



u-student.com
your place your space

your student hand book

a useful guide for students



Award winning accommodation





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*Please note site services & facilities will differ per site

FLEXIBLE STAY

YOUR PLACE YOUR SPACE

Want to arrive early?

Want to stay longer—no problem

Stay with us for your whole university experience, we can discuss this and tailor a package for you.

Find your friends, pick a flat and stay together with **u-student**

We will try our best to meet your needs, get in touch with us now;

Tel: **01228 592594**

Email: **admin@u-student.com**





INTRODUCTION



Welcome to **u-student**

Dear resident,

We would like to thank you for choosing **u-student** as your home for the coming academic year. Our aim is to ensure all our residents enjoy the best experience possible with **u-student**, we believe in;

- Quality customer service
- Mutual respect
- Value for money



Through this guide we aim to provide essential information with useful hints and tips, and general advice for all our tenants.

Please take some time to read it carefully – we created it to help make your stay as comfortable as possible. Please note that this document works alongside, and forms a part of, the Assured Shorthold Tenancy (AST) agreement that you have to accept before you move into your accommodation.

We take pride in our unique relationship with our students and ask that you let us know how we are doing. If we can improve, we will.

Please note this student handbook is also available online at www.u-student.com

For latest news, offers and promotions ;

'like' us on Facebook (search u student group) or follow us on Twitter

@ustudentcom





WHEN YOU MOVE IN

Shortly before your tenancy begins we will send you the information you need about collecting your keys and moving-in. This information will also contain advice on what you will need to know about the residence and how to find your way around.

Arriving early

You may be able to move-in early if you want to. Please contact us on **01228 592594** for more information on prices and availability.

Our management team are on-site 9am – 5pm; whilst our buildings are staffed 24-hours you must speak with our management team to make sure your room is available for early arrival.

Accommodation

We want you to have the freedom to live in your new home as you see fit. However, we ask you to do your best to keep everything in the condition you found it. This is for your own benefit and for the benefit of the people who move-in after you.



Your flat, your room, your inventory

A priced inventory is contained within your welcome pack which can be found in each flat lounge. This gives you an indication of the cost of replacement or repair of many common items, any items not included that require replacement or repair will be priced at the time at the appropriate rate.

Your bedroom, flat and lounge have been thoroughly checked before your arrival, a record of this is available upon request from your accommodation manager. If you wish to bring anything to our attention in relation to the condition or contents of your bedroom, flat or lounge, you must do so within 48 hours of arrival otherwise it shall be deemed that everything is correct and in order.

Access to the residence

When you move in you will receive your keys, and any required access cards/fobs for your room or flat. Try not to lose them! If you do lose them, please contact your management team immediately. There is a charge for replacement keys, fobs and swipe cards. Don't forget to return your keys when you move out to avoid any charges for replacement locks/keys etc.





YOUR FLATMATES



When students meet and begin to live together, they often need some time to adjust to their differing expectations. We've got some tips for shared living.

Don't judge a book by its cover—Retain an open mind

Don't jump to conclusions about your flatmates based on your first meeting, an internet profile, a picture, one conversation or someone else's opinion.

It will take time

Successful flatmate relationships take time to develop.

Be open and honest

Not everyone will become your best friend and that is fine. Discuss your expectations openly and ask about theirs too. Avoid arguments and try not to hurt anybody's feelings.

Details, details, details

Most flatmates are quick to talk about how the shared room will be set up and who is bringing what, but many forget to talk about the things that can make the relationship a real success. Don't wait for issues to come up, go ahead and talk about study habits, sleeping habits, room cleanliness, guests, items to share and anything else that is important to you.

Being flatmates is a bit like being in a marriage, but a little more hectic – after all, there are more of you! It's about several different cultures and lifestyles coming together in one shared space so, like any successful relationship, a good flatmate relationship takes time and a willingness to communicate and co-operate. It means not always having everything exactly the way you want it, but instead being willing to compromise and find the middle ground.

