



Move in  
2022/23

Welcome to  
**CB1**

**HANDBOOK**

# Welcome

**Firstly, a huge welcome to CB1. We're really excited for you to be living with us! As the accommodation team here, we know that your student years should be some of your most exciting and memorable - that's why we are available full time to make sure you get the most out of living here.**

This is our first bit of help for you - this handbook is for you to get all the information you need so when you have five minutes, grab yourself a cup of tea and take a look. In here we cover all the nice exciting stuff from what events we do, communal areas and free internet, to all the boring but really important stuff like how to wash your sheets or what to do if you arrive back at 4am and find you've lost your key. It's all here. At CRM Students we know how busy you get - that's why, along with this guide, we will provide regular Instagram updates, notices and emails to keep you in the loop with what's going on. It means you can be as involved or as relaxed as you want with us, but we want you to know we are here if you need us.

CB1 is the place where you can be you.

Thank you for coming to live with us and we look forward to meeting you very soon!

## Your new address

**For Aston House:**

**CB1 Student Accommodation, Aston House,  
Brookgate, Cambridge CB1 2BP**

**For Bragg House:**

**CB1 Student Accommodation, Bragg House,  
Brookgate, Cambridge CB1 2AA**

**For Crick House:**

**CB1 Student Accommodation, Crick House, Mill Park,  
Cambridge CB1 2FA**

Make sure you include the full address including flat number on any parcel deliveries!



# If you need us

## Office opening hours

Monday to Friday 9am-5pm

Saturday & Sunday 12pm-4pm

## Out-of-hours Emergency Contact

Should anything urgent happen outside of the office hours, please call the out of hours number: **07970234989**

We think it's a good idea to save the important contact numbers – like the out-of-hours emergency number in your mobile so that you have got us whenever you need us!

You'll find more useful numbers at the back of this handbook.

## Stay Connected!



01223 611229



CB1@crm-students.com



crm-students.com/CB1



@CRM\_Students



@cb1cambridge



crm-students



weibo.com/crmstudents



# Moving in

**When you arrive, make your way to the Accommodation Office. Here you'll sign for your keys – we'll need to see some ID (e.g. your passport or driving licence).**

Also, if you could let us know what day you are arriving, we can try and have plenty of people around to give you a helping hand.

## **Before you move in**

- ☐ **Arrange a time to collect your keys**
- ☐ **Bring your ID (passport or driving licence)**
- ☐ **Sign for your keys**

## **Once you've got your keys**

Look after them. It'll save you a lot of hassle, especially at two o'clock in the morning when you can't find them and have to call the out-of-hours team!

## **Your room**

Always lock your room and keep your keys with you at all times, and never give them to anyone else. If you do lose them, tell a member of the Accommodation Team as soon as possible. You'll be given a replacement. There may be a charge, but you'll get your money back if your keys are found quickly.

If you're locked out of your room outside office hours, please call 07970234989. There may be a call-out fee for this service (so try to make sure you look after your keys).

## Your internet

The site is equipped with ASK4 Wifi throughout at no extra charge. Check our internet policy for usage guidelines.




## Your TV

You can bring your TV with you (there is an aerial socket under the desk in your room), but you will need to purchase a TV licence.

## Windows

All windows are restricted for your safety and must not be tampered with.

## Things not to bring

-  **No pets** We know they're cute but unfortunately not permitted!
-  **No weapons** of any description, including pellet gun (BB) and air activated weapons, crossbows and longbows, catapults, non-domestic knives.
-  Candles & incense sticks, non CE marked electricals & deep fat fryers.

## Your community, your questions

We do everything we can to ensure that you have the best possible time while living with us. We want to make sure that we keep in touch with you so that we are doing everything we can to make the most of your time with us. We value your regular feedback and try to keep it easy for you to do so. We not only have a 'Question of the week' where we try to find out how you feel about a certain topic that affects you but we also run regular feedback focus sessions on-site and of course our move-in and move-out surveys. We know you get bombarded with surveys at uni but these really are vital for us to know how we're getting on! Keep an eye out for our 'You said, we did' sessions and our on-line surveys - we really appreciate you doing them for us!

