

YOUR STUDENT **HANDBOOK**



**CROWN
PLACE**

PRIMA\VIDAE



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WELCOME

Hello. Welcome to Crown Place.

You're about to find out everything you need to know about your fabulous new home here in Norwich. 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 Crown Place is in a great location, so that you can get the very best out of Norwich 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 Crown Place can feel free, safe and ready to enjoy your university years.

So, grab a cup of tea, settle down in your cosy new home and let us guide you through life in Norwich.

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: 01603 791 257

Out-of-hours emergency contact: 01603 791 257

Email: crownplacenorwich@collegiate-ac.com

Join us on Facebook

You can join the Residents Facebook page, here you will be kept up to date with events and weekly notices about anything important.

Search “[Collegiate Crown Place Norwich Community 22/23](#)” on Facebook.

The main office address is:

Crown Place Norwich
11 Surrey Street
Norwich
NR1 3RF

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.

Our team are here to highlight activities and anything going on here at Crown Place, so please have a chat with us to keep up to date with all the exciting things going on. We will also use your email address to update you with all of our fantastic events.

Cycle store

Cycling is a great way to exercise and a cheap and enjoyable way to explore Norwich. We have bike storage for 200 bikes here at Crown Place and these can be used on a first come, first serve basis.

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

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

Parking

There is no parking facility on site. There is a local pay and display car park you can use:

- NCP 12 Queens Rd, Norwich, NR1 3PR.

Post

Letters will be put in your postbox, post boxes are located in the reception area opposite the vending machine.

All parcels will be signed in and kept in reception for you to come and collect. Please note, we cannot accept food deliveries at reception, these need to be collected directly by yourselves. If your parcel needs signing for, a member of the accommodation team will be happy to do this. If your parcel requires a code to be delivered, please email the code to crownplacenorwich@collegiate-ac.com and a member of the team can accept the parcel on your behalf if you're not home. Kindly be reminded to put your room number down, as well as your full name.

Please note, we can not take any responsibility for any loss or damage to post and parcels.



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, we can replace it for a small fee of £10. You just need to request a replacement from the accommodation team during office hours.

If your key is lost outside office hours, please come to reception and security will be able to help.

Out of hours security at reception 01603 791 257

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

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

Got a maintenance issue?

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

If something needs sorting out, simply tell the accommodation team and the repair will be carried out in accordance with an agreed schedule of priorities. A time will be arranged for our maintenance team to come and fix things. They will always knock before entering a bedroom and if you're not home, we will send you a confirmation email to let you know if they've been into your room. 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 security team 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 team during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.



YOUR RENT

For those paying in instalments, your payment dates are:

3 instalments option:

1st payment due **31st August 2022**

2nd payment due **6th January 2023**

3rd payment due **5th May 2023**

4 instalments option:

1st payment due **31st August 2022**

2nd payment due **28th September 2022**

3rd payment due **6th January 2023**

4th payment due **5th May 2023**

These can also be found on page 5 of your tenancy agreement.

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

ARRIVING IN A NEW COUNTRY

Opening a bank account

You need to be in the UK to open a UK bank account, so make sure it's one of the first things you do once you get to Norwich. It is the safest way to manage your money. Opening a bank account can take a week or more, so make sure you've got enough cash for your first few weeks here. To open a bank account you'll need to check individual bank requirements. Most will want to see your passport and introductory documentation from your university detailing your personal details and course of study.

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

Student Travel Reduction Cards

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

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

Mobile phones

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

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

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

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



YOUR NEW COMMUNITY

Norwich is a fine city and the perfect place to be a student, boasting two universities. When you enter Norwich, you're immediately met by an array of cobbled streets lined with historical buildings, while the walls that surround the city create the largest walled centre and longest run of medieval defences in England.

