



Residence Handbook



Welcome to your new home:

Welcome to your new home with UPP! We're delighted you've chosen to live in our halls while studying at Nottingham Trent University. Our goal is to make your time here safe, comfortable and enjoyable — a real home from home.

UPP works in partnership with NTU to manage your residence and provide a friendly, supportive environment where you can study, relax, and make the most of university life.

This handbook contains everything you need to know before and during your stay. Please take a few minutes to read it carefully and keep it handy for reference. If you have any questions, our team at Reception will be happy to help — you'll find contact details at the end of this handbook.

Contents:

Residence Handbook	1	Noise & Consideration for Others	21
Welcome to your new home:	2	Parties	21
Contents:	3	Guests & Visitors	21
Hall contact details	4	Smoking, Vaping & Substances	21
Happy to Help:	5	Fire Safety	23
Moving In.....	8	Fire Safety	23
Pre-Arrival	8	No-smoking policy	23
Payment of fees	8	Fire Alarms	23
Inventory & Room Contents	9	Tampering with fire equipment	23
Losses, breakages & damages.....	10	Smoke Detectors.....	23
Access & keys	10	Cooking	23
Maintenance.....	11	Candles	23
Utilities	11	Electrical Appliances.....	24
Cleaning.....	13	What not to bring	24
Waste disposal.....	13	Fire Doors	24
Laundry	14	In event of a fire	24
Internet & TV.....	15	Feedback and Complaints.....	25
Council Tax	15	Customer Satisfaction Survey	25
Pets	15	What to do if you have a complaint?	25
Bicycles	15	If you wish to change room	26
Personal Contents Insurance	15	Extending your contract.....	26
Mail and Deliveries	17	Terminating your contract early.....	26
Parking	17	Moving Out.....	26
Privacy & Confidentiality.....	17	Summer stay at NTU	28
Welfare and Safety.....	18	Laundry bundles	28
Personal Safety	18	NTU Sport.....	29
Facilities Officers	18	ANUK/National Code	30
Body Worn Cameras.....	18		
Student Support Services.....	20		
Wardens Service.....	20		
Doctors.....	20		
Local Hospital.....	20		
Police	20		
Security	21		

Hall Contact Details

For Mail/Deliveries, please add you full name, Block/Flat/Room Details to the halls address

Blenheim Hall		Byron & Gill Street South	
Address:	St Ann's Hill, off Woodborough Road Nottingham NG3 4LB	Address:	Hampden Street Nottingham NG1 4FW
Reception:	+44 (0) 115 962 2700	Reception:	+44 (0)115 908 2270
Mobile:	07968 185563	Mobile:	07885 965 273
Email:	blenheimhall@upp-ltd.com	Email:	byron@upp-ltd.com
Gill Street North		The Maltings	
Address:	Gill Street Nottingham NG1 4FY	Address:	Whitemoor Road, Basford Nottingham NG6 0HN
Reception:	+44 (0)115 908 2250	Reception:	+44 (0) 115 908 2281
Mobile:	07968 181949	Mobile:	07968 172542
Email:	gillstreet@upp-ltd.com	Email:	maltings@upp-ltd.com
Meridian Court		Norton Court	
Address:	Quorn Road, off Haydn Road, Sherwood, Nottingham NG5 1DT	Address:	Wilton Road, Radford Nottingham NG7 5PQ
Reception:	+44 (0) 115 985 7707	Reception:	+44 (0) 115 970 5963
Mobile:	07968 183292	Mobile:	07968 187146
Email:	meridiancourt@upp-ltd.com	Email:	nortoncourt@upp-ltd.com
Peeverell Hall		New Hall	
Address:	Clifton Campus, Clifton Lane Nottingham NG11 8NS	Address:	Clifton Campus, Clifton Lane Nottingham NG11 8PT
Reception:	+44 (0) 115 984 9986	Reception:	+44 (0) 115 984 9980
Mobile:	07968 184309	Mobile:	07912 632263
Email:	peeverell@upp-ltd.com	Email:	cliftonnewhall@upp-ltd.com
Sandby & Hampden		Simpsons Hall	
Address:	Hampden Street Nottingham NG1 4FW	Address:	Park Street, Lenton Nottingham NG7 1RR
Reception:	+44 (0) 115 908 2280	Reception:	+44 (0) 115 950 7156
Mobile:	07736 954826	Mobile:	07968 172703
Email:	sandbyhall@upp-ltd.com	Email:	simpsonshall@upp-ltd.com

