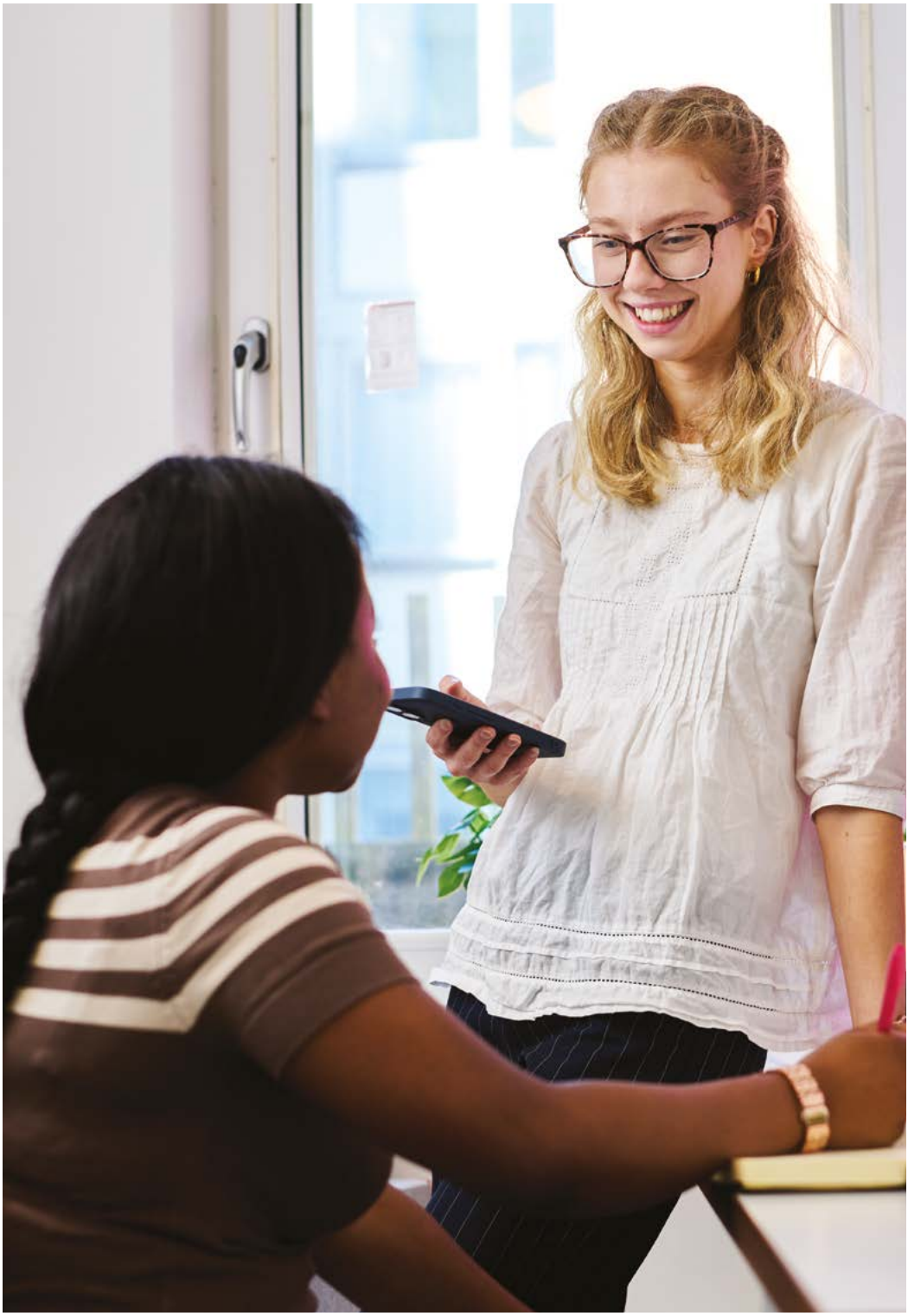


Student Accommodation Services

Brackenhurst Accommodation Residence Handbook

Nottingham Trent University



Welcome to your new home

Student Accommodation Services would like to welcome you to your new home at Brackenhurst. 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 or the residence manager responsible for your accommodation. Contact details are provided at the back of this booklet.

