



Student Accommodation Services

College Drive, Clifton Accommodation Welcome Guide



Nottingham Trent
University

Welcome to your new home

Student Accommodation Services would like to welcome you to your new home. We are here to ensure that you have an enjoyable and safe experience living in Nottingham Trent University owned or managed residences.

This booklet contains essential information about your new home which will make your stay more pleasant. In conjunction with your Licence Agreement and Student Code of Behaviour, it provides you with all the information that we think you might need on your arrival and during your stay. If you still have any questions please do not hesitate to contact a member of Student Accommodation Services. Contact details are provided at the back of this booklet.

Always happy to help

Should you require any wellbeing support or have any worries whilst you are living in halls of residence, you can speak to the Student Accommodation Support Officers (SASOs), who are part of NTU's Accommodation Team.

The Team are available seven days a week (Monday - Friday 09:30 - 22:00 and Sat/Sun 13:30 - 22:00 subject to availability).

Email: **support4halls@ntu.ac.uk**

If you feel that you need further support, please contact Student Support Services who are here to help your transition into student life at Nottingham Trent University. Please contact Student Support Services on **0115 848 6060** or email **student.support@ntu.ac.uk**.

Help for International Students

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

Make the most out of Welcome Week

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

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

Contents

Moving in	2	What not to bring	7
Access keys and lock outs	2	Fire alarms	8
Payment of fees	2	In event of a fire	8
If you wish to change room	2	Electrical equipment	8
		Candles	8
General	3	Correspondence	9
Room contents	3	Mail and postcodes	9
Inventory	3	Change of contact details	9
Losses, breakages and damages	3	Confidentiality	
Utilities	4	Guest policy	9
Cleaning and laundry	4	Overnight stays	9
Waste disposal	4	Parties	9
Shower heads and water testing	4	Moving out	10
Television licences	4	Extending your contract	10
Internet	4	Terminating your contract	10
Council Tax	5	Complaints	10-11
Drugs	5		
Noise	5	NTU and the environment	11
Pets	5		
Parking	5		
Light bulbs	5		
Maintenance	5		
Room access	5		
Welfare and safety	6		
Support4halls	6		
Student Support Services	6		
Wardens	6		
Security	6		
Doctor	6		
Police	6		
Personal contents insurance	6		
No-smoking policy	6		
Window restrictors	6		
Personal safety	7		



Moving in

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

Access keys and lock outs

Please keep your keys on you at all times and take care not to lose them.

When entering or leaving your accommodation please make sure you lock the doors behind you enabling safety and security of your housemates and belongings.

Continual lock outs through lack of due care and attention may result in referral to the wardens service under SCOB and charges may be applied.

If locked out please contact security on Clifton campus on **+44 (0)115 848 6600** or City Site **0115 848 2468**.

Security are open 24 hours a day, 7 days a week. We recommend storing these contact numbers in your phone.

If you have lost your keys then replacements are available from the Residence Team, you will be asked to cover the cost of the replacement.

Payment of fees

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

Any queries relating to fees should be directed to the NTU Finance Team by calling **+44(0)115 848 6500**.

If you wish to change room

If you experience an issue in your accommodation, we would like to help you to resolve this. There is information on Page 6 explaining the support available to help you.

If after using this support we are not able to resolve the issue together, you may want to request a room swap. To discuss the process and availability please contact the NTU Accommodation Team by phone or via **accommodation@ntu.ac.uk**.

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

General

Room contents

Each study bedroom is provided with:

- bed
- mattress
- workstation
- chair
- wardrobe
- bookshelves
- pin board
- electrical sockets
- blinds
- carpet
- waste bin
- desk lamp / lighting

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

Inventory

You should check the inventory on arrival and report any damage or defects to the Residence Team. You will need to complete within the 3 days of arrival.

All residents are welcome to submit a communal inventory form, however it is only necessary to submit one per house.

Where an inventory has not been completed, it is assumed that everything is in good order and that the contents are complete and undamaged. Completing the inventory is an important step.

Throughout the year, periodic quality checks will be carried out within the residence to ensure it is well maintained. A final inspection will also take place upon departure.

The inventory will be used to check for any loss or damaged items. This will be detailed in your Licence Agreement.

Losses, breakages and damages

Costs relating to any losses, breakages, accidental damage, or extra cleaning required within flats, rooms or considered to be beyond normal wear and tear will normally be charged for.

During the year, the Residence Team will record any damages that require attention. Where it is necessary to recover the cost of any damages we will make contact with you to discuss the costs involved and the damage recovery process.

When moving out of the residence, a final inspection is undertaken, and charges may be applied for repairing or cleaning any fixtures and fittings damaged or left dirty on departure. If damage occurs in a shared area, costs will be apportioned to those responsible.

