

# Your Welcome File

USEFUL INFORMATION

**Carlisle**  
**u-student.com**  
your place your space



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# CONTACT DETAILS

**ACCOMMODATION ADMINISTRATOR:** U STUDENT GROUP LIMITED

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**ADDRESS:** 17 JOHN STREET  
CARLISLE  
CUMBRIA  
CA2 5TR

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**TELEPHONE:** 07799418537

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**EMAIL:** paula@u-student.com

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**HEAD OFFICE:** U STUDENT GROUP LTD  
OAKVALE HOUSE  
THOMAS LANE  
BURGH ROAD INDUSTRIAL  
ESTATE CARLISLE  
CUMBRIA CA2 7ND

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**TELEPHONE:** 0122 859 2594

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

**u-student**  
PAULA BOAK,  
ACCOMMODATION MANAGER

**CONTACT NUMBER**  
07799418537

<b>OTHER ORGANISATION</b>	<b>CONTACT NUMBER</b>
CARLISLE, BRAMPTON ROAD AND CALDEWGATE SWITCHBOARD	01228 400300
FUSEHILL STREET SWITCHBOARD	01228 616234
DRINK LINE	0300 123 1110
EMERGENCY SERVICES	999
SEXUAL HEALTH AND FAMILY PLANNING	01228 608989
NATIONAL DEBT LINE	0808 808 4000
NHS DIRECT	111
CUMBRIA POLICE (NONE EMERGENCIES)	101
SAMARITANS	08457 90 90 90
CARLISLE DRIVERS	01228 515818
SMOKE FREE	0300 123 1044
RETHINK- SUPPORT FOR MENTAL ILLNESS	0845 456 0455
TALK TO FRANK (ILLEGAL DRUGS HELP AND ADVICE)	0300 123 6600
EATING DISORDERS	0845 634 1414
VICTIM SUPPORT	0845 30 30 900

[www.carlisle.gov.uk/health\\_and\\_social\\_care/doctors\\_gps\\_and\\_hospitals.aspx](http://www.carlisle.gov.uk/health_and_social_care/doctors_gps_and_hospitals.aspx)

- Doctors
- Dentists
- Opticians
- Pharmacy

## 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.

## HOSPITAL

Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY  
**01228 523444**

## 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.

## UNIVERSITY OF CUMBRIA

T: **01228 616234** (main switchboard)

W: <http://www.cumbria.ac.uk/StudentLife/Support/Disability/Home.aspx>

## HEALTH & WELLBEING TEAM

[www.cumbria.ac.uk/StudentLife/Support/HealthWellbeing/Home.aspx](http://www.cumbria.ac.uk/StudentLife/Support/HealthWellbeing/Home.aspx)

The Psychological Wellbeing Service incorporates Counselling, Therapy and Mental Health mentoring. Staffed by qualified and trainee Psychological Therapists the Health & Wellbeing Team offer appointments to students **Monday - Friday**.

## HELPFUL INFORMATION RELATING TO U-STUDENT JOHN STREET

**Lifts:** if you have are in the lift and have a problem, please press the alarm button and this will contact the security company who will assist

**Fire Alarms:** residents must treat all fire alarms as if an actual fire and evacuate the building (fire assembly point included). Security will respond when the fire alarm is activated.

**Lost Keys:** a key replacement is charged at **£15/key**. If you require a key replacement please contact your Accommodation Manager Paula.

## 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 u-student Carlisle immediately, it will be dealt with as swiftly and efficiently as possible.

## HEATING

The panel heater in your room is controlled by a switch next to the heater and is activated once you have inserted your key into the wall panel and turned to ON position. In the event of any problems with the operation of your heating you should contact u-student Carlisle. Heating to the common rooms is by a panel heater and is activated by switch on wall. 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.

## 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 a switch on each floor and each corridor. These are on a timer system and normally switch off after approximately 5 minutes. 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 and adjust the water to the desired temperature. When you are finished please turn off the shower.

Should you have a problem with supply of water or notice a leaking fitting, please contact u- student Carlisle.

# USER GUIDE

## KETTLE

### SAFETY INSTRUCTIONS:

- 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.
- Remove 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.

