

Residence Handbook



Welcome to your new home:

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

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

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

Contents

HALL CONTACT DETAILS	4	FACILITIES OFFICERS	17
HAPPY TO HELP	5-7	BODY WORN CAMERAS	17
MOVING IN	8	SUPPORT4HALLS	18
PRE-ARRIVAL	8	STUDENT SUPPORT SERVICES.....	19
PAYMENT OF FEES	8	DOCTOR	19
INVENTORY.....	9	WARDENS SERVICE	19
ROOM CONTENTS	9	LOCAL HOSPITAL	19
• BEDROOM	9	POLICE	19
• KITCHEN	9	NOISE	20
• NOT PROVIDED	9	SECURITY	20
LOSSES, BREAKAGES & DAMAGES.....	10	OVERNIGHT STAYS	20
ACCESS KEYS	10	PARTIES	20
• ROOM ACCESS AND LOCKOUTS	10	DRUGS	20
MAINTENANCE.....	11	NO-SMOKING POLICY.....	16
• FIRE ALARMS, SHOWER HEADS,& OTHER		FIRE SAFETY	16
PERIODIC TESTING	11	FIRE ALARMS	22-23
UTILITIES & INTERNET	11-12	• TAMPERING WITH FIRE EQUIPMENT	22
CLEANING	13	• COOKING	22
WASTE DISPOSAL	13	• SMOKE DETECTIONS	22
LAUNDRY	14	• CANDLES	22
TELEVISION LICENCES	14	• ELECTRICAL APPLIANCES	23
COUNCIL TAX	14	IN THE EVENT OF A FIRE	23
PETS	14	FEEDBACK & COMPLAINTS	24
BICYCLES.....	14	CUSTOMER SATISFACTION SURVEY	24
PERSONAL CONTENTS INSURANCE	14-15	WHAT TO DO IF YOU HAVE A COMPLAINT	24
MAIL & DELIVERIES	16	IF YOU WISH TO CHANGE ROOM	25
PARKING.....	16	TERMINATING YOUR CONTRACT	25
PRIVACY.....	16	EXTENDING YOUR CONTRACT	25
WELFARE & SAFETY.....	17	MOVING OUT	25-26
PERSONAL SAFETY.....	17	SUMMER STAY	27
		ANUK CODE	28


Hall Contact Details





Mail & Parcels
Add your Full Name and
Block/Flat/Room to the
Hall address below


Blenheim Hall		Byron & Gill Street South	
Address:	St Ann's Hill, off Woodborough Road Nottingham NG3 4LB	Address:	Hampden Street Nottingham NG1 4FW +44 (0)115 908 2270
Reception:	+44 (0) 115 962 2700	Reception:	
Mobile:	07968 185563	Mobile:	07885 965 273
Email:	blenheimhall@upp-ltd.com	Email:	byron@upp-ltd.com
Gill Street North		The Maltings	
Address:	Gill Street, Nottingham, NG1 4FY	Address:	Whitemoor Road, Basford Nottingham NG6 0HN
Reception:	+44 (0)115 908 2250	Reception:	+44 (0) 115 908 2281
Mobile:	07968 181949	Mobile:	07968 172542
Email:	gillstreet@upp-ltd.com	Email:	maltings@upp-ltd.com
Meridian Court		Norton Court	
Address:	Quorn Road, off Haydn Road, Sherwood, Nottingham NG5 1DT	Address:	Wilton Road, Radford Nottingham NG7 5PQ
Reception:	+44 (0) 115 985 7707	Reception:	+44 (0) 115 970 5963
Mobile:	07968 183292	Mobile:	07968 187146
Email:	meridiancourt@upp-ltd.com	Email:	nortoncourt@upp-ltd.com
Peverell Hall		New Hall	
Address:	Clifton Campus, Clifton Lane Nottingham NG11 8NS	Address:	Clifton Campus, Clifton Lane Nottingham NG11 8PT
Reception:	+44 (0) 115 984 9986	Reception:	+44 (0) 115 984 9980
Mobile:	07968 184309	Mobile:	07912 632263
Email:	peverell@upp-ltd.com	Email:	cliftonnewhall@upp-ltd.com
Sandby & Hampden		Simpsons Hall	
Address:	Hampden Street Nottingham NG1 4FW +44 (0) 115 908 2280	Address:	Park Street, Lenton Nottingham NG7 1RR
Reception:		Reception:	+44 (0) 115 950 7156
Mobile:	07736 954826	Mobile:	07968 172703
Email:	sandbyhall@upp-ltd.com	Email:	simpsonshall@upp-ltd.com

