

Resident Handbook

2021 - 2022



in partnership with

NOTTINGHAM
TRENT UNIVERSITY 

Welcome to **your new home!**

Welcome to UPP

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 works closely with the University and provides a range of residences for NTU students.

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 is part of your Licence Agreement

This Handbook also provides you with all the information that you may require prior to your arrival and during your stay. If you have any questions, 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. We will welcome you from day one, supporting you as you settle into your new home and helping you make the most of University life. Working closely with the University, we understand what NTU students need to feel at home, secure and supported by high quality and reliable services, whilst developing their independence.

We hope that you enjoy your stay with us.

Michelle Gardner
Regional Director - Central & the UPP Team at Nottingham Trent University

Welcome to Nottingham Trent University

UPP owns and operates your Hall of residence. They are responsible for ensuring that the Hall and its furniture and equipment are safe. You can contact UPP at the Hall's Reception, which is staffed 24/7. You can contact NTUResidenceEnquiries@upp-ltd.com or call 0115 908 2264. You can also use the UPP home at halls app.

Nottingham Trent University has a dedicated Student Accommodation Services (SAS). Please contact the NTU SAS office for any enquiries relating to accommodation applications and Licence Agreements. You can contact the SAS team at accommodation@ntu.ac.uk or call 0115 848 2894.

For queries relating to fee payments, please contact the NTU finance team by visiting them at our Student Services Centres on campus or by calling 0115 848 6500.

The University also has a Student Support Service for 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.

The University's 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 at int.support@ntu.ac.uk or call 0115 848 2631.

UPP Halls have Residence Assistants - experienced students who will be there to provide you with guidance and support throughout your stay.

Each of our Hall's will have its own Hall Committee of students. Their role is to enhance your University experience by giving you the chance to meet new people and have fun at various 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 is also on hand to offer advice and support. There's more about them on the next page.

Nottingham Trent Students' Union

Welcome from your 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, through to when you leave.

UPP Halls have a close affinity with the University. We believe UPP provides 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 SAS and UPP representatives to talk through specific ideas and events for your accommodation. We have a positive, engaged relationship with UPP, who are open to feedback from your Students' Union. By working together, the University, UPP and the Students' Union believe that we can make living in Halls a great experience.

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 stay, should you need it.

Students' Union advice and support is free for you to use as often as you like whilst you are a student - it's even available to you 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

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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, 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 check your Licence Agreement and ensure that you have provided all the relevant information, including payment details.

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.

If you are not able to collect the keys for your room on your stipulated check-in date, you **must** make arrangements for your planned arrival date **in advance** 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. We will not issue your keys or other access devices until after we have received your £200 Deposit. It is advisable to pay this well in advance to avoid delay.

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 from the Hall Reception but a default charge will be payable for the replacement.

We may also claim the cost back from you if we have to change a lock because you have not taken care of your keys or returned them at the end of your stay. We will either ask you to pay us, or we will deduct the applicable amount from your Deposit.

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 compartment
- 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 UniKitOut website

<https://www.unikitout.com/?>

[partner=Nottingham%20Trent%](https://www.unikitout.com/?partner=Nottingham%20Trent%20University)

[20University](https://www.unikitout.com/?partner=Nottingham%20Trent%20University). These packs can be ordered online and will be delivered to your room for when you arrive.

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 agree to your request. A charge of £30 per person will be payable if a move is granted.

4.0 GENERAL

4.1 Inventory

On arrival, you will be issued with an inventory detailing the items provided in your room and in the common areas of your flat. You should check the inventory on arrival, and report any defects or discrepancies when submitting the inventory within **48 hours** of your arrival.

Any damage or defects that you report on your inventory will automatically be referred to the maintenance team and dealt with accordingly (please see 4.14). You do not need to report it separately. If you do not complete and submit your inventory, 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 damage

We will claim from residents the cost of making good any losses, breakages and damage (including accidental damage) if it is over and above fair wear and tear. Example of amounts we are likely to claim are given at the end of this Handbook. If damage occurs in a studio or room, we will claim from the occupier.