### OPERATING INSTRUCTIONS

- 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.

## SAFETY INSTRUCTIONS:

- 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.

## OPERATING INSTRUCTIONS

- Insert bread into the selected slots.
- Select 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 lever 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.



# USER GUIDE

## MICROWAVE OVEN

### SAFETY INSTRUCTIONS:

- 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.

### OPERATING INSTRUCTIONS

- 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.

# HOB USER GUIDE

## SAFETY INSTRUCTIONS:

- The hob should only be used for its intended use.
- Do not use, if the hob has any visual damage or is not working properly.
- Do not leave the hob unattended when it 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.

## OPERATING INSTRUCTIONS

- 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 hob 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.

# USER GUIDE

## OVEN & GRILL

### SAFETY INSTRUCTIONS:

- 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 disassemble 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 not place anything on the bottom of the oven, use the chrome shelves.

### OPERATING INSTRUCTIONS

- 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.

### SAFETY INSTRUCTIONS:

- 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.

# USER GUIDE

## FRIDGE FREEZER & FREEZER

### SAFETY INSTRUCTIONS:

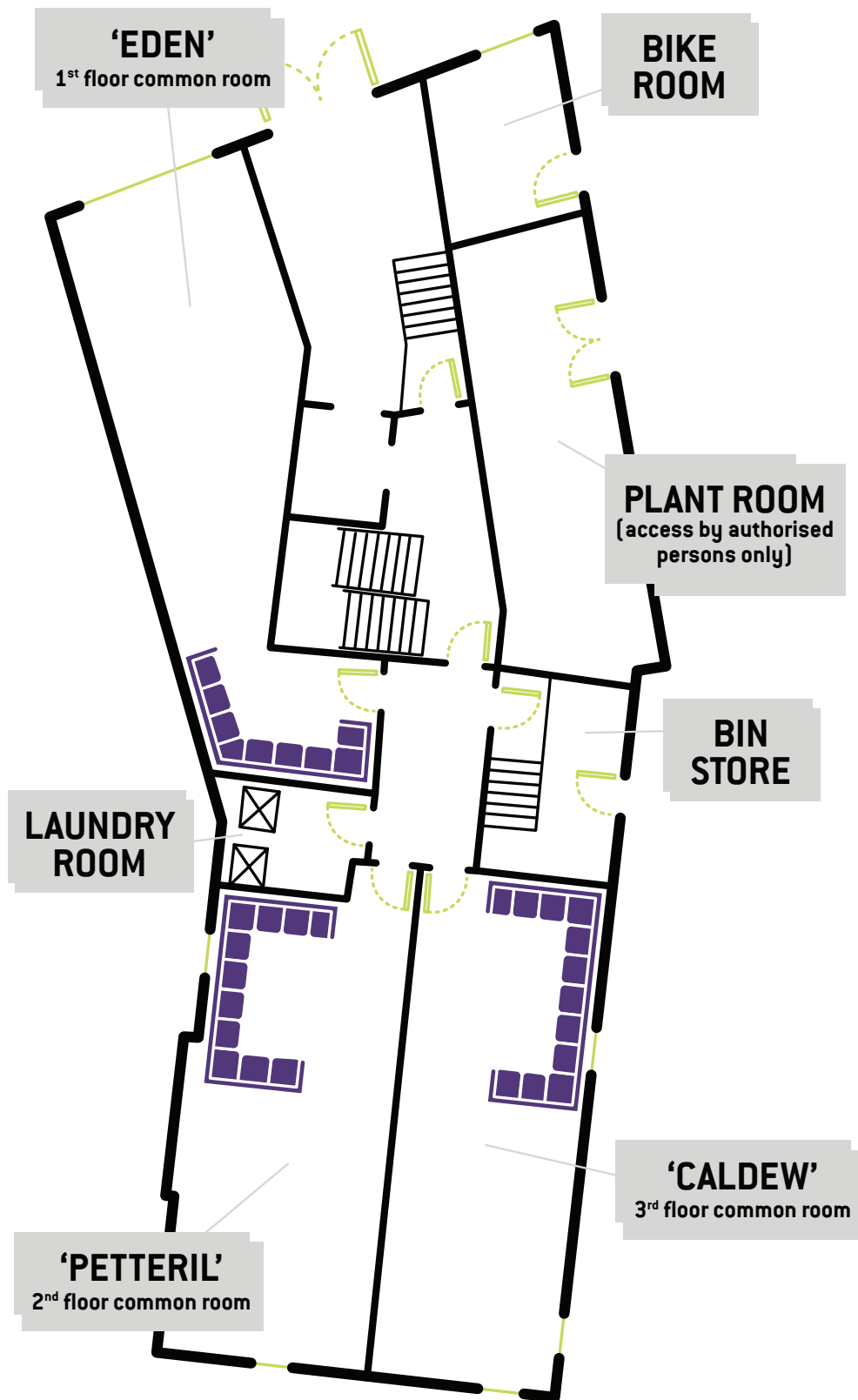
- Do not hang heavy objects onto the door of the refrigerator to avoid it falling over.
- It is dangerous to alter the specifications or attempt to modify this product in anyway.
- Do not place sealed containers or carbonated liquids such as fizzy drinks into the freezer as it creates pressure on the 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.

