UPP Nottingham in partnership with Nottingham Trent University

Nottingham Trent University
Resident Handbook
2017 - 2018
Welcome to **your new home!**

We are delighted that you have chosen one of our Halls of Residence. University Partnerships Programme (UPP), the owner and operator of your Hall of Residence, works in partnership with Universities nationwide and aims to provide you with a comfortable environment in which to study and relax. UPP are the University’s residential accommodation partner and preferential provider who operate residences for students attending Nottingham Trent University.

This handbook is designed to provide you with as much information about your new home as possible.

It is very important that you read the contents of this Handbook carefully before your arrival at Nottingham Trent University. This handbook works in conjunction with your Licence Agreement. By accepting your Licence Agreement, you are agreeing to the terms and conditions highlighted in this Handbook. The Handbook also provides you with all the information that you may require prior to your arrival and during your stay. If you should still have any questions however, please do not hesitate to contact a member of our team.

It’s important to be able to keep in touch with your friends and family, as well as with what is happening in the wider world while you’re at University. We also recognise the increasing importance of the internet in both academic and social activities. That’s why all UPP residences offer free, wifi enabled, broadband-style internet. Please contact the relevant Residence Manager for information.

We hope that you enjoy your stay with us.

Best wishes,
**Steve Phillips**
General Manager

**and the UPP Team at NTU**
Nottingham Trent University Student Accommodation Services would like to welcome you to your new home. UPP operate your residence and ensure that you have an enjoyable and safe experience living in your UPP residence. NTU’s Student Accommodation Services are also here to help. Please contact us by email at accommodation@ntu.ac.uk or call 0115 848 2894.

The University also offers a range of services if you need any further support. Our Student Support Services include counselling, disability support, support with mental health difficulties, health, wellbeing, faith and spirituality and financial advice. You can contact them by email at student.support@ntu.ac.uk or call 0115 848 6060.

Our International Student Support Service is a specialist advice service for international students. They provide assistance on a range of issues including visas and immigration, employment regulations, academic concerns, settling into the UK and money matters. Please contact them by email at int.support@ntu.ac.uk or call 0115 848 2631.

The accommodation you choose will also benefit from Residence Assistants that will be there to assist you with your stay. They are there as a support mechanism for you throughout your stay.

Each hall will have its very own hall committee in place to enhance your university experience by giving you the chance to meet new people and have fun through the different events planned throughout the year. To find out more or for a chance to join your hall committee please visit www.trentstudents.org.
Hello and welcome to Nottingham Trent! The Students’ Union is your representative body and we work to make your time at NTU the best it can possibly be, in all areas of student life. We provide opportunities and support from when you first arrive, all the way through to when you leave. UPP Halls benefit from a unique relationship with the university and high standards of management and facilities. As a result we are happy to recommend UPP Halls to you.

Your Executive Officers meet regularly with NTU Accommodation Services and UPP representatives to talk through specific ideas and events for your accommodation, ensure that your positive experiences are noted so that more students can benefit, address any issues that may be occurring in and around your halls and quell any concerns that students may experience while in halls. We have a positive, consistent relationship with UPP, who are open to feedback from you and continually strive to give you the best possible experience during your time with them. Your Students’ Union Information and Advice Service are also in regular communication with the University’s Accommodation team and are on hand to assist you at any point during your time, should you need it. The advice and support is completely free, and available to you even immediately after you’ve left the University.

We hope you enjoy your time in halls, it certainly offers a great sense of independence and an opportunity to make lasting friendships. We are always available to talk to and give feedback, positive comments or areas to improve. Be sure to make use of our volunteers throughout Welcome Week (those returning students in the brightly coloured tops) who are on hand to inform you about being a part of your Halls Committee and guide you through the sometimes complex but exciting world that is life at Trent.

Mayo Adeniran
Vice President of Services
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1.0 CONTACT INFORMATION

1.1 UPP Residences at Nottingham Trent University

UPP are responsible for the management and operations associated with your residential accommodation.

The Reception/Residence Manager’s office at your Hall is staffed 24/7 and any enquiries such as maintenance requests, cleaning requirements and general Health and Safety issues can be dealt with here.

