



# Collegiate UK

**RESIDENTS' HANDBOOK**



[WWW.COLLEGIATE-AC.COM](http://WWW.COLLEGIATE-AC.COM)

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**COLLEGIATE**  
UK

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WELCOME TO

# Collegiate UK

You're about to find out everything you need to know about your fabulous new home. Feeling a little nervous? Don't worry – we're here to help.

You are sure to have questions so have a flick through this handbook to find out the answers. If there's anything you're still unsure about, our on-site staff will be happy to help.

The handbook also contains a couple of house rules. Don't worry – there's nothing too tedious. Just a few simple guidelines to ensure that you and your fellow residents can feel free, safe and ready to enjoy your university years.

So, grab a cup of tea, settle down in your cosy new home and let us guide you through life in your new home.

Read. Relax. Enjoy.



# GENERAL INFORMATION

## How we will contact you

The email address you gave us when you booked will be how we contact you – so please ensure you check your messages regularly. If you'd like us to use a different email address, please let a member of our friendly Residence Team know.

There are plenty of notice boards dotted around the site, as well as digital screens in reception to keep you up to date with what's going on. Please check them as you pass to keep up to date with all the exciting events, as well as general information about the building.

## Mail

There are post boxes on-site where mail is delivered at most of our properties. Please ask one of our friendly team at the reception desk where these are located or any other system we may have in place.

Any larger mail/parcels will be stored in the parcel room. If your parcels need signing for, a member of the team will be happy to do this with the courier.

Parcelsafe Place is used for secure and efficient parcel management at our reception area.

### Courier Drop-off:

- The courier arrives at reception.
- Scans the parcel, which also captures a photo of the item.
- Hands over the parcel to the site team for storage.

### Student Notification:

- The resident receives an email with a QR code once the parcel is logged.

### Parcel Retrieval:

- The resident comes to the reception.
- Uses the QR code to retrieve and sign for their parcel.

This system ensures secure handling and efficient retrieval of parcels, enhancing convenience for both the site team and the residents.

# WE CAN FIX IT

Can't find your keys? Got a leaky tap? Whatever you need, we're here to help.

## Lost your key card or locked yourself out?

These things happen, so don't worry. We can help; if you lose your key card/fob/key, we can replace it for a small fee. You just need to request a replacement from the Residence team.

If it is out of office hours, and our team are not at reception, you can contact the Out-of-Hours Team who will arrange the replacement key for you. These contact details can be found in your 'Moving In Guide' or at reception when you arrive.

## Got a maintenance issue?

Things wear out and things get broken, it's a part of life.

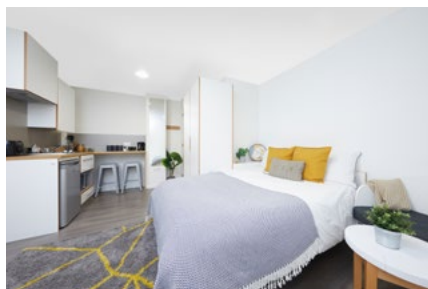
If you need a repair or maintenance work in your room or notice a problem in a communal area, simply log the issue via your Collegiate UK Resident Portal. Once logged, you'll receive a maintenance ticket and the portal will be regularly updated with the ticket status.

The repair will be carried out in accordance with an agreed schedule of priorities and a time will be arranged for our maintenance team to come and carry out the repairs. They will always knock before entering a bedroom.

## Need an emergency repair?

You can report the repair on your Collegiate UK Resident Portal however we strongly recommend that you seek out a member of the onsite team face to face, so we can prioritise any emergency appropriately. Emergency repairs include; burst pipe, hot water, health and safety concerns, no water/pressure issues, heating issues.

If you have an emergency maintenance issue outside of maintenance staff working hours, you can report it to our out of hours team. They'll immediately contact the appropriate person to investigate the issue.



# YOUR RENT

For those residents paying in instalments, your payment dates are:

## 4 instalments option:

- 1st instalment due 10 days before the contract start date
- 2nd instalment due on or before 25th September 2024
- 3rd instalment due on or before 15th January 2025
- 4th instalment due on or before 23rd April 2025

## Single full payment - due 10 days before the contract start date

Quick Tip! These can also be found on page 4 of your tenancy agreement which can find on the Collegiate UK Resident Portal.

Please note that we don't accept cash or cheque payments on site. Payments are made via the Collegiate UK Resident Portal or we can take card payments at reception too!



# ARRIVING IN A NEW COUNTRY

## Opening a bank account

You need to be in the UK in order to open a UK bank account, so make sure it's one of the first things you do once you arrive. It is the safest way to manage your money.

Opening a bank account can take a week or more, so make sure you've got enough cash for your first few weeks here.

To open a bank account you'll need to check individual bank requirements. Most will want to see your passport and introductory documentation from your university detailing your personal details and course of study.

Once your account's open, speak to your university or go to [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) for advice on budgeting and managing your money.

## Student Travel Reduction Cards

Want to see more of the UK during your university days? A 16-25 Railcard and/or a Coach Card can save you a considerable amount if you explore by train or coach.

The 16-25 Railcard costs £30 for one year or £70 for three years, and gives you a third off your rail travel in the UK. To get this you will need proof you are a student, your passport and a passport-size photo. The card can be purchased at any train station ticket office. For further information see: [www.16-25railcard.co.uk](http://www.16-25railcard.co.uk)

The Young Persons Coach Card can be bought at National Express coach offices or online. This card costs £12.50 for a year or £30.00 for three years and gives you 30% off all coach travel in the UK. To get one you simply need proof that you are a student.

For further information see: [www.nationalexpress.com/waystosave/young-persons-coachcard.aspx](http://www.nationalexpress.com/waystosave/young-persons-coachcard.aspx)

## Mobile phones

Mobile phones are cheap to buy, but expensive to use, so be careful not to accidentally run up a big bill by spending hours on the phone to another country.

