

Resident Handbook

2019 - 2020



in partnership with
NOTTINGHAM
TRENT UNIVERSITY

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 and 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.

At UPP, we believe that great student experience is about more than the facilities and services that we offer. It's about welcoming you from day one, supporting you as you settle into your new home and helping you make the most of University life. In partnership with Nottingham Trent University, UPP build student communities and create a home-from-home environment where you will feel secure and supported with access to high-quality and reliable services tailored to your individual needs.

We hope that you enjoy your stay with us.

Best wishes

Michelle Miles
Residences Director

and the UPP Team at Nottingham
Trent University

Student Accommodation Services

Nottingham Trent University Student Accommodation Services would like to welcome you to your new home. NTU's Student Accommodation Services (SAS) are here to help with any general enquiries. Please contact us by email at accommodation@ntu.ac.uk or call 0115 848 2894.

UPP operate your residence and ensure that you have an enjoyable and safe experience living in your UPP residence you can contact them on 0115 9082264 or NTUResidenceEnquiries@upp-ltd.com.

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.

Nottingham Trent Students' Union

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 are 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.

[Nottingham Trent Student Union](#)

Contents

1.0 Contact Information

1.1 UPP Halls at Nottingham Trent University

2.0 Guide to accommodation

2.1 Moving in

2.2 Keys and swipe cards

2.3 Room contents

3.0 Payment of fees

3.1 Request to move room

4.0 General

4.1 Inventory

4.2 Losses, breakages and damages

4.3 Utilities

4.4 Cleaning and laundry

4.5 Waste disposal

4.6 Television Licences

4.7 Council Tax

4.8 Drugs

4.9 Noise

4.10 Notice boards

4.11 Pets

4.12 Parking

4.13 Bicycles

4.14 Maintenance

4.15 Room access

4.16 Internet service

5.0 Welfare and safety

5.1 Personal contents insurance

5.2 Facilities Officers & Security

5.3 Wardens Service and residents

5.4 Smoking policy

5.5 Fire alarms

5.6 Electrical appliances

5.7 What not to bring

5.8 Emergency Services

5.9 Window restrictors and grilles

5.10 Personal safety

6.0 Correspondence

6.1 Mail and deliveries

6.2 Change of contact details

6.3 Privacy

7.0 Guest policy

7.1 Overnight stays

7.2 Parties

8.0 Moving out

8.1 Deposit return

9.0 Complaints procedure

10.0 Customer satisfaction surveys

11.0 Returning students

Charges

Halls Contact Details

1.0 CONTACT INFORMATION

1.1 UPP Residences at NTU

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

The Reception desk 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 NTU SAS office 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 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 into your accommodation please ensure that you have provided all the relevant 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 SAS 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.

You will be sent an email to upload a passport style photograph to the UPP student portal before you arrive. On arrival, you will be issued with a key/fob and/or an access card. You will be asked to 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 be on a later date.

Please take care not to lose your keys or swipe card. Replacements are available to purchase from the Hall Reception. In some cases of lost keys, it may be necessary to change your lock.

2.3 Room contents

Each bedroom contains the following items:

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

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

Each communal kitchen is provided with:

- Oven with hob
- Microwave
- Kettle
- Toaster
- Fridge and freezer facilities
- Dining table and chairs
- Sofas (not at all residences)

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

- Twin hob
- Combi microwave oven
- Kettle
- Toaster
- Under counter fridge with freezer section
- 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>. These packs are subject to availability and pre-booking is required.

3.0 PAYMENT OF FEES

Your accommodation fees are payable to NTU on the due dates as stipulated in your Licence Agreement.

3.1 Request to move room

Please contact the University's SAS 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 emailed an inventory from STEMs detailing the items provided in your room and in the common areas of your flat. You should complete the inventory on arrival, any damage or defects mentioned on the inventory will automatically be reported to the maintenance team and dealt with accordingly (please see 4.14). 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

need to be paid for by card at reception. 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. Any additional cleaning required could result in a charge being made to all the flat occupants. Irons, ironing boards and vacuum cleaners are available within each flat.

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.

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. Broken glass should be wrapped well and clearly labelled or disposed of in the bin areas provided. 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, you must ensure that it is licensed. Licences can be purchased on line 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 hall wardens, the police and may be subject to disciplinary measures under the University's Student Code of Behaviour.

