



# Residence Handbook



## Welcome to your new home:

UPP would like to welcome you to your new home. We are delighted that you have chosen one of our Halls whilst you are studying at Nottingham Trent University. We are here to ensure that you have an enjoyable and safe experience living in Nottingham and strive to deliver safe, comfortable, and well-maintained Residences.

UPP own and operate Halls of Residence in partnership with select Universities nationwide and are responsible for the management of your Hall. We aim to provide you with a comfortable environment where you can study and relax. We work in a closely with NTU and manage a range of Residences for NTU students.

This booklet contains essential information about your new home, please take the time to read it before you arrive. In conjunction with your Licence Agreement and Student Code of Behaviour, it provides you with all the information that you might need before your arrival and during your stay. If you still have any questions, please do not hesitate to contact a member of our Team at Reception. Full contact details are provided at the back of this booklet.

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## Happy to Help:

### Help within your Residence:

UPP are responsible for the management and operations associated with your residential accommodation. The Reception desk at your Hall is staffed 24/7 and any enquiries such as maintenance requests, cleaning requirements and general health and safety issues can be dealt with here. You can also download and use our Resident App to report issues or log maintenance faults. The app can also be used for parcel collection and inventory completion.

### Help with applications or Licence Agreement:

For enquiries regarding applications or Licence Agreements please contact NTU's Student Accommodation Services Team on:

**accommodation@ntu.ac.uk**

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

or we could arrange to meet in person at the Student Services Centre located in the Newton Building, just contact us by phone or email to arrange a date and time.

### Help with payments:

For queries relating to fee payments, please contact the NTU finance team by visiting them at our Student Services Centre on campus or by calling:

**+44 (0)115 848 6500**

### Help for International Students:

International Student Support Service is a specialist advice service for international students studying 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 Supportt at:

**int.support@ntu.ac.uk**

**+44 (0)115 848 2631**

## Moving In

At UPP, we believe that great student experience is about more than just the facilities and services that we offer.

We will welcome you from day one, supporting you as you settle into your new home and helping you make the most of University life. We work closely with NTU to help our students to feel at home, secure and supported. We aim to offer high quality, reliable services in Halls whilst you transition through University life.

We have made every effort to ensure your accommodation is ready for you to move into, however, if you experience any problems, please contact the Residence Team based at Reception immediately so we can help.

## Pre-Arrival

Before you arrive and move into your accommodation, please take a moment to check your Licence Agreement and ensure that you have provided all the relevant information, including payment details.

The earliest date you can move into your Hall is the start date specified on your Licence Agreement. If you require accommodation before the start date on your Licence Agreement, please contact the UPP Nottingham Accommodation team: [\*\*accommodationnottingham@upp-ltd.com\*\*](mailto:accommodationnottingham@upp-ltd.com)

If you plan to arrive later than the stipulated check-in date, please contact your Hall Reception by phone or email to arrange collection of your keys.

Prior to arrival an email will be sent from UPP with a link to your online induction. You can also access this from the UPP Student Portal UPP Nottingham Trent University ([upp-ltd.com](http://upp-ltd.com)).

When completing the induction, please provide a passport style photograph to help us to identify you should you be locked out, or forget your ID.

When your email invited to do so you will also be able to your arrival slot for the best possible arrival experience.

## Payment of fees

Your accommodation fees are payable to NTU on the due dates as stipulated in your Residence Licence Agreement. Any queries relating to fees should be directed to NTU Finance Team on: **+44 (0) 115 848 6500**.





## Inventory

On arrival, you will be issued with an inventory via our Resident App detailing the items provided in your room and in the common areas of the flat. Please take a moment to check the inventory and report any damage, defects or missing items when you first move in.

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 the residence is maintained. A final inspection will also take place on departure.

### Top Tip:

Download our Resident App prior to arrival and follow the instructions on your induction email invitation which is usually sent 2 weeks prior to your contract start date.

## Room Contents

### Bedroom

Each study bedroom is provided with:

- Bed
- Mattress
- Workstation
- Chair
- Wardrobe
- Bookshelves
- Pin board (provided in most rooms)
- Blinds or curtains
- Carpet
- Waste bin
- Desk lamp / lighting

### Kitchen

Each kitchen is provided with:

- Oven and Hob
- Microwave
- Kettle
- Toaster
- Fridge and Freezer Facilities
- Dining area and seating

### Not Provided

Residents are advised to bring the following items as these are not provided:

- Bed Linen (Please check with your residence as mattress sizes do vary)
- Towels
- Crockery and cutlery
- Pots and pans

If you require a bed or kitchen pack. Please visit the UniKitOut [website](#).