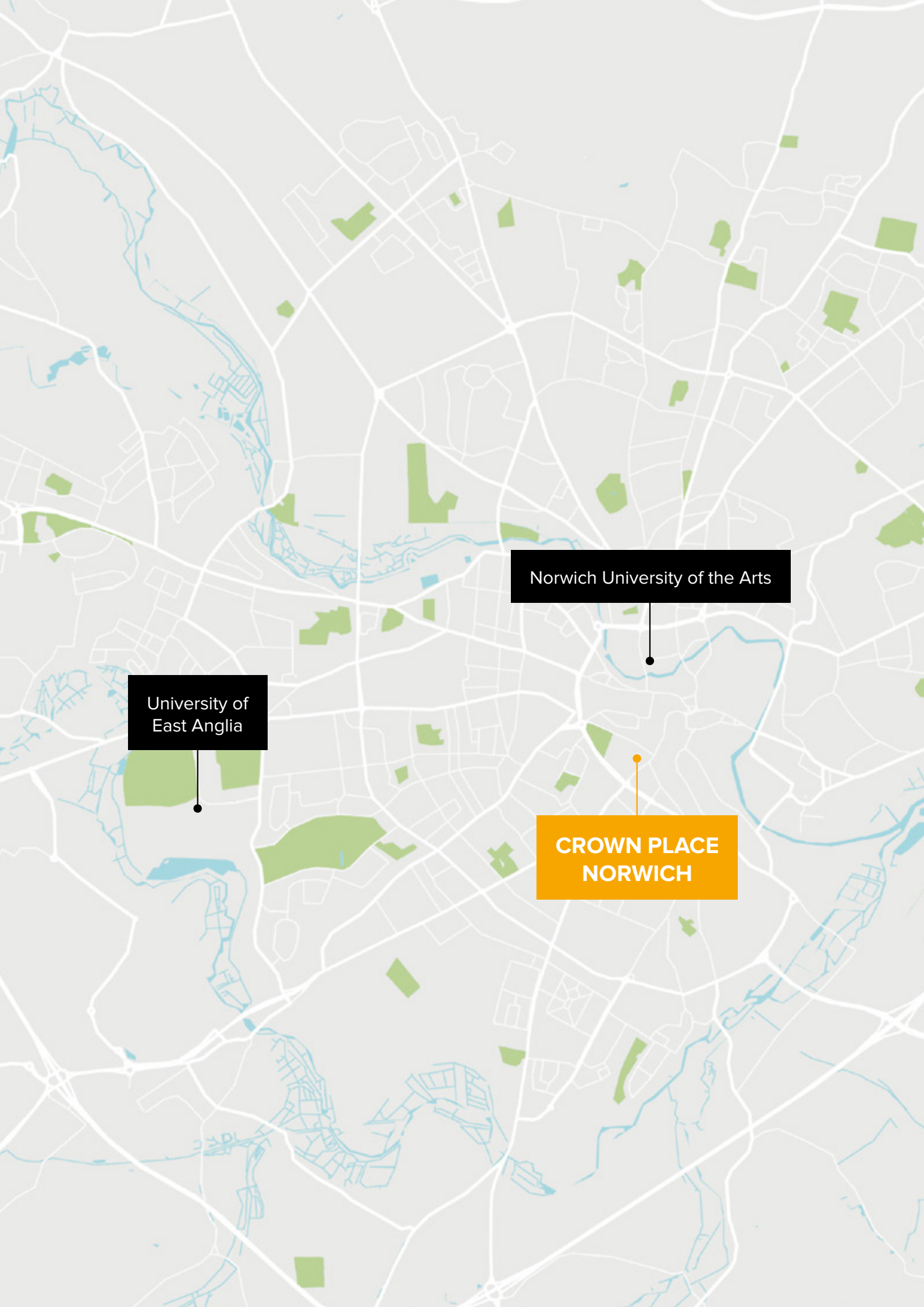
Norwich market is the largest open air market in the country (and one of the oldest). The market has been in operation on the present site for over 900 years. It offers a good variety of stalls from clothes, plants, crystals to food.

Being located in the city centre there are plenty of places to shop, dine and socialise.

With the bus station located within a few minutes walk and the train station a 25 minute walk, exploring the rest of Norfolk while studying in Norwich could be fun, with the beautiful coastal town of Cromer a short 1 hour and 20 minute bus journey away.

