



*Student Accommodation Services*

# **Brackenhurst Accommodation Welcome Guide**



Nottingham Trent  
University

# Welcome to your new home

Student Accommodation Services would like to welcome you to your new home at Brackenhurst. We're here to ensure that you have an enjoyable and safe experience living in Nottingham Trent University-owned accommodation.

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 or the residence manager responsible for your accommodation. 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. You can contact them via email at [student.support@ntu.ac.uk](mailto:student.support@ntu.ac.uk) or by calling **+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. You can contact them via email at [int.support@ntu.ac.uk](mailto:int.support@ntu.ac.uk) or by calling **+44(0)115 848 2631**.

## Make the most 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](http://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

# Contents

<b>Guide to your accommodation</b>	<b>2</b>	Assembly	9
Room contents	2	Fire alarm system	9
Payment of fees	2	Fire doors	9
If you wish to change room	3	Fire-fighting equipment	10
Inventory	3	Tampering with fire-fighting equipment	10
Losses, breakages and damages	3	Fire prevention	10
Utilities	3	Candles	10
Cleaning and hygiene	4	What not to bring	11
Kitchen and communal area cleaning	4	Doctor	11
Laundry	4	First aid	11
Waste disposal	5	Police	11
Recycling	5	Window restrictors	11
Television licences	5	Absences	11
Council Tax	5	Personal safety	12
Drugs	5	Safety in self-catering areas	12
Noise	5	Electrical safety	12
Noticeboards	6	<b>Correspondence</b>	<b>13</b>
Pets	6	Mail	13
Barbecues	6	Change of contact details	13
Ball games	6	Confidentiality	13
Fireworks	6	<b>Guest policy</b>	<b>13</b>
Parking	6	Overnight stays	13
Light bulbs	6	Parties	13
Shower heads	6	<b>Moving out</b>	<b>14</b>
Maintenance	6	Deposit return	14
Room access	6	Pack For Good	14
<b>Welfare and safety</b>	<b>8</b>	<b>Complaints procedure</b>	<b>14</b>
Personal contents insurance	8	What to do if you have a complaint	14
Security	8	<b>NTU and the environment</b>	<b>15</b>
Wardens	8	<b>Table of charges</b>	<b>16</b>
No-smoking policy	8		
Fire safety	8		
Fire orders	8		
Discovering a fire	9		



## Guide to your accommodation

All enquiries such as maintenance, cleaning requirements and general health and safety issues can be dealt with by the Residence Team during normal office hours (generally 9 am until 4 pm on weekdays). Outside of these hours requests should be directed to the duty security officer.

All residences are offered on a self-catering basis. Catering services are available from 8.30 am until 3 pm during term-time. The refectory can now be found in the Lyth building.

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

UniKitOut provide bespoke student packages from kitchen to bedding packs, and all the extras you might need for your new home, at discounted rates. You can get your pack delivered directly to your new accommodation so it's waiting for you when you get here. Check out our website for more details:

**[www.unikitout.com](http://www.unikitout.com)**

### Room contents

Each study bedroom is provided with:

- bed
- mattress
- bedside unit
- desk
- workstation (en suite accommodation only)
- desk
- chair
- bookshelf
- wardrobe
- wardrobe mirror
- pin board
- electrical sockets
- internet connection socket
- TV socket
- blinds
- carpet
- waste bin
- main room light
- en suite shower pod with shower, toilet and washbasin

### Payment of fees

Your accommodation fees are payable on the due dates as stipulated in your Residence Licence 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](mailto: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 resolve this. There is information on Page 8 explaining the support available to help you. If after using this support we are not able to resolve these issues together, you may want to request to a room swap. To do this contact Student Accommodation Services on [accommodation@ntu.ac.uk](mailto: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.

## **Inventory**

Your inventory should be completed on-line, a link will be provided in your arrival information.

This document will be referred to when processing your damage deposit return at the end of agreement period. It will be considered that all items listed are present and in a good working condition if this form is not submitted within 5 days of the start of the agreement. All residents are welcome to submit a communal inventory form, however it is only necessary to submit one from per flat.

