

Arrival Information

Over the first weekend of term, you and 1200 students will be moving into Raleigh Park. During the Arrivals Weekend the check-in process will take place from **10am until 5pm** on the **24th & 25th September 2011**

OUT OF HOURS

Should you arrive after 5pm on the arrival weekend, you will be given **ACCESS ONLY TO YOUR ROOM** by the on site Security Staff and will be required to report to the Raleigh Park office the following day to check-in and receive your key and welcome pack.

Please bring the following documentation to collect keys:

Proof of payment

And any outstanding paperwork i.e. direct debit Mandate, Guarantor form

You're New Home! - The first students arriving in a residence will find it cleaned and ready for occupation. People arriving later will be entering an environment that is already being lived in by earlier arrivals. Whilst individual study bedrooms will all be cleaned, prepared and locked, communal areas will inevitably show signs of being occupied. Newly arriving students and their parents are asked to be aware of this.

Thank you for your cooperation we hope your arrival here is relatively trouble free and we look forward to welcoming you to Raleigh Park.

A guide to Living at Raleigh Park Student Accommodation

Introduction

A very warm welcome to Raleigh Park. We would like to take this opportunity to thank you for choosing Raleigh Park as your place of residence for this academic year.

Here at Raleigh Park we understand the importance accommodation plays in student life, which is why we aim to provide you with not only the best possible range and standard of housing, but also advice and assistance throughout your time with us.

Raleigh Park is one of the biggest projects Derwent Living has undertaken with 1200 student bed spaces. Our self-catered accommodation, offers a taste of real independence plus the benefits of a sociable and supportive environment.

This induction is designed to begin the process of welcoming you to our accommodation, and provide you with information about what to expect during your stay. It answers many common questions, and provides important safety information. If you require any further information please do not hesitate to contact a member of staff at the Raleigh Park Site Office.

Office Opening Hours

Monday – Thursday
9am – 5pm

Friday
9am – 4:30pm

Office Hours contact - Phone: 0115 851 6600

Fax: 0115 979 0969

Email: raleighpark@derwentliving.com

Web: www.derwentstudents.com

Out of hours Emergency number: 0843 289 2329

Please Note CCTV is in operation at all times

Tenancy Obligations

Your contract is with us for the whole academic year (unless otherwise stated in your tenancy agreement) and you are liable to comply with its terms and conditions throughout this period and pay all the rent that is due.

Student housing can only be successful if tenants show consideration and respect for one another. Please make sure you have read through and understand all the legally binding obligations in your Tenancy Agreement as it sets out the minimum standards of behavior expected of you and the consequences of failing to meet those standards.

Allocations

We start the allocation process in December each year by issuing an invitation to our existing tenants to renew their contracts for the next academic year. Returning students have a limited period in which to apply, after which we advertise the remaining Accommodation to new applicants.

Rent

Your rent is probably the single most crucial thing that you need to sort out whilst at your accommodation. You should have set up an online payment plan during your application, or some method of paying the rent in a manner that you do not have to worry about it, and that we do not have to chase you for it.

The rent is taken termly. If you do not pay the rent then you could be subject to interest charges at 1% above the Bank of England's base lending rate. This will be added to by any court costs, which may be incurred, should we have to follow through with chasing your rent.

Please note that we are introducing a surcharge for credit card payments for 2011/12 students as confirmed in your Tenancy Agreement. The surcharge is 1.5% and will be added to all payments made by credit card.

If you want to know how much your rent is then please look at your Tenancy Agreement. If you have any queries regarding your rent please contact the Raleigh Park Site Office on **0115 851 6600** **alternatively** via e-mail at raleighpark@derwentliving.com.

Transfers

All transfers will be at the discretion of the Scheme Manager.

Transfers are allowed once the academic session is underway and everyone has been found accommodation (subject to availability and on payment of the standard administration fee of £50).

If your application has been successful then a fee of £50 will be charged. This will need to be paid before the transfer takes place. An appointment with the Scheme Office will be required to go through the transfer and collect keys.

Once the transfer has gone ahead the room you have moved out of will be inspected and any damages or cleaning required will be charged to you. It is extremely important that you ensure that your room is left in a clean and damage free condition so that no charges are incurred.

Please note no transfers are allowed within 21 days of the 26th September 2011.