If you choose a contract, the phone will be cheap or free, but make sure you check the monthly payment and call charges before signing and remember that there's often a compulsory monthly charge. You will need an enrolment letter from your university to take out a phone contract.

Pay-as-you-go is the no-contract, no credit check, no-commitment, no-monthly bills way to get a mobile phone. However, you always pay a lot more to buy the initial phone and calls are generally more expensive than on contract mobile phones. On the plus side, you don't need to provide a proof of enrolment letter from your university.

For information on mobile phone companies and to see prices see: [www.mobiles.co.uk](http://www.mobiles.co.uk)

# COLLEGIATE UK RESIDENT EXPERIENCE

Communal student living is all part of the university experience. At Collegiate UK we want to ensure that you have a great environment, friendly people and a real sense of community. At the same time, you also have your own space. We want you to enjoy your time at uni to the full and to look back at it fondly when the time comes to move on.

Our resident events and activities are based around a student-led framework to give you the best opportunity to experience everything we have to offer!

**Community** – we aim to create a sense of community at our residences, so our residents feel that they belong.

**Lifestyle** – We will hold events and activities that celebrate and recognise different cultures across the world, including getting the chance to immerse yourself in British culture too.

**Wellbeing** – We understand the pressures which come along with moving away from home and taking up a degree in a new city. We hold activities and events with your wellbeing in mind, to support you through your stay with us.

**Memorable** – we want to make our events and activities memorable, so you can create great memories of your time with us with your friends.

Our residence team will arrange events and activities throughout the academic year to help you get to know your flatmates, relax and enjoy your time with us!





# INTERNET

Access to unlimited WiFi is included in your stay. Your internet will be provided by either ASK4 or Glide. Please search for this WiFi network, connect and wait for a pop-up screen to appear which will ask you to create an account for your stay. Once completed, this will give you full access.

**For any connectivity issues, please contact the internet provider:**

ASK4: [+44 \(0\) 114 303 3232](tel:+44201143033232)

Glide: [+44 \(0\) 333 123 0115](tel:+44203331230115)

# ASK4



## WiFi CONNECTION

- 1 Connect to **"ASK4 Wireless"** WiFi network
- 2 Go to **signup.ask4.com**
- 3 Follow Signup Wizard

## WIRED CONNECTION

- 1 Connect Ethernet cable from computer to wall socket
- 2 Go to **signup.ask4.com**
- 3 Follow Signup Wizard

## GET THE APP

Install the app now to manage your ASK4 account and get all the help and support you need, direct from your smartphone. Simply search for "ASK4 Support" in the App Store or Google Play.



This content is also available at [support.ask4.com](http://support.ask4.com)

## ADD ADDITIONAL DEVICES



- 1 On your new device, log into **myaccount.ask4.com**
- 2 Click on **"Enable this device"**

No web browser? No problem! You can also add your device's MAC address at [myaccount.ask4.com](http://myaccount.ask4.com) to get connected



### Step 1: Connect to Glide Wi-Fi

- Scan for available Wi-Fi networks and **select Glide** or connect your device using an **Ethernet cable**.
- Open a **browser** and you will be re-directed to the Glide welcome screen.
- Click **Get Started**.

### Step 2: Choose your service

- If you only have an inclusive product at your property, go to Step 3 below.
- If you have upgrade options available at your property, click the basket icon next to the product price to add it to your basket.
- Click **Proceed to Checkout**, where you can review your purchase before selecting **Continue**.

### Step 3: Create account

- Complete all fields and click **Register**. If registration has been successful, a confirmation screen will be displayed and you'll be automatically logged in.
- If a payment is required, enter your payment and billing details. Click **Pay Now** to accept terms and conditions. If the payment is successful, a confirmation screen will be displayed and you'll be automatically logged in.

### Step 4: Go online

- You'll receive an email confirming your order.
- You can now get online and start browsing.



#### Need help?

- 0333 123 0115
- [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk)
- @GlideStuHelp

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#### Get the Glide Student App

Download our App 'Glide Support'.



App Store



Google play

# COMMUNAL LIVING

## Top Tips For Communal Living

We want to make sure that our residents and our staff are safe and secure, maintaining a comfortable living environment where everyone can thrive. Everyone should be respectful of others and their surroundings.

To ensure that everyone enjoys their time with us, so we ask everyone to stick to a few simple guidelines.



### Respect each other's space

There are many areas marked as common areas and everyone should feel comfortable and happy using these spaces. Please ensure you leave the communal areas clean and tidy. If you are using one of the TV lounge or study rooms, please leave it tidy for the next residents to use.

### Your guests

One guest is welcome to stay for up to 3 consecutive nights per week. Any overnight guest must sign in with the Residence Team using the Sign In iPad at reception. Your guests should not cause any nuisance or annoyance to anyone, as per your Tenancy Agreement and Collegiate UK online induction. Guests should be always accompanied by a resident. Additional consideration should be applied when using shared areas, to avoid inconveniencing other residents.

Please discuss any requests for multiple guests or longer stays with the onsite management team as this may not be suitable for certain areas or room types.

### E-Scooters

E-scooters are not permitted on site. You may store your E-scooter in the cycle store but they cannot be used anywhere on the property.

Whilst we appreciate that charging the scooters in your room may appear harmless, there is an increased risk of fire due to battery malfunction/overheating and as such our insurance does not allow for them to be inside the premises.

We would therefore be grateful if you could use alternative charging methods and ensure that no e-scooters are brought inside the building.

## **Be considerate about noise**

Not everyone shares your taste in music, and even if your whole flat loves your latest download, the person downstairs trying to study might not appreciate a thumping ceiling. Try to keep noise to a minimum, especially after 11pm and before 9am - if you can hear your music outside of your room, then the chances are that everyone else can too.

Try to be quiet coming in and out of your flat as well, especially at night when others might be sleeping. Remember that all doors in the building are fire doors - so if you don't close them quietly, they will close themselves with a loud thud!

