

Welcome to Trinity Square



Trinity Square
Student Accommodation
Shakespeare House
North Church Street
Nottingham
NG1 4BR

Phone: 0115 908 1515
Fax: 0115 948 3301
Email: trinity@derwentliving.com
Web: www.derwentstudents.com



Introduction

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

Here at Trinity Square 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.

Trinity Square is one of the newest projects Derwent Living has undertaken with 699 student bed spaces. Our self-catered accommodation, offers a taste of real independence plus the benefits of a sociable and supportive environment.

Derwent Living prides itself on customer service. Our mission here at Trinity Square is to provide the best possible range and standard of accommodation, which meets the needs of our students, by:

- **Continuing to develop and improve our flats and residences in response to student opinion**
- **Providing excellent standards of service through investment in our staff and facilities**
- **Continuously improving the quality and standard of all the services which we provide**

There will not be another time in your life when you'll get the chance to meet so many people from all different backgrounds and to have the chance to take part in such a wide range of activities.

So work hard, play harder and you'll have some of the best and most rewarding years of your life! We look forward to meeting you.

Bronia Smith Scheme Manager



Nottingham is a wonderful place to be a student because the University of Nottingham is one of the best in the country and the city itself is terrifically vibrant.

One of the best things about going to university is that you get to live independently away from home. However, **accommodation, finance, food and travel** can all present daunting problems in your first few weeks.

For this reason, Derwent has designed a welcome pack to help you settle into your new home.

The following information is included in this pack:

- Office Hours, Really Useful numbers
- Telephone / Internet and Television Provision
- Local Scheme Information
- Staying Safe/Fire safety prevention
- Reporting a Repair
- Key Cards
- Emergency Contacts

Please take time to read this information but if you require any further information please do not hesitate to contact a member of staff at the Trinity Square office.

Staff at Trinity Square

**BRONIA SMITH
SCHEME MANAGER**

**TONY LEWIS
ASSISTANT MANAGER**

**LAUREN MILLETT and MICHELLE GARLAND
CUSTOMER ADVISORS**

**PHILIP MILLNS AND JUSTIN PARSONS
SITE REPRESENTATIVES**

Office Opening Hours

**Monday – Thursday
9am – 5pm**

**Friday
9am – 4:30pm**

Office Hours contact - Phone: 0115 908 1515
Fax: 0115 948 3301
Email: trinity@derwentliving.com
Web: www.derwentstudents.com

Out of office Contact – Security Guard Office: 0115 908 1510
Security Guard Mobile: 07525 234 934
Service 24 for emergency repairs ONLY: 0116 255 0711

The security guard can be found on the ground floor in Shakespeare House unless he is attending to other duties.

Out of office numbers are only available between 6pm and 8am Mon – Fri and 24 hrs Sat and Sun.

- Please Note CCTV is in operation at all times

Telephone / Internet & Television Provision

The internet facility is provided through an independent company called ASK 4. Before you can access the internet, you must first complete the registration process when you move in to do this you must collect an installation CD from reception. Currently the price for a standard connection fee is £50 you will however have the option to upgrade to a faster speed if you like.

Payment to be connected to the internet is done once you have completed the registration process this can be paid for by credit or debit card online please do not pay Derwent Living directly! For more information you can contact ASK 4 directly on 0845 123 8710 or you can email info@ask4.com alternatively you can visit their website at www.ask4.com

TV License

The government has decreed that each individual student bed-space should have a TV license 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.

Derwent Living will cover the cost of the TV license for the TV in the communal area, however if you would like to watch TV in your own room you would be responsible for providing your own TV license. For more information or to purchase a TV license please visit 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

Utilities charges are included in your rent. If you receive any utility bills at your property, please take them directly to Trinity Square 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.

We may ask for proof of exemption at sometime during the year, so please apply for your certificate early.

If we ask you more than once, you will be subject to an administration charge of £10, in line with charges relating to other breaches of the tenancy agreement.

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.

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 Trinity Square Reception on **0115 9081515** alternatively via e-mail at trinity@derwentliving.com

Tenancy Obligations

Your contract is with us for the whole academic year 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.

At Derwent Living we recognize that you are adults and we will not tell you how to run your life, However we will enforce the obligations in your tenancy when it is appropriate to do so.

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 (unless they have been a bad tenant). Returning students have a limited period in which to apply, after which we advertise the remaining accommodation to new applicants.

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 within 14 days of the 25th September 2010**

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.

Communal living



We appreciate that moving to Trinity Square is one of the many new things that is happening in your life just now and whilst it's exciting, it can also be stressful, not only to yourself but to those around you as well.

Communal living can be a challenge, you need to be responsible for your own space and be aware of the needs of others when sharing spaces such as kitchens. Please note that it's up to you and your flat mates to do the cleaning so please do your share to keep these areas hygienic and tidy .