We really hope you enjoy your time with us and we look forward to seeing you soon.

The Accommodation Team



# The community

**At CB1 you'll be sharing some great spaces and facilities. Here's a rundown of what's available, together with some tips on how we can all make your CRM Students community the best it can be.**

## **Your common room**

Located in the basement of the middle entrance to Crick House.

## **Your launderette**

No need to take your washing home to your parents, we have launderettes on-site!

Aston House, Bragg House and 2 at either end of Crick House in the basements.

Please follow instructions and don't overload the machines – we can't be responsible for damage to your clothing! If you have any problems, please contact the Management Team who will be able to assist you and can contact the supplier if there is a fault.

## **Your mail**

All post will be delivered to the post boxes on-site. All large parcels, recorded and special deliveries can be signed for at the office by the site staff. All couriers know to drop them here. When you come to collect them, don't forget to bring some photo ID with you. Please make sure you include the full address including your flat number on any parcel and mail deliveries.

## **Your energy**

We do our best to be as eco-friendly as possible. We know it can be difficult but there are some really simple ways for you to help us be as green as possible and keep costs down:

- Turn lights off when you go out.
- Only boil as much water as you need.
- Always put lids on pans.
- Use your radiator thoughtfully.



# The essentials

**All in all, we hope it will be great fun living with us. We understand that socialising, partying and staying up late is all part of the student lifestyle and we want you to have the best years of your life here - including great degree results.**

We don't want to bombard you with an endless list of house rules and regulations but we do want to ensure you live in a clean, safe and enjoyable place. It's all common sense stuff, but we know how important studies are to everyone so we have put together some reminders for the CRM Students community living...

## Care about your community

Respect any items or pieces of equipment belonging to the property and your fellow residents. It's a real shame when one person ruins it for everyone else. You're welcome to have visitors but please ensure that you accompany them at all times on-site and let them in/out with your key. We will not open the door for visitors unless you are present. Any misbehaviour by your visitors will be your responsibility. Please make sure that they show the same respect as everyone else.

## Oops!

We know there are always times when accidents happen but intentional damage to the property will result in a charge. Equal charges will be made for any communal area damages if no one is found responsible and there will be a basic charge for cleaning if your room isn't up to scratch at the end of term. Check out the basic charges at the back of this guide for more info.

## Maintenance

We have 2 Maintenance Operatives who are there to save you when that light bulb goes or the toilet fails. We always try to sort out any issues as soon as they are reported, but in some instances we do prioritise repairs depending on their urgency. Emergency repairs include complete loss of power, heating, lighting or hot water - we aim to fix these sorts of problems within 24 hours. If you have an out-of-hours emergency maintenance issue, please contact the out-of-hours number on page 3 & someone will be happy to help. They are able to fix most problems, but will need to log your repair and contact the appropriate repair services if necessary.

## Understanding

We know how difficult it can be when you move in with a new bunch of people. While it is great 99% of the time, we know that sometimes it can be tough. We ask you to try and be understanding to other people within your living space. The diverse mix of ages, background and cultures is what makes university so amazing - please remember to give a second thought to those around you and respect that their thoughts might not be the same as yours. You never know, by having a chat, you might find you have more in common than you first thought.

## Noise

Please respect how this can affect the other people you are living with. It might be your night where there is no early lecture, but other people might have a 9am start and want an early night. One of the great parts of uni is the flexibility you have but please try to think about how your noise might be affecting others.

## Inventory

On arrival you will be provided with a printed inventory document that formally lists all the items in your room. We know you are super busy when you first move-in but please try to find the time to properly check through and fill it in. Remember that when you check out you need to hand back the room as it is on the inventory, so it is best to make sure it is right from the start.

## Tidy

Keeping your room and communal areas clean and tidy solves a whole lot of hassle during the year. It's not just to ensure that we keep your new home at a good standard throughout the year, but also to ensure that you live in hygienic and clean conditions.

## Bins

Please ensure that you put your rubbish out in the correct bin. There are a number of bins within our accommodation which are situated in our bin area.

