



Collegiate UK

RESIDENTS' HANDBOOK



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COLLEGIATE
UK



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YOUR **Collegiate UK** EXPERIENCE STARTS HERE

We'd like to give you a warm welcome to your new home. Whether you're starting university, returning for another year or joining us from overseas, we know moving into a new home is an exciting milestone. Our Accommodation Teams are here to help you settle in, answer your questions and make sure you feel at home from day one.

At Collegiate UK, we're committed to creating a resident experience that goes beyond great accommodation. Through supportive teams, vibrant communities, wellbeing initiatives and opportunities to connect, we'll help you make the most of every opportunity, build meaningful connections and create memories that last long after graduation.

This handbook contains everything you need to know about living with us, from practical information about your residence to the services, support and opportunities available throughout the year.

If you can't find the answer you're looking for, your Accommodation Team is always happy to help. Whether you have a question, need some advice or simply want to know what's happening around your residence, we're here for you.

Welcome home.





GENERAL INFORMATION

How we will contact you

The contact details 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 or phone number, please let a member of our Accommodation Team know.

There are plenty of notice boards dotted around the site, as well as digital screens in reception to keep you up to date with what's going on. Please check them as you pass to keep up to date with all the exciting events, as well as general information about the building.

Mail

There are post boxes on-site where mail is delivered at most of our properties. Please ask one of our team at the reception desk where these are located or if there is another system in place.

Any larger mail/parcels will be stored in the parcel room. If your parcels need signing for, a member of the team will be happy to do this with the courier.

Parcelsafe Place is used for secure and efficient parcel management at our reception area.

Courier Drop-off:

- The courier arrives at reception.
- The parcel is scanned and a photo of the item is captured.
- Parcel is handed to the site team for storage.

Student Notification:

- The resident receives an email with a QR code once the parcel is logged.

Parcel Retrieval:

- The resident comes to the reception.
- Uses the QR code to retrieve and sign for their parcel.

This system ensures secure handling and efficient retrieval of parcels, enhancing convenience for both the site team and the residents.

Your Rent

For those residents paying in instalments, you can find the payment dates on the resident portal, and in your contract.

WE CAN FIX IT

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

Lost your key card or locked yourself out?

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

If it is out of office hours, and our team are not at reception, you can contact the Out-of-Hours Team who will arrange the replacement key for you. These contact details can be found in your 'Moving In Guide' or at reception when you arrive.

Got a maintenance issue?

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

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

The repair will be carried out in accordance with an agreed schedule of priorities and a time will be arranged for our maintenance team to come and carry out the repairs. They will always knock before entering a bedroom.

Need an emergency repair?

You can report the repair on your Collegiate UK Resident Portal however we strongly recommend that you seek out a member of the onsite team face to face, so we can prioritise any emergency appropriately. Emergency repairs include; burst pipe, hot water, health and safety concerns, no water/pressure issues, heating issues.

If you have an emergency maintenance issue outside of maintenance staff working hours, you can report it to our out of hours team. They'll immediately contact the appropriate person to investigate the issue.



ARRIVING IN A NEW COUNTRY

Opening a bank account

You need to be in the UK in order to open a UK bank account, so make sure it's one of the first things you do once you arrive. It is the safest way to manage your money.

Opening a bank account can take a week or more, so make sure you've got enough cash for your first few weeks here.

To open a bank account you'll need to check individual bank requirements. Most will want to see your passport and introductory documentation from your university detailing your personal details and course of study.

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

Student Travel Reduction Cards

Want to see more of the UK during your university days? A 16-25 Railcard and/or a Coach Card can save you a considerable amount if you explore by train or coach.

The 16–25 Railcard gives you a third off your rail travel in the UK. To get this you will need proof you are a student, your passport, and a passport-size photo. The card can be purchased at any train station ticket office. For further information see: www.16-25railcard.co.uk

The Young Persons Coach Card can be bought at National Express coach offices or online. It gives you 30% off all coach travel in the UK. To get one you simply need proof that you are a student.

For further information see: www.nationalexpress.com/waystosave/young-persons-coachcard.aspx

Mobile phones

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

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

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

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

YOUR RESIDENT EXPERIENCE

More Than a Place to Stay

At Collegiate UK, we take a holistic approach to student experience that supports your academic, personal and developmental success.

