



u-student.com
your place your space

ACCOMMODATION HANDBOOK CARLISLE

SEPTEMBER 2010

INDEX

	Page
Welcome Note	3
u-student.com Contact Details	4
What you need to bring	5
A – Z of Rules & Info	6
Safety & Emergency Procedures	13
Personal Safety	14
Emergency Escape Procedures – Fire	15
In the event of a flood/flood warning	16
u-student.com Security	17
Position of Assembly Point	18
Positions of Emergency Exits & Fire Extinguishers	
Ground Floor	19
First Floor - Eden	20
Second Floor - Petteril	21
Third Floor - Caldew	22
Safety Precautions	23
Access Statement	24
Telephone User Guide	28
Front Door Entry System User Guide	29
Electrical User Guide	30
Plumbing User Guide	31
Lift	31
Brief Instructions for Kitchen Appliances	
Extractor Fan	33
Electric Hob	33
Electric Double Oven & Grill	33
Top Oven	34
Main Oven	34
Fridge Freezer	35
Dishwasher	35
Microwave	37



u-student.com
your place your space

WELCOME

September 2010

Dear Student

On behalf of **u-student.com** we would like to welcome you to your **u-student.com** accommodation.

This handbook is provided to help you with information that you require along with useful contact details. It also contains rules that **u-student.com** impose within the building designed to ensure everyone's experience of **u-student.com** is safe and comfortable.

Most instructions for the safe use of the facility are enclosed. Frequently asked questions can be viewed on our website www.u-student.com. You should refer to this handbook in the first instance in the event of any query.

Should you have any further queries please do not hesitate to contact your **u-student.com** Accommodation Administrator on the telephone number provided.

Best wishes

u-student.com

*Remember it's
'your place your space'
please look after it!*

U STUDENT CONTACT DETAILS

Accommodation
Administrator:

U Student Limited

Address:

Oakvale House
Thomas Lane
Burgh Road Industrial Estate
Carlisle
Cumbria
CA2 7ND

Telephone Number:

01228 592594

Fax Number:

01228 592598

E-mail:

info@u-student.com

Office opening hours

Monday to Friday
8.30am – 4.30pm

(The office is closed for two weeks over Christmas, a week at Easter and all Bank Holidays. In an emergency please contact the 24 hour telephone number.)

24 Hour Emergency Number:

07799 418537

WHAT YOU NEED TO BRING

Essential: -

Bedding & bed linen (sheets, pillow, duvet etc)

Towels & tea towels

Washing powder/liquid and cleaning materials

Toilet paper

Useful but not essential:-

Good quality 13amp bar extension which incorporates its own fuse.

Desk lamp

An adaptor plug compatible with the voltage system in the UK (International Students). It is advisable that International Students wait until they get to the UK before purchasing any electrical items they might require.



u-student.com
your place your space

U STUDENT'S

A – Z

OF

RULES & INFO

A – Z OF RULES AND INFORMATION

Bicycles

If you wish to keep a bicycle at a **u-student.com** residence please inform the U-Student office, there are only limited spaces available.

u-student.com accepts no responsibility for any damage or theft of your bicycle so please make sure it is adequately insured, stored and secured.

Blu-tac

Blu-tac or any other form of adhesive is not to be used on the walls. If rooms have to be redecorated after the end of a year, this will be charged to the student. Please use the notice boards provided.

Children

Children are not allowed in **u-student.com** accommodation unless visiting (not overnight stay) when they must be accompanied by an adult at all times.

Cleaning

It is each student's responsibility to keep their own rooms and communal areas clean and tidy, kitchen sinks empty, work surfaces clear and floor free from clutter.

Students are also expected to clean, wash-up, remove rubbish daily or as required place it in the bins provided. Remember it is **'your place your space'** so please keep it clean and tidy!

u-student.com cleaner will attend four times a week. General cleaning duties will be carried out to all areas excluding en-suite study bedrooms. It is your responsibility to ensure the kitchen and common rooms are maintained tidily for cleaning. Cleaners will **not** wash or tidy away dirty dishes.

If common rooms/kitchens are left untidy with dirty dishes etc, the cleaner WILL NOT clean. The cleaner will inform **u-student.com and a warning will be given to those who use the common room/kitchen concerned. If there is no change a charge will be made to each student using that common room/kitchen.**

Complaints Procedure

In the event that you have a complaint this should be referred in the first instance by telephone or in person to the Accommodation Administrator. Any such complaint will be dealt with efficiently and politely and we expect our staff to be shown equal respect and courtesy. Following receipt of any complaint, **u-student.com** will confirm in writing to you the final resolution.

Conduct

Residents and their guests are required to act within the law of England and Wales. Any offence committed in breach of such criminal or civil law shall automatically be an offence against **u-student.com** rules and may result in eviction. Please refer to the terms of lease.

Cooking

All cooking facilities are provided in each kitchen. On no account must any cooking of any form take place in any of the bedrooms. Should any student be caught cooking in their rooms this could result in instant eviction from their accommodation. Please refer to the terms of lease

Council Tax

As a full-time student you may be exempt from council tax providing you obtain an exemption certificate from your university or college.

Data Protection

U Student Limited is registered under UK Data Protection Law and processes all personal information in accordance with the Data Protection Act 1998.

External areas and some internal areas of u-student.com buildings are covered 24 hours a day by CCTV with recorded images. U Student Limited are responsible for this scheme and if you have any queries at all please telephone u-student.com on 01228 592594

Drugs/Firearms/Illegal Weapons

The misuse of drugs or any dangerous substances will result in the immediate eviction from the accommodation of the student concerned.

Students are forbidden to keep firearms (including imitation fire arms, toys, props, air-guns and “BB” guns) or any dangerous and/or illegal weapons in u-student.com accommodation.

Electrical Equipment

All personal electrical equipment that students bring to use at u-student.com must have a Portable Appliance Test Certificate if it is more than one year old. This includes items such as hairdryers, stereos, computers etc. All such personal equipment remains the sole responsibility of the student at all times.

Portable heaters or any other form of heating appliance are not permitted anywhere in u-student.com accommodation at any time.

If required, PAT testing can be organised through U-Student, for further information please contact the U-Student Accommodation Office.

Care must be taken not to overload sockets or bar adaptors. Cube adaptors are not recommended.

Faults & Repairs

If you discover a fault, something missing, an item broken please report this to your Accommodation Administrator as soon as possible.