Happy to Help:

Activate the Home@Halls app to complete your inventory



Look out for your personal registration email and download link from noreply@homeathalls.com

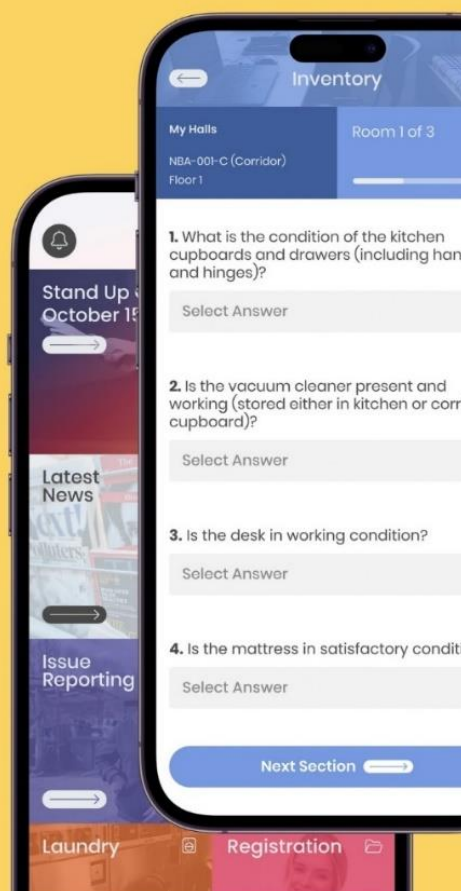
Once you have checked in and been handed your keys, your inventory will appear on the app home screen

You can now complete your inventory, making sure that you state any issues in your room by selecting the appropriate answer from the drop-down list

Tap complete and the app's other features will become available, including news and events from around your halls, an easy way to log maintenance issues, and much more!

Completing your inventory inspection is important to protect your deposits and avoid unnecessary deductions/charges

If you have any issues with the app, please speak to reception or email support@homeathalls.com



Help within your Residence:

UPP Our Residence Team are here 24/7 to support you with everything from maintenance and cleaning to general safety. If you need assistance, visit Reception or use the **Home at Halls** app to:

- Report maintenance or cleaning issues
- Log inventory checks
- Collect parcels

You'll receive an onboarding email from noreply@homeathalls.com with instructions on how to download and access the app — no need to do this before that email arrives.

Help with Payments or Contracts:

- **Fee payments:** Contact the **NTU Finance Team** at +44 (0)115 848 6500 or visit the Student Services Centre on campus.
- **Applications or Licence Agreements:** Contact **NTU Student Accommodation Services** at accommodation@ntu.ac.uk or +44 (0)115 848 2894



Accommodation Hub



Our Accommodation Hub is open:
 09:30am - 16:30pm Monday - Thursday
 09:30am - 16:00pm Friday
Goldsmith Street, City Campus

Looking to extend your stay?
 We offer an in-person service and our team can help you review your options



Thinking of swapping or cancelling?
 We'll talk through your options. You can apply for a room swap or cancellation here:
<https://myroom.ntu.ac.uk/StarRezPortalX/>

Need some more advice?
 We offer guidance and recommendations on any accommodation queries



Login into our online booking system here

International Student Support



We provide information and advice on:

- Visas and immigration**
- Living in the UK**
- Working during your studies**
- Working after your studies**
- Information for EU and EEA students**

Contact us

int.support@ntu.ac.uk

0115 848 2631

www.ntu.ac.uk/internationalsupport

Our office hours are:

8.30 am to 5 pm Monday to Thursday, and 8.30 am to 4.30 pm Friday.

Moving In

We know moving to university is a big step, and we're here to make it as smooth as possible. Your accommodation will be ready for you on the start date shown in your Residence Licence Agreement.

If you need to arrive earlier or later, please contact the Residence Team at your hall. Before you arrive, you'll receive an email from UPP with a link to your online induction. Please complete this and upload a passport-style photo to help us identify you if needed. You can also book your arrival slot through the induction link. If you experience any issues when moving in, please let the Residence Team know right away so we can help.

Pre-Arrival

Before you move in, double-check your **Residence Licence Agreement** to make sure all details are complete.

The earliest date you can move in is listed in your Licence Agreement.

If you need to arrive earlier, contact **accommodation@ntu.ac.uk**.

If you'll be arriving later, please let your Hall Reception know so we can arrange key collection.

