

Student Accommodation Services

# Clifton and City Accommodation Welcome Guide



# Welcome to your new home

Student Accommodation Services would like to welcome you to your new home. We are here to ensure that you have an enjoyable and safe experience living in Nottingham Trent University-owned or managed residences. This booklet contains essential information about your new home which will make your stay more pleasant. In conjunction with your Licence Agreement and Student Code of Behaviour, it provides you with all the information that we think you might need on your arrival and during your stay. If you still have any questions please do not hesitate to contact a member of Student Accommodation Services or the Residence Manager responsible for your accommodation. Contact details are provided at the back of this booklet.

If you feel that you need further support, please contact Student Support Services who are here to help your transition into student life at Nottingham Trent University. Please contact Student Support Services by email at **[student.support@ntu.ac.uk](mailto:student.support@ntu.ac.uk)** or call **+44(0)115 848 6060**.

Our International Student Support Service is a specialist advice service for international students staying at Nottingham Trent University. They provide advice on a range of queries and issues including visas and immigration, employment regulations, academic concerns, settling into the UK and money matters. Please contact International Student Support by email at **[int.support@ntu.ac.uk](mailto:int.support@ntu.ac.uk)** or call **+44(0)115 848 2631**.

Welcome Week will help you settle into campus life with an action-packed programme of events covering all social, sporting and cultural aspects of the university experience. Your Fresher Reps are here to help introduce you to student life and the activities provided by the Students' Union. For full details of Welcome Week log on to **[www.ntu.ac.uk/welcome](http://www.ntu.ac.uk/welcome)**.

We look forward to helping you settle in and we hope that you enjoy your stay with us.

**Student Accommodation Services**

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## Moving in

We have made every effort to ensure your accommodation is ready for you to move into. If you experience any problems please contact Student Accommodation Services immediately so we can help.

### Keys and entry fobs

Please take care not to lose your keys or entry fob. Replacements are available from the Student Accommodation Office but you will be expected to pay an additional charge if you are issued with a replacement (see page 12). In some cases of lost keys, it may be necessary to change your lock. These orders can only be placed during office hours.

Please ensure that you keep your keys with you at all times. If you are locked out of your room, please contact the Student Accommodation Office during office hours, or security at all other times. Please note, you will be charged a £10 lock-out fee to cover staff time and, depending on location, travel to allow you access to your room. Please see page 12 for more information.

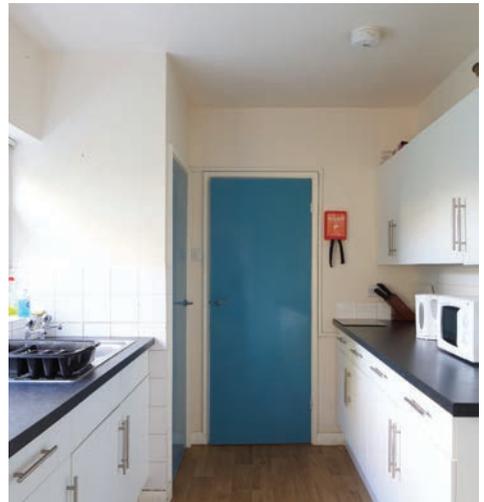
### Payment of fees

Your accommodation fees are payable on the due dates as stipulated in your Residence Agreement.

Any queries relating to fees should be directed to Fin Finance Income & Debt Management on **+44(0)115 848 6500** or by email at **FinFinanceIncome&DebtManagement@ntu.ac.uk**

## Request to move room

A waiting list will be available to request a room move from the start of term. For details please contact the University's Student Accommodation Services. Please note that we cannot guarantee we will be able to accommodate your request, as very few rooms become available. A charge of £30 per person will be levied on successful completion of a move.



# General

## Room contents

Each study bedroom is provided with:

- bed
- mattress
- workstation
- chair
- wardrobe
- bookshelves
- pin board (provided in most rooms)
- electrical sockets
- curtains or blinds
- carpet
- waste bin
- desk lamp / lighting

You will need to bring items such as bed linen, towels, crockery and cutlery with you, as these are not provided.



## Inventory

On arrival, you will be provided with an inventory detailing the items provided for your use. You should check the inventory on arrival and report any damage or defects to Student Accommodation Services within seven days. If you don't 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 an inspection will be carried out during your stay and the final one completed when you move out. The inventory will be used to check for any loss or damaged items.