Fire Safety

Students are to familiarise themselves with the Safety & Emergency Procedures in this Handbook starting on page 13.

Bottled gas, oil heaters, stoves, fireworks, fan heaters, candles or any naked flame appliance of any kind are not permitted anywhere in U-Student accommodation at any time.

Fire doors are not to be propped open at any time.

Furniture & Fittings

Furniture and necessary fittings are provided in U-Student accommodation. All students are requested to sign an inventory of all furniture and fittings when they move into the accommodation and this inventory is to be checked off at the end of the tenancy period.

Guests

Only one guest permitted per student at any one time. Overnight guests are not permitted without prior permission from the Accommodation Administrator. You are asked to remember and consider your fellow residents at all times. Any complaint arising from authorised overnight guest stays may lead to eviction. Please provide the Accommodation Administrator with the name, address and telephone number of the guest wishing to stay. The Host Student(s) will be held fully responsible for the conduct of their guest(s). Any contravention of the u-student.com rules and regulations may lead to instant eviction from the accommodation of the Host Student(s).

Insurance

It is the Students responsibility to organise insurance to cover their own personal belongings (including bicycles) and also to cover their responsibility for damage to other property and public liability for the duration of their stay at u-student.com. Please refer to terms of lease.

Inventory

An inventory for the en-suite bedroom & common areas will be presented/checked and must be signed for upon arrival at U-Student.

The inventory will be rechecked at the end of the year, you may be charged for any missing items or any damage that has been caused.

Keys/Swipe Cards

Keys will be issued at the commencement of the occupancy and are the sole responsibility of each student. The loss or theft of keys/swipe cards must be reported to the Accommodation Administrator immediately. A charge of **£15.00** will be levied for each replacement key or swipe card.

If a student is staying away from his or her accommodation for more than 3 consecutive days it is recommended that any keys/swipe cards are returned to the Accommodation Administrator for the duration. Students should also inform their Accommodation Administrator as to how long they are going to be away for.

Kitchens

Each kitchen is equipped with oven/hobs, fridge/freezers, kettles, toasters, storage cupboards etc. Chip pans and deep fat fryers are **not** allowed at any time.

Laundry

Students are responsible for their own laundry. Coin operated washing machines and tumble driers are provided in the laundry room for use by the students. Irons and ironing boards are also provided in the laundry room and must not be removed at any time.

Linen

All students are required to bring their own bedding (ie blankets/duvets, pillows, bed linen, towels and tea towels etc).

Mattresses & Mattress Protectors

A waterproof protector and mattress cover have been provided to each student. Please ensure that these are used at all times and laundered regularly. If at the end of the Tenancy your mattress is marked in anyway, you will be charged accordingly. Your Mattress Protector has to be fully laundered at the end of your Tenancy unless a charge for a replacement will be made and deducted from your deposit.

Medical

Students are strongly advised to register with a GP on arrival.

Noise

All students are to be considerate of their fellow students and also all neighbours. Please reduce noise levels after **11pm**. Loud music can be extremely disturbing and annoying.

Amplified musical instruments and drum kits are not allowed anywhere in U-Student accommodation at any time.

When returning to your accommodation late at night please observe quiet both outside and inside the accommodation. Remember you are ambassadors for both your University/College and also for U-Student.

Parking

There are no parking facilities specific for U-Student residents. However, there are public car parks close by.

Pets

No pets are allowed to be kept on U-Student premises at any time

Parties

Parties are not encouraged within U-Student premises. Parties with non-residents of U Student are **strictly not allowed.**

Personal Property

U-Student accepts no responsibility for any damage or theft to your personal belongings. Please make sure that you have taken out adequate insurance to cover your personal belongings for the duration of

your stay at U-Student. Should you require any assistance with this please contact the Accommodation Administrator.

Post

Post is delivered by Royal Mail.

Rent

Failure to pay rent may result in the student being given a fortnights notice to vacate the room.

Room Inspection

An inspection of your room will be carried out a month after the commencement of occupation by prior arrangement. Any damage recorded will be confirmed to you in writing and the appropriate money shall be levied against your damage deposit at that time, in line with the terms of the lease.

A final inspection covering your rooms and the rest of the building will be carried out prior to the end of your tenancy in line with the terms of the lease.

Any deductions for repairs/cleaning/renewals will be confirmed in writing and fully substantiated. You will receive back your damage deposit in part or whole accordingly within 28 working days of the end date of your lease. Where no return is applicable you shall be notified in writing.

Rubbish

All rubbish is to be removed from the building to the provided dustbins as and when necessary.

Security

All U-Student accommodation is fitted with electric door entry systems and also CCTV at the entrance for your safety and security.

Students are advised not to leave doors on the latch and keep the main entrance door locked at all times. Those that need access are provided with keys/swipe cards. The accommodation needs to be kept secure at all times, anything suspicious or of a potentially dangerous nature should be reported to the U-Student Accommodation Administrator immediately. Visitors can access the building using the door entry system.

Shared Broadband

Shared broadband internet access is available in each en-suite study bedroom for use by residents. (Please see separate booklet)

Smoking

Smoking is strictly not permitted in any U-Student building. IT IS NOW AGAINST THE LAW. STUDENTS WILL BE PROSECUTED. If you smoke outside of the building please dispose of cigarettes in bin provided.

DO NOT HANG OUT OF YOUR BEDROOM WINDOW TO SMOKE.

Telephones

A telephone is provided in each bedroom (please see Telephone User Guide for instructions page 28). The nearest payphone is situated on the corner of Bridge Lane and Church Street

Television/Television Licence

A television is provided for students use in each of the communal living areas.

Students who wish to bring their own televisions for their room do so at their own risk and must make sure that they have the appropriate Television Licence and must also make sure that the television has been PAT tested (see under 'Electrical Equipment' on page 8).

A Television Licence is also required if you have a TV Card in your computer.

Utility Charges

Electricity, gas and water charges are included in the rent.

Vacating Accommodation

You must confirm to your Accommodation Administrator if you are to leave the accommodation for a period of more than 3 consecutive days.

When departing the building at the end of your lease you must give your Accommodation Administrator 7 full days notice of your departure date. A mutually convenient time will be agreed to meet and inspect your room and check your inventory. Within 28 working days of the date of departure your deposit monies of £300.00 will be returned to your forwarding address in the form of a cheque. This money will be deducted of any expenses incurred by u-student.com in regard to damage, defect, inventory shortfall or cleaning, such deduction(s) will be listed and substantiated.