We believe where you live should be more than just a place to stay. It should be somewhere you feel welcome from the moment you arrive, become part of a vibrant community, and leave with the confidence, skills and experiences to thrive long after you graduate.

Our Resident Experience is brought to life every day through the support of our Residence Teams, thoughtfully designed spaces, wellbeing initiatives and our year-round Resident Events Programme. Whether you're meeting new people, celebrating different cultures, prioritising your wellbeing or learning new skills, every experience is designed with your success in mind.

Everything we do is guided by our six interconnected Resident Experience pillars: Wellbeing, Health & Safety, Community, Environment, Inclusivity and Nurture.

Wellbeing

Supporting you to feel your best, every day

- Access to 24/7 Virtual GP, wellbeing and counselling support
- Wellbeing activities and healthy living initiatives
- Spaces designed to support physical and mental wellbeing
- A team who genuinely care and are here when you need them



Health & Safety

Helping you feel safe, secure and supported

- Safe, secure buildings with expert on-site teams
- Clear emergency procedures and regular safety checks
- Proactive health and safety campaigns throughout the year
- Opportunities to share feedback and raise any concerns



Community

Helping you feel part of something bigger

- A year-round Resident Events Programme
- Opportunities to make friends and build lasting connections
- Social, cultural and volunteering activities
- Welcoming spaces where communities can thrive



Inclusivity

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



Nurture

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



YOUR VOICE MATTERS

Your feedback helps shape the experience of current and future residents.

We're committed to listening, learning and continually improving, so throughout the year we'll invite you to share your thoughts through a number of different channels.

The Investor in Students (IIS)

Twice each year, you'll be invited to complete the independent Investor in Students (IIS) survey.

This nationally recognised accreditation gives you the opportunity to tell us what's working well, where we can improve and how we can make life at Collegiate UK even better. Your feedback helps shape action plans at your residence and across the wider business.

We're proud to hold **Investor in Students Gold Accreditation**, recognising our commitment to listening to residents and acting on their feedback.

Student voice

Our Student Voice initiatives provide regular opportunities to share ideas, raise suggestions and help influence decisions that affect life in your residence.

Independent Reviews

You can also tell others about your experience through platforms such as Google and StudentCrowd, helping future students choose their home with confidence.

Every survey, suggestion and review helps us improve the experience we create for everyone who calls Collegiate UK home.



THE RESIDENT EVENTS PROGRAMME

Our Resident Events Programme is one of the ways we bring our Resident Experience Framework to life.

Running throughout the year, our events are designed to help you settle in, make friends, celebrate different cultures, prioritise your wellbeing and make the most of your university experience.

From welcome events and seasonal celebrations to wellbeing campaigns, volunteering opportunities, skills workshops and social activities, there's something for everyone. Whether you're looking to try something new, learn a new skill or simply take a break from studying, you'll find plenty of opportunities to get involved.

Our events are designed around our six Resident Experience pillars, ensuring every activity supports your wellbeing, encourages meaningful connections and helps create a welcoming, inclusive community.

Keep an eye on your resident portal, social media channels, digital screens and noticeboards to see what's coming up - we'd love you to get involved!



INTERNET

Access to unlimited WiFi is included in your stay. Your internet will be provided by either ASK4 or Glide. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

For any connectivity issues, please contact the internet provider:

ASK4: +44 (0) 114 303 3232

Glide: +44 (0) 333 123 0115

ASK4



WiFi CONNECTION

- 1 Connect to **"ASK4 Wireless"** WiFi network
- 2 Go to **signup.ask4.com**
- 3 Follow Signup Wizard

WIRED CONNECTION

- 1 Connect Ethernet cable from computer to wall socket
- 2 Go to **signup.ask4.com**
- 3 Follow Signup Wizard

GET THE APP



Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone. Simply search for "ASK4 Support" in the App Store or Google Play.



This content is also available at support.ask4.com

ADD ADDITIONAL DEVICES



- 1 On your new device, log into **myaccount.ask4.com**
- 2 Click on **"Enable this device"**

No web browser? No problem! You can also add your device's MAC address at **myaccount.ask4.com** to get connected



Step 1: Connect to Glide Wi-Fi

- Scan for available Wi-Fi networks and **select Glide** or connect your device using an **Ethernet cable**.
- Open a **browser** and you will be re-directed to the Glide welcome screen.
- Click **Get Started**.