On the day you move in, please bring a passport-size photograph to attach to your inventory.

## Losses, breakages and damages

Costs relating to any losses, breakages, accidental damage or extra cleaning required within flats, rooms or blocks considered by the Accommodation Team to be beyond normal wear and tear will be charged to your deposit.

If the damage exceeds 50% of your deposit, we will write to you asking you to make the payment in full.

Details of charges are provided at the end of this booklet.

When moving out of the residence, you will be charged the full cost for repairing or cleaning any fixtures and fittings damaged or left dirty within your room during your residency. Within communal areas, any damage to fixtures and fittings, or missing items will be charged to all occupants of the flat. Where damage cannot be apportioned to a particular individual or group, all residents of the hall will be charged.

## Utilities

Each flat is supplied with hot water, electricity and central heating 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 Student Accommodation Services (or to University Security out of office hours) as soon as possible.

## Cleaning and laundry

Maintaining a safe and hygienic environment is in everyone's best interests. All residents are responsible for the cleanliness of their bedrooms and the communal areas. Any additional cleaning required could result in a charge being made to all the flat occupants.

Laundry facilities are available within the residences. We advise you to supervise your own laundry to ensure that nothing goes missing. Residents are not permitted to dry laundry in the kitchens and communal areas.

## Waste disposal

You are responsible for removing waste from your room and kitchen and placing it in the bin store.

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

Condoms should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms along with any other items such as wipes and cotton wool down the toilet as they cause blockages and 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.

Please be aware of the recycling policy within your residence.



## Television licences

If you are bringing your own personal TV, or wish to watch live TV on a laptop or any other form of audio visual equipment, you must ensure that it is licensed. Licences can be purchased online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Council Tax

Full-time students are exempt from paying Council Tax. Forms are available at [www.ntu.ac.uk/currentstudents](http://www.ntu.ac.uk/currentstudents)

## Drugs

The possession of illegal substances is strictly forbidden within the halls of residence. Any prescription drugs should be stored securely and out of the reach of other residents.



## Noise

Please remember that you share your residence with others and that other people live nearby. We ask you to be considerate towards other residents and the local community at all times.

Wherever possible, please keep the volume on audio-visual equipment at an acceptable level and close doors quietly. When returning to your accommodation, 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 Student Accommodation Office.

## Pets

No pets of any kind are permitted within halls of residence (except for guide dogs). This includes fish, terrapins, hamsters, etc.

## Parking

There is limited parking available at some residences. Please contact the accommodation officer of your residence for details.



## Light bulbs

The University's maintenance team replaces light bulbs in communal areas. Please complete a maintenance request form online.

## Maintenance

If you have a maintenance problem with either your room or communal areas, please complete a maintenance repair form online. You can find the form on our website at

**[www.ntu.ac.uk/accommodation](http://www.ntu.ac.uk/accommodation)**

A member of the maintenance team will then visit your flat. Please ask for ID before allowing any trades people to enter the premises.

Be aware repair forms are not responded to out of office hours. Emergencies should be reported to Security 0115 8482468.

Where maintenance is required in an emergency, contact a member of staff immediately. The need for repairs usually results from normal wear and tear but any other deliberate, careless or accidental damage will be charged to those responsible (or to all residents if it is not possible to identify those who are responsible).

## Room access

Access to another resident's room will not be granted under any circumstances.

## Welfare and safety

We take your welfare and security while staying in University accommodation seriously, and the following information should help to ensure that your time with us is safe and enjoyable.

### Personal contents insurance

We recommend you take out an insurance policy to cover your belongings while you are living in your hall of residence.

### Security

Outside of office hours, security is provided by the NTU Security staff. Contact details are provided at the back of this booklet.

### Wardens

The Wardens service is there to offer support to students in all of our accommodation. Your warden can help if you are having problems settling into life at University or any concerns about your accommodation, or your course. They also have a direct link to the University's Student Support Services, giving you the best possible support during university life.

The wardens are also responsible for creating a sense of community within each residence. This includes encouraging a good standard of behaviour from residents and deterring behaviour which may impact negatively on others.