Vandalism

Students who are found out to be responsible for any vandalism of u-student.com accommodation (including damage to any fixtures, furniture, fittings or decoration of any part of the building) will be liable to pay for any costs incurred in making good the damage. Vandalism could also result in instant eviction and possible legal action.



u-student.com
your place your space

SAFETY

&

EMERGENCY

PROCEDURES

PERSONAL SAFETY

Cities are generally a safe and friendly environment with densely populated areas

Carlisle and the surrounding area has a population of around 100,000. This is generally a safe and friendly environment, however risk and danger do exist. You should be alert to all such risks and dangers and take all practical steps to avoid them. Here are some simple useful tips to make your U-Student experience safe and secure:-

- Avoid walking alone at night. Where possible walk with friends or use a known taxi service. Ensure mobile phones, money, jewellery are carried out of site and securely whenever possible.
- Don't hitch-hike or take lifts from strangers. Do not be tempted to flag down private hire vehicles. They are prohibited by law to be stop if flagged down, and are therefore not insured to pick up without prior booking.
- Avoid shortcuts and isolated areas. Stay to well illuminated paths and routes. Try to walk facing the traffic and if threatened run away or shout for help. Stay away from confrontational situations e.g. unruly groups or drunks.
- Carry an attack alarm.
- Don't use a cash dispenser at night. If you are unfortunate enough to lose your cards, report the loss to the bank and the police straight away (see Useful Telephone Numbers).
- Use public transport where possible. However, avoid lonely bus stops or quiet areas of a platform. Sit close to a driver or where there are several other passengers.
- Do not ignore calls for help. Ring the police at the first sign of trouble and remember that safety is the responsibility of everyone.

In The Event Of Fire

The building is monitored by a fire alarm system for early detection of fire. This may comprise of smoke detectors, heat detectors, manual break glass call points or a combination of some/all of these devices. In the event of an alarm situation you should immediately evacuate the building, **CLOSING ALL** doors behind you and assemble at the Fire Assembly Point at the rear of the building. This Assembly Point is clearly noted in your Handbook and also on all communication boards. Please associate yourself as to the whereabouts of this Assembly Point. You should not re-enter the building under any circumstances.

If you yourself detect a fire anywhere within the building you should immediately raise the alarm using a manual break glass call point nearby. In the event that the fire is minor and can be contained easily, there are small local extinguishers provided throughout the building. You should not attempt to put out any fire yourself if doing so means putting yourself at risk.

In the event of a fire/the fire alarm you must **NEVER** use the LIFT.

If you are aware of anyone within the building that may need assistance in evacuating and feel it is safe to do so, there is a carry chair situated within the disabled refuge area on each floor. In the event that you are alone and cannot assist, that person should remain within the 1 hour protected refuge area until the Emergency Services arrive. You should proceed to the Assembly point and notify the Emergency Services of the situation.

If you are aware of any deaf persons within the building, please ensure they are aware of the situation as they will not be able to hear the alarm.

In the event of any emergency call - 999

Summary

Upon the sounding of the alarm: -

- **Call Fire Brigade on 999**
- **As you leave the building please close any doors you go through behind you**
- **Do not stop to collect personal belongings**
- **Evacuate in a calm manner using stairs (DO NOT USE THE LIFT)**
- **Aid disabled persons in evacuation of the building**
- **Go to assembly area and aid with ascertaining of missing persons**

PLEASE NOTE:

THERE WILL BE A FIRE ALARM TEST WEEKLY EVERY MONDAY AT approx 12pm

In The Event Of A Flood/Flood Warning

The building is within a flood risk area and the building has been designed to reduce the risk. No sleeping accommodation is at risk of flooding. However, there may be some minor risk in extreme flooding circumstances to the ground floor and upper ground floor areas. In the event of a flood warning you are required to vacate the building, this is for your own safety and to prevent unnecessary endangerment to the Emergency Services in trying to rescue you later should a flood situation develop. The building is monitored by an early flood warning system and a flood management procedure is in place. In the event of an early flood warning the following procedure shall take place:-

- 1 our flood monitoring company shall immediately send an officer to the site to investigate and verify the cause of the alarm.
- 2 upon confirmation that the early flood warning is correct the officer shall install the flood defence barriers as required around the building leaving the main entrance door clear until the building is empty.
- 3 the officer shall have a roster of all occupants and any special needs of any particular occupant. The officer shall have master keys for all rooms in the building and may need to enter any room including a bedroom to verify occupation and the safety of the occupant.
- 4 the officer shall proceed through the building raising the alarm with each occupant; asking everyone to congregate at the main entrance to the front of the building. You should leave the building calmly and quietly, you **MUST NOT** use the lift.
- 5 upon verification that the building is empty and all occupants are accounted for, the officer shall install the final flood defence barriers, secure the building and isolate the mains supplies.
- 6 the officer shall then instruct each occupant where to go for safety and security during the flood event.
- 7 access to the building will not be available/permitted until the flood risk has been formally removed by the Environment Agency and/or the Emergency Services.

Summary

Upon instruction from u-student.com nominated person: -

- **As you leave the building please ensure you close all doors behind you.**
- **Do not stop to collect personal belongings**
- **Evacuate in a calm manner using stairs, DO NOT use the lift.**
- **Aid disabled persons in evacuation of the building**
- **Assemble in the ground floor lobby area where the U-Student representative will assist with the evacuation of the building and advise of temporary accommodation**

U Student Security

For the safety and security of all **u-student.com** occupants and our building the external areas and certain internal areas are covered 24 hours per day by CCTV with recorded images. The recorded images are only kept for three days so should you have anything to report to us that you think might have been recorded on the CCTV, please inform us straight away. U-Student Ltd are responsible for this scheme and if you have any queries at all please contact 01228 592594.