Happy to Help

Activate the Home@Halls app to complete your inventory





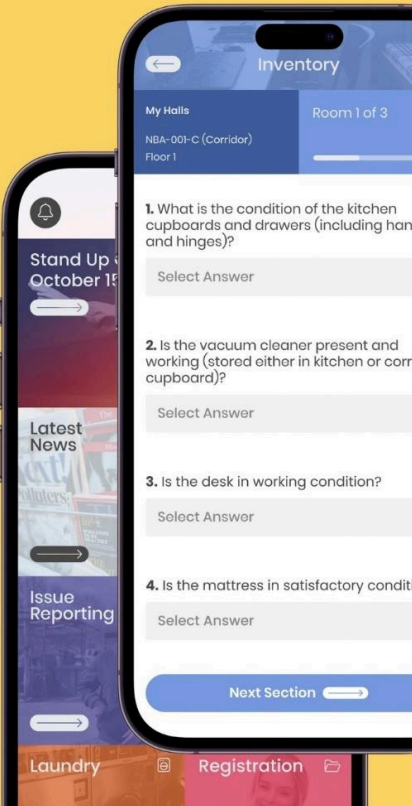
-  Look out for your personal registration email and download link from noreply@homeathalls.com
-  Once you have checked in and been handed your keys, your inventory will appear on the app home screen
-  You can now complete your inventory, making sure that you state any issues in your room by selecting the appropriate answer from the drop-down list
-  Tap complete and the app's other features will become available, including news and events from around your halls, an easy way to log maintenance issues, and much more!



Completing your inventory inspection is important to protect your deposits and avoid unnecessary deductions/charges

If you have any issues with the app, please speak to reception or email support@homeathalls.com



Help within your Residence:

UPP are responsible for the management and operations associated with your residential accommodation.

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

Remember to follow the instructions to download our app once you have received our onboarding email from noreply@homeathalls.com. You do not need to download this prior to receiving your onboarding email.

Help with payments:

For queries relating to fee payments, please contact the NTU finance team by visiting them at our Student Services Centre on campus or by calling: +44 (0)115 848 6500

Help with your applications or Residence Licence Agreement:

For enquiries regarding applications or Residence Licence Agreement please contact NTU's Student Accommodation Services Team on: accommodation@ntu.ac.uk +44 (0)115 848 2894



Accommodation Hub



Our Accommodation Hub is open:
09:30am - 16:30pm Monday -Thursday
09:30am - 16:00pm Friday
Goldsmith Street, City Campus



Looking to extend your stay?
We offer an in-person service and our team can help you review your options



Thinking of swapping or cancelling?
We'll talk through your options. You can apply for a room swap or cancellation here:
<https://myroom.ntu.ac.uk/StarRezPortalX/>



Need some more advice?
We offer guidance and recommendations on any accommodation queries

Login into our online booking system here 

International Student Support



We provide information and advice on:

Visas and immigration

Living in the UK

Working during your studies

Working after your studies

Information for EU and EEA students

Contact us

int.support@ntu.ac.uk

0115 848 2631

www.ntu.ac.uk/internationalsupport

Our office hours are:

8.30 am to 5 pm Monday to Thursday, and 8.30 am to 4.30 pm Friday.



Nottingham Trent
University

Moving In

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

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

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

Pre-Arrival

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

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

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

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

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

Once you have completed your induction, you will also be able to book your arrival slot for the best possible arrival experience.