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.

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 over and above fair wear and tear. 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. Examples of the amounts we are likely to claim are given at the end of this handbook.

## **Keys and Lock Outs**

Please keep your keys on you at all times and take care not to lose them. If you are locked out of your room, please contact the Residence Office (or on campus security if it's out of office hours).

If you have lost your keys then replacements are available from the Residence Office but you will be expected to pay a default charge for the replacement. In some cases 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. (see page 16).

## **Utilities**

Utility costs (heating, electricity and water) 3 are included within your accommodation fees.



## Cleaning and hygiene

It is in everyone's interest to maintain a safe and hygienic environment. It is the responsibility of all residents to ensure the cleanliness of their bedrooms and to keep them in an acceptable state at all times. A cleaning service is not provided for students bedrooms.

Room inspections will be carried out during the Christmas and Easter vacation periods. Notification will be sent out in advance of these inspections. If you are not keeping your room in satisfactory condition you will be contacted by the residences team. Keeping your room in unsatisfactory condition could result in additional damage / cleaning charges, and depending on the circumstances can also result in disciplinary action.

## Kitchen and communal area cleaning

A limited cleaning service is provided by University staff on a weekly basis. Cleaning staff need access to clean, so please ensure that sinks are clear of dishes and that the lounge carpet is clear of personal belongings. Flat cleaning days are posted on kitchen noticeboards. Spare bin bags can be found in each kitchen.

It is the students responsibility to ensure the flat waste is disposed of in the external bin compounds.

Residence staff make regular inspections. Failure to keep your kitchen in an acceptable condition may result in the flat residents being given a warning.

Failure to adhere to this warning notification could result the University arranging additional cleaners for your accommodation which may be charged back to you. Dirty dishes left lying around could be removed.

## Laundry

The Brackenhurst Campus has four newly renovated laundry rooms. The card operated machines will feature services such as online availability checking and remote card top-up. These facilities are maintained by one of the largest providers of student laundry rooms in the UK, Wash Station. The cost for a regular wash is £2.20 and a 50 minute tumble dry cycle is £1.00. Faults can be reported directly to Wash Station, full details are provided on notices located in the laundry rooms. Each laundry room comes equipped with an iron, ironing board, mop, bucket and sweeping brush. Residents are not permitted to dry laundry in any area of their residence.

## Recycling / waste disposal

At NTU we try to recycle as much as we can. It is the students responsibility to ensure the flat waste is disposed of in the external bin compounds.

You are also responsible for removing rubbish from your own room and again recycling as much as you can.

### **Details of what you can and cannot recycle can be found on kitchen notice boards.**

It is the students' responsibility to take the glass (bottles, jars etc.) to the recycling bins.

Broken glass should be wrapped well and then taken to the glass recycling bin. A glass bin is provided in your kitchen.

Condoms should be 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 ensure they are disposed of directly into the external bins provided. Sanitary towels and tampons should not be flushed down the toilet.

## Litter bins

There are ample litter bins around campus including accommodation, please do not litter the lawns / grounds – use bins provided.

## Television licences

If you are bringing / intending to use a TV (or any device which enables you to watch live TV), you must ensure that it is appropriately licensed. Licences (and information on licensing requirements) can be purchased online at:

**[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)**



## Council Tax

Full-time students are exempt from paying Council Tax. So that you do not get charged you should complete an exemption form, if you are living on site or in Southwell this is through Newark and Sherwood District Council:

### **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 hall, 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 Residence Team, or the duty security officer outside office hours.

## Noticeboards

There are noticeboards in all flat kitchens and laundry rooms. Notices or poster advertisements should be authorised before being displayed in these areas. Each bedroom has a noticeboard for your personal use. It is not advisable to use Blu-Tack on the noticeboards as it leaves marks and you could get charged. Please use pins when required.

## Boot washing

Outdoor taps for boot washing are sited outside each laundry room.

## Pets

We love animals at Brackenhurst however currently our accommodations are not suitable for pets. No pets of any kind are permitted within halls of residence (except for guide dogs). This includes fish, terrapins, hamsters, etc.