Terminations

You can terminate your Tenancy Agreement but you will remain liable for the rent until the end of the fixed term period. You may find a suitable replacement student. This will need to be agreed with the Scheme/Assistant Scheme Manager. You will remain liable for the rent until the replacement student has signed the new Tenancy and collected keys.

This also applies if you terminate your University course.

Special Conditions

You can terminate your tenancy agreement if you have an existing Medical condition and this is noted on the application form prior to an offer being made. We will require medical proof and you will be liable for a minimum of 4 weeks rent or to the end of the current rent period, whichever is the longer.

If you have a Medical condition and this is not noted on the application form, we will accept your termination, but you will remain liable for the rent to the end of the fixed period or until you find a replacement that acceptable to Derwent living.

Tenant deceased – tenancy agreement ends.

Facilities

Keys

On arrival you will be issued with a key card which will give you access to the main door of your flat/ house , access to your bedroom door.

Please be aware that any damaged, lost or stolen keys will be charged at a rate of £20 per key & £15 per Fob.

Telephone / Internet & Television Provision

The internet facility is provided through the University of Nottingham by SNS (Student Network Service). Please note that the Farthings is Cable Com. Before you can access the University's IT facilities, you must first complete the online registration process through the Prospective Students Portal. Prior to arriving at the University, you will have been sent information on how to complete this process and to obtain your student username and default password. If you have lost your information or have problems, please contact the [Student IT Helpline](#).

The connection fee for the Student Network Service (SNS) and Cable Com is included within your fees - there is no separate payment.

You may use the SNS for telephony and IPTV, Please refer to the separate SNS handbook within your welcome pack for any further information and costs. The pack will also contain a data point cable.

For any further information please visit www.nottingham.ac.uk/is/services/sns or call **01159 513 396** for further information.

TV Licence

The government has decreed that each individual student bed-space should have a TV licence if they use a TV or any other device to record a TV programme, including a PC broadcast card. This is the law and not a Derwent Living policy. Contravention of this law can lead to a fine of up to £1000.00.

We have received advice from the TV Licensing Authority, that a licence for a bedroom will cover the communal areas as well. Hence you could get a licence for Bedroom A, and a TV in the kitchen would be covered by this.

TV licences are available from your local post office and are also available on-line at www.tvlicensing.co.uk. **If you receive any correspondence from the TV Licensing Authority, it is your responsibility to contact them directly.**

Utilities, gas and electric testing

Reasonable utilities charges are included in your rent. If you receive any utility bills at your property, please take them directly to Madison Court Reception.

Refuse to sign up with any utility provider if you are approached, otherwise you will be liable for their bills and our administrative costs in switching the accounts back to our suppliers.

Regular gas and electricity safety inspections are carried out. We will give prior notice in most cases, but reserve the right to immediate access in an emergency.

Council Tax

All Students are exempt from Council tax during the academic year and the University offices on request will issue council tax exemption certificates.

Bin collection days

We employ a company whom handles the waste disposal and rubbish collection here at Raleigh Park. They call **three times** a week to empty the waste containers. This is generally on a Monday/Wednesday/Friday.

Don't forget that Raleigh Park recycles Textiles (clothes, shoes etc) Paper and Cardboard. The recycling area can be found within Madison Court.

Waste disposal

It is very important that you follow these basic rules regarding waste disposal in order to keep the scheme nice and tidy and rubbish free – and protect your deposit.

DO:

1. Make sure the bin in your kitchen is emptied as soon as it becomes full. (We recommend once a day).
2. Seal or tie bin bags securely and double bag if there are any leaks.
3. Place all household rubbish in one of the large waste containers inside a bin store.

DON'T:

1. Leave all your rubbish to mount up in the property. Take your bin bags to the bins to the bin stores everyday.

2. Drag bin bags – they may contain broken glass or other sharp objects, which can cause injury. A bag is more likely to cause liquid to leak from the bags onto the carpeted areas if it is dragged.

3. Leave your rubbish bags lying around inside the bin store – **PLEASE** put them in one of the containers. If the bins are full please report it to a Site Representative. Our refuse collectors will not empty bins if access to them is blocked by loose bin bags.

Laundry

We have on site three coin operated laundry facilities. They will be open 24 hours a day, 7 days a week. If you experience a problem with any of the appliances, please contact the Raleigh Park Raleigh Park Site Office.

