

Student Accommodation Services

Clifton College Drive Houses Accommodation Welcome Guide



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

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 by email at student.support@ntu.ac.uk or call **+44(0)115 848 6060**.

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.

The Residence Team

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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 contact numbers in your phone.

If you have lost your keys then replacements are available from the residence team 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 (see page 12).

Payment of fees

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

Any queries relating to fees should be directed to Fin Finance Income & Debt Management on +44(0)115 848 6500 or by email at FinFinanceIncome&DebtManagement@ntu.ac.uk

If you wish to change room

If you experience an issue in your flat, 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 do this contact Student Accommodation Services on accommodation@ntu.ac.uk for details of availability. Please note that we cannot guarantee that we will be able to accommodate your request. A charge of £30 per person will be payable if a move is granted.



General

Room contents

Each study bedroom is provided with:

- bed
- mattress
- workstation
- chair
- wardrobe
- bookshelves
- pin board (provided in most rooms)
- electrical sockets
- curtains or 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

On arrival, there will be an inventory in your flat detailing the items provided for your use. You should check the inventory on arrival and report any damage or defects via the form by returning it to Student Accommodation Services within seven days. You can do this by returning the form found in your room to the same location you collected your keys from or scan and send this by email: accommodation@ntu.ac.uk.

If you don't do this we will assume that everything is in good order and that the contents are complete and undamaged. It is important to check the inventory fully as an inspection will be carried out during your stay and the final one completed when you move out. The inventory will be used to check for any loss or damaged items.

Losses, breakages and damages

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

We will make a record of any damages we find when visiting your accommodation. If the damage exceeds 50% of your deposit we may invoice you during the contract. Deposit deductions may also be taken from your deposit before it's refunded at the end of the licence period.

When moving out of the residence, you will be charged the full cost for repairing or cleaning any fixtures and fittings damaged or left dirty within your room during your residency. We will claim from residents the cost of making good any losses, breakages and damage (including accidental damage) if it is considered over and above fair wear and tear. 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. Examples of the amounts we are likely to charge are provided at the end this handbook.

Utilities

Each flat 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. It is important that any problems with your utility provision are reported to Student Accommodation Services (or to University Security out of office hours) as soon as possible.

Cleaning and laundry

Maintaining a safe and hygienic environment is in everyone's best interests. All residents are responsible for the cleanliness of their bedrooms and the communal areas. Any additional cleaning required could result in a charge being made to all the flat occupants.

Laundry facilities are available within the residences. We advise you to supervise your own laundry to ensure that nothing goes missing. Residents are not permitted to dry laundry in the kitchens and communal areas.

Waste disposal

You are responsible for removing waste from your room and kitchen and placing it in the bin store.

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 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.

Sanitary towels and tampons should not be flushed down the toilet.

Please be aware of the recycling policy within your residence.



Television licences

If you are bringing your own personal TV, or wish to watch live TV on a laptop or any other form of audio visual equipment, you must ensure that it is appropriately licensed. Licences can be purchased online at www.tvlicensing.co.uk

Council Tax

Full-time students are exempt from paying Council Tax. Forms are available at www4.ntu.ac.uk/current_students/resources/council_tax_exemption/index.html

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 should be disturbed on a regular basis and cannot resolve the situation yourself, please report the issue in the first instance to the Student Accommodation Office.

Pets

Our accommodation is not suitable for pets and no pets of any kind are permitted within halls of residence (except for guide dogs). This includes fish, terrapins, hamsters, etc.

Parking

College Drive has limited parking subject to availability, to request a space email us at 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. You can find the form on the below address under the Report Maintenance section:

www.ntu.ac.uk/life-at-ntu/accommodation/contacts-and-support

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 ensure that your time with us is safe and enjoyable.

Personal contents insurance

As part of your accommodation agreement, you have basic contents insurance provided by Endsleigh. 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. Information on the cover provided can be found at:

www.endsleigh.co.uk/student/your-student-cover/?HHRef=HH1362

Security

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

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. 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.

The wardens are also responsible for creating a sense of community within each residence. This includes encouraging a good standard of behaviour from residents and deterring behaviour which may impact negatively on others.



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.

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.

Candles

Any type of candle, joss 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.



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.