Always happy to help

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

The Team are available seven days a week (Monday – Friday 09:30 – 22:00 and Saturday / Sunday 13:30 – 22:00 subject to availability). They can also be contacted via telephone on **+44 (0)115 848 2323**.

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

If you feel that you need further support, please contact Student Support Services who are here to help your transition into student life at Nottingham Trent University. Please contact Student Support Services on **+ 44 (0)115 848 6060** or email **student.support@ntu.ac.uk**.

Help for International Students

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

Make the most 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 onto **www.ntu.ac.uk/welcome**.

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



Contents

Your accommodation **2**
Moving in 2
Room contents / Payment of fees 2
If you wish to change room 3
Inventory 3
Losses, breakages and damages 3
Access keys and lock outs 3
Utilities 4
Cleaning and hygiene 4
Kitchen and communal areas 4
Laundry 4
Recycling / waste disposal 5
Litter bins 5
Television licence 5
Council Tax 5
Drugs 5
Noise 5
Noticeboards 5
Boot washing 6
Pets 6
Barbecues 6
Ball games 6
Fireworks 6
Shower heads and water testing 6
Parking 6
Light bulbs 6
Vacuum cleaners 6
Maintenance 7
Room access 7

Welfare and safety **8**
Accommodation Support Officers 8
Student Support Services 8
Ask NTU help desk 8
Wardens 8
Security 8
Doctor 8
Police 8
Personal contents insurance 8
No-smoking policy 9
Window restrictors 9
Fire safety 9
Fire orders 9
Discovering a fire 9
Assembly 9
Fire alarm system 9
Fire doors 10
Fire-fighting equipment 10
Tampering with fire-fighting equipment 10
Fire prevention 10
Candles 10
What not to bring 11
First aid 11
Absences 11
Personal safety 12
Kitchens 12
Electrical safety 12

Correspondence **13**
Mail 13
Change of contact details 13
Confidentiality 13

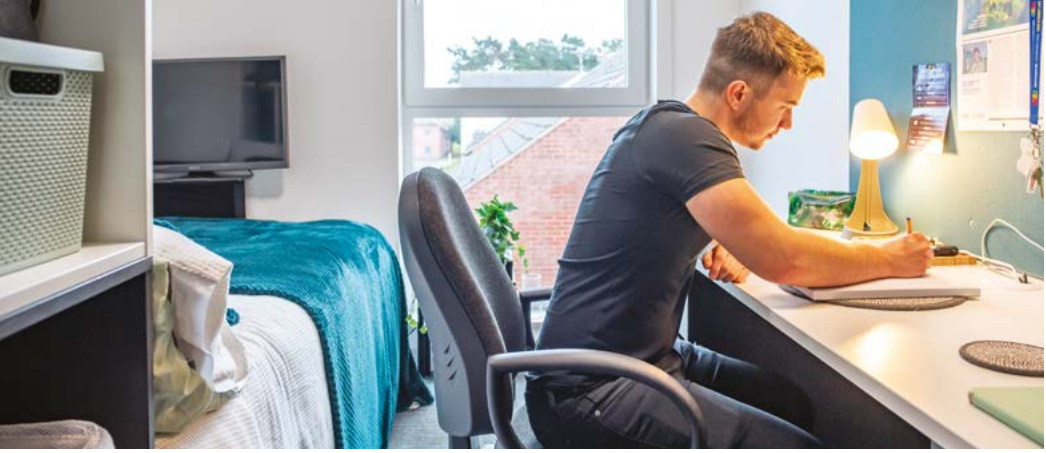
Guest policy **13**
Overnight stays 13
Parties 13

Moving out **14**
Extending your stay 14
Rebooking halls 14
Terminating your contract 14

Complaints procedure **14**
What to do if you have a complaint 14

NTU and the environment **15**

Table of charges **16**



Your accommodation

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.