What if you do not get along with a flatmate?

Unfortunately conflict can be a part of life, whether with a flatmate, classmate, neighbour or work colleague. We hope to equip students with the skills to be able to address and work through conflict whenever it arises. We are happy to give advice on any issues that you may be experiencing.





YOUR TENANCY & YOUR FINANCING

Your agreement

Your student handbook works alongside your AST that all residents need to accept before they move into their accommodation. You can find full legal information in your agreement.

When you sign the AST, you are making a legal commitment to paying us an agreed rent over a fixed length of time. At the end of that time you are expected to hand back your accommodation in the same condition as when you received it.

Fixed-term tenancy

It is important you understand that your tenancy is for a fixed period. We will give you a HA 21 'notice requiring possession' when you take up your tenancy. Don't worry about this document; it's just the way that we have to tell you the date when we will want to take possession of your accommodation at the end of your tenancy under law.

If you want to move-out of the accommodation, you should talk to us immediately. In certain circumstances, we may be able to release you from your AST (for example, if you find a suitable replacement, have no financial arrears with us at all and the replacement signs a new AST), although we don't have a duty to do so.



If you fail to pay your rent, we may make a claim or bring a county court judgement (CCJ) against you and your guarantor. You should be aware that a CCJ will seriously damage your chances of getting credit from a reputable company in the future, which could make it difficult to get a job, car finance, a mortgage or credit card.

Your AST is for a fixed length of time. Please note that we don't have to release you early from your AST, even if you leave university.

Student loan

Many of you will have applied for a student loan to pay for your accommodation and living expenses. If you are relying on your loan to pay your rent or living costs, a delay in receiving that loan may have serious consequences for example, you may miss your rent instalment. Follow the checklist below to make sure you have done everything you can to ensure that your application is processed as quickly as possible.

- If there is a problem, contact your university to get help.
- Send any forms or letters by recorded delivery and keep a note of the tracking number. Check after a day or so to make sure the letter has been received.
- You may want to make sure that you have a backup plan, such as a student account with an overdraft facility or a part-time job.
- Before you post the forms, make copies and keep them safe.
- Tell the Student Loan Company if your bank details change.
- Read all forms carefully and thoroughly. Follow the instructions and complete all relevant sections.
- Keep a record of any calls you make. Write down the date and time, who you spoke to and what was said.

In the instance you have a loan issue you must inform **u-student** head office as soon as possible.

If you are having problems with your loan application the university or college may be able to help. Contact student finance or accommodation services in the first instance.



MONEY MATTERS



Rent

- If you have not provided details of a UK-based guarantor you will have to pay the rent for the whole of your tenancy in one instalment on or before the date your tenancy begins.
- The due dates of your rent payments are set out in your tenancy.
- Rent payments can be made through your portal.
- If you have any problems paying your rent, please talk to the management team who will try their best to advise you.
- If a relative or friend is paying your rent, please remind them in plenty of time so they can pay it when it is due.

We charge for late rent payments because of the administrative work involved. If your rent is late, there will be a £20 administration fee for the first reminder letter we send you and a £10 charge for each letter after that. If you have not paid your rent after a certain length of time, we will have to take legal action against you and your guarantor, which may result in you receiving a CCJ. This could affect your ability to get credit in the future.

If a cheque is returned unpaid by your bank this could be for a number of reasons – you may not have enough funds, you may not have signed it or it may have been stopped we will charge you a £20 administration fee plus any bank fees. Also, don't forget that your own bank may also charge you for unpaid cheques.

Please make sure that you have enough funds in your accounts. If there is a problem, please talk to the management team as soon as possible!

TV licence

Where we provide a TV in shared areas, we provide the TV licence. If you have brought your own TV, you will need to buy a TV licence. For more information, please visit: www.tvlicensing.co.uk

Council tax

Full-time students are exempt from council tax; you will need to provide a council tax exemption certificate which must be passed to the management team within seven days of the commencement of your tenancy.

