

ABODUS

STUDENT LIVING ●○○



STUDENT HANDBOOK 21/22

 @Abodus_student_living

www.abodusstudents.com

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COME A WARM WELCOME A WAR

Dear Student,

Thank you for choosing Harbour Court as your home for this academic year.

We want you to enjoy your stay with us which is why we offer:

- ▶ Affordable and good quality student accommodation
- ▶ A location convenient for lectures, study and relaxation
- ▶ A safe and secure environment
- ▶ A well maintained and clean environment
- ▶ A friendly and approachable team to assist you during your stay

This handbook contains essential information that you may need to refer to while you are living here. Please take some time to read it. If there is anything we haven't covered, please contact a member of the on-site team for further advice.

The accommodation reception is open from 9am to 5pm (Monday to Friday)

Outside of these hours, please call the number below for emergencies or security issues only.

The contact number for the site and office is:

01179 255167 / 07388 618472 (9am-5pm, Mon-Fri)

01772 794728 / 01772 794729 (after 5pm or weekends)



MOVING IN MOVING IN MOVING IN

PRIOR TO MOVING IN YOU WILL NEED TO:

- ▶ Read this Student Handbook
- ▶ Complete your online induction

ON MOVE IN DAY PLEASE ENSURE YOU BRING:

- ▶ An original form of photo ID – (Passport, Driving Licence, or Identity Card)

THE ACCOMMODATION TEAM WILL PROVIDE YOU WITH THE FOLLOWING:

- ▶ Building, room, and post box access (e.g. keys, cards or fobs)
- ▶ An Inventory Form will be available via your online account. Please make notes and once your inventory is available, you will be notified. You will have 72 hours to complete it.

*An inventory is a list of everything in your room. You will need to check that all items are present, clean and in good condition. If it is not, please note this on the form and report the fault or discrepancy to the

accommodation team within 72 hours of your arrival.

We will compare your move-in inventory with your check-out report. So, if you find anything wrong with your bedroom or flat when you move in, please make sure it is recorded.

ARRIVING EARLY

For early arrivals please contact the accommodation reception on 0117 925 5167 / 0738 861 8472 or email

harbourcourt@abodusstudents.com for information on availability and prices.

REBOOKING FOR NEXT YEAR

Please contact University of Bristol Accommodation Office directly to find out about prices and availability for accommodation next year in your current home or one of our other new buildings. It is never too early to book!

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THE COMMUNITY

One of the great things about staying at Harbour Court is that you become a member of Bristol's friendliest student community in this vibrant city. There are many opportunities to make friends, plenty of things to see and places to go.

Eating, Drinking & Music Venues

- ▶ Wapping Warf Restaurant Cargo Containers
- ▶ The Apple
- ▶ Three Brothers Burgers
- ▶ Steinbeck and Shaw
- ▶ The Full Moon
- ▶ King's Street

Cultural Attractions & Entertainment

- ▶ The Water Shed
- ▶ M-Shed
- ▶ Everyman Cinema
- ▶ Bristol Museum and Art Gallery
- ▶ Arnolfini
- ▶ We the Curious
- ▶ Clifton Suspension Bridge

Local Services

- ▶ Cabot Circus
- ▶ Bristol Shopping Quarter
- ▶ Park Street
- ▶ University of Bristol Swimming pool
- ▶ St Nicholas Market

SOCIAL MEDIA

Our communities are as much online as they are face-to-face. Please visit and follow the Abodus pages on Facebook and Instagram to get updates.



@Abodusstudents



@Abodus_student_living

STUDENT EXPERIENCE

At Harbour Court, we have a team of people who are here to make sure your experience living with us is the best!

We're committed to organising a diverse range of student events, providing advice, tips or directions, and being on hand for a chat when you pass reception. We also work with your university on matters relating to both residential and academic life.

POST POST POST POST POST POST

All post is delivered to the reception in Harbour Court than sorted and distributed to your individual apartment post box. Large packages and secured mail will be kept at reception if you are not in and you will be notified of delivery. Please collect your mail regularly and bring your ID along for collection.

