



New Kepier Court

Residents' Handbook 2023-24

Welcome To Fresh

Hello, thank you for choosing New Kepier Court for your accommodation!

New Kepier Court is part of University College, and the community that college life offers. Fresh work closely with College and University staff to support and welcome residents to New Kepier Court. The Fresh team can assist with any questions you may have concerning operational support, service provision and security concerns. The University College Student Support team can be contacted at univcoll.studentsupport@durham.ac.uk, and are here to support you with any personal or pastoral issues, support and signposting for mental health and disability support needs (including the University's Counselling Service and Disability Support team), liaising with academic departments, financial concerns, and accommodation queries.

We appreciate that choosing where to live and call your home is a massive decision, especially if this is going to be your first time living away from family and friends. We want you to know that we will be here to support and help you every step of the way!

It goes without saying that we will do our very best to ensure that you have a fantastic stay. Our teams are already busy preparing your accommodation, and we are really looking forward to welcoming you.

We've put together this Residents' Handbook so you can find out more about the place you'll be calling home for the next academic year. Please take some time to read through this handbook as it contains lots of information about your new home and the services we provide.

If we've missed anything, please give us a call or send an email — we are happy to answer any questions you may have.

We look forward to meeting you very soon!

Stay In Contact

Store these details in your contacts

Phone: 0191 594 6245

Daytime Mobile: 0774 721 9920

WhatsApp: 0774 721 9920

Emergency number: 0774 721 9920

✉ newkepiercourt@thisisfresh.com

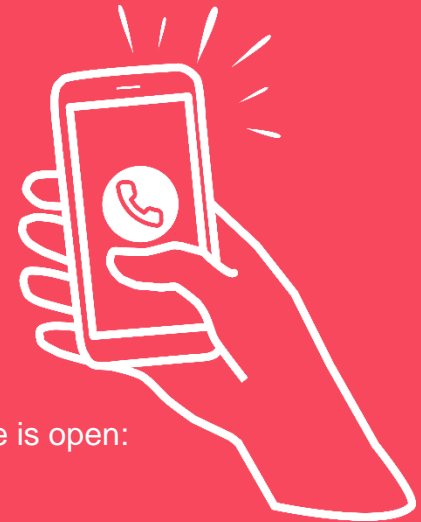
University College Student Support Office is open:

Mon-Fri, 9am-5pm

Email: univcoll.studentsupport@durham.ac.uk

Phone: 0191 334 4099

University College has two student 'Community Liaison' who live in New Kepier Court. Contact details will be given nearer the time of your move in.



The Essentials

We sometimes need to leave Reception to help other Residents, so if the desk is not staffed during normal opening hours, please call us on our accommodation mobile number – 07747 219920.

In the event of an emergency outside of office hours please contact our on-site Porter on the same number as above. Please also save this number on your mobile phone.

The Residents' Team

Our team at Fresh are available to ensure you enjoy your stay. They can offer guidance on building facilities.

Our General Manager is available during normal office opening hours – please call our Reception if you would like to set up a meeting.

Our Reception areas become very busy at times. To make sure everyone is safe, we would urge you to make contact with our staff via email or phone before coming to see us in person.

Opening Hours

Residents' Team:

Monday to Friday 9am to 5pm.

Our Porter is available:

Monday to Friday 7pm to 7am.

24 hours on weekends and bank holidays.

If you need to contact us out of hours, please call our emergency number on 07747 219920.

How To Find Us

We're located on the corner of [Mayorswell Close](#), just off Bakehouse Lane.

Your New Address

Your Block Name, Your Room Number,

New Kepier Court, Mayorswell Close, Durham, DH1 1NY

Local Journey Times

- University College - 15 mins walk
- Main Campus library & Science centre – 20 mins walk
- Shopping Area/Restaurants & Bars - 10 mins walk
- University Hospital – 10 mins drive/30 mins walk
- Pharmacy - 5 mins walk
- Train station - 20 mins walk

Before You Arrive

Bring With You:

Your room is fully furnished but you will need to bring your own:

- Duvet, pillows, sheets etc.
- PC or Laptop
- Towels
- Coat hangers
- Toiletries
- Toilet paper
- Kitchen pieces, i.e. cutlery, plates, pans and microwavable dishes (if you have been allocated an en suite, a kettle is provided in the shared kitchen).