- ❖ Students will be informed if communal areas are not in good order and will be advised on improvements needed. Should there be no improvement; students will be charged the full cost for extra cleaning and any repairs to the property.

- ❖ Cleaning rotas are given out in September and are available at reception, should you wish to use them.

Cleaning

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 and keep freezers defrosted.
- ❖ 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.

Glass recycling

Bins are located in each courtyard for glass only and normal waste. Please never leave rubbish on the ground as this can attract pests.

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.

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 **Trinity Square Reception (Tel 0115 908 1515)**

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 itemizing the deductions we have made. Where possible please **give reception 24hrs notice of your departure and book a final inspection so you can be present.**

Please address any queries regarding the return of your damage deposit or any deductions to the Trinity Square Office alternatively by telephone on 0115 9081515. 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 Trinity Square Office.

Staying safe

Living in a student community gives you an additional sense of security; however, communities such as this can often be targeted by criminal activity for your safety please follow these guidelines.

Stay safe in the home

- Make sure your flat/room is secure and locked at all times even while you are in your property
- Keep your keys and swipe cards close to you at all times

- If in doubt, ask for identification before allowing anyone you do not know into your flat.
- Do not feel pressured into giving access to people you do not know.
- Always let a friend know when you are going out and what time you are expected to return
- Beware of anyone 'tail gating' at the main entrance.

Stay safe in the city

- City centers are great fun but it pays to take care of your self whilst out and about. All our properties are close to the city centre, but at night try to take a taxi rather than walk home - especially if you are out alone.
- Book a taxi by telephone rather than flagging one down on the street. Only black cabs should pick you up at the roadside. The dark green ones are the best for Nottingham city centre as they are council run.
- Don't walk around with mobile phones and/or personal stereo systems on display.
- Never resist if someone demands that you hand over an item. Your safety is more important than money or possessions.
- Attack alarms are available from the student union.

Crime prevention

Do make sure that internal and external doors are locked even if you are away for just a minute. Remember that your insurance cover **does not** apply if you have had goods stolen from an unlocked room or flat – even if it wasn't you that left it open. Think of your housemates as well as yourself and the crime rate will drop.

By following the recommendations in this guide, you should be at less risk of crime happening to you.

Staff at Trinity Square will be making special efforts to help you with Crime Prevention measures notably property marking. Look out for publicity of these events.

If you are unfortunate enough to become a victim of crime, report the matter to the police, and obtain a crime reference number. You should also report the incident to the Trinity Square Office (**0115 908 1515**) or the out-of-hours emergency service (**0116 2550711**), and a member of our staff will do their best to help you.



Security Patrols

Derwent Living has employed on site security that will patrol the scheme outside of normal office hours.

The staff:

- Provide support in times of emergency
- Assist with evacuations in case of fire alarms
- Provide out of hours services
- Control anti-social behavior issues
- Provide regular patrols on schemes



Action in the Outbreak of Fire at Trinity Square

Trinity Square is a non smoking establishment this includes Shisha pipes.

BY PERSON DISCOVERING THE FIRE

- If a detector goes off within the flat it **WILL NOT** alert Derwent Living or the fire brigade. You will hear a loud noise.
- Contact the emergency services **Dial 999** stating the **EXACT LOCATION OF THE FIRE**. Please also alert the landlords security on (0115) 9470395 and our security on (0115) 9081515 or 07525 234934. Ensure you speak clearly and

slowly. Try to remain calm.

- If a detector goes off in the communal corridors/landings outside the flats, this will alert the buildings security and the fire brigade.
- Close all doors and windows of the building in your area of responsibility.
- Alert the surrounding flats if possible.
- All personnel are to move IMMEDIATELY to the designated assembly area.
- Terminate any telephone conversations immediately.
- Escort any visitor for whom you are responsible out of the building through the nearest exit point to the fire assembly point.

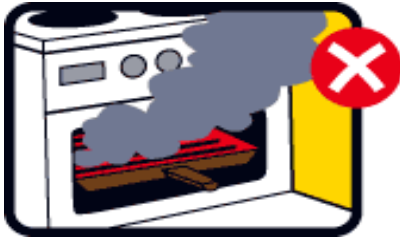
DO NOT RE-ENTER THE BUILDING UNTIL IT IS DECLARED SAFE TO DO SO. DO NOT STOP OR RETURN TO COLLECT PERSONAL BELONGINGS AND DO NOT USE LIFT

Fire safety is important and can save lives. As students, you are statistically at higher risk of fire in your home, so please take care.

- ❖ **Never burn candles, oil lamps, joss sticks or smoking apparatus.**
 - ❖ **Never leave your cooking unattended.**
 - ❖ **Regularly clean your grill pan**
 - ❖ **Never block fire escape routes.**
 - ❖ **Never use deep fat fryers / Chip pans.**
 - ❖ **Turn irons off after use and keep upright.**
-
- ❖ The propping open of fire doors is strictly forbidden. Each resident should know the whereabouts of the fire exit, escape route and alarm point nearest to his/her room.
 - ❖ Fire extinguishers are provided for your safety and **should never** be touched except for a genuine fire. If an extinguisher is used for any reason, please report the fact to a member of Staff at the Trinity Square office immediately.