Where the responsible person/s cannot be identified, costs will be apportioned equally between all persons entitled to use the area. Examples of repair costs are provided at the end of this Handbook.

If you have any disputes regarding any charges made, please check that you have completed your inventory in the designated time frame and detail your reason for dispute by email to the Residence Team.



Utilities

Each house is supplied with hot water, electricity and central heating managed via a timing mechanism to conserve energy. Utility costs are included within your accommodation fees.

Should you experience any issues with your utility provision, please report this to the NTU Accommodation Team (or to University Security out of office hours) as soon as possible.

Cleaning and laundry

Everyone wants to live in a clean and homely environment. In busy areas such as the shared kitchen, please respect the space by ensuring your dishes are washed, dried and put away, the surfaces are wiped, and bins are emptied.

Work together to establish a rota and routine to be respectful of each other.

Each house is supplied with an iron, ironing board, mop, bucket and sweeping brush. There is a washing machine and tumble dryer, as well as a clothes line for drying clothes on the house's grounds.

Residents are not permitted to dry their laundry in any of the communal areas of the house.

Waste disposal

You are responsible for removing waste from your room and kitchen and placing it in the external bins provided. Please be aware of the recycling policy within your residence.

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

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

Razor blades should be returned to their safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.

Shower heads and water testing

Shower heads are cleaned on a termly basis, water testing is carried out every month by an external contractor, notification of their visit will be given via email. This work is necessary to comply with health and safety legislation.

Television Licence

If you are bringing your own personal TV, or wish to watch live TV, you must ensure that you are licensed. Licences can be purchased online at www.tvlicensing.co.uk

Inclusive Internet

Download Speeds

Advertised Speed: 54 Mbps

Expected Speed Range: 52 – 54 Mbps

Minimum Guaranteed Download Speed: 27 Mbps

Upload Speeds

Advertised Speed: 5 Mbps

Expected Speed Range: 5 Mbps





Council Tax

Full-time students are exempt from paying Council Tax. Forms are available at:

Council tax exemption form

Drugs

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

Noise

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

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

If you are disturbed on a regular basis and cannot resolve the situation yourself, please report the issue in the first instance to the NTU Accommodation Team.

Pets

Our accommodation is not suitable for pets and no pets of any kind are permitted within the residence (except for guide dogs). This includes fish, terrapins, hamsters, etc. For more guidance, please visit NTU's Student Support website.

Parking

As a College Drive Resident, you will be entitled to apply for a free parking permit enabling you to park on College Drive only. For an application form please email: accommodation@ntu.ac.uk

Light bulbs

The University's maintenance team is responsible for any built-in lighting. If there are any issues with lighting in your bedroom or communal areas, please complete a maintenance request form online.

Maintenance

If you have a maintenance problem with either your room or communal areas, please complete a maintenance repair form online using this form:

Maintenance request form

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

Be aware repair forms are not responded to out of office hours. Emergencies should be reported to Security **0115 848 2468** (city) or **0115 848 6000** (Clifton).

Room access

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

Welfare and safety

We take your welfare and security while staying in University accommodation seriously, and the following information should help to have a safe and enjoyable stay with us.

Support4Halls

Should you require any wellbeing support or have any worries whilst you are living in Mansfield, you can speak to the Student Accommodation Support Officers (SASO's), who are part of the NTU Accommodation Team.

The Support4halls Team are available 7 days per week Monday to Friday 9.30 am – 10 pm, Saturday and Sunday 1.30 pm – 10 pm.

Contact the team on **support4halls@ntu.ac.uk**

Student Support Services

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

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

Wardens

The Wardens service is there to offer support to students in all of our accommodation. They can be contacted via NTU security out of hours. The Warden is responsible for the enforcement of the Student Code of Behaviour.

Your warden can help if you are having problems settling into life at University or any concerns about your accommodation, or your course. They also have a direct link to the University's Student Support Services, giving you the best possible support during university life.

Security

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

Doctor

We recommend you register with a local doctor as a temporary patient while you are studying. Contact details are provided at the back of this booklet.

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

Police

In an emergency, please call **999** or alternatively 101 for a none urgent matter.

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

Personal contents insurance

As part of your accommodation agreement, you have basic contents insurance provided by Endsleigh. Take a moment to make sure that the insurance cover is adequate for your needs, and to take out 'top up' cover if you need it. Information on the cover provided can be found at: **Endsleigh student cover**.

No-smoking policy

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

Window restrictors

In the interests of health and safety, window restrictors within each residence must not be adjusted or tampered with. Any tampering may result in a repair charge being levied and the matter being referred to the warden.



Personal safety

If you're going out, the message is: Have a good night but get home safe.