## Losses, breakages & 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.

During the year, our Residence Team will record any damages that require attention. Where it is necessary to recover the cost of any damages our Residence Team will make contact 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 this handbook.

## Access keys

Keys or fobs are issued to each resident on arrival. Please ensure your keys are always kept with you and take care not to lose them.

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

### Room access & Lock outs

If you are locked out of your flat or room, please contact your Residence Team at the main Reception who will be able to assist you.

Our team can provide access to your room if you are able to identify yourself with photo ID such as your NTU Student Card.

If you lose your keys a replacement set can be purchased from Reception.

Please ensure you return your keys at the end of your stay.

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



## Maintenance

Your Residence has a dedicated Maintenance Assistant who will attend to any maintenance requests reported through to our Residence Team.

Maintenance Technicians are here to ensure your stay is as comfortable and trouble free as possible.

Residents can report a fault via the Resident App or in person at Reception 24 hours a day.

In an emergency, contact a member of staff at Reception immediately.

Our Maintenance Team will allocate a priority to respond to your requests:

**Priority A** - Attend & make safe within 1hr

**Priority B** - Attend & make safe in 24hrs

**Priority C** - 7 days

**Priority D** - Non-urgent

All our Maintenance Team and contractors carry ID. Please ask to see it before letting them into your room or flat. If a contractor or one of our Maintenance Team calls when you are out, they may let themselves in using a key, but will leave a note to say they have been.

### Fire Alarms, Shower heads & Other periodic testing

To comply with Health and Safety Legislation, access to your room may be required for fire alarm systems engineers to test and inspect the system periodically.

Shower heads are cleaned on a termly basis. Periodic testing such as water testing is also carried according to our maintenance schedule.



## Utilities & Internet

Each Residence is supplied with hot water, electricity and central heating. Utility costs are included in your accommodation fees.

Should you experience any issues with your utility provision please report this to the Residence Team as soon as possible.

Faults can be logged via the Resident App or in person at Reception.

If there is an issue with Wi-Fi in the property, please contact our Wi-Fi Provider Glide:



# Glide

<https://my.glidestudent.co.uk/support>

[0333 123 0115](tel:03331230115)

[@GlideStuHelp](https://www.instagram.com/GlideStuHelp)

[studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)



## Cleaning

Communal areas in shared flats are cleaned weekly by our Team in order to maintain a safe and hygienic environment. Prior to the weekly clean, a member of our Residence Team will visit your flat and discuss with you if any action is required before they can clean.

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. If you require support, please let our Residence Team know.

Vacuum cleaners, mops, buckets, dustpans and brushes are provided within each flat. You will need to provide your own cleaning supplies like washing up liquid and surface cleaner.

## Waste disposal

UPP are committed to maximising recycling throughout our Residences. We ask that Residents remove waste from rooms, kitchens, and corridors regularly and place it in the external bins provided. Recycling information can be found in your flat.

Broken glass should be wrapped well and clearly labelled or disposed of in the bin areas. 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, cotton wool or feminine hygiene products down the toilet as they can 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.



## Laundry

Each Residence has access to a laundry room containing washing machines and tumble dryers. Laundry incurs an additional charge and details of how to operate the machines are contained within the laundry room.

Residents are advised to supervise their own laundry to ensure nothing goes missing.

Each Residence is supplied with an iron and ironing board, as Reception if you are not sure where.

We ask that Residents do not hang laundry in any of the communal areas of their Residence and please don't put large items such as drying racks in corridors, if we consider them a risk to evacuating safely, we will need to move them.



## Television Licence

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, please check that your usage complies with TV licensing laws. Licences and details about licensing can be found online at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).

## Council Tax

Full-time students are exempt from paying Council Tax.

## Pets

Our accommodation is not suitable for pets and pets are not permitted within Halls of Residence, except where exemptions have been granted such as guide dogs. For more information, please visit NTU's Student Support website [here](#).

## Bicycles

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

## Personal Contents Insurance

As part of your accommodation agreement, you have basic contents insurance provided by Endsleigh. Take a moment to review your insurance cover so that you are satisfied that it is adequate for your needs. Endsleigh provide top up cover at an additional cost for higher levels of protection. Information on the cover provided can be found [here](#).

