

Student Accommodation Handbook



Welcome to your student accommodation

As your landlord, we would like to welcome you to your new home at the Northern School of Art student accommodation.

We have created this quick guide to your tenancy and hope it will answer any basic questions you may have.

If you have any further questions or need any assistance, please contact the bespoke lettings team on 01642 947 860, by using free the phone provided in the communal lounge, or at: **bespoke@thirteengroup.co.uk**

Alternatively, the team are on site on a monthly basis if you need to speak to an officer face to face. You should contact the team if you have any queries relating to your tenancy or the building. Repairs can be reported by using the free phone or on 01642 947 860. For out of hours emergency repairs, contact 0300 111 1000.





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Arrivals

In all student accommodation communal areas we provide a dining area, a seating area and a kitchen.

The communal area will contain:

Television
Sofas
Dining table and chairs
Blinds
Notice board
Mop and bucket
Fridge freezer
cooker / hob
Microwave
Vacuum cleaner
Toaster
Iron and ironing board
Washing/dryer machine
Waste bin



Each individual bedroom comes supplied with:

A mattress
Single bed base
Wardrobe
Chest of drawers
Desk and computer chair
Book shelf
Blinds
Floor covering
Electrical and TV sockets
Notice board

You must bring your own mattress protector.

Your room will be checked by us before you arrive and you'll be asked to complete an inventory form after you receive your keys. This is to ensure that all decoration, fixtures, fittings and other inventory items meet our lettings standards. When you leave the halls, we will carry out an inspection, taking into account fair wear and tear. **Charges for any missing or damaged items will be taken from your bond.**

What to bring

You can buy most supplies cheaply and easily once you're here. There may be limited storage space in your kitchen, especially fridge and freezer space, so plan your shopping accordingly. You'll need to provide your own linen, including towels, sheets, mattress protector and pillowcases. You'll also need tea towels, cleaning materials, cutlery, crockery, saucepans and toiletries.

What not to bring

Items which are not permitted include candles, incense sticks, tea lights, barbecues, oil heaters, chip fryers, smoking equipment such as pipes and ashtrays, dartboards and weapons of any description, either real or replica. Pets of any description are also not allowed.

Key collection

At enrolment you will collect your keys and a communal fob. You need to keep these safe as any replacement keys required will incur a recharge to yourself of £25. Details of who to contact for these replacements are available in the contact section.

Living together

We understand that for many of you this will be your first time away from home and suggest that once you have moved in, you start to find out what's where and who's who at your hall. Make a point of noting how to get out in the event of a fire, and where you can ask if you need any further information.

Our cleaners and caretakers will be on site daily, as well as onsite support provided by Northern School of Art. They will help you settle in and answer any questions you have.

A member of the bespoke lettings will be on site on a monthly basis if you have any queries and you can also contact us by phone and email.

Connectivity

Internet

All accommodation will have free access to a Wi-Fi connection provided by the Northern School of Art. You will be given a user name and password to access this service and will be allocated an internet usage policy to advise on acceptable use and any banned content.

Television

A communal television is provided but if you bring a device with you to watch or record television programmes, you will need your own TV Licence. A device can be a laptop, PC, mobile phone, games console, digital box etc. To purchase a licence or for more information go to <http://www.tvlicensing.co.uk/check-if-youneed-one/for-your-home/students-aud1/>

Please be aware that as a result of geographical location, TV reception in some of the residencies can be poor.

Communal area telephone

There is a telephone in each communal living area with programmed direct dial telephone numbers to a 24 hour help desk. You can contact the repairs service, the bespoke lettings team and student services. No calls can be made to other numbers using this phone.

Services and Security

Mail Delivery

You are responsible for your own post. Please ensure that all mail is fully addressed and includes your room and flat number.

If you're expecting delivery of a parcel or secure item of post, please arrange for the delivery when you will be available.

CCTV and 24 hour security

We take pride in providing a safe and welcoming environment at all of our accommodation and CCTV is installed in some areas of the accommodation for your security and safety. This is carefully managed by the Northern School of Art to ensure residents' privacy. CCTV is recorded 24 hours a day via the college and any issues should be reported using the telephone in the communal living area.