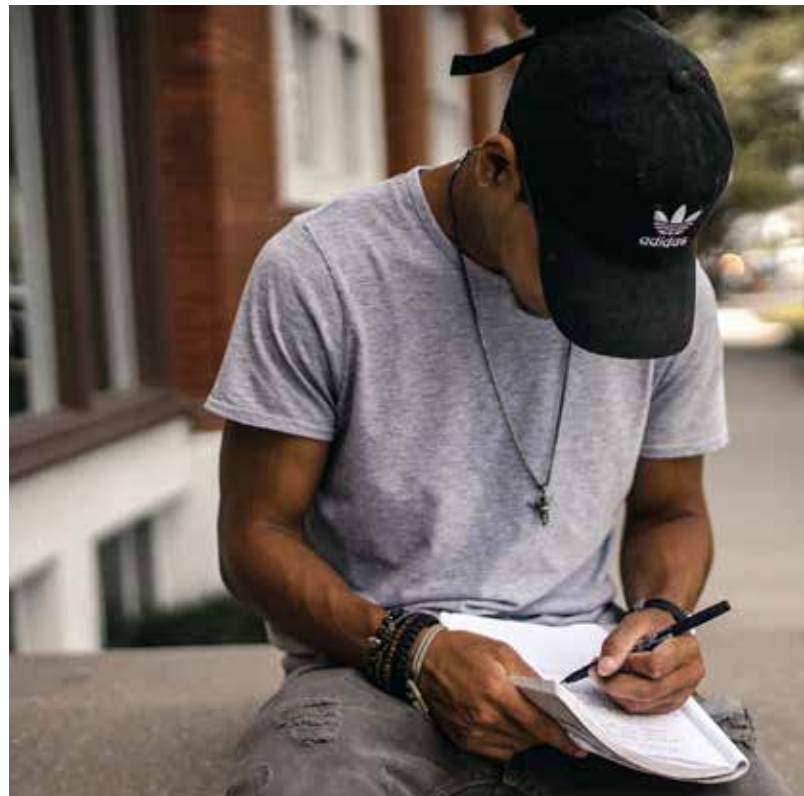
Please note that the Landlord or Abodus Student Living are not responsible for the security of items signed for and held at reception.

The correct postal address for mail and deliveries is:

- ▶ Your Name
- ▶ Flat Number, Room Number

Followed by your building address:

- ▶ Harbour Court,
Anchor Road,
Bristol
BS1 5TP



Please note that if you do not collect your parcel within 7 days of it arriving at reception, we will return it to sender.



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LAUNDRY

All our studios come with washer dryers and all shared flats have a washing machine and a tumble dryer in the kitchen.

Any faulty machines should be reported online on the Residents Portal.

INTERNET

ASK4 is our internet service provider. You will find a user guide in your room. Alternatively, you can contact ASK4 on 0114 303 3232.

BIKE STORAGE

Bike racks are held on site and are available for use by residents. To use them, you will need to register your bike at reception. You will be given access to the courtyard gate to bring your bike in and out. Please ensure your bike is secured, we recommend a D-Lock and independent insurance. Bikes are not included in our standard insurance policy; to upgrade your policy please visit www.cover4insurance.com/insurance-products/block-halls/abodus

SMOKING AREAS

All apartments, bedrooms and internal communal parts are strictly non-smoking (E-cigarettes are also not allowed). A cleaning charge will be applied to anyone caught smoking in unauthorised areas. There is an open courtyard with designated smoking areas with cigarette bins provided. Please dispose of used cigarettes safely in an ashtray or waste receptacle.

PARKING

There is no parking on site for residents. All vehicles and property are left at the owner's risk. For pick up and drop off you can use Lower Lamb street at your own risk. If you'd like, you can book a space at St Lawrence House (please speak to reception). We are a green site and are unable to allocate permanent parking for residents.

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SOCIAL AREA

At Harbour Court we believe you should love where you live and have space to relax, and socialise, without leaving the building.