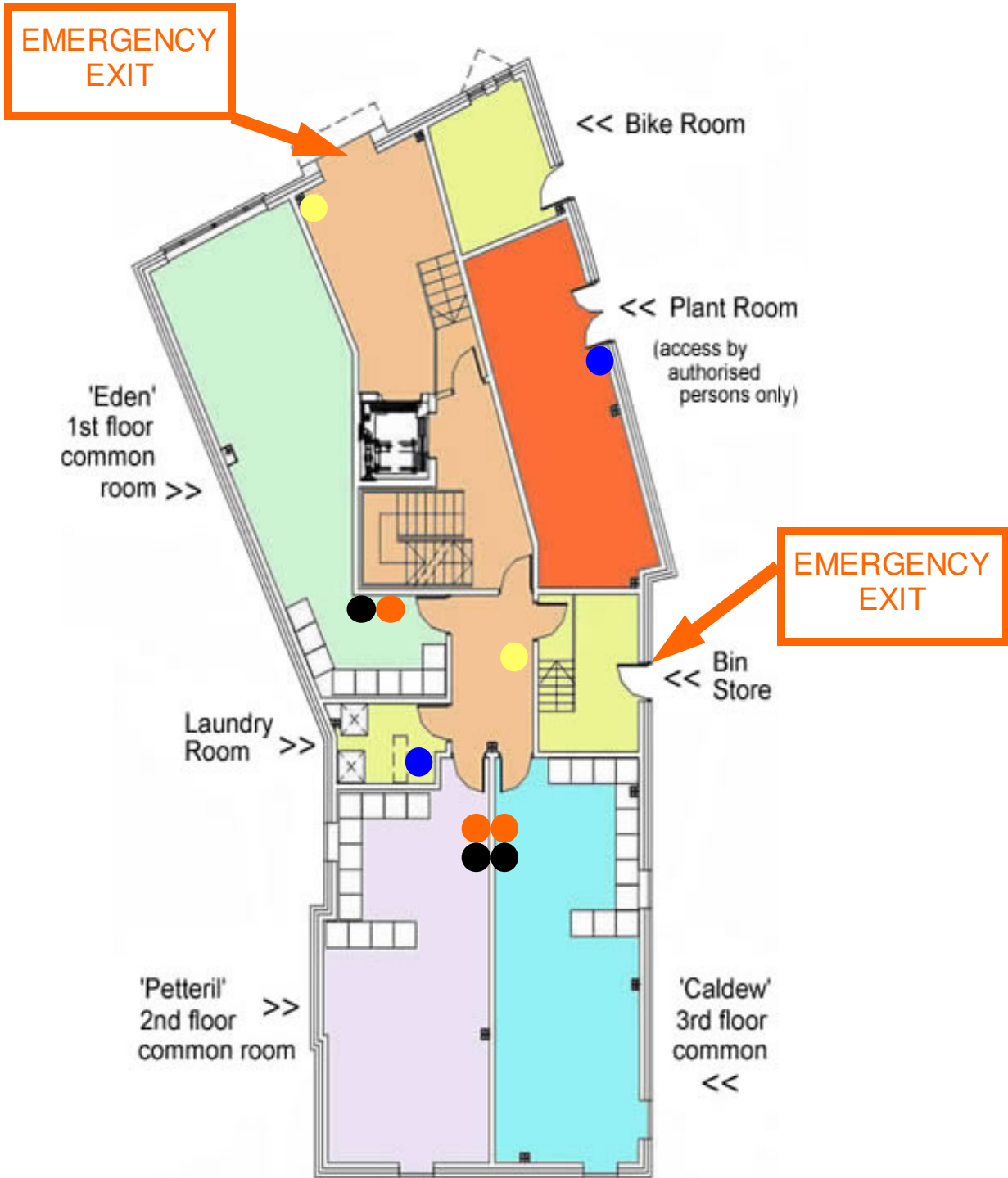
POSITION OF ASSEMBLY POINT



**ASSEMBLY
POINT**

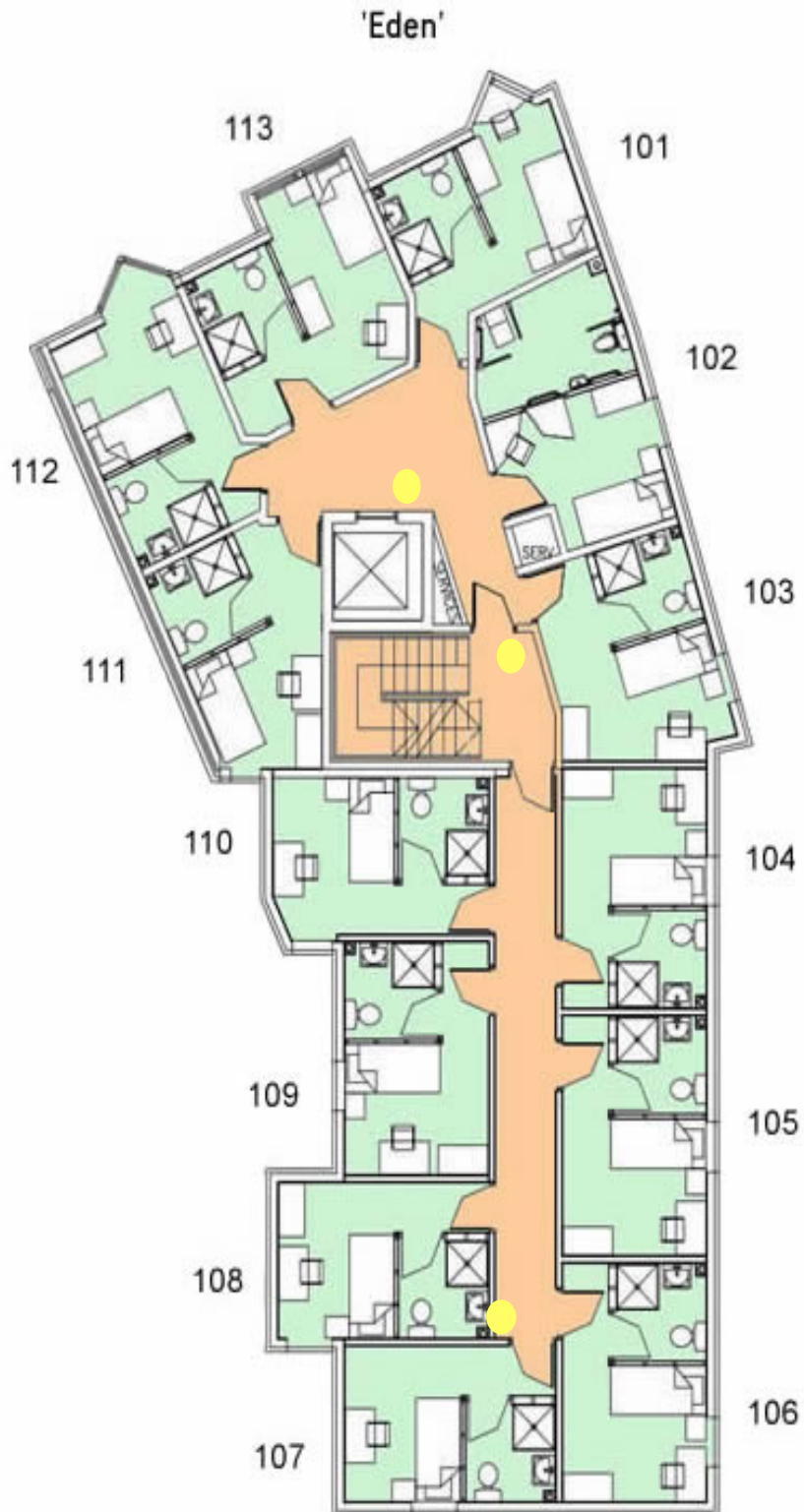
POSITION OF EMERGENCY EXITS AND FIRE EXTINGUISHERS

GROUND FLOOR



- Key:-**
- Fire Blanket
 - Powder
 - 2kg CO²
 - 6 Ltr Foam

FIRST FLOOR



Key:-

- Fire Blanket
- Powder
- 2kg CO²
- 6 Ltr Foam

SECOND FLOOR



Key:-

- Fire Blanket
- Powder
- 2kg CO²
- 6 Ltr Foam

THIRD FLOOR



Key:-

- Fire Blanket
- Powder
- 2kg CO²
- 6 Ltr Foam

SAFETY PRECAUTIONS

- Report any faults with fire equipment immediately to your Accommodation Administrator.
- Do not tamper with fire safety equipment. Abuse of fire fighting equipment and fire prevention equipment is a Criminal Act and will lead to severe disciplinary action.
- Never ever prop open a fire door – it is closed for a reason, to stop smoke spreading in the event of a fire.
- Never ignore a fire alarm
- Make sure cookers and grill pans are cleaned regularly so there is no build-up of fat in the trays.
- When cooking open windows but keep the kitchen doors shut.
- Do not leave cooking food unattended.
- Never ever put metal objects or containers in a microwave or stick any item of cutlery/utensil in a toaster.
- Make sure your own electrical equipment is safe to use (make sure it has been PAT tested and that you have a certificate for same).
- Do not smoke in the [u-student.com](https://www.u-student.com) building.
- Do not use irons or any hot surfaced appliance in your room at any time.

ACCESS STATEMENT

U-Student 1, John Street, Carlisle

I.1 Proposed Use of the Development:

New build student accommodation.

I.2 Background:

I.2.1 **u-student.com** is proposing to construct a number of student accommodation units across the north of England, this is the first such unit. This unit comprises of some 39 en-suite rooms on floors 1 to 3, incorporating a disabled room on each floor. The building has a raised ground floor due to the building being in a flood risk area. The upper ground floor comprises of 3 common rooms / kitchens, 1 for each floor of accommodation. The lower ground floor comprises of a bin store, a bike store, the plant room and the main entrance lobby. Car parking is in existing public car parks.

I.2.2 Access Issues were considered as part of the recent Planning and Building Control procedures for the development. This Statement has been prepared to identify those issues directly related to this proposal.

I.3 Car Parking:

I.3.1 The car parking and external areas, including access routes, are the responsibility of Carlisle City Council. There are two pay and display car parks, Paddy's Market to the front and Shaddongate to the rear, neither of which have disabled bays. However there is a disc-parking zone immediately in front of the building and also on the other side of John Street. Parking here would enable a disabled person to exit a vehicle directly onto the pavement. There are dropped kerbs in existence at the crossing points.

I.4 Entrance:

I.4.1 Access from the car parking areas to the building entrance includes dropped kerbs and minimal gradients.