## **Smoking**

Smoking is illegal in any public place or workplace in the UK, making this building a smoke-free zone. This includes your bedroom, bathroom, kitchen, communal areas, and the roads, paths, or pavements immediately outside the building. This ban covers all smoking substances, including but not limited to cigarettes, vapes, roll-ups, pipes, hookahs/shisha pipes, and cigars.

## **Alcohol**

Alcohol consumption is permitted in designated areas, as long as all containers are properly recycled or disposed of and the area is kept clean and free of spills. Bulk containers, such as kegs, are not allowed. Residents who violate UK alcohol laws will be required to meet with the General Manager and will be reported to the relevant authorities.

## **Drugs**

We recognise that living away from home, especially for the first time, can present opportunities to explore new experiences. While many of these experiences can be positive, it's also common to feel pressure to conform to a new group and participate in activities you might not typically choose.

Drug and Anti-Social Behaviour Policy - We comply with the Misuse of Drugs Act (1971). We have a zero-tolerance policy towards drug use and will always report incidents to the police. If illegal drugs or drug paraphernalia are found, we will notify the police and fully cooperate with their investigations, which may result in prosecution.

## **Shared Kitchens**

The kitchen is a shared space, and it's important that everyone feels comfortable using it. Please clean up after yourself to keep it tidy for your flatmates. Leave it how you would like to find it. To avoid conflicts, we suggest establishing a rota for cleaning and emptying the bins.

## **It's good to talk**

If there is a problem between you and your flatmates, the best solution is to have a conversation. Discussing things over a coffee is often the easiest way to resolve issues. Treat your flatmates how you would like to be treated, and we're sure you will all get along fine! If you're finding this difficult, please feel free to talk to a member of our team.

## **Anti-social behaviour**

**Our Commitment** - We are dedicated to maintaining a safe, secure, and supportive environment for all our residents. To manage anti-social behaviour and drug-related issues, we follow a structured approach.

**Our Process** - If any incidents or complaints arise regarding anti-social behaviour or drug use, we will take the following steps:

- **Incident or Complaint Received:** If we receive a complaint or become aware of an incident, we will address it promptly.
- **Green Meeting:** We will meet with you to discuss the issue and determine if the behaviour occurred.
- **Outcome:** You will receive a green letter or an acknowledgment letter based on the meeting's findings. We will inform the complainant that a meeting took place.
- **Amber Meeting:** If a second incident occurs, we will hold another meeting with you.
- **Outcome:** You will receive a final warning and an amber letter. We will inform the complainant, and notify your guarantor and university if applicable.
- **Red Meeting:** For a third incident, we will meet with you again to discuss the issue.
- **Outcome:** We could start eviction proceedings and send you, your guarantor and the University a red letter.

In exceptional cases, severe situations or when police are involved, we may skip some steps and move directly to more serious actions. We are here to support you in maintaining a positive living environment.

**Your Responsibilities** - As a resident, you are expected to:

- Follow property rules and regulations
- Avoid causing nuisances or annoyances
- Dispose of waste regularly
- Be responsible for your visitors
- Refrain from committing any criminal offenses or harassment
- Not tamper with fire safety equipment
- Not smoking inside the property (use designated smoking areas)

# BUILDING SAFETY

Collegiate UK is committed to ensuring the health, safety and welfare of all residents, staff, visitors and members of the public.

Collegiate UK follows and adheres to all relevant Occupational Health & Safety Regulations. We have a dedicated Health & Safety Manager on hand to support our site teams and residents.

## **Appointed staff (Residence Team) oversee the following areas:**

- Health and safety – premises
- Risk assessments
- First Aid/Mental Health First Aid
- Student behaviour and safeguarding

It is the responsibility of each and every resident to play their part and to act in a safe way and such that he/she does not cause risk to him/herself or other residents or third parties. If you have any concerns please reach out to the Residence Team.

## **Build Safety Act 2022 - keeping you informed**

The safety and wellbeing of our residents are our top priorities. In compliance with the Building Safety Act, we have a Resident Engagement Plan in place to ensure that we can keep you informed and seek your input whenever necessary.

## **What is the Building Safety Act?**

The Building Safety Act 2022 came in to force on 1 April 2023 and was introduced in the wake of safety concerns for occupants of high-rise buildings, over 18 meters (7 storeys) after the 2017 Grenfell Tower tragedy. The legislation is intended to improve the design, construction, and management of higher-risk buildings.

The new legislation empowers residents in high-rise buildings to have a greater say in how their building is kept safe. Residents will be able to raise building safety concerns directly with the owners and managers of their buildings.

## **As part of our duty to you, we must:**

- Prepare and distribute a Resident Engagement Strategy.
- Engage with you about the safety of our buildings and carry out duties relating to the resident engagement strategy.
- Keep, update and provide information about the building and any legislative changes that may affect your safety.

## Collegiate UK's Resident Engagement Strategy

### Communication

We want to ensure that we are providing clear, consistent and regular communication with you about safety related matters. We'll be communicating with you in the following ways to make sure you stay involved and informed:

- **Notice Boards:** Display important safety information in communal areas.
- **Digital Screens:** Regular updates on upcoming works and project progress.
- **Digital Platforms:** Use email to provide updates.
- **Safety Bulletins:** Urgent safety alerts and updates will be communicated via email.
- **Resident Handbook:** Digital guide to living in a Collegiate UK property with details about safety in our buildings and our Resident Engagement Strategy.

### Consultation and involvement

We want to make sure we are able to listen and react to feedback and input from you. We'll be sending out surveys and feedback forms where necessary, and you can report safety issues in the following ways: to make sure you stay involved and informed:

- **Surveys and Feedback Forms:** Regular surveys to gather resident input on planned projects to minimise impact.
- **Maintenance Reporting System via Collegiate UK resident portal:** A simple and efficient system for residents to report maintenance/safety concerns, accessible online.
- **Speak to a member of our Residence Team:** We have reception staff available 24/7 who are there to listen and help with any health and safety concerns.