Online Induction:

Prior to arrival, you'll receive an email from UPP with a link to your online induction, which is also available via the UPP Student Portal.

- Upload a **passport-style photo** to help us identify you if you're locked out or forget your ID.
- Once completed, you **can book your arrival slot** for the smoothest check-in experience.

Payment of fees

Your accommodation fees are paid directly to NTU by the dates shown in your Licence Agreement.

For any questions, contact the **NTU Finance Team** at +44 (0)115 848 6500.



Inventory & Room Contents

When you move in, you'll receive an **inventory** via the Home at Halls app.

Please check it carefully and report any damage, missing items or defects as soon as possible.

If the inventory isn't completed, we'll assume everything is in good order. Regular checks will take place throughout the year, and a final inspection happens when you move out.

Each room typically includes: bed, mattress, wardrobe, desk, chair, shelves, bin, blinds or curtains, carpet and lighting.

Each kitchen includes: oven, hob, microwave, kettle, toaster, fridge/freezer, table and seating.

Please bring your own: bedding, towels, and kitchenware.

Need essentials ready for arrival? Visit **UniKitOut** to order kitchen or bedding packs.

Top Tip

Remember to follow the instructions to download our app once you have received our onboarding email from noreply@homeathalls.com.



Losses, breakages & damages

Any damage, loss or extra cleaning beyond normal wear and tear may result in a charge. If damage occurs in shared areas, costs may be split between residents if the person responsible isn't identified.

A final inspection takes place when you move out, and repair costs are listed at the back of this handbook.

Access & keys

You'll receive a room key or fob when you move in. Please keep it safe — replacement keys or fobs may incur a charge.

If you lose your key, contact your Residence Team immediately.

For safety, don't lend your key to anyone or leave doors propped open



Maintenance

If something needs fixing, log it through the **Home at Halls** app or visit Reception.

Our maintenance team will respond as soon as possible — urgent issues are prioritised:

Priority A - Attend & make safe within 1hr

Priority B - Attend & make safe in 24hrs

Priority C - 7 days

Priority D - Non-urgent

All our Maintenance Team and contractors carry ID. Please ask to see it before letting them into your room or flat. If a contractor or one of our Maintenance Team calls when you are out, they may let themselves in using a key, but will leave a note to say they have been.

Fire Alarms, Shower heads & Other periodic testing:

To comply with Health and Safety Legislation, access to your room may be required for fire alarm systems engineers to test and inspect the system periodically.

Shower heads are cleaned on a termly basis. Periodic testing such as water testing is also carried according to our maintenance schedule.



Utilities

Your rent includes water, gas, electricity and internet (subject to fair usage).

Please help us stay sustainable by switching off lights, appliances and taps when not in use.

Report any issues with power, water or heating to the **Residence Team**.

Let's get you connected

Having problems getting online?

Our friendly customer service team is available 24/7 to answer any queries you may have.

0333 123 0115
my.glidestudent.co.uk/support
studentsupport@glide.co.uk
[@GlideStuHelp](https://twitter.com/GlideStuHelp)



Get the Glide Student App

Download our App
'Glide Support'.



App Store



Google play

Cleaning

Cleaners look after shared areas such as kitchens, corridors and stairwells.

You're responsible for your own room and for keeping communal spaces tidy.

Please:

- Keep kitchens clean and free of waste
- Wash up and store items after use
- Avoid leaving rubbish in corridors

If extra cleaning is required, the cost may be shared among residents.

Waste disposal

Bins and recycling facilities are located near your block. Please separate your waste and empty flat bins regularly.

To help keep pests away:

- Use bin bags and tie them securely
- Don't leave food waste in your room or kitchen

Ask at Reception if you're unsure how to dispose of something.



Laundry

Each residence has a laundry room with washing machines and tumble dryers (additional charges apply). Instructions are available in the laundry room.

Please **supervise your laundry** to avoid missing items. Irons and ironing boards are provided — ask Reception if you're unsure where.

Do **not** hang laundry in communal areas or leave large items like drying racks in corridors, as these can be a safety risk. Items may be moved if they obstruct evacuation routes



Internet & TV

All rooms have **high-speed internet** and Wi-Fi included. Connection details will be provided when you move in.

If you plan to watch or record live TV, or stream BBC iPlayer, you'll need your own **TV Licence** — even on laptops or phones.

Visit tvlicensing.co.uk for details

Council Tax

Full-time students are exempt from paying Council Tax.