Failure to do so will result in the council billing us for council tax, the cost of which will be passed to you. Certificates are available from your university administration office.

Other charges

If you swap rooms during your tenancy you will incur charges. Also, if you end your tenancy and have found a suitable replacement to take over the terms of your tenancy you will also incur charges.





SECURITY

Your security and safety is important to us. One in three students in the UK is a victim of crime. Do whatever you can to make sure that it is not you.

When you are away

It's really important that you let accommodation management know that you will be away from your residence overnight or for a short stay, as we need an accurate account of all tenants who are on-site in case there is an emergency. If you are going to be away from your room or flat for a lengthy period of time, please make sure that the lights and heating are turned off and all doors and windows are securely shut and locked. You might also want to think about taking your valuables with you or, at the very least, making sure that they cannot be easily seen through the windows.





Safety tips

Don't become a statistic. Staying safe on the streets is all about following a few common-sense guidelines.

- Never get into a taxi on the street unless it is a licensed hackney carriage. Only use a private-hire cab if you have booked by phone.
- Try to only use cash machines (ATMs) during the day – put your card and cash away before moving away from the cash machine and be aware of who is nearby. Never write down your PIN.
- After a night out, arrange to go home with friends or in a licensed hackney carriage.
- Don't flash portable electronic devices about, it shows thieves you have something worth stealing.
- Be careful when using your mobile phone. If your phone is stolen, call your network immediately and notify the police.
- Mark your property, including your bike, with the initials of your university (for example, 'NU' for Newcastle University) and your student ID number – this makes it harder for a burglar to sell stolen goods and can help the police to return items to you.
- Use a bike lock recommended by your local police force.



Your security

We use CCTV cameras in our residences to help to protect the security of the property and the people who live in it. Our cameras can be directed and zoomed remotely and are positioned to capture views of the common areas, courtyard, the main entrance and other areas that are important to capture for security reasons, as well as general views across the residences.

The live pictures are viewed regularly by our staff or security contractors or both to detect any suspicious activity. We will only use information we gain from CCTV surveillance for security purposes, unless we discover an activity that we cannot reasonably be expected to ignore, such as activities that break health and safety rules and so put others at risk.

We also try to make sure that there is enough lighting around all of our residences. You can help yourself by:

- making sure you don't leave valuable items on display in your room or flat or in a parked vehicle;
- locking your bedroom door even if you are only going down the corridor; and
- contacting the management team if you notice any suspicious behaviour.
- making sure your visitors are signed in and out and that you escort them around the residence at all times;
- being careful about who is following behind you, you should also be careful about who you let into the residence or if someone tries to follow you into the building;
- keeping your room or flat locked and making sure that windows are properly closed when you are going out;
- keeping the shared entrances to your flat and block closed and locked at all times – please don't leave doors wedged open.

Burglary

In the event of a burglary, you should do the following:

- try not to move or touch anything;
- report it to the police and your management team immediately;
- get a crime reference number from the police and pass it on to us as soon as you can, without one, it will be impossible for you to make a claim from an insurance company; and
- write a written report of the burglary and give it to the management team as soon as possible, giving full details including the date, time, damage caused, items stolen and where other residents of the room or flat were at the time of the burglary.

Many people find being burgled very traumatic. If you want to talk to someone about it, a student welfare officer or counsellor is only a phone call away. Your management team will be able to give you the contact details.

Contents Insurance

We won't be responsible for any loss or damage to your possessions, but we have arranged a basic contents insurance cover package which is included in the cost of your rent.

Your rent includes basic contents insurance cover from Endsleigh. Please refer to their website at www.endsleigh.co.uk for full details. You should check the insurance documents. Claims maybe subject to management approval prior to submission to the insurer.



FACILITIES

Bicycle storage

The bike storage facilities are free to use but residents must provide their own bike locks.

Please be aware that you leave your bike at your own risk and that we will remove and get rid of any bikes that have not been collected by the end of your tenancy.