For Fire Safety Reasons, Please Don't Bring:

- Any appliance with an exposed heating element, including portable heaters.
- Any electrical appliance purchased somewhere other than the UK (all furniture and electrical equipment must comply with current British Standards and statutory regulations and be CE marked).
- Candles, incense, wax burners, oil burners or any item with an open flame.
- Hookahs/shisha pipes.
- Portable fridges.
- Extension cords with multiple plugs (with the exception of high-quality individually switched extension strips with built-in surge protectors).
- Cooking devices of any kind, except small appliances such as a toaster. These are permitted in your kitchen only.
- Door stops.
- Large pieces of furniture.

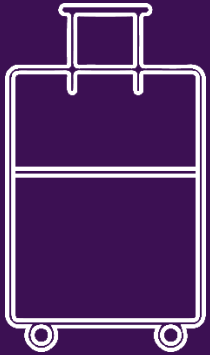
Tip

If you're living in a shared apartment, we recommend that you wait until you arrive to buy some items so you can spread the cost with your flatmates, e.g. toaster, strainer

Kit yourself out with UniKitOut!

Don't forget you can order a range of useful things including kitchen and bedding packs online before you arrive and get a **10% discount** with the code **FRESH10**.
unikitout.com

On Arrival



When You Arrive

Your arrival will be co-ordinated through student support at University College. When you first arrive, please come to Reception, with your ID, where your key will be waiting along with all the information you need to move in to your room. Our team will of course be on hand to help.

Finding Your Feet

Your Room

It's time to settle in! We want you to feel at home but please don't use sticky tape, 'blu-tack' or similar adhesive, stick pins, nails or screws into the walls as this may lead to charges if any damage is caused. There is plenty of room on your noticeboard for posters and photos.

Your Neighbours

If you're in a shared apartment, it's usually a good idea to take some time to introduce yourself to your new flatmates. Everyone is new, so don't be shy!

Getting On With Your Flatmates

We want everyone to enjoy living with us, so please bear these simple tips in mind as you all get to know each other to ensure a good apartment sharing experience for everyone!

Your Guests

University College Guest Policy

You will have read in your licence agreement that we have a guest policy in place. To request any guests for a maximum of 3 nights, please contact:

univcoll.accommodation@durham.ac.uk

The behaviour of your guest is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, if any damage is caused or if they do not follow our control measures, so make sure they behave as well as you do!

We ask that your guest signs in and out at reception.

Shared Kitchens

The kitchen is a very important communal area and everyone should feel comfortable using it. Make sure you follow the kitchen safety guide as displayed in each kitchen and wash/wipe up after yourself to keep the cooking area and sink clean, and clear for your flatmates. You should always leave it as you would like to find it. We recommend you agree a cleaning and bin emptying rota – it will save any arguments later!

Be Considerate About Noise

Whilst you may love your latest Spotify playlist, your flatmates may not appreciate your taste in music and in particular, a thumping bass can cause disturbance to those rooms around, above and below you. Please be considerate of noise levels and make sure you are not creating a problem.

Try to be quiet coming in and out of your apartment, especially at night during the quiet hours of 11pm – 7am when others might be sleeping. You may have had the best night ever but your flatmates may have an early start, so please let them get their sleep!

Have A Chat

If there is something causing a problem between you and your flatmates, the best solution is to have a chat. Don't send text messages, put notices up or stick post-its everywhere. The easiest solution is to talk over a coffee and you'll often find the problem can be resolved.

Treat your flatmates how you would want to be treated yourself and we are sure you will all get on fine!

Safety Matters



What To Do In An Emergency

Hopefully you'll never need it, but below is a quick guide on what to do in an emergency. Some of the information may be particularly useful to our International Students, but everyone should take a look and if you have any questions, please speak to the Residents' Team.

Ambulance

If someone has had a serious accident, call 999 and ask for an ambulance. Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person.

Situations when an ambulance should be called if someone is:

- unconscious or has slipped in and out of consciousness
- bleeding heavily or has a deep wound or you suspect broken bones
- has difficulty breathing
- has severe burns
- has a severe allergic reaction

NHS 111

The NHS 111 service is available 24 hours a day. You can call 111 when you need medical help fast but it's not a 999 emergency. You can call them from any phone by dialling 111. For more details visit 111.nhs.uk or nhs.uk

COVID-19

We expect that the COVID-19 virus will continue to be in circulation for years to come. We will continue to ensure that appropriate measures are implemented to ensure the health, safety and wellbeing of all residents and staff. These will be carefully considered against government guidance and your student experience.