Please do not leave bags of rubbish next to the bin, outside your window or outside someone else's door - this can result in the entire bin not being emptied, poor site hygiene and fines will be issued if people are seen doing this.

## You

The most important aspect of CRM Students is how we look after you. We know university life should be the most amazing time, but we also know that sometimes it doesn't go as smoothly as you expected. Please don't keep your worries to yourself. We know how



stressful your personal life can be, let alone your studies - if things get too much make sure you let someone know.

## Clothing

We work closely with the British Heart Foundation who will recycle your unwanted clothes by taking them to their charity shops for re-sale or re-use. All money made goes to support charitable projects.

## Unwanted items

If you have any other clean, unwanted items in good condition including furniture and electrical goods, please let the site team know and they will arrange for them to be collected by the charities involved.



# Keeping you safe

**At CRM Students we want you to feel safe and secure at all times, but we also know you sometimes just need someone to help, whether you've burnt your toast or lost your key.**

Our Accommodation Team will be there to support the community to ensure that you have the best time possible throughout your stay with us. They will not only assist with the day-to-day life of the site but they will also help with organising events, working with the university community and delivering feedback. You will always have someone to speak to and support you in living in a friendly, responsive environment.

## First, some general safety tips.

- Please ensure that all gates/entrances are kept clear and close/lock behind you.
- Don't prop the doors open – including fire doors.
- Always carry your keys and never give them to anyone else.
- Be aware of strangers on the premises – if you're not sure who someone is, ask them or alert the Accommodation Team.
- Lock your door when you're going out and keep it closed at other times.

- If you see anything suspicious, let the Accommodation Team know as soon as possible.
- If your room is at ground level, or easily accessible from the ground, make sure your windows are shut before you go out. Windows will only tilt outwards and should not be opened fully.

If you're worried about the safety of any equipment in your room or the communal areas, please contact the Accommodation Team. Please also take a look at the 'troubleshooting' guide at the back of this book to help you deal with minor problems.

## Out-of-hours security

Out-of-hours security is managed by onsite staff who will be ready to respond to any issues in the future. You can call them on 07970234989

## First aid

If you have an accident please report it to the Accommodation Team (after calling an ambulance if needed). The office keeps a basic first aid box but it does not issue drugs of any description.

## Heat and smoke detectors

The kitchens are equipped with heat and smoke detectors. Your room is fitted with a smoke detector.



# Alarms

**Now that you're sharing a living space with lots of people, it's vital that you know how to prevent fire and what to do if one happens. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure.**

## General fire prevention

You're required to take part in fire drills. If a fire alarm activates, you must leave your flat as we have an All Out Policy. We will evacuate the building if there is a fire within your flat or level and evacuate you to your designated assembly point. If a fire alarm activates you must exit via the closest fire exit and make your way to your designated assembly point. We also test the alarm every Wednesday between 1 pm and 3 pm.

### **Your Fire Assembly Point**

Six Trees (opposite Bragg House)

## Fire exits and evacuation

### **1. Know your escape route and equipment**

- When you arrive in your new room, make sure you know where the nearest fire exit is.
- Read the fire notices dotted around the building.
- Make sure you know where the evacuation assembly point is.
- Only use fire-fighting equipment if you are trained and it is safe to do so. Do not put yourself in danger.

### **2 Keep access and fire exits clear**

- If you notice any obstruction to fire exits, please let the site office know.
- Bikes must not be kept in your room or in the way of an escape route.

### **3 Know what to do if a fire alarm sounds**

- Leave the building immediately – don't stop to pick up your stuff.
- Get out as quickly as possible and don't block escape routes.
- Make your way to the evacuation assembly point.
- Do not attempt to re-enter the building until the Accommodation Manager or fire brigade have given you permission to do so.

## Smart electrics

- We recommend your personal electrical items are PAT tested by a qualified electrician.
- Always follow instructions when using electrical equipment.
- Make sure electrical items are fitted with the right fuse.
- Always switch off and unplug appliances which are not designed to be left on.
- Check electrical appliances for dangerous wiring, hot plugs or scorching on plugs & sockets.
- Don't overload sockets.