Our main communal space on the ground floor is a versatile space open to all residents across site, with tv, video games and more.

SOCIAL CALENDAR

We pride ourselves on providing a vibrant social calendar to give our residents the added extra during their tenancy. Every month we promote a 'What's On at Harbour Court' line-up of events and entertainment, events include: quiz nights, live music, free food events, parties, cocktail evenings, pamper days and much more. Keep an eye out for the posters around the building, or for updates on our residents Facebook page.



ES YOUR RESPONSIBILITIES YOU

REQUEST FOR MAINTENANCE

All maintenance issues, damages and breakages must be reported via your online account, to the on-site team in person at the reception or by calling us at 0117 925 5167. Our Facilities Team will endeavour to investigate any issues as quickly as possible depending on the priority of the repair. Some issues may take longer to resolve if a third party contractor or a new part is required.

When you report a fault, we assume that you are happy for us to enter your accommodation to rectify the issue as soon as possible. Should that not be the case, let us know and we will arrange a time that is convenient for both of us.

Failure to report any maintenance issues or damage to your room or flat could result in damage charges being applied to your account.

Please also note that you are responsible for the cost of repairs for damage caused by you or your guest(s). Repair costs for damages shall be borne by the resident responsible. If no resident takes responsibility, the cost will be split equally among all residents of the flat.

ROUTINE MAINTENANCE

Please be aware of the following:

- ▶ It is necessary for staff to visit your accommodation on several occasions during your stay, either to address maintenance issues, carry out servicing, safety checks, property condition inspections, or in the event of an emergency. We endeavour to give you reasonable notice, whenever possible.



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CONDENSATION

Condensation is caused when excess moisture in the air meets a cold surface (i.e. a window) or a surface that gets little air (i.e. behind a wardrobe).

You can prevent the build-up of condensation and mould by following these simple steps:

- ▶ Cover pans when boiling
- ▶ Use the extractor fan in the kitchen area
- ▶ Regularly ventilate your room/flat by opening the window

If you think you may have mould in your flat/room please contact the on site maintenance team as soon as possible, who can advise you further.

CLEANING

All residents are responsible for keeping their rooms and shared areas clean. At Harbour Court, we provide weekly kitchen cleans in shared kitchens to help you focus on your studies. Please make sure your washing up is done and the sink is accessible for our staff

to use for cleaning. If kitchen is completely neglected, we can refuse to clean it so please ensure you still keep your space clean and tidy at all times. This includes emptying kitchen and room bins, placing rubbish in the correct bins in the refuse store, cleaning surface areas, kitchen utensils, dishes and equipment, vacuuming and mopping floors and any other facility after use, such as the oven, hob, microwave, bathroom, and toilet.

Our cleaning staff will also keep all stairwells, hallways, and communal areas outside your flat clean.

TERMLY INSPECTIONS

We will carry out termly inspections to ensure the condition of your room/flat is being maintained. These will usually take place in November and April; we will send out notifications giving you dates and times 7 days prior to the inspections.

Please ensure your room/flat is left clean, tidy and you have removed all rubbish. Any damage or cleanliness issues that are identified at the inspections could result in a charge being added to your account.

ES YOUR RESPONSIBILITIES YOU



DISPLAYS

- ▶ Please do not build up any items or place them on display in your flat window
- ▶ Please do not hang items out of the windows, display signs or posters on them.

WALLS & FLOORING

Posters are not allowed to be put on walls. A notice or white board has been provided for you to put up personal pictures or photographs.

Please ensure any spillages or stains are treated as soon as they happen. Marks found on walls and flooring which are not considered fair wear and tear will be charged to your account.

REFUSE & RECYCLING

There is a bin store located in the courtyard. Each resident is responsible for the removal of waste and recycling of unwanted materials. Please dispose of them correctly by using the designated bins – General, Glass or Mixed Recyclables. Please also make sure to tie up your bags and never leave any rubbish on the floor.

