New Ashby Court
Accommodation Guide

New Ashby Court, off Sharpley Road, Loughborough, LE11 4EQ
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- General Information

The information provided in this guide meets the requirements of the UUK Code of Practice for Student Accommodation.

The information in this booklet is provided by the Student Accommodation Centre, Campus Living, your accommodation provider. Campus Living is a department of Loughborough University and is responsible for on and off campus accommodation.

Please visit our web pages http://campuslife.lboro.ac.uk/

LET US KNOW WHAT YOU THINK

If you are not happy with any of our services, please let us know. We want you to have the best experience possible and we are keen to hear from our customers if you have a problem or have some useful feedback.

You can contact us on newashbycourt@lboro.ac.uk with your feedback.
University Security, patrol the grounds regularly.

Wherever possible all pathways are lit to provide better security during the evenings and in the early hours of the morning.

All windows are of double glazed standard. Please ensure all windows are closed when you leave the property.

Doors to individual flats are reinforced hardwood fire doors and are designed for maximum security and to prevent the spread of fire. Fire doors should be kept closed at all times.

**Keys:**

You are responsible for your own keys and if you lose them you will be charged for new ones.

**Accident and Emergency:**

*In the event of you requiring the emergency services YOU MUST dial 999 requesting the service you require i.e Police, Fire Brigade or Ambulance.* Please advise University Security that you have called the Emergency Services.

If you are unsure you can contact Security for assistance by calling 0800 526996 from a mobile or landline.

Security Contact numbers:

**EMERGENCY – 0800 526 966**
General enquiry - 01509 22 2141
from a mobile or landline
Fire Safety in New Ashby Court –

Each week the corridor, stairwell and flat smoke alarms will be tested this will be a sound of loud short bursts of beeps. If the beeps are continual at anytime then you must evacuate the building at once.

Note: If your smoke alarm starts to beep intermittently, please inform your Accommodation Consultant who will get the backup battery replaced.

A fire notice is located in your entrance hallway.

It is your responsibility to make sure you know where your Fire Assembly point is located. If not sure ask your accommodation consultant.

Fire Equipment is provided for your safety. It is an offence to tamper with any piece of fire equipment. You will be charged cost for replacement or repair, and you will also be subject to a fixed fine.

In the event of a fire you can use your fire extinguisher, if unsure do not jeopardise your own safety, close any doors behind you, evacuate the property.

Dial 999 as soon as possible requesting the Fire Brigade.
From a mobile or landline

Contact University Security to report the alarm:

EMERGENCY – 0800 526 966
from a mobile or landline
**Kitchen Appliances**

Each Kitchen is supplied with:

- Microwave
- Fridge/Freezer
- Oven/Grill/Hob
- Washing Machine
- Covered Bin
- Kettle
- Toaster

If you have any problems with the appliances supplied, please contact your Accommodation Consultant either via telephone 01509 222253 or via email newashbycourt@lboro.ac.uk. A repair report form will need to be completed.

To maintain your safety there are a number of items that are **prohibited** in your accommodation.

These are:

- Chips Pans (or deep frying in Saucepans)
- Deep Fat fryers
- Additional Heaters
- Electric Blankets
- Candles or Incense Sticks
- 2 or more Socket Cube Adaptor
- Inside Barbecue Trays

If these items are brought into the New Ashby Court Flats you will be asked to remove them. If there are other items not listed considered as dangerous, these too will be confiscated.
Shower room includes:

- Shower
- Shower Cubicle
- WC
- Toilet Roll Holder
- Toilet Brush
- Basin
- Mirror
- Wall Mounted Cabinet
- Extractor Fan

Please ensure whilst using your shower room the extractor fan must be working. The extractor fan is activated in conjunction with the lighting pull switch.

If the shower temperature changes, check that no other water is being used in your flat i.e. Washing machine, kitchen/shower room sinks.

The emergency on/off switch for the extractor fan is located above the bathroom door in the hallway.

In the interests of the environment please refrain from running showers and taps longer than necessary.

If you have any problems with the items supplied, please contact your Accommodation Consultant either via telephone 01509 222253 or via email newashbycourt@lboro.ac.uk.
Please complete the Inventory issued to you on arrival as soon as possible and return it to the Accommodation Centre.

