Residence Handbook

2027/28



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 (NTU). 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, the team at Reception will be happy to help. Contact details for every hall are in the next section.

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1. Who to Contact

Quick reference

If you need help with…	Contact	Details
Maintenance, cleaning, noise, general safety or any issue in your residence	Your Residence Team (24/7)	Visit Reception, call your hall (see below) or use the Home at Halls app
The Home at Halls app	UPP	support@homeathalls.com
Paying your fees	NTU Finance Team	+44 (0)115 848 6500, or visit the Student Services Centre on campus
Licence agreements, room swaps, extending or ending your stay	NTU Student Accommodation Services	accommodation@ntu.ac.uk, +44 (0)115 848 2894
Settling in, flat disputes, worries about flatmates, low mood or feeling overwhelmed	NTU Student Accommodation Support Officers (SASO)	support4halls@ntu.ac.uk, 0115 848 2323
Counselling, disability support, wellbeing, faith and financial advice	NTU Student Support Services	student.support@ntu.ac.uk, 0115 848 6060
Visas, immigration, living and working in the UK	NTU International Student Support	int.support@ntu.ac.uk, 0115 848 2631, www.ntu.ac.uk/internationalsupport
Internet problems	Glide (24/7)	0333 123 0115, studentsupport@glide.co.uk, my.glidestudent.co.uk/support
Non-emergency medical advice	NHS	111
Emergency (fire, police, ambulance)	Emergency services	999, then contact your Hall Reception
Non-urgent police matters	Police	101

Hall contact details

For mail and deliveries, please add your full name and your block, flat and room details to your hall's address.

Hall	Address	Reception	Mobile	Email
Blenheim Hall	St Ann's Hill, off Woodborough Road, Nottingham NG3 4LB	+44 (0)115 962 2700	07968 185563	blenheimhall@upp-ltd.com
Byron & Gill Street South	Hampden Street, Nottingham NG1 4FW	+44 (0)115 951 8694	07885 965 273	byron@upp-ltd.com
Gill Street North	Gill Street, Nottingham NG1 4FY	+44 (0)115 951 8690	07968 181949	gillstreet@upp-ltd.com
The Maltings	Whitemoor Road, Basford, Nottingham NG6 0HN	+44 (0)115 951 8695	07968 172542	maltings@upp-ltd.com
Meridian Court	Quorn Road, off Haydn Road, Sherwood, Nottingham NG5 1DT	+44 (0)115 985 7707	07968 183292	meridiancourt@upp-ltd.com
New Hall	Clifton Campus, Clifton Lane, Nottingham NG11 8PT	+44 (0)115 984 9980	07912 632263	cliftonnewhall@upp-ltd.com
Norton Court	Wilton Road, Radford, Nottingham NG7 5PQ	+44 (0)115 970 5963	07968 187146	nortoncourt@upp-ltd.com
Peverell Hall	Clifton Campus, Clifton Lane, Nottingham NG11 8NS	+44 (0)115 984 9986	07968 184309	peverell@upp-ltd.com
Sandby & Hampden	Hampden Street, Nottingham NG1 4FW	+44 (0)115 951 8692	07736 954826	sandbyhall@upp-ltd.com
Simpsons Hall	Park Street, Lenton, Nottingham NG7 1RR	+44 (0)115 950 7156	07968 172703	simpsonshall@upp-ltd.com

