

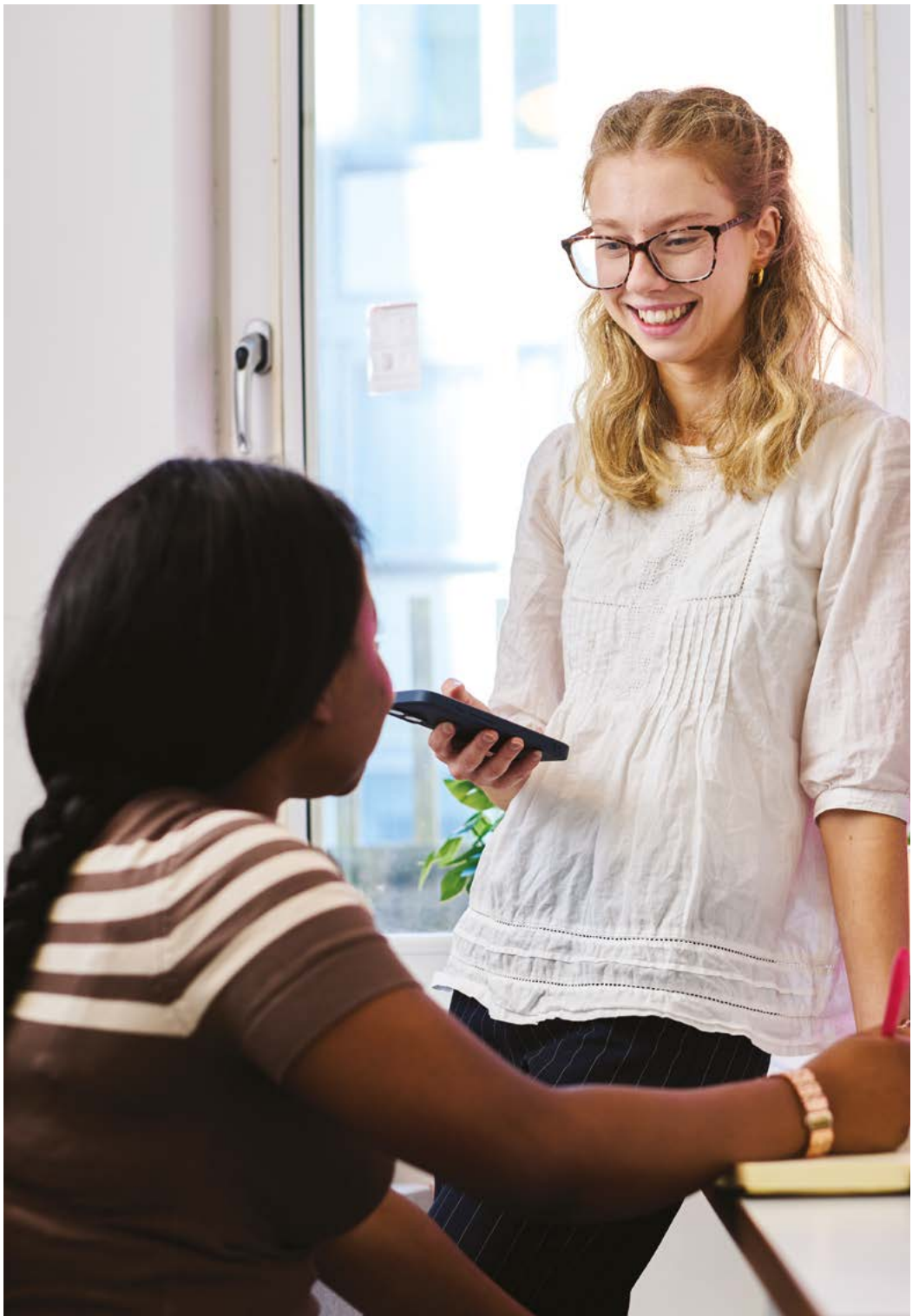


Student Accommodation Services

Mansfield Accommodation Residence Handbook



Nottingham Trent
University



Welcome to your new home

Student Accommodation Services would like to welcome you to your new home. We are here to ensure that you have an enjoyable and safe experience living in Mansfield with our partner Purseglove Properties. Purseglove manages properties on behalf of NTU in Mansfield and have been selected by the University to deliver safe, comfortable and well-maintained homes.

