

STUDENT HANDBOOK

23/24

 @Abodus_student_living

www.abodusstudents.com

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OME A WARM WELCOME A WA

Dear Student,

Thank you for choosing Castle Hill 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, there will always be somebody on-site that you can speak to in case of an emergency or security issue.

The contact number for the site and office is:

01223 948 836

MOVING IN MOVING IN MOVING IN

PRIOR TO MOVING IN YOU WILL NEED TO:

- ▶ Pay your weeks upfront rent
- ▶ Sign your Assured Shorthold Tenancy through our online system
- ▶ Complete your online induction
- ▶ Read this Student Handbook

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 complete this within 72 hours of moving in

*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.

REBOOKING FOR NEXT YEAR

Please contact the accommodation reception 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!

UNITY THE COMMUNITY THE C

One of the great things about staying at Castle Hill is that you become a member of Cambridge's friendliest student community. There are many opportunities to make friends, plenty of things to see and places to go.

Eating, Drinking & Music Venues

- › Meghna
- › The Architect
- › Cambridge Junction

Cultural Attractions & Entertainment

- › Bridge of Sighs
- › Punting tour
- › Fitzwilliam Museum
- › Kettle's Yard
- › Cambridge University Botanic Garden

Local Services

- › Huntingdon Road Surgery
- › Victoria Bridge Dental Practice
- › Rowlands Pharmacy
- › Addenbrooke's Hospital
- › Police Station

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 Castle Hill, 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

All post is delivered to the main reception then sorted and a notification will be sent to you for you to collect your post and parcels. Please collect your post regularly between 9am-5pm Monday-Friday 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:

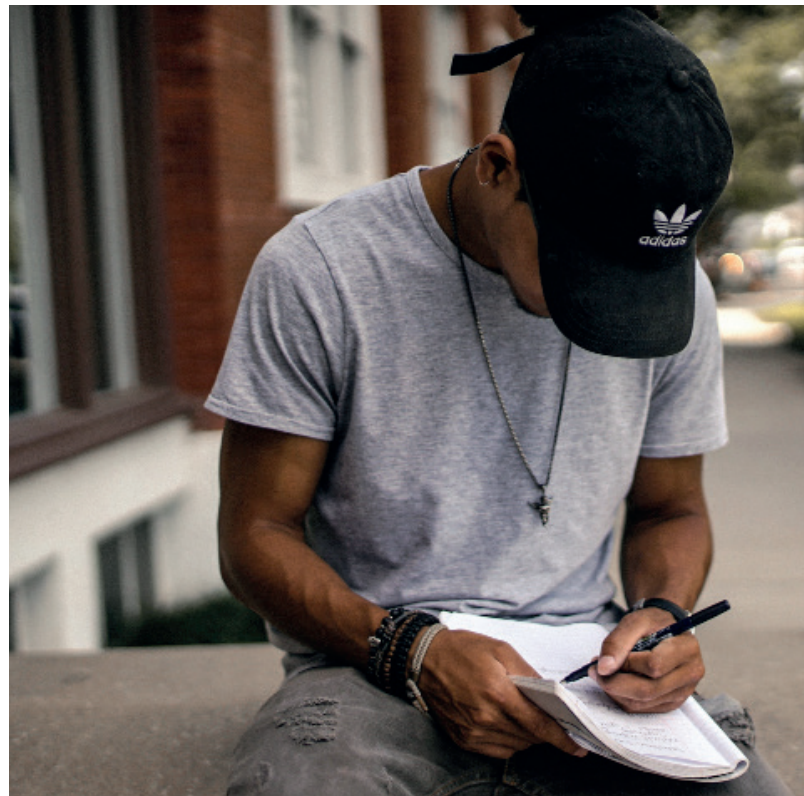
Abodus Student Living - Castle Hill

3 Histon Road

Arbury

Cambridge

CB4 3BF



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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STUDENT LIVING ●●●

LAUNDRY

The site laundry is open 24 hours daily. To operate the machine you must download the Circuit laundry app and top up your account via the app.

Any faulty machines should be reported to Circuit Laundry – 01422 820360.

Please quote the laundry reference which can be found in the Laundry Room.

The laundry room is located on the ground floor.

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 can access the cycle shed via the gated entrance on Huntington Road. 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.endsleighinsurance.co.uk

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. This is located at the back of the cycle shed on the ground floor of the residence through the wooden gate. Please dispose of used cigarettes safely in an ashtray or waste receptacle.

PARKING

There is no parking on site for residents and due to the location of the accommodation the parking is restricted nearby.

THE SOCIAL

At Castle Hill, we believe you should love where you live and have space to relax, and socialise, without leaving the village.

Our main communal space is located on the ground floor of the residence directly next to reception. This is a versatile space open to all residents 24/7 across site. Our social space is an ideal space in which to chill with friends and get a little breathing space from your flat.

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 Castle Hill' 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 village, or for updates on our residents Facebook page.

FITNESS SUITE

For the exclusive use of Castle Hill residents, the Fitness Suite is located on the ground floor of the residence. All Castle Hill residents can have access to the Suite after signing a disclaimer available from the reception.

