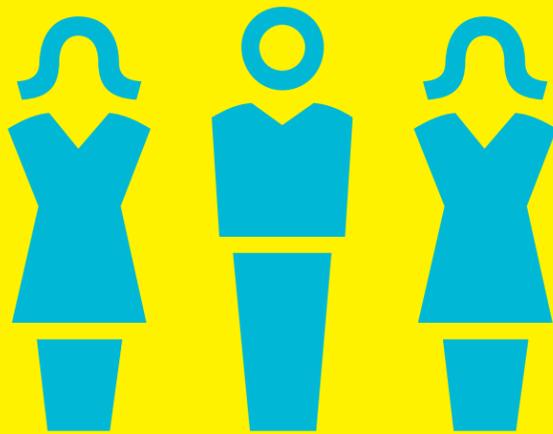


WELCOME ↓↓ TO

ABLETT HOUSE

THIS BOOKLET

IS HERE



TO MAKE

THINGS EASY

 **FOR YOU.**

THE
STUDENT
HOUSING
COMPANY

Before we introduce ourselves here are a few things you should do as soon as possible.



Make sure you know how to contact the Accommodation Office to report any problems to your residence team.



Follow us on Facebook, Twitter and Instagram. We might not be reporting on breaking world news, but we can keep you up to date with events in your residence.



Introduce yourself to your neighbours. Living with other people is much easier if everyone is friendly.

Contents

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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8am-6pm

Saturday closed

Sunday closed

0151 214 3370 24 hours

abletthouse@thestudenthousingcompany.com



Your Student Portal

To access your student portal go online at:

<http://thestudenthousingcompany.com/login/>

You can find your log in details in the email sent to you by your residence when you booked. If you cannot find your details just ask and the residence team will be more than happy to help.



Follow Us

 Ablett House - Student Accommodation

 @comelivewithus

 thestudenthousingcompany



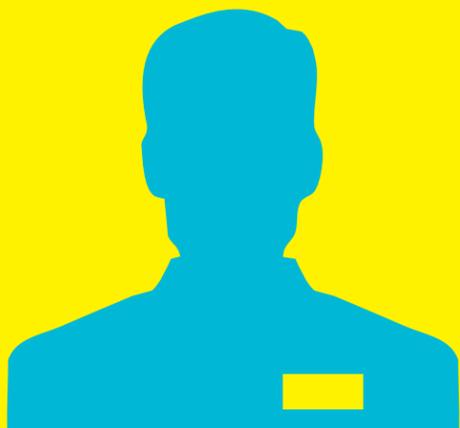
What We Will Do for You

We are The Student Housing Company and we manage your residence.

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. We want you to find renting a room from us incredibly easy and we want you to feel safe, comfortable and looked after. We want your parents to have peace of mind and we want you to recommend us to other people.

From our plain-speaking name to our friendly staff, we want to make everything we do as clear and upfront as possible.

Our goal is to have buildings close to lots of UK universities. We want these occupied 100% of the time. We can only do this by being excellent.

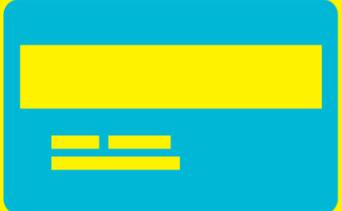


Our Promises

We make 5 promises to our customers that we think reflect the quality of our accommodation. They won't tell you how to survive Freshers' Week, but they will give you a good indication of what to expect from our high standard of service.

If you don't receive this standard of service you can tell us by filling in a yellow card at reception, and we'll do everything we can to put things right.

We know we can't get *EVERYTHING RIGHT* all of the time, SO  **WE, HERE AT THE STUDENT HOUSING COMPANY,** will read *and* consider **ALL** of  **YOUR SUGGESTIONS** on how to **improve our service.**

 WE'LL BE **UPFRONT** *about ALL the COSTS YOU'LL FACE TO RENT*  a **ROOM** from us.