If damage occurs in a shared area, we will claim from the person who caused it, or if they cannot be identified, we will claim a proportion from each of the people entitled to use the area in question. We will either ask residents to pay us, or we will deduct the applicable amount from the residents' Deposits.

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 clean up after yourself and leave the communal areas ready for the next person to use. If residents in a flat are not keeping the shared parts of the flat clean and tidy, we will warn them that they need to improve. If there is no improvement, we will arrange for cleaners and we will claim the cost back from the residents in the flat. We will either ask residents to pay us, or we will deduct the applicable amount from residents' Deposits. 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, bedrooms or in communal areas other than the Laundry.

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, but wrapped and placed in the bin.

4.6 Television Licences

You will need to buy a TV Licence if, whilst in Halls, you:

- watch or record programmes as they're being shown on a TV that wasn't provided by UPP (or on any channel, not just BBC) or
- watch or stream programmes live on an online TV service (such as YouTube, Amazon Prime Video, Now TV, Sky etc) or
- download or watch any BBC programmes on iPlayer

(You may be covered by a parent's licence if you haven't moved out completely and as long as you do not plug your device into the mains whilst watching, streaming, recording or downloading.) Licences can be purchased online at www.tvlicensing.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 at NTU 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 by Hall Reception 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 the City of Nottingham

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/about-us/sustainability/carbon/bike-factory

4.14 Maintenance

In an emergency, contact a member of staff immediately. The need for repair usually results from normal wear and tear but we will claim back the cost of rectifying any deliberate, careless or accidental damage from those responsible (or from all residents if those not responsible cannot be identified). We will either ask students to pay us, or deduct the applicable amount from the students' Deposits. Our maintenance team will allocate a priority to respond to your requests:

Priority A - Attend & make safe within 1hr

Priority B - Attend & make safe in 24hrs

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 shower heads every 3 months.

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

pass key, but will leave a note to say they have been.

4.15 Room access

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

4.16 Internet Service

All UPP residences have free Wi-Fi enabled internet. The internet service in your room is provided by a company called Glide. 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. It is your responsibility to make sure that the insurance cover is adequate for your needs, and to take out "top up" cover if you need it. If your belongings are lost, damaged or stolen then UPP will not be liable to you unless we were at fault. Full details of the cover are available at www.endsleigh.co.uk

5.2 Facilities Officers & Security

All UPP Halls are staffed 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 for all UPP's sites in Nottingham can be found at the end of this Handbook.

Some staff at NTU and UPP wear video recording equipment ("body cams") 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 our Privacy Policies.

www.ntu.ac.uk/policies/web-policies/privacy-statement

<https://www.upp-ltd.com/privacy-policy-cookies/>

We operate a zero tolerance policy to acts of aggression towards staff.

5.3 Wardens Service and Residence Assistants

We have Residence Assistants who are on-hand to help. RAs are 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. 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, or if it sounds at any other time, please leave the building immediately and proceed to your assembly point as there 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 air 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.

We do not allow you to use anything in Halls that burns, smoulders or generates significant heat, except for the central heating and cooking equipment that we provide. Candles, joss sticks, oil burners, grills and portable heaters all pose a serious fire hazard.

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 without good cause is a criminal offence.

Anybody found to be responsible for any of these or similar incidents, will be referred to the University for disciplinary action under the University's Student Code of Behaviour. We may ask you to move out of the Hall, take court proceedings against you and/or refer you to the authorities.

5.6 Electrical Appliances

You must not bring any electrical items listed in 5.7 below, or similar to them. If you bring any other electrical items to Halls, they must be fitted with a correctly rated fuse, correctly wired plug and a cable in good order **and** be suitable for use in the UK. If you bring an electric blanket or electric duvet, it **must** have a current safety certificate at all times.

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
- Electrical scooters
- Offensive weapons (this includes dummy weapons or weapons used in enactments)
- BBQs, gas stoves and any type of gas appliance
- Gas bottles
- Dartboard
- Sofas, armchairs and inflatable furniture
- Other items prohibited elsewhere in this Handbook or in your Licence Agreement.

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 111.

