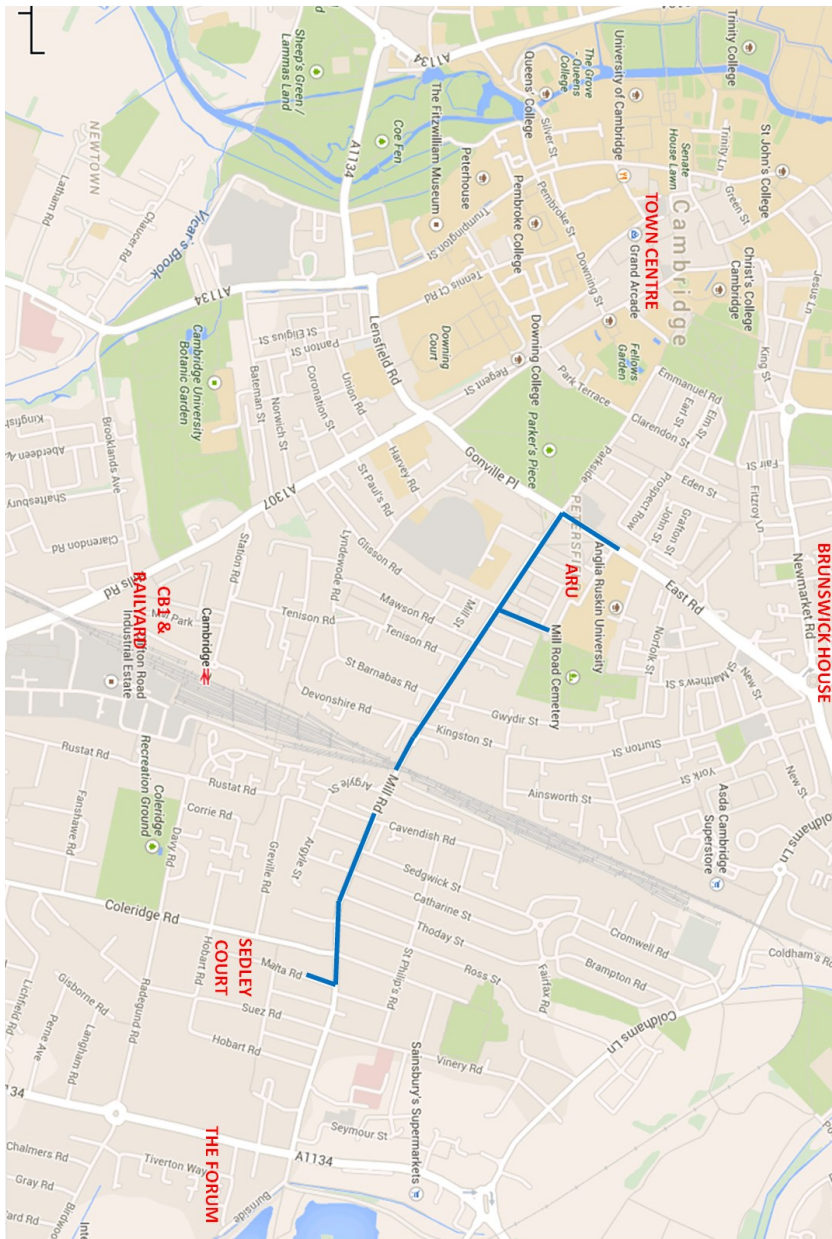


MAP OF LOCAL AREA WITH DIRECTIONS TO ARU

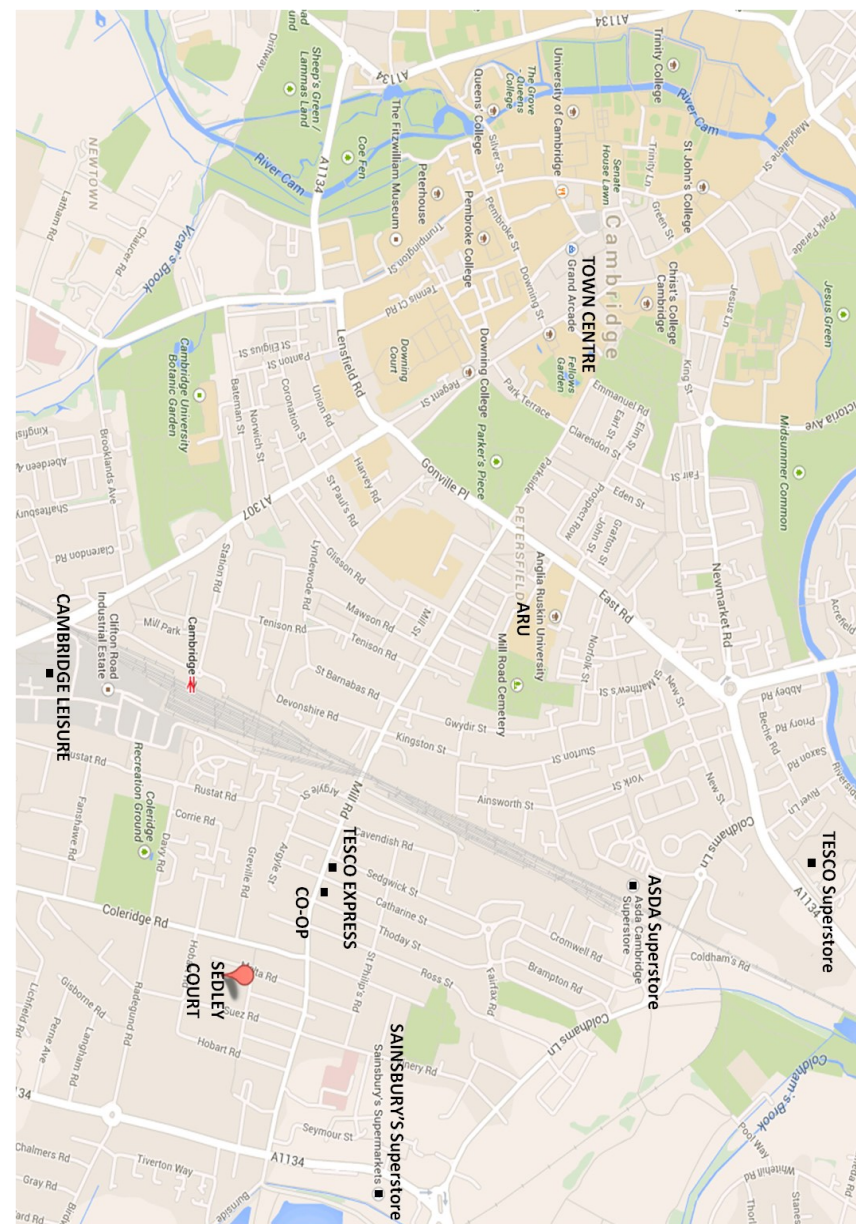


A STUDENT'S GUIDE TO SEDLEY COURT



Catalyst Housing Group
Dedicated to Anglia Ruskin University

MAP OF LOCAL AREA



The National Code For Non Educational Establishments



What's it all about?



Your accommodation provider has voluntarily signed-up to this National Code as a way of demonstrating their commitment to provide you with a first class housing service. This means that you can expect from them:

- ✓ A building that meets with, or exceeds, required health and safety standards;
- ✓ Effective day-to-day management and completion of any repairs within agreed timescales;
- ✓ Detailed procedures for dealing with any complaints and/or disputes that may arise during your tenancy.

Full details of the requirements of the Code are available from

www.nationalcode.org

If you believe that any part of the Code has been breached, inform your accommodation provider in the first instance. Full details of the Codes complaints procedures can be obtained from the following link

www.nationalcode.org/IfThingsGoWrong

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Whilst every effort has been made to ensure the accuracy of the information provided in this booklet, Catalyst wishes to emphasise the information could be subject to alteration, amendment or omission at any time.

Information contained in this booklet is given only for the purpose for which it is intended. It is given on the strict understanding that no liability shall arise on the part of the Association and its employees out of or in connection with any reliance placed upon it by you or by any third party.

WELCOME TO SEDLEY COURT

Catalys Housing Ltd developed Sedley Court to house Anglia Ruskin University students in affordable, high quality accommodation.

It is important that all residents read this booklet and the tenancy agreement carefully. If you are not sure about anything please contact the office and speak to a member of staff who will be more than happy to help you.

"Dear Student,

Living at Sedley Court will be a new and hopefully rewarding experience for you. Along the way you will meet new challenges and gain new experiences. Most students manage the changes faced extremely well - but should any problems occur do not hesitate to ask for help.

Please remember the key to enjoyable communal living is to show consideration for your neighbours and to respect the rules outlined in this handbook.

Lastly, on behalf of all the staff at Sedley Court, I would like to welcome you to your accommodation. We hope that you will be very happy here and have an enjoyable time living with other students and studying at university."