If things **BREAK** OR go wrong in our  **BUILDINGS**  **WE'LL FIX THEM QUICKLY AND CHEERFULLY.** 

WE'LL ACTIVELY **SEEK**  **STUDENT INVOLVEMENT** in our **COMPANY** through  **PLACEMENTS** so we make sure our offer is being SHAPED BY ACTUAL STUDENTS

 The **PEOPLE** who work in *your* building have been  **HIRED** for their **INTEGRITY,** FRIENDLINESS AND WILLINGNESS TO **GO THAT**  *bit* **FURTHER.**

What to Do When Things Go Wrong

When things go wrong in our building we will fix them quickly and cheerfully.

'Things' means

...anything we supply to you as part of the fixtures and fittings of the building.

'Quickly' means

Priority One (Emergency Repairs) are completed within 24 hours of being reported. These are repairs required to ensure the health and safety of residents, or prevent damage to buildings and belongings.

Priority Two (urgent repairs) are completed within five working days of report. These would be any repairs that materially affect the comfort or convenience of the residents.

Priority Three (non-urgent repairs) are completed within 28 days of report. These would be any repairs not falling into the above categories.

'Cheerfully' means

...we are happy to do so and hope that you will find our maintenance team happy to help you.

If you do wish to report a problem or need something fixing please call your residence team or visit reception.



The Serious Bit

At The Student Housing Company we take the behaviour of our residents very seriously. Breaches of our rules and regulations can result in removal from your accommodation.



We don't want this to happen so please remember to respect others and the building at all times.



It is your joint responsibility to ensure that communal areas are kept clean and tidy to an acceptable standard.



House inspections take place from time to time. We do not clear up after you but we will help and offer friendly advice – please remember that if cleaning is regularly ignored we may appoint contract cleaners to tidy up at your expense.



A list of common charges for damage to items can be found on The Student Housing Company portal. Please also remember that guests are your responsibility at all times.



Please remember to pay your rent on time. You can pay online through your student portal or by bank transfer, come to see us at reception for our banking details. Your student portal web address is:

<http://thestudenthousingcompany.com/login/>

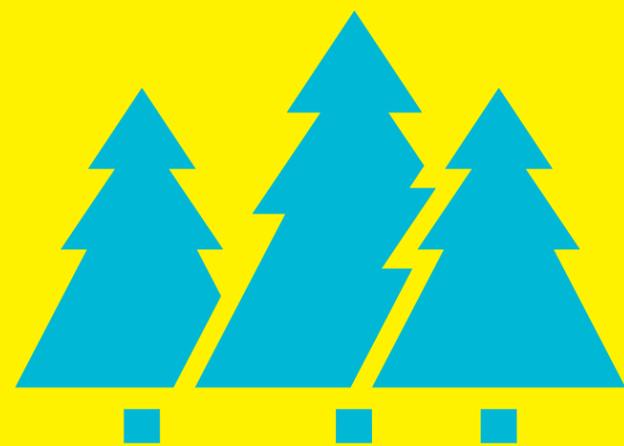


If you are having financial problems please contact reception as there are charges for late payment of rent.



You can contact the student loans company through their website *www.slc.co.uk*

How to Stay Green



Switch it off

Please switch off all lights and other electrical gear not being used, don't just leave it on stand-by. You wouldn't believe how much energy this saves. In fact, every time you do this Al Gore hugs a puppy.



Keep a lid on it

Keeping a lid on your pan makes your food cook quicker and conserves energy. It also helps keep your hob clean.



Use your booster switch

If you're chilly your room has a booster switch for the heating. Using this means you don't have to leave your heating on permanently.



Bike storage

We have secure bike storage so be green and bring your bike with you.



Recycling and rubbish

Please ensure that all rubbish is taken to the bin store. We operate a very simple recycling system in all of our kitchens. Please familiarise yourself with this and stick to it in an effort to keep our planet green.

What You Can Do for Your Residence

We expect you to...



Look after your flat, keeping it clean and tidy.



Keep noise to a minimum throughout the building and outside at night.



Allow us access to your room for inspections and to fix things.



Familiarise yourself with our rules and guidelines.

