## Your Velcome File USEFUL INFORMATION

The Forge u-student.com your place your space



CONTACT DETAILS	p 01
USEFUL TELEPHONE NUMBERS	p 02
USEFUL CONTACTS	p 03
USER GUIDES	p 05
FLOOR PLANS	р 13
FIRE ASSEMBLY POINT	p 21
U-STUDENT PRICED INVENTORY	p 22



ACCOMMODATION ADMINISTRATOR:	U STUDENT (SUNDERLAND) LIMITED		
ADDRESS:	THE FORGE – U STUDENT VILLAGE NEVILLE ROAD SUNDERLAND SR4 6PL		
TELEPHONE:	0191 515 4550		
EMAIL:	sun@u-student.com		
OPENING HOURS:	24 hours a day, 7 days a week		
HEAD OFFICE:	U STUDENT (SUNDERLAND) LTD FIRST FLOOR SUITE OAKVALE HOUSE THOMAS LANE BURGH ROAD INDUSTRIAL ESTATE CARLISLE CUMBRIA CA2 7ND		
TELEPHONE:	0122 859 2594		
EMAIL:	admin@u-student.com		



u-student	CONTACT NUMBER
ACCOMMODATION MANAGER	0191 515 4550
ADMIN (HEAD OFFICE)	0122 8592 594
RESIDENTIAL STUDENT ASSISTANT (RSA)	0191 515 4550
SECURITY GUARD	0191 515 4550
THE MEETING PLACE/YOUR SHOP	0191 515 4555

OTHER ORGANISATION	CONTACT NUMBER	2
CAMPUS POLICE (UNIVERSITY)	0191 515 3999	
CHAPLAINCY (UNIVERSITY)	0191 515 3482	
CONTACT OFFICER (STUDENT UNION)	0191 5153582	$\leq$
COUNSELLING SERVICE (UNIVERSITY)	0191 515 2933	
DISABILITY SUPPORT (UNIVERSITY)	0191 515 2952	
DRINK LINE	03001231110	<b>N</b>
EMERGENCY SERVICES	999	
FAMILY PLANNING (HOSPITAL)	0191 5699966	
HEALTH AND WELLBEING (UNIVERSITY)	0191 515 2938	
INTERNATIONAL STUDENT SUPPORT	0191 515 3550	
N(UANTIOVENRASLIDTYE)BT LINE	0808 808 4000	
NHS DIRECT	111	
NORTHUMBRIA POLICE (NONE EMERGENCIES)	101	
RESIDENTIAL SERVICES (UNIVERSITY)	0191 515 2943	
SAMARITANS	08457 90 90 90	
STEEL TAXIS (FREE PHONE WITHIN ADMIN RECEPTION)	0191 5109990 / 0	)191 510 9966
STUDENT FINANCIAL COUNSELLING	0191 515 2933	
S(UUNIDVERLSAINTYD)ROYAL HOSPITAL	0191 5656256	
TALK TO FRANK (ILLEGAL DRUGS HELP AND ADVICE)	0300123660	
TRANSPORT/CAMPUS BUS (UNI)	0191 515 3030	
EATING DISORDERS	0845 6341414	
VICTIM SUPPORT	0845 3030900	



## LOCAL DOCTORS SURGERIES

Old Forge Surgery, Pallion Park Telephone: 0191 510 9393

Pallion Health Centre Telephone: 0191 5026424

## NHS WALK-IN CENTRES

Open 24 hours a day, seven days a week, Grindon Lane Primary Care Centre - Minor Injuries & Illnesses Unit: **0191 525 2300** or Bunny Hill Primary Care Centre - Minor Injuries & Illnesses Unit: **0191 519 5800** 

NHS Direct, if you need advice and you are not sure what to do you can ring 111. If you need medical attention outside of normal surgery hours you should contact your doctor as normal for further instructions. Please remember that the Accident and Emergency department at the local hospital is strictly for accidents and emergencies.

## DENTISTS

## Pallion Sunderland, 0191 5657058

Oasis Dental Care, 495 Hylton Road, Sunderland, **0191 5341167** Gray & S Gray, 180 Chester Road, Sunderland, **0191 5108686** Miller and Associates, 217 Chester Road, **0191 5142727** 

## RESIDENTIAL STUDENT ADVISERS (RSA'S)

Residential student advisers live on site and can offer advice on safety, security and anti social behaviour where needed. In may cases student advisers work with the University and work together on matters relating to both residential and academic life. You can contact your on site RSA by sending an email to **rsa@ustudent.com**.