## Barbecues

Student Accommodation Services provide an official barbecue site. This is the only place in which barbecues are permitted on the campus. Please check with the duty security officer before using the barbecue site.

## Ball games

You are advised not to play any form of ball game near to the accommodation. Please do not use the cricket pitch during the playing season (April – October).

## Fireworks

Fireworks are not permitted anytime, anywhere on campus. Please remember that we have animals on the campus.

## Parking

If you wish to bring a car with you, you will need to obtain a parking permit from the online store – the link to this will be sent out in August prior to arrival.

Residents should park their cars in Upper Close, Cricket Pitch, Glasshouse and Equine car park. Please be aware that there is no parking in Equine after 5pm or during external events on Wednesday. Residence parking is not permitted in the Main Hall area, Bramley car park, Brackenhurst Lane or Hicking Lane at any time.

During resident check-in / departure, access to the accommodation by road will only be granted for packing and unpacking vehicles for no longer than 30 minutes. Your vehicle must then be taken to the permitted car park.

Cars parked on University property are parked at the owner's risk. Visitors may park in any resident car park listed above. Overnight guests must sign in using the visitors book or by notifying car parking including their vehicle details.

## Lighting

The University's maintenance team is responsible for any built-in lighting. If there are any issues with lighting in your room or communal areas, please complete a Maintenance Request form on the Accommodation website:

### [Maintenance request form](#)

## Shower heads

Shower heads are cleaned on a regular basis by an external contractor – generally during vacation times. Notification of their visit will be given via email. This work is necessary to comply with health and safety legislation.



## Maintenance

If you have a maintenance problem with either your room or communal areas, please complete an online maintenance request form on the Accommodation website at [www.ntu.ac.uk/life-at-ntu/accommodation/contacts-and-support](http://www.ntu.ac.uk/life-at-ntu/accommodation/contacts-and-support)

A member of the maintenance team will then visit your flat or room to carry out the repair. If a contractor is required you will be informed, generally by email.

If you have an emergency maintenance situation, then please contact a member of staff immediately. The need for repairs usually results from normal wear and tear but any other deliberate, careless or accidental damage will be charged to those responsible (or to all residents if it is not possible to identify those who are responsible).

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:

**+44(0)115 848 5262** or **+44(0)7786 112 005**.

## 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.

Please do not attach posters or other material to the ceiling, light fittings, smoke alarms or windows.

Weapons / firearms of any description (including replicas) are not allowed on University property.

## Personal contents insurance

As part of your accommodation agreement, you have a basic content insurance package, provided by Endsleigh:

- [www.endsleigh.co.uk/student/your-student-cover/?HHRref=HH1362](http://www.endsleigh.co.uk/student/your-student-cover/?HHRref=HH1362)

## Security

Brackenhurst campus has 24-7 security, based in Pippin Cottage. Outside office hours please contact the duty security officer on **+44(0)7786 112 005**.

Please ensure your bedroom window and door are closed and secured when leaving the room or flat.

## Emergency services – ambulance

On occasions you may need to call 999 for the ambulance service. Once you have made this call – could you please alert security. Security can not only assist the ambulance to the correct flat but may also be in a position to furnish the paramedic with useful info.

## Wardens Service and residents assistants

If you live in university accommodation, we have residence assistants who are on-hand to help.

Residence assistants are slighter older students, who are in hall 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 security and ask for the duty warden.

## No-smoking policy

Smoking is not permitted within any area of the residence. Should you wish to smoke, you may do so outside of the residence, near to the ashtrays. You must extinguish your cigarette in the bins provided. Ashtrays should not be moved, as they are placed to ensure smoke does not travel into student rooms. Please do not throw cigarette ends on the floor.



## Fire safety

Ensure that you know:

- the details of the fire orders (posted in each study bedroom);
- the location of fire alarm call points;
- the location of fire extinguishers; and
- the location of the fire assembly point.

## Fire orders

If you discover a fire:

- smash glass in nearest fire alarm;
- notify the Fire Department (dial 999);
- go to the fire assembly point – identified on the fire orders in your room; and
- contact security.