All enquiries relating to maintenance, cleaning and general 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 be found adjacent to the library.

Moving in

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

UniKitOut provides 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 the website for more details: **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 Licence Agreement.

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

If you wish to change room

If you experience an issue in your accommodation, we would like to help you 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 the issue together, you may want to request a room swap. NTU offer a room swap function which will allow you to match with other students who also hold a booking and wish to swap. The swap process will not match you against any unbooked rooms on our system. This process can be accessed via our accommodation booking portal. To discuss the process and availability further, please contact the NTU Accommodation Team by phone or via **accommodation@ntu.ac.uk**.

Please note there is no guarantee that you will be able to complete 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.

Inventory

Please complete your inventory upon arrival via the accommodation portal. You will need to complete this within 3 days of your arrival.

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

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

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

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

Losses, breakages and damages

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

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

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

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

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

Access 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 Team, you will be asked to cover the cost of the replacement.

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.



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.

Cleaning and hygiene

When moving out of the residence It is your responsibility to ensure the cleanliness of your bedroom 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 Residence Team. Keeping your room in an unsatisfactory condition could result in additional damage / cleaning charges, and depending on the circumstances can also result in disciplinary action under the student code of behaviour.

Kitchen and communal area cleaning

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, your belonging are tidied away and bins are emptied into the external bin compounds. Spare bin bags can be found in each kitchen.

A limited cleaning service is provided by University staff on a weekly basis, flat cleaning days are posted on kitchen noticeboards.

Residence staff make regular inspections of your communal areas, repeated concerns in relation to the condition of communal spaces will be raised with all who access the space by the Residence Team, to agree a resolution.

Failure to maintain reasonable conditions could result in additional damage / cleaning charges, and depending on the circumstances can also result in disciplinary action under the student code of behaviour.

Laundry

The Brackenhurst Campus has four laundry rooms. The laundry can be accessed via an app which has features including online availability checking and remote card top-up. Faults can be reported directly to Wash Net using the details displayed in the laundry rooms.

Laundry incurs an additional charge and details of how to operate the machines are contained within the laundry room 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

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

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

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

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

Details of how our recycling works can be found on kitchen noticeboards.

Litter bins

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

Television licence

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

www.tvlicensing.co.uk

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. For more information, please visit NTU's Student Support website here.

Barbecues

Barbecues are not permitted anywhere on campus.

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.

Shower heads and water testing

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

Parking

Student parking permits are available to those with extenuating circumstances at a cost.

Applications open mid-August – please email **brackenhurstcarparking@ntu.ac.uk**

If you have any medical / disability requirements you will need to contact **disability.support@ntu.ac.uk**.

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. Overnight guests must sign in using the visitors book or by notifying car parking including their vehicle details.

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.

Vacuum cleaners

A vacuum is provided for you to use in your flat - however, please be aware that they are only for use on dry areas. They should NOT be used to vacuum any moist or wet areas - not only does this cause electrical damage, it is also a safety risk. Any costs incurred due to damage, requiring vacuum replacement, will be invoiced.

Maintenance

If you have a maintenance problem with either your room or communal areas, please complete an online maintenance request via the booking portal:

Accommodation portal

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 tradespeople 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 have a safe and enjoyable stay with us.

Student Accommodation Support Officers

Should you require any wellbeing support or have any worries whilst you are living in halls, you can speak to the Student Accommodation Support Officers (SASOs).

The team are available 7 days per week:

Monday to Friday: 9.30 am – 10 pm

Saturday and Sunday: 1.30 pm – 10 pm.

Contact the team on **SASO@ntu.ac.uk** or on **+44 (0)115 848 2323**.