I.4.2 All areas of the building are raised above the entrance lobby level for protection from flooding. All floors are accessible by both stairs and a passenger lift.

I.5 Entrance Door:

I.5.1 The main entrance door to the building is a glazed, aluminium single swing door with appropriate signage and manifestation as recommended in BS 8300:2001. The opening force, when measured at the leading edge of the door, is not more than 30 N from 0° (the door in the closed position) to 30° open, and is not more than 22.5 N from 30° to 60° of the opening cycle.

I.6 Rear Exit Door:

I.6.1 The additional ground floor fire exit door is only accessible by a short staircase due to the raised ground floor; this is fitted with a thumb turn release.

1.7 Common Rooms:

- 1.7.1 The work top heights of the kitchen units have been reduced in order to make them accessible by both able-bodied persons, wheelchair users and those of short stature.
- 1.7.2 The kitchen sinks are provided with lever taps to aid operation.
- 1.7.3 A proportion of the chairs provided incorporate armrests, to enable ease of use, by persons with mobility difficulties.
- 1.7.4 Vinyl flooring in the kitchen areas is non-slip.
- 1.7.5 The furniture in the common rooms is sufficiently different to wall and floor surfaces and other backgrounds against which they may be viewed.

1.8 Vertical Access:

- 1.8.1 The staircases provided have been designed to meet the requirements of the Approved Document to Part M (2004) and, in terms of colour and luminance contrast of features (handrails, nosings etc), guidance issued by ICI Paints and cited in the BS 8300:2001.
- 1.8.2 The most suitable means of vertical access for disabled people is a passenger lift. A lift is provided which serves all levels of the building. The passenger lift complies fully with section 3.28, 3.34 & 9.7 of Approved Document M (2004) and is installed in accordance with Lift Regulations 1997, SI 1997/831 and European Standard EN81-2:98.
- 1.8.3 Should a disabled person move into the accommodation, U-Student has a stated policy for identifying individual needs and undertaking reasonable adjustments, as identified in Part II of the Disability Discrimination Act 1995. In such circumstance an evac-chair would be provided.

1.9 Horizontal Access:

- 1.9.1 The corridors are 1200mm wide in accordance with section 3.14b of Approved Document M (2004).
- 1.9.2 Fire extinguishers although wall mounted are fixed at floor level to enable cane detection.
- 1.9.3 The corridor doors incorporate zones, of visibility between 500mm and 1500mm from the floor.
- 1.9.4 The internal lobbies at the stair landings allow a wheelchair user, with or without a companion, or a person pushing a pram or buggy, to move clear of one door before attempting to open the second door and are designed in accordance with section 3.16 of Approved Document M (2004).
- 1.9.5 The room numbers to each bedroom have good colour differential for identification by persons with visual impairment and are tactile for recognition by blind people.

