

Student Accommodation Services

Brackenhurst Accommodation Welcome Guide



Welcome to your new home

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

This booklet contains essential information about your new home which will make your stay more pleasant. In conjunction with your Licence Agreement and Student Code of Behaviour, it provides you with all the information that we think you might need on your arrival and during your stay. If you still have any questions please do not hesitate to contact a member of Student Accommodation Services or the residence manager responsible for your accommodation. Contact details are provided at the back of this booklet.

Always happy to help

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

Help for International Students

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

Make the most of Welcome Week

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

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

The Residence Team

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Guide to your accommodation

All enquiries such as maintenance, cleaning requirements and general health and safety issues can be dealt with by the residence manager during normal office hours (generally 8.30 am until 5 pm). 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 in the Dining Room from 8.30 am until 2.30 pm during term-time.



Room contents

Each study bedroom is provided with:

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

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

Should you require bed linen, please speak with the residence manager.

Payment of fees

Your accommodation fees are payable on the due dates as stipulated in your Residence Licence Agreement. Any queries relating to fees should be directed to Fin Finance Income & Debt Management on **+44(0)115 848 6500** or by email at **FinFinanceIncome&DebtManagement@ntu.ac.uk**



If you wish to change room

Please contact the residence team in the first instance for details of availability. Please note that we cannot guarantee that we will be able to accommodate your request. A charge of £30 per person will be payable if a move is granted. Room changes are not normally permitted during the first four weeks of the academic year.

Inventory

On arrival, you will be provided with an inventory detailing the items provided for use in your room. You should check the inventory on arrival and report any damage or defects to the residence manager or main reception within 24 hours. If you don't do this we will assume that everything is in good order and that the contents are complete and undamaged. It is important to check the inventory fully as a final inspection will be carried out when or after you move out and the inventory will be used to check for any lost or damaged items.

Losses, breakages and damages

Costs relating to any losses, breakages, accidental damage or extra cleaning required within flats, rooms or blocks considered by the residence management to be beyond normal wear and tear will be charged to your deposit.

If the damage exceeds 50% of your deposit,

we will write to you asking you to make the payment in full. Details of charges are provided at the end of this booklet.

When moving out of the residence, you will be charged the full cost for repairing or cleaning any fixtures and fittings damaged or left dirty within your room during your residency. 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 hall will be charged.

Please take care not to lose your keys. Replacements are available from the Student Accommodation Office but you will be expected to pay an additional charge of £40 if you are issued with a replacement (see page 16).

In some cases of lost keys, it may be necessary to change your lock. These orders can only be placed during office hours. Please ensure that you keep your keys with you at all times. If you are locked out of your room, please contact the security team.

Utilities

Utility costs (heating, electricity and water) are included within your accommodation fees. It is important to report any problems to the Residence team as soon as possible or out of hours to security. As a general rule the heating is turned off from 12 midnight until 6 am.



Cleaning and hygiene

It is in everyone's interest to maintain a safe and hygienic environment. It is the responsibility of all residents to ensure the cleanliness of their bedrooms and to keep them in an acceptable state at all times. Any additional cleaning required could result in charges being made. Room inspections will be carried out during the Christmas and Easter vacation periods. Notification will be posted on kitchen noticeboards. Room inspection failures may result in disciplinary action under the residence contract.

Kitchen and communal area cleaning

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

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

Failure to adhere to this warning notification could result in you being charged up to £60 for the University team to clean the kitchen / common area. Dirty dishes left lying around could be removed.

Laundry

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

Recycling / waste disposal

At NTU we try to recycle as much as we can. Most working days the cleaning team will remove both your recycling and general waste from the kitchen – it is the role of resident students to do this task at weekends and public holidays.

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

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

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

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

Condoms should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms down the toilet, as they cause problems with the plumbing.

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

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

Litter bins

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

Television licences

If you are bringing your own personal TV, you must ensure that it is licensed. Licences can be purchased online at www.tvlicensing.co.uk



Council Tax

Full-time students are exempt from paying Council Tax. Forms are available on the Current Students website www.ntu.ac.uk/currentstudents

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 manager, 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

No pets of any kind are permitted within halls of residence (except for guide dogs). This includes fish, terrapins, hamsters, etc.