- Arrange transport home in advance.
- Avoid going to a pub, club or party alone.
- Don't become isolated from your friends.
- Never leave your drink unattended.
- Never accept a drink from someone you don't know or trust.
- If you begin to feel drunk, dizzy or disorientated seek help from a trusted friend or a member of the pub / club staff.
- Never walk home alone.
- Carry a personal attack alarm – information on purchasing this item is available from your local crime prevention officer.
- If someone threatens you, shout and scream for help.
- If you are attacked, report it to the police immediately.

Specialist units are available to deal with sexual offences in a sensitive and confidential manner.

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

What not to bring

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

- plug in fairy lights
 - any type of heating appliance
 - any heavy-duty electrical appliance
 - fridges, freezers or any other white domestic appliances
 - deep-fat fryers, unless they are thermostatically controlled
 - air fryers
 - offensive weapons (including dummy weapons used in re-enactments and air-guns)
 - barbecues and gas stoves
 - gas appliances
 - dartboards
 - wheatbags
 - electric scooter
 - sofas and armchairs
 - other items described in this booklet.
- This list is not meant to be exhaustive, and the Residence Manager will discuss with you any other items which are deemed unsafe.

Fire alarms

Testing of the fire alarm will take place weekly, our testing schedule will be displayed on the noticeboard in your kitchen. You are not requested to leave your room during a test, and the alarm will only sound for up to 30 seconds.

If an alarm which sounds on a testing day continues for longer than the stated period, please leave the building and proceed to your assembly point as there may be a real fire.

In the event of a fire, the alarm will continue, and you will need to leave your room quickly and proceed calmly to the fire assembly point.

Information about fire assembly points and what to do in case of fire is given in the Fire Evacuation Procedure leaflet which is available in your residence. This information is also displayed on notices which can be found within your flat.

Tampering with fire equipment – including the discharging of fire extinguishers, the removal of detector heads or false activations of break glass points maliciously – is a criminal offence.

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

Fire doors

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

In event of a fire

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

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

Do not attempt to tackle the fire.

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

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

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

Electrical equipment

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

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

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

Candles

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





Correspondence

Mail and postcodes

Each residence has local arrangements for collecting mail. Correspondence Postal Address for your mail, deliveries and future correspondence.

House (Number)
(Room Number)
College Drive Houses
Village Road
Clifton Village
Nottingham
NG11 8NF

Change of contact details

If your home address and / or emergency contact details change, please visit **StudentHub - Home** (ntu.ac.uk) to amend your personal details.

Confidentiality

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

Guest policy

Overnight stays

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

Guests are allowed to stay overnight in a student's room for a maximum of two nights per week. Please bear in mind that having regular guests can place an unfair burden on fellow residents.

Parties

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

Moving out

The period of occupancy ends on the date specified on your Licence Agreement and all residents must vacate their accommodation by 10 am on this day.

Each room must be cleaned and left as it was found on the day you arrived. All bathrooms must be thoroughly cleaned on departure.

Any keys or fobs must be handed into:

The Security Office
Pavilion Building
Clifton Campus

(Opening hours – 24 hours a day 7 days a week)

Please place in an envelope clearly identified.

On departure your room should meet the following standards:

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

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

Damages relating to a room will be claimed from the occupier of the room.

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

Extending your contract

If you wish to extend your period of stay beyond the end of your License Agreement please contact accommodation@ntu.ac.uk to check availability.

Please note that you might need to move residences or rooms in order to stay over the summer.

Terminating your contract

If you're thinking of leaving you should talk to the Residence Team as early as possible who may be able to signpost you to support to help you stay.

Unless a current university non-resident wishes to take over your contract or you have very serious extenuating circumstances you will be liable for your residence fees until the end of the contractual period.

Complaints

All of our standards are designed to meet and exceed the expectations of our customers. 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.

What to do if you have a complaint

If you are dissatisfied with any part of our service, it is important that you let us know as soon as possible, but within 60 working days of the cause for concern. Firstly, contact a member of staff at Accommodation Team, if we have made a mistake, we will try to put it right as soon as possible.

Sometimes we may need to ask you to put your complaint in writing, this helps us understand your concerns fully and helps with our investigation. In any event, Student Accommodation Services will acknowledge your complaint within 5 working days.

Within 20 working days, Accommodation Services will have investigated your complaint and sent a written response.

Hopefully, we will have resolved the situation but, if you are still unhappy at this stage, you can escalate your complaint in accordance with the University Complaints Procedure available here:

Student handbook complaints summary

NTU and the Environment

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

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

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

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



- Use Nottingham's fantastic public transport network including buses and trams to get around rather than jumping in your car. Alternatively why not walk to University or cycle? You can save money whilst keeping fit and healthy, it's a win-win situation!