1.10 Bedrooms / En-suite Bathrooms:

- 1.10.1 There is a disabled room provided on all three floors of accommodation. The disabled rooms have larger bedrooms for manoeuvrability.

- I.10.2 The disabled bedrooms are wired to accommodate a vibrating pillow to warn deaf residents of an alarm situation. Should a deaf person move in to the room, u-student.com has a stated policy for identifying individual needs and undertaking reasonable adjustments, as identified in Part II of the Disability Discrimination Act 1995. In such circumstance the vibrating pillow would be installed.
- I.10.3 The furniture in the bedroom is sufficiently different to wall and floor surfaces and other backgrounds against which they may be viewed.
- I.10.4 The disabled rooms have a compliant en-suite bathroom in accordance with Approved Document Part M (2004). The space and layout of the toilet meet the requirements of BS 8300:2001.
- I.10.5 The en-suite bathrooms to the disabled rooms are fitted with wall mounted slip resistant drop down shower seats.

I.11 Accessible switches and socket outlets:

- I.11.1 Switches and socket outlets for lighting and other equipment in habitable rooms are provided at appropriate heights between 450mm and 1200mm from finished floor level throughout the building. In the disabled rooms the consumer unit is also installed at a reduced height.

I.12 Means of Escape:

- I.12.1 All features and materials comply with Part B of the Building Regulations.
- I.12.2 Emergency Evacuation Procedures are covered in detail in the U-Student Emergency Escape Procedures document (incorporated in the Student Handbook).
- I.12.3 In addition a management plan involving the use of Personal Emergency Evacuation Plans (PEEPs) will be developed, adopted and regularly tested should persons with special needs become resident.
- I.12.4 A fire protected refuge space is provided at the head of the escape stairs. Appropriate signage is provided.

References

ODPM (2004), The Building Regulations (2000), Part M, Access to and use of Buildings, 2004 Edition, and the Approved Document to Part M (2004), Pub: TSO (The Stationery Office).

DRC Statistics Reference

DRC Codes of Practice, the Stationery Office

- Code of Practice, Rights of Access, Goods, Facilities, Services and Premises;
- Code of Practice, Elimination of Discrimination in the Field of Employment against Disabled Persons or Persons who have a Disability;

Code of Practice, Duties of Trade Organisations to their Disabled Members and Applicants;

BS8300:2001, Design of Buildings and their approaches to meet the needs of disabled people, Code of Practice, BSI, 2001.

BS5588:Part 8:1998, Fire Precautions in the Design, Construction and Use of Buildings – Code of practice for means of escape for disabled people.

Sign Design Guide (2000), Barker, P., and Fraser, J., Pub: JMU Access Partnership and the Sign Design Society. ISBN 1858784123

TELEPHONE USER GUIDE



Extension No:
Direct Dial No:

The telephone works on an account card system these are only available from U-Student on 01228 592594

To use your telephone pick up the handset and dial the relevant code below: -

Phone Card Access Dial: **1414** Account Card Customer Services: **1413**
Telephone Faults: **1412** Emergency Calls: **999**

Student Voicemail

To retrieve messages:

- Dial the voicemail extn (350)
- Enter your 4 digit password (Default 1234)

To change your greeting:

- Dial the voicemail extn (350)
- Enter your 4 digit password (Default 1234)

From the main menu press 1 to retrieve messages;
Then from the main menu press 2 to change mailbox parameters;
1 to record a greeting, then:

- | | |
|---------------------------------|------------------------------------|
| -Dial 1 to skip to next message | -Dial 1 to listen to your greeting |
| -Dial 2 to replay the message | -Dial 2 to record a new greeting |
| -Dial 3 to save the message | -Dial 8 to delete your greeting |
| -Dial 8 to delete the message | |

If at any time you need to go back, press 9 to return to the previous menu.

FOR INTERNET, PLEASE SEE SEPARATE BOOKLET - "NETCONNEXION SHARED BROADBAND INTERNET ACCESS".

FRONT DOOR ENTRY SYSTEM USER GUIDE



Using the Key Pad

Enter the 4 digit access code (not beginning with the digit 1)

Opening the door for Visitors

To gain access through the front door of the U-Student building visitors dial 1 then the room number of the student they wish to visit, then the student dials 8 to unlock the door. Eg if visiting a student in room 215 – dial 1215.

- 1st floor extension numbers are 1101-1113
- 2nd floor extension numbers are 1201-1213
- 3rd floor extension numbers are 1301-1313

Opening the door from the inside

Hold the door release button and pull the door open.

ELECTRICAL USER GUIDE

CONSUMER UNITS

Your room has its own dedicated power supply, serving the lighting & power.

The consumer unit is controlled by the key switch by the entrance door. When the key is switched to "On" the consumer unit will energise all circuits. When the key switch is in the "OFF" position, all circuits will be de-energised.

Communal areas are fed by distribution boards within the service riser, should any fault occur please contact U-Student on 01228 592594.

HEATING

The panel heater in your room is controlled by the key switch adjacent to the entrance door as noted above. The heat output can be adjusted by the controller to provide the required temperature in your room.

Heating to the communal areas is by electric panel heaters which require no input or control.

Heaters are not to be covered in any way as this can cause outbreak of fire.

LIGHTING

Lighting is controlled by switches generally beside the doors, when not in use please turn off lights.

The stairs and corridor lighting is controlled by a time delay device. By pressing any switch on the stairs, landing or corridor areas, the device will operate the lights for a set period. Every time a switch is pressed, the time delay device resets.

FIRE ALARM

This system contains automatic Smoke and Heat detectors along with manual call points.

Activation of a detector or call point will operate all the sounders throughout the building.

On no account remove or tamper in any way with an item of the Fire Alarm.

On activation of the fire alarm, you are to follow the procedures marked out in the emergency escape procedure.

If a buzzer or flashing light appears on the fire alarm panel, please contact u-student.com on 01228 592594.

OTHER POINTS TO NOTE

When removing a plug from a socket, switch off at the socket first.

Cookers, hobs and fans in the kitchen area have specific instructions for use noted.

If a light, power point or any other electrical device, stops working or does not work correctly, please contact u-student.com on 01228 592594, do not attempt to rectify any problems.

PLUMBING USER GUIDE

The shower unit within your en-suite room is thermostatically controlled to produce an even temperature of water. One tap sets the temperature of water, the other tap dictates the force of the water required.