Pets

Our accommodation is not suitable for pets and pets are not permitted within Halls of Residence, except where exemptions have been granted such as guide dogs. For more information, please visit NTU's Student Support website [here](#).

Bicycles

Cycling is a great way to get around the city and most of our residences have access to either internal bike stores or external bike racks. Stay safe, bring a lock, lights and helmet.

Personal Contents Insurance

Your rent includes **basic contents insurance** with **Gallagher**.

Use the QR code to check your cover details on the Gallagher website to ensure your belongings are protected.



Your insurance? It's all sorted.



Peace of mind for your space. Your accommodation provider has arranged insurance to cover your belongings in your room!



Scan to access your insurance!



- ✓ Easy policy management
- ✓ Access exclusive discounts & offers
- ✓ Add to your digital wallet
- ✓ Upgrade cover to fit your needs

Mail and Deliveries

Letters go to your postbox and larger parcels are stored at Reception.

You'll receive an email when a parcel arrives — bring your student ID to collect it.

We can't accept or forward mail after you've checked out.

Parking

Parking is available at Blenheim, Maltings, Meridian, Norton, Peverell and Simpsons. Parking is available to Residents who have purchased a parking permit. Ask at reception for availability.

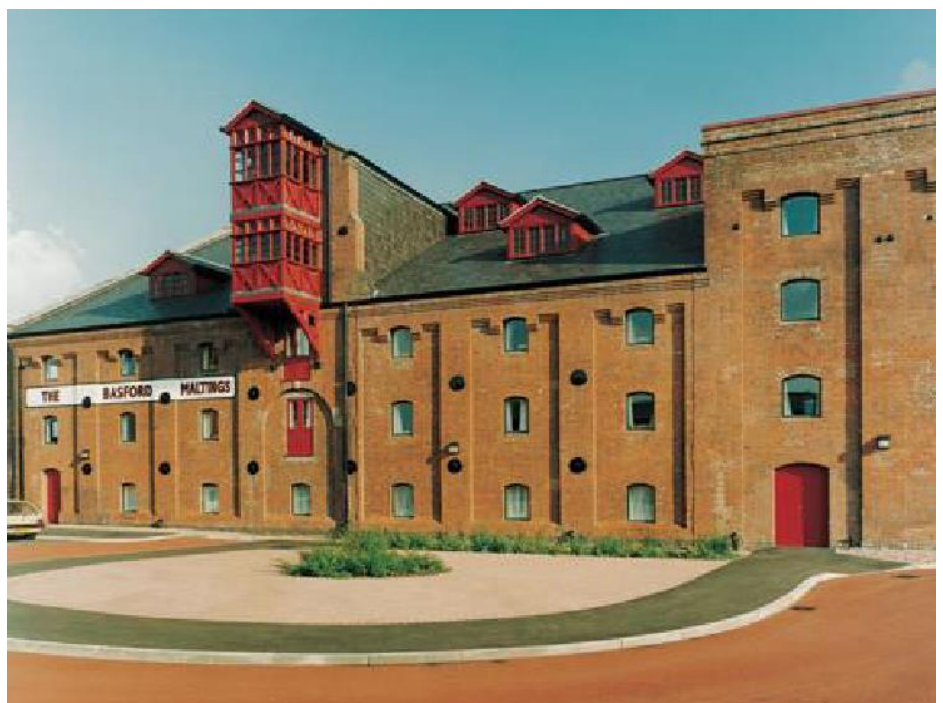
Please note that all vehicles are parked at the owners risk.

By accepting a room at Byron, Gill Street the City of Nottingham or New Hall, the Resident agree to comply with the University's agreement with the local authority which states you are "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".

Privacy & Confidentiality

No information will be provided about residents to external parties without your consent, with the exception of NTU, the police, immigration services or other legitimate authorities who we must comply with by law. If we are concerned for your welfare, we may revert to your emergency contact.

Your privacy is very important to us and we will not share your information with third parties without your consent. However, we will share your information with Nottingham Trent University to administer your accommodation contract.



Welfare and Safety

We take your welfare and security while staying in UPP accommodation seriously, and by following information will help you to have a safe and enjoyable stay with us. More information on student safety whilst studying at NTU can be found [here](#).

Personal Safety

If you're going out, the message is: Have a good night and get home safe. Please consider the following when going out:

- 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.
- 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 offence in a sensitive and confidential manner.

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

Facilities Officers

Our Residences are manned 24/7. Outside of normal working hours our team of Facilities Officers are based at Reception. They undertake regular patrols of the building and are available to support you at any time day or night.

