

Cleaning

Your rent includes a fortnightly communal clean. The cleaning team's responsibilities are highlighted below and will be completed unless your flat is found in a substandard condition. Please note that if your flat is found in a substandard condition we will not clean it, and you will receive a 24 hour notice to improve the condition of your flat.

Cleaning team's responsibilities are to:

KITCHENS & COMMUNAL AREAS:

- Clean work surfaces and tiles (as long as they are clear and accessible)
- Clean the exterior of the cooker (if hobs are cool and not in use)
 - Clean microwave internally and externally
 - Vacuum and mop floors
- Remove one bag of binned rubbish and replace liner
 - Dust areas including skirting

BATHROOMS:

- Clean all sinks, showers (including cubicles) and toilets
 - Dust areas including skirting and extractors
 - Mop floors

All tenants are equally responsible for communal cleanliness. You may find it helpful to draw up a rota and allocate weekly tasks to each flat mate.

Student responsibilities are to ensure:

KITCHENS & COMMUNAL AREAS:

- All surfaces, including floors, are cleaned and cleared regularly
 - The sink area is clean and clear
- Cookers remain clean inside and out, and food and grease are removed
 - Rubbish is binned or recycled regularly
 - Spillages are cleaned immediately
- Fridge freezers remain frost free, clean and free of perishables

BATHROOMS:

- Wash basins and shower trays are clean, clear and hygienic
 - Toilets remain clean and hygienic
 - Floors are cleaned and cleared regularly
- Rubbish is removed regularly (we are unable to do this due to health and safety reasons)
 - Bathroom not to be in use when cleaners are present

EXCESSIVE RUBBISH IS YOUR RESPONSIBILITY TO MOVE AND IS ALSO A FIRE RISK.

IF THE TEAM SPOT ANY EXCESS RUBBISH YOU WILL BE ASKED TO MOVE IT TO THE BIN. IF YOU DO NOT COMPLY YOU WILL BE CHARGED PER BAG THAT WE MOVE FOR YOU.

The Raleigh Park Team

Scheme Manager - Tony
 Assistant Scheme Manager - Michael
 Site Representative Supervisor - James
 Site Representatives - Mark, John & Kelsey
 Cleaning Supervisor - Dawn
 Customer Service Advisors - Leona, Sue, Mahalia, Jennifer & Imani
 Security Guards - Matt, Jobe & Buba

The Team at Raleigh Park team are passionate in ensuring that your stay with us is a safe and pleasant experience.

The Customer Service Team are based in reception and can help deal with any queries you may have.

The Site Reps are on site to carry out any repairs and general upkeep of the site.

The Security Guards on site outside of office hours, based in reception. If they are not in reception they will be addressing an issue or carrying out patrol. Please ensure you have their number stored on your mobile: **07411 263 237**.

Please show staff respect at all times – you never know when you might need their help!

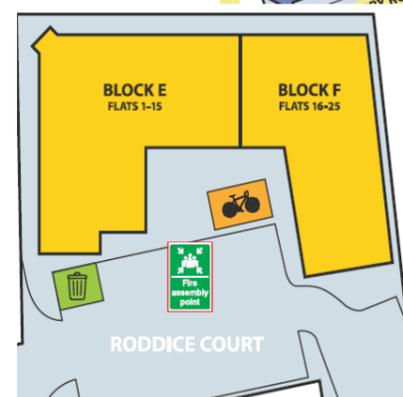
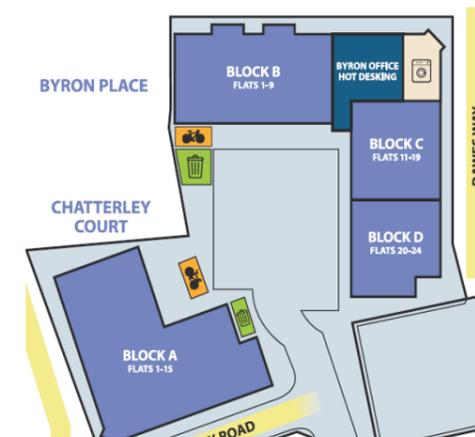
Our cleaners are on site every weekday working to a rota which includes your fortnightly communal clean. The maintenance of your flat between scheduled cleans are the tenants responsibility as cleaners are only there to support the upkeep of your home.

Please show our staff respect at all times, they are here to fully support you during your stay and will willingly give guidance or answer any questions you may have.