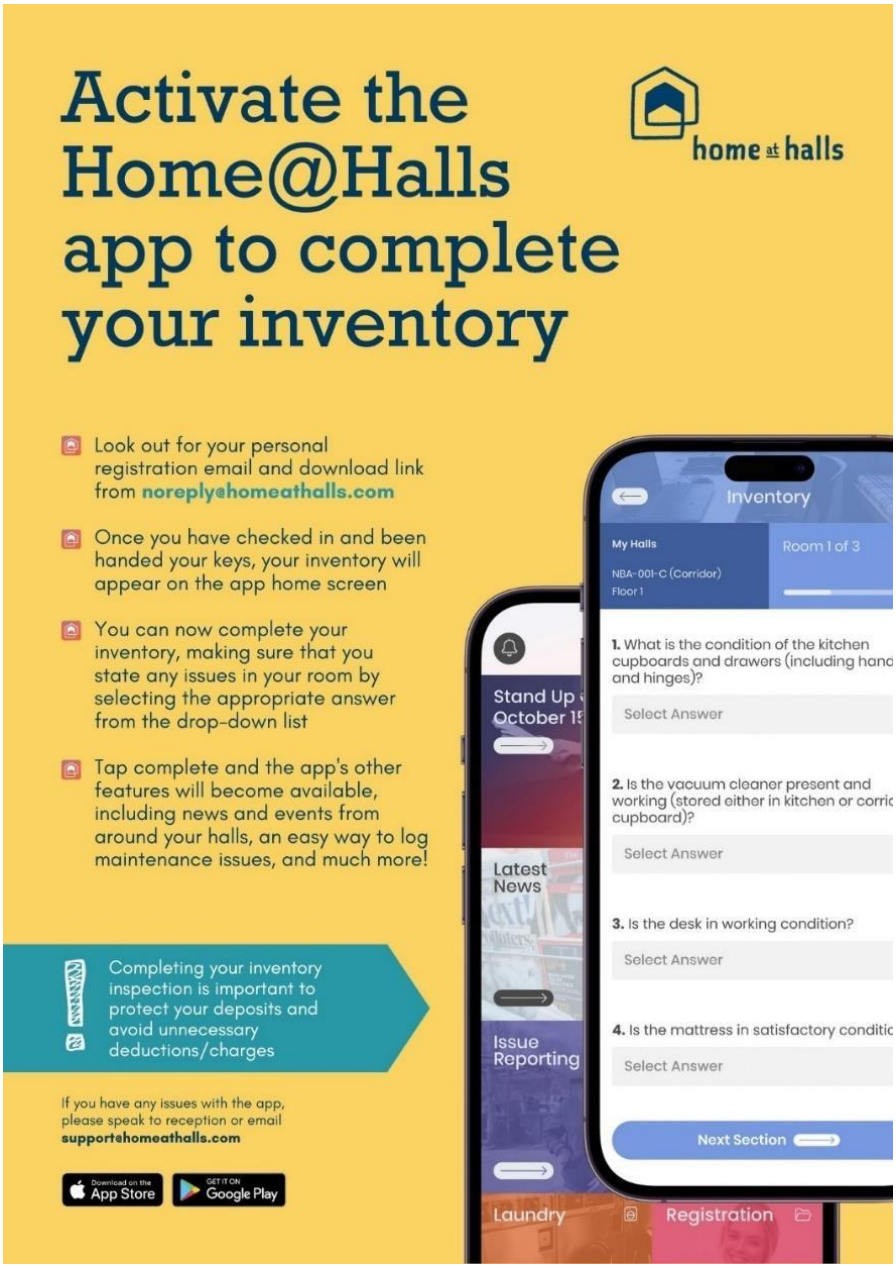
2. Getting Help

Help within your residence

Your Residence Team is 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

Before you arrive you will receive an onboarding email from **noreply@homeathalls.com** with instructions on how to download and access the app. There is no need to do this before that email arrives. If you have any problems with the app, speak to Reception or email support@homeathalls.com.



Help with payments and contracts

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

NTU Accommodation Help Desk

The Accommodation Help Desk is in the Newton Building, City Campus. It is open 9am–4pm Monday to Thursday and 9am–4pm Friday. The team offers an in-person service and can help you review your options if you want to extend your stay, talk through swapping rooms or cancelling, and give guidance on any accommodation query. You can apply for a room swap or cancellation at https://myroom.ntu.ac.uk/StarRezPortalX/, or log in to the online booking system using the QR code on the Accommodation Hub page that follows this section.

Student Accommodation Support Officers (SASO)

NTU's Student Accommodation Support Officers can help you to:

- settle into halls and make friends
- resolve disputes in your flat
- raise worries about your flatmates
- look after your mental health, particularly if you are feeling down, worried, stressed or overwhelmed
- deal with any other problem affecting your halls experience

Contact them by phone, email, text, Teams or face to face: SASO@ntu.ac.uk, 0115 848 2323.

International Student Support

NTU's International Student Support team provides information and advice on visas and immigration, living in the UK, working during and after your studies, and information for EU and EEA students. Contact them at int.support@ntu.ac.uk or on 0115 848 2631, or visit www.ntu.ac.uk/internationalsupport. Office hours are 8.30am–5pm Monday to Thursday and 8.30am–4.30pm Friday.

NTU



Our Accommodation Help Desk is open:
09:00am - 16:00pm Monday - Friday

Newton Building, 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

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

SASO @ntu.ac.uk
0115 848 2323

UNIVERSITY PARTNERSHIPS PROGRAMME

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.

NTU Nottingham Trent University

3. Before You Arrive and Moving In



We know moving to university is a big step, and we're here to make it as smooth as possible.