Please contact Reception in person or using the contact details provided in this handbook if you need assistance of any kind.



Body Worn Cameras

Some staff at NTU and UPP wear video recording equipment ('bodycams') in and around Halls, to help us maintain a safe and secure environment for employees, students and visitors. Images recorded on this equipment are subject to NTU and UPP Privacy Policies.

We operate a zero-tolerance policy to acts of aggression towards staff. Any incidents of this nature will be referred to Student Code of Behaviour Team.

Student Accommodation Support Officer (SASO)



Need Support?

Student Accommodation Support Officers are here to help you:

- settle into halls and make friends
- resolve disputes in your flat
- if you are worried about your flatmates
- to support your mental health
- if you are feeling down, worried stressed or overwhelmed
- with any other problems that are affecting your halls experience.



**We are available by
Phone, Email, Text, Teams,
or Face to Face**

support4halls@ntu.ac.uk
0115 848 2323



Student Support Services

The University has a range of Student Support Services offering help that you might need that is not directly related to your accommodation, - such as counselling, disability support, physical and mental health, wellbeing, faith, spirituality and financial advice.

You can contact the Student Support Service at student.support@ntu.ac.uk or call **0115 848 6060**.

Wardens Service

The University has a Wardens Service Team who, in addition to their main duties with the University, undertake the role of Wardens in respect of students in Halls. The Warden is responsible for the enforcement of the [Student Code of Behaviour](#).

Should you need to speak with a member of the Wardens Service Team, please contact the Residence Team and ask for the duty Warden.



Doctors

It is recommended that you register with the Student Health Centre located underneath Sandby Hall for those staying in City Halls and Sunrise Medical Practice for Clifton Halls.

If you are unwell at any time and require assistance, please call 111 for medical advice and inform a member of your Halls Residence Team if you require any further assistance.

In case of an emergency dial 999 and then contact your Hall Reception.

Local Hospital

Your nearest hospital and accident and emergency centre is:

Queens Medical Centre
Derby Road, Nottingham, NG7 2UH

Police

In an emergency, please call 999 or alternatively 101 for a non-urgent matter.

Information about your local police station or community officer can be obtained from Reception.

Resident Behaviour

Security

Outside of office hours, our Residences are manned by a team of Facilities Officers who are there for your safety and security. Please contact Reception if you are experiencing any difficulties.

Noise & Consideration for Others

Be mindful of noise, especially late at night, early in the morning and during exams.

Repeated complaints may lead to disciplinary action.

If noise becomes an issue, contact the **Residence Team** or use the **Home at Halls** app.

Parties

In the interests of fellow residents, no parties are to be held in the accommodation without prior consultation of the Residence Manager and your neighbours.



Guests & Visitors

Residents are responsible for the behaviour of their guests and should ensure that any guests have left the residence by midnight.