## Mail and Deliveries

All mail is delivered to Reception, and you will receive a notification from our Resident App when your parcel is ready to be collected.

The notification will include a QR code which is required to collect your parcel. Most recorded deliveries can be accepted on your behalf at Reception. Regrettably, we are unable to sign for electrical equipment, mobile phones, oversized items, gas canisters or food items.

If you are returning items, please arrange this directly with the courier.

## Parking

Parking is available at Blenheim, Maltings, Meridian, Norton, Peverell and Simpsons. Parking is available to Residents who have purchased a parking permit.

Permits applications are managed by the Residence Team and you can find out more by contact the individual Hall Reception. Please note that all vehicles are parked at the owners risk.

For more information on parking permits, please contact your Residence directly, contact details can be found at the end of this handbook.

By accepting a room at Byron, Gill Street the City of Nottingham or New Hall, the Resident agree to comply with the University's agreement with the local authority which states you are "Not to bring



or keep any motor vehicle owned or in the custody of the student to the City of Nottingham other than a single trip at the beginning and at the end of a term to transport the student and his/ her belongings to the Residence".

## Privacy & Confidentiality

No information will be provided about residents to external parties without your consent, with the exception of NTU, the police, immigration services or other legitimate authorities who we must comply with by law. If we are concerned for your welfare, we may revert to your emergency contact.

Your privacy is very important to us and we will not share your information with third parties without your consent. However, we will share your information with Nottingham Trent University to administer your accommodation contract.

# Welfare & Safety

## Welfare and Safety

We take your welfare and security while staying in UPP accommodation seriously, and by following information will help you to have a safe and enjoyable stay with us. More information on student safety whilst studying at NTU can be found [here](#).

## Personal Safety

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

- 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.
- 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 offence in a sensitive and confidential manner.

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

## Facilities Officers

Our Residences are manned 24/7. Outside of normal working hours our team of Facilities Officers are based at Reception. They undertake regular patrols of the building and are available to support you at any time day or night.

Please contact Reception in person or using the contact details provided in this handbook if you need assistance of any kind.



## Body Worn Cameras

Some staff at NTU and UPP wear video recording equipment ('bodycams') in and around Halls, to help us maintain a safe and secure environment for employees, students and visitors. Images recorded on this equipment are subject to NTU and UPP Privacy Policies.

We operate a zero-tolerance policy to acts of aggression towards staff. Any incidents of this nature will be referred to Student Code of Behaviour Team.

## Support4Halls

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](mailto:support4halls@ntu.ac.uk) to arrange a telephone call or an in-person meeting.

## 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](mailto:student.support@ntu.ac.uk) or call **0115 848 6060**.

## Wardens Service

The University has a Wardens Service Team who, in addition to their main duties with the University, undertake the role of Wardens in respect of students in Halls. The Warden is responsible for the enforcement of the [Student Code of Behaviour](#).

Should you need to speak with a member of the Wardens Service Team, please contact the Residence Team and ask for the duty Warden.

## Doctors

It is recommended that you register with the Student Health Centre located underneath Sandby Hall for those staying in City Halls and Sunrise Medical Practice for Clifton Halls.

If you are unwell at any time and require assistance, please call 111 for medical advice and inform a member of your Halls Residence Team if you require any further assistance.

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

## Local Hospital

Your nearest hospital and accident and emergency centre is:

### Queens Medical Centre

Derby Road, Nottingham, NG7 2UH

## Police

In an emergency, please call 999 or alternatively 101 for a non-urgent matter.

Information about your local police station or community officer can be obtained from Reception.



# Resident Behaviour

## Security

Outside of office hours, our Residences are manned by a team of Facilities Officers who are there for your safety and security. Please contact Reception if you are experiencing any difficulties.

## Noise

Please be considerate towards other residents and the local community. Please keep audio visual equipment at an acceptable volume and close doors quietly.

When returning to your Residence, please keep noise to a minimum. If you should be disturbed on a regular basis and cannot resolve the situation yourself, please report the issue in the first instance to the Hall Reception.