Scheme Manager

RECYCLING

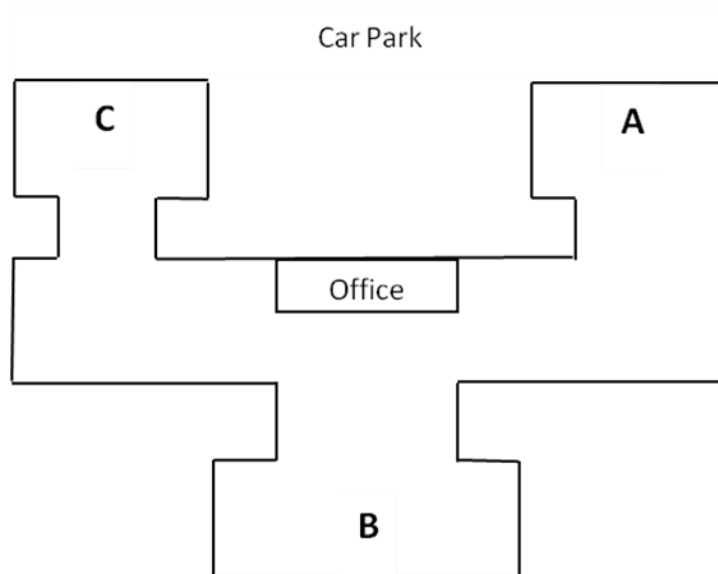
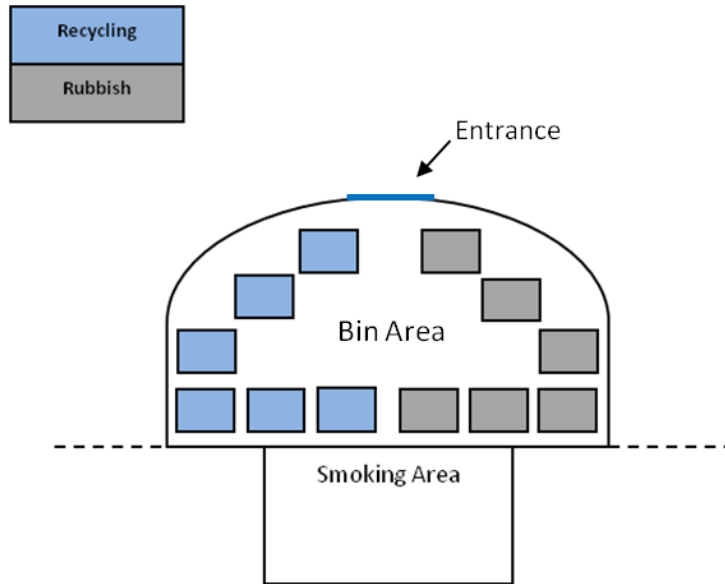
MIXED RECYCLING



X Please leave these out:

- bags of rubbish
- polystyrene foam
- clothing
- electrical items
- wood
- food
- batteries

RECYCLING AND BIN AREA



STAFF AT SEDLEY COURT

Scheme Manager

Simon Stiles is the manager of Sedley Court. He is available in the office on weekdays from 9.00am to 5.00pm to address any queries or problems you may have during your stay. Please come to the office, phone 01223 247755 or email sedley.court@chg.org.uk.

Resident Assistants (RA's)

There are a number of students living at Sedley Court who are also employed to deal with any issues that arise outside of normal office hours.

An RA will be available in the office until 9.00pm on weekdays and between 9.00am and 3.00pm on Saturdays and Sundays.

Outside of these times, an RA will be on-call and can be contacted at any time of the night to help with problems by calling the office number on 01223 247755 which will be diverted to the RA on duty.

USEFUL CONTACTS

ARU RESIDENTIAL SERVICE

EAS 001 Eastings Building
Anglia Ruskin University
East Road
Cambridge
CB1 1PT

Tel: 0845 196 2900
Fax: 01223 417 706

Email: cambacom@anglia.ac.uk
Website: www.anglia.ac.uk/housing

Opening Hours: Monday-Friday: 10.00am to 5.00pm
(except public holidays)

CATALYST HOUSING GROUP

6 Houghton Hall Business Park
Porz Avenue
Houghton Regis
Bedfordshire
LU5 5UZ

Switch Board Tel: 01582 869100
Customer Services Tel: 08457 626026 / 0300 5006262

Email: contactcatalyst@chg.org.uk
Website: www.chg.org.uk

Opening hours: Monday – Friday: 10.00am to 5.00pm
(except public holidays)

BREACHES OF YOUR TENANCY

Breaches of Health and Safety Regulations:

Interference with safety or emergency equipment including:

- Propping fire doors open
- Covering smoke detectors
- Failing to evacuate when fire alarms sound
- Using candles/incense sticks
- Storing or using fireworks
- Using BBQ's
- Using cooking equipment/heaters in rooms
- The storage or use of pressurised gas canisters
- Use of oil based scents (glade plugins)
- Malicious fire alarms

BREACHES OF YOUR TENANCY

Breaches of Your Tenancy

It is the policy at Sedley Court to issue warnings for breaches of the tenancy agreement, as follows:

First offence:	a verbal warning will be issued
Second offence:	a written warning will be issued
Third offence:	eviction from Sedley Court

A £20 administration charge will be incurred for any letter sent. Any further costs will be passed to the resident and the relevant authority informed where necessary.