Student Support Services

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

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

Ask NTU help desk

If you wish to speak to the Accommodation team in person, you can do so by visiting us at the Ask NTU help desk in Newton Building, City campus. We are available from **9am – 4pm, Monday to Friday**.

Wardens

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

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

Doctor

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

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

Police

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

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

Personal contents insurance

As part of your accommodation agreement, you have basic contents insurance provided by Howden Insurance. Take a moment to make sure that the insurance cover is adequate for your needs, and to take out 'top up' cover if you need it.

Information on the cover provided can be found at: **Howden student cover**

No-smoking policy

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

Window restrictors

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



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
- 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 points are:

- Bramley car park (Maple, Hawthorn, Ivy and Juniper)
- Walled garden (Fir, Elm, Oak, Cherry, Beech and Ash)
- Cricket pitch (Yew, Pine and Larch)

Each room has a detailed fire notice next to the main light switch confirming your assembly point. 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, NTU security 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 removed, tampered with or with the door closure removed will result in a charge being raised against either an individual or the entire flat. Residents should report any faults or damages with doors immediately to the Residence Team. 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 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 / electric bikes / scooters 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, incense 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;
- air fryers;
- offensive weapons (including dummy weapons or weapons used in re-enactments);
- barbecues and gas stoves;
- gas appliances;
- dartboards;
- electric scooter / bike
- sofas and armchairs;
- 3D printers; 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.

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.

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 to 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 turn off the hob and oven 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 the post room at 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 Postal Officer when you come to collect your item.

Please ask the Postal Officer 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 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 update them online at **www.ntu.ac.uk/currentstudents** 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.

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 ensuite 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.

On departure 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
- 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 stay

If you would like to extend your 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, please talk to the Residence Team as soon as possible.

We can explain what your options are and may be able to signpost you to support to help with life in halls.

Unless a current student without an accommodation contract would like to take over your room, or you have very serious extenuating circumstances, you will remain liable for your accommodation fees until the end of the contract.

Further details on your right to cancel can be found in the terms and conditions of your accommodation contract.

Complaints procedure

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

Submitting a complaint

If you wish to make a complaint, please submit this to us via the accommodation portal - this will help us to understand your concerns. If we are unable to resolve your complaint straight away, we will investigate it in more detail.

Student Accommodation Services will acknowledge your complaint within five working days. Within 20 working days, we 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:

Student handbook complaints summary

NTU and the Environment

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

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

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

- Ensure electrical items such as phone and laptop chargers are switched off at the socket when not in use. They all use energy, even if they're not connected to the item charging
- Avoid putting hot food back into the fridge. Wait for it to cool down first
- Switch to Fairtrade items such as tea, coffee and chocolate. These are available in all of NTU's cafés as well as supermarkets and local shops
- Donate unwanted clothing, shoes, books and electrical items in our British Heart Foundation banks at the end of the year
- Use Nottingham's fantastic public transport network including buses and trams to get around rather than jumping in your car. Alternatively why not walk to University or cycle? You can save money whilst keeping fit and healthy, it's a win-win situation!