Please contact the Nottingham Trent University (NTU) Student Accommodation Services office (SAS) for any enquiries regarding applications, accommodation, Licence Agreements and fee payments on +44 (0)115 848 2894 or visit them at:

Student Accommodation Services
Nottingham Trent University
Student Services Centre
Newton (Link) Building
Goldsmith Street
Nottingham NG1 4BU

www.ntu.ac.uk/accommodation
accommodation@ntu.ac.uk

2.0 GUIDE TO ACCOMMODATION

UPP own and operate twelve Halls of Residence in partnership with NTU, providing around 4411 students with accommodation in a variety of locations across Nottingham.

All residences are offered on a self-catering basis however catering services are also available at both the City and Clifton campuses for lunchtime and evening meals during term time, in addition to snacks and drinks at other times of the day.

2.1 Moving In

In order to move in to your accommodation please ensure that you have provided all of the information, including payment details as stated within the Licence Agreement. The earliest date you can move into your Hall is the start date specified on your Licence Agreement. If you require accommodation before the start date on your Licence Agreement, please contact the NTU Student Accommodation Services team to discuss whether this will be possible.

You will not be able to gain access to your room outside of the stipulated check-in date unless you have made prior arrangements with your Hall of Residence.

Please send an electronic passport sized photograph to your residence email address before you move in.

On arrival, you will be issued with a key/fob and/or an access card together with the Fire Evacuation Procedures. You will be asked to register and sign on receipt of these items.

2.2 Keys and Swipe cards

Keys or fobs will be issued on arrival. Keys cannot be issued if you have not paid your £200 booking fee at the time of booking your accommodation. This booking fee becomes your deposit. Access to your accommodation will not be handed over before the start date detailed on your Licence Agreement. Please note that payment for your room is from the start date on your Licence Agreement.
Late arrivals will have to pay for their room from the stipulated start date even though occupation may start at a later date.

Please take care not to lose your keys or swipe card. Replacements are available from the Hall Reception but you will be expected to pay an additional charge when you are issued with a replacement. In some cases of lost keys, it may be necessary to change your lock.

2.3 Room contents
Each study bedroom is provided with:

- Bed
- Mattress
- Workstation
- Chair
- Wardrobe
- Bookshelves
- Pinboard or tac board (provided in most rooms)
- Electrical sockets
- Curtains or blinds
- Carpet
- Waste bin
- Desk lamp/lighting

Most study bedrooms also provide en-suite shower, toilet and wash basin facilities.

Each en-suite studio consists of the above items as well as:

- Twin hob
- Combi microwave oven
- Under counter fridge with Freezer section
- Dining table and chairs
- Kettle

Each communal kitchen is provided with:

- Oven with hob
- Microwave
- Kettle
- Toaster
- Fridge and freezer facilities
- Dining table and chairs

Residents are required to bring the following items as these are not provided:

- Bed linen (check with your residence, as mattress sizes vary).
- Towels
- Crockery and cutlery
- Pots and pans
- Toilet paper

If you require a bed or kitchen pack, please visit the University’s Online shop at https://onlinestore.ntu.ac.uk/

- Fitted Sheet x 1
- Quilt Cover x 1
- Pillow Case x 1
- Single Quilt x 1
- Pillow x 1
- Bed packs £42.00

Please contact your Residence Management team regarding price and ordering. These packs are subject to availability and pre-booking, and you will be required to pay for these in full by cash or card upon arrival.

3.0 Payment of fees
Your accommodation fees are payable on the due dates as stipulated in your Licence Agreement.

3.1 Request to move room
Please contact the University’s Student Accommodation Services for details of availability. Please note that we cannot guarantee that we will be able to accommodate your request. A charge of £30.00 per person will be payable if a move is granted.
4.0 GENERAL

4.1 Inventory
On arrival, you will be provided with an inventory detailing the items provided for your use in your room and in the common areas of your flat. You should check the inventory on arrival and report any damage or defects to the Reception within 24 hours. If you do not do this we will assume that everything is in good order and that the contents are complete and undamaged. It is important to check the inventory fully as a final inspection will be carried out when or after you move out and the inventory will be used to check for any lost or damaged items.

4.2 Losses, breakages and damages
The cost of any losses, breakages, accidental damage or extra cleaning required within flats, rooms or blocks considered by the Residence Manager to be above normal wear and tear, will be charged to your deposit. However, in cases where the charge or charges exceed 50% of your deposit, we will write to you asking you to make payment in full if you are still in residence.

Details of the approximate charges are provided at the end of this Handbook.