Should you have a problem with supply of water or notice a leaking fitting, please contact u-student.com on 01228 592594, do not attempt to rectify any problems.

LIFT

When using the lift from the lower ground floor please enter the 4 digit code into the keypad before calling the lift. If you enter the code wrong please wait a few seconds before trying to enter the code again.

Do's and Don'ts

- DO NOT OVERLOAD THE LIFT. The maximum permitted load is displayed on the load plate. Loads should be evenly distributed over the area of the lift car floor.
- DO NOT FOOL OR TAMPER WITH THE LIFT. This may effect the operation of the lift and create a dangerous situation.
- DO NOT USE THE LIFT IN THE EVENT OF A FIRE IN THE BUILDING UNLESS SPECIFICALLY AUTHORISED TO DO SO BY A FIRE OFFICER.
- DO NOT OBSTRUCT OR JAM DOORS
- DO NOT ENTER THE LIFT SHAFT OR PIT UNDER ANY CIRCUMSTANCES.
- DO NOT ENTER THE LIFT SHAFT AREA OR CLIMB ON TOP OF THE LIFT CAR FOR CLEANING OR OTHER PURPOSES
- DO NOT USE THE MACHINE/PUMP ROOM AS A STORE ROOM. IT SHOULD BE LOCKED AND KEPT EXCLUSIVELY FOR THE LIFT MACHINERY.

SHOULD THERE BE ANY PROBLEMS WITH THE LIFT PLEASE CONTACT YOUR ACCOMMODATION ADMINISTRATOR.



u-student.com
your place your space

BRIEF INSTRUCTIONS

FOR

LAUNDRY ROOM

&

KITCHEN APPLIANCES

KITCHEN APPLIANCES USER GUIDE

Extractor Fan

The motor will automatically operate by opening and closing the front door panel as long as the switch is set accordingly. The switches for the fan and the light are found to the right of the front door panel on the inside.

The extractor fan has three speed settings for either light, medium or heavy extraction of cooker vapours. The different levels of extraction are numbered 1, 2 & 3 and can be recognised by the changes in noise level of the extractor fan.

To switch the light on simply move the switch to position 1.

Do not prepare flambé dishes immediately under the extractor and when frying take particular care to prevent the oil from catching fire and never leave unattended.

Electric Hob

To switch on turn the selected control knob clockwise to the required setting. The orange power light will show when the hot plates are on.

Please note:-

- Parts of the appliance may be hot during or immediately after use. Allow sufficient time for the hob to cool after switching off.
- Never use the appliance for heating a room.
- Position pans over the centre of the hotplates
- Keep all flammable materials away from the hob.
- Do not let pans overhang the control knobs as this may overheat and damage them
- Never leave fat or oil unattended on a hob.
- Please keep the hob clean and let the hob cool before cleaning. All parts of the hob can be safely cleaned with a cloth wrung out in hot soapy water.

Electric Double Oven & Grill

Grill

To switch on the grill open the top oven/grill door

Turn the grill control fully clockwise to select either the full grill setting or the economy grill setting.

IMPORTANT – the grill/oven door must be kept open when the grill is used – do not use the grill with grill door closed.

To switch off, return the control knob to the off position.

The top oven/grill light will come on when the grill is switched on.

Detachable grill handle:-

Place the handle over the edge of the grill pan, at the narrow side edges. Slide the handle to the centre and locate between the handle position indicators.

The handle should be removed from the pan during grilling to prevent overheating.

The handle is designed for removing/inserting the grill pan under the grill when grilling.

If cleaning the grill pan when it is hot use oven gloves to remove it. **DO NOT** use the handle to pour hot fats from the grill pan.

Never allow fat to build up in the grill pan as this creates a fire hazard.

Aluminium Foil:-

Using aluminium foil to cover the grill pan, or putting items wrapped in foil under the grill creates a fire hazard and the high reflectivity can damage the grill element.

Using the top oven

To switch on the top oven turn the top oven control knob clockwise to the desired temperature. The red thermostat indicator will come on until the selected temperature is reached and then go off. It will turn on and off periodically as the thermostat operates to maintain the selected temperature.

To switch off, return the control knob to the off position.

Top oven light:-

The top oven light will come on when the top oven is switched on.

Caution: The top element gets extremely hot when in use, so take extra care to avoid touching it.

Important:-

Never put items directly on the base of the oven or cover the oven base with foil as this may cause the element to overheat. Always position items on the shelf.

As part of the cooking process, hot air is expelled through a vent at the top of the oven. When opening the oven door, care should be taken to avoid any possible contact with potentially hot air, since this may cause discomfort to people with sensitive skin. Hold the underneath of the oven door handle.

Using the main oven

To switch on the top oven turn the top oven control knob clockwise to the desired temperature. The red thermostat indicator will come on until the selected temperature is reached and then go off. It will turn on and off periodically as the thermostat operates to maintain the selected temperature.

To switch off, return the control knob to the off position.

To help the air to circulate freely:-

Position the shelves evenly within the oven and maintain a clearance from the oven roof and base

If more than one cooking dish or baking tray is to be used on a shelf leave a gap of at least 25mm between the items themselves and the oven interior

Allow enough space between shelves for food that will rise during cooking

Do not place items on the oven base as this will prevent air from circulating freely.

Important:-

Never put items directly on the base of the oven or cover the oven base with foil as this may cause the element to overheat. Always position items on the shelf.

As part of the cooking process, hot air is expelled through a vent at the top of the oven. When opening the oven door, care should be taken to avoid a possible contact with potentially hot air, since this may cause discomfort to people with sensitive skin. Hold the underneath of the oven door handle.

Cleaning:-

- Grill pan and oven compartments can be cleaned with a mild cream cleaner. Stubborn marks may be removed with a moistened soap pad. The grill pan may be cleaned in a dishwasher or with a nylon brush in hot soapy water.
- Chrome plated parts, eg oven shelves and shelf runners, grill pan trivet can be cleaned with a moist soap pad.
- Painted, plastic and metal finish (stainless steel) parts eg oven door, door handles and control knobs to be cleansed with a clean cloth wrung out in hot soapy water and dried with a soft cloth.
- Glass parts, eg facia panel and door panels can be cleaned with a mild cream cleaner. Rinse thoroughly and dry with a soft cloth. Do not use abrasive cleaners or polishes.






