



Q - How close is the university?

A - About a 20 minute walk, or 5 minutes on the bus.

Q - How far is the city centre?

A - Around a 7 minute walk.

Q - Where is the nearest supermarket?

A - Sainsbury's Local is about 7 minutes away. There are a large Sainsbury's and Tesco Express in the town centre.

Q - Is there a medical centre nearby?

A - There is a medical centre on North Street, a few minutes' walk away.

Q - Where is the nearest cashpoint?

A - Across the road at the petrol station.

Q - Where is the nearest police station?

A - A 15 minute walk away at Chester Green.

Q - Where is the nearest post office?

A - An 8 minute walk away on Kedleston Road.

Q - Where is the nearest gym?

A - There are many gyms and leisure centres in the town centre.

Q - How far are the bus/train stations?

A - The bus station is about 20 minutes' walk away, and the train station is about 30 minutes' walk away in town. The Unibus stops at the train station.

Q - Where's the nearest bus stop?

A - The Unibus stops directly outside the site.

Q - What's in my room?

A - Your room is fully furnished with: bed (single or 3/4), desk, chair, wardrobe, shelving and noticeboard.

Q - What is included in the kitchen?

A - Kitchens come equipped with: cooker, microwave, fridge/freezer, kettle, iron and ironing board, mop and bucket, and vacuum cleaner. You will need to provide your own crockery and cooking utensils. Starter packs are available to pre-order before you arrive - see our homepage.

Q - Who cleans my flat?

A - You are responsible for cleaning your room. We provide a weekly cleaning service for communal areas, but you and your flatmates must ensure that the area is tidy so that it can be cleaned.

Q - Can I bring a pet?

A - Sorry, pets are not permitted on any Derwent Students properties.

Q - Where can I do my laundry?

A - There is an on-site laundry room that is accessible 24 hours a day.

**Q - Can I personalise my room?**

A - A large pin board is provided in the bedroom for posters. We ask that you don't attach anything to your walls or ceilings as any damage caused will be chargeable.

**Q - Can I have guests to stay?**

A - Guests are permitted for a maximum of 2 nights in any week. Please sign them in at reception on arrival.

**Q - Can I bring my car?**

A - We have parking spaces which are allocated on a first-come first-served basis. A charge will apply. Please contact the site staff for more information.

**Q - Is there anywhere I can store my bike?**

A - There is a bike store on the site.

**Q - Where do I collect my post from?**

A - Each flat and house has postboxes in the entrance. Parcels can be accepted at reception but you need to let us know if you are expecting something.

**Q - How do I report maintenance issues?**

A - You can visit reception to inform us of the issue. You will be given a number to ring for emergency repairs out of hours.

**Q - Can I change my room?**

A - You can request to move, but this will depend on availability. Please note that there is a £50 admin fee.

**Q - Do I need to have a TV Licence?**

A - You will need to purchase a TV licence if you wish to watch or stream live TV in your flat. This can be shared with flatmates.

**Q - What events do you arrange on the site?**

A - We are working on an experience plan for the coming year. If you have any suggestions please let us know!

**Q - What facilities are there on site?**

A - Secure bike storage, laundrette, and on-site parking.

**Q - Can I store my possessions in the summer?**

A - We can store things depending on circumstances. There is a £50 charge for storage.

**Q - Can I book for summer?**

A - Yes, we can take summer bookings depending on availability. Please talk to the site team to get more information on our great summer offers!

**Q - Can I arrive early?**

A - Please contact the site team to check whether your room will be vacated and cleaned by the time you want to arrive. There will be an extra charge for early arrivals.

**Q - What about safety and security on site?**

A - The site is covered by CCTV and the office is manned during office hours. Outside of office hours, students can ring the out of hours helpline if any assistance is needed.