Barbecues

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

Ball games

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

Fireworks

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

Parking

You must obtain a parking permit from the residence manager. Residents should park their cars in the Glasshouse Complex car park. Residence parking is not allowed in the Main Hall area, Bramley car park, Brackenhurst Lane or Hicking Lane. Access to accommodation by road will only be granted for packing and unpacking vehicles. Your vehicle must then be taken to the permitted car park. Cars parked on University property are parked at the owner's risk. Your visitor may park in the Bramley car park after 5 pm. Overnight guests may park in the Glasshouse Complex car park.

Light bulbs

The University's maintenance team replaces all light bulbs. If the light bulb in your room or communal area needs replacing, please complete a Maintenance Request form on the Accommodation website at www.ntu.ac.uk/accommodation

Shower heads

Shower heads are cleaned on a regular basis by an external contractor – generally during vacation times. Notification of their visit is posted on all kitchen noticeboards. This work is necessary to comply with health and safety legislation.

Maintenance

If you have a maintenance problem with either your room or communal areas, please complete a maintenance request form on the Accommodation website at www.ntu.ac.uk/accommodation

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

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

Be aware repair forms are not responded to out of office hours. Emergencies should be reported to security **+44(0)115 848 5262** or **+44(0)7786 112 005**.

Room access

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



Welfare and safety

We take your welfare and security while staying in University accommodation seriously, and the following information should help to ensure that your time with us is safe and enjoyable.

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

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

Personal contents insurance

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

- www.endsleigh.co.uk/personal/home-insurance/student-room-insurance
- www.ntu.ac.uk/contentsinsurance5795ac
Sport Membership Posters - Confirmation

Security

Brackenhurst campus has 24-7 security, based in Pippin Cottage. Outside office hours please contact the duty security officer on **+44(0)7786 112 005**. Please ensure your bedroom window and door are closed and secured when leaving the room or flat.

Emergency services – ambulance

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

Wardens Service and residents assistants

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

Residence assistants are slighter older students, who are in hall to offer friendly advice and support, or to give you information about other services the University can provide.

They will work closely with the Residence Management Team, and the Warden Service, to ensure your accommodation experience is a positive and enjoyable time. The campus also has a Wardens Service Team who, in addition to their main duties with the University, undertake the role of wardens in respect of resident students. The warden role has two main elements – pastoral care (focusing on student welfare) and enforcement of the student code of behaviour. The wardens provide basic support and advice for students who are encountering personal difficulties and can act as a referral point for more specialist support services within the University. Should you need to speak with a member of the Warden Service Team, please contact security and ask for the duty warden.

No-smoking policy

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

Fire safety

Ensure that you know:

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



Fire orders

If you discover a fire:

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

On hearing fire alarm sirens:

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

Discovering a fire

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

Assembly

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

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

Fire alarm system

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

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



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

Fire doors

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

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

Fire-fighting equipment

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

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

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

Tampering with fire-fighting equipment

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

Fire prevention

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

Bicycles must not be brought into the halls of residence.

There will be a fire evacuation practice during your year in halls. You must take it seriously – it is for your own safety.



Candles

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

What not to bring

In the interests of health and safety, you are not permitted to bring any of the following items into a hall of residence:

- any type of heating appliance;
- any heavy-duty electrical appliance;
- fridges, freezers or any other domestic appliances;
- deep-fat fryers;
- offensive weapons (including dummy weapons or weapons used in re-enactments);
- barbecues and gas stoves;
- gas appliances;
- dartboards;
- sofas and armchairs; and
- other items described in this booklet.

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

Please note that all gas appliances are strictly forbidden.

Items of kitchenware such as pots and pans, plates, mugs, cutlery and crockery will be available to buy at bargain prices at this year's Freshers Fair as part of NTU's Big Clear Out. For further information please contact the Environment Team at **environment.team@ntu.ac.uk** or visit **www.ntu.ac.uk/ecoweb**

Doctor

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

First aid

Basic first aid treatment is available and can be obtained from the duty security officer. Reception hold a full list of first aid trained staff.