Pre-arrival checklist

- Double-check your **Residence Licence Agreement** to make sure all details are complete.
- Your room will be ready on the start date shown in your Licence Agreement. This is also the earliest date you can move in.
- If you need to arrive **earlier**, you can submit a request on the accommodation portal by selecting "Early arrivals" from the menu.
- If you will be arriving **later**, tell your Hall Reception so that key collection can be arranged.
- Watch for the onboarding email from noreply@homeathalls.com and follow the instructions to download the Home at Halls app.

Online induction

Before you arrive, UPP will email you a link to your online induction. It is also available through the UPP Student Portal. Please:

- complete the induction
- upload a **passport-style photo**, which helps us identify you if you are locked out or forget your ID
- **book your arrival slot** through the induction link for the smoothest check-in

If you have any problems when moving in, let the Residence Team know straight away so we can help.

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 on +44 (0)115 848 6500.

Inventory and room contents

Once you have checked in and collected your keys, your inventory will appear in the Home at Halls app. Please:

- check it carefully and report any damage, missing items or defects as soon as possible
- complete the inventory, which protects your deposit and helps you avoid unnecessary charges

If the inventory is not completed, we will assume everything is in good order. Regular checks 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. However, if you would like essentials ready for arrival, visit upp-ntu.myshopify.com to order kitchen or bedding packs:



Top tip: Follow the instructions in the onboarding email from noreply@homeathalls.com to download the app as soon as it arrives.

4. Living in Your Residence



Access and keys



You will receive a room key or fob when you move in. Please keep it safe, as replacement keys and fobs are charged (see the Appendix). If you lose your key, contact your Residence Team immediately. For everyone's safety, don't lend your key to anyone and never leave doors propped open.

Losses, breakages and damages

- Any damage, loss or extra cleaning beyond normal wear and tear may result in a charge.
- If damage occurs in a shared area and the person responsible isn't identified, the cost may be split between residents.
- A final inspection takes place when you move out. Typical repair and replacement costs are listed in the Appendix.

Maintenance

If something needs fixing, log it through the **Home at Halls** app or visit Reception. Urgent issues are prioritised:

Priority	Response
A	Attend and make safe within 1 hour
B	Attend and make safe within 24 hours
C	Within 7 days
D	Non-urgent

All Maintenance Team members and contractors carry ID. Please ask to see it before letting anyone into your room or flat. If a contractor or member of the team calls while you are out, they may let themselves in with a key but will leave a note to say they have been.

Periodic testing. To comply with health and safety legislation, access to your room may be needed for engineers to test and inspect fire alarm systems. Shower heads are cleaned termly, and other periodic checks such as water testing are carried out 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 problems with power, water or heating to the Residence Team.

Internet and TV

All rooms have high-speed internet and Wi-Fi included, and connection details are provided when you move in. If you have problems getting online, Glide's customer service team is available 24/7 (see the next page).

If you plan to watch or record live TV, or stream BBC iPlayer, you will need your own **TV Licence**, even on a laptop or phone. Visit tvlicensing.co.uk for details.

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

Glide

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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 are 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 near your block. Please separate your waste and empty flat bins regularly. To help keep pests away, use bin bags and tie them securely, and 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), with instructions on display. Please supervise your laundry to avoid missing items. Irons and ironing boards are provided; ask Reception if you're unsure where to find them.

Do **not** hang laundry in communal areas or leave large items such as drying racks in corridors. They are a safety risk and may be moved if they obstruct evacuation routes.

Mail and deliveries

Letters go to your postbox and larger parcels are stored at Reception. You will receive an email when a parcel arrives; bring your student ID to collect it. We can't accept or forward mail after you have checked out.

Parking

Parking is available at Blenheim, Maltings, Meridian, Norton, Peverell and Simpsons for residents who have purchased a parking permit. Ask at Reception for availability. All vehicles are parked at the owner's risk.

By accepting a room at **Byron, Gill Street South, Gill Street North, Hampden, Sandby or New Hall**, you agree to comply with the University's agreement with the local authority, which states that 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".

Bicycles

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

Personal contents insurance

Your rent includes basic contents insurance with **Gallagher**. Scan the QR code on the next page to check your cover, manage your policy, and upgrade if you need more protection.

upp



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

In association with Gallagher

Pets

Our accommodation is not suitable for pets, and pets are not permitted in halls of residence except where an exemption has been granted, such as for guide dogs. For more information, see NTU's Student Support website.

Council Tax

Full-time students are exempt from paying Council Tax.