Examples of Tenancy Breaches:

- Antisocial behaviour
- Assault
- Bullying or harassment
- Theft
- Possession of a firearm or other weapon (including replicas)
- Possession, use or supply of illegal Drugs or legal Highs
- Drunken and/or disorderly behaviour
- Causing damage to Sedley Court
- Making excessive noise
- Multiple occupation of a room
- Unauthorised events including parties
- Smoking in no smoking areas
- Displaying offensive or explicit posters or notices in any communal area
- Participating in water or food fights
- Failing to keep communal areas clean
- Actions which cause a nuisance to the local community
- Parking or using a vehicle within Cambridge
- Subletting

SUPPORT SERVICE TELEPHONE NUMBERS

Sedley Court Office (24 hour) 01223 247 755

Anglia Ruskin University 01223 363 271

University extension numbers:	0845 196
Chaplaincy	2398
Central Reception	2333
Computer Services Help Desk	2189
Counselling	2298
Finance Office	3733/3789
Learning Support Office	2434
Library (enquiries)	2302
Medical Centre	2251
Nursery	2202
Registry	2009
Student Services	2298
Student Union Office	2253
Student Union Bar	2253
Student Union Shop	2253
Finance Advice	2288

EMERGENCY NUMBERS

Police/Fire/Ambulance	999
Cambridge Police	01223 358966
Camdoc	01223 464242
NHS Urgent Care	111
Electricity	0800 7838838
Gas leaks	0800 111999
Water	01223 403000

Rent Details

As stated in the offer, rent is payable for the entire length of your occupancy agreement, including the short vacations, and is inclusive of utility charges (water, gas & electricity).

Rent Arrears

Please contact the office for advice if you are having difficulties in paying your rent. Catlayst Housing Ltd will actively pursue rent arrears through the courts and any costs incurred will be passed on to the tenant.

How to Pay:

Direct transfer into the Sedley Court bank account

Please find the details of our bank account on your Payment Plan. Please ensure that you quote your surname and room number as the reference. A copy of the transaction should then be emailed/brought to the Sedley Court office so that the payment can be identified.

We recommend that students set up a standing order at the beginning of the tenancy to cover the necessary payments.

Televisions

It is the responsibility of each student to purchase a television licence for their bedroom and/or common area. This also applies to TV enabled computers as these are legally defined as television sets. If you require further information please contact the National TV Records Office in Bristol, telephone 0870 241 6468, or check the internet: www.tvlicensing.co.uk.

Visitors

As a tenant of Sedley Court you will be responsible for the conduct of your visitors and will be held liable for any damage they may cause.

Persistent use of facilities by non residents is not permitted. It is not intended that friends of tenants visit daily and use washing and cooking facilities.

You are allowed one guest to stay overnight for one night in each consecutive seven. If they are not staying then visitors should not be in the building between 12 midnight and 8am.

Visitors that are aged under the age of 16 years are not generally permitted in the scheme. Should you wish to have a guest who is under the age of 16 you must first seek permission.

Room Inspections

Room inspections will be carried out during the academic year to check that there are no Health and Safety risks and that there is a reasonable standard of cleanliness. In accordance with your tenancy agreement, at least 24 hours notice will be given. If you would like to be in the room at the time please contact the person sending out the letter to make the necessary arrangements.

You will be notified if any action needs to be taken following the inspection.

Where rooms are found to be of an unacceptable standard of cleanliness you will be given 24 hours notice to clean the room. Failure to do this will result in cleaning staff rectifying the problem and a charge being made to you.

Smoking

Sedley Court operates a No Smoking Policy which applies to all parts of the building, there is a smoking area located outside the building (see page 34). Alcohol is prohibited in the smoking area and please ensure that all cigarette butts are disposed of in the buckets provided.

Note: Shisha/hookah pipes are **not** permitted at Sedley Court

How to Pay (cont):

Your Allpay payment card will be issued shortly after your arrival and there are several ways to pay.

Online: You can pay with a debit card online at www.allpayments.net

Allpay Payment App: You can download the free Allpay Payment App onto your smart phone from the Apple App store, Windows Phone store or Google Play. This is most popular method.

PayPoint: You can pay in cash at any retailers displaying the PayPoint logo.

Post Office®: You can pay with cash, debit card or cheque at the Post Office®. Cheques should be made payable to "Post Office Limited" (please note that some branches no longer accept cheque payments)

By phone: You can call Allpay to pay by Debit or Credit Card on **0844 557 8321***. You will need the 19 digit reference number shown on your Allpay Payment Card.

**Please note calls to this number will be charged at a higher rate so check with your phone service provider and [Allpay website](http://www.allpayments.net) for exact costs.*

There will be a £20 late fee, if payments are not made on the due dates as per the payment plan.

Furniture & Fittings

Each student will have their own room with en-suite facilities equipped with bed, wardrobe, bedside cabinet, desk, shelving, office chair and pin-board.