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 and 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

Parking is available at Blenheim, Maltings, Meridian, Norton, Peverell 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 or New Hall, the resident agrees to comply with 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 external storage racks. 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 at www.ntu.ac.uk/sustainability/carbon_e/lephant/bike-factory

4.14 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 & make safe within 1 hour

Priority B Attend & make safe in 24 hours

Priority C 7 days

Priority D Non-urgent.

To comply with Health and Safety Legislation, access to your room will be required for fire alarm systems engineers and to inspect and clean showerheads every 3 months.

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

4.15 Room access

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

4.16 Internet Service

The internet service from your room is provided by Glide. All UPP residences offer free, Wi-Fi enabled internet. Any queries regarding the internet packages and the service should be directed to the Glide helpdesk. You can register for the services online prior to or on 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. 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. Full details of the cover are available at www.endsleigh.co.uk.

5.2 Facilities Officers & Security

All UPP halls of residences are manned 24 hours a day, 365 days a year. Outside of normal working hours each site is manned by our team of facilities officers. The FOs are based in the reception and are here to assist with any questions, queries, problems or incidents should they arise. They can be contacted by visiting reception, via mobile phone or via email. Contact details can be found at the end of this handbook.

5.3 Wardens Service and Residents Assistants

We have residence assistants who are on-hand to help. RAs are slighter older students, who are in halls 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 and vaping is not permitted within any area of the Halls of Residence. Please ensure that cigarettes butts are disposed of correctly in the cigarette bins located in the hall grounds.

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 leave the building and proceed to your assembly point as this may be a real fire. Fire Evacuation Procedure Information can be found on Browser and 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. There are fire and heat detectors in the kitchen. To reduce the risk of fire, you should not leave cooking in the kitchen unattended.

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 using candles is treated extremely seriously.

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 be subject to disciplinary measures under the University's Student Code of Behaviour.

5.6 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.

5.7 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

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.

5.8 Emergency Services

It is recommended that you register with the Student Health Centre located underneath Sandby for city halls and Sunrise Medical Practice for Clifton halls. If you are unwell at any time and require assistance, please contact a member of staff via Reception or call NHS for medical advice on 111. In an emergency dial 999 and then contact a member of staff on call.

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

5.9 Window Restrictors / 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 and a referral 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. Where additional crime prevention devices are fitted e.g. window alarms, please ensure that these are being used correctly.

5.10 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 – this can be purchased from the local crime prevention officer.
- If someone threatens you, shout and scream for help.
- If you are attacked, report it to the office 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 reception and you will receive an email from Traizer when your parcel is ready to be collected. The email will include a QR code which is required to collect your parcel. 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 online at www.ntu.ac.uk/currentstudents to amend your personal details and also email NTUResidenceEnquiries@upp-ltd.com immediately so that they can update your file.

6.3 Privacy

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. We may also share your personal information with other organisations such as the police, immigration services or any other third party where it is necessary to comply with the law.

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 can stay overnight in a student's room if they are signed in at the Reception. Guests can 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 should wish to extend your period of stay beyond the end of your Licence Agreement, please enquire at the Student Accommodation Services (SAS) Office.

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 are removed.
- All waste is removed from bedrooms and kitchens and placed in the bin store area.
- Desks, drawers and wardrobes are empty, and all personal belongings have been taken.
- Bedroom carpet has been vacuumed
- Posters, pins, Blu-tack etc has been 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.
- Bank details have been entered on the UPP student portal.

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.

8.1 Deposit return

Towards the end of your Licence

Agreement you will receive an email prompting you to log into the UPP student portal to enter your bank details. It is the responsibility of the resident to ensure that this is completed 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 has been returned.

Any outstanding accommodation fees will also be deducted from the deposit. Students must provide their correct bank details on the portal. 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 can view their statement on the portal to check the refund 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 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 investigate 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 Residences Director who will get back to you within 10 days with the final response. You can write to the Residences Director at:

Michelle Miles
UPP Nottingham Residence Office
Gill Street Residence
Gill Street
NG1 4FY

11.0 RETURNING STUDENTS

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

10.0 CUSTOMER SATISFACTION SURVEY

A customer satisfaction survey will be sent to your email 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 would complete the surveys at your earliest convenience.