Payment of fees

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





Inventory

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

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

Completing the inventory is an important step. Throughout the year, periodic quality checks will be carried out within the residence to ensure the residence is maintained. A final inspection will also take place on departure.

Top Tip

Remember to follow the instructions to download our app once you have received our onboarding email from noreply@homeathalls.com.

Room Contents

Bedroom

Each study bedroom is provided with:

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

Kitchen

Each kitchen is provided with:

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

Not Provided

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

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

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

Losses, breakages & damages

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

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

When moving out of the residence, a final inspection is undertaken, and charges may be applied for repairing or cleaning any fixtures and fittings damaged or left dirty on departure. If damage occurs in a shared area, costs will be apportioned to those responsible. Where the responsible person/s cannot be identified, costs will be apportioned equally between all persons entitled to use the area. Examples of repair costs are provided at the end of this handbook.

Access keys

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

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

Room access & Lock outs

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

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

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

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

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



Maintenance

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

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

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

In an emergency, contact a member of staff at Reception immediately. Our Maintenance Team will allocate a priority to respond to your requests:

Priority A - Attend & make safe within 1hr

Priority B - Attend & make safe in 24hrs

Priority C - 7 days

Priority D - Non-urgent

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

Fire Alarms, Shower heads & Other periodic testing

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

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



Utilities

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

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

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

Let's get you connected

Having problems getting online?

Our friendly customer service team is available 24/7 to answer any queries you may have.

0333 123 0115
my.glidestudent.co.uk/support
studentsupport@glide.co.uk
[@GlideStuHelp](https://twitter.com/GlideStuHelp)



Get the Glide Student App

Download our App
'Glide Support'.



App Store



Google play

Cleaning

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

Everyone wants to live in a clean and homely environment. In busy areas such as the shared kitchen, please respect the space by ensuring your dishes are washed, dried and put away, the surfaces are wiped, and bins are emptied. Work together to establish a rota and routine to be respectful of each other. If you require support, please let our Residence Team know.

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

Waste disposal

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

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

Condoms should be wrapped in several sheets of tissue paper and placed in the bin. Please do not flush condoms along with any other items such as wipes, cotton wool or feminine hygiene products down the toilet as they can cause blockages and problems with the plumbing. Razor blades should be returned to their safety packaging wherever possible before being placed in the bin. If this cannot be done, please wrap them in several layers of tissue or other paper.



Laundry

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

Residents are advised to supervise their own laundry to ensure nothing goes missing. Each Residence is supplied with an iron and ironing board, as Reception if you are not sure where.

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



Television Licence

If you are bringing your own personal TV or wish to watch live TV on a laptop or any other form of audio-visual equipment, please check that your usage complies with TV licensing laws. Licences and details about licensing can be found online at www.tvlicensing.co.uk.

Council Tax

Full-time students are exempt from paying Council Tax.

Pets

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

Bicycles

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

Personal Contents Insurance

As part of your accommodation agreement, you have basic contents insurance provided by Howdens. Take a moment to review your insurance cover so that you are satisfied that it is adequate for your needs.

Howdens provide top up cover at an additional cost for higher levels of [protection](#).

**Don't forget
to confirm
your contents
insurance!**



We've teamed up with Endsleigh, the student insurance specialist, to set you up with contents insurance so your belongings are protected during your stay with us.

Scan the QR code
to register with
My Endsleigh
and confirm
your cover



Love it? Protect it when you're on the go.

Do you need worldwide cover for theft, damage, mechanical breakdown, and loss? Explore additional cover options with **Protect Your Bubble** and get 15% discount when you insure up to two gadgets.

Protect your
gadgets when
you're on the
go and grab
15% discount



**Protect your
bubble.com**
by Assurant®

Register today and confirm your cover

Mail and Deliveries

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

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

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

Parking

Parking is available at Blenheim, Maltings, Meridian, Norton, Peverell and Simpsons. Parking is available to Residents who have purchased a parking permit. For the 2024/25 academic year this will be priced at £250. Permits applications are managed by the Residence Team and can purchase one of these mid-late August through your accommodation induction. Please note that all vehicles are parked at the owners risk.