REMEMBER: Please be “COVID COURTEOUS” at all times.



Fire Service

If you discover a fire, call 999 and ask for the Fire Service. If the fire alarm is activated in your location you must evacuate the building. On hearing the alarm you must leave the building and go straight to the assembly point. Do not run or stop to collect your belongings. Do not use the lift.

If you are self-isolating and hear the fire alarm, please evacuate the building by the nearest fire exit, please try to maintain social distance wherever possible.

Assembly Point

The assembly point in the event of a fire is the grass area next to the children's playground on Bakehouse Lane. There is a photo of the area on each noticeboard around the site.

Fire Alarm Tests

We test the fire alarms every Monday between 2pm and 3pm.

You may hear the alarm numerous times. The test can be recognised as a long burst of the fire alarm sirens. This is the only time evacuation is not mandatory.

To ensure all Residents know how to use fire escape routes and find the fire assembly point, we hold a fire drill each term. This will not be announced in advance and the full cooperation of Residents is expected as if it were a real alarm. During an evacuation, no Resident may re-enter the building until the all clear has been given by the General Manager.

How Can I Report A Fire Safety Concern?

If you have any serious concerns with fire safety in the building, we ask that you raise these with the General Manager at the earliest opportunity.

Fire Prevention

Our building has been designed for your safety in the event of a fire. Every Resident has a responsibility to ensure that they familiarise themselves with their buildings safety features, exits and evacuation procedures as soon as possible after moving in. Fire blankets are available in each shared kitchen and studio.

Room Fire Doors

Each room is fitted with a fire door which acts as fire safety protection for at least 30 minutes. Interference with the automatic door closer or attaching anything to your room door, e.g. an over door hanger is prohibited as it will compromise the fire resistance. All room doors are to be kept shut at all times to maintain fire safety and personal security in the building. Should a fault occur with this door or any fire door in your accommodation, it should be brought to the attention of Reception immediately.

'False' alarms waste the valuable time of the Fire Service and can also endanger lives. Any Resident(s) found activating the fire alarm maliciously or as a result of not following our rules will be required to meet with the General Manager and may face financial recharges that are levied by the Fire Service.

To Avoid Activating The Fire Alarm:

1. Please do not dry anything on the heaters.
2. Always make sure your shower room door is closed when showering.
3. Always use the extractor fan when cooking with the hob or oven.
4. Never wedge any door open, especially a kitchen door.
5. Never leave cooking unattended.
6. Do not deep fry food - deep fat fryers are not permitted.
7. Do not use deodorant or other sprays adjacent to fire alarm detectors.
8. Do not direct hairdryers or fans directly at the fire alarm detectors.

Tampering With Fire Equipment

Fire equipment such as smoke alarms and door closers are in place throughout the building for everyone's safety. Tampering with this equipment puts everyone's lives at risk. Should a Resident (or guest) tamper with the fire equipment, an engineer will immediately be called to check the equipment is working correctly and carry out any repairs resulting from the damage. All such repairs and call-out costs will be charged to the Resident(s) concerned. If any incident appears to be a criminal offence, we will also refer the matter to the Police.

Electrical Safety

Please remember that all appliances which generate heat such as curling tongs, hair dryers, toasters and clothes irons must be plugged directly into a wall socket.

Living With Fresh

ANUK Code

Fresh is proud to be a member of the National Code of Standards for Larger Student Accommodation. The code provides guidance and minimum standards that code members are expected to attain, and these standards are checked regularly via site inspections. The code also provides a complaints service for when things go wrong and have not been addressed properly by us.

Full details of the code can be found at [the National Code website](#).

A copy of our membership certificate is also displayed on our Reception noticeboard and more information can be found on our website.

Security

When the Residents' Team are not on duty the accommodation is covered by our Porter, they can be contacted via the emergency number or come to reception.

Harassment And Discrimination

Fresh strive to provide a community free of harassment, discrimination or assaulting behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality or disability. Harassment and/or discrimination in all forms is expressly prohibited. We are committed to taking action against all forms of harassment. Incidents of alleged harassment or discrimination should be reported to the General Manager so an Incident Report can be completed. We may also report this to your university/college and/or the appropriate authorities.

Sustainable Living

We are committed to having a positive social and environmental impact. We can achieve this with your help and each Resident can play their part. Take a look at our Sustainable Living Guide which can be found on our website.