Police

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

Window restrictors

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

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

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

Window restrictors found removed will be subject to £24 charge.

Absences

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

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

Personal safety

If you're going out, the message is:

Have a good night but get home safe.

- Arrange transport home in advance. Use only SU preferred companies.
- Avoid going to a pub, club or party alone.
- Don't become isolated from your friends.
- Never leave your drink unattended.
- Never accept a drink from someone you don't know or trust.
- If you begin to feel drunk, dizzy or disorientated seek help from a trusted friend or a member of the pub / club staff.
- Never walk home alone.
- Carry a personal attack alarm – information on purchasing this item is available from your local Crime Prevention Officer.
- If someone threatens you, shout and scream for help.
- If you are attacked, report it to the police immediately. Specialist units are available to deal with sexual offences in a sensitive and confidential manner.

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

Further crime prevention advice is available at www.crimereduction.homeoffice.gov.uk

Safety in self-catering areas

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

- Never leave cooking unattended – you may be away longer than you thought.
- Always switch the cooker off after use.

- Never store combustible materials such as boxes on or near the cooker.
- Keep the area clean and tidy. Clean up all spillages immediately, including those on cookers.

Electrical safety

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

Residents should register their personal electrical items by completing and returning your Electrical form within the first week of term.

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 Brackenhurst mail, including mail for resident students, is delivered to the main reception generally around lunchtime. You can collect it from reception between 9 am and 4.30 pm – you will need your student ID card. We cannot accept responsibility for mail or parcels which you do not receive.

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

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

Change of contact details

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

Confidentiality

No information will be provided about residents to outside parties – with the exception of Nottingham Trent University, the police, immigration or other legitimate authorities – without your consent.

Guest policy

Overnight stays

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

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

Students are responsible for their guests' behaviour on campus.

Parties

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

Under 18s

Resident students aged 18 (usually on F.E. courses) are subject to specific safety and welfare policies. Details are available directly from the residence manager.

Moving out

The period of occupancy ends on the date specified on your Licence Agreement and all residents must vacate their accommodation by 10 am on this day. Each room must be cleaned and left as it was found on the day you arrived.

All en suite shower rooms must be thoroughly cleaned on departure.

Any keys must be placed in an envelope clearly marked with your name and room number and handed in personally to the residence manager during office hours or the duty security officer outside these hours.

To receive your deposit refund with the minimum of delay please complete the deposit return form and ensure that your room meets the following standards:

- all personal belongings removed;
- all waste from bedrooms and kitchens removed and placed directly in the bin store area;
- desks, drawers and wardrobes emptied and all personal belongings removed;
- bedroom carpet vacuum-cleaned;
- posters, pins, white-Tack, etc. removed from walls without damaging paintwork, and noticeboards cleared of all paper and pins; and
- all furniture, window ledges, sink units and fixtures cleaned.

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

If you should wish to extend your period of stay beyond the end of your Licence Agreement please enquire with the Residence Manager.

If you would like to stay in halls for the following academic year, look out for details by email in November.

Terminating your Licence Agreement

Should you decide to leave residences before the end of the contractual period – you must speak with the residence manager whom will issue a letter of termination. Unless a current university non-resident wishes to take over your contract – you may find that you are liable for your residence fees until the end of the contractual period.

Deposit return

All students should have their deposits returned to them by bank transfer after the Residence Agreement period end date once their room check has been satisfactorily completed and room keys have been returned.

Give it don't bin it

Each summer, NTU works in partnership with the British Heart Foundation to help you do some good when you move out. You can donate unwanted items of clothing, shoes, books, CDs, and much more in BHF donation banks located in most Halls. Donation bags will be available from Halls receptions and the SU from May. Over the past few years NTU students have helped to raise over £100,000 for the British Heart Foundation by giving away unwanted items. Put yours to good use! For further information visit www.ntu.ac.uk/sustainability

Complaints procedure

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

What to do if you have a complaint

Contact the residence manager via main reception. You will be asked to put your complaint in writing, because it can help us to better understand your concerns. If we are unable to resolve your complaint straight away, we will look into it in more detail.