Utilities

As soon as you move into the property please read your gas, electricity and water meters.

Your meters are located:

Gas: Located on the outside of the building, each meter is labelled by flat number.
Electricity: Located in the Electrical meter cupboard, accessed from the outside of the building to the right/left side of the main front door, you will be issued with a key when you move in. Each meter is labelled by flat number. (Key pad on block 7-15)
Water: Located in the Bathroom or Kitchen of your flat.

All charges for gas, electricity, water and sewerage services supplied to the Property during this tenancy will be inclusive of the rent with a cap per month. This allowance is for general daily use. If the bills amount to more than your allowance then an additional charge will be made to you.

Heating Systems

Please follow the instructions for the boiler carefully, particularly when lighting pilot lights and starting off the system. Do not report appliances as “broken” if you are unsure how to use them. Simply inform the Student Accommodation Centre that you cannot turn on the system.

Recommended heating times for your flat our 2 hours in the morning and 2 hours in the evening.

Your accommodation is heated by panel radiators containing Hot Water supplied from your central heating boiler.

Please adjust the radiators by the thermostatic valve, if fitted, to provide a comfortable environment.

If you are not satisfied with the level of heating in your accommodation please contact your accommodation consultant.

Please do not bring in extra heaters. If these are required please speak to your accommodation consultant.

Avoid having windows open and radiators on to conserve energy.

Your general waste/recycling is collected on alternate weeks between general waste and recycling.

GENERAL WASTE – BLACK WHEELIE BIN

RECYCLING WASTE – GREEN WHEELIE BIN (NO FOOD ITEMS AT ALL)

Please ensure they are presented on the curb side for collection on the appropriate day.

The refuse collectors will not collect any rubbish not placed in the wheelie bin.

Check which items can be recycled on the recycling notice entrance notice board

Internal Lighting

In the interests of sustainability light fittings are low energy types.

If a corridor or ceiling light fails please report this to your accommodation consultant, a maintenance technician will then replace the bulb.

Please conserve energy by turning off lights.

Bicycle Storage

There is a bike store which is accessed from the outside of the building, you will be issued with a key when you move in. Each store has a securely locked door. (Please ensure that this door is kept locked to prevent theft)

Keys must be requested from your accommodation consultant if not issued upon collection of your flat keys. (Bicycles must NOT be stored inside your flat)

Parking

There is a car park for your use which is patrolled by Loughborough University Security on a daily basis. You must advise your accommodation consultant of the make, model and registration of your vehicle.
Noise, Nuisance & Neighbour Disputes

The student accommodation centre is concerned to ensure that nuisance and annoyance is not caused by anti-social tenants. Living in private rented accommodation means that you will be living amongst other residents in the area.

Remember, neighbours may have to get up early, may be elderly or have young children. Please pay neighbours common courtesy by being aware of noise levels, particularly late at night and be considerate and courteous to your neighbours at all times.

Post

The postman cannot enter the buildings. Post will be posted through the letter box in the door into the cage. It is part of the tenants’ responsibility to distribute the post accordingly into the allocated postal slots. Removal of “Junk Mail” will be dealt with by your accommodation consultant.

Maintaining the property in a clean & tidy condition

Tenants living in University accommodation are required and expected to keep the property in a clean and tidy condition and to ensure that the property is treated properly.

Cleaning - this is often a major cause of concern. Your flat must be cleaned regularly. This includes vacuuming – make sure that the vacuum bag is replaced regularly to prevent damage to the vacuum.

Cleaning the cooker – as well as for obvious reasons of hygiene it is important that the cooker is kept clean – failure to clean the cooker is a common reason for withholding deposits.

Cleaning the fridge/freezer – again for reasons of hygiene. If the fridge/freezer is turned off it must be left with the doors open otherwise rapid mould growth occurs.

