



**Q - What do I do if I am still waiting for my exam results?**

A - If you're still waiting for your exam results and you're not sure whether your place at university is confirmed, don't worry! You can still apply. You just need to ensure that if you do not get your place at university, you let the team on your chosen site know a maximum of **3 days** after you receive your results, to cancel your booking. In this instance, you will receive a full refund of your deposit, proof will be required. If you don't let us know within 3 days, your tenancy agreement will remain in place, and you will be liable for the rent on your room for the entire contract period.

**Q - How close is the University?**

A - Jubilee Campus is a 3 minute walk; University Park Campus is a 20 minute walk or 5 minutes on the FREE hopper bus from the Jubilee Campus; NTU City Campus is a 6 minute bus ride.

**Q - How far is the city centre?**

A - The city centre is a 25 minute walk or 7-10 minute bus ride. There are regular buses to the city centre from directly outside the scheme.

**Q - Where is the nearest supermarket?**

A - There is a Lidl supermarket on the site, a Tesco Express 5 minutes' walk away and a large Asda nearby.

**Q - Is there a medical centre nearby?**

A - The QMC is a few minutes away by car. There are several pharmacies on Ilkeston Road.

**Q - Where is the nearest cashpoint?**

A - At the local Tesco Express.

**Q - Where is the nearest police station?**

A - A 15 minute walk away at Canning Circus.

**Q - Where is the nearest post office?**

A - A 10 minute walk away on Ilkeston Road.

**Q - Where is the nearest gym?**

A - There is a gym on the site which is free for residents to use. It's open 24 hours a day.

**Q - How far is the train station?**

A - The train station is easily accessible via bus or taxi.

**Q - Where's the nearest bus stop?**

A - Directly outside.

**Q - What's in my room?**

A - Your room is fully furnished with: bed (3/4 in Standard Plus En-suites, double in all other rooms), desk, chair, wardrobe, bedside table, shelving, noticeboard and mirror. Studios and One Bedroom Apartments have kitchen facilities with dining tables or breakfast bars, as well as a coffee table and double sofa seat. Deluxe En-suite rooms also have a coffee table and double sofa.

**Q - What is included in the kitchen?**

A - Kitchens come equipped with: hob, oven, microwave, fridge/freezer, kettle, toaster, vacuum, mop and bucket, iron and ironing board. You will need to provide your own crockery and cooking utensils. Starter packs are available to pre-order before you arrive - see our homepage. Studio and Apartment kitchens contain a combination microwave instead of an oven.

Q - Who cleans my flat?

A - You will be responsible for sharing the cleaning of your communal areas, and for your own bedroom.

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 are 2 on-site laundries.

Q - Can I personalise my room?

A - A noticeboard is provided for posters etc. You must not pin items onto the walls. Any damage caused will be chargeable.

Q - Can I have guests to stay?

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

Q - Can I bring my car?

A - Yes, we have limited car parking spaces which are offered on a first-come first-served basis. There is a charge of £350 for the year.

Q - Is there anywhere I can store my bike?

A - Yes, we have secure bike storage in most of our blocks.

Q - Where do I collect my post from?

A - Letters are sent directly to post boxes in the lobby of your block. We can sign for larger parcels, which can you collect from reception once processed.

Q - How do I report maintenance issues?

A - Any issues should be reported to reception. An out of hours number will also be provided for emergencies.

Q - Can I change my room?

A - You may be able to change your room in exceptional circumstances if alternative rooms are available. A transfer fee of £50 will be charged.

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. It can be shared between flatmates.

Q - What events do you arrange on the site?

A - We hold regular events throughout the year, including film nights and food tasting. If you have any ideas for 2014 please email us to let us know!

Q - What facilities are there on site?

A - Free on-site gym; common room with Sky TV, vending machines, table tennis and pool table; 2 laundrettes; site-wide WiFi new for 2014.

Q - Can I store my possessions in the summer?

A - Yes, we usually offer storage providing you are an existing student who has booked the same room for the next academic year. There is a charge of £80.

Q - Can I book for summer?

A - Yes, we provide summer accommodation. Please contact the team for more information, or see our website.

Q - Can I arrive early?

A - You can book over summer if you're a new student for September, but you may not be able to move into your allocated room immediately.

Q - What about safety and security on site?

A - Nottingham 1 is a highly secure site. Entry is by electronic key fob only, and we provide 24 hour security staff and CCTV throughout the complex.