In any event, Student Accommodation Services will respond to you within five working days. We will try to provide a full reply, but if this is not possible, an acknowledgement will be sent to you.

Within ten 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 are still unhappy at this stage, you can contact the Head of Student Accommodation at Student Accommodation Services. You can find their contact details at the back of this booklet.

NTU and the Environment

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

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

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

- Ensure electrical items such as phone and laptop chargers are switched off at the socket when not in use. They all use energy, even if they're not connected to the item charging.
- Avoid putting hot food back into the fridge. Wait for it to cool down first.
- Switch to Fairtrade items such as tea, coffee and chocolate. These are available in all of NTU's cafés as well as supermarkets and local shops.
- Donate unwated clothing, 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 or cycle to University? You can save money whilst keeping fit and healthy, it's a win-win situation! Ucycle, NTU's bike hire scheme, lets you hire a bike for up to a year. For more information see www.ntu.ac.uk/ucycle

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

environment.team@ntu.ac.uk

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



Table of charges

Item	Cost
Access and security	
Replacement door keys	£40
Replacement lock	£75
Lock-outs	£10
White goods	
Replacement kettle	£20
Replacement toaster	£25
Replacement microwave	£80
Replacement oven / hob	£400 invoice costs
Replacement fridge / freezer	£350 invoice costs
Disposal of existing fridge / freezer	£50 invoice costs
Kitchen / dining area	
Replacement kitchen bin (grey)	£10
Replacement recycling bags	£15
Kitchen flooring	£100 minimum charge
Kitchen worktop	£50 minimum charge
Kitchen table	£95 invoice costs
Kitchen chair	£30 invoice costs
Painting to kitchen wall / ceiling	£45 per wall
Additional cleaning to kitchen	£10 – £60
Iron	£20
Ironing board	£20
Dustpan and brush	£10
Kitchen stool	£85
Lounge area	
Replacement sofa	£450 invoice costs
Replacement coffee table	invoice costs
Painting to wall / ceiling	£45 per wall
Additional cleaning to lounge area	£10 – £35
Replacement vacuum cleaner	£115
Bedroom	
Replacement mattress	£120
Replacement mattress protector	£15
Replacement study chair	£85
Replacement bed base	£110 invoice costs
Replacement wardrobe	£160 invoice costs
Replacement wardrobe mirror	£22 invoice costs

Item	Cost
Bedroom continued...	
Replacement study desk	£200 invoice costs
Replacement desk lamp	£15
Replacement waste bin	£10
Replacement bedroom blind	£85 invoice costs
Replacement pin board	£20
Painting to bedroom	£35 per wall / ceiling
Additional cleaning to bedroom	£10 – £50

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

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

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

Please note: these costs only serve as a guideline to damage charges. Where an invoice is provided you will need to add VAT. Prices correct at time of going to print.

Contact information

Please contact the Nottingham Trent University Student Accommodation Services office for any enquiries regarding accommodation, licence agreements and payments of fees on **+44 (0)115 848 2894** or visit us at:

Student Accommodation Services

Student Services Centre
Central Court
Nottingham Trent University
Goldsmith Street
Nottingham
NG1 4BU
UK

Email: accommodation@ntu.ac.uk

www.ntu.ac.uk/accommodation

For information specific to your residence, including maintenance requests, please contact your residence manager:

Tel: +44 (0)1636 817070

Email: brackenhurstaccommodation@ntu.ac.uk

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

Main Brackenhurst Reception:

+44(0)1636 817092

Accommodation Office:

+44(0)1636 817070

Email: brackenhurstaccommodation@ntu.ac.uk

Residence Team – office hours only:

+44(0)776 968 3279

+44 (0)783 396 4632

Security officers – 24-hour mobile phone:

+44(0)778 611 2005

Southwell Medical Centre:

+44(0)1636 813561

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.



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