TV LICENSE

If you install a TV in your room, flat or studio, or watch live TV online, you are responsible for obtaining a TV licence. Please visit www.tvlicensing.co.uk for further information. You will be responsible for any charges or penalties incurred as a result of not possessing a licence. Please ensure that your TV has been correctly installed and tuned. Please select a digital setting to connect to Free View.



SECURE SAFE & SECURE SAFE &

24/7 SAFETY

We operate a fully manned site 5 days a week (Monday-Friday). If you have any security concerns day or night, you can contact a member of the team on 01772 794 728 / 01772 794 729.

CCTV

CCTV is operating on site for security reasons. It is strategically located in public places throughout the site.

ACCESS CONTROL

A door entry system is fitted within our buildings to control and monitor access and security.

VISITORS OR UNAUTHORISED PERSONS

You will be responsible for the actions of any visitors or unauthorised persons that you allow to access the premises.

TO BE SAFE

- ▶ Do not give your keys or fobs to anyone else, even just for a few minutes. Ensure keys or fobs are not labelled with your accommodation address. Please note if you lose your keys, replacement keys charges will apply
- ▶ Do not permit tailgating of persons unknown to you. Each permitted person has their own fob
- ▶ Redirect any unknown person(s) to the entry system or reception
- ▶ Report any suspicious persons or activity to the on-site team
- ▶ Ensure windows are securely closed when you are not in your room
- ▶ Keep main doors to your block, flat and room locked and closed at all times. Do not prop open doors which may allow unauthorised access or cause a fire risk

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SECURE SAFE & SECURE SAFE &

WHEN YOU'RE AWAY

It is really important that you inform reception when you will be away for more than 10 days. We need an accurate account of all residents or summer students who are on site in case there is an emergency. Remember to turn off the lights and heating and lock your doors and windows when you are away.

CRIME

In the unlikely event that you are a victim of crime:

- ▶ Report the incident to the police. It is important that you obtain a crime reference number (required for insurance claims)
- ▶ Contact the on-site team

DATA PROTECTION

Your personal data is important to us and we respect the confidentiality of information and the privacy of individuals. Our full Data Protection Policy, which outlines how we manage the personal data we hold in compliance with the GDPR (General Data Protection Regulations) is available on request. Alternatively you can visit our website www.abodusstudents.com



SMOKE ALARMS, DETECTORS, FIRE DOORS AND EQUIPMENT

The following has been installed for your safety:

- ▶ Smoke and heat detectors
- ▶ Fire extinguishers (for staff use only)
- ▶ Fire blankets
- ▶ Fire safety signage
- ▶ Emergency lighting
- ▶ Door closers/fire doors
- ▶ Alarm sounding devices
- ▶ Automatic opening vents

YOUR GUIDE TO KEEPING SAFE OR AVOIDING FALSE ALARMS

- ▶ Do not cover or disable smoke alarms or detectors (this will send the alarm into fault)
- ▶ Do not tamper or misuse fire safety equipment – this is a criminal offence

and could lead to prosecution by the appropriate authority

- ▶ Do not smoke in ANY part of the building
- ▶ Do not use candles anywhere on site
- ▶ Do not cover electric room heaters
- ▶ Keep all fire doors closed and unobstructed. **DO NOT PROP THEM OPEN or OBSTRUCT THEM** as they stop the spread of smoke and fire
- ▶ When cooking, use the extractor fan and open a window if needed. Never keep the kitchen door open, as this may set off a full building Fire Alarm Evacuation
- ▶ Avoid using aerosols, hairdryers, or hair straighteners directly beneath detectors as they may activate the alarm
- ▶ Report any evident faults to the on-site team i.e. equipment, detectors, emergency lighting

NOTE: As soon as smoke is detected in more than one detector head, the fire alarm will go into FULL BUILDING EVACUATION.



EMERGENCY ROUTES & EXITS

Fire Action notices have been placed on the back of communal doors. Please familiarise yourself with fire evacuation procedures, escape routes, exits and assembly points.