Cleaning up



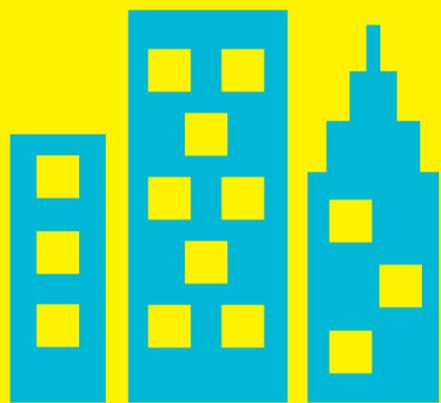
Remember to regularly remove rubbish bags and place them in the correct bins provided.



Remember to wash all your dishes, but be careful not to block the kitchen drain.



Ensure all hair is removed from the shower to prevent it from causing unnecessary blockages.



Being Safe and Comfortable



Fire Safety



Tampering with fire detection and safety equipment is a crime and may result in a fine or prosecution.



Take your time to familiarise yourself with the fire assembly point and the fire notices displayed. Make sure you know where your closest fire exit is.



Fire alarm tests are held weekly so familiarise yourself with when this is.

General Safety



Smoking and illegal drugs are not allowed anywhere inside the building.



Student accommodation is often seen as a soft target for thieves. Always lock your windows and doors when you are not in.



Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



Don't make excessive noise, especially late at night. Many of our tenants will be studying in the evening or early morning.

Post and Parcels



Parcels will be kept behind reception. To pick up the parcels you need to sign for them and show ID.



Parcels can only be accepted at reception during office opening hours, and please wait for an email from us before coming to collect them.



Please make sure all post is addressed correctly and includes your full name and your room number.



Unrecorded letters will be distributed into secure flat post-boxes for your collection. A key to your post-box will be provided to you when you move in.

We will do our best to look after parcels, but in the unlikely event of something going wrong, we will not be liable for any damage or loss of a parcel you have authorised us to accept on your behalf.

What your rent includes...

Laundry



Circuit Laundry operate these machines for us. To use the machines you need a top up card, which are available to buy on site at £2. You can then top up as and when you need to, and money will be deducted from your card each time you use a machine.



Call Circuit on 01422 820 360



You can set up an account online and check for machine availability by visiting www.laundryview.com

TV, IPTV & Internet



All communal kitchens and Studios have TVs. IPTV is available throughout and is supplied by Ask4.



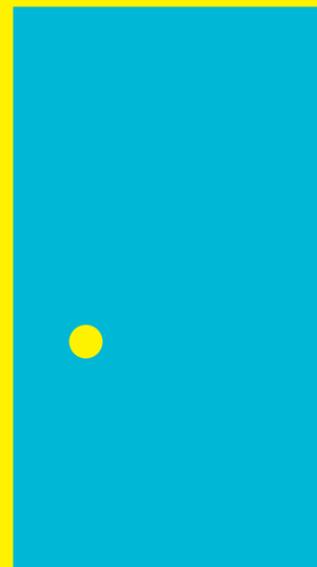
Remember to get your TV license at www.tvlicensing.co.uk



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect six devices to your internet account. Internet is supplied by Ask4.



If you are stuck you can contact Ask4 by calling 0114 303 3232, emailing support@ask4.com, or texting 'call me' to 07797 800 545 for a call back.



What your rent includes...

Common Room



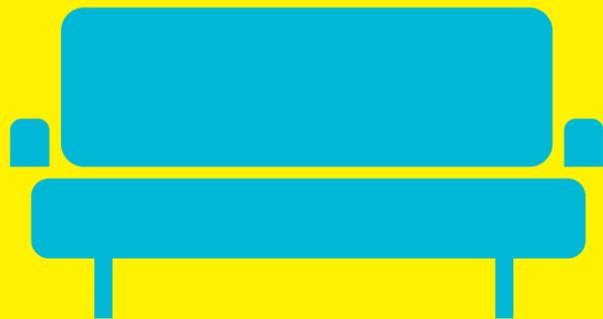
The Common Room is available for your relaxation and enjoyment 24/7.