Contents Insurance

All University College accommodation is covered by [Endsleigh Insurance services](#), more information on that can also be found on your licence agreement.

By partnering with Endsleigh, the No.1 student insurance provider, we've arranged free contents insurance for all our students staying with us.

It is important all students confirm their cover to ensure you understand what is and isn't covered. Plus you'll also be entered into a prize draw specifically for Durham University students, courtesy of Endsleigh!

Visit confirm your cover to see:

- What is and what isn't covered
- Key exclusions - where cover isn't provided
- Policy excess – the amount you pay when you make a claim
- How to make claim
- Personalise cover

We recognise students have a limited budget so Endsleigh have launched brand new, unique student insurance options. They have been designed to cover the risks that you may encounter whilst living in student accommodation and away from home.

Locked Out?

If you are locked out during the night, please come to the Reception area where our Porter will let you in. Please be aware that we will need to check your ID.

Room And Apartment Inspections

We will carry out full room and apartment inspections at least three times during your tenancy period where we will check for cleanliness, damage and missing items. This will cover your bedroom, en suite and any communal area within your apartment, e.g. kitchen and hallway. If the condition of your room/communal areas is deemed unacceptable, we will give you a week to tidy up.

If the area is still not to the required standard when we re-inspect, we will report it to University College.

We strongly suggest that you do not use hair dye in the bathroom as this can cause staining. We also ask that to ensure our water systems are maintained to a high standard, your shower head and taps are kept clean. Please report any significant scaling on the Residents' App.

Occasionally, Fresh staff or contractors may take photographs inside bedrooms/en suites/communal areas to evidence maintenance or cleanliness issues. Images will be taken, stored and disposed of in line with our data processing approach.

Going To Be Away?

If you plan to be away from your accommodation from more than 7 days, please let our Residents' Team know so that we can take care of flushing through the water systems, (taps, showers and so on) to reduce the risk from legionella bacteria.

Preventing Condensation

Please do not wash any clothes in your room. If you are drying washing, please ensure your bedroom window is open to prevent condensation. If there is condensation you must wipe it down and clean any surfaces to prevent mould.

What To Do If A Circuit Breaker Goes In Your Room Or Apartment

If your electricity goes off, please check the electrical consumer unit in your studio/flat. If your kitchen is affected, please contact Reception.

If any of the circuit breaker switches are in the 'off' position, You MUST unplug and or turn off any electrical item connected to the circuit affected before attempting to reset the circuit breaker. If the circuit breaker resets then plug in/turn on appliances one at a time to identify what caused the circuit breaker to operate. If you cannot identify a faulty appliance, or the trip switch will not reset, please report this fault to Reception as soon as possible or contact the 24-hour emergency number if it's outside of office hours.

Damages

Accidents do happen but please let us know ASAP so that we can get things fixed. Damage to our property may result in a charge and certain cases may be deemed as a breach of your Licence Agreement. Damage to communal areas will result in equal charges if no one accepts responsibility.

Fresh Facilities

Social Space

Our Social Spaces are located in Kepier building and contain a TV, comfy sofas and chairs. We also have a complimentary pool table. Our Study Space is located in Kepier on the 2nd floor.

Vending Machines

A Vending Machine is available in reception. Any faults should be reported to the Residents' Team immediately so the vendor can be informed.

Car Parking

Unfortunately there isn't any car parking on site due to local planning restrictions. This also applies to visitors.

Cycle Store

There are Cycle Stores located around the site. Please make sure you bring a lock or method of securing your bicycle to the rack provided. Please note no bicycles can be stored within the accommodation. Unfortunately bikes are not included within the Insurance Policy. You can get insurance cover by paying a premium direct with our Insurance Company. Please ask at reception for more details.

Laundry

The Laundry Room is located on the ground floor in Reception. You can download the Circuit app for free. A wash costs £3.50 and the dry costs £2.10. Instructions on how to use the machines can be found in the Laundry Room. If you are unsure please do not hesitate to ask one of the team. Fresh will not be responsible for items that may be lost, stolen or damaged whilst using the facilities. With the LaundryView app you are able to check the availability of washers and dryers in our laundry room online.

Please be respectful and collect your laundry in a timely manner.

Video Guides

You can also find some useful tips and 'How To' videos on the Circuit Laundry website.