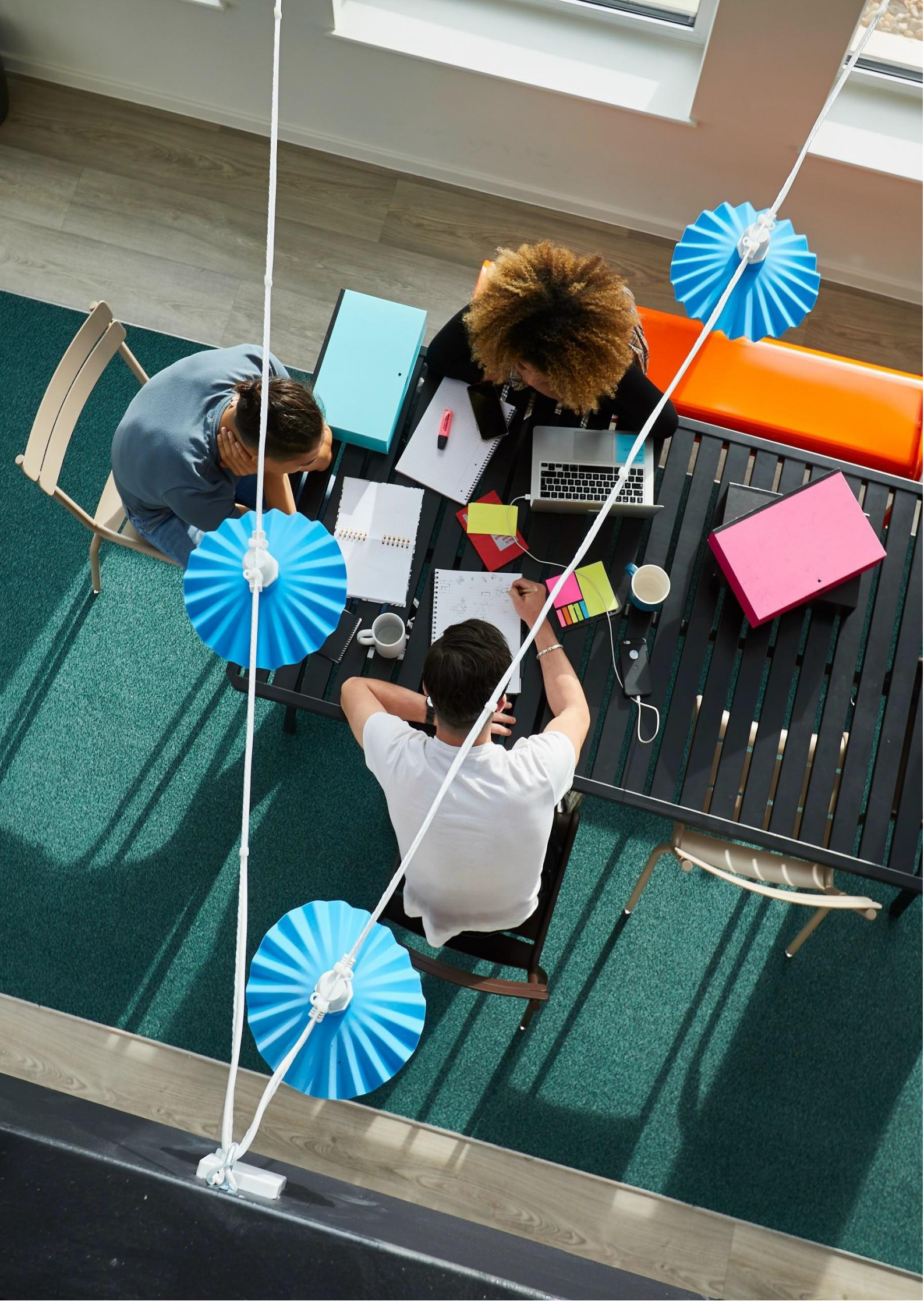
Guests are allowed to stay overnight in a student's room for a maximum of two nights per week.

All guests need to sign in at the Reception on arrival and sign out on departure, this is to help us to account for those in residence should an emergency occur.

Smoking, Vaping & Substances

All indoor areas are **non-smoking** and **non-vaping**. Use designated outdoor areas only.

The possession or use of **illegal drugs** or **psychoactive substances** is strictly prohibited and will lead to disciplinary action.



Fire Safety

Fire Safety

UPP take your safety seriously and have a number of fire safety measures in place to make your home as safe as possible.

No-smoking policy

Smoking / vaping 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 fire alarms is undertaken weekly. Details of the day and time that testing is undertaken will be provided within your flat.

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.

Tampering with fire equipment

Please do not tamper with the fire alarm system. Tampering with fire equipment – including the unnecessary discharging of fire extinguishers, the removal of detector heads or false activations of break glass points maliciously - is a criminal offence.

Anybody found to be responsible for doing so may be excluded from University accommodation as well as being subject to disciplinary measures under the University's Student Code of Behaviour.

Smoke Detectors

Smoke detectors are located in each room. Kitchens are fitted with heat detectors. Leaving the shower door open whilst showering may activate the alarm and Residents are advised to keep the door closed whilst using the shower. Please refrain from tampering with detectors in any way including covering them as this poses a serious risk to the safety of all residents.

Cooking

Whilst cooking, please keep the kitchen door closed, turn on the extractor fan and open your window to allow air to circulate. Unattended cooking can cause a fire so please be safe and do not leave cooking unattended. All kitchens contain a heat detector for your safety. The use of chip pans and deep fat frying is not allowed due to the frequency of which these cause fires.

Candles

Candles, incense sticks, incandescent burner and similar items all pose a fire hazard, and we request that residents refrain from bringing them into the Residence.

Electrical Appliances

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 to be used without a current safety test certificate. If you need any advice on this please contact your Residence Team.

Please refrain from bringing any of the electrical items (listed below). UPP may disallow the use of any item or electrical equipment which is deemed not to be in the interests of the safety and welfare of other Residents or the property.