This booklet contains essential information about your new home which will make your stay more pleasant. In conjunction with your Licence Agreement and the 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 Purseglove Properties. 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 out of Welcome Week

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

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



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Moving in

We have made every effort to ensure your accommodation is ready for you to move into.

However, if you experience any issues, please contact Student Accommodation Services or Purseglove Properties immediately so we can help.

Access keys and lock outs

Keys 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 the safety and security of your housemates and belongings.

If locked out, please contact Purseglove Properties on **+44 (0)1623 460 830** or via WhatsApp for business on **+44 (0)7875 217 676**.

We recommend saving this contact number in your phone. A call out fee will be charged for this service.

Persistent lockouts through lack of due care and attention may result in referral to the

Wardens service under the Student Code of Behaviour and charges may be applied.

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

Payment of fees

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

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

If you wish to change room

If you experience an issue in your accommodation, we want to help you to resolve this. There is information on Page 8 detailing the support available to help you.

If after using this support we cannot resolve the issue together, you may want to request a room swap. To do this, please log into the **accommodation portal** and select "Room swap" from the menu at the top of the screen.

Please note there is no guarantee that you will be able to swap as it is subject to availability. If a successful swap is made, a charge of £30 per person will be payable once granted.

Change of contact details

If your home address and / or emergency contact details change, you can update them on the **StudentHub** website.

General

Room contents

Each study bedroom is provided with:

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

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

Inventory

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 communal areas considered to be beyond normal wear and tear will normally be charged for.

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

When moving out of the residence, a final inspection is undertaken, and charges may be applied for repairing or cleaning any fixtures and fittings damaged or left dirty on departure.

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

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

This will need to be sent to Purselove Properties in the first instance for review. If this is not resolved, you can escalate to NTU Accommodation Services.

Privacy and confidentiality

No information will be provided about residents to external parties - with the exception of Purselove Properties, NTU, the police, immigration or other legitimate authorities - without your consent.

If we are concerned for your welfare, we may revert to your emergency contact.

Utilities and Wi-Fi

Each house 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 Purseglove Properties as soon as possible.

Your Wi-Fi password can be found on your router – please contact Purseglove if you require further guidance. If there is an issue with your Wi-Fi, please contact NTU IT Support at support@ntu.ac.uk.

Cleaning and laundry

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

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

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

Residents are not permitted to dry their laundry in any of the communal areas of the house. Please also use the washing machine during sociable hours to prevent noise disruption.

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 isn't possible, please wrap them in several layers of tissue.

Shower heads and water testing

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

Television licences

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.

Internet (included in accommodation payment)

Download Speeds

Advertised Speed: 600 Mbps

Expected Speed Range: 30 – 80 Mbps

Upload Speeds

Advertised Speed: 50 Mbps

Council Tax

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

Council tax exemption form

Drugs

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

Noise

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

Wherever possible, please keep the volume of audio-visual equipment at an acceptable level and close doors quietly.

When returning to your accommodation, please keep noise to a minimum. If you are disturbed on a regular basis and cannot resolve the situation yourself, please report the issue in the first instance to Purselglove Properties.

Pets

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

Parking

Limited parking will be available at the residence. Please email accommodation@ntu.ac.uk for more information.

Light bulbs

Purselglove Properties will be responsible for any built-in lighting. If there are any issues with lighting in your bedroom or communal areas, please report this to Purselglove Properties.

Maintenance

If you have a maintenance problem with either your room or communal areas, please report this to Purselglove Properties. You can do this by scanning the QR code on the maintenance notice in your residence.

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

In an emergency, please contact Purselglove Properties on **+44 (0)1623 460 830**. Outside of office hours you will be prompted to leave a voicemail which will be picked up by a member of the on-call team immediately.

Room access

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



Overnight stays

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

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

Parties

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

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.

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. Find out more **here**.

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

As part of your accommodation agreement, you should 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 **9 am – 4 pm, Monday to Friday**.

Security

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

Police

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

University Security. In an emergency, dial **999** and then contact a member of on-call staff.

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

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

Electrical equipment

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

No electric blankets or electric duvets are permitted without a current safety test certificate. If you need any advice, please ask Purseglove Properties in the first instance.

Irrespective of any restrictions made above, the managing agent/Landlord may disallow the use of any item or piece of electrical equipment which is deemed not to be in the interests of the welfare of other residents of your property.

Candles

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

Moving out

The end date of your stay is defined in your Licence Agreement, and all residents must be fully departed by 10am. Each room must be cleaned and left as it was found on the day you arrived. All bathrooms must be thoroughly cleaned on departure.