4.3 Utilities
Each flat is supplied with hot water, electricity and is centrally heated. This is managed via a timing mechanism to conserve energy. Utility costs are included within your accommodation fees. It is important that any problems with your utility provision are reported to Reception as soon as possible.

4.4 Cleaning and laundry
It is in everyone’s interests to maintain a hygienic and safe environment. All residents are responsible for the cleanliness of their bedrooms. Although the communal areas in shared flats are cleaned weekly by staff, it is your responsibility to keep them in an acceptable state at all times. Any additional cleaning required could result in a charge being made to all the flat occupants. Laundry facilities are available within the UPP halls at an additional cost. You are advised to supervise your own laundry to ensure that nothing goes missing. Residents are not permitted to dry their laundry in kitchens and communal areas.

Irons, ironing boards and vacuum cleaners are also available within each flat.

4.5 Waste disposal
UPP are committed to re-cycling throughout their Residences. You are responsible for moving your waste from your room to the bin store area.

We encourage that used batteries are re-cycled and you can deposit old batteries at reception.

Broken glass should be wrapped well and clearly labelled, or disposed of in the bin areas provided.

Condoms Used condoms should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms down the toilet, as they cause problems with the plumbing.

Razor blades should be returned to their safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.

Sanitary towels and tampons should not be flushed down the toilet.
4.6 Television Licences
If you are bringing your own personal TV with you, and you wish to watch live TV, you must ensure that it is licensed. Licences can be purchased online at www.tvlicencing.co.uk. (There are no TV Ariel points in the residences).

In some of our residences there is a common room, where free-view television channels can be watched.

4.7 Council Tax
Full time students are exempt from Council Tax. If you are not a student or you cease to be a full time student, you will be solely and personally responsible for the payment of any Council Tax liability chargeable in respect of your occupation of the flat/studio.

4.8 Drugs
The possession of illegal substances/legal highs is strictly forbidden within the Halls of Residence. Anyone believed to be in possession of such substances will be reported to the police.

4.9 Noise
Please keep audio visual equipment at an acceptable volume and close doors quietly. When returning to the Hall, please keep noise to a minimum. If you should be disturbed on a regular basis and cannot resolve the situation yourself, please report the issue in the first instance to the Hall Reception.

Please be considerate towards other residents and the local community. Remember noise levels are magnified at night.

4.10 Notice boards
There are notice boards in most Halls. Notices or poster advertisements should be authorised before being displayed in common areas.

4.11 Pets
No pets are permitted within the Hall (except guide dogs). This includes fish, terrapins, hamsters etc.

4.12 Parking
Please refer to your Licence Agreement. Parking is available at Blenheim Hall, The Maltings, Meridian Court, Norton Court, Peverell Hall and Simpsons. Parking is only permitted when you have purchased a parking permit. The cost of this permit is not refundable and vehicle owners park on UPP property at their own risk.

By accepting a room at Byron, Gill Street South or New Hall (Clifton Campus), the resident agrees that he/she will comply with the terms of the University’s agreement with the local authority which states "Not to bring or keep any motor vehicle owned or in the custody of the student to the City of Nottingham other than a single trip at the beginning and at the end of a term to transport the student and his/her belongings to the residence”

4.13 Bicycles
Bicycles are permitted and we do provide some external storage racks for them. In the interests of Health and Safety, bicycles are not permitted to be brought inside any of the buildings.

Details of NTU’s Bike Hire Scheme can be found via EcoWeb www.ntu.ac.uk/ecoweb under Ucycle - Cycling for students.

4.14 Light bulbs
The maintenance team replaces light bulbs. Please ask at Reception.

4.15 Maintenance
In an emergency, contact a member of staff immediately. The need for repairs usually results from normal wear and tear but any
deliberate, careless or accidental damage will be charged to those responsible (or to all residents if those responsible are not known). Our maintenance team will allocate a priority to respond to your requests:

**Priority A** Attend and make safe within 1 hour
**Priority B** Attend and make safe in 24 hours
**Priority C** 7 days
**Priority D** Non urgent.

Please ask for ID before allowing any tradesman to enter the premises. A note will be left confirming attendance.

4.16 Showerheads

Showerheads in each room will be inspected on a regular basis to see whether they need cleaning. This work is necessary to comply with Health and Safety Legislation.

4.17 Room access

Access to another resident’s room will not be granted, in their absence, under any circumstances.