Guests at Raleigh Park

Guests are allowed for 2 nights in any week. If you're having a guest you must notify us by emailing names and dates to raleighparksecurity@derwentstudents.com. You are responsible for your guests' behaviour and for ensuring they know what to do in an emergency. Guests are strictly prohibited from sleeping in the kitchen/lounge areas and are solely permitted to sleep in tenants' bedrooms. **Please do not bring guests home who you don't know.**

Site Maps



Raleigh Park Survival Guide

Office Opening Hours

Monday - Thursday

9am - 5pm

Friday

9am - 4:30pm

(Bank holidays closed)

Office Hours Contact

Phone: **0115 855 9008**

Email: raleighpark@derwentstudents.com

Web: www.derwentstudents.com

Out of Hours Contact

Out of Hours Security number: **07411 263 237**

Out of Hours Emergency Repairs: **0113 5310 999**



JCR

The JCR Representatives live on site and provide an important link between staff and students. They are responsible for ensuring that you have a great time here at Raleigh Park from day one. They promote social activities within the hall (examples of previous events include film club, quiz nights, summer ball) and arrange external events and trips. Keep an eye on the Raleigh Park Facebook page for further information.

You can use their fresher's page as well as our own page to contact other students living on site. It's a good way to communicate with other residents before and during your stay, and great for any questions you may have regarding living here and student life in general!

Events

We understand that student life is as much about socialising as it is about studying.

We try to run as many events as possible throughout the year. We help to organise charity fundraising events, international food and cultural events and exam de-stress events.

We're currently raising funds to sponsor a Guide Dog Puppy so look out for Guide Dog Meet and Greets on site!

If you have any event ideas you'd like to discuss, don't hesitate to get in touch with the team in reception.

Resident tutors

The Warden and Resident Tutors are on hand to offer advice on welfare, adjusting to university life and support available to you.

Your Resident Tutors are on duty throughout the night every night of the week from 8pm till midnight and will deal with any issues that might arise, ranging from noise complaints to welfare concerns.

The contact details are: [07887 450767](tel:07887450767) – raleighparktutors@gmail.com

Your Address

Any post you receive will be delivered directly to your flat or house. Please remember we don't accept parcels on your behalf—all mail/parcels will be delivered to your address and you must be in to accept them.

Madison Court

Flats 1 - 60 Madison Court, Raleigh Park, Nottingham, NG7 2EG

Derwent Way

Houses 1 - 6 Derwent Way, Raleigh Park, Nottingham, NG7 2DA

Madison Gardens

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 - 24 Byron Place, Wragby Road, Raleigh Park, Nottingham, NG7 2AZ

Roddice Court

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

The Farthings

Flats 1 - 8 The Farthings, Derwent Way, Faraday Road, Nottingham, NG7 2BA

Facilities

We have lots of facilities for you to use, including:

- Ball Court (behind Madison Court)
- Quiet Room (above Reception)
 - JCR (in Sillitoe Court)
- Outdoor Gym (behind Block 7 Sillitoe Court)

We also have cycle stores on site. Please use these instead of chaining your bike to lamp posts or inside communal hallways, where they are a fire hazard. The cycle store codes can be received from reception, just ask a member of staff.

Car parking is available at an additional cost:

- £250.00—yearly
- £100—termly
- £40—monthly

Site Info

Fire alarm testing takes place on a Thursday. If the fire alarm sounds for longer than 15 seconds please go to your nearest evacuation point. Please also familiarise yourself with all fire safety information provided.

For use of the laundry machines you can download the circuit app for free from their website, register and create an account and top up and use the machines. Alternatively you can purchase a laundry card from the quiet room above reception,
£2 card – with £0 pre-loaded credit
£10 card – with £8 pre-loaded credit
£20 card with £18 pre-loaded credit
It costs £2.70 for a wash and £1.30 for a dry.
(Prices correct as of August 2019)

To report any faults or problems with the laundry please call the helpline on **01422 820026**. To top up go to www.circuit.co.uk

Glide are your internet providers, you should connect and register to create an account. The use of 45mb is free and you can choose to upgrade for a small fee. If you experience any problems with the internet please contact Glide directly on

0333 123 0115 or e-mail: studentsupport@glide.co.uk

Maintenance

We have Site Reps at Raleigh who are here to help maintain the site. To report a repair come to reception and fill out a repair form. If the maintenance team are unable to fix the issue, contractors will be called and given access to repair the fault.

If reception is closed and there is an emergency repair, please call security on: **07411 263237**

Paying your rent

There are several ways to pay your rent:

- Online on our website www.derwenstudents.com

Welcome to Raleigh Park

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.

This guide contains all the information you should need during your stay with us including -

- The Raleigh Park Team
 - Resident Tutors
 - Maintenance
 - Cleaning
 - Rent Payments
 - Addresses

We will e-mail you throughout the year with important notices & updates so make sure your contact details are up to date with us.

If you make any changes to your email address or phone numbers, please send an email to raleighpark@derwentstudents.com so we can update our records.

Important information:

- ⇒ Keep all fire doors fully closed at all times
- ⇒ Ensure exits are clear at all times
- ⇒ Smoking is NOT permitted in the building

@Raleigh_Park



@Raleigh_Park



Raleigh Park Derwent Students