Any keys must be handed into Purseglove Properties.

(Opening hours – 9 am – 5 pm Monday – Friday, 10am – 12pm Saturday). Please place in an envelope clearly identified.

On departure your room should meet the following standards:

- all personal belongings removed
- all waste from bedrooms and kitchens are disposed of responsibly using the bins provided. Waste should not be left by the curbside or by the side of the bin. You should seek to dispose of larger items of waste at the local refuge centre
- desks, drawers and wardrobes emptied and all personal belongings removed
- bedroom carpet vacuum-cleaned
- posters, pins, Blu-Tack, etc. removed from walls without damaging paintwork, and notice boards cleared of all paper and pins; and
- all furniture, window ledges, sink units and fixtures cleaned

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

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

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

Extending Your Contract

If you would like to extend your stay beyond the end of your Licence Agreement 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 early, you should talk to the Accommodation Team as early as possible to get advice and ensure you have accessed the support available.

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







Complaints

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

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

Mansfield Campus

NTU in Mansfield is based at Vision West Nottinghamshire College, approximately 14 miles north of Nottingham and easily reached by car, train or bus.

Travel to and from NTU Mansfield to NTU City Campus

The Stagecoach Pronto bus will take you to the City Centre, where you can experience

the colourful culture and vibrant nightlife that Nottingham is known for.

More information about bus routes and timetables can be found on the Stagecoach website.

Mansfield students will receive discounted travel between Nottingham and Mansfield with the production of a valid NTU ID card (this offer is not available during August).

Stagecoach

Travel to and from NTU Mansfield to NTU City Campus

You can catch the 90 bus from the top of Grange Avenue directly to campus. Alternatively, you can catch bus 6, 23, 23A, or Pronto from Mansfield bus station to NTU Mansfield. The bus stop is directly outside of NTU Mansfield Campus. Journey time is around 25 minutes by bus and 6 minutes by car.

Parking

Parking is available on NTU Mansfield campus.

Local Taxi's

ACEABC – **01623 654 321**

Sixfivetwo's – **01623 622 222**

Nearest Supermarket

Asda – Bancroft Lane (0.4 miles to town centre)

Sainsburys – Nottingham Road (0.9 miles to town centre)

Morrisons – Sutton Road (1.6 miles to town centre)

Student Union

You'll have access to university-wide facilities, libraries, sports and social venues which are right at your fingertips. The City Campus Students' Union is home to 160 clubs and societies you can join. Watch it come alive at night, as it transforms into a buzzing 2,000- capacity club.

Student Union in Mansfield







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

Bathroom

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

Kitchen

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

Extinguishers

Recharge water, CO2, foam	£40
Replacement water	£80
Replacement Fire Blanket	£40
Replacement Broken Glass	£20
Replacement Tamper Indicator Tab	£20

Please note: this schedule shows the typical amount we have to spend on repair, replacement, testing or cleaning if you don't keep your accommodation and contents in the same condition as when we gave you the key. The actual charge to you will be cost as per invoice – in other words, the amount charged to us, which can vary depending on what it is we are replacing.

Item

Cost

Bedroom

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

Communal areas

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

Other

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

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

CAPi = Cost as per invoice



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 Accommodation Team will be your main point of contact for issues. Purselove properties will be your main contact for any maintenance issues) in your accommodation:

NTU Accommodation Team:

Email: accommodation@ntu.ac.uk

Tel: +44 (0)115 848 2894

Accommodation phone lines are open from 9.30 am – 4.30 pm Monday–Thursday, 9.30 am – 4 pm Fridays.

Purselove Properties:

Email: hello@purselove.co.uk

Tel: +44 (0)1623 460830

Whatsapp: +44 (0)787 521 7676

Open Monday – Friday 9 am – 5 pm. Please contact the Whatsapp number above for any emergency maintenance requests out of hours.

Nottingham Trent University (Mansfield Campus) Vision West Nottinghamshire College

Derby Rd, Mansfield NG18 5BH

Tel: +44 (0)808 100 3626

Useful Contacts

NTU Security: +44 (0)115 848 2468

Student Accommodation Support Officers

Email: SASO@ntu.ac.uk

Tel: +44(0)115 848 2323

Finance Team (for rent payments)

Tel: +44(0)115 848 6500

Student Support Services

Tel: +44(0)115 848 2500

or: +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.