Noise

Issues with noise can occur when so many people live in close proximity to each other. Please respect other students by not making excessive noise.

Insurance

You are advised to purchase student home contents insurance. This can be provided by a broker or you may even be covered by your parents' home contents insurance. We would advise you ask them to check their policy document.

Laundry

All of our accommodation has laundry facilities. Please ensure that laundry is not dried in kitchens and communal areas or on radiators, which can present a risk of fire.

First Aid

In case of a medical emergency, you must always consider calling an ambulance in the first instance. If the injury is minor, please contact staff for assistance.



Clean, Green and Transport

Cleaning - what we do

We will complete the following:

Weekly

- We will litter pick and remove all debris from communal floors.
- Floors and stairs will be swept, mopped or vacuumed depending on the floor covering (we will not wash the floor if there is a chance it will freeze in cold weather).
- Barrier matting will be removed, swept and vacuumed.
- We will clean all fittings including ledges, radiators, metal work, door frames, door jams, skirting boards, banisters, handrails, internal and external doors including tenants' own front door.
- We will spot clean walls, doors, and glass.
- We will remove graffiti and chewing gum from all areas and report all external graffiti and damage.
- Disposal of rubbish, removal of sharps, report all fly tipping.
- Remove animal excrement in communal areas internally and from the entrance pathway.

Monthly

- Clean all communal windows inside including paintwork, sills and plastic window frames, clean front and rear external entrance porches, doors, steps & handrails, external signage.
- Wash walls, steps, bulk head lighting both internally and externally, clean letterboxes front and rear.
- Sweep and wash, mop and dry refuse storage areas.

3 monthly

Clean ceilings, edges, grills and fittings (including light fittings) to remove all dust, dirt, cobwebs and soiling.



Yearly

- Clean all gutters and wash down down-comers, deep clean of carpets/floors polished. Deep clean of kitchens, living rooms, bathrooms and corridors are clean regularly and that the fridge freezer is kept clean and free of ice.
- We will inspect kitchens and shared bathrooms on a regular basis to ensure that they are kept to a good and clean standard.

Cleaning - your responsibility

- It is in everyone's interests to maintain a clean, hygienic and safe environment. All residents are responsible for the cleanliness of their own bedrooms and en-suite rooms. Removing waste to centrally located bin areas for collection.
- It is the responsibility of all residents in the flat/house to keep the kitchen clean, making sure that it's clear of washing up and food waste. All rubbish, both recycling and landfill, must be taken to outside bins before they overflow.
- Cleaning the kitchen also includes making sure that the grill pan, oven and microwave are clean regularly and that the fridge freezer is kept clean and free of ice.
- We will inspect kitchens and shared bathrooms on a regular basis to ensure that they are kept to a good and clean standard.

Waste - landfill and recycling

Please recycle your waste, as we support all aspects of recycling. Throughout every block there are clear ways in which we can all support our recycling policy. Individually labelled bins are placed in kitchens and it is your responsibility to follow the house/site instructions in dealing with this important matter. You will have 24 hour access to the central bin store. Extra caretakers and collection services will be available during busy periods, arrivals and departures.

Cars and parking

There is limited parking available at Crown Halls. These spaces will be offered firstly to students who may need their car for travelling to work placements, and then any spaces left can be applied for.

Bicycles

You are welcome to bring your bike, but they must not be stored anywhere inside your accommodation as they may form an obstruction in the event of an emergency situation. There is storage for bikes on site. You may want to consider this when purchasing your contents insurance if you are thinking of bringing an expensive bike.

Energy usage

Please help reduce electricity consumption by turning off lights and unused electronic equipment. Turn heating down or off when not needed and do not leave taps running when not in use.



Maintenance

Reporting a fault

Maintenance and repairs are carried out by our staff or approved contractors all of whom are clearly identified. Requests for repairs should be made by calling 01642 947860, or 0300 111 1000 for out of hours emergency repairs only. Reporting a fault in your accommodation will form a contract between you and Thirteen Group. You must therefore expect a member of maintenance staff or a contractor to enter your property to repair the fault. In an emergency, for example a flood, we may enter your accommodation without prior notice.