Charges

ACCESS AND SECURITY

Replacements:

Door Keys	£20 per key
Door Card/Mail key/Fobs	£10 per key
Lock & Fit	£70 min

FIRE SAFETY

(CHARGES INCLUSIVE OF CARRIAGE AND RE-TESTS IN LINE WITH BRITISH SAFETY STANDARDS)

Replacements:

Water	£54
CO2	£71
Foam Small/Large	£45/£75
Fire blanket	£35
Broken glass fire call point	£17
Tamper Tag	£52
Fire Signs	CAPI
Detectors/Alarms	CAPI
Damage to Fire doors	CAPI

WHITE GOODS

Replacements:

Iron	£20
Ironing Board	£20
Kettle	£26
Toaster 2 slice/4 slice	£22/£42
Microwave	£90
Combi Oven	£215 min
Larder Fridge	£340
Larder Freezer	£385
Fridge/Freezer Larder	£425
Under Counter Fridge/Freezer	£175
Under Counter Fridge	£195
Under Counter Freezer	£190
Hob	£250
Oven	£395
Cooker	£300

BATHROOM

Replacements:

Toilet seat & cover	£55
Kitchen & bathroom tiles	CAPI
Bathroom/Pod door	CAPI

KITCHEN

Replacements:

Bin	£15
Grill pan	CAPI
Mop	£5
Bucket	£7
Dust pan & brush	£5
Dining Seating	CAPI
Carpet/Vinyl	CAPI
Worktop burn	CAPI
Table	CAPI
Curtains	£50 min

BEDROOM

Replacements:

Mattress Single/Double (BYRON, NEW HALL & GILL STREET SOUTH)	£162/£205
Mattress Single/Double (ALL OTHER HALLS)	£120/£205
Desk Chair	CAPI
Bed Base	CAPI
Wardrobe	CAPI
Desk	£200
Desk Lamp	£14
Bin	£7
Mirror	CAPI
Carpet	CAPI
Curtains	CAPI

COMMUNAL AREAS

Replacements:

Communal seating	CAPI
Vacuum	£130

ADDITIONAL CLEANING

Kitchen/Bathroom/communal	£30
Shower/En-suite	£35
Bedroom	£35 min
Bodily Fluids	CAPI
Carpet cleaning per carpet	£40 min
Removal of excess rubbish & items left	£10

PAINTING

General painting per wall	£45 min
---------------------------	---------

OTHER

Replacements:

Window Restrictor/Catches	£50
Light Diffuser	CAPI
Ceiling tile	CAPI
Carpet tile	CAPI
Window or door glass	CAPI

Damage:

Intercom	CAPI
Notice Boards	£35 min
Payment into an international bank account	Up to £20

*CAPI (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 time of going to print.

Hall Contact Details

Blenheim Hall
St Ann's Hill
off Woodborough Road
NG3 4LB
+44 (0) 115 962 2700
Mobile: 07968 185563
blenheimhall@upp-ltd.com

Byron
Hampden Street
NG1 4FW
+44 (0) 115 908 2270
Mobile: 07885 965 273
byron@upp-ltd.com

Gill Street Residence
Gill Street
NG1 4FY
+44 (0) 115 908 2250/252
Mobile: 07968 181949
gillstreet@upp-ltd.com

The Maltings
Whitemoor Road
Basford
NG6 0HN
+44 (0) 115 908 2281
Mobile: 07968 172542
maltings@upp-ltd.com

Meridian Court
Quorn Road
off Haydn Road
Sherwood
NG5 1DT
+44 (0) 115 985 7707
Mobile: 07968 183292
meridiancourt@upp-ltd.com

Norton Court
Wilton Road
Radford
NG7 5PQ
+44 (0) 115 970 5963
Mobile: 07968 187146
nortoncourt@upp-ltd.com

Peverell Hall
Clifton Campus
Clifton Lane
NG11 8NS
+44 (0) 115 984 9986
Mobile: 07968 184309
peverell@upp-ltd.com

New Hall
Clifton Campus
Clifton Lane
NG11 8PT
+44 (0) 115 984 9980
Mobile: 07912 632263
cliftonnewhall@upp-ltd.com

Sandby Hall & Hampden
Hampden Street
NG1 4FW
+44 (0) 115 908 2280
Mobile: 07736 954826
sandbyhall@upp-ltd.com

Simpsons Hall
Park Street
Lenton
NG7 1RR
+44 (0) 115 950 7156
Mobile: 07968 172703
simpsonshall@upp-ltd.com