Open 7 days a week 24/7

DO:

- ▶ Complete a disclaimer at reception to gain access to the Suite
- ▶ Be respectful of other users: wipe down machines after use and don't over-use equipment if it's in demand
- ▶ Put equipment away after use

DON'T:

- ▶ Bring visitors into the Suite or allow tailgaters to follow you in
- ▶ Leave your belongings unattended. Castle Hill is not responsible for damage, loss, or theft of any items

YOUR RESPONSIBILITIES

REQUEST FOR MAINTENANCE

All maintenance issues, damages and breakages must be reported via your online account. 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.
- ▶ Electric meter readings in the communal area of your flat are conducted on a monthly basis. The site team will make their presence known on entering the flat and will endeavour to cause minimum disruption.

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YOUR RESPONSIBILITIES

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. 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.

Failure to keep your accommodation clean will result in cleaning charges being applied to your account.

Our cleaning staff will 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 February; 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.

YOUR RESPONSIBILITIES



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.
- ▶ All doors are fire doors and therefore nothing should be hung on them as this will affect the performance of them in the event of a fire.

WALLS & FLOORING

Please do not put posters or decorations (including led or fairy lights) on your walls; a noticeboard has been provided for you to put up personal pictures and 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 on the ground floor near the bike shed. 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.

TV LICENCE

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 STAFFING

We operate a fully manned site 24 hours a day, 7 days a week. If you have any security concerns day or night, you can contact a member of the team on 01223 948836.

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

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, please check the notice board in your building for details of when this will be. 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.

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 Castle Hill 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 Castle Hill, we want our residents to be part of the journey with us and get involved in promoting the village 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 village 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
- ▶ Support with hosting and organising social events and encourage students to get involved
- ▶ Represent Castle Hill 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 Castle Hill blog

Roles offered are ad hoc, with no commitment or regular hours.

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 castlehill@abodusstudents.com expressing your interest.

POLICIES OUR POLICIES OUR PO

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.

UCT CODE OF CONDUCT COD

THE ABODUS COMMUNITY

At Abodus Student Living we pride ourselves on being a customer-first operator, placing our students at the heart of everything we do. To us a 'community' is not about size, community is created when a group of people embrace and invest in their environment, and in turn that environment offers opportunities for its people to grow and flourish. All members of the Abodus community, including student residents and the on-site/central team have responsibility for safety an Abodus Student Living property. Residents and team are expected to quickly and accurately report any and all criminal acts, acts of vandalism, dangerous situations, suspicious behaviour or behaviour causing concern or annoyance to other residents.

In order to resolve any safety concerns, Abodus relies on its residents to voice any concerns directly to the on-site team, whether verbally or in writing.

CODE OF CONDUCT

The Code of Conducts is a guide to the standards residents must adhere to when living as part of the Abodus community. Every Abodus resident is entitled to live free of disruption, intimidation or harassment from other residents. Offensive behaviour towards other residents or members of the Abodus team are unacceptable and will not be tolerated. The Code of Conduct applies to residents on any tenancy contract length, including short term/sessional lets. Any behaviour which is not deemed acceptable by Abodus will lead to the beginning of formal disciplinary procedures including, but not limited to:

- ▶ Conduct not in compliance with the Resident Handbook or likely to cause injury or affect the health and safety of you, other residents, visitors to the property of the Abodus team
- ▶ Conduct which constitutes a criminal offence (e.g. assault, theft or deception)
- ▶ Behaviour which brings Abodus into disrepute. (anti-social or aggressive behaviour, inconsiderate noise, and criminal damage to private property)
- ▶ Violent, indecent, disorderly, threatening or intimidating behaviour or language towards residents, visitors or members of the Abodus team

UCT CODE OF CONDUCT COD

- Misuse, misappropriation, vandalism, theft or damage of property
- Sexual, racial or any other form of harassment or discrimination
- Failure to respect the rights of others to freedom of belief and freedom of speech
- Failure to disclose personal details to a member of Abodus when requested in reasonable circumstances ie. showing identification or student ID
- Misuse of your room or unauthorised use of the facilities at Abodus Breaches of any codes or regulations adopted by Abodus Student Living (e.g. ANUK Code of Standards)

If at any time you feel another resident has breached this code and infringed your rights as an Abodus resident, you must speak to your front of house team and file an Incident Report with the Front of House or Operations Manager.