For safety reasons, bikes are not allowed inside the residence. Please do not store bikes in entrances, corridors, flats, bedrooms or shared areas.

Post

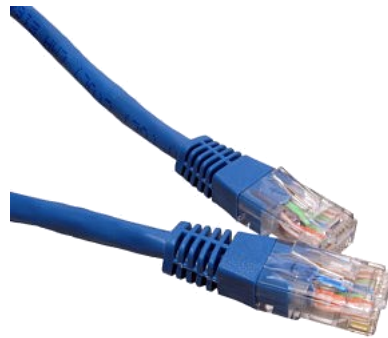
Royal mail or courier service will always try at the time to deliver your post directly to your flat. If you are not available or not in a card may be left informing you of the delivery. If your site has a reception undelivered mail will be left there for collection. You can then collect this when convenient upon producing relevant photo ID or student card.

Laundry

Washers and dryers are available in our on site laundry. It's a good idea to get a good supply of change for them. Please remember that most students tend to do their laundry at the weekend, and so the laundry facilities can get a little overcrowded at this time. Please consider doing your laundry during the week, particularly if you have mornings or afternoons free!

Please also make sure that you collect your laundry immediately after the cycle is completed so the machines are available as soon as possible for other students. Also, report any faults to reception as soon as you notice them. The laundry facilities are open 7 days a week, opening times are communicated on site.





Internet

Your internet connection is (connection speeds and options differ by residences) included in your rent. Full details are also available on the **u-student** website.

Your standard connection is via either a Wi-Fi or a wall port connection (residences can differ) and a fair usage policy exists in all residences for internet service provision. The fair usage policy is available to download on the **u-student** website.

u-student reserve the right to withdraw the internet service provision at anytime without notice for any reason - for example non payment of rent or other charges.

RESPECT & COMMUNITY

One of the great things about staying at **u-student** is that you become a member of a student neighbourhood, a community. The key to having a good time is getting on with other people.



Noise

A student's right to reasonable quiet overrides another student's right to make noise! So, you must make sure your noise levels do not interfere with another student's ability to study or to enjoy their living environment. You should also note that a high level of bass from stereos or other sound devices is not allowed at any time.





Cleanliness

All our residents are responsible for keeping their bedroom and the shared areas of their flat clean. This includes emptying kitchen and room bins, correctly putting rubbish bags into outside bins, cleaning surface areas, kitchen utensils, dishes and equipment, and any cleaning needed to the bathroom and toilet facilities after use. If our staff have to carry out extra cleaning in those areas, we will charge those responsible for this extra work.

Please do not build up the following items, or place them on display in your flat window.

- Beer or lager cans, wine bottles, or any other tins or glasses – recycle them instead.
- Dirty pots and pans.
- Pizza boxes or dirty takeaway containers.

Vandalism

We will not tolerate vandalism – we pride ourselves on the standards of our residences. We constantly maintain the residence and we will not hesitate to refer any serious damage to the appropriate university staff and police.

Resident student advisers (RSA's)

Some of our residences have recruited RSA's who live on-site and can offer advice on safety, security and anti-social behaviour where needed. In many cases RSA's work with the university and work together on matters relating to both residential and a academic life. You can contact student advisers through the email address for your residence.



No smoking policy

u-student are proud to offer residences which are entirely non-smoking, this covers all communal areas, lounges, hallways, corridors and stairwells as well as bedrooms. It also extends to internal courtyard areas. If you are a smoker please respect this policy and your fellow residents by only smoking in designated areas well away from the residence.

u-student will make sure any contravention of the smoking policy results in the student responsible being fined and where applicable you will be responsible for returning the room or flat to the condition in which it was received. This may include replacement of any affected soft furnishings and full repainting of the affected area.





Anti-Social Behaviour

Under the terms of your AST you have agreed to make sure that your own behaviour and the behaviour of any guests you invite into the residence neither causes damage to the property nor nuisance or inconvenience.