IF YOU HEAR A FIRE ALARM

- ▶ Leave the residence immediately by the nearest exit. Keep calm, and do not run
- ▶ Do not use the lifts
- ▶ Where possible, close windows and doors behind you
- ▶ Go to the assembly point. Please refer to the fire action notice on the back of your flat door

FIRE ALARM TESTING

The fire alarm will be sounded and tested each week at the same time. We test our fire alarms every Thursday at 11am. We also check fire blankets monthly. If, at any other time, the alarm is activated for a prolonged period then you must follow the evacuation procedure.

ELECTRICAL EQUIPMENT

Your guide to using electrical equipment:

- ▶ Only use electrical equipment purchased in the UK
- ▶ Do not allow wires to trail across the floor
- ▶ Do not overload sockets
- ▶ Do not leave chargeable electricals unattended (mobile phones, tablets, and e-cigarettes)
- ▶ Do not use any kitchen electrical equipment in your bedroom
- ▶ Do not tamper with the smoke alarm. Any tampering with the smoke alarm will be charged in accordance with our AST

Our equipment is Portable Appliance Tested to ensure that it is safe to use. It is your responsibility to ensure that your personal electrical equipment is safe and free from defects. For your safety we will remove any unsafe equipment that does not comply with the above. We also check fire blankets monthly.

Do not use any appliances with:

- ▶ Broken plugs
- ▶ Frayed or exposed cables
- ▶ Signs of overheating
- ▶ Dangerous or loose connections



OUR STAY YOUR STAY YOUR STAY

BEING A GOOD NEIGHBOUR

We endeavour to create a safe, secure, and friendly living environment for Harbour Court residents.

Here are a few tips on shared living:

- ▶ Be considerate and respectful towards others
- ▶ Don't be abusive, threatening or violent towards another person
- ▶ Don't damage any part of the building, flat or room – you will be liable for repair costs
- ▶ Don't slam doors
- ▶ Keep noise levels within a reasonable volume especially between the hours of 11pm and 8am

GETTING TO KNOW YOUR FLATMATES

Coming to university is all about meeting new people and embracing new opportunities; be patient with your new flatmates and understand that they're also living away from home, often

for the first time. It can sometimes be difficult to find common ground; if you feel unhappy living in your flat come and talk to us at reception. We can advise you on your options and provide support with resolving conflicts.

THE LOCAL AREA

Be considerate and respectful towards the local community, whether you are waiting for a taxi or you are walking through a housing estate. Excessive noise and litter dropping are an offence.

GUESTS

Students are allowed a maximum of two guests to stay on no more than two nights in week.

House rules:

- ▶ Visitors are only allowed access when you are present, and you must accompany your visitors at all times
- ▶ You are responsible for your visitors while on site. You will be liable for any damage or disruption they may cause



OUR STAY YOUR STAY YOUR STAY

GO GREEN

It's important to look after the environment. You can help by:

- ▶ Reducing or recycling your waste
- ▶ Turning the lights off when not in use
- ▶ Controlling your room temperature – by turning your heating down by 1 degree you will save 5% on energy costs
- ▶ Unplugging chargers and using energy saving settings on your electrical equipment, this saves energy and reduces carbon dioxide emissions
- ▶ Use the stairs rather than the lifts, especially when accessing the lower floors
- ▶ Not wasting water – washing a full sink load of dishes or don't leave the tap running when brushing your teeth

MENTAL HEALTH

Some students may experience loneliness, stress, or depression. The on site team is

available to help you and connect you with counselling services and university support.

MEDICAL CARE

It's important when you settle into your accommodation that you register with a local GP surgery and a dental practice. Otherwise, if you become ill during your stay, it won't be possible for a doctor to conduct home visits and you will struggle to receive any treatment without a lot of hassle at a walk-in centre.



STUDENT AMBASSADORS

WHAT IS A STUDENT AMBASSADOR?