### OPERATING INSTRUCTIONS

- 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.

# FLOOR PLAN

## GROUND LEVEL



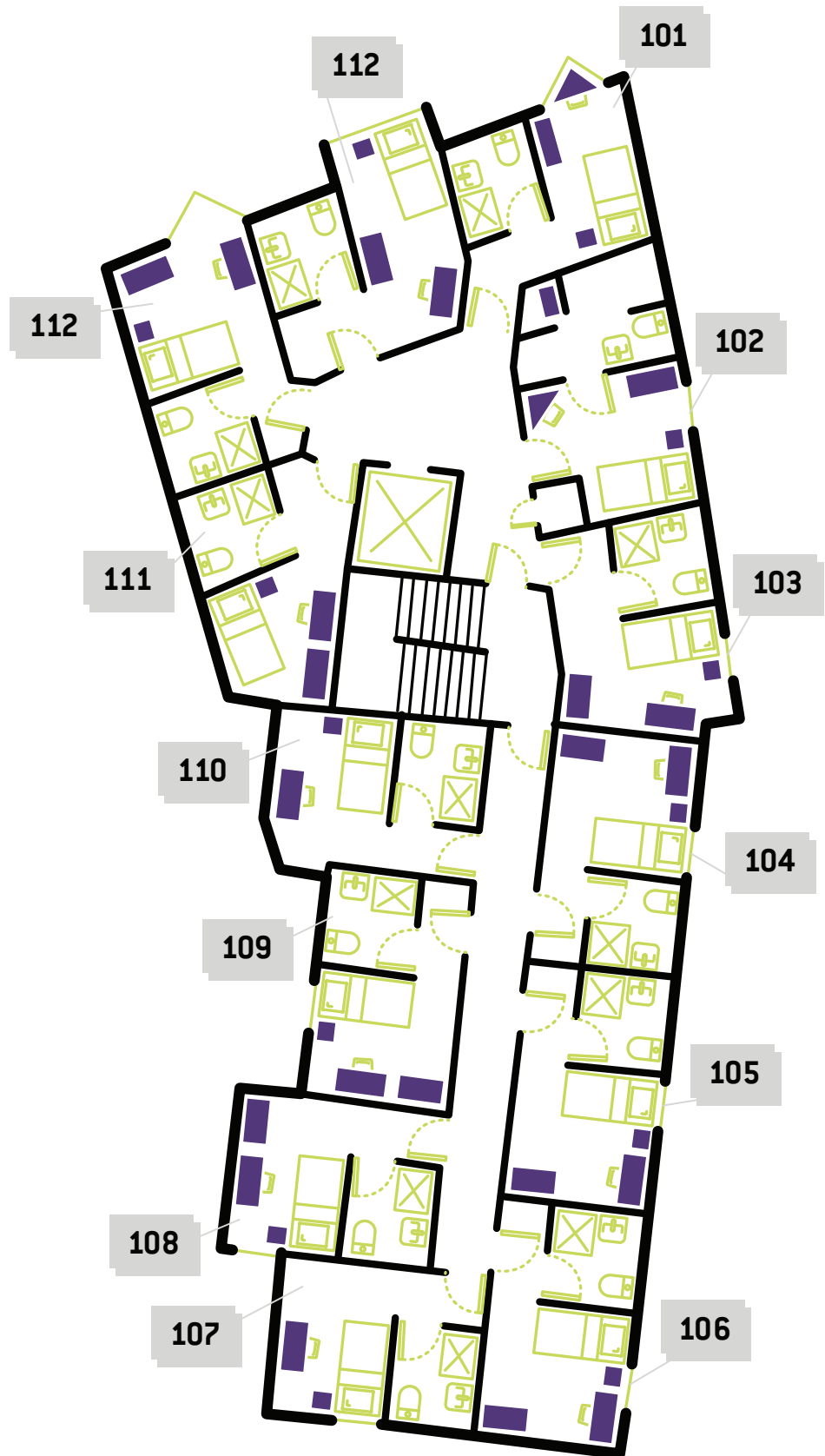
### FIRE EXTINGUISHERS:

**Fire extinguishers and fire blankets are distributed around the building.**

- 6L cream AFFF foam extinguisher
- 2KG black CO2 extinguisher
- 4KG blue DRY POWDER extinguisher
- 1.8 x 1.75m FIRE BLANKET

# FLOOR PLAN

## FIRST FLOOR: 'EDEN'



### FIRE EXTINGUISHERS:

**Fire extinguishers and fire blankets are distributed around the building.**

6L cream AFFF foam extinguisher

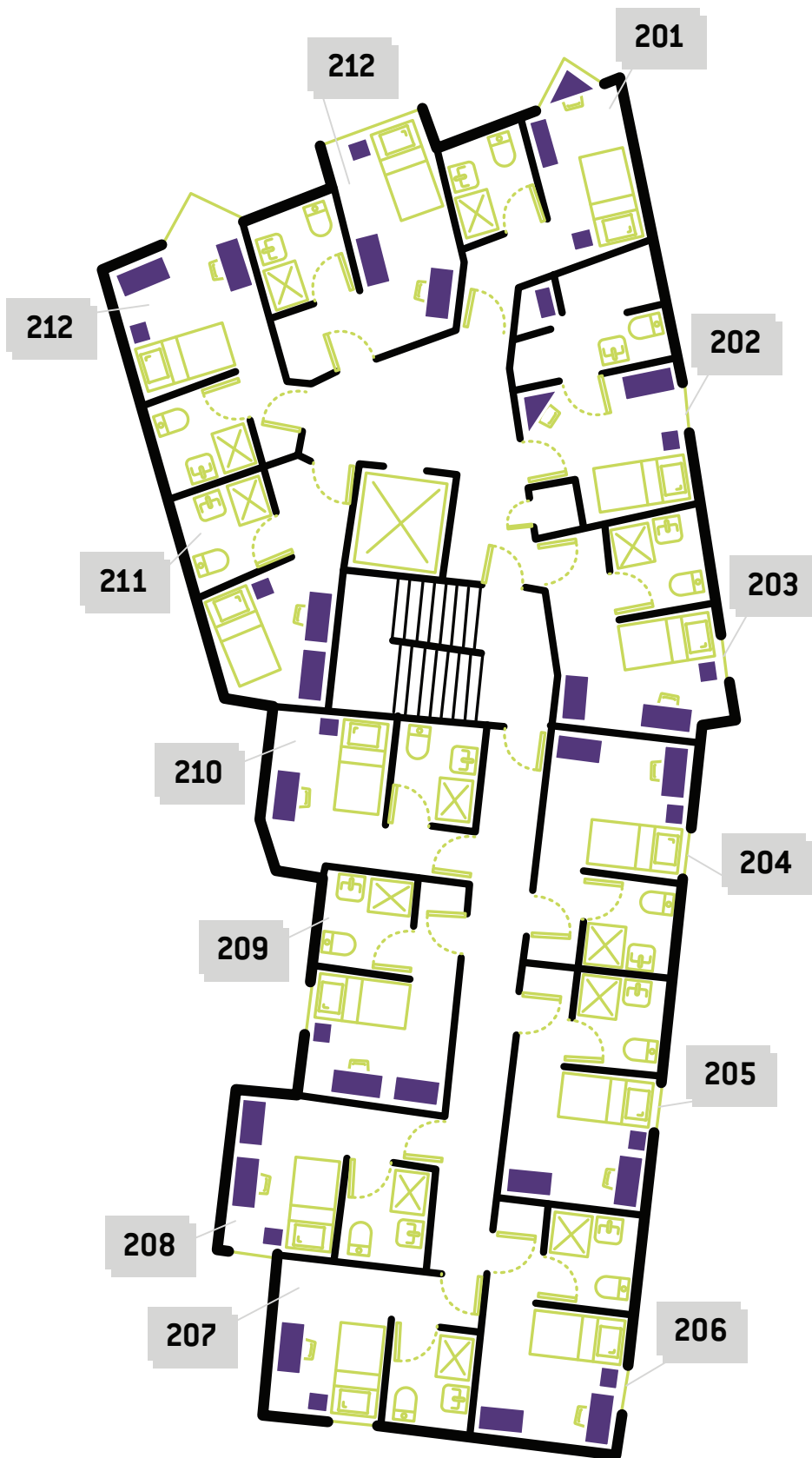
2KG black CO2 extinguisher

4KG blue DRY POWDER extinguisher

1.8 x 1.75m FIRE BLANKET

# FLOOR PLAN

## SECOND FLOOR: 'PETTERIL'



### FIRE EXTINGUISHERS:

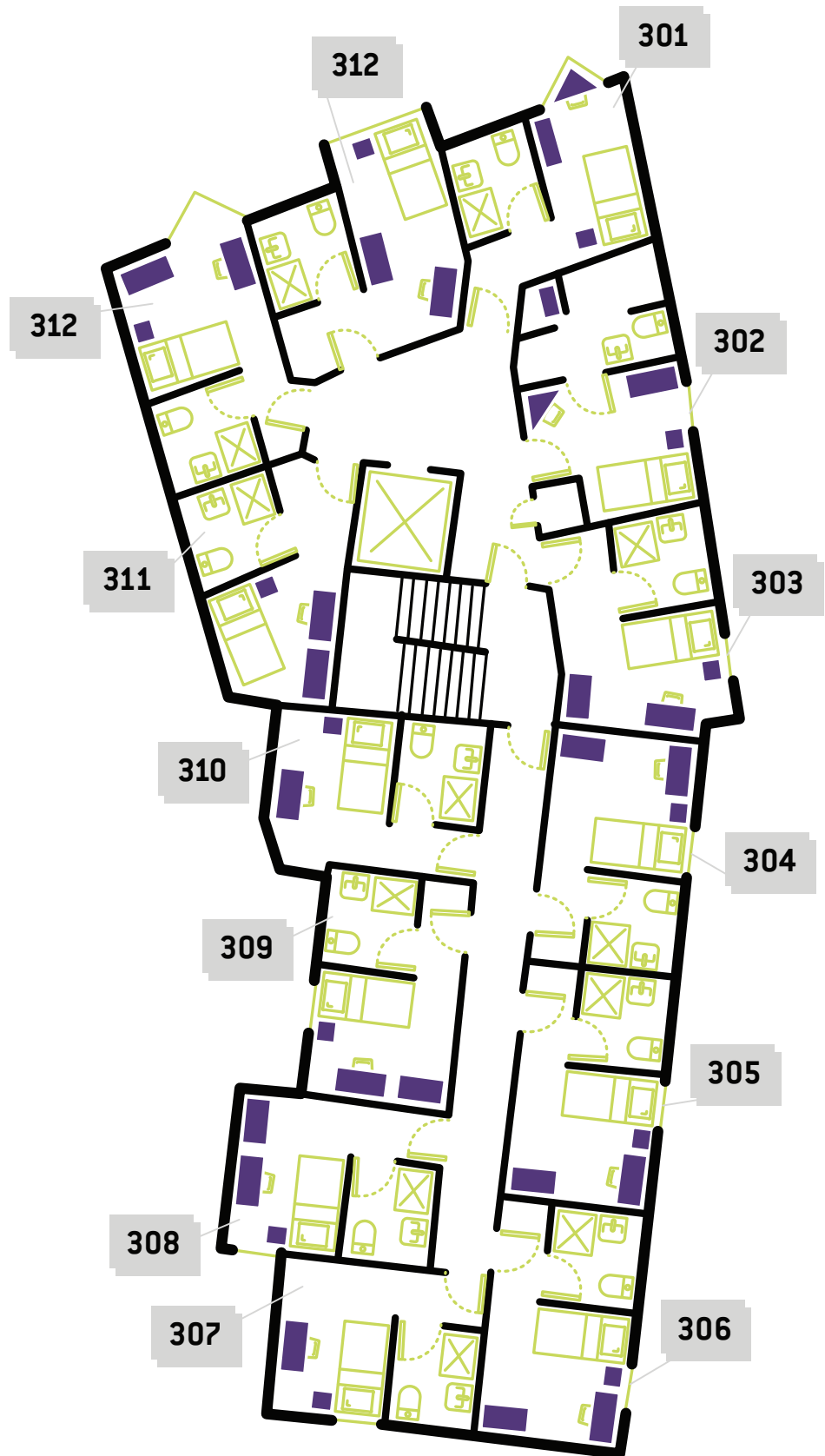
**Fire extinguishers and fire blankets are distributed around the building.**