Behaviours that fall into these categories and are considered as being threatening, inappropriate or anti-social include.

- Any act of physical violence.
- Threatening, abusive, insulting or foul language in any form of social media
- Carrying an offensive weapon.
- Causing damage to the property.
- Involvement in a violent incident in the residence.
- Use, production or supply of illegal substances.
- Angry or aggressive communication.
- An uttered threat to harm another person.
- Intentional theft.
- Bullying (repeated, unreasonable conduct).
- Persistent excessive noise especially during the hours of night.
- Stalking (repeated attempts to impose unwanted communication or contact which elicit concern).
- Unusually persistent complaining.

u-student is committed to protecting its staff. Each resident should have a trouble free stay within their accommodation. Where the behaviour of a student or their guest falls into any of the categories highlighted above, **u-student** may take action to the full extent of their legal powers. Where relevant this will include.

- Serving notice to evict.
- Notifying the police.
- Notifying your university.
- Advising the emergency contact/guarantor of the behaviour of the individual responsible.

This guidance is to make sure that the individual(s) concerned are appropriately disciplined and that the well-being of all staff and residents is maintained.

HEALTH & SAFETY

Windows

Some of the windows in our residences are fitted with restrictor safety devices on the handles, the restrictor will only allow the window to open far enough to give suitable ventilation.

You should not tamper with them in any way under any circumstances.

If there is a problem with your handle when you move-in (for example, it is broken or faulty in any way), please note this on your inventory form and report it to reception immediately.

We will check restrictors during inspections and after the end of your tenancy. If we find a restrictor has been damaged or removed, we will charge for the cost of replacing it, which may also include the cost of replacing the window frame or handle. Please don't force the handles or window restrictors into positions they are not meant to go as you could risk being prosecuted. If you feel your room or flat is too hot, we recommend that you keep the curtains closed during the day and turn off the lights when you go out.





Fire

Fires can kill. The majority of fires are avoidable, which means you have an important role to play in helping us reduce the risks.

- Cigarettes, smoking materials and candles have caused in excess of 1,800 student injuries in the UK over the last five years.
- If you smoke, drink or use candles you are 50% more likely to have a fire.
- People living in shared accommodation are seven times more likely to have a fire.
- Do not under any circumstances cover or obstruct the smoke detector in your room or flat

1. Causes of fire

Leaving things like pans and grills unattended when cooking causes half of all recorded fires in student accommodation.

Other major causes of fire include:

- smoking (banned throughout **u-student** residences);
- electrical items (particularly overloaded plugs); and
- candles.

2. Standard fire procedures

If you discover a fire:

- raise the alarm immediately by breaking the glass in an alarm unit;
- dial 999 and ask for the fire services – give the full address and location of the fire; and
- leave the residence and go to the assembly point you can find out where this is by checking the fire action notices posted around your residence.

If you hear a fire alarm:

- leave the residence immediately by the nearest exit;
- if your residence has a lift don't try to use the lift;
- where possible, close windows and doors behind you; and
- go to the assembly point.

Important note: each residence has specific procedures in the event of a fire. Please make sure you keep to them.



3. Fire alarm system

Your residence is fitted with an automatic fire alarm system. This includes a combination of heat and smoke sensors designed to keep you safe. Please note that if the fire alarm sounds, get out of the residence as quickly and as safely as possible. Follow the signs to your nearest fire exit and go to your assembly point outside.

We will test the fire alarm system once a week. You will get used to the weekly test happening on a particular day and time. However, please be aware that there could actually be a genuine alarm at this time.

We will carry out a fire drill every so often, this drill is a legal requirement and we may invite the fire services to be there.

4. Misusing the fire safety equipment

All our residences are fitted with automatic fire detection systems and fire safety equipment. If you misuse these systems and equipment, the fire and rescue services are likely to arrive and cause considerable disruption for everyone.