Post

Any letter that comes to Raleigh Park will be delivered directly to the students flat or house through the letterbox. Reception will not accept any parcels for students. Here the postal addresses for Raleigh Park:

Madison Court

Flats 1 - 60 Madison Court, Raleigh Park, Nottingham, NG7 2EG
Houses 1 - 6 Derwent Way, Raleigh Park, Nottingham, NG7 2DA
121 – 143 Faraday Road, Raleigh Park, Nottingham, NG7 2DU

Sillitoe Court

Flats 1 - 75 Sillitoe Court, Sillitoe Way, Raleigh Park, Nottingham, NG7 2JZ.

Chatterley Court

Flats 1-15 Chatterley Court, Wragby Road, Raleigh Park, Nottingham, NG7 2AY

Byron Place

Flats 1-9; 11- 17; 20- 24 Byron Place, Wragby Road, Raleigh Park, Nottingham, NG7 2AZ

Roddice Court

Flats 1-15; 16-25 Roddice Court, Raleigh Park, Nottingham, NG7 2AW

The Farthings

Derwent Way, Faraday Road, Nottingham, NG7 2BA

Parking

Madison Court and Sillitoe Court have car parking on site, It is on a first come first served basis. ALL vehicles parking in these courts require a parking permit. All of Derwent Living's schemes are controlled by a permit system monitored by Vehicle Control Services (VCS), who participate in regular patrols, to safeguard the limited parking space available to our students.

Term permits are available from the office at a cost of £250 per year or £100 per term.

Bicycle storage / bicycle bays

At Raleigh Park, we have dedicated bicycle storage/bicycle bays. We encourage students to use these facilities. The bike stores are on each court.

We do not allow bicycles to be kept inside the buildings under any circumstances as they block fire escape routes and/or cause damage to the property. All bicycles kept in our bicycle storage facility are stored there at the owner's risk.

Fire Alarm Testing

The fire alarms within the development will be tested on a weekly basis –You will not be required to evacuate the building during the test providing the alarms do not sound for more than 2 consecutive minutes.

Fire Drills

There will be a fire drill during your stay this will take place during the first few weeks of the tenancy. Any resident not evacuating the building will be considered to be in breach of the conditions of their tenancy.

No-Smoking Policy (INCLUDING SHISHA PIPES)

To comply with current legislation, Derwent Living operates a **NO-SMOKING POLICY**. Smoking is not allowed anywhere on the development. This legal requirement, which concurs with our own policy, will be rigorously enforced and offenders will be considered to be in breach of the tenancy conditions as well as breaking the law.

You are welcome to smoke outside the building, but please keep clear of all entrance areas and please use the cigarette boxes to dispose of your cigarette ends – these are located in various areas around the development.

Detector Interference

This is an extremely dangerous practice, which places at risk the life of all occupants in the event of fire. Interferences would include removal of the detector, covering the detector head, squirting liquid onto the detector head and removal of the battery.

This and any other evidence of interference should be reported to the Raleigh Park site office. If it is found that a detector has been interfered with in your room, you will be charged the cost of the electrician rectifying the damage and resetting the control panel. Students should be aware that most systems do pinpoint the location on the system where interference has taken place. If there is interference with a detector in the communal area of a flat or house, ALL residents will be charged with the cost of resetting the alarm and a communal fine will be levied.

Malicious Use of Fire Alarm System & Extinguishers

This is a criminal offence. Both Police and Fire Brigade can prosecute anyone who maliciously activates a Fire Alarm System whether it is activation of a detector or by breaking glass in an alarm point.

Please note that the terms of your tenancy agreement state that you are responsible for the behaviour of your guests.

If a malicious discharge of an extinguisher occurs, the tenants or the culprits will be charged with:

- a) The cost of refilling the extinguisher
- b) The cost of cleaning up the discharge from the extinguisher
- C) Time and expense in dealing with the investigation including administration costs.

Disconnection of Door Closers

Any door fitted with a door closer is a fire door. These doors, when closed, are designed to delay the spread of fire. As such they are a vital part of the fire safety equipment provided in your house/flat. It is essential that door closers are not disconnected. Please ensure you read the fire safety notices displayed in your room / flat. Any student breaching Health and Safety regulations will have to pay the full cost to repair and/or replace any damaged safety.

Cleaning

Landlord's responsibilities:

Communal areas of your property will be cleaned for you each week, but you'll need to clean your room (and en-suite if you have one).