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

Details of the local Police Station or Community Officer can be obtained from your Hall 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. We will claim from the culprit the cost of repairing, replacing or re-adjusting window restrictors and may also refer to the University for disciplinary action. We may ask the culprit to pay us, or we will deduct the applicable amount from the culprit's Deposit.

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. Please ask your Hall Reception if you are not sure how these work.

5.10 Personal Safety

HAVE A GOOD NIGHT & 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 followed, threatened or attacked, it's advisable to report the incident to your Hall Reception as soon as you can, even if you have already reported to the police or security.

6.0 CORRESPONDENCE

6.1 Mail and deliveries

All mail is delivered to Reception and you will receive a notification from the home at halls app when your parcel is ready to be collected. The notification 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 ensure you arrange a time with the courier when you will be in at the time of the delivery.

If you are returning items, please arrange a time for collection with the courier when you will be available.

6.2 Change of contact details

If your home address and/or emergency contact details change, please visit www.ntu.ac.uk/currentstudents to amend your personal details and also email NTUResidenceEnquiries@upp-ltd.com immediately to update your Hall record.

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 information with other organisations such as the police, immigration services or any other third party where it is necessary to comply with law.

7.0 GUEST POLICY

7.1 Guests

Residents are responsible for their guests' behaviour and should ensure that any guests are recorded in the home at halls app.

Guests can stay overnight in a students' room if they are signed in at the Reception.

Residents may have an overnight guest for a maximum of 2 nights each 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 year's 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 contractual liability. 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 so that appropriate out of hours arrangements can be made with you.

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
- 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

When you leave, we will check your room and flat, and compare its condition against the inventory. We will claim from you any losses that we suffer or expenses we incur if we have to repair or replace items or do any work to return the accommodation and contents back to the condition you should have left them in. However, you will not be charged for fair wear and tear. If we have to replace an item we will make an allowance for the age and condition of the item at the start of your occupancy.

Damages relating to a room will be claimed from the occupier of the room. Damages relating to shared areas will be claimed from the culprit(s), but if they cannot be identified the claim will be shared among the residents entitled to use those shared areas.

We will deduct what we consider to be owed from your Deposit, and if the Deposit does not cover everything we will ask you to pay the shortfall.

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 4 weeks after the end of their Licence Agreement period end date.

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.

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. 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 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, contact the Operations Manager who will get back to you within 10 days with the final response. You can write to the Regional Director:

Regional Director - Central
UPP Nottingham Residence Office
Gill Street Residence
Gill Street
NG1 4FY

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.

11.0 RETURNING STUDENTS

If you would like to stay in Halls for the following academic year, please visit <https://www.ntu.ac.uk/returners> for the latest information.

Typical Costs

ACCESS AND SECURITY

Replacements:

Door Keys	£25 per key
Door Card/Mail key/Fobs	£10 per key
Lock & Fit	CAPI

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	£95
Combi Oven	£220
Larder Fridge	£340
Larder Freezer	£385
Fridge/Freezer Larder	£425
Under Counter Fridge/Freezer	£175
Under Counter Fridge	£195
Under Counter Freezer	£195
Hob	£250
Double Oven	£395
Single Oven	£300

BATHROOM

Replacements:

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

KITCHEN

Replacements:

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

BEDROOM

Replacements:

Mattress Single/Double (BYRON, NEW HALL & GILL STREET SOUTH)	£162/£205
Mattress (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 Shower/En-suite	£30
Bedroom	£35
Bodily Fluids	CAPI
Carpet cleaning per carpet	CAPI
Removal of excess rubbish & items left	£40
	£10

PAINTING

General painting per wall	CAPI
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OTHER

Replacements:

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

Damage:

Intercom	CAPI
Notice Boards	CAPI
	Up to £20

This schedule shows the typical amount we have to spend on repair, replacement, testing or cleaning if you don't keep your accommodation and contents in the same condition as when we gave you the key. *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. We are not allowed to claim "new for old". When assessing our claim, we make an allowance for the age and condition of the item at the start of the Licence period. We may also claim a reasonable amount for the time we have to spend on arranging the repair, replacement, testing or cleaning and paying the contractor. We will either ask you to pay us, or we will deduct the applicable amount from your Deposit.

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