### Safety Education and Training

We want to educate our residents on safety protocols and emergency procedures and will do this in the following ways:

- **Resident Handbooks and Moving In Guides:** Safety information for all new residents, covering fire safety, evacuation procedures, and reporting hazards.
- **Workshops and Drills:** Quarterly fire drills and annual safety workshops.
- **Pre Check-In online induction:** Safety and wellbeing information and documentation.
- **Arrival orientation:** New residents are shown around the property highlighting essential safety information (eg Fire Escapes).
- **Drills:** Bi-annual fire drills.
- **Online Resources:** Access to the Resident Handbook and Pre Check-In safety information via the Collegiate UK Resident Portal.

## Transparency and Information Access

Our residents should have easy access to safety-related documents and records and we will make these available over the coming months via our online portal, where residents can access safety reports, maintenance schedules, risk assessments and inspection outcomes.

## Emergency Response and Reporting

Ensure our residents know how to respond to emergencies and report safety concerns.

- **Emergency Contact Information:** Display emergency and out of hours contact numbers in all common areas.
- **Maintenance Reporting System via Collegiate UK resident portal:** A simple and efficient system for residents to report maintenance/safety concerns, accessible online by logging into the Resident Portal.
- **Emergency Drills:** Conduct regular emergency evacuation drills and review their effectiveness with resident feedback.

## Ongoing Engagement and Improvement

It is our aim to continuously improve safety measures through resident involvement and feedback in the following ways:

- **Regular Survey:** Bi-annual Investors In Students Survey with input from residents and residence teams.
- **Feedback Loop:** All resident feedback is acknowledged, reviewed, and acted upon via action plans where appropriate, with outcomes communicated back to residents.
- **Safety Audits:** Annual Health and Safety with resident representatives to identify and address any new or ongoing concerns.
- **ANUK Audit:** Spot checks, engaging with residents for their feedback relating to safety concerns.

The full Resident Engagement Strategy formed a part of your pre check-in documentation, and you can also find it on our website, [here](#).



# FIRE SAFETY

It's vital that you know how to prevent fire and what to do if one happens. Please refer to the fire evacuation procedure notice located on the notice boards around the building.

1. Know your escape route - it is shown on the fire evacuation procedure notice.
  - When you arrive in your new room make sure you know where the nearest fire exit is. Read the fire notices dotted around the building so that you know your escape route from other areas as well.
  - Make sure you know where the evacuation assembly point is – details of this are located in your room and also in reception.
2. Keep access and fire exits clear.
  - If you notice any obstruction to fire exits, please let a member of the team know. Bicycles must not be kept in your room or in the way of an escape route.
3. Know what to do if a fire alarm sounds.
  - Refer to your evacuation procedure. Do not use the lifts.
  - Make your way to the evacuation assembly point – location details are displayed clearly at reception, at each exit point and emergency break glass point.
  - If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.

## Fire Alarm

The fire alarm system is tested on a weekly basis. Test alarms last no longer than ten seconds. If the alarm lasts beyond this time, please carry out your evacuation plan.



## General Fire Prevention

If the fire alarm activates then you **MUST** evacuate the building regardless of time of day. You **MUST** go immediately to the fire evacuation assembly point.

Do not misuse any firefighting/prevention equipment, this equipment is there for your safety and the safety of others in the building. It is essential that it is always in full working order. The equipment in your building will be checked once a week by the Residence Team.

Please do not tamper with any smoke detectors. In the event of tampering, you will have to pay for an engineer to ensure that it is still in full working order. It can cost £250 or more for a call out.

Do not bring furniture into your room or kitchen that has not been pre-approved by the Residence Team. This is to ensure that it complies with Health and Safety standards.

Do not prop open fire doors, including the terrace area.

There is no smoking in any part of the building. Please do not smoke next to the front entrance where people regularly walk past or next to someone's window. Always put your cigarette end in the bins provided.

Do not let combustible waste build up in your bedroom or kitchen. The following items are not permitted due to being a fire hazard:

- Chip pans
- Deep fat fryers
- Halogen Lights
- Candle and oil burners
- Fireworks
- Barbeques
- Incense burners
- Other naked flames



## **We Need You!**

The building safety reforms are designed to help ensure that your home is safe and that you feel safe. The reforms apply to high-rise buildings in England, but Collegiate UK have applied it to all our properties. They'll help to protect you from fire and structural problems in your home.

Each high-rise building will have an accountable person (the General Manager) who will need to make sure that your building is safe. But you'll have a part to play.

As a resident, you must not:

- Do anything that creates a significant risk to your building's structural safety
- Do anything that creates a significant risk of causing or spreading fire in your building
- Damage or remove any of your building's fire safety measures, such as smoke detectors, fire alarms, fire doors, and fire extinguishers

The General Manager will also need to keep you informed about your building. In some situations, they'll need to ask for your views.

## **Residents' Panel**

The Building Safety Regulator (BSR) formed a Residents' Panel (the panel) to ensure residents are placed at the heart of the new regulatory regime.

The purpose of the Residents' Panel is to make sure residents have a voice in the work of BSR and can give their views about:

- Resident Engagement
- How residents escalate safety concerns to the regulator
- The regulator's strategic plan
- Other matters that affect them

If you have any concerns advise the Residence Team, who will escalate to the Health & Safety Manager to address.

# GOOD HOUSEKEEPING

## Clean Living

### Your Kitchen

None of us like domestic chores, but it's important that your kitchen is kept clean. We'll be making regular checks (don't worry, we'll let you know beforehand when they will be) and we'll let you know if your kitchen fails any inspection.

### Your Room

It's up to you to keep your room and bathroom clean. Our regular checks are to ensure that they meet our health and safety standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge.