What not to bring

In the interests of Health and Safety, we ask that Residents refrain from bringing any of following items into a Halls:

- Plug in fairy lights
- Any type of heating appliance.
- Any heavy-duty electrical appliance.
- Fridges, freezers or any other white domestic appliances.
- Deep-fat fryers.
- Offensive weapons (including dummy weapons used in re-enactments and air-guns).
- Barbecues and gas stoves.
- Gas appliances.

- Dartboards.
- Electric scooter.
- Sofas and armchairs; and
- Other items described in this booklet.

This list is not meant to be exhaustive, and the Residence Manager will discuss with you any other items which are deemed unsafe.

Fire Doors

All our doors are fire rated. In the event of a fire, please close all door behind you as this is one of the most effective methods of containing the spread of fire should one occur.

In event of a fire

The most important thing to do in an emergency is keep calm and be alert. This will enable you to think clearly and move quickly.

If a fire is detected, activate the fire alarm, leave the building immediately, closing all doors on the way out.

Do not attempt to tackle the fire.

Do not re-enter the building until told that it is safe to do so.

A member of our Team is always on site to take control of the situation and alert the emergency services.

Our Team will ask Residents to move to a safe area and communicate with you regularly whilst co-ordinating the emergency response.

Feedback & Complaints

Feedback and Complaints

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

Examples of the response times to maintenance reported can be found on page 11, if you are unsure of an expected resolution, please contact your Residence Team who will be able to advise on your specific case.

Customer Satisfaction Survey

If you wish to provide us with feedback on any of our service, or suggest a new idea, please email to your Residence email address found at the back of this Handbook.

An annual customer satisfaction survey will be sent to you by email during your stay to gain feedback regarding the services provided.

We welcome customer feedback to enable us to meet and exceed your expectations. We would be most grateful if you would complete the surveys at your earliest convenience.

What to do if you have a complaint?

If you are dissatisfied with any part of our service, it is important that you let us know as soon as possible, but within 60 working days of the cause for concern.



Firstly, contact a member of staff at Reception, if we have made a mistake, we will try to put it right as soon as possible. Sometimes we may need to ask you to put your complaint in writing, this helps us understand your concerns fully and helps with our investigation. Your 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 acknowledgment 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 please request a copy of our Complaints Policy by contacting your Residence Team at reception or via the email address provided at the end of this handbook.

Accommodation Arrangements

If you wish to change room

If you experience an issue within your room, we would like to help you to resolve this. There is information on page 18 explaining the support available to help you.

If after using this support we are not able to resolve the issue together, you may want to request a room swap. NTU offer a room swap function which will allow you to match with other students who also hold a booking and wish to swap. The swap process will not match you against any unbooked rooms on our system. This process can be accessed via our accommodation booking portal. To discuss the process and availability further, please contact the NTU Accommodation Team by phone or via **accommodation@ntu.ac.uk**.

Please note there is not a guarantee that you will be able to swap as it is subject to availability. If a successful swap is made, a charge of £30 per person will be payable once granted.

Extending your contract

If you wish to extend your period of stay beyond the end of your Residence Licence Agreement over the summer period, contact the phone or via accommodation@ntu.ac.uk. Please note that you might need to move Residences or rooms in order to stay over summer.

Terminating your contract early

If you're thinking of leaving, please talk to the

Residence Team as soon as possible.

We can explain what your options are and may be able to signpost you to support to help with life in halls.

Unless a current student without an accommodation contract would like to take over your room, or you have very serious extenuating circumstances, you will remain liable for your accommodation fees until the end of the contract. If you choose to formally defer or withdraw from studies you will remain liable for the full year's accommodation fees. You will no longer be able to reside in the accommodation

Further details on your right to cancel can be found in the terms and conditions of your accommodation contract.

Moving Out

The end date of your stay is defined in your Residence Licence Agreement, all residents must be fully departed by 10am on this day.

Your room, including bathrooms and shared areas must be thoroughly cleaned prior to your departure, and rubbish taken to the bin area.

Any keys, cards or fobs must be placed in an envelope, clearly marked with your name and room number and handed in to Reception.

When you leave, we will check your room and flat, and compare its condition against the inventory.

On departure your room should meet the following standards:

- All personal belongings must be removed.
- All waste is removed from bedroom, kitchen and bathroom areas and placed in the external bins.
- Desk, drawers and wardrobes cleared.
- Bedroom carpet vacuumed.
- Posters, photos, and fixings removed from walls/notice boards.
- All furniture, window ledge, and bathroom fixtures wiped down.