### No-smoking policy

Smoking is not permitted within any area of the residence. Should you wish to smoke, you may do so outside. Please ensure cigarette butts are disposed of correctly.

### Fire alarms

Testing of the fire alarm will generally take place each week and students will be notified accordingly. You are not requested to leave your room during a test, and the alarm will only sound for up to 30 seconds. If an alarm which sounds on a testing day continues for longer than the stated period, please leave the building and proceed to your assembly point as there may be a real fire. The University maintenance contract for fire alarms includes a full periodic check by CDS.

In the event of a fire, the alarm will continue, and you will need to leave your room quickly and proceed calmly to the fire assembly point. Information about fire assembly points and what to do in case of fire is given in the Fire Evacuation Procedure leaflet which is available in your residence. This information is also displayed on notices which can be found within your flat.

Tampering with fire equipment – including the discharging of fire extinguishers, the removal of detector heads or the smashing of Break Glass points – is a criminal offence. Anybody found to be responsible for doing so may be excluded from the hall of residence as well as being subject to disciplinary measures under the University's Student Code of Behaviour.

### Candles

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



treated extremely seriously.

## Electrical equipment

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

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

Irrespective of any restrictions made above, the accommodation officer can disallow the use of any piece of electrical equipment which is deemed not to be in the interests of the welfare of other residents of your hall.

## What not to bring

In the interests of health and safety, you are not permitted to bring any of the following items into a hall of residence:

- any type of heating appliance;
- any heavy-duty electrical appliance;
- fridges, freezers or any other white domestic appliances;
- deep-fat fryers, unless they are thermostatically controlled;
- offensive weapons (including dummy

weapons or weapons used in re-enactments);

- barbecues and gas stoves;
- gas appliances;
- dartboards;
- sofas and armchairs; and
- other items described in this booklet.

The above list is not meant to be exhaustive and the residence manager can reject the use of any item which is deemed not to be in the interests of the welfare of other residents of your hall.

Please note that all gas appliances are strictly forbidden.

## Doctor

We recommend you register with a local doctor who is prepared to make house calls in an emergency. There are medical centres at the





City site and Clifton campus. Contact details are provided at the back of this booklet.

If you are unwell during the night or at weekends and require assistance, please contact a member of University Security. In an emergency, dial 999 and then contact a member of on-call staff.

## Police

Information about your local police station or community officer can be obtained from Student Accommodation Services.

## Window restrictors

In the interests of health and safety, window restrictors within each residence must not be

adjusted or tampered with. Any tampering may result in a repair charge being levied and the matter being referred to the warden.

## Personal safety

If you're going out, 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.

This advice has been taken from *Your Practical Guide to Crime Prevention*, compiled by the Home Office.

Further crime prevention advice is available at [www.crimereduction.gov.uk](http://www.crimereduction.gov.uk)



## Correspondence

### Mail and postcodes

Each hall of residence has local arrangements for collecting mail. Detailed information about the arrangements for each residence will be given out at your induction.

### Change of contact details

If your home address and / or emergency contact details change, please visit [www.ntu.ac.uk/currentstudents](http://www.ntu.ac.uk/currentstudents) to amend your personal details.

### Confidentiality

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

## Guest policy

### Overnight stays

Residents are responsible for the behaviour of their guests and should ensure that any guests have left the residence by midnight. Guests are allowed to stay overnight in a student's room for a maximum of two nights per week. Please bear in mind that having regular guests can place an unfair burden on fellow residents.

### Parties

In the interests of fellow residents no parties are to be held in the accommodation without prior consultation and agreement with the residence manager and your neighbours.

## Moving out

The period of occupancy ends on the date specified on your Licence Agreement and all residents must vacate their accommodation by 10 am on this day. Each room must be cleaned and left as it was found on the day you arrived. All en suite shower rooms must be thoroughly cleaned on departure.

Any keys and fobs must be handed in personally to Student Accommodation Services between the hours of 9 am and 4 pm. Keys must be clearly identified.

To receive your deposit refund with the minimum of delay, please complete the deposit return form and ensure your room meets the following standards:

- all personal belongings removed;
- all waste from bedrooms and kitchens removed and placed directly in the bin store area;
- desks, drawers and wardrobes emptied and all personal belongings removed;
- bedroom carpet vacuum-cleaned;
- posters, pins, Blu-Tack, etc. removed from walls without damaging paintwork, and notice boards cleared of all paper and pins; and
- all furniture, window ledges, sink units and fixtures cleaned.