Shared facilities include the kitchen/diner, equipped with electric cooker, fridge, freezer, microwave oven, dining table, five dining chairs and three easy chairs.

Shared items include vacuum cleaner, ironing board, iron, mop and bucket, broom, dustpan and brush and kitchen bin.

Additional or change to furniture:

Additional furniture, including white goods, must not be moved into the flats without the permission of the Scheme Manager, nor must any item of furniture be removed from the premises or moved between flats. All furniture must comply with current Furniture (Fire & Safety) Regulations. Tenants may be liable if a fire or injury occurs as a result of non-compliant furniture being moved into the premises.

If you require special furniture because of a medical condition, you should inform the Scheme Manager before you take up residence. You may be asked to provide a supporting letter from your doctor.

Repairs

It is your responsibility to play an active part in reporting repairs promptly. If you neglect to do so and damage is caused to the property or contents by not reporting a problem, you may be liable for the cost of repair as damage would be considered to have been caused because of your neglect. Apart from possible damage to your accommodation, the delay may also endanger life, with resulting liability.

Repairs should be reported to project staff during office hours and Resident Assistants at other times (see page 28).

Access by Staff for Repairs and Maintenance:

You should expect to provide access at reasonable times to scheme staff or nominees as part of their management duty. It is often difficult for trades people to timetable appointments and you are expected to co-operate in the provision of access at all reasonable times. In an emergency, right of entry may be required at any time of the day or night.

Room Changes/Room Swaps

Because of the nature of your tenancy agreement, room changes and swaps are not generally permitted. Room changes/swaps will only be permitted in exceptional circumstances. An administration fee of £100 will be charged.

Post

There is a post box for each flat located in the main lobby area on the ground floor of Block B. It will be the responsibility of each student to collect his/her own mail.

One key per flat is provided for each mailbox. Please ensure that this key is kept where all residents of the flat can access it (a hook is provided in the kitchen of each flat for this purpose).

Posters

The use of Blu-Tack or other adhesives on walls, or any other fixture, is not allowed. Damage caused by their usage will be charged to the tenant. Please use your notice boards for display purposes.

Note: Sexually explicit posters or postcards and notices are not acceptable in any public area. Students displaying such material will be asked to remove them and could face further sanctions under the scheme's warning procedures.

Refuse and Recycling Disposal

You will be responsible for ensuring that all of your rubbish and recycling is regularly taken to the main bin area located outside of the building (see page 36). There are posters up in each flat regarding the recycling (also see page 37).

Note: Please ensure you **do not** put black bin bags, carrier bags or any other non-recyclable items in the blue recycling bins

Inventory:

A room inventory and schedule of condition will be provided when you move in. You must check, sign and return the document indicating any existing damage or any other issues to the Scheme Manager, within the time specified. Failure to return the form will lead to the assumption that everything in the room is in order.

Equipment you will need to provide:

Bed linen, pillows, duvets, towels etc, kitchen equipment, such as crockery, pans and cutlery.

Please note: In order to ensure your safety any portable electric items that you bring with you will need to have a Portable Appliance Test (PAT) carried out by a qualified electrician.

The Scheme Manager will arrange for a qualified electrician to visit each residence and carry out all the necessary testing.

Being a Good Neighbour***Be considerate***

Keep the noise levels low and be responsive to requests.

When calling a taxi ask the driver not to sound the horn when arriving at your house.

If you are coming home late at night keep your noise to a minimum.

Cyclists should stick to the roads or to designated cycle paths – do not cycle on the pavement.

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A—Z OF GENERAL INFORMATION

Out of Hours Services (cont.)

What happens when you contact an RA:

The RA will visit you and discuss the situation. For example, if you have a noise complaint the RA will speak to the students involved reminding them of the Guidelines on Communal Living (without disclosing who made the complaint). On the next working day the RA will report any issues to the Manager who will ensure all necessary follow-up action is taken.

If you are being threatened or harassed, or are having difficulties within your flat, the RA will discuss the situation with you to seek a resolution of the issues. On the next working day the RA will make a report to the Manager who will ensure all necessary follow-up action is taken.

Parties

Parties or social gatherings are not allowed in Sedley Court for the following reasons:

- i) Sedley Court is in close proximity to residential areas. Parties cause disturbance to neighbours and damage the good name of the project and the university.
- ii) Large parties can become uncontrollable and guests or gatecrashers may cause damage.

Charges are made to students who are deemed to be collectively or individually responsible for damage to the interior or exterior of the property.

Quiet times are between 11pm and 7am

Notices

Information and notices for students will be placed on notice boards located around the building. It is your responsibility to ensure that you check the notice board regularly so that you are aware of any important announcements.