It's a criminal offence to tamper with fire equipment or set off a fire alarm without good reason. This includes deliberately tampering with break-glass units, covering or obstructing sensors, setting off fire extinguishers. If someone does this we will report them to the local fire officer, the police and, where appropriate, the university. This will lead to disciplinary action, possible criminal prosecution and the student responsible being fined.

Important note: residents who misuse or tamper with fire safety equipment are putting everyone's safety at risk, so please report any misuse or tampering you see.



5. Preventing unwanted alarms

False alarms are a fact of student life and can be a real nuisance. However, we can all work together to reduce the number of false alarms.

- If you wedge open the kitchen door, any cooking fumes or smoke will spread and be detected by the smoke detector located outside the kitchen. This will sound a full alarm and the fire and rescue service may come to your residence automatically.
- If your kitchen fills with smoke, open the windows – don't open the fire door.
- When showering, please leave the door closed to prevent steam activating a detector.
- Never spray aerosols under a detector.
- If you don't follow these guidelines it is likely to lead to disciplinary action through your university. You may also have to pay considerable charges if the fire and rescue service are called out unnecessarily.

6. Flammable substances

Please don't bring any highly flammable substances into the residence. If you are an art student and use spray paints, please handle substances safely and store them away from direct heat, especially direct sunlight. If you share a kitchen, please make sure that any flammable chemicals are clearly labelled.



7. Using fire-fighting equipment

Our residences have at least one fire blanket in all shared kitchens and studio flats. Some also have a fire extinguisher in the kitchen and main stairwell routes.

Your priority when a fire alarm has been set off is 'get out and stay out'. Fire extinguishers are only meant to be used to help you escape and not to fight a fire. The decision to tackle a fire is yours – if you have not been trained to use fire extinguishers, if the fire is too big or your escape is threatened, just close the door on the fire and evacuate the building.

If you do decide to tackle a fire always follow these simple rules:

- wherever possible, get help before tackling the fire;
- always have your back to an escape route;
- don't let the fire get between you and the escape route;
- work out the correct type of extinguisher to use on the fire;
- work out the correct way of using it by reading the instructions;
- crouch as low as possible to avoid rising heat and smoke; and with the exception of oil or fat fires, aim the jet at the base of the fire and work upwards.

Remember that reading extinguisher instructions will take up valuable evacuation time, so if you are not confident – get out!

8. A quick guide to fire extinguishers

TYPE	USED FOR FIRES INVOLVING
WATER	Wood, paper and fabric (not electrical equipment)
CO2	Electrical equipment
DRY POWDER	Flammable liquids
FOAM	Fat and oil (not electrical equipment)



Emergency lighting, routes and exits

All of our residences are fitted with emergency lighting to light up the quickest escape route out of the residence if there is an emergency.

It's very important that you are familiar with what to do in an emergency, which includes knowing the nearest escape routes and exits from your residence. Most residences only have one way in and out, but some have more than one route. Please also refer to the 'Fire Action Notice' fixed to the back of your room or flat door.

You should always keep hallways, corridors and stairwells clear. An item does not have to be large to cause a problem, and in an emergency tripping over something could result in you becoming an obstacle to others.

Reporting

We carry out regular checks to look after your safety. If you have any safety concerns, please report them to your management team immediately.

Electrical safety

All our electrical appliances, such as vacuum cleaners and microwaves, are tested to comply with regulations and ensure they are safe to use. Please play your part by only bringing in appliances that are free from obvious safety concerns.

As per the tenancy some items such as electric heaters, deep fat fryers etc are not permitted anywhere on **u-student** residence for safety reasons.

If you use an appliance and the electricity in your room or flat trips out, please don't use the appliance again until it has been checked by a qualified electrical engineer.

Important note: never leave TVs or stereos on standby as they can get extremely hot and become a potential fire risk.

REPAIR & MAINTENANCE

Routine maintenance

At certain times of the year, contractors may call to carry out servicing and safety checks on appliances. We may not always be able to tell you the time they will be making their visit but we will try our best to let you know beforehand.