4.18 Internet Service

The internet service from your room is provided by Cable-com. Cable-com also provide IPTV service to all residences. All UPP residences offer free, Wi-Fi enabled, broadband-style internet. Please contact the relevant Residence Manager for information.

Any queries regarding the internet packages and the service should be directed to the Cable-com helpdesk.

You will be provided with an ADSL cable, which will direct you to the Cable-com website. You can also sign up for the services prior to arrival.

5.0 WELFARE AND SAFETY

5.1 Personal Contents Insurance

Your personal contents insurance (Endsleigh Insurance) is included in your accommodation fees. You are advised to check the terms and conditions of the policy to ensure you have the appropriate cover for your belongings. Please ask for an insurance leaflet from Reception.

UPP are not liable to reimburse any costs towards theft or damage to a resident’s property if that resident has not taken out sufficient contents insurance cover.

There are some high risk exclusions to the insurance cover such as lap top or bicycle theft. This cover can be arranged at an additional fee. Details of your cover are available at [www.blockhalls.co.uk](http://www.blockhalls.co.uk)

5.2 Security

The Halls have Facilities Officers on duty outside of normal office hours.

5.3 Wardens Service and residents

We have residence assistants who are on-hand to help. Residence assistants are slighter older students, who are in hall to offer friendly advice and support, or to give you information about other services the University can provide. They will work closely with the Residence Management Team, and the Warden Service, to ensure your accommodation experience is a positive and enjoyable time. The campus also has a Wardens Service Team who, in addition to their main duties with the University, undertake the role of wardens in respect of resident students. The warden role has two main elements – pastoral care (focusing on student welfare) and enforcement of the student code of behaviour. The wardens provide basic support and advice for students who are encountering personal difficulties and can act as a referral point for more specialist support services within the University. Should you need to speak with a member of the Warden Service Team, please contact the residence team and ask for the duty warden.
5.4 Non-Smoking Policy
Smoking is not permitted within any area of the Halls of Residence.

Cigarette bins are located by block entrances. Please ensure that cigarettes butts are disposed of correctly.

5.5 Fire alarms
Testing of the fire alarm in each block will take place each week and students will be notified accordingly. You are not requested to leave your room, as this alarm will only sound for up to 30 seconds. If the alarm continues for longer than the stated period on a testing day, please continue to leave the building and proceed to your assembly point as this may be a real fire.

In the event of a fire, the alarm will continue, and you will need to leave your room quickly but calmly to your fire assembly point. This information is detailed in the Fire Evacuation Procedure Information which is issued to you upon your arrival. This information can also be found displayed on notices within your flat.

As there are smoke detectors situated in each bedroom, leaving your shower door open whilst taking a shower can set off the alarm. Please be aware that it may not be obvious that the alarm has been set off until a member of staff is sent to check your room.

Whilst cooking, you must ensure that the kitchen door is kept closed and you turn on your extractor fan. Also open your window, to allow airflow to circulate. Failure to do this can also set off the fire alarm. To reduce the risk of fire, you should not leave cooking in the kitchen unattended.

In the interests of health and safety for all residents, fire doors such as kitchen, corridor and flat doors must never be propped or wedged open.

The tampering of fire equipment including the discharging of fire extinguishers, the removal of detector heads and the smashing of break glass points is a criminal offence. Anybody found to be responsible for any of these or similar incidents, may be excluded from the Hall and also be subject to disciplinary measures under the University’s Student Code of Behaviour.

5.6 Candles
Any type of candle, joss stick or incandescent burner is strictly forbidden, as they pose a serious fire hazard. Any such item found in the residences will be removed. Any fire alarm activation caused by the use of candles is treated extremely seriously.

5.7 Electrical Appliances
All electrical items brought into the Hall which are recognised as being permissible should be fitted with a correctly rated fuse, correctly wired plug and a cable in good order.

No electric blankets or electric duvets are permitted without a current safety test certificate.

5.8 What not to bring
In the interests of Health and Safety, you are not permitted to bring any of the following items:

- Any form of heating appliance
- Any heavy-duty electrical appliance
- Fridges, freezers and any other white domestic appliances not supplied by UPP
- Deep fat fryers
- Offensive weapons (this includes dummy weapons or weapons used in enactments).
- BBQs, gas stoves and any type of gas appliance.
- Gas bottles
- Dart boards
- Sofas, armchairs and inflatable furniture
- Other items described in sections in this booklet (eg refer to sections 5.6, 5.7)
The above list is not exhaustive and the Residence Manager can reject the use of any item which is deemed not to be in the interests of the safety of other residents of the Hall.