Out of Hours Services

If you need help out of office hours you should contact a Resident Assistant (RA). The RAs take part in a duty rota which means that there is always someone on duty to assist with any difficulties which may arise, emergency or otherwise. In order to contact the Duty RA all you need do is phone the office number on 01223 247755 and your call will be diverted to the duty staff member.

Repairs:

Out of hours emergency repairs should be reported to the Duty RA. These staff have a procedure for determining what constitutes an emergency repair. However if you are in any doubt, you should report the repair and the RA will decide on the level of urgency.

Residents Assistants can help with other problems:

An RA can assist with emergency situations such as lock-outs or help with calling the emergency services.

It is the intention of RAs to become familiar with all students in residence and not just appear when there is an emergency.

Absence

Whilst there is no question of you having to ask permission to go away, it is important that you inform your neighbours or scheme staff so that you can be accounted for in an emergency.

Access to Student Rooms

Entering your room in your absence is avoided if at all possible. However, from time to time, it may be necessary for a member of staff to enter your room when you are not there. Examples include inspecting and carrying out repairs, checking that the room is still occupied, carrying out room inspections and checking your wellbeing or whereabouts in an emergency situation.

With regard to room inspections, notice will be given so that you can arrange to be in your room if you prefer. Access may be needed for any follow-up action required.

If you have any concerns about staff access to your room please discuss these with Sedley Court staff.

Bicycle Storage

Bicycle racks are provided but you will need to provide your own lock.

Under no circumstances can you keep your bicycle in your room or in any internal area of the building. Bicycles left in hallways are a hazard and will be removed by staff.

Under no circumstances can you keep an Electric Scouter in your room or in any internal area of the building.

Cars and Motorcycles

As part of the development agreement with Cambridge City Council and Anglia Ruskin University, students are specifically prohibited from bringing a car or motorbike to Cambridge or to park any vehicle in streets surrounding Sedley Court, or to allow their friends or family to park at Sedley Court, other than on specified arrival / departure dates. Spot checks will be conducted by scheme staff, in order to ensure that there is no breach of this policy. Where a breach is identified, the student concerned will be warned and required to take immediate remedial action.

Where a breach continues after due warning this may lead to further disciplinary procedures, an administration charge equivalent to **four weeks** rent or even the service of a Notice of Seeking Possession.

The manager will undertake to investigate all claimed breaches of the above regulations and, where appropriate, take necessary disciplinary action in accordance with scheme procedures.

Cleaning Your Flat

Rooms:

When you arrive your room will have been cleaned for you, after that you are responsible for keeping it clean and tidy during the length of your stay. It is especially important to keep the en-suite facilities, toilet, shower and wash basin clean at all times. Please read the separate information about the care of this sanitary ware (see page 19).

Legionella testing

Legionella testing is carried out monthly by our approved contractor. Access is required to the communal kitchens to complete the testing. Although the risk of Legionella is low, it is your responsibility to de-scale your shower head each term/every 3months.

Lock-outs

For security reasons it is important to keep your door locked when you are not in your room. At the same time please take care not to lock yourself out of your Flat. If you do find yourself locked out you should contact staff who will be able to help. Please remember if you are locked out more than twice, there will be a £20 call out charge each time.

Mediation/Resolution

When conflict arises, whatever the cause, mediation with a view to resolution can be arranged by contacting the Scheme Manager.

Noise

Unacceptable levels of noise will not be tolerated at any time of the day, if you have a complaint regarding an unacceptable level of noise please contact the duty member of staff at the time of the incident on 01223 247755.

Note: Please try and keep windows/doors closed to reduce noise whenever possible.

Laundry

The washing and drying machines are located on the ground floor of Block B. The laundry machines are operated via your IOS or Android phone. If you don't have a phone, you will need to use a laundry card. The cost of a wash and dry are displayed by the service provider. Ironing boards and irons are provided in each kitchen

Note: You will need the door code to access the building. This can be found on the pin board in your kitchen.

Leaving Your Accommodation (during term time)

If you wish to permanently leave your accommodation before the end of the tenancy agreement, you must first contact the manager in writing, outlining your reasons and the date you wish to leave (an email is acceptable).

Please note that whether you wish to leave because you are withdrawing from university or because you are moving to alternative accommodation you are liable for the charges for your room until the end of the tenancy agreement.

However, in **exceptional circumstances** and **only if a suitable replacement tenant can be found** you may be released from the agreement (at the discretion of the manager). In such cases a date must be agreed and you must then leave the room in a clean condition and take all your belongings with you. Any personal items in the room will be disposed of and if the room requires more than a reasonable clean you will be charged appropriately. You will also be charged for any items listed on the room inventory which are damaged or missing.

Cleaning your flat (cont.)

Note: Sedley Court staff will carry out room checks in order to ascertain that your rooms are being kept clean and that health and safety guidelines are being followed (see page 32 for further details).