- ❖ Damage or improper use of fire alarms, escape devices, smoke detectors or extinguishers or failure to adhere to evacuation procedures, will be regarded as a serious offence and will result in the Association taking further punitive measures.

Cooking safely



- ❖ Operate appliances as per instructions provided.
- ❖ Never leave cookers on and unattended.
- ❖ Do not allow a build-up of grease on cookers or grill pans

Fire safety is important and can save lives. As students, you are statistically at higher risk of fire in your home, so please take care.

Trinity Square is a densely populated housing development. These areas could generate serious fires. Needless to say, the safety of all tenants could be seriously compromised by the brigade having to attend a false alarm.

Last year the brigade attended almost 5,000 false alarm calls across the county. This is a dangerous waste of resources as fire-fighters may be required to attend real emergencies elsewhere

ANY FALSE ALARM OR MISUSE ARE SUBJECT TO A FINE AND IS A CRIMINAL OFFENCE WHICH MAY RESULT IN PROSECUTION.

YOUR SITE SPECIFIC EVACUATION AREA IS THE PUBLIC COURTYARD AT THE BACK OF MILTON HOUSE, TRINITY SQUARE

Please sign and date to say you have read and understood the above

Sign..... Date



EASY CHECKS TO MAKE BEFORE REPORTING A REPAIR:

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 Trinity Square Reception where 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 0116 2550711**

Key Card Not Working

If your key card flashes red when you are trying to enter your room it may mean that your card has expired, to prevent your card from expiring you will need to produce your key card to a main entrance every day. You will know when you get an update because the entry system will flash blue for a few seconds then green. If you fail to do this you will need to come to Reception to have your card updated manually.

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?

Is your key card in the energy saving device, if not the heating or electric will not work.

Have you pressed the small button with the clock face on top of the heater? (This will boost the heat)

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 reception.

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 reception.

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.

Extractor fans are quiet so don't mistake them for not working.

Remember if none of the above checks do not work please report the fault to Trinity Square Reception.

Thank you for having a go!



Keys

On arrival you will be issued with a key card which will give you access to the main door of your flat, access to your bedroom door, access to the laundry facilities and access to the main entrance. Your key card will also activate your heating and electric.

Your key card has a small electronic chip inside which needs to be updated at least once a week otherwise it may fail to work, to update your key all you need to do is produce it to an online door, there are two online doors within Trinity which are Shakespeare House main entrance and Milton House main entrance, you will know when you receive an update because the entry system will flash blue for a few seconds and then turn green.

If your key card flashes red when you are trying to enter the building it may mean that your card has expired, this usually happens when students follow one another into the building and do not use their own card to gain access, to prevent your card from expiring ensure you tap your card against the entry system even if the door is already open.

If your card does expire out of hours you will need to contact security who will give you access to your room but it may mean your room being without lights and heating until a member of staff arrives and can update your card manually on the system. If your card expires within office hours please come to Trinity Reception and we will update the card for you.

We will also provide students with one post box key per flat which will be pinned to the notice board in the communal area, we recommend it be left there so all flat mates can gain access to the post box at all times.

You will also be provided with a kitchen cupboard key this will be hung on a hook in your bedroom.

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

Hospitals

Your nearest accident and emergency is the Queens Medical centre, which you can get to in 10 minutes by car.

[Nottingham University Hospital](http://www.qmc.nhs.uk)
www.qmc.nhs.uk

Queens Medical Centre
Derby Road
Nottingham
NG7 2UH

Telephone 0115 924 9924

Police

Your nearest police station is located at the bottom of North Church Street which is a two minute walk from Trinity Square.

http://www.nottinghamshire.police.uk/local/nottingham_city/city_centre/contact/

Central Police Station & Divisional Headquarters

North Church Street
Nottingham
NG1 4BH

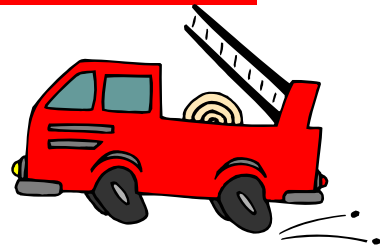


Telephone 0115 948 2999

Ext 5116

Monday-Friday	Saturday	Sunday	Bank Holiday
Open 24 Hours	Open 24 Hours	Open 24 Hours	Open 24 Hours

In the event of an emergency always dial 999



Fire Brigade

Your nearest Fire Brigade is located at the bottom of North Church Street which is a two minute walk from Trinity Square.

Central Fire Station

Shakespeare Street
Nottingham
NG1 4FB

Telephone 0115 948 1155

In the event of an emergency always dial 999

Should you require any further information please call into reception where a member of staff will be pleased to try and help.