Students' Responsibilities

In order to maintain the standard of your accommodation we expect you to:

Kitchens & Communal Areas

- ❖ Clean up spillages to the best of your ability
- ❖ Keep fridge/freezers tidy – throw away unwanted food
- ❖ Keep the grill pan and microwave free of cooking debris
- ❖ Keep surfaces clear e.g. worktops, window sills
- ❖ Wash up and put away crockery and cutlery
- ❖ Put rubbish in the bins provided.
- ❖ Try not to leave personal belongings in kitchens, corridors or bathrooms
- ❖ Perishable or dry foods may not be stored in bedrooms or on windowsills and please do not throw food out of kitchen windows as this encourages vermin.

Inspections

Property inspections will be carried out at least once a term. We will write to you giving you at least 24 hours notice of the time and date of the inspection – usually longer. We will inspect all areas of the flat **including your bedrooms**.

It will really help us if you can make a special effort to tidy up. If you are out at lectures, we may use our pass key to gain access to the property, if an alternative appointment cannot be made for you to be present. Inspections are a good time to bring to our attention any problems there may be in your property so that we can fix them for you.

If any damages have occurred inside the property, we will replace or repair the damage and recharge the costs to the resident (we do not charge for general wear and tear).

We will send the resident an invoice for the repair or replacement and this is payable within seven days. If damage occurs in the shared areas or outside the property, please report it promptly to the **Raleigh Park Site Office on Tel 0115 851 6600**.

The cost of repair or replacement in the shared areas is divided between the residents who normally use that area. Damage to the outside of the building will usually be covered by our insurance if we cannot find the person responsible.

The final inspection will be carried out after all tenants have vacated the property and returned their keys. Damage in your room, and a proportion of any damage to the shared areas, will be deducted from your damage deposit and the balance will be sent to you by post to your home address with a statement itemising the deductions we have made.

Please address any queries regarding the return of your damage deposit or any deductions to the Raleigh Park office alternatively by telephone on 0115 8516600. Please note that this should be done within four weeks of receiving the refund.

If you should find that there is a problem in your property, please report it promptly to the Raleigh Park office.

Reporting a repair

If you should find a problem in your property then it will often be possible to rectify it yourself by following the easy checks on the following page.

If these remedies do not work, or you are unsure what to do, please report the problem to the Raleigh Park Site Office and we'll be happy to help.

You'll be asked to fill out a maintenance report form which will provide us with brief details of the fault, a copy of which you'll retain for yourself. By signing the form you will agree for our Site Rep to enter your accommodation and fix the problem even if you are not present.

If you wish to be there at the time of the repair you will need to tick a box on this form, but bear in mind arranging suitable times for an appointment may cause some delays.

We prioritize repairs as follows:

1. Emergency – this includes complete loss of power, heating, lighting, or hot water. We aim to complete these repairs within 24 hours of the report
2. Serious – anything that will cause serious inconvenience to the tenant, or may lead to damage to the building. We aim to carry out all serious repairs within 7 working days of the report

3. Routine. We aim to complete all routine repairs within 4 working weeks of the report.

There can be occasional delays which prevent us from achieving these targets. For example, a specialist whom is required to carry out the work or if we have difficulty in obtaining parts. If we know that we are not able to meet our target repair times, we will inform you of the reason and give you an estimate of when the repair is likely to be completed.

For all out of hours emergency repairs please call Service 24 on 0843 289 2329

No Heating

If your heating is not working there are a few things to check before reporting to us. Is the heater switched on at the wall and on the side of the heater?

If the shower will not give hot water:

Please report this to reception.

If water won't drain from the shower:

This will almost certainly be caused by trapped hair. If you remove the white cover to the drain, the trap will contain the hair. By using a kitchen fork / old toothbrush or similar the hair can be twirled around the fork and then pulled out as a plug. Please dispose by wrapping it in paper then put in the bin.

If a vacuum cleaner isn't working:

If there is a lack of suction, unplug the vacuum cleaner and check the bag isn't full. Also note that the Hoovers will operate normally without a bag. Check that the pipe is not blocked. If there is no power please contact Reception.

If the fridge/freezer isn't working:

Check to make sure that the plug to the fridge is in the electric wall socket and that this is switched on.

Check the seal - is this stopping the door from shutting.

Check the temperature setting.

Make sure the fridge/freezer is kept closed and is regularly de-frosted.

If the problem persists please contact the Raleigh Park Site office.

Smoke detector beeping periodically

The battery needs to be replaced. Please complete a repair form for this.