Contacting Circuit Laundry

If the Circuit Laundry's FAQ's page doesn't answer your query, then you can get in touch with them using their online form or by calling them on 01422 820040 or 0800 032 0070 (8.30-17.00 Monday – Friday.)

If you notice a fault with the machines, you can report this on the Circuit website or by calling their service helpline 01422 820040. Alternatively please let your Residents' Team know.

Deliveries

Post is delivered directly to Reception. If you have received a letter, we will pop this in your post box in Reception. If you have been sent a parcel, we will accept it on your behalf and enter it on our Post Log.

You will see the QR code for the Post Log displayed at Reception as a quick and easy way for you to check for parcels whenever you are passing by. When a parcel is logged for you, just come to Reception remembering to bring your photo ID. We cannot give your parcels to anyone else so please don't send your friends to collect them!

Parcels will be kept for 30 days. If you do not collect the item during this time, or we do not hear from you to advise that collection will be delayed, the parcel will be returned to the sender. If you are waiting on the delivery of an important parcel/letter we recommend that you arrange with the courier to be present to accept the item. Whilst we are happy to accept parcels on your behalf, we cannot be held responsible for any losses. At the end of your tenancy you will need to inform all your contacts of your new postal address as we are unable to forward any mail received after your tenancy has ended. Don't worry though, we will remind you nearer the time!

Collections

If you have a parcel to return, please ensure that after you've arranged the return with the courier company you bring the parcel to reception the day before.

Food Deliveries

We are sorry that we are unable to accept food deliveries at Reception, including supermarket deliveries and takeaway meals as we do not have storage facilities to keep these items at the appropriate temperature.

Residents wishing to order food items should ensure they are in the building at the time of delivery and that the delivery person has their contact details.

Appliance Instructions

If you are unsure of how to use any of the appliances please contact Reception.

Energy Performance Certificate

A copy of the EPC (Energy Performance Certificate) for your room is available in the Residents' App.

Intercom

Your visitors will be able to use the intercom outside your block to inform you they are here. You will then need to go down to the front door and let them in, please escort them from the building when they leave. For everyone's safety and security, please do not let anyone you don't know into the building.

Heating

Each room has its own heater. You can control the heater using the thermostat on the side of it. Please contact Reception if you need any help.

Hot Water

The hot water will be automatically provided to your bathroom/kitchen. In the event of any concerns please contact Reception or log a job on the Residents' App.

Lights

We ask you to be environmentally responsible and turn off your lights whenever you are not in the room.

Kitchen Extractor Fan

Whenever you cook, the extractor fan should always be on. Ensure it is switched on at the socket, which is on the wall above the worktop.

Microwave

Each shared apartment and studio has a combination microwave, which means it is a grill and oven too. If you are unsure how to work the microwave, please see Reception for a guide. Also, please remember, when using the microwave function not to use it with any metal.

Oven

Each shared apartment has its own oven and a separate hob.

Hob

First make sure that the switch on the wall above the worktop is turned on. Press and hold the power button, then press the + button for your desired temperature. An instruction manual can be requested from Reception. When you are finished cooking, please remember to turn off your hob.

Fresh House Rules

We think we're pretty easy going, but there are a few rules that we ask you to stick to, for your own safety and the comfort of others.

Windows

Windows are set to 'tilt' only. They can't be fully opened and if forced will incur a charge.

Refuse And Recycle

Residents must bag and tie rubbish from their room. Separate bins are provided for general refuse and recycling. Residents will need to provide their own bin bags. Leaving rubbish in hallways is not only unsightly but is also a fire risk. Residents must not leave rubbish anywhere other than the designated refuse area. All cardboard boxes need to be broken down before placing them in the recycling bin. The large blue recycling bins are suitable for cardboard, cans, paper and cardboard. There is a separate (small) bin for glass ONLY. Please do not put plastic bags in these or the recycling bins.

Smoking

It is against the law to smoke in any place in the UK and Ireland that is used by the public or as a workplace. The building is therefore a smoke free zone. This includes your bedroom, bathroom and kitchen, as well as any communal area and outside/underneath windows, or on the roads, paths or pavements immediately outside the building. The ban applies to all substances which can be smoked including but not limited to cigarettes, vapes, rollups, pipes, hookahs/shisha pipes and cigars.