## DISABILITY SUPPORT TEAM

The Disability support team offers practical help such as negotiating with academic departments about your support needs, advice on technology and related academic support. It is recommended that you contact the Disability Support Team to discuss (or confirm) any support needs you may have.

Tel: **0191 515 2952**, or email **disability.support@sunderland.ac.uk**. Further details and information visit **http://sls.sunderland.ac.uk/disability**/

## HEALTH & WELLBEING TEAM

Available Monday to Friday, the Health & Wellbeing team offer guidance on your physical and mental well being and how you can gain access to local services, e.g. GP's, dentists, hospitals etc. It is recommended that you contact the team if you have any particular needs associated with any on-going medical condition. Tel: **0191 515 2938** or email **health.wellbeing@sunderland.ac.uk**. Further details and information visit http://sls.sunderland.ac.uk/health-and-wellbeing/



## COUNSELLING

The Counselling team includes eight experienced and qualified counsellors, men and women, sharing a wealth of life experience. A counsellor can provide short-term support for emotional demands of student life.

You can book yourself an appointment by contacting Counselling Reception on Tel: **0191 5152933**.

Further details and self-help information is available from the Counselling Services web pages http://sls.sunderland.ac.uk/counselling/

## STUDENT UNION SUPPORT SERVICES - CONTACT OFFICER

If you have a problem and you are not sure who to speak to or if you are feeling lonely or homesick you may wish to seek advice from the SU Contact officer who will be happy to offer guidance and support or can point you in the right direction. SU Contact officer can be contacted on Tel: **0191-5153582** or e-mail **su.contact-officer@sunderland.ac.uk** 



## CONSUMER UNITS/FUSE BOARD

Each flat has its own consumer unit situated at high level in the flat corridor, residents should not interfere with this at any time under any circumstances. In the event of a problem this should be reported to Reception immediately, it will be dealt with as swiftly and efficiently as possible.

## HEATING

The panel heater in your room is controlled by the push button time switch next to the heater, by pressing the button once your heater will be activated and will provide heat within the room dependant upon the thermostat setting of the heater itself. In the event of any problems with the operation of your heating you should contact Reception. Heating to the common room is by a panel heater on the same system of operation and temperature control. Under no circumstances at all should heaters be covered or obstructed in any way as this can cause outbreak of fire. Do not dry clothes on panel heaters.

Heating to the shower rooms is under floor electric heating, this is controlled by floor temperature sensors and a pre-locked time control unit, no resident input is required. Please do not try to interfere or tamper with these controls at all. In the event of a problem you should contact Reception.

## LIGHTING

Lighting in your study bedroom is controlled by a switch just inside the bedroom door, please turn off lights when you are not in the room. Lighting to common rooms and kitchens is controlled by a switch just inside the room, please turn off lights if you are the last person out.

The stairs and corridor lighting is controlled by motion sensors, these will be switch on automatically when movement occurs. Outside lighting is controlled by timer and will operate during hours of darkness for your safety and security.

## 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 activation of the fire alarm, you are to follow the procedures marked out in the Emergency Escape Procedures.

## PLUMBING USER GUIDE

The shower unit within your flat is thermostatically controlled to produce an even temperature of water simply turn on the shower with the mixer bar control, push the button below the shower and adjust the water to the desired temperature with the thermostatic mixer bar control, if the shower stops before you wish simply push the button again, when you are finished please turn off the shower at the thermostatic mixer bar.

Should you have a problem with supply of water or notice a leaking fitting, please contact Reception.



- The kettle should only be used for its intended use.
- Do not immerse the kettle into water or other liquids.
- Do not use if the kettle or cord has any visual damage or is not working properly.
- Do not disassemble the kettle for any reason.
- Do not open the kettle lid when in use.
- Do not switch the on/off lever into the on position between re-boiling.
- Removing the kettle from the base unit before filling or when pouring.
- Do not put the kettle onto the hob
- Use caution at all times when using the kettle as serious burns can occur from touching hot surfaces and liquids.