Privacy and confidentiality

Your privacy is very important to us. We will not share your information with third parties without your consent, with these exceptions:

- we share information with NTU to administer your accommodation contract
- we may share information with the police, immigration services or other legitimate authorities where the law requires us to
- if we are concerned for your welfare, we may contact your emergency contact

5. Welfare and Safety



We take your welfare and security seriously. The information below will help you have a safe and enjoyable stay. More information on student safety at NTU is available on the NTU website.

Facilities Officers

Our residences are staffed 24/7. Outside normal working hours, a team of Facilities Officers is based at Reception. They carry out 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 details in Section 1, if you need assistance of any kind.

Personal safety

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

- arrange transport home in advance
- avoid going to a pub, club or party alone, and don't become isolated from your friends
- never leave your drink unattended, and 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 or 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 can deal with sexual offences in a sensitive and confidential manner

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

Body worn cameras

Some NTU and UPP staff wear video recording equipment ("bodycams") in and around halls to help maintain a safe and secure environment for employees, students and visitors. Recordings are subject

to the NTU and UPP privacy policies. We operate a **zero-tolerance policy** towards aggression against staff, and any such incident will be referred to the Student Code of Behaviour Team.

Student Support Services

NTU offers a range of services for help not directly related to your accommodation, including counselling, disability support, physical and mental health, wellbeing, faith, spirituality and financial advice. Contact the Student Support Service at student.support@ntu.ac.uk or on 0115 848 6060.

Wardens Service

NTU's Wardens Service Team members act as Wardens for students in halls alongside their main university duties. The Warden is responsible for enforcing the Student Code of Behaviour. To speak with a member of the team, contact the Residence Team and ask for the duty Warden.

Doctors and hospital



- **Register with a GP.** City halls residents should register with the Student Health Centre underneath Sandby Hall. Clifton halls residents should register with Sunrise Medical Practice.
- **If you are unwell,** call 111 for medical advice and tell a member of your Residence Team if you need further help.
- **In an emergency,** dial 999, then contact your Hall Reception.
- **Nearest A&E:** Queens Medical Centre, Derby Road, Nottingham NG7 2UH.

Police

In an emergency call 999. For non-urgent matters call 101. Reception can give you information about your local police station or community officer.

6. Living Together



Security

Outside office hours, residences are staffed by Facilities Officers who are there for your safety and security. Please contact Reception if you experience any difficulties.

Noise and 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 a problem, contact the Residence Team or use the Home at Halls app.

Parties

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

Guests and visitors

- You are responsible for the behaviour of your guests.
- Guests must have left the residence by midnight.
- Guests may stay overnight in a student's room for a maximum of **two nights per week**.
- All guests must sign in at Reception on arrival and sign out on departure, so that we can account for everyone in the residence in an emergency.

Smoking, vaping and substances

All indoor areas are **non-smoking and non-vaping**. Use designated outdoor areas only, and dispose of cigarette butts correctly. The possession or use of **illegal drugs or psychoactive substances** is strictly prohibited and will lead to disciplinary action.

7. Fire Safety

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

Fire alarms and detectors

- Fire alarms are tested **weekly**. The day and time of testing are displayed in your flat.
- If the alarm sounds during a fire, it will continue. Leave your room quickly and go calmly to the fire assembly point.
- Smoke detectors are fitted in every room, and kitchens have heat detectors. Leaving the shower door open while showering may set off the alarm, so keep it closed.
- Never cover or tamper with detectors in any way. It puts every resident at serious risk.

Tampering with fire equipment

Tampering with fire equipment is a **criminal offence**. This includes unnecessarily discharging fire extinguishers, removing detector heads and maliciously triggering break glass points. Anyone responsible may be excluded from University accommodation and face disciplinary action under the Student Code of Behaviour.

Cooking safely

- Keep the kitchen door closed, turn on the extractor fan and open a window while cooking.
- Never leave cooking unattended.
- Chip pans and deep-fat frying are not allowed, as they frequently cause fires.

Candles and similar items

Candles, incense sticks, incandescent burners and similar items are a fire hazard. Please do not bring them into the residence.