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

By accepting a room at Byron, Gill Street the City of Nottingham or New Hall, the Resident agree to comply with the University's agreement with the local authority which states you are "Not to bring or keep any motor vehicle owned or in the custody of the student to the City of Nottingham other than a single trip at the beginning and at the end of a term to transport the student and his/ her belongings to the Residence".



Privacy & Confidentiality

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

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

Welfare & Safety

Welfare and Safety

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

Personal Safety

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

- Arrange transport home in advance.
- Avoid going to a pub, club or party alone.
- Don't become isolated from your friends
- Never leave your drink unattended.
- Never accept a drink from someone you don't know or trust.
- If you begin to feel drunk, dizzy or disorientated seek help from a trusted friend or a member of the pub / club staff.
- If you don't know or trust.
- Never walk home alone.
- If someone threatens you, shout and scream for help.
- If you are attacked, report it to the police immediately. Specialist units are available to deal with sexual offence in a sensitive and confidential manner.

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

Facilities Officers

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

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



Body Worn Cameras

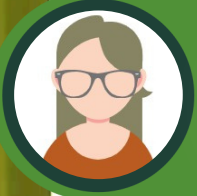
Some staff at NTU and UPP wear video recording equipment ('bodycams') in and around Halls, to help us maintain a safe and secure environment for employees, students and visitors. Images recorded on this equipment are subject to NTU and UPP Privacy Policies.

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

NEED SUPPORT?



Grace



Rebecca



Richard



Donna



Student Accommodation Support Officers can help you:

- settle into halls and make friends
- resolve disputes in your flat
- if you are worried about your flatmates
- to support your wellbeing & mental health
- if you are feeling down, worried, stressed or overwhelmed
- with any other problems that are affecting your time at university or your halls experience.

SUPPORT4HALLS@NTU.AC.UK

0115 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.

Wardens Service

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

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



Doctors

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

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

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

Local Hospital

Your nearest hospital and accident and emergency centre is: Queens Medical Centre, Derby Road, Nottingham, NG7 2UH

Police

In an emergency, please call 999 or alternatively 101 for a non-urgent matter. Information about your local police station or community officer can be obtained from Reception.