Please remember:

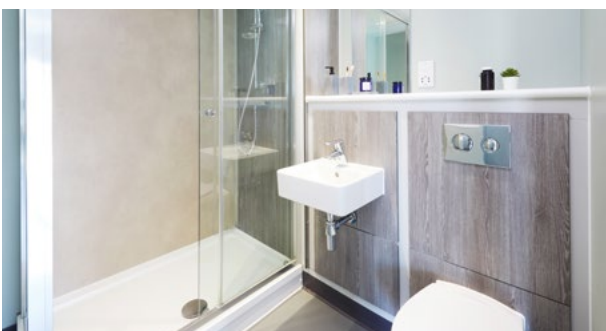
- Please don't use abrasive cleaning products.
- Please don't put up posters or pictures other than on your notice board.

### Your Bathroom

It is important that you regularly clean and disinfect your shower head. This helps to control and manage the risk of exposure to Legionella. You can find bathroom friendly detergents and disinfectants from any shopping stores including Tesco, Morrisons, Asda, Sainsbury's, Lidl and Aldi. Also please don't forget that you should not use hair or clothes dye in the bathroom as it will stain the shower pods!

### Your Pets

Pets and animals will not be permitted without the prior written consent of the landlord.





# YOUR HEALTH & SAFETY

## Good health

If you're feeling unwell you can get an appointment with a doctor or nurse at the university's health centre. For out-of-hours health advice, you can call the NHS on 111 – always get advice in person from a medical professional if anything persists or if you're worried.

## Health care in the UK

Non-emergency healthcare matters are dealt with by doctors known as General Practitioners (GPs), in local surgeries. You need to register with a doctor before you are treated, so do this within the first week of your arrival. You can register with a GP by going to the doctor's surgery and filling out a form. Names and addresses of doctors can be obtained from: [www.nhs.uk](http://www.nhs.uk)

You do not need to pay to register with or to consult with an NHS doctor.

## Dentists

Although dental treatment is available on the NHS, it is not always free. You can choose which NHS dentist you want to be registered with (it does not need to be the dental practice closest to your residence), but you need to be registered with a dentist before you receive treatment from them. To find a list of NHS registered dentists see: [www.nhs.uk](http://www.nhs.uk)

## Wellness

We take a holistic approach to your wellness and our residence teams are here to fully support you and help you to settle into your new home. Our Residence Managers and Assistant Managers are fully Mental Health First Aid trained by MHFAE and we have strong links with all universities in all our cities, so there will always be somebody on hand to support you.

## Student Assistance Programme

We have partnered with Health Assured to provide you with wellbeing support throughout your time at university. They are there to help with personal and professional problems that could be affecting your student life, health and general wellbeing. They are also able to extend their support to your partner and dependants. The helpline is available 24/7, 365 days a year, but there is wealth of additional resources available on their 'Wisdom' app, all completely free for you to use during your time with us.



# My Wellbeing Services



## Home Life Support

If you're having trouble balancing your budgets, debt, or civil disputes, we have expert advisors here to offer the support you need.



## Student Life Assistance

Our work-life advice is dedicated to supporting you through professional issues, whether it be returning to work or coping with change.



## Physical and Emotional Health

We have a range of resources aimed to support you both physically and emotionally, from managing anxiety to simple breathing techniques.



## Wellbeing Resources

We recognise the value of self-help tools, which is why we provide a range of wellbeing modules, factsheets, and invaluable video counselling.\*



## 4-Week Health Plans

Our 4-week plans are designed to support your health goals, whether that be eating healthier, quitting smoking, sleeping better, or coping with pressure.



## Mini Health Checks

How are you feeling today? Take a minute to check in with yourself by using the health checks to assess and support your health and mental wellbeing.



## Health Calendar

The health calendar raises awareness of different health concerns each month, awareness days, and how to prevent issues from arising.



## Wellbeing Webinars

Our webinars provide topical information and coaching to guide and educate on a range of mental health issues.



## Wisdom App

Wisdom is your guide to health and mental wellbeing. The brand-new features are designed to help track your wellness, improve your mental health.

Download the Wisdom App

Unique code:



\*Clinical assessment will be needed, to help support expectations.

## Keeping yourself and your flatmates safe

Follow these simple tips to ensure that you, your flatmates and your belongings are kept safe and sound.

Close your windows and lock your doors when you go out. Make sure that the door to the building and the door to your flat and study bedroom are kept locked at all times – even when you're in. When you're out, keep your bedroom door locked to protect your possessions.

Make sure you know what to do in the case of fire and that you comply with any other health and safety regulations.

## General Safety

Keep the main entrance doors locked at all times and do not prop them open.

Be aware of any strangers on the premises. It will take a while for you to recognise all tenants in the building, but if someone is acting suspiciously, let the Residence Team know. If it's out of office hours, contact the out of hours team.

If your room is at ground level, do not leave your window open when you're not there, always make sure that you put any valuables out of sight and close your venetian blinds so that people can't see in.

Always carry your keys and/or key card with you and never pass them to anyone else.

## Other useful contacts:

Samaritans | 0845 790 90 90 | [www.samaritans.org](http://www.samaritans.org)

Student Loans Company | 0300 555 0505 | [www.slc.co.uk](http://www.slc.co.uk)

Sexual Health | 0131 536 1070 | [www.nhs.uk/Livewell/Sexualhealthtopics](http://www.nhs.uk/Livewell/Sexualhealthtopics)

Victim Support | 0845 30 30 900 | [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

Alcoholics Anonymous | 0845 769 75 55 | [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

British Pregnancy Advisory | 03457 30 40 30 | [www.bpas.org](http://www.bpas.org)

Debtline | 0808 808 40 00 | [www.nationaldebtline.org](http://www.nationaldebtline.org)

Drugs Advice & Helpline | 0800 77 66 00 | [www.talktofrank.com](http://www.talktofrank.com)

# CONTENTS INSURANCE

Contents insurance is included in your stay with us at no extra cost. We have partnered with a residents insurance specialist, Endsleigh, to help you protect your belongings while they're in your home!

It's important to register with the My Endsleigh app so you can check your insurance policy and discover what's covered during your stay with us.