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

Sustainability | Nottingham Trent University

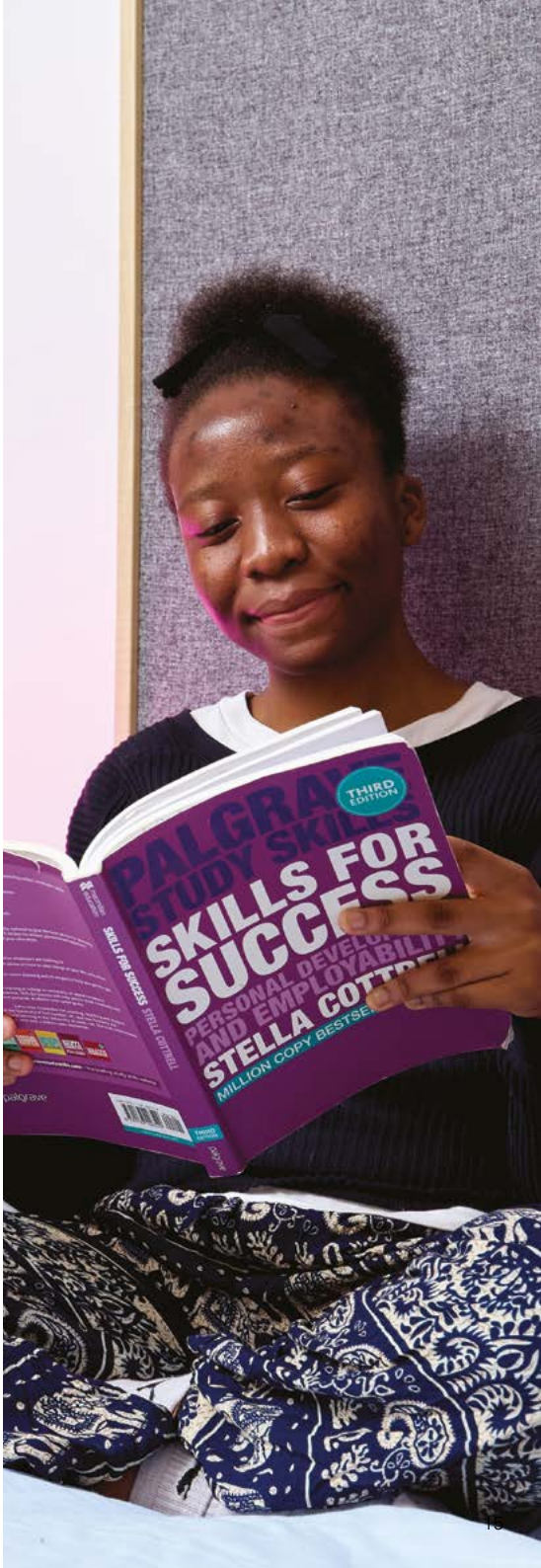


Table of charges

Item	Cost
Access and security	
Replacement door keys	£30
Replacement lock	£135
Lock-outs	£10
White goods	
Replacement kettle	£20
Replacement toaster	£45
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
Kitchen flooring	£100
Kitchen worktop	£50
Kitchen table	£250
Kitchen chair	£50
Painting to kitchen wall / ceiling	£50
Additional cleaning to kitchen	£50 – £60
Iron	£20
Ironing board	£45
Dustpan and brush	£20
Kitchen stool	£85
Lounge area	
Replacement sofa	£500
Replacement coffee table	invoice costs
Painting to wall / ceiling	£65 per wall
Replacement vacuum cleaner	£115
Bedroom	
Replacement mattress	£120
Replacement mattress protector	£15
Replacement study chair	£100

Please note: this schedule shows the typical amount we 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	£300
Replacement wardrobe	£200
Replacement wardrobe mirror	£65
Replacement study desk	£200
Replacement desk lamp	£25
Painting to bedroom	£45 per wall / ceiling
Additional cleaning to bedroom	£10 – £50
Replacement waste bin	£15
Replacement bedroom blind	£130
Replacement pin board	£80
Shower pod	
Replacement toilet seat and cover	£40
Replacement mirror	£105
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	£180
Replacement window	£65 per wall
Window restrictors – removed / damaged	£40
Replacement light diffuser	£38
Replacement carpet	£100
Additional window cleaning	£40
Shampoo carpet cleaning	£60 minimum
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	£95
Fire signage	£20

*Prices are a guideline and would be subject to the price of invoice at the time.



Your accommodation is covered by the National Code. Scan the QR code below to understand what you can expect from your building provider.

If you feel that any part of the code has been breached, complain to your provider using their published process, or contact the National Code for more information:
nationalcode.org/complaints



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

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

www.ntu.ac.uk/accommodation

Online Maintenance Reporting:

Accommodation portal

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 Accommodation Support Officers:
Email: SASO@ntu.ac.uk

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

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.

recyclable

10250b/04/26