Step 2: Choose your service

- If you only have an inclusive product at your property, go to Step 3 below.
- If you have upgrade options available at your property, click the basket icon next to the product price to add it to your basket.
- Click **Proceed to Checkout**, where you can review your purchase before selecting **Continue**.

Step 3: Create account

- Complete all fields and click **Register**. If registration has been successful, a confirmation screen will be displayed and you'll be automatically logged in.
- If a payment is required, enter your payment and billing details. Click **Pay Now** to accept terms and conditions. If the payment is successful, a confirmation screen will be displayed and you'll be automatically logged in.

Step 4: Go online

- You'll receive an email confirming your order.
- You can now get online and start browsing.



Need help?

- 📞 0333 123 0115
- ✉️ studentsupport@glide.co.uk
- 🐦 @GlideStuHelp

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Get the Glide Student App

Download our App 'Glide Support'.



App Store



Google play

COMMUNAL LIVING

Top Tips For Communal Living

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

To ensure that everyone enjoys their time with us, so we ask everyone to stick to a few simple guidelines.



Respect each other's space

There are many areas marked as common areas and everyone should feel comfortable and happy using these spaces. Please ensure you leave the communal areas clean and tidy. If you are using one of the TV lounge or study rooms, please leave it tidy for the next residents to use.

Your guests

One guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must sign in with the Accommodation Team using the Sign In iPad at reception. Your guests should not cause any nuisance or annoyance to anyone, as per your Contract and Collegiate UK online induction. Guests should be always accompanied by a resident. Additional consideration should be applied when using shared areas, to avoid inconveniencing other residents.

Please discuss any requests for multiple guests or longer stays with the onsite management team as this may not be suitable for certain areas or room types.

E-Scooters

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

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

We would therefore be grateful if you could use alternative charging methods and ensure that no e-scooters are brought inside the building.

Be considerate about noise

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs trying to study might not appreciate a thumping ceiling. Try to keep noise to a minimum, especially after 11pm and before 9am - if you can hear your music outside of your room, then the chances are that everyone else can too.

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

Smoking

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

Alcohol

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

Drugs

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

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

Shared Kitchens

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

It's good to talk

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

Anti-social behaviour

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

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

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

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

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

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

BUILDING SAFETY

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

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

Appointed staff (Accommodation Team) oversee the following areas:

- Health and safety – premises
- Risk assessments
- First Aid/Mental Health First Aid
- Student behaviour and safeguarding

It is the responsibility of each and every resident to play their part and to act in a safe way and such that he/she does not cause risk to him/herself or other residents or third parties. If you have any concerns please reach out to the Accommodation Team.

Build Safety Act 2022 - keeping you informed

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

What is the Building Safety Act?

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

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

As part of our duty to you, we must:

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

Collegiate UK's Resident Engagement Strategy

Communication

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

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

Consultation and involvement

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

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

Safety Education and Training

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

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

Transparency and Information Access

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

Emergency Response and Reporting

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

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

Ongoing Engagement and Improvement

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

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

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

FIRE SAFETY

It's vital that you know how to prevent fire and what to do if one happens. Please refer to the fire evacuation procedure notice located on the notice boards around the building.

1. Know your escape route - it is shown on the fire evacuation procedure notice.
 - When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.
 - Make sure you know where the evacuation assembly point is – details of this are located in your room and also in reception.
2. Keep access and fire exits clear.
 - If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.
3. Know what to do if a fire alarm sounds.
 - Refer to your evacuation procedure. Do not use the lifts.
 - Make your way to the evacuation assembly point – location details are displayed clearly at reception, at each exit point and emergency break glass point.
 - If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.

Fire Alarm

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



General Fire Prevention

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

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

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

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

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

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

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

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



We Need You!

The building safety reforms are designed to help ensure that your home is safe and that you feel safe. The reforms apply to high-rise buildings in England, but Collegiate UK have applied it to all our properties. They'll help to protect you from fire and structural problems in your home.

Each high-rise building will have an accountable person (the General Manager) who will need to make sure that your building is safe. But you'll have a part to play.

