of up to 100Mb/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:

- There is a Tesco Express just one minute walk away for your last minute groceries.
- The city centre is within walking distance and has a wide range of takeaway and restaurant options.
- The marina is also situated within walking distance, for a picturesque dining experience.

YOUR APARTMENT

Heating

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

Convection oven/microwave

Cluster flats have a standard microwave, studio apartments have a convection oven/microwave. An instruction manual is provided, but if using the microwave function, please remember to take out the metal grill-stand as this will damage the appliance. Seven-bedroom apartments have a standard fan-oven with separate combi microwave.

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 hair-dryer 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.

The shower is controlled by turning the outer dial to turn on and off and the inner dial to control the temperature. Showers have been fitted with restrictors to stop the hot water from being accidentally turned up to high.

The bathroom extractor fan

The extractor fan in your en-suite shower room will be activated once you switch the light on in your bathroom. Fresh air is constantly circulated through the ceiling extractor fan, even when the bathroom is not in use.

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

Windows

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



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 reception on +44 (0) 1473 301 125

TOP TIPS FOR GETTING ON WITH YOUR NEW FLAT MATES.

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

Respect each other's space

There are plenty of communal spaces at Athena Hall designated as communal area and everyone should feel comfortable using it. Clean up after yourself. If you have used one of the communal areas, keep the area clean for the people to use after you - leave it as you would like to find it. Remember that the communal areas are for you and other residents only, so guests should only be entertained occasionally.

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) 1473 301 125

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

Your guests

Overnight guests are allowed in your room and 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 Athena Hall to the full. We don't just provide first-class accommodation but also a first-class service. Our experienced on-site accommodation team are on-site Monday to Friday 8am till 6pm and security are on-site 24 hours over the weekends and 6pm till 8am evenings.

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.

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/**](https://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 Ipswich. 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 Ipswich

Orchard Street Medical Centre
Orchard Street,
Ipswich,
IP4 2PZ
01473 213261

Burlington Road Surgery
14 Burlington Rd,
Ipswich,
IP1 2EU
01473 211 661

Two Rivers Medical Centre
30 Woodridge Rd E,
Ipswich,
IP4 5BP
01473 907 788

Deben Road Surgery
2 Deben Road,
Ipswich,
IP1 5EN
01473 741 152

Hospitals

Ipswich Hospital
Heath Road,
Ipswich
01473 712233

DENTISTS

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

www.nhs.uk.

LOCAL DENTISTS IN IPSWICH

Ipswich Dental Surgery

27 Benners St, Ipswich, IP1 3LN

01473 253 870

Lighthouse Dental Practice

34 High St, Ipswich, IP1 3Q

01473 257 379

Christchurch Dental Practice

69 Fonnereau Rd, Ipswich, IP1 2JN

01473 250 977

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

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-hour support on 07716 200242 or the police.

If your room is at ground level, do not leave your window open when you’re not there, always make sure that you put any valuables out of sight.

Always carry your key card with you and never pass them to anyone else. If you’re worried about your safety or any security on-site, please speak with a member of the accommodation team during office hours, or call the emergency out-of-hours contact on 07716 200242 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 Athena Hall

Fire Safety Equipment

Fire alarm smoke detectors, fire doors, fire extinguishers are situated in the bin store and laundry 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 Athena Hall 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 Athena Hall 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 dialling 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: The open space opposite the bike stores.

Fire alarm

The fire alarm system is tested at 1pm every Wednesday. 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
- Barbecues
- 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.

If you share a kitchen, it's everybody's responsibility to keep it clean – and everybody's responsibility if you're issued a charge for lack of cleanliness. You can divide up the cleaning tasks or take turns on different days – whatever you find works best for you and those you share it with.

Your room

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

Please remember:

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

Your bathroom

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

GREEN LIVING

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

Book swap

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

Water

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

Reuse paper

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

Turn off your computer

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

Be thrifty

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

Spend less time in the shower

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

Go paperless

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

Reuse your bags

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

Recycle your old mobile phone

Earn cashback when you upgrade your phone by visiting: www.moneysavingexpert.com/phones/mobile-recycling.