Register with My Endsleigh here: <https://my.endsleigh.co.uk/registration>

Download the My Endsleigh app on your phone:

**Download for Android**

**Download for iOS**

## **What does the app do?**

There are many other great perks included in the My Endsleigh app such as:

- View your insurance policy documents - check what's covered and what isn't!
- Quick access to an online claims portal, if you need it
- Buy student-friendly worldwide cover for gadgets and possessions against theft, damage, mechanical breakdown and loss
- 24/7 access to a wellbeing service that includes advice, counselling, financial & legal information and bereavement support
- Information, blogs and views on life at university, budgeting, mental health and more

## **Some exciting additions coming to My Endsleigh soon**

- Get cash for your old devices - trade in your old phone or tablet and get cash for your old tech. Earn extra cash and reduce waste – easy.
- Howden Careers Hub\* – looking for a great career choice? Check out the Howden Insurance careers hub for information on careers opportunities, training and personal development.
- Prospects – find out more about graduate jobs, postgraduate study, work experience, internship opportunities and careers.



# GREEN LIVING

We can all do more to make the planet a greener place, starting with how we behave in the home. Please help us make Athena Hall a greener place by ensuring we're more energy efficient around the development.

**Lights** – always switch lights off if you're not using a room.

**Recycle** – recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on-site.

**Heating** – do not leave the heating on AND your window open at the same time.

**Be a user** – Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: [www.uk.freecycle.org](http://www.uk.freecycle.org)

**Book swap** – you can re-use other people's textbooks and let them use yours for free on sites like: [www.paperbackswap.com](http://www.paperbackswap.com) All you have to pay for is shipping. You can also buy second hand books from: [www.amazon.co.uk](http://www.amazon.co.uk)

**Water** – turn off the tap while brushing your teeth to conserve water. And when boiling a kettle, save electricity and water by never boiling more water than you need.

**Reuse paper** – before you throw away that page you printed by mistake or that paper covered in editing marks, how about using the other side to take notes in class, or chop it up to use as shopping lists and reminder notes?

**Turn off your computer** – reduce your energy consumption by turning off your computer when you're not using it.

**Be thrifty** – instead of buying an expensive new outfit or gadget, you can save some cash and help out the environment by shopping at a local charity store. Charity store shopping is another form of recycling – you reduce the energy used by factories to make new items, as well as picking up some great, vintage bargains for your wardrobe.

**Spend less time in the shower** – cut down your shower time by just two minutes to save water and electricity. It also means you can enjoy an extra two minutes in bed every morning!

**Go paperless** – save trees by going online and changing your bank account and any credit cards to paperless billing.

**Reuse your bags** – avoid plastic bags by purchasing a couple of reusable shopping bags. They can be used for everything, from food shopping to carrying your lunch, books or even a laptop.

**Recycle your old mobile phone** – – earn cashback when you upgrade your phone by visiting: [www.moneysavingexpert.com/phones/mobile-recycling](http://www.moneysavingexpert.com/phones/mobile-recycling)

**Consolidate your hair care products** – buy 2-in-1 shampoo and conditioner to halve your hair product waste.

**Wash clothes at a cooler temperature** – modern washing powder means that 30 degrees should be warm enough to wash your clothes. You'll save electricity and your clothes will last longer due to the reduced heat damage that they suffer.

# NATIONAL CODE

## National Code Assured Accommodation

All Collegiate UK student accommodation in the UK is covered by the ANUK / National Code for accommodation owned or managed by non educational establishments.

### Benefits for residents

The most obvious reason for choosing to live in a development covered by one of the ANUK/Unipol National Codes is that they provide reassurance: Reassurance that the accommodation is safe and well managed; and reassurance that, should any problems arise, there exists a mechanism to help get them resolved.

### Compliance with benchmark standards

Members of the Codes voluntarily agree to comply with benchmark standards that relate to both the physical condition of a building as well as its day to day management. This means that, amongst other things, residents living within a building covered by the Codes can expect:

- Buildings that meet or exceed the local authorities fire safety requirements
- Sufficient bathroom and kitchen facilities
- All repairs to be completed within agreed timescales
- Advanced notification if managers need to access rooms and/or flats to undertake routine inspections or planned maintenance
- Managers of buildings to act in a professional and courteous manner at all times.



# YOUR CONTRACT WITH US

Your contract with us is legally binding, so please make sure you're clear on its terms and conditions. Here's an overview of some of the key facts:

You are bound to the full contract period – if you leave before the contract ends you will not receive a reduction in rent.

You must pay your fees on the due dates stated on your contract – outstanding debts will be passed on to an external debt collecting agency. Once your debt has been passed on to the agency, you will be liable for all legal charges.

Your Residence Team may need access to your room for room inspections, maintenance and repairs, as well as for showing prospective residents around during open days. We'll always give you at least 24 hours' notice (unless it is impractical to do so).

Collegiate UK does not accept liability for the loss or damage to any resident's property, whatever the circumstance. Contents insurance with Endsleigh ([www.endsleigh.co.uk](http://www.endsleigh.co.uk)) is included in your rent. Please refer to your Endsleigh leaflet for upgrade options.

If you're unsure of your full legal obligations, please double-check your contract agreement and let us know if you have any queries.

## Council Tax

You need to upload your council tax exemption form to your Collegiate UK Portal to avoid any charges. As a resident, you are generally exempt from paying Council Tax, but some councils may charge residents outside of term time. It is your responsibility to check if you will be charged if you stay at the residence during holiday periods.

## Help us do better

We welcome your feedback and have review pages on both Google and Student Crowd where you can share your experiences.

We also conduct an Investors In Students survey twice a year to gauge how Collegiate UK is performing at each residence, and across the portfolio. This survey relies on your feedback, along with the experience of our site teams to provide 360 degree feedback and suggestions on how we can improve, so it is really important that you complete the survey and let us know what we're getting right, and where there's room for improvement.



# MOVING OUT

We want to ensure you are 100% happy during your stay with us, so if for any reason you're unhappy with your room, you can apply to change it at the accommodation office. Please bear in mind that during the first few weeks of term, almost all of our rooms are occupied or allocated to students, so a room change in the first two weeks might prove tricky. Instead, bear with us and try to settle in and get to know your new flatmates and home.