## 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.



## Overnight stays

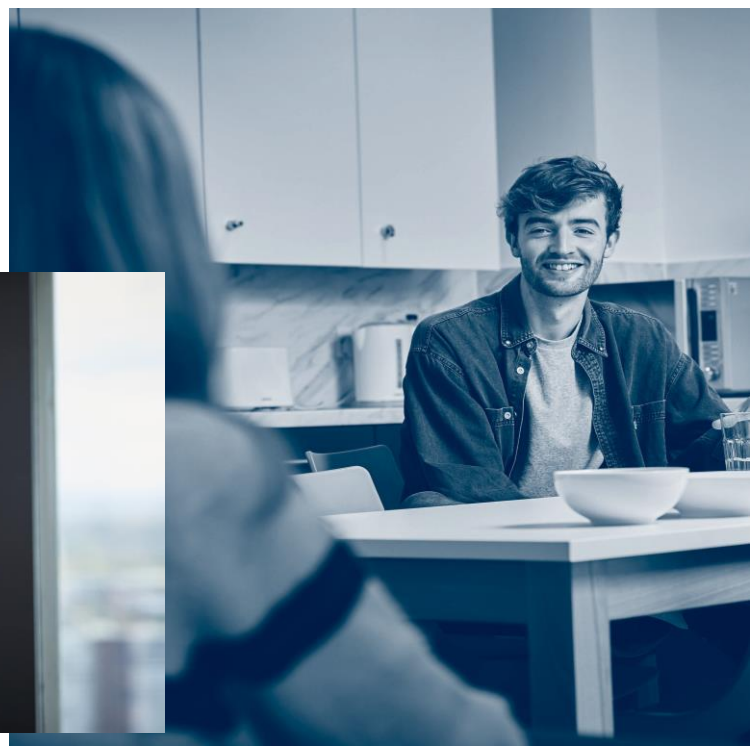
Residents are responsible for the behaviour of their guests and should ensure that any guests have left the residence by midnight.

Guests are allowed to stay overnight in a student's room for a maximum of two nights per week.

All guests need to sign in at the Reception on arrival and sign out on departure, this is to help us to account for those in residence should an emergency occur.

## Drugs

The possession of illegal substances/legal highs is strictly forbidden within the Halls of Residence. Anyone believed to be in possession of such substances will be reported to the Hall Wardens, the police and may be subject to disciplinary measures under the University's [Student Code of Behaviour](#).





# Fire Safety

## Fire Safety

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

## No-smoking policy

Smoking / vaping 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 fire alarms is undertaken weekly. Details of the day and time that testing is undertaken will be provided within your flat.

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.

## Tampering with fire equipment

Please do not tamper with the fire alarm system. Tampering with fire equipment – including the unnecessary 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.

## Smoke Detectors

Smoke detectors are located in each room. (Kitchens are fitted with heat detectors). Leaving the shower door open whilst showering may activate the alarm and Residents are advised to keep the door closed whilst using the shower.

Please refrain from tampering with detectors in any way including covering them as this poses a serious risk to the safety of all residents.

## Cooking

Whilst cooking, please keep the kitchen door closed, turn on the extractor fan and open your window to allow air to circulate. Unattended cooking can cause a fire so please be safe and do not leave cooking unattended. All kitchens contain a heat detector for your safety. The use of chip pans and deep fat frying is not allowed due to the frequency of which these cause fires.

## Candles

Candles, incense sticks, incandescent burner and similar items all pose a fire hazard, and we request that residents refrain from bringing them into the Residence.



## Electrical Appliances

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 to be used without a current safety test certificate. If you need any advice on this please contact your Residence Team.

Please refrain from bringing any of the electrical items (listed below). UPP may disallow the use of any item or electrical equipment which is deemed not to be in the interests of the safety and welfare of other Residents or the property.

## What not to bring

In the interests of Health and Safety, we ask that Residents refrain from bringing any of following items into a Halls:

- 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.
- Offensive weapons (including dummy weapons used in re-enactments and air-guns).
- Barbecues and gas stoves.
- Gas appliances.
- Dartboards.
- Electric scooter.
- Sofas and armchairs; and
- 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 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.

# Feedback & Complaints

## Feedback and Complaints

All our standards are designed to meet the expectations of our customers. If you are dissatisfied with any part of our service, please let us know as soon as possible. By working through any problems, we can make sure that we give you the best service possible.

Examples of the response times to maintenance reported can be found on page 8, if you are unsure of an expected resolution, please contact your Residence Team who will be able to advise on your specific case.

## Customer Satisfaction Survey

If you wish to provide us with feedback on any of our service, or suggest a new idea, please email to your Residence email address found at the back of this Handbook.

An annual customer satisfaction survey will be sent to you by email during your stay to gain feedback regarding the services provided.