We will claim from you any losses suffered or expenses incurred to repair or replace items or works required to return the accommodation and its contents back to the standard expected.

Damages relating to a room will be claimed from the occupier of the room. Damages relating to shared areas will be claimed from those identified as responsible, if not identified the claim will be made against all users of those areas



SUMMER STAY AT NTU

Are you.....



Staying in Nottingham over the summer?



Wanting to extend your stay until your accommodation contract begins?



Returning for an event?



Hosting friends or family?



Would you like to arrive early, a few days before your contract starts?

We've got you covered!

- Comfortable ensuite rooms available
- NTU City and Clifton campuses



Book your summer stay via the link below!

[Login | StarRez Portal](#)

GET UNI READY!



Laundry Bundles

Save 20%

with a Wash & Dry Laundry bundle

Available to Purchase at Arrivals

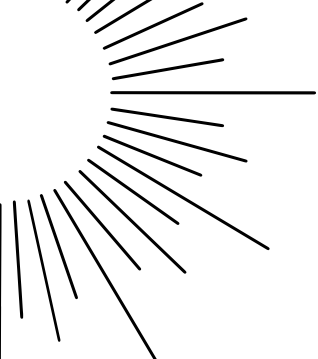


Cleaning Packages

Save time for things you enjoy....
Let us do the cleaning for you!

Available to purchase from July
Scan the QR code to book





national code

Your accommodation is covered by the National Code. Scan the QR code below to understand what you can expect from your building provider.



If things go wrong

If you feel any part of the code has been breached, complain to your provider using their published process, or contact the National codes for more information: nationalcode.org/complaints



Sport

Find the perfect fit for you.

Help keep your mind and body healthy with an NTU Sport Pink Membership that suits you! We are more than just a gym – fitness classes, court bookings and fitness package discounts are also included. Join the Pink Army today!

 www.ntu.ac.uk/sport

 **0115 848 3219**



**Scan me
to get yours!**

Download the NTU Sport App today



Schedule of typical costs

The below schedule shows the indicative values of repairs or replacements. **Prices are subject to change, increase over time and are not limited to the below.** The actual charged will be based on the cost price of replacements at the time of purchase. Charges are subject to VAT. An administration fee will be applied to all invoices to account for the time we have to spend on arranging the repair, replacement, testing or cleaning and paying the contractor.

*CAPI means cost as per invoice - in other words, the amount charged to us, which can vary depending on what it is we are replacing.

Access & Security

Replacement Door Key	£25
Replacement Fob/Mail Key/Other Key	£10
Replacement Lock & Fit	£75

Fire Safety

Fire Extinguisher	£45-75
Fire Blanket	£35
Broken Glass Fire Call Point	£17
Tamper Tag	CAPI
Damage to Detectors and Fire Safety Equipment	CAPI
Damage to Fire Doors	CAPI

White Goods

Iron	£20
Ironing Board	£20
Kettle	£26
Toaster	£22-42
Microwave	£95
Combi Oven	£220
Tall Fridge/Freezer	£340-425
Under Counter Fridge/Freezer	£175-200
Hob	£250
Oven	£300-400
Vacuum	£130

Bathroom

Toilet Seat	£55
Sink	CAPI
Taps	£40-70
Toilet	CAPI
Mirror	£20
Damage to Door	CAPI

Kitchen

Bin	£15
Mop/Broom	£5
Mob Bucket	£7
Dustpan & Brush	£5
Dining Seating	CAPI
Carpet/Vinyl	CAPI
Worktop Damage	CAPI
Table	CAPI

Bedroom

Mattress	£120-205
Desk Chair	£100
Desk	£200
Desk Lamp	£14
Bin	£7
Carpet	CAPI
Curtains	CAPI
Wardrobe	CAPI
Bed Base	CAPI

Additional Cleaning

Kitchen	£30
Communal Bathroom	£35
En-Suite	£20
Bedroom	£35
Carpet Cleaning	£40
Removal of Excess Rubbish & Left Items	£10
Bodily Fluids	CAPI
External Windows/Walls	CAPI

Other

Painting (Bedroom)	CAPI
Ceiling Tile	CAPI
Carpet Tile	CAPI
Broken Glass	CAPI
Light Diffuser	CAPI
Window Restrictor	CAPI
Notice Boards	CAPI
Table	CAPI