On hearing fire alarm sirens:

- get out of the building immediately;
- assemble at the assembly point;
- do not re-enter the building;
- do not disperse; and
- keeps roads and entrances clear for emergency vehicles.

## Discovering a fire

Alarms are linked to the Brackenhurst security. Officers will investigate, and call **999**. The emergency services will need a precise location, and will need to be met by NTU security officers.

## Assembly

Always assemble at the designated point and do not disperse. The fire assembly point for the en suite residences is the wall by the Walled Garden (the Walled Garden cul-de-sac). For shared accommodation, please assemble on the lawn in front of the Main Hall. The Fire Department, on their arrival, will want to know if all persons are accounted for. You are responsible for any of your guests that are on the premises.

Silencing the alarm is not the signal for a general re-entry into the building. Re-entry may only be authorised by the Fire Officer or a senior member of staff present.

## Fire alarm system

Each residence has a fire alarm system installed. This is activated by heat or smoke detectors or by breaking the glass at a manual call point. The fire alarm will sound throughout the building. Please note: the fire alarm system is extremely sensitive.

Fire alarms are tested weekly on the same day at approximately the same time to avoid confusion (generally Wednesday afternoons around 2 pm).

For the weekly tests, the alarms are sounded for less than ten seconds. Evacuation should commence if the alarm continues to ring.

## Fire doors

The buildings are protected by fire doors and smoke doors. They are installed to reduce the spread of fire and smoke. They must not be wedged or propped open. They should never be blocked or obstructed, but kept clear at all times, and never locked while the building is occupied.

Any fire door found propped open or with the door closure removed will result in a charge being raised against either an individual or the entire flat. Fire exit doors should not be used as a convenient exit door.

## Fire-fighting equipment

Suitable fire-fighting equipment is located throughout the halls of residence.

If any fire-fighting equipment is used, the residence manager or the duty security officer must be informed as soon as possible so that the appliance can be replaced immediately. Do not put used or partly used extinguishers back on the wall.

Fire extinguishers are checked on a regular basis. If an extinguisher is found empty through misuse, all residents in the flat will be charged for the replacement. The current charge for a replacement extinguisher is approx £75.

## Tampering with fire-fighting equipment

Tampering with the fire-fighting equipment or the alarm system is potentially a criminal offence and the University will deal with it as such. These actions could jeopardise the life of yourself or your friends. Students will be charged for any damage they cause and may be expelled from residence.

## Fire prevention

Materials, including coats, drying racks, shoes and vacuums must not be stored or left in corridors, outside rooms, under staircases or anywhere where they might impede the means of escape.

Bicycles must not be brought into the halls of residence. Bike storage is currently located by Elm block.

There will be a fire evacuation practice termly. You must take it seriously – it is for your own safety.

## Candles

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



## 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;
- clothes dryer / airers
- any heavy-duty electrical appliance;
- fridges, freezers or any other domestic appliances;
- deep-fat fryers;
- offensive weapons (including dummy weapons or weapons used in re-enactments);
- barbecues and gas stoves;
- gas appliances;
- dartboards;
- Electric scooter
- 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 in your hall.

Please note that all gas appliances are strictly forbidden.

## Doctor

We strongly recommend that you register with Southwell Medical Centre as a temporary patient while you are studying here at Brackenhurst. Contact details are provided at the back of this booklet. Medical Centre details are issued to all freshers within their welcome packs.

## First aid

Basic first aid treatment is available and can be obtained from the duty security officer. Reception hold a full list of first aid trained staff. In the event of an emergency, call **999**. Also notify NTU security so that we may assist you and the emergency services.

## Police

Information about your local police station or community officer can be obtained from the Security Office.

## Window restrictors

In the interests of health and safety, window restrictors within each residence must not be adjusted or tampered with.

With downstairs windows, in case of emergency only, the restrictors will detach if the window is pushed fiercely.

En suite accommodation has an air vent at the top of the window which can be adjusted.