Noise And Anti-Social Behaviour

We want you to enjoy living with us but ask that you respect other Residents and keep noise to a minimum especially between our 'Quiet Hours' of 11pm - 7am and during exam periods. During these times, no noise should be audible from outside the room in which it is occurring, including kitchen/lounge areas. This will enable us to make our building a pleasant and enjoyable place for everyone. Outside of these times, we ask that general noise levels should be kept at a reasonable level. You have the right to ask other Residents to keep the noise level down and all Residents will be expected to act upon such requests without retort. You can also contact Security if you experience noise disturbance.

If you are having minor problems with the behaviour of other Residents, we encourage you to first try to resolve the issue on your own. Issues often arise from misunderstandings so the best starting point is approaching the other

Resident to discuss the matter in a relaxed manner.

This approach often provides an immediate solution and helps to build new friendships. If after trying to resolve the situation yourself you continue to experience issues, please contact the univcoll.studentsupport@durham.ac.uk team in the first instance and we can take forward and support you with that.

Alcohol

Alcohol consumption is allowed within designated areas provided all containers are properly recycled and/or placed in the refuse and the area is left clean and free of spills. Bulk containers such as kegs (or similar) are prohibited. Residents found violating UK laws concerning alcohol (sharing with under 18's or public intoxication) will be reported to College Office.

Cooking

Please do not cook in your bedroom. Rice cookers, toasters, kettles or other cooking equipment cannot be used in your room as they create a fire risk. False alarms caused as a result of cooking in your room may incur a charge levied by the Fire and Rescue Service.

Pets

Pets or other animals will not be permitted without the prior written consent of the Landlord.

Your Welfare

Registering with a Local Doctor

One of your top priorities is to register with doctors at a local medical practice (see [here](#)) so that you can access healthcare in Durham when you need it. This is especially important if you have an ongoing health condition or require repeat medication and for support with vaccinations and health measures related to Covid-19.

Your choice of medical practice will be determined by the area in which you live. The practice area of the Claypath and University Medical Group covers the University and the Colleges, and the majority of our students register with this practice:

Claypath and University Medical Group,
University Health Centre, Green Lane, Old Elvet, Durham DH1 3JX.
Tel: 0191 386 5081 Website: www.durhamstudenthealth.co.uk

General Health Care Advice

Alternatively, you can visit a NHS Walk-In Centre where no appointment is necessary. Services are offered on a first come, first served basis. A range of services are provided and experienced nurses are available to treat minor illnesses and infections, as well as minor injuries like strains, sprains and cuts. Walk-In Centres can also prescribe a wide range of medications, including the pill, painkillers and antihistamines.

Late Night Transport

Always plan ahead and know how you are going to get back home. It's a good idea to carry a list of reputable taxi numbers in case you miss the last bus. Try to avoid walking home on your own after a night out.

Crime Stoppers

To report a crime anonymously (and in situations which are not an emergency), call Crime Stoppers on 0800 555 111.

Referral Of Matters To The Police

We will offer support and advice to any Resident regarding matters of criminal conduct which they feel should be reported to the Police. Where an offence has been committed against a Resident or against Fresh itself, we will report the matter to University College.

Welfare Concerns

If we have a genuine concern as to the welfare of any Resident, we will take steps to inform the University College. This will be undertaken in accordance with our privacy statement.

Your Front Door Key

Your safety and security is of utmost importance to us. You will be given a key fob to access the building, your shared apartment/your own bedroom or studio.

You will also have access to the social spaces with the same key fob. Please do not let anyone in that you don't know or don't recognise. Don't be tempted to let anyone tailgate you into the building — if the person is a Resident, they will have their own fob to let themselves in, and if they have forgotten it, they can call the Residents' Team. We advise this for everybody's safety and security. If you damage or lose your key/access fob, you will be responsible for the replacement cost for corresponding locks, new keys, and/or replacement of the fob. If your fob or key is lost or stolen, you must notify Reception immediately to prevent unauthorised access to the building and your room.

CCTV

The building is covered by CCTV for your safety and peace of mind. The footage can only be viewed by trained and authorised staff.

Keeping Yourself Safe

Always ensure your room door is locked (especially late at night) and when you leave your room. Be vigilant with items such as laptops, mobile phones, game devices and other high-value goods. Never lend others your fob, as doing so puts you at risk of incurring charges if they lose it, or cause any damage, and we will not be held responsible if they take any items from your room.