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;
- offensive weapons (including dummy weapons used in re-enactments and airguns)

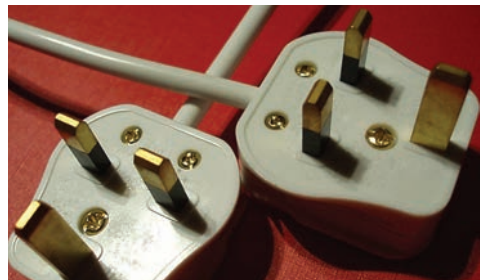
- barbecues and gas stoves;
- gas appliances;
- dartboards;
- sofas and armchairs; and
- other items described in this booklet.

The above list is not meant to be exhaustive and the residence manager can reject the use of any item which is deemed not to be in the interests of the welfare of other residents of your accommodation.

Please note that all gas appliances are strictly forbidden.

Doctor

We recommend you register with a local doctor as a temporary patient while you are studying.





City site and Clifton campus. 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

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

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.



Correspondence

Mail and postcodes

Each residence has local arrangements for collecting mail. Detailed information about the arrangements for each residence will be given out at your induction.

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.

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 en suite shower rooms must be thoroughly cleaned on departure.

Any keys and fobs must be handed in personally to Student Accommodation Services between the hours of 9 am and 4 pm. Keys must be clearly identified.

To receive your deposit refund with the minimum of delay, please ensure your room meets 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.

You will be charged the full cost for repairing or cleaning any fixtures and fittings damaged or left dirty within your room during your residency. Within communal areas any damage to fixtures and fittings, or missing items will be charged to all the person who has done the damage. Where damage cannot be apportioned to a particular individual or group, all residents of that flat will be charged.

Extending Your Contract

If you should wish to extend your period of stay beyond the end of your License Agreement over the summer please email accommodation@ntu.ac.uk. Please note that you might need to move 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 procedure

All of our standards are designed to meet 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 wish to submit a complaint, please give your complaint in writing, because it can help us to better understand your concerns. If we are unable to resolve your complaint straight away, we will look into it in more detail. Contact details are provided at the back of this booklet.

In any event, Student Accommodation Services will acknowledge your complaint within five working days.

Within 20 working days, Student 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:

https://www4.ntu.ac.uk/current_students/resources/student_handbook/complaints_summary/index.html

NTU & 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! Ucycle, NTU's bike hire scheme, lets you hire a bike for up to a year. For more information see www.ntu.ac.uk/ucycle

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

- Find out more at www.ntu.ac.uk/sustainability



Table of charges

Item	Cost
Access and security	
Replacement door keys per key	£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
Painting to kitchen	£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
Bedroom	
Replacement mattress (single)	£120

Item	Cost
Replacement mattress protector	£15
Replacement study chair	£85
Replacement bed base	£110
Replacement wardrobe	£160
Replacement study desk	£200
Replacement lightshade	£15
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 communal areas	£80

Other

Damage to intercom	Invoice costs
Damage to fire doors	CAPI
Replacement window	£100
Restrictor / catches	£40
Replacement light diffuser	CAPI
Replacement carpet	CAPI
Additional window cleaning	£40 per window
Shampoo carpet cleaning	£60 min charge
Removing stickers / Blu-Tack to doors / walls / ceiling	£10 per wall
Damage to electrical sockets	£50
Damage to notice boards	£35
Replacement of window or door glass	CAPI invoice costs
Fire signage	£20 invoice costs
Heat detectors	CAPI
Fire alarm sounder	CAPI
Return furniture to original position	£40
Call out charge	£50 / CAPI

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

CAPI: cost as per invoice

Contact information

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

Managed Residences Team:

+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
jessica.elphick@ntu.ac.uk

Residences Team Leader:
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 on 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:

+44 (0)115 848 2894

Email: accommodation@ntu.ac.uk

Web: www.ntu.ac.uk/accommodation

Online Maintenance Reporting Form:

<https://www.ntu.ac.uk/life-at-ntu/accommodation/contacts-and-support>

Nottingham Trent University

Burton Street

Nottingham

NG1 4BU

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.

Useful Contacts

Security (out of office hours)

City site +44 (0)115 848 2468

Clifton campus +44 (0)115 848 6600

Warden Service

wardens.service@ntu.ac.uk

Health Centres

City site +44 (0)115 848 6481

Clifton campus +44 (0)115 848 3100

Finance Team (for rent payments)

+44(0)115 848 6500

Student Support Services

+44(0)115 848 6060

Student Union Advice Service

+44(0)115 848 6260



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