- Turn the power supply off to the kettle before filling with water, open the lid by squeezing the lid catch and lifting the lid upwards on its hinge
- Fill the kettle with the desired amount of cold water, above the minimum fill level and below the maximum fill level on transparent water tank, release the lid catch and push down until the lid has clicked/locked.
- Place the kettle onto the base unit by pressing gently but firmly until it is secured. Turn the power supply on and push the on/off lever down to the on position, the indicator light will illuminate to indicate that the kettle is working.
- The kettle will automatically switch itself off when the water has boiled, the on/off lever will return to the off position and the indicator light will go out.
- The kettle can be switched off at any time by pressing the bottom of the on/off switch.



- The toaster should only be used for its intended use.
- Do not immerse the toaster into water or other liquids.
- Do not use if the toaster or cord has any visual damage or is not working properly.
- Do not leave the toaster unattended when in use.
- Do not disassemble the toaster for any reason
- Do not use the toaster directly under a cupboard or close to a wall as burning or scorching may occur.
- Do not allow the cord to touch hot surfaces.
- Do not insert knives or other metal objects into the toaster to remove food items, if food does become jammed, turn the toaster off by the power supply, allow to cool before carefully easing the jammed food out.
- Use caution at all times when using the toaster as burns can occur from touching hot surfaces.

- Insert bread into the selected slots.
- Selected a browning level by turning the browning control dial to the desired position (the higher the number the longer the toaster cycle).
- Press the bread carriage level right down until it locks (the bread carriage lever will not lock down if there is no power supply).
- To stop the toaster at any time during the cooking process, press the cancel button.



- The microwave should only be used for its intended use.
- Do not operate the microwave when empty
- Do not leave the microwave unattended when in use
- Do not use, if the microwave or cord has any visible damage or is not working properly
- Do not disassemble the microwave for any reason
- Do not use metal containers in the microwave and remove wire twist-ties.
- Eggs in their shells cannot be cooked in the microwave, they will explode.
- Remove container lids and pierce packaging and heavy skinned foods
- If smoke is seen coming from the microwave, turn it off by the power supply immediately and raise the fire alarm.
- Use caution at all times when using the microwave as burns can occur from touching hot surfaces and liquids, oven gloves are provided.

- Check the door for the category or wattage of the microwave, and follow the cooking guidelines on the packaging of your food.
- Ensure that your cooking container is suitable for microwave use. Tin foil, paper or disposable plastic cartons are not suitable as they are combustible and will explode.
- Ensure that the glass turn table inside the microwave is suitable and steady.
- Place your food inside the microwave oven.
- Turn on the power selector to the desired power level.
- Use the timer knob/button to set the desired cooking time (please note as soon as the timer is turned the microwave oven will start cooking once the door is closed).
- To stop the microwave cooking process, push the door release button or open the door by the handle.
- When finished cooking, ensure the timer knob is turned back to zero.



- The oven and grill should only be used for its intended use.
- Do not use if the oven has any visual damage or is not working properly.
- Do not leave the drill unattended when in use.
- Do not dissemble the oven for any reason.
- Use caution at all times when using the oven and grills burns can occur from touching hot surfaces and liquids.
- Stand back when opening the oven door to allow any build of steam and heat to disperse.
- Ensure the shelves are in the correct position before switching the oven or grill on.
- Do no place anything on the bottom of the oven, use the chrome shelves.

- Turn the cooking mode selection knob to the desired mode.
- Fan heat-the fan element of the oven will come on.
- Turn the cooking temperature section knob to the desired temperature between 50C and max.
- Grill- top element of the oven will come on.
- Turn the cooking temperature section knob to max setting and place the grilling rack inside the baking tray on the 3rd or 4th rack from the bottom of the oven.
- Turbo grill- top and fan elements of oven will come on.
- Turn the cooking temperature section knob to the desired temperature between 50C and 200C and place the grilling rack inside the baking tray on the 2nd or 3rd from the bottom of the oven.
- The oven indicator light will be illuminated while the oven is heating up to the desired temperature.
- Place your food on a suitable cooking container and place inside the oven, the manufacturer's instructions on the food packing will give you a guideline or how long to cook the food for.
- The time knob can be set for up to 2 hours, please note that this does not deactivate the oven, the oven needs to be turned off when it is not in use.
- Turn the oven and grill off immediately after use.



• Dishwasher detergent is corrosive - take care when using it.