Consolidate your hair care products

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

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



YOUR CONTRACT

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

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

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

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

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

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

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 key fob 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.

...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 valuable items we will notify you and keep them safe for you. We will also organise a time for you to collect the item.

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

Emails

Please ensure you pass us your most current email address to us so we can make contact with you at the end of your tenancy. You can do this by emailing us at **athenahall@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.

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

Item description	Price
Extractor Fan (above stove)	£300.00
Microwave	£100.00
Combination/Conventional Oven	£500.00
Hob	£500.00
Dining Stool (per stool)	£80.00
Kitchen Work Surface	£1,000.00
Vinyl Floor	£500.00
Redecorate Walls	£50.00 per wall
Redecorate Ceiling	£100.00
Fire Extinguisher	£100.00
Fire Blanket	£50.00
Fridge/Freezer	£500.00
Venetian Blinds/Window Dressings	£200.00
Television	£500.00
Remote Control	£50.00
Bean Bag Sofa	£200.00 per 1 seat sofa
Radiator/Wall Heater	£350.00
General Damage to Walls	£250.00
Wall Art	£200.00
Lights and Fittings	£350.00
Smoke Detector	£100.00
Coat Hooks	£20.00
Kitchen Bin	£22.00
Breakfast Bar	£80.00
Cupboard Doors	£25.00
Cupboard Handles	£10.00
Dishwasher	£300.00

Item description	Price
Bed	£250.00
Under Bed Storage	£150.00
Mattress	£250.00
Study Chair	£90.00
Desk	£200.00
Wardrobe	£300.00
Bedside Cabinet	£100.00
Book/Folder Shelves	£150.00
Bedroom Door and Fittings	£300.00
Notice Board	£50.00
Mirror	£100.00
Towel Rail	£240.00
Kitchen Work Surface	£400.00/sqm
Dining Room Table	£200.00
Desk	Subject to quote (Contractor rate is £30.00/hr)
Bookcase x2	Subject to quote (Contractor rate is £30.00/hr)

Cleaning your room	Price
Bedroom - General Clean	£50.00
Entire Studio inc. Bathroom	£65.00
Bedroom Flooring	£30.00
Shared Kitchen	£110.00 (split between flatmates)
Removal of Rubbish	£15.00



COMPLAINTS HANDLING AND APPEALS

Complaints will be subject to the ANUK complaint procedure and subject to independent appeal and referral up to the ANUK committee on standards to ensure we have an open, fair and transparent process.

We would also notify any affiliated university in our monthly written reports and deal with any major complaints through our routine daily and weekly liaison.

Collegiate Complaints Procedure

Collegiate is responsive to the needs of our students and visitors and welcomes comments and complaints as a means of improving services.

We won't necessarily be able to change the things in the way that you would like or always meet your needs but we will always be able to give you an explanation of how a decision has been made. Collegiate will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

Collegiate is a large community and it is inevitable that from time to time complaints arise. This procedure explains:

- How to make a complaint
- How you can expect us to deal with it
- What you can do if you are unhappy with our response

INFORMAL

If you have a complaint, in the first instance please discuss this with a member of the accommodation team in person or with the Collegiate central management team to try and resolve the matter swiftly. If you do have a complaint you should let us know as soon as possible and within eight weeks of the event or lack of action, about which you are complaining.

Your complaint will normally be acknowledged within 48 hours (excluding weekends, public holidays and official university holidays) and responded to fully within five working days of the receipt of the complaint. If circumstances mean a full response is likely to take longer we will inform you and keep you informed of the process.

FORMAL

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

Phase 1

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

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

Phase 2

If you are unhappy with the outcome from our Accommodation Manager please email us at tenants@collegiate-ac.com

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

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

Phase 3

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

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) 1473 301 125.



Athena Hall, 3 University Avenue, Ipswich, IP3 0FR
+44 (0) 1473 301 125 | athenahall@collegiate-ac.com | www.collegiate-ac.com

 @CollegiateAC |  @Collegiate_UK |  @collegiateac

Out-of-hours emergency contact: +44 (0) 7716 200242



UNIVERSE.CITY
ATHENA HALL