You will be charged the full cost for repairing or cleaning any fixtures and fittings damaged or left dirty within your room during your residency. Within communal areas any damage to fixtures and fittings, or missing items will be charged to all occupants of the flat. Where damage cannot be apportioned to a particular individual or group, all residents of the hall will be charged.

If you should wish to extend your period of stay beyond the end of your Licence Agreement, please enquire at Student Accommodation Services.

If you would like to stay in hall for the following academic year, please also enquire at Student Accommodation Services.

## Deposit return

It is your responsibility as a resident to ensure your deposit return form is completed and returned to Student Accommodation Services before the end of your Licence Agreement. Any outstanding accommodation fees will be deducted from your deposit.

## Give it don't bin it

Each summer, NTU works in partnership with the British Heart Foundation to help you do some good when you move out. You can donate unwanted items of clothing, shoes, books, CDs, and much more in BHF donation banks located in most Halls. Donation bags will be available from Halls receptions and the SU from May. Over the past few years NTU students have helped to raise over £100,000 for the British Heart Foundation by giving away unwanted items. Put yours to good use! For further information visit [www.ntu.ac.uk/sustainability](http://www.ntu.ac.uk/sustainability)

## Complaints procedure

All our standards are designed to meet the expectations of our customers. If you are dissatisfied with any part of our service, it is important you let us know. By working through any problems we can make sure we give you the best service possible.

## What to do if you have a complaint

Contact the residence manager for your residence. Contact details are provided at the back of this booklet. You will be asked to put your complaint in writing, because it can help us to better understand your concerns. If we are unable to resolve your complaint straight away, we will look into it in more detail.

In any event, Student Accommodation Services will respond to you within five working days. We will try to provide a full reply, but if this is not possible, an acknowledgement will be sent to you.

Within ten working days, the Accommodation Office will have investigated your complaint and sent a written response. Hopefully, we will have resolved the situation but, if you are still unhappy at this stage, you can contact the Head of Student Accommodation at Student Accommodation Services. Contact details are provided at the back of this booklet.

## NTU and the Environment

At NTU we are committed to reducing our impact on the environment. The Environment Team are working hard to reduce NTU's carbon footprint and minimise our waste. However we can't do this without you!

Working together with our students and staff we continue to strive for excellence in environmental sustainability.

Here are some bright ideas that really will make a difference, helping to keep NTU in the top five most environmentally friendly Universities in the country as well as helping you to save money.

- Ensure electrical items such as phone and laptop chargers are switched off at the socket when not in use. They all use energy, even if they're not connected to the item charging.
- Avoid putting hot food back into the fridge. Wait for it to cool down first.
- Switch to Fairtrade items such as tea, coffee and chocolate. These are available in all of NTU's cafés as well as supermarkets and local shops.
- Donate unwanted clothing, shoes, books and electrical items in our British Heart Foundation banks at the end of the year.

- Use Nottingham's fantastic public transport network including buses and trams to get around rather than jumping in your car. Alternatively why not walk to University or cycle? You can save money whilst keeping fit and healthy, it's a win-win situation! Ucycle, NTU's bike hire scheme, lets you hire a bike for up to a year. For more information see [www.ntu.ac.uk/ucycle](http://www.ntu.ac.uk/ucycle)

So why don't you get involved? Encourage your new house mates and course mates to do their bit; you really can make a difference! Let the Environment Team know your ideas and what you would like to see introduced or ask for further advice by emailing [environment.team@ntu.ac.uk](mailto:environment.team@ntu.ac.uk)

- Find out more at [www.ntu.ac.uk/sustainability](http://www.ntu.ac.uk/sustainability)