Resident Behaviour

Security

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

Noise

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

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

Parties

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

Overnight stays

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

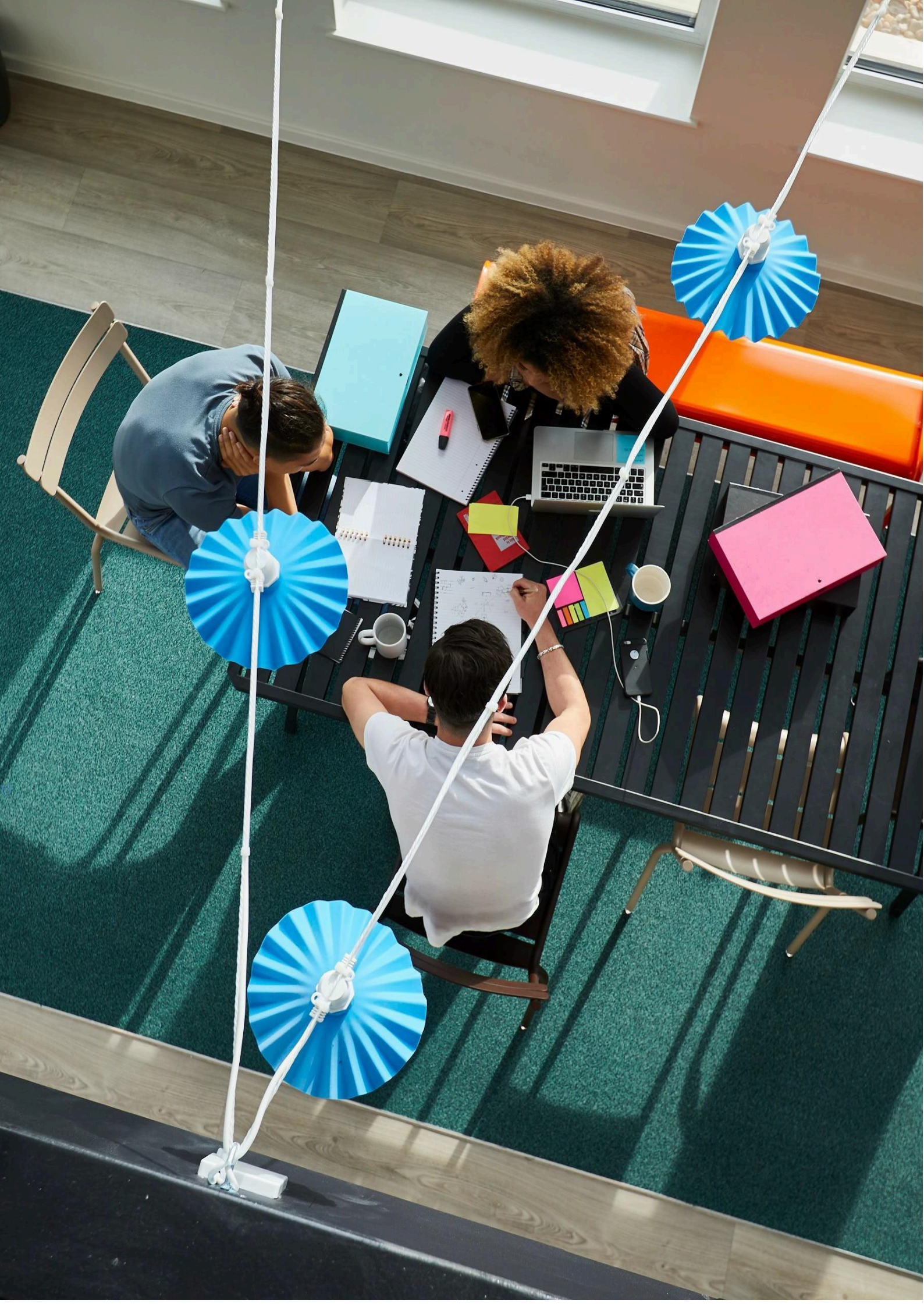
Guests are allowed to stay overnight in a student's room for a maximum of two nights per week.

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

Drugs

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





Fire Safety

Fire Safety

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

No-smoking policy

Smoking / vaping is not permitted within any area of the Residence. Should you wish to smoke, you may do so outside. Please ensure cigarette butts are disposed of correctly.

Fire Alarms

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

In the event of a fire, the alarm will continue, and you will need to leave your room quickly and proceed calmly to the fire assembly point.

Tampering with fire equipment

Please do not tamper with the fire alarm system. Tampering with fire equipment – including the unnecessary discharging of fire extinguishers, the removal of detector heads or false activations of break glass points maliciously - is a criminal offence.

Anybody found to be responsible for doing so may be excluded from University accommodation as well as being subject to disciplinary measures under the University's Student Code of Behaviour.

Smoke Detectors

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

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

Cooking

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

Candles

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

Electrical Appliances

All electrical items brought into the Residence which are recognised as being permissible should be fitted with a correctly rated fuse, a correctly wired plug, and a cable in good order. No electric blankets or electric duvets are to be used without a current safety test certificate. If you need any advice on this please contact your Residence Team.

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

What not to bring

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

- Plug in fairy lights.
- Any type of heating appliance.
- Any heavy-duty electrical appliance.
- Fridges, freezers or any other white domestic appliances.
- Deep-fat fryers.
- Offensive weapons (including dummy weapons used in re-enactments and air-guns).
- Barbecues and gas stoves.
- Gas appliances.
- Dartboards.
- Electric scooter.
- Sofas and armchairs; and
- Other items described in this booklet.

This list is not meant to be exhaustive, and the Residence Manager will discuss with you any other items which are deemed unsafe.

Fire Doors

All our doors are fire rated. In the event of a fire, please close all door behind you as this is one of the most effective methods of containing the spread of fire should one occur.

In event of a fire

The most important thing to do in an emergency is keep calm and be alert. This will enable you to think clearly and move quickly.