## The following are NOT suitable for washing in a dishwasher:

- Cutlery with wooden, horn, china or mother of pearl handles
- Plastic items that is not heat resistant
- Boned cutlery items or dishes
- Pewter or copper items
- Crystal glasses
- Steel items that are subject to rusting
- Wooden platters
- Items made from synthetic fibres
- Do not put items in the dishwasher that are soiled with lacquer or paint.

Do not overload the dishwasher.

## **OPERATING INSTRUCTIONS**

- Rinse aid dispenser to open the rinse aid dispenser, turn the cap to the open arrow and lift it out. Pour the rinse aid into the dispenser being careful not to overfill it. Replace the cap by inserting it aligned with the open arrow and turning it to the closed arrow. The rinse aid dispenser has six scales, always start with the dispensers set on 4.
- Scrape off any large amounts of leftover food from the crockery before placing in the dishwasher.

## STARTING A WASH CYCLE

- Draw out the lower and upper basket, load the dishes and push them back.
- Place detergent in liquid or tablet form in the detergent dispenser (if not using the 3 in 1 programme).
- Ensure the power supply is still turned on.
- Open the dishwasher door, press the on/off button and the on/off light will turn on. Press the programme button to select a desired wash cycle.
- Ensure the door is properly closed ( a click is heard when the door is closed)
- When the washing cycle has finished the buzzer of the dishwasher will sound for 8 seconds, and then stop. Turn off the appliance using the on/off button. Open the door of the dishwasher, with for a few minutes before unloading the dishwasher to avoid handling hot dishes.

## 3 IN 1 PROGRAMME FOR DISHWASHER

- The dishwasher has a 3 in 1 programme which needs no salt and rinse aid but a 3 in 1 tablet.
- Hang the 3 in 1 basket on the upper basket.
- Rotate the upper sprayer and change the location of the container if required to make sure that the sprayer is not obstructed by the tablet container.
- Place a tablet into the container and start the 3 in 1 programme.





- Do not hang heavy objects onto the door of the refrigerator to avoid it falling over.
- It is dangerous to alter the specifications or attempt to modify this product in anyway.
- Do not place sealed containers or carbonated liquids such as fizzy drinks into the freezer as it creates pressure on the container, which may cause it to explode and cause injury.
- Do not splash water on the refrigerator as this may cause malfunctions or electric shocks.
- Do not store flammable materials such as alcohol, petrol, LP gas or glue in the refrigerator.
- When you change the light bulb or the refrigerator is not in use for long periods, disconnect it from the electricity supply.
- Wait for 5 minutes before restarting the unit if there is a power supply blackout.

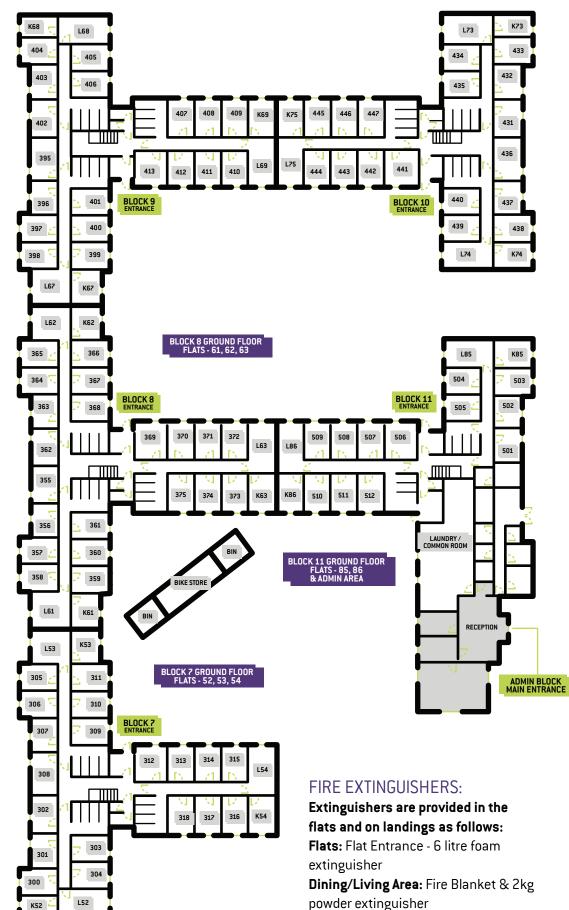
- When operating the refrigerator for the first time, set the thermostatic dial at 3, connect the electric wire and run it without loading any food. Usually this takes 2-3 hours. Then set the thermostatic dial to the desired setting and place your food in the refrigerator.
- The temperature of the refrigerator can be adjusted by turning the thermostatic dial, setting the dial at 3 or 4 is the most suitable for general operations. The refrigerator capability is stronger as the dial number increases.
- Do not put too much food in the refrigerator. Open the door less to maintain the temperature of the refrigerator.
- Frost in the fridge compartment can defrost automatically and the water can flow to the water collection pan, which supports the compressor. The condensed water will evaporate with the heat of the compressor. If the drain hose in the compressor compartment is not installed correctly, please install again before use.
- Defrost the freezer compartment whenever the layer of frost on the surface reaches 4 or 4mm. When defrosting, remove all food and set the thermostatic dial at 0 and open the door. After the frost has melted, discard the water and dry all the interior of the refrigerator. The refrigerator can then be restarted by turning its thermostat to the desired setting.
- When defrosting never use sharp or metallic objects to remove the frost on the surface of the evaporator, as this will cause damage.
- Keep the space between the food packets to allow the cold air to circulate smoothly in the fridge or freezer compartment.