For more information on what goes on in Norwich, take a look at this useful guide:

www.visitnorwich.co.uk/article/things-to-do-in-norwich-in-2022/



University of
East Anglia

Norwich University of the Arts

**CROWN PLACE
NORWICH**



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 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.
- Laundry room.
- On-site cinema with TV
- Karaoke and music room.
- Study space.
- Pool table and air hockey.
- Private kitchen.
- 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.

The gym

A simple tap of your key fob gains you access to one of the best features a private gym available exclusively to our residents. Packed with the latest exercise equipment, the gym allows you to be active and support your physical and mental well being with minimum fuss.

Fancy a run? Treat your inner Mo Farah to a go on the treadmill. Want to go even faster? Then hop onto the exercise bike. Or if yoga is more your thing then just speak to a member of the management team, who can help you set up a class.

It's your gym to use how you want – so make the most of it! When working out in the gym, please consider other users and respect their personal space. Stick to one station at a time, use earphones if you have music on and wipe down each station when you're done.

The gym is covered by CCTV at all times but please remember that when working out, your safety is your responsibility. The gym is open 24/7, although management reserves the right to close the facility at any time, should the need arise.

Communal spaces

Cinema room with surround sound, a Blu-ray player and a 75 inch TV.

Music and karaoke room with a baby grand piano and drum kit.

Private kitchen and dining room that can be used to practice your cooking skills or entertain friends.

Electronic games room that has PS4 and Xbox One.

Large lounge area with TV, break out hut, two pool tables, air hockey and table tennis.

(Please note some of these spaces will need to be booked at reception)

Study spaces

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 Study Hub, located near reception, to discuss ideas, compare notes and work through any challenging assignments.

Please remember that others might like to work quietly while you are using the study rooms, 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.

Laundry

The laundry room is available for all residents to use.

All of the machines are fully maintained and very simple to use. To use the Laundry facilities, you may download the application following the instructions for top up or a laundry card can be provided by the accommodation team upon request.

Follow these simple steps to get started:

1. Make sure you have your laundry card to hand
2. Visit www.circuit.co.uk and follow the top-up instructions
3. Take your laundry card and top-up code to the top-up machine
4. Activate your credit using the top-up machine
5. You are now ready to do your laundry!

We are not responsible for any items missing, shrinkage and / or damage.

Report a breakdown, please call 0800 0924 068

Laundry Top-Up Card helpline, please call 01422 820 026

Circuit will not accept responsibility for loss & stolen cards.



Internet

Broadband and Wi-Fi is available throughout the building, 24 hours a day, so you can stay connected at all times. For wireless connections, search for the ASK4 network.

You can enjoy impressive speeds of up to 1Gb/s for a wired connection or 200Mb/s Wi-Fi throughout the building - at no extra cost!

We recommend using the wired connection if you want to watch digital TV. 4TV allows you to watch over 50 digital Freeview TV and radio channels through your device via the internet. We do not provide ethernet cables.

Speak to a member of the helpful accommodation team for more info.

Your local amenities at a glance

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

- Sainsbury's Local (5 min walk)
- Sainsbury's Supermarket (15 min walk)
- Tesco Express (8 min walk)
- ATM on the highstreet (5-15 min walk)
- The Forum is the main library and information centre (15 min walk)

Living in the city centre you have plenty of places to dine, from Pizza Express to Five Guys to Ciscoes (amazing sushi).



YOUR APARTMENT

TV

If you are living in a cluster flat you will have a TV in the communal space. 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 licence. This can be paid for weekly, monthly or yearly, by going online to:

www.tvlicensing.co.uk

Heating

All apartments are supplied with electric central heating to keep you toasty warm. This temperature is controlled by you within your studio. Lights, power points and heating work on an energy save system, they will not work without your key in the holder.

Convection oven/microwave

Studio Kitchens 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.

Hob

Each studio features an electric ceramic hob with electric timer.

The cooking extractor fan

The extractor hood should always be used when cooking to help prevent smoke and steam from activating the fire alarm.