# Cleaning

**Cleaning is likely to be low on your list of priorities while at university but it makes sense to keep on top of things as it avoids a charge and keeps you healthy! A few minutes is all it takes.**

## The kitchen

Everyone in your property is responsible for keeping the kitchen clean. You'll be warned if the kitchen in your property is unacceptably dirty and if the situation doesn't improve, your property will be issued a charge.

## Your room

It's up to you to keep your room clean. They'll be checked every so often (don't worry, you'll be notified in advance) to ensure they comply with health and safety regulations. We don't expect your rooms to be sparkling, but we do expect order and cleanliness. If not, you'll be given 24 hours to clean up or risk a charge.

## Basic clean living guidelines

- Please don't use abrasive cleaning products as they can damage surfaces.
- Please don't use hair/clothes dye in the bathroom.
- Do not put any pictures or posters on your walls. Please use the pin board provided – damage to walls will incur a charge.

## What's the damage?

We encourage you to look after your surroundings as damages can be chargeable. A full breakdown of these charges can be found in your inventory. Please speak to your Accommodation Team if you have any queries.

# Your wellbeing

**Moving away from home can be daunting; things can take their toll. But don't worry, we're here to help you stay healthy and happy with useful hints, tips and telephone numbers.**

## **Problems with a flatmate?**

If you're unhappy about the behaviour of another resident in your flat or on the site, please speak to us or your Accommodation Team. If you don't feel comfortable speaking to us directly then please ensure that you write your concerns to the Site Manager in an email. Noise complaints can be reported to the Accommodation Team – for more serious issues you are entitled to report them directly to the Environmental Health Department (however this is rarely required) – see the useful numbers section for details. If you contact the Environmental Health Department make sure that you keep us in the loop, we can then work together to ensure that we resolve any concerns that you may have.

## **Feeling under the weather?**

If you're unwell you can get an appointment with a doctor or nurse at your university's health centre. Please ensure that you only call emergency services when it is life threatening – you can usually get a doctor's appointment on the same day or within a week. Make sure you register with your university's health centre when you arrive – hopefully you won't need an appointment, but should you need one it makes life a lot easier when you are registered.

## **Socialising**

We know that sometimes you can be bombarded with nights out, events and things to do but try to make sure that you find time to enjoy yourself!

## **Tired**

Too much or too little sleep can make you feel run down or not performing at your best. Try to get 8 hours solid sleep at least a couple of times a week. Get to know your limitations and don't be afraid to say so – you will be surprised how many people feel the same.



## Unique

Remember, even though everyone is a student at university it doesn't necessarily mean everyone's the same. We, along with the university, treat everyone as an individual and celebrate the range of students that we have living with us.

## Debt

It can be tough managing your finances at university but we are here for you to speak to if you are concerned about paying your rent. We release all payment dates when you get your tenancy agreement and we ensure that we keep you updated in advance. If our payment dates don't directly match loan dates, we always try to work with you to find a solution. We do however follow a strict arrears procedure so do let us know as soon as possible if you are experiencing financial worries.

## Exercise

Whilst it can be easy to eat, sleep, study repeat – it's really important to ensure that you get regular exercise. Whether that's through being part of a university sports club, joining a gym or walking instead of taking the bus a few times a week. It's really surprising what a difference it will make to your general wellbeing.

## Nutrition

As tempting as it is to have kebabs or pizza most nights, it's really important to try and have a healthy diet. Remember there are a lot of ways a healthy diet can enhance your brain power! For example, fish is a great source of essential fatty acids such as DHA (enhances learning ability and mental development).

## Tipple

We know drinking can sometimes be a part of university life, however it is not part of every student's life. Always make sure that you drink responsibly and stay safe and be respectful to those that don't drink.

## Studies

The whole reason you have come to university is to leave with the best degree possible and we want to ensure that we support you through this. CRM Students support Student Minds, a charity designed to offer support and advice on mental health and wellbeing. You will find lots of helpful tips and useful information on their website [studentminds.org.uk/findsupport](https://studentminds.org.uk/findsupport)

For out-of-hours health advice, call the **NHS Direct helpline** on **111** or visit **[www.studenthealth.co.uk](https://www.studenthealth.co.uk)** – it's a helpful online resource but always get advice in person from a medical professional if you're worried about anything.