If a fire is detected, activate the fire alarm, leave the building immediately, closing all doors on the way out. Do not attempt to tackle the fire.

Do not re-enter the building until told that it is safe to do so.

A member of our Team is always on site to take control of the situation and alert the emergency services.

Our Team will ask Residents to move to a safe area and communicate with you regularly whilst co-ordinating the emergency response.

Feedback & Complaints

Feedback and Complaints

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

Examples of the response times to maintenance reported can be found on page 11, if you are unsure of an expected resolution, please contact your Residence Team who will be able to advise on your specific case.

Customer Satisfaction Survey

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

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

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

What to do if you have a complaint?

If you are dissatisfied with any part of our service, it is important that you let us know as soon as possible, but within 60 working days of the cause for concern.

Firstly, contact a member of staff at Reception, if we have made a mistake, we will try to put it right as soon as possible. Sometimes we may need to ask you to put your complaint in writing, this helps us understand your concerns fully and helps with our investigation.

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

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

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



Accommodation Arrangements

If you wish to change room

If you experience an issue within your room we would like to help you to resolve this. There is information on page 18 explaining the support available to you.

If after using this support we are not able to resolve the issue together, you may want to 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 not a guarantee that you will be able to a swap as it is subject to availability. If a successful swap is made, a charge of £30 per person will be payable once granted.

Extending your contract

If you wish to extend your period of stay beyond the end of your Residence Licence Agreement over the summer period, contact the phone or via accommodation@ntu.ac.uk.

Please note that you might need to move Residences or rooms in order to stay over summer.

Terminating your contract early

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

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

Moving Out

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

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

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

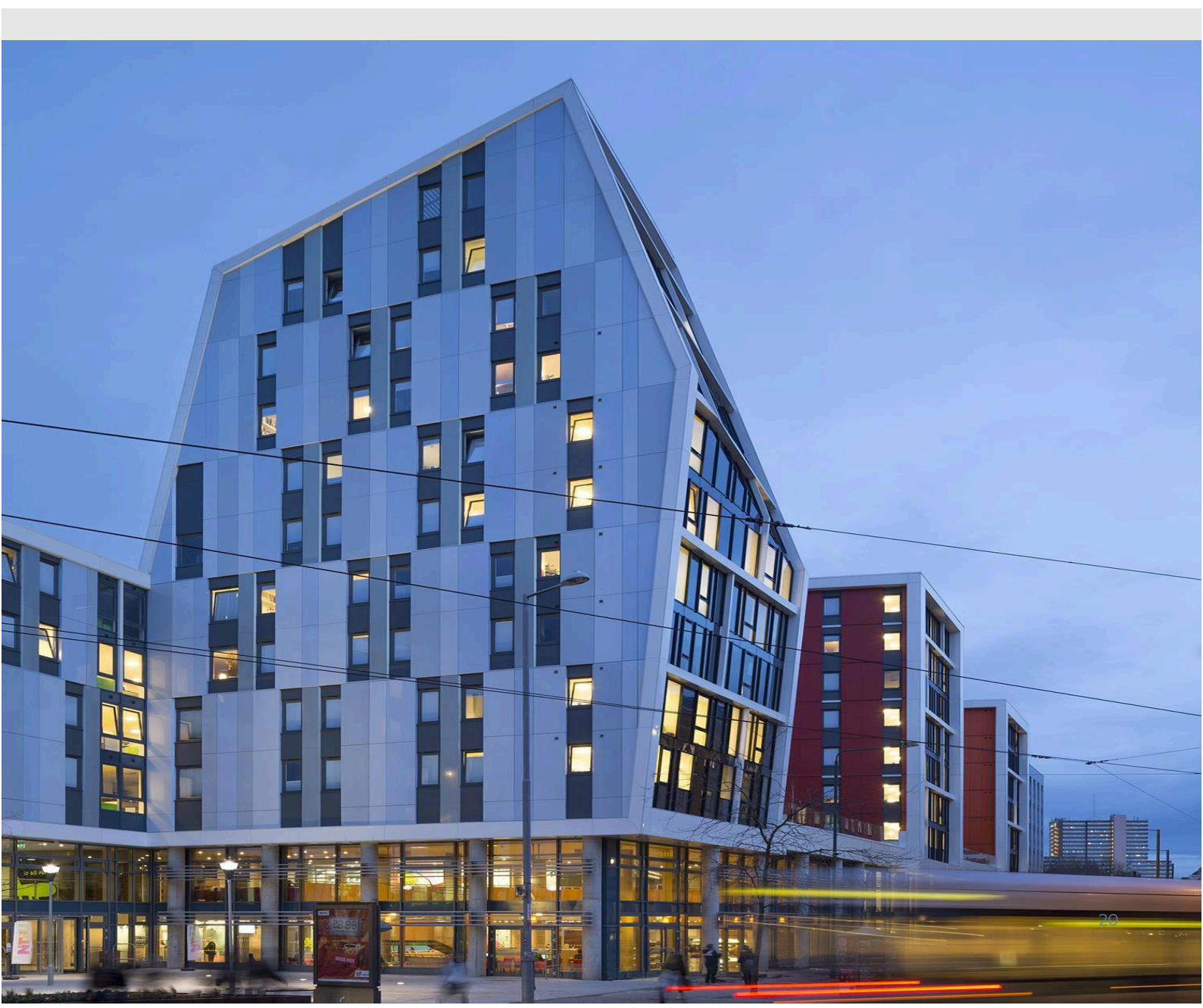
When you leave, we will check your room and flat, and compare its condition against the inventory.