- The hob should only be used for its intended use.
- Do not use, if the hob has any visual damage or not working properly.
- Do not leave the hob unattended when in use.
- Do not disassemble the hob for any reason.
- Place pan centrally onto the hotplate, ensuring the handles are kept away from the edge of the hob and cannot become heated by other hotplates or pans
- Use caution at all times when using the hob as very serious burns can occur from touching the hot surfaces and boiling hot liquids.

- Turn the power supply on and rotate the control knob for the hotplate to the required setting, place pan centrally onto hotplate ensuring the handle is in a safe position.
- Turn the hob off immediately after use. The pilot light may stay illuminated to advise that the hot plate is still hot.
- Do not touch hotplates after use as they will still be extremely hot.

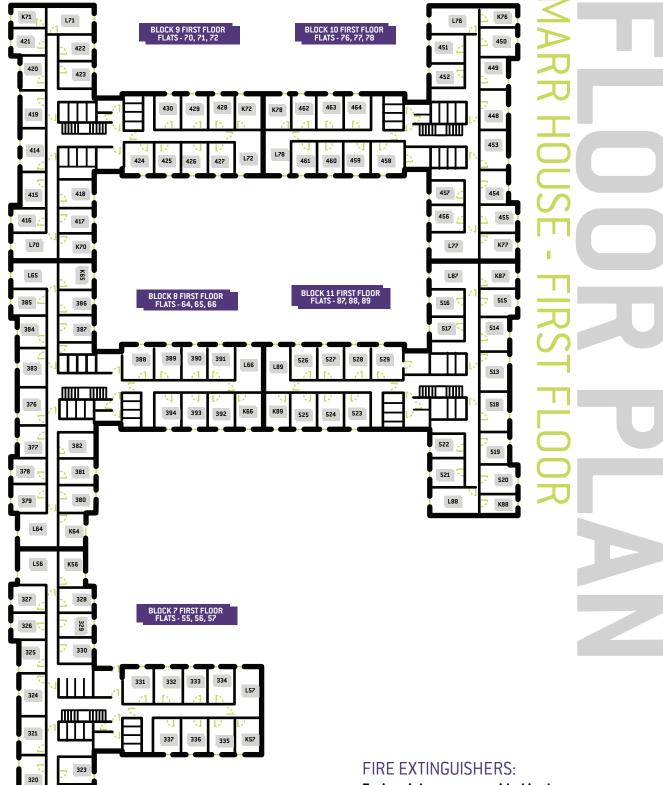




powder extinguisher Landing: 6 Litre foam on each landing

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## MARR HOUSE - GROUND FLO



## Extinguishers are provided in the

flats and on landings as follows: Flats: Flat Entrance - 6 litre foam extinguisher Dining/Living Area: Fire Blanket & 2kg powder extinguisher Landing: 6 Litre foam on each landing