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.

Please note lights, power points and heating work on an energy save system, they will not work without your key in the holder.

How to use the shower

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

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.

How to open and close your blinds

Roller blinds can be operated with the pull cord.



Windows

The windows are restriction to a tilt only basis for your own safety. An additional air vent is installed in your room to allow more airflow.

Storage

Storage space for bags and suitcases can be found under the bed so you can keep your room lovely and neat.

Room cleaning

Any resident in Crown Place can borrow a hoover from reception. You just need to pop down and sign it out on the app. Please return empty and sign it back in.

Refuse bins

Take all refuse to your nearest bin storage, located on the basement level 1. The bins are clearly labelled for use. All rubbish must be put in a rubbish bag and then in our bins on-site, not the street bins. Please do not leave rubbish bags on the floor in the bin store area, all bags must be placed inside of the bins.

No pets policy

Please be advised that under no circumstances are any pets allowed on site.

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.

Our office hours are 8am to 8pm. You can contact reception during these times on **01603 791 257**. If it is out of hours and not urgent, you can contact us on crownplacenorwich@collegiate-ac.com. Please note that emails will not be picked up outside office hours.

Top tips for getting on with your new flatmates

We want to ensure that everyone enjoys their time at Crown Place, so we ask everyone to stick to a few simple guidelines.

Respect each other's space

When using the communal kitchen spaces please be mindful of others. Wash up and wipe up after yourself to keep the cooking area, sink and dining area clean and clear for your flatmates – leave it as you would like to find it. Remember that the kitchen is for you and your flatmates only, so guests should be occasional.

Smoking and drugs are strictly not allowed anywhere in the building. Our designated smoking area is outside the main reception.

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 to take the matter further.

Reception - 01603 791 257

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 for a maximum of three consecutive nights.

Similarly, your kitchen is designed for the number of people living in your flat, so although it's alright to invite friends over for lunch or dinner now and again, you should be careful not to inconvenience your flatmates. 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 your flatmates, or any damages caused by your guest(s), so make sure they behave as well as you do!

Alternatively, you may book our dining room subject to availability, if you wish to invite your guests over. Please clean up and resume the setup after use.



STAYING SAFE AND SECURE

We're here for you

We want you to enjoy living at Crown Place 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/ 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 Norwich. You can register with a GP by going to the doctor's surgery and filling out a form. Names and addresses of doctors can be obtained from: www.nhs.uk

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

Health and wellbeing – local contacts

GP surgeries in Norwich

St Stephen Gate Medical Practice

55 Wessex Street
Norwich
Norfolk
NR2 2TJ

Hospitals

Norfolk and Norwich Hospital

Colney Lane
Norwich
NR4 7UY

Walk-in centre

Rouen House

Rouen Road
Norwich
NR1 1RB

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 Norwich

All Saints Green Dentist

41 All saints Garden,
Norwich,
NR1 3LP

Other useful contacts

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

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

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

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

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

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

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

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

Keeping yourself and your flatmates safe

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

Close your windows and lock your doors when you go out. Make sure that the door to the building and the door to your flat are kept locked at all times.

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. Please contact reception on 01603 791257.

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

Always carry your 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 reception on 02921 040 595 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 at the entrance of the building.

1. Know your escape route – it is shown on the fire evacuation procedure notice.

When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.

Make sure you know where the evacuation assembly point is – details of this are located in your room and also in reception.

2. Keep access and fire exits clear

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

3. Know what to do if a fire alarm sounds

Refer to your evacuation procedure.

Do not use the lifts.

Make your way to the evacuation assembly point – Crown Place Norwich, location details are displayed clearly in your room in at all lift lobbies.

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

Fire alarm

The fire alarm system is tested on a Friday at midday. 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. Always put your cigarette ends in the bins provided. The smoking area is outside the main reception.

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.

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 & Asda. 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 Crown Place a greener place by ensuring we're more energy efficient around the development.