5.9 Doctor
It is recommended that you register with a local Doctor who is prepared to make house calls in an emergency. If you are unwell at any time and require assistance, please contact a member of staff via Reception or call NHS Direct for medical advice on 0845 4647. In an emergency dial 999 and then contact a member of staff on call.

5.10 Police
Details of the local Police Station or Community Officer can be obtained from Reception.

5.11 Window Restrictors window grilles
In the interests of Health and Safety, window restrictors within the Hall must not be adjusted or tampered with. Any tampering will result in a repair charge being levied and the matter being referred to the Warden.

Where window grilles are provided to the inside of windows, please ensure that these are fully extended to cover the windows and that they are kept locked in position at all times.

5.12 Crime Prevention
Where additional safety devises are fitted e.g. window alarms, window grilles, please ensure that these are being used correctly.

5.13 Personal Safety
The message is:
**HAVE A GOOD NIGHT but GET HOME SAFE**
- Arrange transport home in advance.
- Avoid going to a pub, club or party alone.
- Don’t become isolated from your friends.
- Never leave your drink unattended.
- Never accept a drink from someone you don’t know or trust.
- If you begin to feel drunk, dizzy or disorientated seek help from a trusted friend or a member of the pub/club staff.
- Never walk home alone.
- Carry a Personal Attack Alarm – information on purchasing this item is available from your local crime prevention officer.
- If someone threatens you, shout and scream for help.
- If you are attacked, report it to the Police immediately. Specialist units are available to deal with sexual offences in a sensitive and confidential manner.

6.0 CORRESPONDENCE

6.1 Mail and deliveries
All mail is delivered to the Hall and then sorted by a member of staff. Your mail can be collected from the Reception area of your Hall. We do not accept responsibility for mail or parcels which you do not receive.

Some recorded deliveries can be accepted at Reception but we are unable to sign for electrical equipment, mobile phones, oversized items, gas canisters or food items. If you are arranging the delivery of these items, please arrange a suitable time with the courier to ensure that you are in at the time of delivery.

If you are returning items, please arrange a suitable time with the courier to ensure that you are in at the time of collection.

6.2 Change of contact details
If your home address and/or emergency contact details change, please go on line at www.ntu.ac.uk/currentstudents to amend your personal details and also inform your
Residence Manager in writing immediately so that they can update your file.

6.3 Confidentiality
No information will be provided about residents to outside parties without your consent, with the exception of Nottingham Trent University, the police, immigration or other legitimate authorities.

7.0 GUEST POLICY

7.1 Overnight stays
Residents are responsible for their guests’ behaviour and should ensure that any guests have been signed in. Guests are allowed to stay overnight in a student’s room provided that they are signed in at the Reception. Guests are allowed to stay overnight for a maximum of two nights per week. Please bear in mind that regular guests are an unfair burden on fellow residents.

7.2 Parties
In the interests of fellow residents no parties are to be held in flats or studios without prior consultation and agreement with the Residence Manager and your neighbours.

8.0 MOVING OUT

The period of occupancy ends on the date specified on the Licence Agreement and all residents must vacate the accommodation by 10.00am on this day. If you choose to formally defer or withdraw from your studies then you will be liable for the full years fees, but you will not be able to remain in accommodation. As soon as you return your keys we will start seeking a replacement to try and release you from the contract liability that way.

Each room must be cleaned and left as it was found on the day you arrived. All en suite shower rooms must also be thoroughly cleaned on departure.

Any keys, cards or fobs must be placed in an envelope, clearly marked with your name and room number and handed in personally to Reception between the hours of 9.00am-5.00pm. If you are leaving outside office hours please notify your Residence Manager at least 72 hours in advance of your date of departure.

To receive your deposit refund with the minimum of delay your room must meet the following standards:

- All personal belongings to be removed
- Remove all waste from bedrooms and kitchens and place directly in the bin store area
- Empty desks, drawers and wardrobes and take all personal belongings with you
- Vacuum clean your bedroom carpet
- Posters, pins, Blu-tack etc removed from walls without damaging paintwork and notice boards cleared of all paper and pins
- All furniture, window ledges, en suite bathroom and fixtures cleaned
- Complete and hand in your deposit return form.