Communal Areas:

Cleaning of communal kitchens and dining areas is the responsibility of all tenants sharing the facilities. Regular weekly inspections will be made of these facilities to ensure that they are maintained to an acceptable standard. Where kitchens and/or dining areas are found to be of an unacceptable standard tenants will be given 24 hours notice to clean the room. Failure to do so will result in cleaning staff rectifying the problem and a charge being made against all tenants of that cluster.

Please do not put food and oil down kitchen sinks

Vacuum Cleaners:

Vacuum cleaners are provided in each flat. They are not to be used for liquid spillages, as doing so will corrode the motor within the machine. You will need to provide your own vacuum bags. Also, please ensure that you return the vacuum to its designated storage area and not in your room so that it is available for other tenants in your flat to use.

Complaints

If you feel you have cause to complain about cleaning, maintenance, behaviour of other students or other scheme issues, you should report the problem to staff. We will deal with all complaints in line with our Complaints Policy, a copy of which can be obtained from staff.

If the complaint is in relation to an incident, i.e. a tenants behaviour or noise, every attempt should be made to report this at the time of the incident so that it can be dealt with accordingly and where necessary the duty member of staff can investigate the source of the problem.

Although we endeavour to provide a high quality service at all times, we do recognise that there may be occasions where there is room for improvement. Therefore we are keen to know if you are less than happy with the service.

If you feel that a complaint has not been addressed at Sedley Court, you may contact Miss Geraldine Andrews, Complaints Co-ordinator at Catalyst's Head Office on the Customer Services number: 08457 626 026.

Condensation

Condensation is a problem that often occurs when warm air touches a cold surface, quite often this can be reported as rising damp.

You can limit the effects of condensation by:

- i) Ventilating the room e.g. opening windows
- ii) Drying your clothes in the facilities provided and not drying them over radiators.

Keys & Key Fobs

It is your responsibility to look after keys/fobs that you have signed for. You must not give your keys or fob to anyone else, including guests. It is not possible for you to get spare copies of keys cut and replacements will be charged for.

For security reasons do not mark your keys with your address. If you lose your keys please report the loss to scheme staff immediately. There is a £35.00 replacement charge per set. If you lose your keys it may be necessary to change the locks to your room and flat door. As the cost of changing locks could be in excess of £300.00 please take great care of your keys and fobs.

Kitchen appliances

Each kitchen is equipped with appliances for the convenience of the occupants.

Microwave: Ensure that metallic objects do not come into contact with the interior of the appliance during operation.

Oven: Please ensure that ovens are kept clean and foodstuffs are removed after cooking.

Grills: Ensure that during use the grill pan handles are not closed inside the grill compartments.

Fridge/ Freezers: ensure that fridge freezers are kept closed. All freezers will be defrosted at the end of summer term. Please ensure that foodstuffs are removed. Any items found inside the appliance will be disposed of.

Heating

The heating for your flat is on a timer and is set to come on at the following times: 7am-9am 12pm-1pm 5pm-Midnight

Note: The heating is also controlled by a thermostat which is set to 20°C, so the radiators will only come on if the flat is below this temperature.

Insurance of Your Possessions

We would advise you to take out an appropriate level of insurance to cover your own personal possessions. The scheme cannot accept liability for any loss, damage, injury or accident sustained by residents on the premises or elsewhere.

The Students Union holds information about some insurance companies that provide cover for students' personal possessions. Alternatively it may be possible for your parents to extend their own insurance to include your belongings whilst you are living away from home.

Internet Access

Internet Access is available to all students. Any student wishing to use this facility will need to register an account with Glide. This can be done online on arrival at Sedley Court.

Glide provide 20mb Wi Fi service at Sedley Court

Damage

As a condition of your Tenancy Agreement you will be charged for any damage or loss caused by you or visitors you are responsible for to the accommodation. You will always receive written notification if you are being charged in this way.

If any damage has been caused to your room or communal areas it is important that it is reported immediately.

Drugs/Legal Highs

Catalyst Housing Group will not tolerate the use or possession of illegal Drugs or Legal Highs. In situations where use, possession or dealing are suspected the scheme will notify the police and assist them in any enquires that they may make.

Students found to be using drugs on or off the premises will be issued with a Formal Warning or a Notice of Seeking Possession depending on the circumstances.

Without exception, students found to have been dealing in Drugs or Legal Highs will be issued a Notice of Seeking Possession leading to the termination of the student's tenancy and eviction from the scheme.

Note: the use or possession of any form of drug paraphernalia e.g. bongs or pipes is not permitted within the scheme.

Emergencies

If an emergency occurs it must be dealt with by whoever discovers the problem. You should take appropriate steps to deal with the situation and not rely on being able to contact project staff.

Fire, Ambulance, Police: Dial 999. Then ask for the service you require and state the nature of your problem slowly and clearly. Give your name and address, especially the postcode:

Flat , Sedley Court, Malta Rd, Cambridge CB1 3LW

Do not hang-up until the operator has repeated the details. Then contact the duty member of staff (01223 247755).