We've found that most students settle in within the first few weeks, make friends and then don't want to move, but if you really feel you would like to change rooms, let the Residence Team know and we'll do our best to find you a more suitable room as soon as we can.



# Tenancy Takeover Terms & Conditions

## Moving out before the end of your tenancy - Tenancy Takeover

The guide below shows the process for finding someone to take over your tenancy.



**ELIGIBILITY**

- Available for academic year bookings of 4 weeks or greater.
- Existing Collegiate residents cannot be used as replacements for your room within the same academic year.

**REQUIREMENTS**



- Settle any rental arrears before starting the replacement process.
- A changeover fee of £75 is charged. This must be paid via your Collegiate portal before the replacement tenant is setup.

**PROCESS**

- All tenancies commence and end on Saturday.
- The residence team will confirm the official release date from your contractual obligations.

**LIABILITY**

- You are liable for all rent due until the replacement tenant's contract start date.
- You will be released from contractual obligations once the replacement tenant has signed their tenancy agreement and paid any due rent and collected keys.
- Any overpaid rent (less the changeover fee) will be refunded within 28 days.
- Collegiate UK are not liable for cleaning the room. Any agreement is to be between the incoming and outgoing resident.



**FIND A REPLACEMENT**

Once you have found your replacement, email your residence team with the following details:




- Your room number
- Agreed replacement contract start and end date (must be Saturday)

**PROVIDE REPLACEMENT INFORMATION**

The replacement tenant will need to create an account on the collegiate portal.


Information required about the replacement:

- Title
- First name
- Surname
- Date of birth
- University
- Course studying
- Year of study (postgrad, undergrad, etc.)
- Email address
- Phone number



**BOOKING AND PAYMENT**

- Allow 5 working days for the team to create the new booking and contact the replacement.
- The replacement must follow provided instructions, complete the booking journey, sign the contract, and make full payment. You will not be able to move in until all paperwork has been completed.
- The reservation fee will be allocated towards the rent payment.



## **Moving out at the end of your tenancy**

We are always sad to see our residents leave, but we know that all tenancies have to end at some point.

As a condition of your contract, you'll need to book and meet a member of the team for a check-out inspection. There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 12 noon
- Please return all key cards to reception
- Please make sure your room and en-suite are clean before you leave
- If you share a kitchen/hallway/lounge with any other students, you have a shared responsibility for these areas, which must be cleaned and free of damage when each tenant moves out. Our strong recommendation is that all the tenants of a shared area have a discussion and clean that area together before the first tenant departs, then the remaining tenants maintain that area, as and when each tenant subsequently departs. This is to avoid the last tenant bearing all the responsibility and is, in our view, the fairest approach.
- GOLDEN RULE: Leave your room in the same condition it was in when you arrived.

## **Protecting your personal information**

Collegiate UK is committed to protecting and respecting the privacy of all parties with which it comes into contact.

You have a number of rights and protections under Data Privacy Law and Regulation. From the 25th May 2018, this is governed across all EU member states by the introduction of the General Data Protection Regulation (GDPR).

For more information, and to read our full Privacy Notice, please visit our website on:

<https://www.collegiate-ac.com/privacy-policy/>

For questions, you can contact us by email at: [dpt@collegiate-ac.com](mailto:dpt@collegiate-ac.com)

## **Extra charges for damage/cleaning**

At Collegiate UK, we understand that accidents happen and items can get damaged. When this occurs, repairs or replacements are necessary. We've prepared a guide outlining the costs of the most commonly damaged items to give you an idea of potential charges. However, since each of our buildings is unique, this list should be used as a reference only—actual costs may vary.

These charges are for information only and you will be charged the exact cost of rectifying any damages. If you have a guarantor who has co-signed your contract agreement they will also be made aware of any additional charges as they are also held liable for these.

Bedroom & Bathroom	Min Price	Max Price
Bedroom Desk Chair	£70.00	£280.00
Mattress	£100.00	£500.00
Bedroom Bin	£15.00	£30.00
Bathroom Bin	£10.00	£20.00
TV and TV Remote	£350.00	£550.00
TV Remote	£10.00	£50.00
TV Bracket	£30.00	£75.00
Radiator	£150.00	£350.00
Desk Lamp	£20.00	£350.00
Towel Rail (electric)	£150.00	£250.00
Towel Rail	£50.00	£100.00
Reading Light	£40.00	£100.00
Blinds	£100.00	£200.00
Light Fittings and Bulbs	£35.00	£100.00
Toilet Seat	£20.00	£55.00
Shower Head	£15.00	£25.00
Desk	£150.00	£300.00
Bookcase	£100.00	£250.00
Bed Frame	£300.00	£350.00
Noticeboard	£100.00	£150.00
Ensuite Door	£130.00	£200.00
Ensuite Bathroom Mirror	£80.00	£100.00
Full Length Mirror	£80.00	£100.00
Fuse Box	£90.00	£120.00
Wardrobe Rail	£20.00	£30.00

Other	Min Price	Max Price
Painting & Decorating - Per Wall	£30.00	£50.00
Cleaning - Per hour	£25.00	£40.00
Key Card	£5.00	£25.00
Mail Box Key	£5.00	£10.00
Food Cupboard Key	£5.00	£10.00
Rubbish Removal (per bag)	£10.00	£10.00

Kitchen & Lounge	Min Price	Max Price
Hob - Induction	£150.00	£250.00
Oven	£150.00	£300.00
Oven - Microwave	£100.00	£300.00
Kettle	£20.00	£40.00
Dishwasher	£250.00	£400.00
Microwave	£50.00	£200.00
Fridge Freezer	£300.00	£450.00
Drawer Handles	£5.00	£20.00
Kitchen Cupboard Front Panel	£20500	£85.00
Kitchen Bin	£15.00	£30.00
Extractor Fan	£75.00	£300.00
American Style Fridge/Freezer	£700.00	£800.00
Sofa	£300.00	£400.00
Kitchen Work Surface	£1000.00	£3300.00
Dining Room Table	£200.00	£350.00
Dining Room Chairs	50.00	£150.00
Stools	£50.00	£100.00
Coffee Table	£100.00	£250.00

Safety	Min Price	Max Price
Fire Blanket	£25.00	£50.00
Fire Extinguisher	£200.00	£250.00
Fire Sensor	£40.00	£100.00
Door Closers	£70.00	£80.00
Door Locks	£175.00	£200.00

Please note the range is to cover all residences, noting all residences are different in specification.