As a resident, you must not:

- Do anything that creates a significant risk to your building's structural safety
- Do anything that creates a significant risk of causing or spreading fire in your building
- Damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, and fire extinguishers

The General Manager will also need to keep you informed about your building. In some situations, they'll need to ask for your views.

Residents' Panel

The Building Safety Regulator (BSR) formed a Residents' Panel (the panel) to ensure residents are placed at the heart of the new regulatory regime.

The purpose of the Residents' Panel is to make sure residents have a voice in the work of BSR and can give their views about:

- Resident Engagement
- How residents escalate safety concerns to the regulator
- The regulator's strategic plan
- Other matters that affect them

If you have any concerns advise the Accommodation Team, who will escalate to the Health & Safety Manager to address.

GOOD HOUSEKEEPING

Clean Living

Your Kitchen

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

Your Room

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

Please remember:

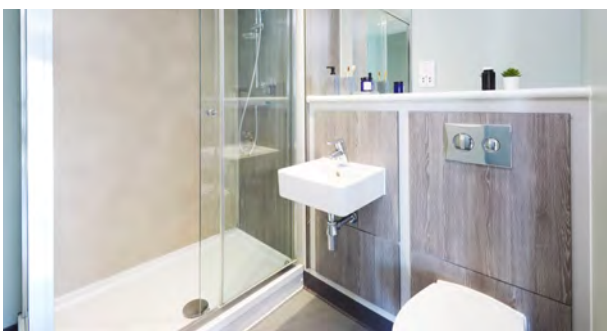
- Please don't use abrasive cleaning products.
- Please don't put up posters or pictures other than on your notice board.

Your Bathroom

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

Your Pets

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



YOUR HEALTH & SAFETY

Good Health

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

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

Health Care in the UK

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

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

Dentists

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

Student Assistance Programme

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

24/7 Healthcare and Wellbeing Support Included

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

This is provided by the Health Hero app and desktop platform which you can access via our [Gallagher Collegiate Hub](#).

Student Support Services



Access health and
wellbeing support
that fits your
timetable

With **My HealthHero**, you can connect with UK-based clinicians and specialist support services **24/7, 365 days a year** whether you need medical advice or someone to talk to.

GP SUPPORT

- ✓ Book consultations with a clinician
- ✓ Get advice, prescriptions, fit notes and referrals
- ✓ Access wellbeing resources and track your health

MENTAL HEALTH SUPPORT

- ✓ Free, confidential counselling and support
- ✓ Help with stress, anxiety, loneliness and other concerns
- ✓ Advice on money, housing and general wellbeing



0808 178 0966

- 1 Scan the QR code now**
Everything you need in one place.



- 2 Enter your email to access the Gallagher hub**

- 3 Select your required service**

- 4 Enter your activation and registration code**

HEALTHHERO26

COLLEGIATE

Keeping yourself and your flatmates safe

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

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

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

General Safety

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

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the Accommodation Team know. If it's out of office hours, contact the out of hours team.

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

Always carry your keys and/or key card with you and never pass them to anyone else.

Other useful contacts:

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

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

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

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

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

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

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

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

CONTENTS INSURANCE

Your contents are covered.

At Collegiate UK, the insurance coverage is provided by Gallagher.

Gallagher student insurance has been designed with students in mind, to cover the risks that you may encounter whilst living in student accommodation and away from home.

We advise you to visit the [Gallagher Collegiate Hub](#) to find out more about what is included in your free insurance. From the Hub, you can:

- View your insurance policy documents - check what's covered and what isn't!
- Quick access to an online claims portal, if you need it
- Add to your cover
- Information, blogs and views on life at university, budgeting, mental health and more, download documents, add them to your Apple/Google wallet for quick access, find out what is covered and add to your cover
- Add documents to your Apple/ Google wallet for quick access



GREEN LIVING

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

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

Energy Savers

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

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

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

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

Water Wisdom

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

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

Waste Less, Reuse More

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

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

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

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

GREEN LIVING



Smart Swaps & Second Chances

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

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

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

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

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



Everyday Eco Living

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

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

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

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



Get Involved

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

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



NATIONAL CODE

National Code Assured Accommodation

All Collegiate UK student accommodation is covered by the National Code, the sector-recognised accreditation scheme for student accommodation owned or managed by non-educational establishments.