- Lights – always switch off if you're not using a room.
- Recycle – recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on site.
- Heating - 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 Amazon: www.amazon.co.uk.
- Water – turn off the tap while brushing your teeth to conserve water. And when boiling a kettle, save electricity and water by never boiling more water than you need.
- Reuse paper – before you throw away that page you printed by mistake or that paper covered in editing marks, how about using the other side to take notes in class, or chop it up to use as shopping lists and reminder notes?
- Turn off your computer – reduce your energy consumption by turning off your computer when you're not using it.
- Be thrifty – instead of buying an expensive new outfit or gadget, you can save some cash and help out the environment by shopping at a local charity store. Charity store shopping is another form of recycling – you reduce the energy used by factories to make new items, as well as picking up some great, vintage bargains for your wardrobe.
- Spend less time in the shower – cut down your shower time by just two minutes to save water and electricity. It also means you can enjoy an extra two minutes in bed every morning!
- Go paperless – save trees by going online and changing your bank account and any credit cards to paperless billing.
- Reuse your bags – avoid plastic bags by purchasing a couple of reusable shopping bags. They can be used for everything, from food shopping to carrying your lunch, books or even a laptop.
- Recycle your old mobile phone – earn cashback when you upgrade your phone by visiting: www.moneysavingexpert.com/phones/mobile-recycling
- Consolidate your hair care products – buy 2-in-1 shampoo and conditioner to halve your hair product waste.
- Wash clothes at a cooler temperature – modern washing powder means that 30 degrees should be plenty warm enough for your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer.



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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 with the accommodation team. 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 neighbours 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

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

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

- Please hand your key fob in at reception upon departure.
- Please make sure your room and en-suite are clean before you leave. Any leftover will be charged and deducted from your security deposit.

Protecting your personal information

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

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

For more information, and to read our full Privacy Notice, please visit our website on www.collegiate-ac.com/privacy-policy/

For questions, you can contact us at crownplacenorwich@collegiate-ac.com

Extra charges for damage/cleaning

Here is a rundown of estimated charges for damages to items or additional cleaning necessary for damage caused by you as the tenant or your 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 contract agreement they will also be made aware of any additional charges as they are also held liable for these.

Cleaning your room	Price
Cleaning	£25.00 per hour
Removal of rubbish	£10.00 per black bag
Redecorate Walls	£40.00 per wall
Redecorate Ceiling	£100.00

Appliances	Price
Hob	£150.00
Microwave Oven	£250.00
Fridge	£350.00
Socket	£20.00
Switch	£20.00
Light Fitting	£30.00
Smoke/Heat Detector	£120.00

Furniture	Price
Office Chair	£70.00
Dining Table	£250.00
Desk	£400.00
Desk Drawers	£175.00
Shelving	£175.00
Bed	£300.00
Mattress	£200.00
Wardrobe Door	£80.00
Studio Door	£100.00
Door Lock	£450.00
Bathroom Door	£80.00
Vinyl Floor	£60.00 per m2

Bathroom	Price
Worktop	£100.00
Toilet Seat	£50.00
Toilet	£200.00
Flush Buttons	£30.00
Shower Head	£100.00
Shower Controls	£200.00
Shower Tray	£400.00
Shower Waste	£30.00
Shower Basket	£15.00
Tiling	£100.00
Bathroom Tap	£120.00
Bathroom Sink	£100.00
Mirror	£450.00

Kitchen	Price
Worktop	£200.00
Cupboard Door	£50.00
Sealant	£30.00
Splashback	£150.00
Kitchen Tap	£65.00
Kitchen Sink	£80.00
Kitchen Waste	£30.00
Kitchen Waste Basket	£15.00

Other items	Price
Replacement key fob	£10
Laundry Card	-
Kitchen Waste Basket	£*

*Cost will be the exact cost of a replacement.



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 crownplacenorwich@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.

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

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 warden 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 02921 040 586.



FIRST CLASS **REDEFINED**

Crown Place Norwich, 11 Surrey Street, Norwich, NR1 3RF
01603 791 257 | crownplacenorwich@collegiate-ac.com | www.collegiate-ac.com

Out-of-hours emergency contact: 07759 494 095



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