# COMPLAINTS HANDLING AND APPEALS

Complaints will be subject to the ANUK complaint procedure and subject to independent appeal and referral up to the ANUK committee on standards to ensure we have an open, fair and transparent process. We would also notify any affiliated University in our monthly written reports and deal with any major complaints through our routine daily and weekly liaison.

## **Collegiate UK Complaints Procedure**

Collegiate UK is responsive to the needs of our students and visitors and welcomes comments and complaints as a means of improving services. We won't necessarily be able to change the things in the way that you would like or always meet your needs but we will always be able to give you an explanation of how a decision has been made. Collegiate UK will always be professional and courteous in dealing with complaints and we will try to be as quick as we can in responding to you.

Collegiate UK is a large community and it is inevitable that from time to time complaints arise. This procedure explains:

- How to make a complaint
- How you can expect us to deal with it
- What you can do if you are unhappy with our response

## **Informal**

If you have a complaint, in the first instance please discuss this with a member of the Residence Team in person or with the Collegiate UK central management team to try and resolve the matter swiftly. If you do have a complaint you should let us know as soon as possible and within eight weeks of the event or lack of action about which you are complaining. Your complaint will normally be acknowledged within 48 hours (excluding weekends, public holidays and official University holidays) and responded to fully within five working days of the receipt of the complaint. If circumstances mean a full response is likely to take longer we will inform you and keep you informed of the process.

## **Formal**

We know that you will love living in your new home, however we know that sometimes the unexpected happens. If you are unhappy with any element of living with us the quickest and easiest way to let us know and get a resolution is by speaking to your Residence Team. If you remain unhappy with the situation and would like to escalate your complaint the following procedure must be followed to ensure it can be fully investigated:

## **Phase 1**

Let us know why you are unhappy and what you think we can do to fix this for you, by emailing the property management team. To ensure we can identify this communication as an official complaint please subject your email as 'Official Complaint'. Our Residence Manager will acknowledge the complaint within 48 working hours and deliver a full response within 7 working days in writing.

## **Phase 2**

If you are unhappy with the outcome from our Residence Manager please email us at: [residents@collegiate-ac.com](mailto:residents@collegiate-ac.com)

Please tell us what part of our manager's response you are unhappy with and what your desired outcome is. To ensure we can identify this communication as an official complaint please subject your email as 'Official Complaint'.

Where a parent of a tenant is making a complaint then the tenant must confirm in writing that this constitutes their representative, without this we are unable to proceed further, and it will delay the timescales of this process. We will acknowledge your complaint within 48 working hours and receive a response from a Senior Manager within 14 working days.

## **Phase 3**

If you are unhappy with outcome of Phase 2 and you feel that we have broken the ANUK National Code of Standards you may contact this third party regulator to independently investigate your complaint. It is important to note that unless you have undertaken Phase 1 and Phase 2 of this process you will not be able to progress with Phase 3. Details for making a complaint with ANUK can be found at: [www.nationalcode.org](http://www.nationalcode.org)

## **Review**

If, once a final decision on the complaint has been given, you believe that the complaint has not been handled fairly or properly in accordance with this procedure, you can request a review by writing to the Director of Residences within ten working days of you receiving your written response. You will need to state why you are unhappy with the outcome and include copies of any correspondence exchanged during the earlier stages. You will receive an acknowledgement of your request within five working days.

The Registrar, or his or her delegated representative, will then review the case based on the documentation provided and will notify you of their decision within twenty working days of receipt of the request for the review. We will make every effort to follow the time limits set.

## **Confidentiality**

All complaints will be dealt with confidentially though enquiries may have to be made to investigate the matters that are the subject of the complaint. The effectiveness of any complaints procedure depends on Collegiate UK being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with.

## **Harassment**

Collegiate UK seeks to create a residential environment which is free of harassment and which protects the dignity of students and staff irrespective of their gender, sexual orientation, racial or ethnic background, religion or disabled status. It regards sexual, racial or personal harassment very seriously and requires all students and staff to observe its policy in this area.

Students who believe they are experiencing harassment within their accommodation are advised to raise this with their warden in the first instance. You can also contact the Equality and Diversity Office or the Students Union Advice Centre.

## **External Referral**

Collegiate UK is registered to comply with the regulations set by the ANUK code of practice for larger student developments. If you believe that Collegiate UK has not dealt with your case properly, or that the outcome is unreasonable then you can, provided you have completed all of our internal procedures, complain to the ANUK Code directly.



# EQUALITY AND DIVERSITY

## Collegiate UK – committed to equal opportunities

Managers of Collegiate UK's premises will ensure that all accommodation allocation procedures comply with applicable equal opportunities policies.

Where no equal opportunities policies exist, managers will ensure that no person or group of persons is discriminated against or unfairly treated because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, social status or any other factor.

As part of its commitment to assisting persons with disabilities, Collegiate UK will ensure that charges for rooms adapted for use by students with disabilities do not exceed the standard room rate for the building in which they are located.

### Want to know more?

If you would like to know more about our commitment to equal opportunities, please contact us by emailing: [residents@collegiate-ac.com](mailto:residents@collegiate-ac.com)

## IT DOESN'T HAVE TO END HERE...

We hope you have a wonderful year with us and that living with Collegiate UK is an enriching experience for you during your time at university.

Should you wish to rebook your room for next year, or during the summer, our Residence Team will be happy to help.