The National Code sets out standards for the management, safety, wellbeing and quality of student accommodation, helping to ensure that residents live in a safe, well-managed and supportive environment throughout their stay.

What This Means for You

Choosing to live in National Code-accredited accommodation gives you confidence that your accommodation provider is committed to maintaining recognised standards across all aspects of the resident experience.

The National Code provides an independent framework that promotes fairness, transparency and accountability, while also ensuring there is a clear process for addressing concerns should they arise.

The Benefits to You

Living in National Code-accredited accommodation means:

- **Reassurance** – your accommodation is independently assessed against recognised sector standards for management and resident experience.
- **Protection** – there is a clear and transparent complaints process available if you are unable to resolve an issue directly with us.
- **Clarity** – you will know what standards you can expect from your accommodation provider and what is expected of you as a resident.
- **Accountability** – accommodation providers are required to meet and maintain National Code standards and participate in ongoing compliance processes.

What You Can Expect

All members of the National Code are committed to maintaining standards that support a positive student living experience. This means you can expect:

- Buildings that comply with applicable fire safety, health and safety, and housing legislation.
- Accommodation that is maintained to an appropriate standard and fit for student living.
- Adequate kitchen, bathroom and communal facilities for the number of residents.
- Repairs and maintenance requests to be handled within agreed timescales.
- Advance notice before staff enter your room for inspections, maintenance or other legitimate reasons, except in emergencies.
- Staff and managers who are professional, respectful and courteous at all times.
- Clear information about your accommodation, fees, policies and responsibilities.
- Access to a fair and transparent complaints process.

Want to know more?

For further information about the National Code, including details of the standards, your rights as a resident and how to raise a concern, please visit: www.nationalcode.org

Collegiate UK is committed to maintaining National Code accreditation and continually improving the quality of the accommodation and services we provide to our residents.





YOUR CONTRACT WITH US

Your residency agreement is a legally binding contract, so it is important that you read and understand all of its terms and conditions. The following is a summary of some key points; however, you should always refer to your residency agreement for full details.

Your Contract Period

You are responsible for the rent and other charges set out in your residency agreement for the full contract period. If you choose to leave before your agreement ends, you will normally remain liable for the rent and charges due under the agreement unless otherwise stated in the terms of your contract.

Payment of Rent

Rent and any other applicable charges must be paid on the dates specified in your residency agreement. If payments are not made when due, we will contact you to discuss the outstanding balance and any support available to help you resolve the situation.

Where arrears remain outstanding, we may take appropriate steps to recover the debt, including referring the matter to a third-party debt recovery agency or taking legal action where necessary. Any reasonable costs incurred in recovering outstanding sums, including debt recovery fees where permitted by your residency agreement and applicable law, may be added to the amount owed.

Access to Your Room

From time to time, authorised members of our team or contractors may require access to your room for inspections, maintenance, repairs, health and safety checks, or to carry out other management responsibilities.

Except in emergencies or where it is impractical to do so, we will provide at least 24 hours' notice before entering your room.

Personal Belongings and Insurance

Residents are responsible for taking reasonable care of their personal belongings. While we take reasonable steps to maintain a safe and secure environment, Collegiate UK cannot accept responsibility for loss of or damage to personal possessions except where required by law.

Contents insurance is included within your rent through Gallagher - <https://gallagherassist.ajg.com/Collegiate>. Please refer to your policy documentation for details of the cover provided and any options available to enhance your level of cover.

Questions About Your Agreement

If you are unsure about any aspect of your residency agreement or your rights and responsibilities, please contact your Residence Team, who will be happy to help.

MOVING OUT - CHANGING ROOMS - LEAVING EARLY

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.



Tenancy Takeover Terms & Conditions

Moving out before the end of your tenancy - Tenancy Takeover

The guide below shows the process for finding someone to take over your tenancy.



Moving out at the end of your tenancy

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

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

- Your room needs to be clear of all belongings by 12 noon
- Please return all key cards to reception
- Please make sure your room and en-suite are clean before you leave
- If you share a kitchen/hallway/lounge with any other students, you have a shared responsibility for these areas, which must be cleaned and free of damage when each tenant moves out. Our strong recommendation is that all the tenants of a shared area have a discussion and clean that area together before the first tenant departs, then the remaining tenants maintain that area, as and when each tenant subsequently departs. This is to avoid the last tenant bearing all the responsibility and is, in our view, the fairest approach.
- GOLDEN RULE: Leave your room in the same condition it was in when you arrived.