We welcome customer feedback to enable us to meet and exceed your expectations. We would be most grateful if you would complete the surveys at your earliest convenience.

## 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 Reception, 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.

Your Residence Manager will respond to you within 5 working days. We'll try to give you a full reply but if this is not possible, an acknowledgment will be sent to you within this time.

Within 10 working days the Residence Manager will have investigated your complaint and sent a written response.

Hopefully we will have resolved the situation, but if you're still unhappy please request a copy of our Complaints Policy by contacting your residence team at reception or via the email address provided at the end of this handbook.



# Accommodation Arrangements

## If you wish to change room

If you experience an issue within your room, we would like to help you to resolve this.

Engage early with our Residence Team, and NTU's support teams mentioned earlier in the Handbook.

If after 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 NTU's Accommodation Team by phone or via [accommodation@ntu.ac.uk](mailto: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.

## Extending your contract

If you wish to extend your period of stay beyond the end of your Licence Agreement over the summer period, contact the phone or via [accommodation@ntu.ac.uk](mailto:accommodation@ntu.ac.uk). Please note that you might need to move Residences or rooms in order to stay over summer.

## Terminating your contract early

If you're thinking of leaving early, you should talk to the Accommodation Team as early as possible to get advice and ensure you have accessed the support available.

If you choose to formally defer or withdraw from studies you will remain liable for the full year's accommodation fees. You will no longer be able to reside in the accommodation.

We recommend you return your keys to Reception, and notify NTU's Accommodation Services of your departure.

You will need to seek a suitable replacement, this will need to be a suitable student not under contract for another room. Accommodation Services will endeavor to assist you with re-letting your room and will stay in contact with you.

## Moving Out

The end date of your stay is defined in your Licence Agreement, all residents must be fully departed by 10am on this day.

Your room, including bathrooms and shared areas must be thoroughly cleaned prior to your departure, and rubbish taken to the bin area.

Any keys, cards or fobs must be placed in an envelope, clearly marked with your name and room number and handed in to Reception.

When you leave, we will check your room and flat, and compare its condition against the inventory.

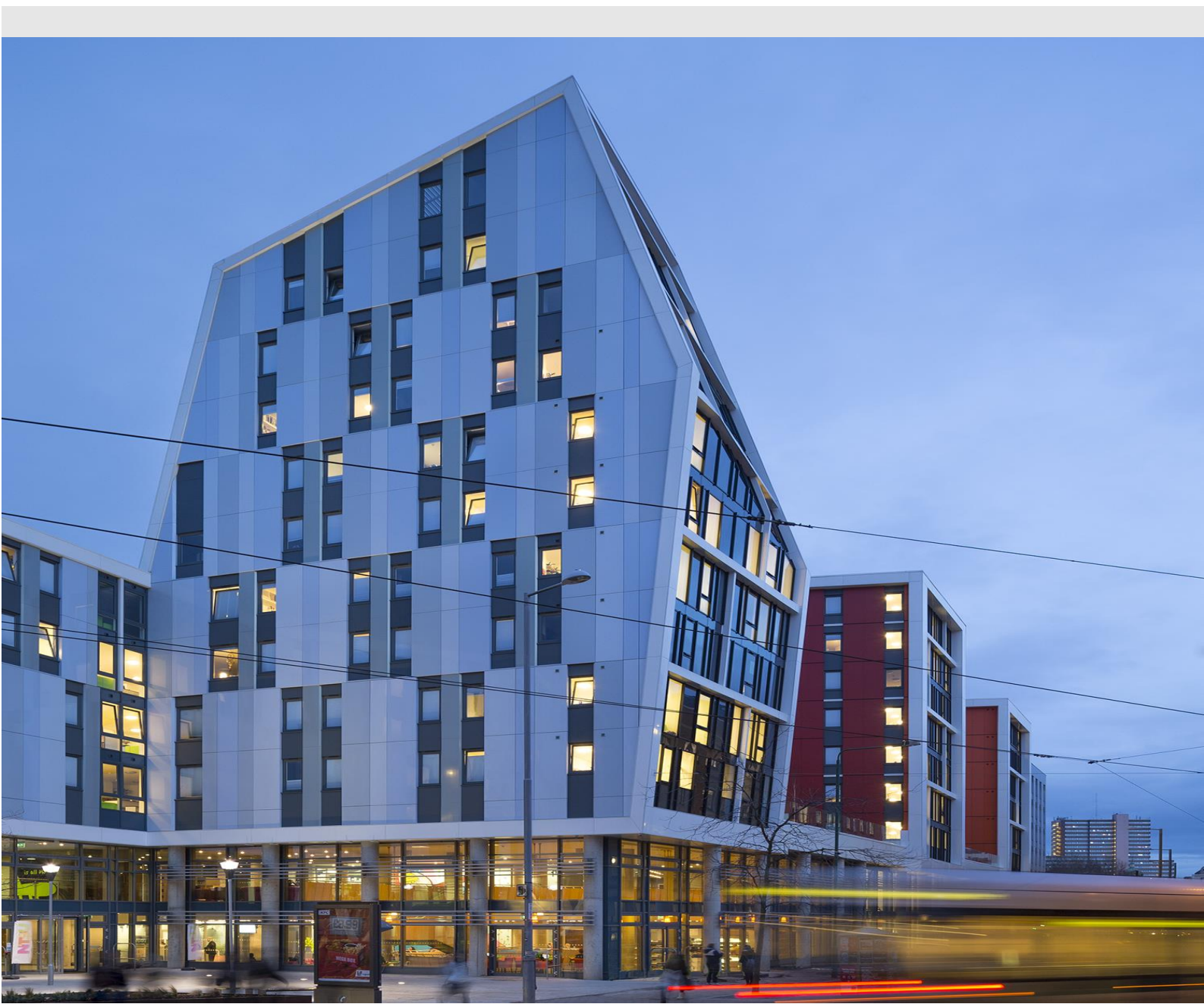
On departure your room should meet the following standards:

- All personal belongings must be removed.
- All waste is removed from bedroom, kitchen and bathroom areas and placed in the external bins.
- Desk, drawers and wardrobes cleared.
- Bedroom carpet vacuumed.
- Posters, photos, and fixings removed from walls/notice boards.
- All furniture, window ledge, and bathroom fixtures wiped down.

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.

Indicative costs can be found on the next page of this Handbook.



# Typical Costs

## Schedule of typical costs

The below schedule shows the typical values of repairs or replacements. Prices are subject to change and the actual charged will be based on the cost price of replacements at the time of purchase. Charges are subject to VAT. An administration fee will be applied to all invoices to account for the time we have to spend on arranging the repair, replacement, testing or cleaning and paying the contractor.

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

### Access & Security

Replacement Door Key	£25
Replacement Fob/Mail Key/Other Key	£10
Replacement Lock & Fit	£75

### Fire Safety

Fire Extinguisher	£45-75
Fire Blanket	£35
Broken Glass Fire Call Point	£17
Tamper Tag	CAPI
Damage to Detectors and Fire Safety Equipment	CAPI
Damage to Fire Doors	CAPI

### White Goods

Iron	£20
Ironing Board	£20
Kettle	£26
Toaster	£22-42
Microwave	£95
Combi Oven	£220
Tall Fridge/Freezer	£340-425
Under Counter Fridge/Freezer	£175-200
Hob	£250
Oven	£300-400
Vacuum	£130

### Bathroom

Toilet Seat	£55
Sink	CAPI
Taps	£40-70
Toilet	CAPI
Mirror	£20
Damage to Door	CAPI

## Kitchen

Bin	£15
Mop/Broom	£5
Mob Bucket	£7
Dustpan & Brush	£5
Dining Seating	CAPI
Carpet/Vinyl	CAPI
Worktop Damage	CAPI
Table	CAPI

## Bedroom









































Mattress	£120-205
Desk Chair	£100
Desk	£200
Desk Lamp	£14
Bin	£7
Carpet	CAPI
Curtains	CAPI
Wardrobe	CAPI
Bed Base	CAPI

## Additional Cleaning

Kitchen	£30
Communal Bathroom	£35
En-Suite	£20
Bedroom	£35
Carpet Cleaning	£40
Removal of Excess Rubbish & Left Items	£10
Bodily Fluids	CAPI
External Windows/Walls	CAPI

## Other

Painting (Bedroom)	CAPI
Ceiling Tile	CAPI
Carpet Tile	CAPI
Broken Glass	CAPI
Light Diffuser	CAPI
Window Restrictor	CAPI
Notice Boards	CAPI
Table	CAPI

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 <b>Reception:</b>	+44 (0) 115 962 2700	 <b>Reception:</b>	+44 (0) 115 908 2270
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Meridian Court		Norton Court	
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