Ground Floor Rooms

If you're in a ground floor room or room which is easily accessible from the ground, we recommend the following tips to maximise security:

- Keep your blinds drawn when you are out
- Ensure windows are locked closed when you are out
- The window restrictors will protect you when you're in the room
- Keep valuables out of sight and out of reach from the window

Personal Emergency Evacuation Plan (PEEPs)

Any Resident who feels they may need assistance to safely and quickly evacuate the building in the event of an emergency, should alert University College. Arrangements can be put in place to aid your safe exit from the building depending on your specific needs.

Your Health



Need To Talk?

The wellbeing of our Residents is our priority. We know that where you choose to live plays a massive role in your overall university/college experience, from offering opportunities to make friends to providing the right environment to cook, study and sleep. Being away from home can make for a challenging time. If you are struggling to settle in to your new life, don't do it on your own. You can contact a member of the Residents' Team who will put you in touch with someone who can help.

There is also lots of helpful advice on our notice boards and contact details on our website: <https://www.thisisfresh.com/student/be-programme>

Useful Contacts

Samaritans

0845 790 90 90 [samaritans.org](https://www.samaritans.org)

Young Minds

If you need urgent help text YM to 85258 [youngminds.org.uk](https://www.youngminds.org.uk)

Student Loans Company

0300 555 0505 [slco.uk](https://www.slco.uk)

Debtline

0808 808 40 00 [nationaldebtline.org](https://www.nationaldebtline.org)

Sexual Health

0131 536 1070 [nhs.uk/live-well/sexual-health/](https://www.nhs.uk/live-well/sexual-health/)

Victim Support

0845 30 30 900 [victimsupport.org.uk](https://www.victimsupport.org.uk)

Alcoholics Anonymous

0845 769 75 55 [alcoholics-anonymous.org.uk](https://www.alcoholics-anonymous.org.uk)

British Pregnancy Advisory

03457 30 40 30 [bpas.org](https://www.bpas.org)

Drugs Advice and Helpline

0800 77 66 00 [talktofrank.com](https://www.talktofrank.com)

Nightline

Fresh have partnered with Nightline to offer our Residents further 'out of hours' support. Nightline is a term time, anonymous, non-advisory listening and information service run by students for students. The highly trained student volunteers offer support for all students and everything you discuss with them is confidential. Please see the posters at your accommodation for details of the local Nightline contact information or visit [nightline.ac.uk](https://www.nightline.ac.uk)



Nightline Association

Supporting, promoting and developing Nightlines

The Financial Bit

Setting Up A UK Bank Account

If you would like to set up a UK Bank Account when you arrive, the Residents' Team will be able to provide you with the details of the local banking facilities, however, we suggest you check them out first to make sure that you choose the bank that suits you best. You will need to make an appointment at the branch of your chosen bank and take some identification (ID) with you:

- Your passport
- Letter from university/college to prove you are a student
- A copy of your Tenancy Agreement, which can be obtained from the college office

At the appointment the bank will advise you on the best account, which should not have any charges. The bank will then send you your bank card and your pin number separately (keep them safe).



Replacement Costs

Here at Fresh, we know that accidents happen and items get damaged, and when they do, we need to repair or replace them.

We have created a guide to the costs of the most common items that are damaged to give you an idea of what would be charged.

However, all of our buildings are unique, so this list is a guide only - it may be that the item costs more or less than the price stipulated here. If that's the case, you will be charged the quoted replacement cost and we will always be happy to show you the quote that we are basing the price on.

If an item is damaged that does not feature on this list, it will be charged based on the quotation obtained.

Please never attempt to repair the item yourself or arrange for a third party to repair it, as additional costs could be incurred as a result.

Replacement costs will be recharged direct from University College.

Item	Charge
2 Seater Sofa	£305.00
3 Seater Sofa	£400.00
American Fridge Freezer	£750.00
Bed Frame	£300.00
Bedroom Bin	£6.00
Bedroom Door	£230.00
Bedroom Pin Board	£99.00
Bedside Table	£120.00
Coat Hooks	£15.00
Coffee Table	£120.00
Combination Microwave	£145.00
Desk Light	£50.00
Dining Chairs	£50.00
Dining Table	£135.00
Door Closer	£70.00
Door Lock	£175.00
Door Peep Hole	£15.00
Door Stop	£7.50
Drain Cover (Shower)	£10.00
Electrical Sockets/ Switches	£20.00
En suite Door	£135.00
En suite Mirror	£80.00
En suite Sink	£150.00
Extractor Fan (En suite)	£50.00
Extractor Hood	£234.00
Fire Action Signage	£15.00
Smoke Alarm	£40.00
Fire Blanket	£25.00
Fire Sensor	£40.00