The following are the service standards you can expect

Priority One - Emergency Repairs – are responded to within 12 hours of a report of a defect. These would be any repairs required to avoid a danger to health, a risk to the safety of residents or serious damage to buildings or residents belongings. We provide a 24 hour service, so please remember that only genuine emergencies should be reported as such as operatives can attend at any time day or night.

Examples are:- heavy leak, no electric, w.c. not usable, blocked main drain, total loss of heating, make safe door, make entry.

Priority Two - Urgent Repairs – are responded to within five working days of report of the defect. These would be any repairs which materially affect the comfort or convenience of the residents; Examples are: - partial heating, 1 socket out of order, blocked gully.

Priority Three - Non-Urgent Repairs – are responded to within 28 days of a report of a defect. These would be any repairs not falling within the above categories; Examples are: - sticking hinges, blocked gutter.

Right of Entry

Thirteen Group reserves the right for our staff and appointed contractors to enter residence areas – including bedrooms – to carry out necessary repairs, maintenance schedules and redecoration, or for safety and fire checks. Regular inspections to check the general condition of rooms and to identify any faults also take place at regular intervals. Prior notice of visits will normally be given except in emergencies or for visits to make a repair you have reported to us.

DIY - what can and can't be done

No work should be carried out to your room this includes decorating (painting / wallpaper), putting up shelves or changing fittings.

Students may fix posters or pictures to walls using damage free strips, but please be beware that these decorations can damage paintwork on walls and furniture, which could result in a charge.

Vandalism and damage

A limited level of reasonable wear and tear is to be expected in student accommodation. If you are found to be responsible for vandalism or damage (accidental or deliberate) to the fixtures, fittings, furniture or decoration in any part of the residence you will be liable to pay for the costs and labour involved in making good the damage. Where the person responsible cannot be identified, residents will be charged collectively for repair of such damages, vandalism or missing items.

Condensation and ventilation

- Condensation can cause staining and black mildew but there are several ways this can be reduced or avoided altogether.

Remember to:

- Use extractor fans in kitchens and bathrooms.
- Ensure doors are closed to other areas of the residence.
- Where condensation has occurred be sure to leave room heating ON to assist in drying out and remember to keep the room well ventilated.
- Leave the small ventilation grill in your window open at all times.

Fire safety

If you discover a fire

Fire safety guidelines will be displayed in all communal areas. In the event of fire you should break the glass in the nearest fire alarm call point, leave the building immediately and proceed to your designated assembly point. Residents must evacuate the building if the fire alarm sounds, and only return to the building when a Fire Officer or staff member instructs them to do so.

Fire alarm procedure

Follow the guidelines set out in your accommodation. Fire Evacuation Procedure notices are placed strategically throughout our accommodation, and you are asked to familiarise yourself with the procedure at the earliest opportunity.

If you are able to and it is safe to do so, shut windows and doors when leaving your room.

If you are able to, shout "FIRE" or bang on doors to warn others. Leave quickly and safely and go to your designated safe area.

Fire drills

Fire evacuation practices are arranged annually. You are required to cooperate with the instructions of Thirteen Group staff during practice events. If you have a disability, an officer will advise you about safe evacuation in the event of a fire in accordance with your Personal Emergency Evacuation Plan (PEEP).

Fire fighting equipment

The fire extinguishers and fire blankets are supplied for use only in an emergency. Tampering with any fire safety equipment (e.g. malicious use of fire alarms, unnecessarily discharging fire extinguishers, propping open fire doors or capping smoke detectors) is a serious offence.

Fire alarm testing

Fire alarms are tested on a weekly basis in accordance with Thirteen Group policy.

Fire safety

Most fires take place in the kitchen please follow these safety tips to avoid this happening:

- If you are called away from the cooker, remove the pans, and turn off the heat.
- Always clean the grill pan after use.
- Turn saucepan handles so they don't stick out and are not over another ring.
- Keep the oven door shut whilst cooking.
- Don't put tea towels down on the cooker after you have used them.