- 6L cream AFFF foam extinguisher
- 2KG black CO2 extinguisher
- 4KG blue DRY POWDER extinguisher
- 1.8 x 1.75m FIRE BLANKET



# FLOOR PLAN

## THIRD FLOOR: 'CALDEW'



### FIRE EXTINGUISHERS:

**Fire extinguishers and fire blankets are distributed around the building.**

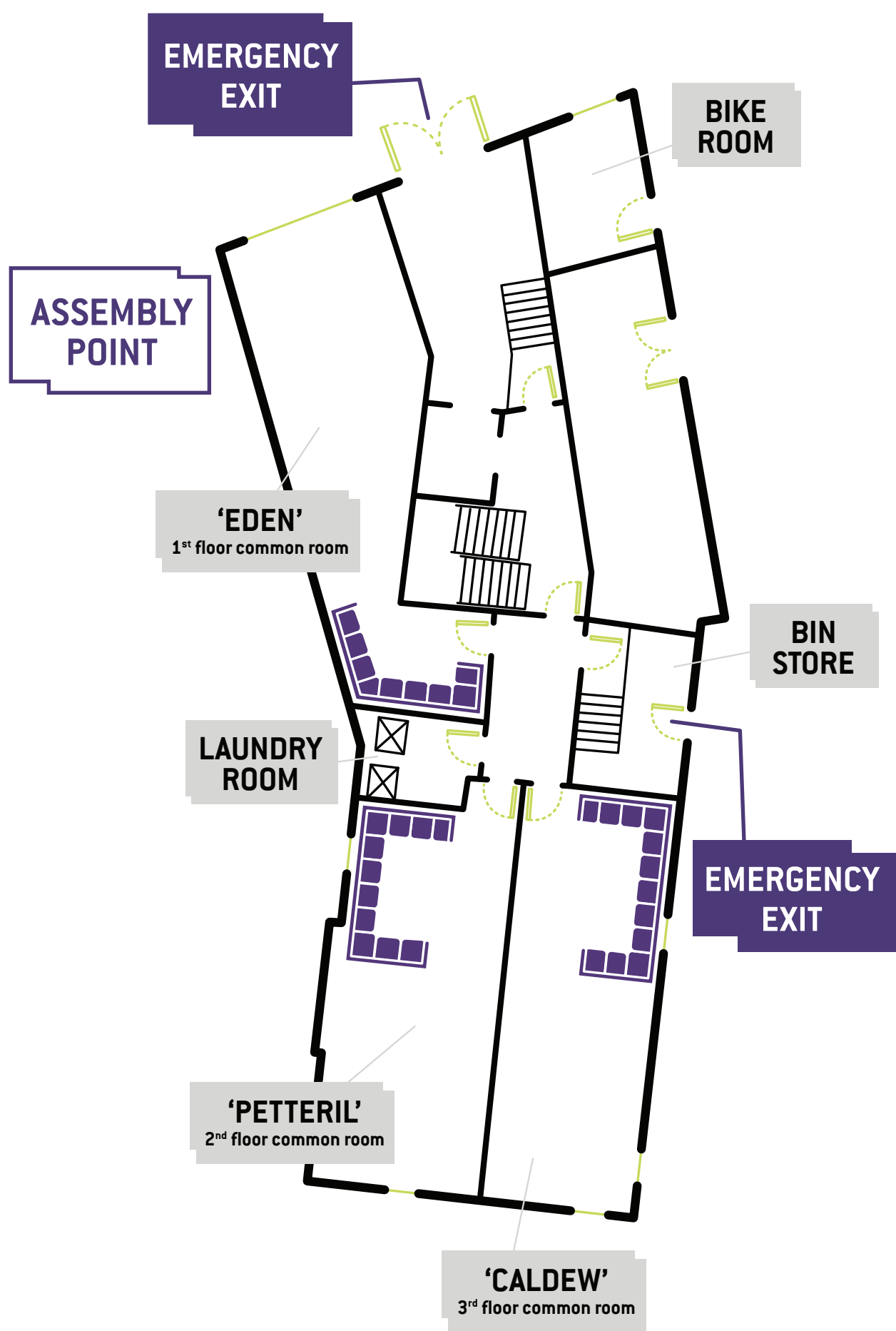
6L cream AFFF foam extinguisher

2KG black CO2 extinguisher

4KG blue DRY POWDER extinguisher

1.8 x 1.75m FIRE BLANKET

# FIRE ASSEMBLY POINT



## Furniture/Fixtures

BEAN BAG	1	£ 50.00
BED BASE & DRAWER	1	£ 95.00
BEDSIDE TABLE	1	£ 100.00
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 CUPBOARDS	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
MATRESS PROTECTOR - SINGLE	1	£ 12.00
MIRROR	1	£ 40.00
RECYCLING BAG	1	£ 5.00
SHOWER	1	£ 140.00
SHOWER ROOM FLOOR COVERING	1	£ 80.00
SHOWER SCREEN	1	£ 150.00
SINK & DRAINING BOARD	1	£ 78.00
SINK TAPS - KITCHEN	1	£ 52.00
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	£ 7.00
MUG	1	£ 2.00
PAN - FRYING	1	£ 7.00
PAN SET	1	£ 30.00