Item	Charge
Fire Door	£250.00
Fire Extinguisher	£200.00
Fridge (Under Counter)	£200.00
Fridge Freezer	£746.00
Full Length Mirror	£50.00
Fuse Box	£90.00
Hob (Ceramic)	£250.00
Hob (Solid Top)	£150.00
Kitchen Bin	£20.00
Kitchen Spot Light	£60.00
Mattress	£120.00
Microwave	£55.00
Oven	£300.00
Oven Shelves	£20.00
Oven Tray	£3.00
Robe Hook	£6.00
Rubbish Removal Per Bag	£5.00
Shaver Light	£30.00
Shower Head Holder	£20.00
Shower Head	£20.00
Sink Plug	£15.00
Stool	£50.00
Toilet Basin	£175.09
Toilet Seat	£30.00
Tub Chair	£200.00
Television Remote	£30.00
Wall Heater	£175.00
Wardrobe Rail	£20.00
*All prices are inclusive of VAT	

Maintenance and Repairs

Reporting Repairs

Your first point of contact to report maintenance issues is at reception - New Kipper Court (not University/Castle College office)

Please scan the QR code and complete the form. We will email you information on how to use our online portal to report maintenance issues shortly after you move in.



We aim to assess requests within the following timescales:

- Emergency repairs within 24 hours of being reported.
An emergency repair is any repair required to avoid danger to the health and safety of Residents. E.g. No power supply, overflow of sewage.
- Urgent repairs within 5 working days of being reported.
An urgent repair is any repair which materially affects the comfort or convenience of the Resident e.g. broken handrails, faulty electrical fittings such as the microwave.
- General repairs within 28 days of being reported.
A general repair is any repair not falling in to the two above categories. E.g. Single electric light or power point failure within room, sticking doors or windows. We normally provide you with a minimum of 24 hours' notice if we require access to your accommodation to carry out a repair.

Please note that in the case of emergency we may require immediate access to your accommodation.

Water Leaks or Floods

Water leaks can be extremely damaging. If water is leaking into electrical fittings, this can be very dangerous.

If you spot a leak:

- Call the Residents' Team immediately.
- Try and catch the water in a container to avoid further damage.
- Do not touch electrical sockets or devices.
- If the water to your apartment or building has been turned off, please check that you have closed all taps and ensure that the plug is not left in, in the sink in the kitchen or your en suite.

Electrical Failure

If you have an electrical failure, check to see who else has the same problem – is it other apartments, the entire building or the whole street? If the entire street is in blackout, this means that this situation is out of our control. Power cuts of this nature usually last a maximum of 2 hours.

For all other power failures, please let the Residents' Team or our Porter know so that they can investigate.

Your Feedback

We always want to hear feedback from our customers as we believe it's the only way we can continue to improve our service.

Our commitment to you:

- We endeavour to provide a good service at all times, however we accept that on occasions we do not always get things right.
- We have a positive approach to complaints and regard them as an opportunity to receive feedback on our services.
- We will strive to resolve complaints at the earliest opportunity.
- We will respond to all queries and complaints in a professional and courteous manner.
- We will endeavour to reach a satisfactory conclusion for both parties.
- We will continually review the service we provide following feedback we receive, and we will make changes and improvements where necessary.

Complaints Procedure

We want you to love your time living with us, but there may be times when we don't always get it 'right'. We take all complaints seriously, and will try our best to fix any issues first time. If you need help and advice about how to complain or about our complaints procedure, please contact student support at University College.

Moving Out

Your room will be inspected on departure. We will inspect the room fixtures and fittings against the initial inventory.

Moving Out

There are a few requirements for your last day:

- Your room needs to be clear of all belongings
- You must return all keys, cards and fobs to Reception.
- You must make sure your room is clear of all of your possessions.

Your room must be clean before you leave.



We hope that you have a great year living with us, making friends and memories that will last a lifetime and we wish you the best of luck with your academic studies.

Legal Disclaimer

Please note that this guide does not constitute a complete legal document. This information is designed to offer helpful advice and information on the important aspects of your student accommodation, but as a resident you will be legally bound to all the terms set out in your signed tenancy agreement with University College.