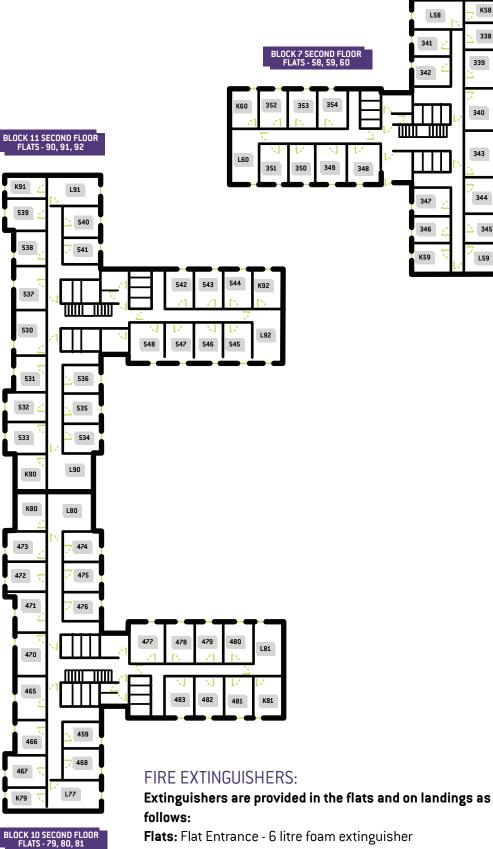


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Dining/Living Area: Fire Blanket & 2kg powder extinguisher Landing: 6 Litre foam on each landing



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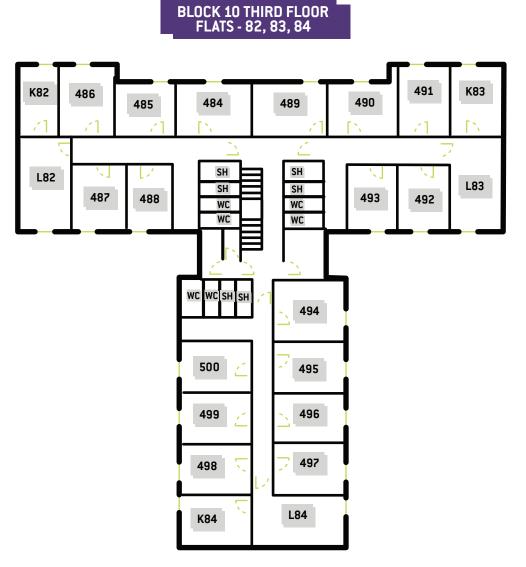
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## FIRE EXTINGUISHERS:

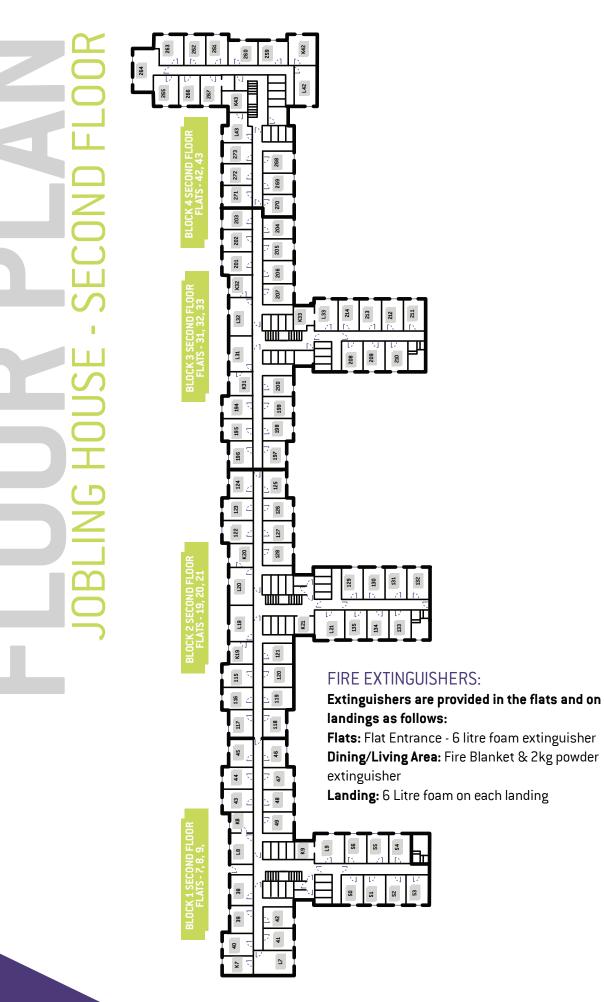
Extinguishers are provided in the flats and on landings as follows: Flats: Flat Entrance - 6 litre foam extinguisher Dining/Living Area: Fire Blanket & 2kg powder extinguisher Landing: 6 Litre foam on each landing