Electrical appliances

- Any permitted electrical item must have a correctly rated fuse, a correctly wired plug and a cable in good condition.
- Electric blankets and electric duvets may only be used with a current safety test certificate. Ask your Residence Team if you need advice.
- UPP may disallow any item or equipment that is not 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, please do not bring any of the following into halls:

- plug-in fairy lights

- heating appliances of any kind
- heavy-duty electrical appliances
- fridges, freezers or other white goods
- deep-fat fryers
- offensive weapons, including dummy weapons used in re-enactments, and air guns
- barbecues, gas stoves and gas appliances
- dartboards
- electric scooters
- sofas and armchairs
- any other items described in this handbook

This list is not exhaustive. Your Residence Manager will discuss any other items considered unsafe.

Fire doors

All doors in the residence are fire rated. In a fire, close every door behind you: it is one of the most effective ways to contain the spread of fire.

In the event of a fire

The most important thing is to keep calm and stay alert, so you can think clearly and move quickly.

1. Activate the fire alarm if it has not already sounded.
2. Leave the building immediately, closing all doors behind you.
3. Do not attempt to tackle the fire.
4. Go to the fire assembly point and follow the instructions of our team.
5. Do not re-enter the building until you are told it is safe.

A member of our team is always on site to take control and alert the emergency services. They will ask residents to move to a safe area and keep you updated while coordinating the response.

8. Feedback and Complaints



All our standards are designed to meet the expectations of our residents. If you are dissatisfied with any part of our service, please let us know as soon as possible so we can put it right. Typical maintenance response times are in Section 4. If you are unsure what to expect for your particular issue, ask your Residence Team.

Feedback and the annual survey

To give feedback or suggest a new idea, email your Residence team using the address in Section 1. An annual customer satisfaction survey will be emailed to you during your stay, and we would be grateful if you would complete it at your earliest convenience.

Making a complaint

Please raise any complaint as soon as possible, and **within 60 working days** of the cause for concern.

1. **Speak to Reception.** If we have made a mistake, we will try to put it right as soon as possible. We may ask you to put your complaint in writing, which helps us understand your concerns and investigate fully.
2. **Within 5 working days,** your Residence Manager will respond. If a full reply is not yet possible, you will receive an acknowledgement in this time.
3. **Within 10 working days,** the Residence Manager will have investigated your complaint and sent you a written response.
4. **Still unhappy?** Ask your Residence Team for a copy of our Complaints Policy.

UPP residences are covered by the **National Code** for assured accommodation. If you believe any part of the Code has been breached, complain to us using our published procedure, or contact the National Codes at nationalcode.org/complaints. The next page explains what you can expect from your provider.

NATIONAL CODE

assured accommodation

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

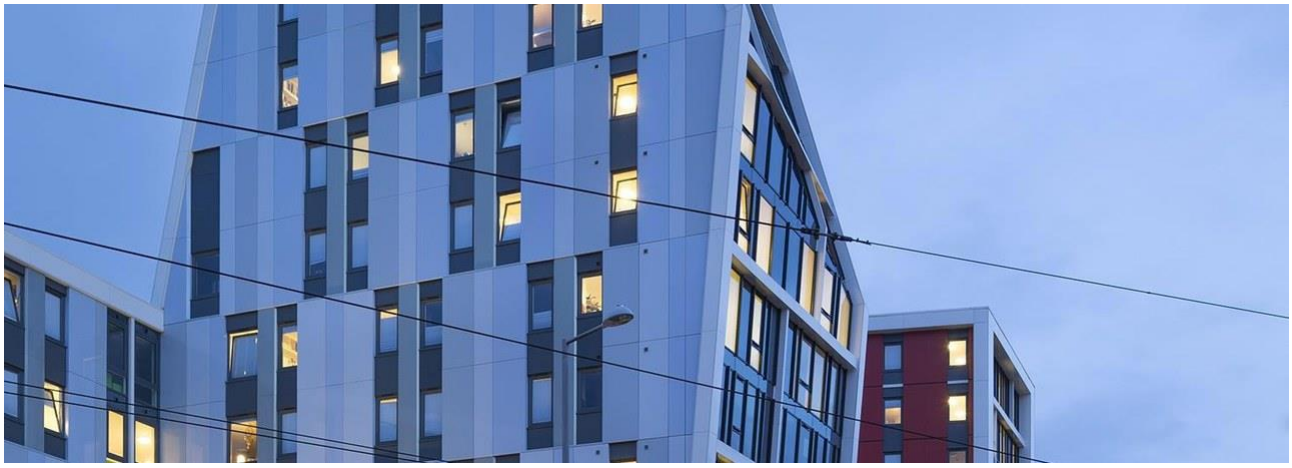
www.nationalcode.org



If things go wrong

If you believe any part of the Code has been breached, complain to your provider using their published procedure, or contact the National Codes for more information: **nationalcode.org/complaints**

9. Your Contract



Changing room

If you have an issue with your room, we want to help you resolve it. See Section 2 for the support available.