At Harbour Court, we want our residents to be part of the journey with us and get involved in promoting our student accommodation in the local community and city wide. A Student Ambassador is someone who enjoys meeting new people, encourages others to get involved and is happy to help answer any questions someone may have. They have a positive outlook and can promote the accommodation within the student community. They are always eager to help

ROLES & RESPONSIBILITIES

- ▶ Welcome students and parents on check-in weekend and help new arrivals feel at home. Assist the team on reception with enquiries and parcel management
- ▶ Support with hosting and organising social events and encourage students to get involved
- ▶ Represent Harbour Court students and help answer questions at Accommodation Fairs and Open Days
- ▶ Promote tours, activities, and events on social media channels
- ▶ Distribute marketing material in the local community
- ▶ Write posts for the Harbour Court blog

All student ambassadors will be paid for their time at a competitive hourly rate.

GETTING INVOLVED

If you'd like to become a student ambassador, we'd love to hear from you! Speak to the team at reception or email harbourcourt@abodusstudents.com expressing your interest.



POLICIES OUR POLICIES OUR POL

SMOKING

All apartments, bedrooms and internal communal areas are strictly non-smoking (this includes E-cigarettes). Charges will apply to anyone caught smoking in these areas. There is an open courtyard with smoking bins provided.

Please be mindful not to smoke too close to entrances and windows so as not to cause a nuisance.

ANTI-SOCIAL BEHAVIOUR

Under the terms of your Tenancy Agreement, you have agreed to make sure that your own behaviour and the behaviour of any invited guest(s) doesn't cause damage to the property, nuisance, or inconvenience to Abodus Student Living, our staff or to your fellow residents.

SUBSTANCES/DRUGS

Where we suspect or find evidence of substance/drug abuse, manufacture, dealing or handling of drugs, we will notify the police with immediate effect.

If we determine that illegal activity has taken place, we reserve the right to terminate the tenancy.

ALCOHOL

Inappropriate behaviour or damage caused as a result of excess consumption of alcohol will not be tolerated.

DISCRIMINATION

We do not treat any person or group of persons applying for accommodation less favourably because of their race, colour, ethnic or national origin, gender, disability, appearance, age, marital status, sexual orientation, or social status. We run an active anti-discrimination policy and do not discriminate against any person or group of persons for any reason.

FAIR WEAR & TEAR

In all events, fair wear and tear will be taken into consideration before any charges are raised. These are available at reception on request.

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MONEY MATTERS MONEY MATTERS MONEY

RENT PAYMENTS

You must pay your rent by the dates outlined in your tenancy agreement with University of Bristol.

CONTENTS INSURANCE

We provide contents insurance which covers your belongings. Further details of this, including what is covered, will be available for you at move-in. If you wish to increase your contents cover you should contact the insurance provider directly.

www.cover4insurance.com/insurance-products/block-halls/abodus



MOVING OUT MOVING OUT MOVING OUT

At the end of your tenancy, an inspection will be carried out by our facilities team, which will be cross referenced with the Inventory Form you filled out at the start of your tenancy. After this has taken place, we'll let you know what, if any, work needs to be done to put the room or flat back to the standard we expect. You will need to contact University of Bristol directly regarding your deposit. Your deposit can be withheld if you:

- ▶ Are responsible for damage to the room or flat (whether deliberate or caused by negligence)
- ▶ Fail to remove your possessions or any rubbish from your room or flat
- ▶ Owe any rent or owe any other money under the terms of your Tenancy Agreement

The communal area of the flat is everyone's responsibility so please work out an arrangement with your flatmates as to who will clean and clear which areas. The communal areas must be left cleaned and cleared by the tenancy end date. It's also essential that you report any damage that has occurred to us immediately; the on site team will investigate and any necessary charges will be applied to resident/s who caused the damage. This can only be done if we obtain agreement from each flat mate.

S FEEDBACK & COMPLAINTS FE

While we aim to provide you with the highest standard of accommodation and service, we are aware that sometimes there is room for improvement. Please feel free to relay your suggestions and ideas to the on-site team.

For complaints, we would encourage you to contact the on site team at reception in the first instance. They will discuss this with you and endeavour to resolve any issues. If you have not received a satisfactory response, please contact the Operations Manager:

harbourcourt@abodusstudents.com

0117 925 5167