# Out & about

## Fancy a bite to eat?

Domino's Pizza – Hills Road  
01223 355155

## Big shop?

Asda Supermarket, Beehive Centre, Cambridge  
Lidl Cambridge, Newmarket Road

## Retail therapy

Grand Arcade, Cambridge City Centre  
Grafton Centre (Opposite ARU Campus)

## Go safely

Plan how you're going to get somewhere before you go out. Making decisions before you go anywhere is always much safer, especially if you're planning to have a drink or two.

## Bikes

Bikes are stored at the owner's risk and CRM Students will not accept any responsibility for loss or damage to any bike on site. The bike stores are located in the basement areas of your block.

## Taxis

Always try to book your taxi cab or private hire vehicle in advance with an operator you or a friend use regularly. And don't get into a private hire vehicle if you haven't booked it in advance. Local Taxi Company – Panther – 01223 715715

## Local travel services and helplines

- Rail information 0845 748 4850
- [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- [www.thetrainline.com](http://www.thetrainline.com)
- National Express Coaches 0871 781 8181

# Your contract

**Once you've signed your contract, you're bound by everything outlined within it, so please read it carefully and make sure you're familiar with the key terms and conditions.**

## **Here's a quick reminder of some key clauses...**

- 2.22.1 Not cause any noise which, if made within the Unit, can be heard outside the Unit or, if made within the Common Parts of the Cluster, can be heard outside those Common Parts;
- 2.22.2 Not keep or use drugs, the possession or use of which is prohibited by statute (including but not limited to the Misuse of Drugs Act 1971);
- 2.22.6 Not bring shopping trolleys, road signs, or any other article into the Building which is not needed for normal residential occupation;
- 2.22.7 Not use or smoke, or allow others to use or smoke, cigarettes, e-cigarettes or any other form of tobacco in the Unit, Cluster or the Common Parts;
- 2.22.8 Not allow any guest or visitor of the Tenant to be in the Unit, the Cluster or the Building without being accompanied by the Tenant at all times;
- 3.5 Not to glue, stick, blue tack, nail, tack, screw fix or fasten anything whatsoever to the Unit or the Cluster in any manner which may damage the structure or decorations or to place or fix anything on either side of the windows of the Unit or the Cluster.
- 3.8 To purchase a TV License for the Tenant's personal use in the Unit.
- 3.9 Not to keep any animal, bird, insect or reptile in the Unit, or the Cluster, except for any guide dog.





# Moving out

We hope you enjoy your time with us and choose to stay here. However, you may wish – for a variety of reasons – to move rooms or leave. In all cases you should discuss your situation with a member of the Accommodation Team first. All moves within or out of the property are at the management's discretion.

## Swapping rooms

You and the person you're swapping with need to go to the Accommodation Office to sign the paperwork. You'll both need to sign new contracts and each pay a £50 admin fee unless the room is being transferred to a brand new occupant (not an existing CRM Students resident).

## Moving out early?

You'll need to find an appropriate tenant to move into your room and both of you will need to go to the Accommodation Office to sign the paperwork. Your replacement tenant will need to pay deposit and rent and sign a tenancy contract. You'll need to pay a £50 admin fee.

## Withdrawing from your course

Tell the Accommodation Team in good time and provide written confirmation from your Tutor or course Administration Officer, indicating your last date of attendance. You'll need to find an appropriate tenant to move into your room. And both of you will need to go to the Accommodation Office to sign the paperwork. Your replacement tenant will need to pay deposit and rent and sign a tenancy contract. You may incur an admin charge.

## Moving out at the end of your tenancy

As a condition of your contract, you'll need to book and attend a check-out inspection with the Accommodation Team – and sign the report. If you don't attend the check-out inspection it will be very difficult to challenge any potential charges for damage, disposal of refuse and any abandoned items. The check-out inspection also lets us know where we should return your deposit – so it's in your interest to attend.