If we can't resolve it together, you may want to request a room swap. NTU's room swap function lets you match with other students who hold a booking and also wish to swap. It does not match you against unbooked rooms. You can access it through the accommodation booking portal. To discuss the process and availability, contact the NTU Accommodation Team by phone or at accommodation@ntu.ac.uk.

A swap is not guaranteed, as it depends on availability. If a swap is granted, a charge of **£30 per person** is payable.

Extending your stay over summer

If you want to stay beyond the end date of your Residence Licence Agreement over the summer, contact NTU Student Accommodation Services at accommodation@ntu.ac.uk or on +44 (0)115 848 2894, or visit the Accommodation Help Desk. You might need to move residences or rooms to stay over summer.

Summer rooms are available at both City and Clifton campuses. They suit anyone staying in Nottingham over the summer, wanting to arrive a few days before their contract starts, returning for an event, or hosting friends and family. Book through the Accommodation Portal. The next page also covers laundry bundles and cleaning packages.

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

Ending your contract early

If you are thinking of leaving, please talk to your Residence Team as soon as possible. We can explain your options and may be able to point you to support with life in halls.

Unless a current student without an accommodation contract takes over your room, or you have very serious extenuating circumstances, you remain liable for your accommodation fees until the end of the contract. If you formally defer or withdraw from your studies, you may have additional cancellation rights. Further details on your right to cancel are in the terms and conditions of your accommodation contract.

Moving out

The end date of your stay is set out in your Residence Licence Agreement. All residents must have fully departed by **10am** on that day.

Before you leave, your room, bathrooms and shared areas must be thoroughly cleaned and rubbish taken to the bin area. Your room should meet these standards:

- all personal belongings removed
- all waste 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 and notice boards
- all furniture, window ledges and bathroom fixtures wiped down

Place any keys, cards or fobs in an envelope clearly marked with your name and room number, and hand it in to Reception.

When you leave, we will check your room and flat against the inventory. We will claim from you any losses or expenses incurred to repair or replace items, or to carry out works needed to return the accommodation and its contents to the expected standard. Damage in a room is claimed from the occupier. Damage in shared areas is claimed from those identified as responsible; if no one is identified, the claim is made against all users of those areas.

10. Extras

NTU Sport

Help keep your mind and body healthy with an NTU Sport Pink Membership. It includes the gym, fitness classes, court bookings and fitness package discounts. Visit www.ntu.ac.uk/sport, call 0115 848 3219, or download the NTU Sport app from the App Store or Google Play.


NTU
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
NTU Sport
GET IT ON Google Play
Download on the App Store

Appendix: Schedule of Typical Costs

These are indicative values for repairs and replacements. Prices are subject to change, may increase over time and are not limited to the items below. The actual charge is based on the cost price of replacements at the time of purchase. Charges are subject to VAT. An administration fee is applied to all invoices to cover the time spent arranging repairs, replacements, testing or cleaning and paying contractors.

CAPI means “cost as per invoice”: the amount charged to us, which varies depending on what is being replaced.

Access and security

Item	Cost
Replacement door key	£25
Replacement fob, mail key or other key	£10
Replacement lock and fit	£75

Fire safety

Item	Cost
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 and appliances

Item	Cost
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

Item	Cost
Toilet seat	£55
Taps	£40–70
Mirror	£20
Sink	CAPI
Toilet	CAPI
Damage to door	CAPI

Kitchen

Item	Cost
Bin	£15
Mop/broom	£5
Mop bucket	£7
Dustpan and brush	£5
Dining seating	CAPI
Carpet/vinyl	CAPI
Worktop damage	CAPI
Table	CAPI

Bedroom

Item	Cost
Mattress	£120–205
Desk chair	£100
Desk	£200
Desk lamp	£14
Bin	£7
Carpet	CAPI
Curtains	CAPI
Wardrobe	CAPI
Bed base	CAPI

Additional cleaning

Item	Cost
Kitchen	£30
Communal bathroom	£35
En-suite	£20
Bedroom	£35
Carpet cleaning	£40
Removal of excess rubbish and left items	£10
Bodily fluids	CAPI
External windows/walls	CAPI

Other

Item	Cost
Painting (bedroom)	CAPI
Ceiling tile	CAPI
Carpet tile	CAPI
Broken glass	CAPI
Light diffuser	CAPI
Window restrictor	CAPI
Notice boards	CAPI