You will be charged the full cost of repair/cleaning of fixtures and fittings damaged within your room during your residency. Within communal areas any damage to fixtures and fittings, or items missing from these areas, will be charged to all occupants within the flat, or where damage cannot be apportioned to a group of residents the charge will be deducted from every resident of the Hall.
If you should wish to extend your period of stay beyond the end of your Licence Agreement please enquire at the Student Accommodation Services (SAS) Office.

**8.1 Deposit return**

You will be issued with a deposit return form towards the end of your Licence Agreement. It is the responsibility of the resident to ensure that the deposit return form is completed and returned to the Reception before the end of the Licence Agreement. All students will have their deposits returned to them by bank transfer approximately four weeks after the Licence Agreement period end date, once their room check has been satisfactorily completed and their room key/fob/card have been returned.

Any outstanding accommodation fees will also be deducted from the deposit.

Students must provide their correct bank details on their deposit return form. If you do not provide correct bank details there may be a delay in you receiving your deposit refund.

Refunds can be made into international bank accounts. The cost of carrying out this process is passed onto the student with a deduction made from the deposit. The current cost is indicated in our table of charges.

Residents are notified of the refund that they will receive.

**9.0 COMPLAINTS PROCEDURE**

If you are dissatisfied with any part of our service, it is important that you let us know.

By working through any problems we can make sure that we give you the best service possible. In fact all of our standards are designed to meet the expectations of our customers.

If we have made a mistake we will try to put it right as soon as possible.

What you need to do:

Firstly, contact a member of staff at Reception. Sometimes we may ask you to put your complaint in writing, which helps us understand your concerns. If we can’t resolve your complaint straight away, we’ll look into it in more detail.

In any event the Residence Manager will respond to you within 5 working days. We’ll try to give you a full reply but if this is not possible, an acknowledgement will be sent to you within this time.

Within 10 working days the Residence Manager will have investigated your complaint and sent a written response. Hopefully, we will have resolved the situation but, if you’re still unhappy, contact the UPP Business Manager who will get back to you within 10 days with our final response. You can write to the General Manager at:

UPP Nottingham,
Residence Office,
Gill Street Residence,
Gill Street NG1 4FY
### 10.0 CUSTOMER SATISFACTION SURVEY

These will be issued to residents during your stay to gain feedback regarding the services provided. We welcome customer feedback to enable us to meet your requirements. We would be most grateful if you could complete and return surveys at your earliest convenience.

### 11.0 TABLE OF CHARGES

#### ACCESS AND SECURITY
- Replacement Door Keys (per key) £20
- Replacement Door Card £10
- Replacement Mail Box Key £10
- Replacement Door Fobs £10
- Replacement Lock and fit (min charge) £70

#### WHITE GOODS
- Replacement Iron £20
- Replacement Ironing Board £20
- Replacement Kettle £25
- Replacement Toaster £20
- Replacement Microwave £85
- Replacement Combi Oven (min charge) £207
- Replacement larder Fridge/Freezer £365
- Disposal of existing Fridge/Freezer £10
- Replacement oven/cooker (min charge) £280

#### BATHROOM
- Replacement Toilet Seat & Cover £41
- Painting to Bathroom (per wall) £45
- Cleaning Shower (min charge) £35
- Cleaning (min charge) £30
- Replacement kitchen & bathroom tiles (per square metre) £31

#### KITCHEN
- Replacement Kitchen Bin £11
- Replacement grill pan handle £25
- Replacement Bucket £7
- Replacement Dust Pan & Brush £5
- Kitchen Chair £42
- Kitchen Carpet (min charge) £150
- Kitchen Vinyl (min charge) £150
- Kitchen Worktop Burn £85
- Kitchen Table (min charge) £175
- Replacement Fire Extinguisher £70
- Cleaning to kitchen (min charge) £30
- Painting to kitchen (per wall) £45

#### EXTINGUISHERS
- Recharge Water, CO2 Foam £35
- Replacement water £54
- Replacement CO2 £71
- Replacement foam (small) £45
- Replacement foam (large) £75
- Replacement Fire Blanket £35
- Replacement Broken Glass Fire call point £17
- Dry Powder £25
- Replacement Tamper Indicator Tab £52

