



Student Handbook



**Queen Anne House
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Thank you for choosing to stay here in the YMCA's Student Accommodation, we hope your stay at Queen Anne House is a pleasant one. If you have any questions or need help in any way during your stay please do not hesitate to ask your student manager, David. If David is not available, please speak to the reception staff, who will also be happy to help.

This handbook is aimed at providing you with important information to help you during your stay at Queen Anne House. Please take time to read it and use it for reference during your time here.



Guest policies

Students are allowed visitors provided they are over the age of 16 (otherwise they must be accompanied by a parent or legal guardian). Visitors must always be signed in and signed out at reception and they will need proof of identification (photo ID is preferable). If your visitor is not signed in as an overnight guest, they must leave the building by midnight. It is very important that all guests are accompanied by the resident at all times as students are responsible for their guests' behaviour.

Overnight Guests

Students must sign in over-night guests before 21:00. The overnight guest must be over the age of 16. Over-night guests will need to bring proof of identification if they wish to stay at the YMCA. If for any reason you need someone to stay longer than three consecutive nights then you must speak to the student manager.

Replacements and damages charges

You will be charged for any damage to the walls, woodwork, or fittings in your room which will be taken from your £300.00 deposit.

Loss of keys

If you lose your key fob, you need to inform either the student manager or reception staff and they will arrange a replacement. A fee of £2.50 will be charged for replacement keys.

Alterations and redecorations

Alterations or re-decoration to your accommodation and removal of YMCA property are strictly forbidden.

Please do not move your bedroom furniture, especially your bed.

No pets

No pets of any kind are not allowed in the Queen Anne House.

What is provided:

Bedrooms; Will contain a bed, mattress, bedding, Fridge Freezer, curtains, wardrobe, shelving, desk & chair, reading lamp and a waste bin.

Kitchens; You will have use of an oven, microwave, toaster and kettle.

What is NOT provided:

Please note, we do not provide towels, cutlery, cups, plates, pots or pans. However, there may be some items available that have been left by previous students.



Repairs and maintenance

All maintenance issues need to be reported to your student manager or in their absence, reported to reception. A maintenance request will then be raised.

Cleaning

The communal areas are cleaned daily by YMCA cleaners.

All students are required:

- To do their own washing up and clearing away
- To clean the oven, grill, microwave and fridge/freezer
- To take joint responsibility for the common areas of the flat/hall
- To keep their own room clean
- To allow access when required to rooms for maintenance staff.

To avoid a cleaning charge, please clean up your own mess!

Rubbish must be taken to the industrial bins at the front of the main building.

It is very important that all students are considerate and respectful to other residents. Please keep all noise and music at an acceptable level, particularly after 10pm and take into consideration the various shift patterns other students may have. Any complaints received regarding unacceptable levels of noise and music will be investigated and the appropriate action taken. Should we receive regular complaints regarding noise levels from your room the YMCA may terminate your Licence Agreement.

If you want to report loud music, please inform the reception by pressing “0” on the communal phone, or, after 10pm call 2222. All complaints are treated with confidentiality.



Please be considerate!!!!!!!!!!!!!!

Car parking

The YMCA car park is for staff parking only. It may be used for dropping off/collecting. Parking eye is in operation. £100 fine!

YOU MUST REGISTER YOUR VEHICLE REGISTRATION PLATE WITHIN 10 MINUTES OF ARRIVAL

Bicycle parking

Bike racks are available at the back of the building. Please note that you will need to buy and use your own lock to secure your bike.



The reception

The reception is located in the main foyer on the ground floor and is staffed 24 hours a day, 7 days a week.

Gym

A fully equipped, air-conditioned gym is located on the ground floor.

The gym is for the use of students, other residents, staff and members of the public.

Monthly Gym Prices:

£11.99 - Direct Debit (UK bank account)

£20 - (without UK bank account)

Post

All your post / parcels will be kept safely in the rent office. Just ask the reception staff if you have any post and give them your full name.

Lift/Elevator

There is an elevator/ lift for all residents to use. Please not, the lift will only go to the 4th floor. If your room is on the 5th floor, you will need to get out on the 4th floor and then use the stair way to get to your floor.

Laundry



There are two washing machines and tumble dryers located on the ground floor. You can use them everyday from 7.00 am to midnight. The current charge is £1.20 for a standard wash and 50p for a dry.

Internet

Wireless internet access is provided in the building and is accessible from your room and the surrounding areas (kitchens and corridors). On your arrival you will be provided with username and password. If you experience any problem with your connection, please contact your student manager.

FIRE ALARMS WILL BE TESTED EVERY TUESDAY @ 2PM

Fire safety

The YMCA is committed to your safety. Please work with us to prevent not only fires, but also false alarms to the Cambridge Fire Brigade.

Do be careful when you cook. Do not cover or interfere with smoke detectors. They might just keep you, or someone you are close to, alive.

The following precautions will reduce the likelihood of fire starting and will protect against its consequences:

Read Important notices

Read the notice on the back of your bedroom door detailing what you should do in the event of a fire or emergency. Contact the Reception if the notice is missing.

Make yourself familiar with the emergency escape routes from your flat / hall and other areas that you visit

Your nearest emergency exit route may not be the same as the normal route you take in and out of the building. Fire exit routes are marked by the green exit signs above doors. Familiarise yourself with routes out of buildings and the location of assembly points.

Do not tamper with, obstruct or remove any notice or equipment provided for fire safety – it is a criminal offence to do so

- **Keep fire doors closed**

Fire doors prevent the spread of fire and smoke. Fire doors (bedroom, kitchen and front doors) must never be wedged or propped open. Make sure they are kept closed. Some of our residence kitchens are fitted with 'door watchers' which will sound an alarm if the kitchen door is held open for too long.