Insurance

Your University accommodation provider has arranged possessions insurance cover on your behalf through Endsleigh. The policy gives you a core level of protection for some of your belongings whilst they are in your accommodation. It is important, therefore, that you now go online at www.endsleigh.co.uk select student Insurance then cover already arranged and confirm your particular hall/address is listed. Typically tenants like to extend their cover for important items such as laptops,MP3 players and bicycles. Please use the online checklist by visiting www.endsleigh.co.uk select student insurance then cover already arranged. Policy number HH1181.
Condensation Prevention

Condensation is the most common cause of dampness in a property; it is directly associated with mould growth. To avoid condensation and mould growth, please follow the below precautions:

**Primary Measures**
- Improve Ventilation
  This will sweep away the internal moisture-laden air and replace it with drier air from the outside (yes, external air is drier than internal air most of the year!)
- Improve Heating
  Coupled with ventilation, heating should be set or applied to give a low-level background heat. This will ensure no rapid changes to the environment, and will facilitate slight warming of wall surfaces over a period of time, thus reducing the risk of condensation.

**Secondary Measures**
Remove excess moisture sources – no indoor heaters, no indoor drying of clothes.

**You the tenant will be responsible for:**

Furniture, fixtures and fittings inside the premises. Any loss or damage occurring during the Licence period will be presumed to have been caused by the tenant unless the tenant can show that this was not the case.

**Repairs**

**How do you report a repair?**

All repairs must be reported to your Accommodation Consultant via email or by completing the appropriate form in the accommodation centre. We cannot accept responsibility for delays in repairs if they are not reported correctly.

**Email newashbycourt@lboro.ac.uk** (emails must be marked as “Urgent repair NAC and your flat number”) Reports can also be accepted via telephone 01509 222253.

**How long does it take for a repair to be done?**

Once we have received your report form the accommodation consultant in charge will decide if it falls into one of three repair categories which are:

- Emergency Repair – Responded to within 24 hours of you informing the office of the repair.
- Urgent Repair – Responded to within 5 working days of you informing the office of the repair.
- Non Urgent Repair – Responded to within 28 working days of you informing the office of the repair.
Damage Deposits

All deposits are collected and held by Loughborough University. At the end of your tenancy a final inspection will be completed by your Accommodation Consultant, the findings will be submitted to you via an email.

Please ensure that your new address and contact details are updated at the Student Accommodation Centre before you depart at the end of your tenancy, this will assist in the return of your deposit.

How do you get your damage deposit back in full?

Kitchen

Ovens, hobs, grill pans and microwaves; please ensure these appliances are cleaned thoroughly.
Fridge’s and freezers; please ensure that these appliances are switched off, defrosted, thoroughly cleaned and doors left open.
Kitchen Cupboards should be thoroughly cleaned out and worktops left clean.
Floors; depending on floor covering, are to be vacuumed, swept and mopped.

Communal areas

All surfaces should be clean of debris. Floors vacuumed or swept. Electrical equipment should be turned off. Furniture is to be left in a reasonable condition.

Bedrooms

All wardrobes, cupboards and drawers are to be emptied and left clean. Floors and surfaces are to be left clear of debris. Furniture is to be left in a reasonable condition.

Bathroom

Shower, sink and toilet are to be left clean. Cupboards should be emptied. Floors should be dry and clean of debris.
General

As per the terms of your tenancy, all windows must be left clean and shut. All refuse to be disposed of. Note: Any sacks of rubbish left in or about the property are to be removed, failure to do so will result in the Student Accommodation Centre having to organise its removal, the cost of which will be deducted from your deposit.

Décor: All pictures, posters and photographs not belonging to the University are to be removed. Any damage caused by the removal of these items will be deducted from damage deposits.

Note: Please note that all properties will be inspected by an Accommodation Consultant before you leave and then during the first week after your tenancy ended.

You are not allowed to take in lodgers or sublet your property during your tenancy.

Rent Payment

Your rent is payable monthly.

You are able to pay by cheque, cash or debit/credit card at the University Income office in Hazlerigg building or the Student Accommodation Centre. Students can use the online payments with their Student Number as reference.

Rent arrears will be charged at £50.00 for each reminder letter.

Key Returns

When your tenancy ends. Keys will need to be returned either to the students accommodation centre or the security main gate house off Epinal Way. You will need to have made arrangements with your Accommodation Consultant prior to vacating. It is your responsibility to ensure that the keys are returned to us. (Charges will apply for missing or lost keys)
Student Accommodation Centre
Campus Living Loughborough University Leicestershire LE11 3TU UK

Telephone: +44 (0)1509 222258/53

Email: newashbycourt@lboro.ac.uk

http://accommodation@lboro.ac.uk
http://campuslife.lboro.ac.uk