Fridge & Freezer

The fridges and freezers are already turned on and ready for use, the temperatures should not need adjusting.

Dishwasher

The operation buttons for the dishwasher are situated on the top of the dishwasher door which is visible when you open the door.

The dishwasher has 5 different programmes as follows:-

Programme chart			Detergent ²⁾		Consumption ³⁾		
Programmes		Loading instructions	A	B	Litres	kWh	Minutes
 Pre-Rinse	cold	Crockery to be washed later.	-	-	5.0	0.02	10
 Rapid	40°C	Lightly soiled crockery with no dried-on food.	X	-	13.0	0.70	30
 Normal ¹⁾	50°C	Normally soiled crockery.	X	X	16.0	1.24	133
 Normal	65°C	Normally or heavily soiled crockery.	X	X	16.0	1.65	90
 Intensive	70°C	Recommended programme for heavily soiled crockery, especially suitable for pans and saucepans.	X	X	17.0	1.90	125

- 1) Reference programme for energy label in compliance with European EN 50242 regulations.
- 2) Refer to 'How to fill the Detergent and Rinse Aid' Section
- 3) Programme data obtained in conformity with standard EN50242. Values may vary in relation to usage e.g. different loads, water temperature – above or below 15°C as well as water hardness and power supply voltage etc.

How to fill the salt container:-

Do not fill the salt container with unsuitable substances, such as detergent as this will cause irreparable damage to the water softener system.

1. Remove the lower rack
2. Unscrew the cap by turning it counter-clockwise
3. When first using the dishwasher fill the salt container to the rim with water
4. Fill the salt container to the rim with salt (using the filter provided) (when using for the first time use min 1.5kg and max 2kg) and stir with a spoon handle
5. Screw the cap back on by turning it clockwise
6. Fit the lower rack
7. If regeneration salt is to be added, immediately start a wash programme (rinsing alone is not sufficient) in order to eliminate any residual saline solution straight away and avoid corrosion.

Salt level indicator:-

The dishwasher is equipped with an electric or visual salt level indicator (depending on the model installed). The float is clearly visible in the cap window when the salt container is full.

The float lowers and is no longer visible when the salt container is empty.

How to fill the rinse aid dispenser:-

The rinse aid facilitates drying and prevents unsightly spots and streaks on crockery. Before using the dishwasher for the first time, fill the rinse aid dispenser. Only use rinse aids recommended for use in domestic dishwashers.

1. Press button A to open the cover
2. Fill the dispenser with rinse aid up to the dotted line (about 100ml max). Immediately wipe away any rinse aid spilt accidentally. This prevents the formation of excess suds which may spoil washing results.
3. Close the cover.

Thereafter, regularly check the rinse aid level.

How to adjust the rinse aid dosage regulator:-

If you are not satisfied with washing or drying results change the rinse aid dosage setting.

1. Press button A to open the cover.
2. If crockery is prone to whitish streaks reduce the dosage by turning the dial to a lower setting (1-3) using a coin or the like. If crockery is not perfectly dry, increase the dosage by turning the dial to a higher setting.
3. Close the cover,

Visual rinse aid level indicator:-

If the indicator is light you need to add more rinse aid.

If the indicator is dark there is sufficient rinse aid.

How to fill the detergent dispenser:-

Only use detergents recommended for use in domestic dishwashers. **Only fill the detergent dispenser prior to starting a wash programme**

1. Press button C to open the cover
2. Fill the dispensers as required (please see programme chart)
3. Close the cover.

Only use dishwasher-proof crockery and dishes. Do not use the appliance for items not suitable for washing in a dishwasher, for example wooden items, aluminium, plastic utensils, tin, hand-decorated crockery (unglazed) etc

Microwave Oven

Cooking with the microwave oven:-

Caution – Never operate the microwave oven empty as this will cause damage

Microwave cooking principles:-

- Do not cook directly on the glass tray, always place the food in a microwaveable dish.
- Arrange food with the thickest areas to the outside of the dish.
- Cook for the shortest indicated time but do not under cook. Add extra time if required. Severely over cooked food can smoke or ignite.
- Cover food while cooking. The cover prevents spatter and helps the food cook more evenly.
- Turn foods over during cooking to speed the cooking of foods such as hamburgers and chicken. Larger items, such as joints of meat must be turned at least once.
- Rearrange small items of food halfway through cooking; turn them over and swap from the outside of the dish to the inside and vice versa.

Cooking on full power:-

Press the Time button

Enter the number of minutes/seconds cooking time required

Press the start button – the time will count down to zero

To stop the cooking process at any point open the door. To continue the cooking process, shut the door and press the start button.

When the timer reaches zero the microwave oven will stop cooking and emit three beeps. To cancel the programmed information, press the cancel button.

If you wish to cook on less than full power after entering the time press the power button and select the desired power level:

Number Entered	Power Level	Displayed
0	0% (timer)	P0
1	10%	P1
2	20%	P2
3	30%	P3
4	40%	P4
5	50%	P5
6	60%	P6
7	70%	P7
8	80%	P8
9	90%	P9
default	100%	10

WARNING – TAKE CARE WHEN REMOVING FOOD FROM THE MICROWAVE OVEN AFTER COOKING

Express cooking:-

If you press the express button, the microwave oven will cook on high power (100%) for 15 seconds

Further presses of the express button will increase the cooking times as follows:-

Number of presses	Cooking Time
1	15 secs
2	30 secs
3	1 minute
4	2 minutes

Cleaning

Caution

Turn off the microwave oven and remove the plug from the wall socket before cleaning

FOR FULL INSTRUCTIONS FOR ALL APPLIANCES ARE ON THE COMMON ROOM NOTICEBOARDS. COPIES OF THE WASHING MACHINE AND TUMBLE DRYER INSTRUCTIONS ARE LOCATED IN THE LAUNDRY ROOM

PLEASE KEEP ALL THE KITCHEN & LAUNDRY ROOM APPLIANCES CLEAN. SHOULD YOU HAVE ANY PROBLEMS WITH ANY OF THE APPLIANCES CONTACT YOUR ACCOMMODATION ADMINISTRATOR.

REPORTING OF PROBLEMS/EMERGENCIES

ANY EMERGENCIES/FAULTS TO REPORT ON LIFT, ELECTRICS, KITCHEN APPLIANCES, PLUMBING OR ANY OTHER ISSUE, PLEASE CONTACT U-STUDENT ON 01228 592594