So why don't you get involved? Encourage your new house mates and course mates to do their bit; you really can make a difference! Let the Environment Team know your ideas and what you would like to see introduced or ask for further advice by emailing

environment.team@ntu.ac.uk

- **Sustainability | Nottingham Trent University**

Table of charges

Please note: 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. The actual charge to you will be cost as per invoice – in other words, the amount charged to us, which can vary depending on what it is we are replacing.

Access and security

Cost

Replacement door keys	£30
Replacement lock	£75
Lock-outs	£10

White goods

Replacement kettle	£20
Replacement toaster	£25
Iron	£20
Ironing board	£20
Replacement microwave	£80
Replacement combi oven	£165
Replacement fridge	£200
Replacement freezer	£220
Replacement fridge-freezer	£350
Disposal of existing fridge / freezer	£50
Cooker	£300

Bathroom

Replacement toilet seat and cover	£40
Painting to bathroom / shower room	£35 per wall
Additional cleaning	£20 – £80

Kitchen

Replacement kitchen bin	£20
Replacement dustpan and brush	£10
Kitchen vinyl	£100 upwards
Kitchen worktop burn	£100 upwards
Kitchen table	£150
Kitchen chair	£30
Painting to kitchen wall / ceiling	£45 per wall
Additional cleaning to kitchen	£20 – £40 minimum charge

Extinguishers

Recharge water, CO ² , foam	£40
Replacement water	£80
Replacement Fire Blanket	£40
Replacement Broken Glass	£20
Replacement Tamper Indicator Tab	£20

Please note: 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. The actual charge to you will be cost as per invoice – in other words, the amount charged to us, which can vary depending on what it is we are replacing.

Item

Cost

Bedroom

Replacement mattress protector	£15
Replacement study chair	£85
Replacement bed base	£110
Replacement wardrobe	£160
Replacement wardrobe mirror	£22
Replacement lightshade	£15
Replacement study desk	£200
Replacement desk lamp	£15
Painting to bedroom	£45 per wall
Additional cleaning to bedroom	£50
Replacement waste bin	£10
Replacement bedroom blind	£85

Communal areas

Replacement sofa	£450
Replacement vacuum cleaner	£120
Painting to communal areas	£65 per wall
Additional cleaning to lounge area	£80

Other

Damage to intercom	Invoice costs
Damage to fire door	CAP1
Replacement window	£100
Restrictor / catches	£40
Replacement light diffuser	CAP1
Replacement carpet	CAP1
Additional window cleaning	£40 per window
Shampoo carpet cleaning	£60 minimum charge
Removing stickers / white-tack, etc.	£10 per wall
Damage to electrical sockets	£50
Damage to notice boards	£35
Replacement window or door glass	CAP1 – invoice costs
Fire signage	£20 – invoice costs
Heat detectors	CAP1
Fire alarm sounder	CAP1
Return furniture to original position	£40
Call out charge	£50 / CAP1

Contact information

The Residence Office will be your main point of contact for issues (including maintenance issues) in your accommodation:

Managed Residences Team:

Tel: +44(0)115 848 5262

As the team may be out dealing with issues, you may need to leave a voice message.

Residences Co-ordinator

Email: jessica.elphick@ntu.ac.uk

Residences Team Leader

Email: tara.freeman@ntu.ac.uk

Residence Team Working Hours:

Monday to Thursday: 08:30 - 17:00

Friday: 08:30 - 16:00

Saturday / Sunday: Closed

When the office is closed please contact Campus security if urgent assistance is needed.

For any queries regarding accommodation room swaps, re-booking halls, or license agreements / contracts, you should contact the team based at our City campus on:

Tel: +44 (0)115 848 2894

Email: accommodation@ntu.ac.uk

www.ntu.ac.uk/accommodation

Useful Contacts

Security officers – (out of office hours)

City Campus: +44 (0)115 848 2468 Clifton

Clifton Campus: +44 (0)115 848 6600

Support4Halls

Email: support4halls@ntu.ac.uk

Warden Service

Email: wardens.service@ntu.ac.uk

Health Centres

City Campus: +44 (0)115 848 6481 Clifton

Clifton Campus: +44 (0)115 848 3100

Finance Team (for rent payments)

Tel: +44(0)115 848 6500

Student Support Services

Tel: +44(0)115 848 6060

Student Union Advice Service

Tel: +44(0)115 848 6260

Online Maintenance Reporting Form:

[Maintenance request form](#)

Nottingham Trent University

50 Shakespeare Street

Nottingham

NG1 4FQ

Tel: +44 (0)115 941 8418

www.ntu.ac.uk

This information can be made available in alternative formats.

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