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

Protecting your personal information

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

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

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

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

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

Extra charges for damage/cleaning

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

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

Bedroom & Bathroom	Min Price	Max Price
Bedroom Desk Chair	£70.00	£280.00
Mattress	£100.00	£500.00
Bedroom Bin	£15.00	£30.00
Bathroom Bin	£10.00	£20.00
TV and TV Remote	£350.00	£550.00
TV Remote	£10.00	£50.00
TV Bracket	£30.00	£75.00
Radiator	£150.00	£350.00
Desk Lamp	£20.00	£350.00
Towel Rail (electric)	£150.00	£250.00
Towel Rail	£50.00	£100.00
Reading Light	£40.00	£100.00
Blinds	£100.00	£200.00
Light Fittings and Bulbs	£35.00	£100.00
Toilet Seat	£20.00	£55.00
Shower Head	£15.00	£25.00
Desk	£150.00	£300.00
Bookcase	£100.00	£250.00
Bed Frame	£300.00	£350.00
Noticeboard	£100.00	£150.00
Ensuite Door	£130.00	£200.00
Ensuite Bathroom Mirror	£80.00	£100.00
Full Length Mirror	£80.00	£100.00
Fuse Box	£90.00	£120.00
Wardrobe Rail	£20.00	£30.00

Other	Min Price	Max Price
Painting & Decorating - Per Wall	£30.00	£50.00
Cleaning - Per hour	£25.00	£40.00
Key Card	£5.00	£25.00
Mail Box Key	£5.00	£10.00
Food Cupboard Key	£5.00	£10.00
Rubbish Removal (per bag)	£10.00	£10.00

Kitchen & Lounge	Min Price	Max Price
Hob - Induction	£150.00	£250.00
Oven	£150.00	£300.00
Oven - Microwave	£100.00	£300.00
Kettle	£20.00	£40.00
Dishwasher	£250.00	£400.00
Microwave	£50.00	£200.00
Fridge Freezer	£300.00	£450.00
Drawer Handles	£5.00	£20.00
Kitchen Cupboard Front Panel (per door)	£50.00	£200.00
Kitchen Bin	£15.00	£30.00
Extractor Fan	£75.00	£300.00
American Style Fridge/Freezer	£700.00	£800.00
Sofa	£300.00	£400.00
Kitchen Work Surface	£1000.00	£3300.00
Dining Room Table	£200.00	£350.00
Dining Room Chairs	£50.00	£150.00
Stools	£50.00	£100.00
Coffee Table	£100.00	£250.00

Safety	Min Price	Max Price
Fire Blanket	£25.00	£50.00
Fire Extinguisher	£200.00	£250.00
Fire Sensor	£40.00	£100.00
Door Closers	£70.00	£80.00
Door Locks	£175.00	£200.00



COLLEGIATE UK COMPLAINTS PROCEDURE

Our Commitment

At Collegiate UK, we are committed to providing high standards of service and creating a positive living experience for our residents. We recognise that, from time to time, concerns may arise regarding the services we provide. When this happens, we aim to investigate and resolve matters fairly, promptly and professionally.

This Complaints Procedure is available to all residents and anyone authorised to act on a resident's behalf. We welcome feedback and use complaints as an opportunity to improve our services and resident experience.

How to Make a Complaint

Complaints may be raised by:

- Speaking to a member of your Residence Team
- Contacting your residence by email
- Calling your residence by telephone
- Requesting a face-to-face or virtual meeting

Residents may appoint an authorised representative, such as a parent, guardian or other nominated individual, to act on their behalf. Where a representative is appointed, the resident must provide written consent confirming that Collegiate UK may discuss the complaint and share relevant information with that representative. An exchange of emails will be accepted as written consent.

We will treat all complainants and their representatives with courtesy, professionalism and respect throughout the complaints process.

Stages of the Complaint Procedure

Stage 1 – Local Resolution

Most concerns can be resolved quickly and informally at residence level.

Your Residence Team will review the complaint, investigate where appropriate and seek to resolve the matter fairly and efficiently.