## **p16**









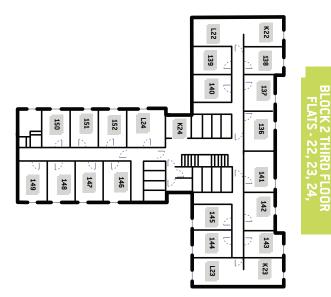


FLATS -

FLOOR

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## FIRE EXTINGUISHERS:

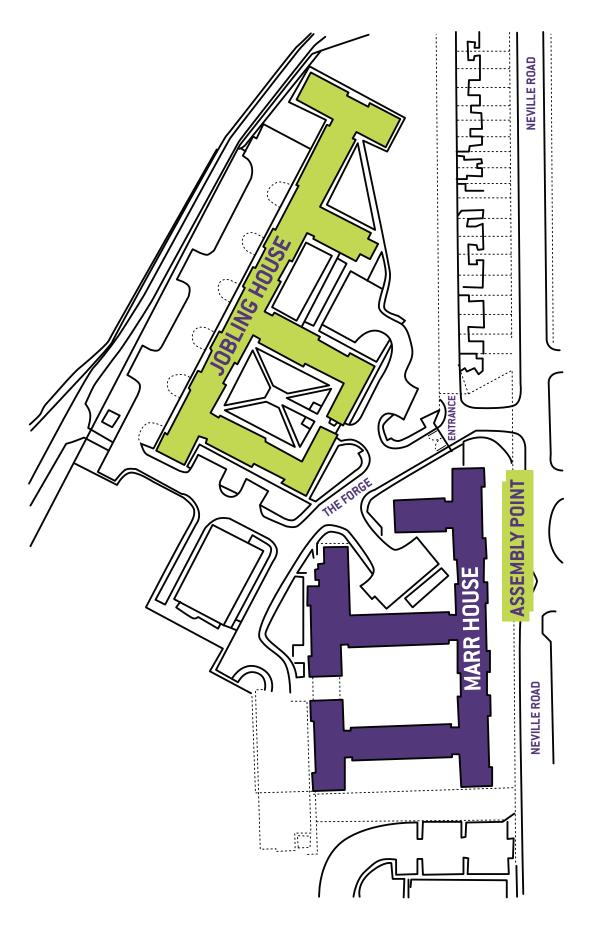
Extinguishers are provided in the flats and on landings as follows:

Flats: Flat Entrance - 6 litre foam extinguisher Dining/Living Area: Fire Blanket & 2kg powder extinguisher

Landing: 6 Litre foam on each landing



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## Furniture/Fixtures

BEAN BAG	1	£ 50.00
BED BASE & DRAWER	-	£ 235.00
BLIND	1	£40.00
CARPET - BEDROOM	1	£ 260.00
CARPET - LOUNGE	1	£ 320.00
CARPET - HALL	1	£ 200.00
COFFEE TABLE	1	£ 145.00
DESK	1	£60.00
DESK CHAIR	1	£60.00
DINING CHAIR	1	£60.00
DINING TABLE	1	£ 175.00
DOOR - FIRE DOOR	1	£ 240.00
DOOR - NON FIRE DOOR	1	£ 140.00
DOOR HOOK	1	£4.00
HAND BASIN	1	£60.00
HAND BASIN TAPS	1	£48.00
KICK BOARD - KITCHEN WORK UNITS	1	£40.00
KITCHEN FLOOR COVERING	1	£ 230.00
KITCHEN TAPS	1	£ 52.00
NOTICE BOARD - BEDROOM	1	£ 70.00
NOTICE BOARD - LOUNGE	1	£ 85.00
MATTRESS - SINGLE	1	£70.00
MATTRESS - DOUBLE	1	£ 140.00
MATRESS PROTECTOR - SINGLE	1	£ 12.00
MATRESS PROTECTOR - DOUBLE	1	£ 15.00
MIRROR	1	£40.00
RECYCLING BAG	1	£ 5.00
SHOWER	1	£ 140.00
SHOWER ROOM FLOOR COVERING	1	£ 78.00
SHOWER TRAY	1	£ 195.00
SINK & DRAINING BOARD	1	£ 78.00
SOFT SEATING CHAIR	1	£ 112.00
TOILET	1	£65.00
TOILET ROLL HOLDER	1	£ 19.50
TOILET SEAT	1	£ 26.00
TOWEL HOOP	1	£ 23.50
WARDROBE	1	£ 175.00
WASTE BIN - BEDROOM	1	£ 11.00
WASTE BIN - KITCHEN / LOUNGE	1	£ 15.00
WINDOW - REPLACEMENT GLASS	1	£ 50.00
WORK SURFACE	1	£ 150.00
WORK UNITS & CUPOBARDS	1	£ 150.00