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	£ 400.00
DISHWASHER	1	£ 225.00
EXTRACTOR FAN	1	£ 6.00
FREEZER	1	£ 255.00
FRIDGE	1	£ 265.00
FRIDGE FREEZER	1	£ 280.00
FUSE BOARD	1	£ 170.00
HEAT DETECTOR	1	£ 52.00
HEATER - BEDROOM	1	£ 50.00
HEATER - LOUNGE	1	£ 70.00
HOB	1	£ 105.00
IRON	1	£ 20.00
KETTLE	1	£ 20.00
LIGHT SWITCH	1	£ 5.00
MICROWAVE	1	£ 70.00
OVEN	1	£ 180.00
PLUG SOCKETS	1	£ 5.00
SMOKE DETECTOR	1	£ 52.00
TOASTER	1	£ 15.00
TV	1	£ 320.00
VACUUM	1	£ 120.00

## Cleaning Equipment

BROOM	1	£ 10.00
DUST PAN & BRUSH	1	£ 5.00
IRONING BOARD	1	£ 25.00
IRONING BOARD COVER	1	£ 15.00
MOP	1	£ 10.00
MOP BUCKET	1	£ 10.00

## Fire Equipment

FIRE BLANKET	1	£ 25.00
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## Fire Extinguisher

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

## Miscellaneous

REPLACEMENT KEY	1	£ 15.00
REPLACEMENT LOCK	1	£ 80.00
CLEANING/HOUR	1	£ 40.00
LABOUR/HOUR	1	£ 30.00

## Redecoration

SOFT CHAIRS– REUPHOLSTER	1	£ 120.00
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