If your emergency is for water, electricity or gas then the numbers are as follows:

Gas Emergency 0800 111999

Water Emergency 01223 403000

Electricity Emergency 0800 7838838

Note: If you are given any information while on the phone to these services please write this down so that you can pass this on to the duty member of staff.

Ground Floor Windows

All ground floor windows and some first floor windows have been fitted with restrictors for security reasons and should be left connected. Windows should always be shut when you go out.

Guide to Communal Living

As a condition of your tenancy agreement you are required to comply with the Guidelines for Communal Living. These guidelines will be strictly implemented and are there to ensure safe and harmonious communal living. Students are expected to show courtesy and consideration to those with whom they are sharing facilities, to their neighbours, to staff and to visitors. Action will be taken against students responsible for antisocial or disruptive behaviour.

Note: At the end of this booklet there is a list of penalties and charges. It is important to note that in some instances scheme staff will report serious offences to the university or to the police.

Food Cupboards

Lockable food cupboards are provided in all kitchens, they require a padlock and key which you can purchase from any reputable ironmonger or DIY outlet.

Gas Safety

Gas appliances are checked and serviced on an annual basis.

Where you find fault with a gas appliance you should report this to a member of staff immediately. You should not attempt to relight boilers or tamper with gas equipment in any way. Similarly, if you smell gas you should leave the premises and report the smell to a member of staff immediately.

If you are unable to contact a staff member call the National Emergency Service: **0800 111999**. Do not leave it to someone else and do not switch on any electrical appliances or light switches.

If at any time an engineer turns the gas appliances off, when it is suspected that there may be a fault with the gas boiler, it is of the utmost importance that you do not turn it back on again until permission has been given to do so. The equipment would have been deactivated for a very good reason.

End of Year Arrangements

At least one month before the end of your tenancy you will receive an end of occupancy email which will give you detailed instructions on procedures you should carry out before you vacate.

On the last day of the tenancy all rooms must be vacated by 10.00 am. If you check out later than this time, you will be charged a late check out fee of £50. Out of office check out times (between 9pm - 9am Mon-Fri & 3pm-9am Sat-Sun) will be charged £20.

Rooms should be left clean and tidy and all belongings should be removed and taken home. All rubbish must be removed. Any personal items found in the room will be disposed of; along with any bicycles left on-site.

If the room or flat is left dirty, you will incur cleaning charges from £50 upwards. You will also be charged for any items listed on the room inventory which are damaged or missing.

Request for an extension from end of occupancy date:

Requests for end of occupancy extensions should be put in writing to the scheme manager as soon as you become aware that you require an extension.

NB: Whilst we will do our utmost to consider individual requirements, all requests for an extension to a specific room can only be considered in conjunction with any other activity the scheme has planned.

En-Suite Facilities—care of

Each room has en-suite facilities which includes a toilet, basin and shower. It is important, for hygiene reasons, that these facilities are kept clean. Supplies of cleaning equipment can be purchased from local shops.

Interior Cleaning: Use soapy water without any abrasive product, using a sponge with no abrasive component.

Toilet Cleaning: Standard toilet cleaning products can be used. It is possible to put a disinfectant in the toilet cistern, but not in-cistern blocks (see note below). Clean carefully inside the toilet lid. Do not use any product containing ammonia. In case of obstruction do not use any product containing acid, this could damage the plastic piping.

Note: the use of toilet in-cistern blocks is not permitted, this is due to the fact that when they disintegrate they cause a build up on the mechanism of the toilet cistern, this can cause your toilet to stop filling or flushing.

Basin/Shower Cleaning: Do not use any product containing chlorine or bleach to clean the seals of the basin and shower. Shower Curtains should be washed at the end of each term.

Fire Safety

Fire Equipment Provision:

Sedley Court is equipped with fire alarm systems and fire fighting equipment for your protection. For your safety and the safety of all residents you should play an active role in ensuring that fire safety equipment is not tampered with or abused.

Students who abuse or vandalise any item of fire fighting equipment or alarm system commit an offence under the current Fire Precautions Act and may be liable for prosecution and/or eviction from Sedley Court and will be charged a fee to cover the costs of any damage they have caused.

If your fire fighting equipment has been used or tampered with, you must report it **immediately** to a member of staff to ensure that the equipment can be replaced/ repaired without delay. Costs for replacement fire equipment will be passed on to the flat or individual responsible.

Smoke & Heat Detectors:

The smoke and heat detectors are linked to the buildings fire alarm systems. It is your responsibility to ensure that the detectors are kept operational at all times.

You should ensure that you are familiar with the location of fire exits and fire fighting equipment. Instructions for use are printed on each extinguisher and fire blanket.