On departure your room should meet the following standards:

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

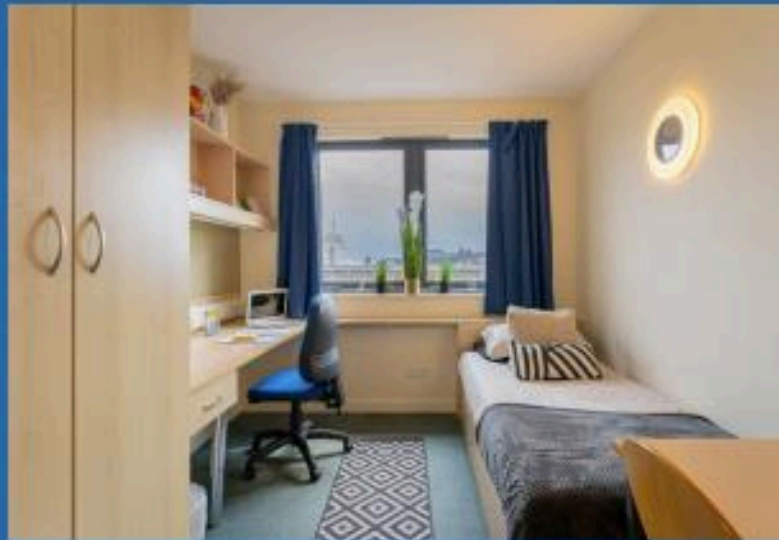
We will claim from you any losses suffered or expenses incurred to repair or replace items or works required to return the accommodation and its contents back to the standard expected.

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





**Staying in Nottingham over the summer?
Would like to extend until your 24/25
accommodation contract begins?
Returning to Nottingham for an event?
Have friends or family visiting?**



**Did you know that we
offer accommodation
within selected Halls
between July and Mid-
September.**

**For Summer 2024 we
have Ensuite rooms
available on both the NTU
City and Clifton
campuses**



**If you are interested in securing a room, please visit
[Welcome to the NTU accommodation portal](#) |
[StarRez Portal](#)**



Sport

Find the perfect fit for you.

Help keep your mind and body healthy with an NTU Sport Pink Membership that suits you! We are more than just a gym – fitness classes, court bookings and fitness package discounts are also included. Join the Pink Army today!



www.ntu.ac.uk/sport



0115 848 3219



**Scan me
to get yours!**

Download the NTU Sport App today





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



www.nationalcode.org

If things go wrong

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