#### BEDROOM
- Bed Packs (See NTU web site for current charges)
- Replacement Mattress (single) £95
- Replacement Mattress (double) £163
- Replacement Mattress protector £10
- Replacement Study Chair £74
- Replacement Bed Base C.A.P.I.
Replacement Wardrobe C.A.P.I.
Replacement Study Desk (min charge) £200
Replacement Desk Lamp £14
Painting to Bedroom (per wall) £45
Cleaning to Bedroom (min charge) £35
Waste Bin £8
Bedroom Mirror C.A.P.I.
Replacement Bedroom Curtain (min charge per pair) £55

COMMUNAL AREAS
Replacement Waste Bins £15
Replacement Easy Chair (min charge) £60
Replacement Vacuum Cleaner £120
Painting to Communal Areas (per wall) £45
Cleaning to Communal Areas £30
Replacement Kitchen Curtain (min charge per pair) £50

OTHER
Removal of rubbish bags £5.00
Damage to Intercom C.A.P.I.
Damage to Furniture C.A.P.I.
Damage to Fire Doors C.A.P.I.
Replacement Window Restrictor/Catches £50
Replacement Light Diffuser C.A.P.I.
Replacement Ceiling Tile (min charge) £28
Replacement Carpet (per Carpet Tile) C.A.P.I.
Additional Window Cleaning (min charge) £20
Shampoo Carpet Cleaning £40
(minimum charge per carpet)
Furniture not returned to original position £10
Removing Stickers/Blu-tac to doors/walls/ceiling £10
Damage to Electrical Sockets (min charge) £50
Damage to Notice Boards (min charge) £35
Call-out for non-emergencies C.A.P.I.
Replacement of Window or Door Glass C.A.P.I.

Adjustment or Replacement of Fire/Smoke/Heat Detector or Alarms C.A.P.I.
Adjustment of Fire Alarm Bell C.A.P.I.
Fire Signage (per sign) £10
Payment into international bank account £20
Bounced cheque £20

C.A.P.I. (Cost As Per Invoice)

Please note that these costs only serve as a guideline to damage charges. Where detailed an invoice will be provided to substantiate costs. Invoice costs are subject to an administration charge and VAT.

Prices correct at the time of going to print.
If you should wish to extend your period of stay beyond the end of your Licence Agreement please enquire at the Student Accommodation Services (SAS) Office.

12.0 RETURNING STUDENTS
If you would like to stay in hall for the following academic year, please also enquire at the SAS Office.

13.0 HALL CONTACT DETAILS

UPP Halls of Residence
UPP Nottingham Office
UPP Nottingham Residence Office,
Gill Street Residence,
Gill Street,
NG1 4FY
t +44 (0) 115 908 2260
Hall Contact details:

Blenheim Hall:
St Ann’s Hill, off Woodborough Road, Nottingham NG3 4LB
t +44 (0) 115 962 2700
e blenheimhall@upp-ltd.com

Byron:
Hampden Street, Nottingham NG1 4FW
t +44 (0)115 908 2270
e byron@upp-ltd.com

Gill Street South:
Gill Street, Nottingham NG1 4FY
t +44 (0)115 908 2250/252
e gillstreet@upp-ltd.com

Gill Street Residence:
Gill Street, Nottingham, NG1 4FY
t +44 (0)115 908 2250/252
e gillstreet@upp-ltd.com

Hampden:
Hampden Street, Nottingham, NG1 4FF
t +44 (0)115 908 280/281
e sandbyhall@upp-ltd.com

The Maltings:
Whitemoor Road, Basford, Nottingham NG6 0HN
t +44 (0) 115 979 2810
e maltings@upp-ltd.com

Meridian Court:
Quorn Road, off Haydn Road, Sherwood, Nottingham, NG5 1DT
t +44 (0) 115 985 7707
e meridiancourt@upp-ltd.com

Norton Court:
Wilton Road, Radford, Nottingham NG7 5PQ
t +44 (0) 115 970 5963
e nortoncourt@upp-ltd.com

Peverell Hall:
Clifton Campus, Clifton Lane, Nottingham NG11 8NS
t +44 (0) 115 984 9986
e peverell@upp-ltd.com

New Hall:
Clifton Campus, Clifton Lane, Nottingham NG11 8PT
t +44 (0) 115 984 9980
e cliftonnewhall@upp-ltd.com

Sandby Hall:
Hampden Street, Nottingham NG1 4FW
t +44 (0) 115 9082 280/281
e sandbyhall@upp-ltd.com

Simpsons Hall:
Park Street, Lenton, Nottingham NG7 1RR
t +44 (0) 115 950 7156
e simpsonshall@upp-ltd.com