- On your last day, you must vacate your room by 12 noon.
- Please return all keys to the site office.
- Please make sure your room is clear of all of your possessions.
- Please make sure your room is clean before you leave – you'll be charged for cleaning if it's not (see the back of this guide for list of charges).

# Quick reference

## Repairs and maintenance

Before reporting a repair, check through the troubleshooting list below – you may find that you can fix a problem yourself.

### If an appliance isn't working

- Check that it's plugged in and switched on.
- Check that the switch in the fuse box is up and on.
- If it still isn't working, report it to the Accommodation Team.

### If the lights go off/don't come on

- If the lights still fail to work, report it directly to the Accommodation Team.

### If the heating isn't working

- Do not attempt to fix it yourself, simply report it to the Accommodation Team.

### If the shower isn't running hot water

- Report it to the Accommodation Team.

### If water won't drain from a sink or basin

- Pour some drain unblocker or other cleaner down the plug hole and leave for an hour or two and see if there's still a blockage.
- If there's still a blockage, report it to the Accommodation Team.

### If a vacuum cleaner isn't working

- Unplug the vacuum cleaner, open it, see if the bag is full. If so, replace the bag with a new one.
- If the bag isn't full, check that the pipe isn't blocked. If after all these measures the cleaner still doesn't work, report it to the Accommodation Team.

### If you're having trouble with pests: ants, wasps, flies, etc.

- Clear away all rubbish and clean the affected areas thoroughly (any food, unwashed dishes, etc. can easily attract pests).
- Inform the Accommodation Team.

# Data protection

**CRM Limited complies with the Data Protection Act (1998) and General Data Protection Regulation (GDPR) which governs the use of all personal data we hold and the controls required over its accuracy access and security.**

Students have the right to privacy of personal data. Access to all student data, whether on paper, computer files or other storage media, is strictly controlled. Our standard response to enquiries about individuals is that information cannot be disclosed without the student's authority. Please note that CRM Student's policy regarding confidentiality applies equally to enquiries from parents.

For more information about CRM Students, visit [www.crm-students.com/privacy](http://www.crm-students.com/privacy)

## **Legal disclaimer**

Please note that the content of this guide does not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a resident.

It's designed to offer helpful advice and information on the most important aspects of living here, but as a resident you will be legally bound to all the terms set out in your signed tenancy agreement.

# Useful contacts

## CRM Students

Accommodation Team 01223 611229  
Out-of-hours 07970234989  
Head Office 01865 207 200  
[crm-students.com](http://crm-students.com)

## Police

General Enquiries 101

## Emergency

(Police, Fire and Ambulance)

999

## Crime Stoppers

0800 555 111  
[www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

## Rail Information

0845 748 4850  
[www.nationalrail.co.uk](http://www.nationalrail.co.uk)  
[www.thetrainline.com](http://www.thetrainline.com)

## Coaches

National Express Coaches  
0870 580 8080  
[www.gobycoach.com](http://www.gobycoach.com)

## Student Services

Email: [icentre@aru.ac.uk](mailto:icentre@aru.ac.uk)

## Student Union

01223 698253

## Health and Wellbeing Services

[studentminds.org.uk/findsupport](http://studentminds.org.uk/findsupport)

## Counselling Service

[wellbeing@aru.ac.uk](mailto:wellbeing@aru.ac.uk)

## NHS Direct

111  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Sexual Health

[www.sexualhealth.org](http://www.sexualhealth.org)

## Health Centre - ARU Campus

0845 196 2251

## Samaritans

0845 790 9090  
[www.samaritans.org](http://www.samaritans.org)

## Student Loans Helpline

0141 306 2000  
[www.slc.co.uk](http://www.slc.co.uk)

## Victim Support

0207 268 0200  
[www.victimsupport.org.uk](http://www.victimsupport.org.uk)

## Alcoholics Anonymous

0845 769 7555  
[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

## **British Pregnancy Advisory Service**

03457 304 030

[www.bpas.org](http://www.bpas.org)

## **Drugs Advice & Helpline**

0800 776 600

[www.talktofrank.com](http://www.talktofrank.com)

## **Aids Help & Advice**

[www.avert.co.uk](http://www.avert.co.uk)