Where we identify that our service has fallen below the expected standard, we will acknowledge this, apologise where appropriate and take reasonable steps to put matters right.

If further investigation is required, you may be asked to provide details of your complaint in writing. A meeting or discussion may also be arranged to ensure the circumstances are fully understood.

We will acknowledge receipt of your complaint within 3 days of receiving it.

We will provide a substantive written response within 10 days. Where a complaint is complex and requires additional investigation, we will write to you within the initial 10-day period explaining why additional time is required and providing an anticipated date for our full response.

If your complaint relates to the conduct of a member of staff, that individual will not be involved in the investigation or consideration of the complaint.

In responding to your complaint, we will set out any actions we propose to take and the timescales within which those actions will be completed.

Stage 2 – Senior Manager Review

If you remain dissatisfied following Stage 1, you may request that your complaint is reviewed by a Senior Manager.

The Senior Manager will independently review the complaint, the investigation undertaken and any supporting information provided.

We will acknowledge your request for review within 3 days and aim to provide a substantive written response within 10 days. Where additional time is required, we will explain why and provide an anticipated response date. In responding to your complaint, we will set out any actions we propose to take and the timescales within which those actions will be completed.

Stage 3 – Final Internal Review

If you remain dissatisfied following Stage 2, you may request a final internal review.

This review will be conducted by a Senior Manager who has had no previous involvement in the matter.

Following completion of the review, we will provide our final response. Once this response has been issued, Collegiate UK's internal complaints procedure will be considered exhausted.

Please note that a complaint may be fully investigated and handled appropriately even where the outcome is not the outcome sought by the complainant.

Where a resolution is agreed, Collegiate UK will implement that resolution within 10 days unless otherwise agreed with the complainant.

Complaints Outside the Scope of this Procedure

This procedure does not normally apply to:

- Initial service requests, such as maintenance or repair requests, which should be reported through the Collegiate Portal.
- Anonymous complaints where there is insufficient information to investigate.
- Requests to cancel, terminate or be released from a tenancy or licence agreement.
- Matters that are currently being considered, or have already been determined, by a court, tribunal, university or other external dispute resolution body.

Building Safety Concerns

In accordance with the Building Safety Act 2022, residents are encouraged to raise any concerns relating to building safety.

Building safety concerns will be investigated through this Complaints Procedure and escalated where appropriate.

ANUK/Unipol National Code Complaints Procedure

Collegiate UK is a member of the ANUK/Unipol National Code for Larger Developments.

If you remain dissatisfied following the completion of Collegiate UK's internal complaints procedure, you may refer your complaint to the ANUK/Unipol National Code Complaints Investigator.

In addition, if Collegiate UK has not provided a substantive response to your complaint within 28 days of it being lodged, you may refer the matter directly to the ANUK/Unipol National Code Complaints Investigator.

Further information about the National Code complaints process can be found at <https://www.nationalcode.org>

Independent Redress

If you remain dissatisfied after exhausting Collegiate UK's internal complaints procedure, you may also be able to seek independent redress through:

- ANUK/Unipol National Code – <https://www.nationalcode.org>
- Property Redress Scheme – <https://www.theprs.co.uk/Consumer>
- Propertymark – <https://www.propertymark.co.uk>

The availability of these schemes and their eligibility requirements will depend on the nature of the complaint.

Confidentiality

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

Harassment

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

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their warden in the first instance. You can also contact the Equality and Diversity Office or the Students Union Advice Centre.

External Referral

Collegiate UK is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate UK has not dealt with your case properly, or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the ANUK Code directly.



EQUALITY AND DIVERSITY

Collegiate UK – committed to equal opportunities

Managers of Collegiate UK's premises will ensure that all accommodation allocation procedures comply with applicable equal opportunities policies.

Where no equal opportunities policies exist, managers will ensure that no person or group of persons is discriminated against or unfairly treated because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, social status or any other factor.

As part of its commitment to assisting persons with disabilities, Collegiate UK will ensure that charges for rooms adapted for use by students with disabilities do not exceed the standard room rate for the building in which they are located.

Want to know more?

If you would like to know more about our commitment to equal opportunities, please contact us by emailing: residents@collegiate-ac.com

IT DOESN'T HAVE TO END HERE...

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

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