# Table of charges

Item	Cost
<b>Access and security</b>	
Replacement door keys per key	£40
Replacement lock	£75
Lock-outs	£10
<b>White goods</b>	
Replacement kettle	£20
Replacement toaster	£25
Iron	£20
Ironing board	£20
Replacement microwave	£80
Replacement combi oven	£165 invoice costs
Replacement fridge	£200 invoice costs
Replacement freezer	£220 invoice costs
Replacement fridge-freezer	£350 invoice costs
Disposal of existing fridge / freezer	£50 minimum charge
Cooker	£300
<b>Bathroom</b>	
Replacement toilet seat and cover	£40
Painting to bathroom / shower room	£35 per wall
Additional cleaning	£20 – £80 minimum charge
<b>Kitchen</b>	
Replacement kitchen bin	£20
Replacement dustpan and brush	£10 where provided
Kitchen vinyl	£100 minimum charge
Kitchen worktop burn	£100 minimum charge
Kitchen table	£150 invoice costs / where provided
Painting to kitchen	£45 per wall
Additional cleaning to kitchen	£20 – £40 minimum charge
<b>Extinguishers</b>	
Recharge water, CO <sup>2</sup> , foam	£40
Replacement water	£80
Replacement fire blanket	£40
Replacement broken glass	£20
Replacement tamper indicator tab	£20
<b>Bedroom</b>	
Replacement mattress (single)	£120

Item	Cost
Replacement mattress protector	£15
Replacement study chair	£85
Replacement bed base	£110
Replacement wardrobe	£160 invoice costs
Replacement study desk	£200 invoice costs
Replacement lightshade	£15
Replacement desk lamp	£15
Painting to bedroom	£45 per wall
Additional cleaning to bedroom	£50 minimum charge
Replacement waste bin	£10
Replacement bedroom blind	£85 invoice costs

### Communal areas

Replacement sofa	£450 invoice costs
Replacement vacuum cleaner	£120
Painting to communal areas	£65 per wall
Additional cleaning to communal areas	£80 minimum charge

### Other

Damage to intercom	£15 invoice costs
Damage to fire doors	CAP1
Replacement window	£100 invoice costs
Restrictor / catches	£40
Replacement light diffuser	CAP1
Replacement carpet	CAP1
Additional window cleaning	£40 per window
Shampoo carpet cleaning	£60 min charge
Removing stickers / Blu-Tack to doors / walls / ceiling	£10 per wall
Damage to electrical sockets	£50
Damage to notice boards	£35
Replacement of window or door glass	CAP1 invoice costs
Adjustment or replacement of fire / smoke / heat detector or alarms	£75 invoice costs
Fire signage	£20 invoice costs
Heat detectors	CAP1
Fire alarm sounder	CAP1
Return furniture to original position	£40
Call out charge	£50 / CAP1

**Please note: these costs only serve as a guideline to damage charges. Where an invoice is provided you will need to add VAT. Prices correct at time of going to print.**

**CAP1: cost as per invoice**

## Contact information

Please contact Nottingham Trent University Student Accommodation Services office for any enquiries regarding accommodation, licence agreements and payments of fees on **+44 (0)115 848 2894** or visit us at:

### Student Accommodation Services

Student Services Centre  
Central Court  
Nottingham Trent University  
Goldsmith Street  
Nottingham  
NG1 4BU  
UK

**Email:** [accommodation@ntu.ac.uk](mailto:accommodation@ntu.ac.uk)

**[www.ntu.ac.uk/accommodation](http://www.ntu.ac.uk/accommodation)**

## Residence contact details

### Residences Team Leader

**Tel:** +44 (0)115 848 2887

**Email:** [tara.freeman@ntu.ac.uk](mailto:tara.freeman@ntu.ac.uk)

### Residences Co-ordinator

**Tel:** +44 (0)115 848 2440

**Email:** [jessica.elphick@ntu.ac.uk](mailto:jessica.elphick@ntu.ac.uk)

### Security (out of office hours)

**City site** +44 (0)115 848 2468

**Clifton campus** +44 (0)115 848 6600

**Brackenhurst campus** +44 (0)7786 112 005

### Warden Service

[wardens.service@ntu.ac.uk](mailto:wardens.service@ntu.ac.uk)

### Health Centres

**City site** +44 (0)115 848 6481

**Clifton campus** +44 (0)115 848 3100

## Nottingham Trent University

Burton Street  
Nottingham  
NG1 4BU

**Tel:** +44 (0)115 941 8418

**[www.ntu.ac.uk](http://www.ntu.ac.uk)**

This information can be made available in alternative formats.

While the University has made every effort to ensure the accuracy of information contained in this guide, it reserves the right to make any appropriate modifications without prior notice.