Window restrictors are there for your safety and must not be removed or damaged, if they are we may need to charge you for a replacement.

## Absences

If you plan to be away overnight or for longer periods of time, whether on University field trips or for personal reasons, you must sign out. Email **brackenhurstaccommodation@ntu.ac.uk** and put sign out in the subject header. Your email will also automatically be forwarded to security.

Not only is this important for fire regulations, but if there is a problem while you are away, you will not be held responsible for any damage which may occur if you have signed out.

## Personal safety

If you're going out, the message is:

Have a good night but get home safe.

- Arrange transport home in advance. Use only SU preferred companies.
- 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.

## Kitchens

Brackenhurst halls offer self-catering facilities – care must be taken to prevent personal injury or fire. The following advice should be observed:

- Never leave cooking unattended – you may be away longer than you thought.
- Always switch the cooker off after use.
- Never store combustible materials such as boxes on or near the cooker.
- Keep the area clean and tidy. Clean up all spillages immediately, including those on cookers.

## Electrical safety

Students are held personally responsible for ensuring that their electrical equipment is correctly installed, fused and subsequently maintained in a safe condition. It is advised that they are PAT tested by your local electrician. No electric blankets or electric duvets are permitted without a current safety test certificate.

The following further advice is given:

- If any University equipment fails to operate, report it immediately to the residence manager. On no account attempt to repair it yourself.
- For personal equipment, the wiring and fusing of plugs must be undertaken with great care. If in doubt, ask! Ensure that the correct fuse is used.
- Replacing a fuse without remedying the fault that caused it to blow in the first place can cause personal injury or fire.
- Check that appliances are appropriately earthed, as indicated by the manufacturer, and inspect flexible cables and their connections frequently to ensure that the wires are not loose, broken or damaged.
- Sockets must not be overloaded. Only fused multi-outlet adapters are acceptable. Do not plug an adapter into an adapter.

Irrespective of the above, the Residence Team or university electrician can prohibit the use of any piece of electrical equipment which is deemed to be unsafe or not in the interests of the welfare of other residents in your hall.



## Correspondence

### Mail

All parcels and post are delivered to Student Accommodation Services – Pippin Cottage.

When a parcel is received it will be scanned in via ParcelTracker. You will then receive an instant notification via email which will include a unique QR code. This will then be scanned by the residence team when you come to collect your item.

Please ask the residence team to check for any post as letters are unable to be delivered individually.

If you are arranging delivery of electrical equipment, mobile phones or food items you need to arrange a suitable date and time with the couriers to ensure that you are in the flat at the time of the delivery.

Please note that Brackenhurst campus does not receive mail on weekends, bank holidays or University closure days.

### Change of contact details

If your home address and / or emergency contact details change, please go online at [www.ntu.ac.uk/currentstudents](http://www.ntu.ac.uk/currentstudents) to amend your personal details and inform the Residence Manager in writing immediately so that they can update your file.

### 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

Overnight guests are permitted, but only on the terms specified in the formal guest policy (issued to residents on arrival). Guests staying overnight must be registered with Security. Casual visitors, who are not properly authorised to stay overnight, must have left the residence by midnight.

The University has the right to refuse any visitors who it deems to be unacceptable.

Students are responsible for their guests' behaviour on campus.

### Parties

In the interests of fellow residents, no parties for more than ten people are to be held in the accommodation without prior consultation and agreement with the residence manager and your neighbours. Residents wishing to hold a party / event, must speak to the residence manager and wardens.

### Under 18s

Resident students aged 18 (usually on F.E. courses) are subject to specific safety and welfare policies. Details are available upon request from the Residence Team.

## 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 empty of belongings, 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 must be placed in an envelope clearly marked with your name and room number and handed in personally to the Brackenhurst Accommodation Office during office hours or the duty security officer outside these hours.

To receive your deposit refund with the minimum of delay please ensure that 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, white-Tack, etc. removed from walls without damaging paintwork, and noticeboards 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 occupants of the flat. Where damage cannot be apportioned to a particular individual or group, all residents of the flat or block will be charged.