Members of staff have the right to refuse to enter an area if they feel smoking has taken place. In this instance staff will inform the management team that smoking has taken place and the resident will be contacted as this constitutes a breach of the no smoking policy.

Repairs

If you discover faults, maintenance issues or damage, please report them to accommodation management immediately. Remember a small problem that is not reported may become a larger one if left alone!

Please describe the damage or problem in as much detail as possible, as it will help us repair the fault sooner and more effectively. Our management team will then take appropriate action depending on how urgent the repair is. We define emergency repairs as anything that has to be done to avoid danger to your health and safety or serious damage to the residence – we will always give these types of repairs priority. If you damage an item we will charge you the cost of the repair or replacement.

When you report a fault that needs repairing you are providing us with permission to enter your room or flat to carry out the work. If you want, you can ask to arrange a time that is convenient for both you and us so that you can be there while the work is being carried out, although this may not always be possible. If there is an emergency, we will carry out the work as soon as practically possible – we may need to access your room without getting your permission beforehand.

Please also note that you are responsible for the cost of repairs caused by anything you or your guests do or fail to do. If no residents take responsibility for the cost of repairing damage that we believe was caused by misuse by residents, we will split the cost equally between all the residents with responsibility for the flat.



Inspections

To keep our standards as high as possible, we will inspect your room or flat every term. If there are any problems with its condition, we may inspect it more frequently.

We will generally warn you at least 24-hours before we carry out an inspection. We will also inspect all kitchens and shared areas to make sure that these rooms are being looked after. If an area is persistently dirty, we have the right to hire cleaners and a charge will be incurred against the flat and all residents sharing.

Please ask your accommodation management if you or your flatmates need any housekeeping help & advice.



THE ENVIRONMENT



u-student take a serious and responsible approach to environmental issues and our corporate social responsibility.

We make sure every flat within each of our student residences has the recycling facilities required to enable every student to recycle their waste.

We have a simple strategy for recycling waste. Please make sure that you put your items for recycling (glass, plastic, metals, paper and card) into the appropriate recycling bags. Please rinse out food containers before recycling them.



You should put other waste, such as leftover or unwanted food, vegetable peelings, food-contaminated paper and card, tissues, wipes, crisp packets and any other non-recyclable waste in bags in the waste bin provided. It is your responsibility to place all waste bags in the waste bins provided on site.

We take a responsible approach to managing our use of energy and taking care of our environment.

Energy-saving initiatives are undertaken by **u-student** employees, contractors and you, our residents. These include encouraging you to adopt simple, everyday practices which help to save energy, whilst highlighting heavy drawers of energy.

As a large operator of private student accommodation, we are committed to being as environmentally friendly as is realistically possible. We believe that this is as important to you as it is to us. Achieving our aims will be an on-going process and we ask for your help in meeting our environmental and social responsibilities.

We welcome any ideas you may have to help us achieve our aims. Please email us at admin@u-student.com



Health & Well-Being

Medical care

It's important when you settle into your accommodation that you register with a local GP surgery and dentist practice. Otherwise, if you become ill during your stay, it won't be possible for a doctor to do home visits and you will struggle to receive any treatment. You can get a list of important numbers from your accommodation management or your welcome files in your flat.

Feeling lonely in a crowd

Loneliness is a common experience at university. For many it is the first time away from family and friends, living in unfamiliar and impersonal circumstances.

These feelings can be very intense at particular times in the student calendar the first week, the first term, returning after Christmas and during exam periods. These feelings of loneliness can damage your self esteem and confidence, causing you great unhappiness and even despair. It is always difficult to admit this initial feeling of loneliness as there is such a huge expectation that 'You are going to have the time of your life at university'.

If you feel that you are experiencing something similar to what has been described above, please contact the management team who will be able to help and guide you towards university support and counselling services. Please remember that you are never alone.