Smoking Policy

Smoking and smoking related items are not permitted anywhere in your student accommodation. If you are found to be smoking or hold any smoking related items in any part of the residence you will be in breach of your tenancy and could face eviction. This includes electronic water vapour cigarettes. Smoking related items include ash trays, pipes, water vapour nicotine inhalers.

Candles and incense sticks

The use and storing of candles and incense sticks in the accommodation is strictly forbidden.

Barbeques

Students are not permitted to have BBQs in any of the residences or grounds.



Tenancy and personal support

Your tenancy explained

You will be issued a copy of your tenancy agreement which you will sign when you collect your keys. This agreement will be an assured short hold tenancy over 43 weeks which will expire at the end of your academic year. The agreement will advise you of your rights and obligations as a tenant.

Tenancy Visits

A member of the bespoke lettings team will be on site on a monthly basis to ensure that the communal areas are in order and that the cleaning and grounds maintenance standards are being met.

Paying your rent

Your tenancy will be for 43 weeks and you will be charged 43 weeks rent. Your rent will be billed 3 times a year in October, January and April. A direct debit will be set up to take your balance due on the 16th day of these months.

Please let us know if you need to make other arrangements to pay.

Dealing with Anti Social Behaviour

Thirteen Group is committed to providing a safe, secure and friendly environment for all of its tenants and as such will not tolerate any form of anti social behaviour or activities that may cause noise or nuisance to your flat/house mates. If you or any of your guests are seen to be causing anti social behaviour, we may take action by notifying the college or your guarantor. In serious cases an eviction notice may be issued.



Supported housing

Thirteen has several units in student accommodation blocks which meet the needs of students with disabilities. Thirteen can also provide further assistance to students with specialised housing requirements. These units can be equipped with assistive technology. These are devices which make living in the home much easier. We provide an emergency response service operating twenty four hours a day, every day of the year.

How to complain

We do our best to give you a good service but sometimes things may go wrong. We may not always know when this happens, so please tell us - then we can try to put things right.

If you have a complaint the first thing you should do is talk to a member of staff. Many complaints are the result of simple misunderstandings and can quickly be put right. A satisfaction survey of all students residing in student accommodation will be carried out annually.

Registering with a doctor and dentist

It is essential that you register with a local doctor as soon as possible, you will find it very difficult to access health care in the event of illness if you are not registered with a local GP.

You can call NHS Direct on 111 for medical advice and in an emergency dial 999. For more information about registering with a doctor and general health information please visit the NHS website. It may be advisable for you to register at a dental surgery. There are two types of dental care available - private and National Health Service (NHS) funded. All dentists will provide private dental care but not all will accept NHS patients. A full list of all dentists in the UK is available at www.nhs.uk.

Student support services

Starting a Higher Education course can often mean a big change in any student's life. From moving away from home to managing your money. You will be pleased to hear however that Northern School of Art has a student advice team that is there to help. Whenever you have a question or concern you just need to call in to see them. They can then provide the advice and guidance you need or support you to contact an external agency so that you can access the support you need.

Opening hours are:

Monday – Thursday 8.30 – 17.00

Friday 8.30 – 16.30

Tenancy and personal support

Moving out

By signing the Assured Shorthold Tenancy Agreement, you're making a legal commitment to paying the agreed rental cost over a fixed length of time. At the end of that time you'll be expected to hand your accommodation back to us in the same condition that you received it.

The Deposit Protection Scheme (DPS)

By law, all deposits that landlords receive must be protected, either through insurance or by holding them with another person or organisation until the end of the tenancy period. We've insured your deposit with the Deposit Protection Scheme (DPS).

We will contact you within 10 working days of the end of your tenancy if we need to make any deductions from your deposit due to damage or rent arrears.

If not, we will ask the DPS to release the deposit balance fully and they will contact you to arrange the refund either by text message or email.

Contacts

Bespoke lettings team **01642 947 860**

Thirteen 24 Hours **0300 111 1000**

The Northern School of Art Student Advice Team **01429 858 411**

Hartlepool Police **01429 221 151**

Hartlepool One Life medical centre **01429 285 800**

Hartlepool Borough Council **01429 266 522**