- **Do not obstruct fire routes or doorways**

If you find these blocked in any way inform the Reception immediately. Do not leave rubbish, shoes or any belongings outside your bedroom door as all corridors are fire escape routes and any items could easily become trip hazards.

- **Detectors are sensitive - carelessness could cause a full-scale alarm**

Take care - the alarm system is very effective and also very sensitive. Because the smoke and heat detection system is so sensitive, detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking, aerosol sprays as well as hair dryers and hair straighteners. Keep kitchen and bedroom doors closed to restrict the flow of smoke or steam.

Candles, incense, oil burners and similar items are prohibited and the burning of any such is in breach of the residence contract for which there will be a financial penalty and students risk losing the right of residence.

- **All electrical appliances should be switched off at the mains and unplugged after use**

Only fused bar adapters may be used. All electrical appliances will be tested by a qualified engineer (PAT testing).

NB If you are an International student please note: It is a requirement of the British Standards Association (BSA) that all electrical equipment used in this country conforms to these standards.

To ensure that you are compliant please use a fused adapter. These are available from your College or the Accommodation Office. Please ask and we will explain and help.

All students need to be aware of the need to conserve heating, lighting and use of electricity at all times.

Do NOT leave any cooking appliance, toaster, kettle, Microwave etc. unattended whilst switched on

Do NOT use lifts

In the event of a fire alarm you **MUST NOT** use the lifts. Students (and guests) who have difficulties using stairs should make themselves known to the YMCA team when they first arrive, so that additional assistance can be provided in the event of an evacuation of the building.

Fire alarm testing

Please be aware that the fire alarms are tested **every Tuesday at 14.00**. The alarm will sound for a short time and you do not need to take any action.

Fire procedure

In the event of hearing the Fire Alarm students should **follow the instructions** on the back of their room door and each landing notice board showing your exit routes. Please take time to read these instructions before having to carry them out.

If you discover a fire:

- **RAISE THE ALARM and**
- **Inform Reception (01223 356998) immediately and warn others nearby**

- Leave the building by the nearest emergency exit route and report the location of the fire to the person in charge or the Fire Brigade Officer.

If the alarm sounds:

- Stop whatever you are doing immediately
- Switch off any cooking equipment and close the door of your flat or floor behind you
- Leave immediately by the nearest emergency exit and go to the assembly point
- Do not call Security, or stop for personal belongings
- Do not use lifts and do not run
- Leave the building in an orderly manner and by the nearest exit route
- If you have a visitor ensure they leave with you
- Do not re-enter the building until instructed to do so

USE OF MICROWAVE OVENS

- **NEVER PLACE METALIC OBJECTS IN THE MOCROWAVE.**
- **ALWAYS CHECK COOKING TIME.**
- **NEVER LEAVE THE MICROWAVE UN-ATTENDED WHILST IN USE.**
- **ALWAYS STOP/RESET THE MICRO-WAVE AFTER USE.**
- **ALWAYS CLEAN UP ANY SPILAGES.**

If you're unsure how to use the microwave or any other kitchen appliance, please ask your student manager for advice.

Thank you!

Smoking Policy

The YMCA has a strict No Smoking Policy.

You will be expected to comply with the No Smoking Policy, which operates in **ALL** areas of the YMCA.

Please use designated areas on YMCA premises to smoke.

There is a smoking hut in the rear car park or a beautiful large green area across the road from the YMCA.



Drugs

It is a criminal offence to use or have in your possession, illegal drugs. This will not be tolerated at the YMCA.

Should you use or have drugs in your possession you will be asked to leave your accommodation and the **police will be informed.**

Please could you adhere to the following procedure at the end of your stay:

1. You should vacate your room **by 10.00 am** unless otherwise agreed with the Student Manager.
2. Remove all personal items from your room, and kitchen.
3. Ensure that all areas of your accommodation are left clean and in good condition. This includes common areas. Failure to maintain the property in good order will result in charges for cleaning, repairs or redecoration being deducted from your deposit.
4. Remove all refuse/rubbish and unwanted items from the accommodation.
5. Check that all items of the original inventory are present and in an acceptable working condition. Any item found in an unsuitable condition for future use will be replaced and you may be charged for the cost of replacement or the cost may be taken from your deposit.
6. Return your key to either your student coordinator or reception staff.

PLEASE LEAVE YOUR ROOM AS YOU FOUND IT!

All problems and difficulties relating to your stay at the Cambridge YMCA should be reported to the student manager, or in his absence, to reception staff, who will be more than happy to help resolve the problem.



Useful information

Shopping

- Grand Arcade
- Lion Yard
- The Grafton
- John Lewis



Entertainment / Museums

- The Junction
- The Cambridge Corn Exchange
- The Cambridge Arts Theatre
- The Fitzwilliam Museum



Transport

- Park & Ride
- Stagecoach Bus
- Taxi



Cambridge Police

Cambridgeshire Constabulary Dial **101** or **999 for emergencies**

Other

Cambridge News (Local Newspaper)

Cambridge United FC (Local Football Team)

There is also a wide selection of information regarding local attractions kept at reception.

YMCA Social



Visit and “Like” our page... YMCA Cambridge, Student Accommodation



**Follow us on Twitter
@YMCA_CambsPBoro**



**Watch our videos on YouTube at
YMCACambs**

Finally, in the words of Anthony Robbins

“Live life fully while you're here. Experience everything. Take care of yourself and your friends. Have fun, be crazy, be weird. Take the opportunity to learn from your mistakes: find the cause of your problem and eliminate it. Don't try to be perfect; just be an excellent example of being human.”