## Kitchenware

BAKING TRAY	1	£ 7.00
BOWL - CEREAL	1	£ 1.00
BOWL - MIXING	1	£2.00
CAN OPENER	1	£ 1.00
CASSEROLE DISHES (3 PIECE SET)	1	£ 20.00
CHOPPING BOARD	1	£ 5.00
COLANDER	1	£4.00
CORKSCREW	1	£ 3.00
CUTLERY SET (4 PIECE)	1	£6.00
EGG SLICE	1	£3.00
GLASS	1	£ 1.00
GRATER	1	£ 3.00
KNIFE BLOCK	1	£ 25.00
MEASURING JUG	1	£ 1.00
MUG	1	£2.00
PAN - FRYING	1	£ 7.00
PAN SET (7 PIECE INC LID)	1	£ 30.00
PAN STAND	1	£ 5.00
PLATE - LARGE	1	£4.00
PLATE - SMALL	1	£ 3.00
SCISSORS	1	£ 3.00
SERVING SPOON	1	£ 3.00
SEIVE	1	£4.00
SLOTTED TURNER	1	£ 3.00
STRAINING SPOON	1	£2.00
TONGS	1	£ 3.00
VEGETABLE SMASHER	1	£2.00
VEGETABLE PEELER	1	£3.00

## NOTE:

THIS LIST IS NOT INCLUSIVE OF ALL ITEMS AND INCLUDE VAT WHERE APPLICABLE AT PRESENT RATE



## Electricals **CEILING LIGHT** 1 | £ 26.00 COOKER HOOD & EXTRACTOR 1 £855.00 DISHWASHER 1 £225.00 EXTRACTOR FAN 1 £6.00 £ 255.00 FREEZER 1 FRIDGE FREEZER 1 £ 280.00 FUSE BOARD 1 £ 170.00 HEAT DETECTOR £ 52.00 1 **HEATER - BEDROOM** 1 £ 50.00 **HEATER - LOUNGE** 1 £ 70.00 HOB 1 £ 105.00 IRON 1 £ 20.00 KETTLE £ 20.00 1 LIGHT SWITCH £ 5.00 1 MICROWAVE 1 £ 70.00 OVEN 1 £ 180.00 PLUG SOCKETS 1 £ 5.00 SMOKE DETECTOR 1 £ 52.00 TOASTER 1 £ 15.00 VACUUM 1 £ 100.00

## Miscellaneous

ACCESS CARD	1	£ 12.00
REPLACEMENT KEY	1	£ 25.00
REPLACEMENT LOCK	1	£ 80.00
CLEANING/HOUR	1	£40.00
LABOUR/HOUR	1	£ 30.00

## Redecoration

SOFT CHAIRS- REUPHOLSTER	1	£ 20.00
REDECORATE WALL/- CEILING/HOUR	1	£48.00
WINDOW SILL	1	£ 10.00

## NOTE:

THIS LIST IS NOT INCLUSIVE OF ALL ITEMS AND INCLUDE VAT WHERE APPLICABLE AT PRESENT RATE

## **Cleaning Equipment**

BROOM	1	£ 10.00
DUST PAN & BRUSH	1	£ 5.00
IRONING BOARD	1	£ 140.00
IRONING BOARD COVER	1	£ 15.00
MOP	1	£ 10.00
MOP BUCKET	1	£ 10.00

## Fire Equipment

FIRE BLANKET

| 1 | £ 25.00

## Fire Extinguisher

6LTR AFFF	1	£ 50.00
2KG CO2	1	£ 35.00
2KG DRY	1	£ 30.00
1KG DRY	1	£ 20.00