UNACCEPTABLE CONDUCT

Breaches of the Code of Conduct include, but are not limited to, the following:

- All illegal/criminal activity
- Possession of illegal drugs
- Harassment, coercing, intimidating or demeaning conduct to others
- Aiding, abetting, encouraging or cooperating with another person in violation of a policy
- Activity which has an adverse effect on the health and safety of others
- Discriminatory comments to residents, visitors or members of the Abodus team
- Endangerment to the health and safety of self, others or to Abodus property
- Abuse or misuse of chemical/flammable substances used
- Physical, mental or psychological abuse
- Weapons of any kind including knives, firearms, weapons, ammunition, explosive devices, fireworks
- Deception, fraud, and misuse of documents or IT service
- Unauthorised removal, use or possession of property belonging to others
- Unauthorised possession or duplication of keys, fobs, and/or the distribution of such to others
- Interfering with the response of officials to emergency calls
- Destruction or damage to property belonging to others or Abodus

UCT CODE OF CONDUCT COD

JUDICIAL PROCESS

Should a breach to the Code of Conduct occur, the Operations Manager on behalf of Abodus Student Living will notify the individual(s) in writing to either:

- ▶ Inform the individual(s) of policies and the Code of Conduct with no further action required; or
- ▶ Inform the individual(s) of the policies and formally warn against continued/repeated behaviour with no further action required; or
- ▶ Inform the individual(s) of the policies and sanction the individual(s) appropriately (e.g. damage charges, reconciliation or a formal apology etc.); or
- ▶ Inform the individual(s) of the policies and direct the individual(s) to meet with the property Operations Manager for further discussion and investigation. Should the individual(s) not attend the meeting, the meeting will go ahead without the input from the resident(s) and a final decision made

ADMINISTRATIVE REVIEW

The judicial review follows the resident(s) involved to meet with the property Operational Manager (OM) (or an appointee in their place) to review the reported activity. This meeting is only between the OM and the resident(s) involved, which is the resident(s) opportunity to discuss the situation directly with the on-site management. The OM will consider all comments and the evidence provided to them before making a decision as to whether the Code of Conduct has been broken. The OM will make a formal decision within 10 working days to render a decision in writing.

Any previous misconduct will be considered when deciding an appropriate course of action. Failure to comply with any sanction(s) within the designated time frame will result in additional Sanctions and/or another Administrative Review. All decisions made through this process are considered immediately enforceable; in the event of inappropriate behaviour of the part of the resident(s) during the judicial process, the property OM reserves the right to immediately remove a resident from their property.

UCT CODE OF CONDUCT COD

POSSIBLE SANCTIONS

Sanctions can take various forms and may be issued individually or as a mixture of sanctions depending on the severity of the violation. Sanctions may include, but are not limited to:

- ▶ A formal written warning
- ▶ Community service: providing a service to the local community or Abodus Student Living
- ▶ Restitution, involving charges for damages or theft
- ▶ Disciplinary probation: This is a final warning against further violations within a certain period of time; if violated will result in the issuance of Notice to Quit
- ▶ Section 21 Notice to Quit: Advises the resident of 2 months' notice terminating their AST

APPEALS PROCESS

Appeals to sanctions can only be made if additional evidence/new information becomes available which was not available at the time the original decision by the OM was rendered. Appeals must be made within five (5) calendar days of the judicial process decision being made. Appeals after five calendar days will not be considered. Upon receipt of the appeal notice and new evidence, the OM will review and may:

- ▶ Change/reverse the original decision; or
- ▶ Change/reverse the previously assigned sanction(s); or
- ▶ Affirm the original decision

The Operations Manager will review the appeal and may render a decision immediately or may choose to meet with the resident to review the appeal.

Appeal decisions are final, and no further appeals may be made.

RENT PAYMENTS

You must pay your rent by the dates outlined in your tenancy agreement. Your rent can be paid via your online account or via bank transfer, we do not accept cash or cheques.

Regardless of how you are being funded, loan or parental funding, it is your responsibility to ensure your rent is paid on time. Charges will be applied for late payment in accordance with our AST.

DEBT RECOVERY

If you fail to pay your rent or other charges on time, your account will fall into 'Arrears' and we may implement our debt recovery process to recover this amount. Debts not resolved within a reasonable time frame may lead to more formal legal proceedings. Your guarantor will be notified of any arrears and will be held jointly responsible for the debt.

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.endsleighinsurance.co.uk

TENANCY YOUR TENANCY YOUR T

YOUR TENANCY



YOUR ASSURED SHORTHOLD TENANCY

By signing the Assured Shorthold Tenancy agreement (AST), you are making a legal commitment to pay rent over a fixed length of time. When the lease expires, you will be expected to hand back your accommodation in the condition that you received it.

Fixed-term tenancy (AST only)

Please note that your tenancy is for a fixed term. If you wish to move out of the accommodation, please talk to us. In certain

circumstances, we may be able to release you from your AST (for example, if you find a suitable replacement, have paid any rent that you owe, and the replacement signs a new AST), although we don't have a duty to do so.

If you fail to pay your rent or any applied charges, we may make a claim or bring a county court judgement (CCJ) against you and your Guarantor. Having a CCJ can seriously damage your credit score and could make it difficult to get car financing, a job, or a mortgage.

Please note we are not obliged to release you early from your AST, even if you leave the university.

MOVING ROOMS

If you swap or move rooms during your tenancy your rent account must be up to date and there will be a £50 administration fee; this must be paid prior to your move/ swap. Also, if you wish to end your tenancy during the fixed term period and have found a suitable replacement, there will be a fee relating to this. Please contact the on-site team for more information.

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.

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 F

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:

castlehill@abodusstudents.com

01223 948 836