Draft through the bedroom window

The lock on the window may have jammed please contact the Raleigh Park Site office.

If you are having trouble with pests, i.e., ants, wasps, flies etc:

Clear away all rubbish and clean the affected areas thoroughly (any food, unwashed dishes etc, can easily attract pests. Inform our Reception immediately.

Remember if none of the above checks do not work please report the fault to the Raleigh Park Site Office.

Thank you for having a go!

Communal Living

Students should be aware that living in at Raleigh Park could bring them into close proximity with others who may have very different personal, moral or cultural attitudes from their own. While this can be positive and enlightening experience, it may also prove challenging or even threatening in some ways.

With this in mind, why not consider the following ideas/suggestions:

- Honesty, consideration, mutual respect, discussion, compromise and understanding are keys in learning to live with your neighbours.
- Set ground rules with your flat mates – set them early!
- Communicate. Discuss personal habits, sleeping schedules, musical tastes etc. Needs, wants and expectations. Do try to be accepting and understanding of alternative lifestyles.

Noise/Nuisance

All residents in the vicinity should be able to occupy their accommodation without harassment from others or disturbance by noise or nuisance. You are asked to ensure that you do not cause a nuisance to fellow students or local residents. Please be extra considerate when playing audio, TV or radio, particularly at times when others may be trying to study or sleep. Please also keep the noise levels down when returning home late at night. Parties and loud music must not continue after 11pm. Residents are also responsible for their guests or visitors.

We operate a zero tolerance policy relating to noise disturbance during peak study periods.

DO NOT SUFFER IN SILENCE CALL 0843 289 2329 if you are disturbed out of hours!

Personal Safety

We place a high priority on the safety of our residents and we have systems in place to make the building as secure as we can, without infringing on your own freedom of movement. However, it is essential we have your co-operation to maintain these standards. Please could you therefore note the following:

ALWAYS lock your flat / house door when entering or leaving the building. please do not assume a fellow flat mate will do this instead. This will ensure no unwanted visitors will enter your property .Should you lose your key or fob, please contact the Raleigh Park Site Office as soon as possible, so they can re-issue you with a new key/ fob.

Do not leave windows open unattended.

If you should find that there is a problem in your property, please report it promptly to the Raleigh Park Site Office.

Room Entry

In normal circumstances, no one will enter your room unless you have requested maintenance/repair, or a pre-arranged room check is being carried out. In an emergency, a member of staff will knock loudly and announce that they are Derwent Living staff before entering. Unless it is an emergency, a minimum of 24 hours notice will be given.

Visitors and Overnight Guests

Derwent Living welcomes guests of residents, but there are a few simple rules that we ask you to observe. Residents are responsible for their guests at all times whilst they are on the premises and must ensure that their conduct complies with the tenancy terms and conditions.

Residents are permitted to have overnight guests in their room for a maximum of **3 nights in any 7**. If visitors cause nuisance to staff, residents or other guests, they will be asked to leave. The Scheme Manager reserves the right to issue a permanent ban from the premises should any infringement be of a persistent or serious nature.

Security Patrols

Derwent Living has employed an external security company by the name of Reliance whom will be present on site outside of normal office hours.

The staff:

- Provide support in times of emergency
- Assist with evacuations in case of fire alarms
- Test all alarm facilities periodically
- Provide out of hours services
- Control anti-social behaviour issues
- Provide regular patrols on schemes

If you need to contact security in an emergency, please telephone 0843 289 2329.

JCR

The JCR Representatives provide a very important link between Staff and students and they are the ones responsible for ensuring that you have a great time here at Raleigh Park from day one!. They promote social activities within the hall, (film club, quiz nights) and arranges outside events, trips, etc.

Complaints

Derwent Living are determined to provide a high quality service to all our customers. We therefore need to know when you are not happy with the service you receive (and when you think we have done something particularly well!).

Our complaints procedure is designed to help you tell us when things go wrong and give us all the information we need to put things right. A copy of the Complaints Procedure is available from the Raleigh Park Raleigh Park Site Office upon request.

Confidentiality and the Data Protection Act

In order to protect you and deal with your concerns confidentially, under the terms of the Data Protection Act we are not able to discuss details of your accommodation, contract, or rent payments with anyone other than the Tenant or Guarantor. If however you wish us to discuss these issues with another person, we will require written authorisation from you that this person is acting on your behalf.