Pastoral care

Our philosophy is that we provide more than just four walls and a roof and we try to understand accommodation from your point of view. While the vast majority of students settle in very quickly to group living and the **u-student** environment, occasionally a student may feel lonely or not know where to turn regarding an issue with other people.

Our team are experienced in giving advice on and mediating in all kinds of welfare issues that students may experience, such as homesickness, difficulty in getting on with flatmates, noise complaints, relationship troubles, partying too hard and having trouble with studies. You are never alone in issues such as these and we will do whatever we can to help and advise you, your RSA (if applicable) may be able to help.

If you need more guidance, we have close relationships with our university partners and their welfare departments to help and support you.



Meningitis

If you are entering higher education for the first time, you should have been vaccinated against meningitis C. This applies particularly if you are entering the first year, whatever your age. If you have not already been immunised before you arrive, your university doctor can do this.

It is important to remember that this vaccination only gives protection against the group C strain of meningitis, which accounts for 40% of all meningitis cases in students. You should still watch out for the signs and symptoms of the group B strain of meningitis.

The symptoms of meningitis and septicaemia are:

- high temperature or fever;
- being violently sick;
- severe headache;
- neck stiffness (can't touch your chest with your chin);
- joint or muscle pains;
- feeling drowsy or lethargic;
- confusion or disorientation; and/or
- a rash of tiny red and purple pin prick spots which may spread to look like fresh bruising.

These symptoms can get worse rapidly. Also, don't wait for all the signs to appear as they may not do so!

IMPORTANT INFORMATION

Code of standards

We work with the ANUK Code of Standards. You can download details from our [u-student website](#)

Discrimination

We have an active anti-discrimination policy and will not discriminate against anyone for any reason.

Bullying

We believe students have a right to be happy in our residences. We will not accept bullying or any other form of harassment.

Drugs

We strictly forbid the unlawful use, manufacture, distribution, sale or possession of any illegal drug in our residences. It is our policy to contact the police immediately if we believe there are drugs in your residence.





Guarantor

If you live in the UK or if you asked to pay in instalments, you should have provided details of a guarantor living in the UK who will guarantee that you will keep to your responsibility under the AST. In order to be a guarantor that person must be in employment and have no CCJ's (county court judgments). You can find more details in your AST.

Fun

We want all of our residents to enjoy the experience of university and that includes where they live. Having fun is important to us and makes the environment nicer for both residents and staff!

Data protection

We may have to share information about your tenancy with your university, parents or guardian, or guarantor. If you have any questions or concern about this, please contact the management team of your residence. You should tell us in writing if you do not want us to give information to your university. We must keep to, and will act in line with, the terms of the Data Protection Act 1998.

Visitors

One of the pleasures of living independently is being able to have family and friends around. While they are on-site, you are responsible for their behaviour and will also be responsible for any damage or disruption they cause. You must book all visitors in and out with the management team so that we have an accurate record of all visitors on-site in case there is a fire evacuation. You are only allowed to have overnight guests occasionally and guests must be signed in and out with each visit. To avoid excessive guest numbers the management team retain the right to refuse overnight guest applications. You should also be aware that you are only allowed to have visitors on-site when you are there and are living in your room or flat. You must escort your visitors at all times while they are on-site. The management team has the right to restrict the number of visitors that you may have and the hours they are allowed to stay.

Ball games

Ball games are not allowed anywhere on the grounds of our residences.

Pets

Unfortunately you are not allowed to have any pets, no matter how big or small.

WHEN YOU MOVE OUT

Before the end of your tenancy, it's your responsibility to arrange for the management team to inspect your room and flat with you. We will let you know what, if any, work needs to be done to put the room and flat back to the standard we expect and you will be responsible for the costs in doing so.

- You are responsible for any damage to the room and flat (whether the damage is deliberate or caused by negligence);
- The room and flat must be cleaned adequately, including the oven and kitchen. Failure to remove your possessions and any rubbish from your room and flat will incur charges

If you have any further questions, please contact a member of your management team.