## Extending Your Contract

If you should wish to extend your period of stay beyond the end of your Licence 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.

## ReBooking Halls

If you would like to stay in halls for the following academic year, please email your request to **accommodation@ntu.ac.uk**. All requests are subject to availability.

## 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.

Further details on your right to cancel can be found in your license agreement.

## 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 you will need to submit 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.

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. Further details on the University Complaints Procedure are 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 unwated clothing and shoes to 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 or cycle to University? 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](mailto:environment.team@ntu.ac.uk)**.

- **[Sustainability | Nottingham Trent University](#)**

# Table of charges

Item	Cost
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## Access and security

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

## White goods

Replacement kettle	£20
Replacement toaster	£25
Replacement microwave	£80
Replacement oven / hob	£400
Replacement fridge / freezer	£350
Disposal of existing fridge / freezer	£50

## Kitchen / dining area

Replacement kitchen bin (grey)	£10
Replacement recycling bags	£15
Kitchen flooring	£100
Kitchen worktop	£50
Kitchen table	£95
Kitchen chair	£30
Painting to kitchen wall / ceiling	£45
Additional cleaning to kitchen	£10 – £60
Iron	£20
Ironing board	£20
Dustpan and brush	£10
Kitchen stool	£85

## Lounge area

Replacement sofa	£450
Replacement coffee table	invoice costs
Painting to wall / ceiling	£45 per wall
Additional cleaning to lounge area	£10 – £35
Replacement vacuum cleaner	£115

## Bedroom

Replacement mattress	£120
Replacement mattress protector	£15
Replacement study chair	£85

**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 continued...

Replacement bed base	£110
Replacement wardrobe	£160
Replacement wardrobe mirror	£22
Replacement study desk	£200
Replacement desk lamp	£15
Replacement waste bin	£10
Replacement bedroom blind	£85
Replacement pin board	£20
Painting to bedroom	£35 per wall / ceiling
Additional cleaning to bedroom	£10 – £50

### Shower pod

Replacement toilet seat and cover	£40
Replacement mirror	£35
Additional cleaning	£10 – £35

### Extinguishers

Replacement Kitchen Extinguisher	£40
Replacement Corridor Extinguisher	£80
Replacement Fire Blanket	£40
Replacement Broken Glass	£20
Replacement Tamper Indicator Tab	£20

### Other

Damage to fire door	£450
Replacement window	£100
Window restrictors – removed / damaged	£40
Replacement light diffuser	£10
Replacement carpet	£100
Additional window cleaning	£40
Shampoo carpet cleaning	£60
Removing stickers / white-tack, etc.	£10 per wall / furniture item
Damage to electrical sockets	£35
Replacement window or door glass	£45
Damage to pin boards	£30
Fire signage	£20

# Contact information

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

## **Residence Office (on Campus):**

**Tel:** +44(0)115 848 5262

**Email:** [brackenhurstaccommodation@ntu.ac.uk](mailto:brackenhurstaccommodation@ntu.ac.uk)

Visit the Residence team in person at Pippin Cottage:

**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:

**Tel:** +44 (0)115 848 2894

**Email:** [accommodation@ntu.ac.uk](mailto:accommodation@ntu.ac.uk)

**[www.ntu.ac.uk/accommodation](http://www.ntu.ac.uk/accommodation)**

## **Online Maintenance Reporting Form:**

**[Maintenance request form](#)**

## **Some useful information**

### **Your new address is:**

Your name  
Your room reference (e.g. Ash AA001)  
Nottingham Trent University  
Brackenhurst  
Southwell  
Nottinghamshire  
NG25 0QF

## **Useful contacts**

### **Security officers – 24-hour mobile**

**Tel:**+44(0)778 611 2005

### **Southwell Medical Centre:**

**Tel:** +44(0)1636 813561

### **Main Brackenhurst Reception:**

**Tel:** +44(0)1636 817092

### **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

Nottingham Trent University

50 Shakespeare Street  
Nottingham  
NG1 4FQ

**Tel:** +44 (0)115 941 8418

**[www.ntu.ac.uk](http://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.