You are welcome to plug in your DVD player, Playstation, Wii etc. and make it your own.



The Common Room is your space for you to use as you wish, however if noise is disturbing the other students the room will be locked. Remember, you are part of a community, so please be considerate of others.



Keys



Access to your residence is by key fob, which gets you into the residence and all the way up to your room.



Flat doors and Studio doors lock automatically, but bedroom doors do not. You must present the key to the door every time you leave your room, a bit like how you would lock a door with a normal key.



All communal doors lock automatically.



There is a charge to replace each key so please do not lose them.

Getting Around

Liverpool Lime Street Train Station

Liverpool Lime Street Station, Lime Street, Liverpool, L1 1JD

Moorfields Train Station

Moorfields Station, Moorfields, Liverpool, L2 2BP

Queens Square Bus Station

Queens Square, Liverpool, L1 1RG

Liverpool One Bus Station

Canning Place, Liverpool, L1 8JX

Post Office

Royal Mail, WH Smiths, Liverpool One shopping centre

Supermarkets

ALDI, St Johns Shopping Centre, Liverpool, L1 1LS

Tesco, Hanover Street, Liverpool, L1 4AG

Iceland, Queens Square, L1 1EQ

Cinemas

Odeon; Liverpool One Shopping Centre, 14 Paradise St, Liverpool L1 8JF

FACT; Wood Street, Liverpool, L1 4DQ

John Moores University

70 Mount Pleasant, Liverpool, L3 5UA

The University of Liverpool

Student Administration Centre, 160 Mount Pleasant, Liverpool L3 5TR

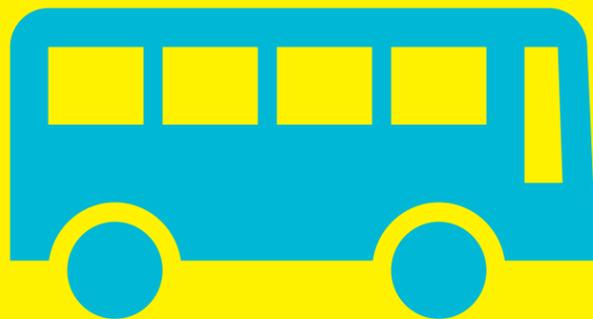
Liverpool Hope University

LHU Creative Campus, Shaw Street, Liverpool, L6 1HL

Edge Hill University

247 St Helens Road, Ormskirk, L40 6JP

Liverpool, L1 4AP



Useful Contacts

City Contacts

NHS 24.....	111
The Royal Liverpool Hospital	0151 706 2000
Delta Taxis.....	0151 922 7373
Liverpool Tourist Information.....	0151 233 0090
The Samaritans.....	08457 909 090
Addiction Helper.....	0800 044 8320
Nightline (Student support helpline).....	0131 650 1000

University Contacts

Liverpool John Moore University.....	0151 231 5090
The University of Liverpool.....	0151 794 2000
Liverpool Hope University.....	0151 291 3000
Edge Hill University.....	0169 575 7171
Liverpool Institute of Performing Arts.....	0151 330 3000
KAPLAN.....	0131 556 0900
SAE Institute.....	0333 011 2315



Freebies

It's hard to know where to start, so here are a few places we think you should take some time out to visit to immerse yourself into Liverpool culture:

Ferry Across The Mersey

Hop on board and see Liverpool at its best, from the sea (wrap up warm). P.S. There is a bar on board

Explore the Albert Dock

Check out some great bars and restaurants in our historic docklands area and take in some great views, you might even bump into a Football player or two!



The Student Housing Company Handbook



Lark in the Park

Jump the train to St Michaels to check out the stunning Sefton Park and the Bohemian Cafe Hub that is Lark Lane



Cathedrals

Visit both the Cathedrals on Hope Street and drop into the Philharmonic Pub in-between, one of the them is one of the worlds biggest and you can see for miles from the top



Fancy a Chinese?

Visit the oldest Chinese community in Europe to see the beautiful arch and try to stomach a buffet after a night on the Razz.



Museums

We have loads to choose from; raging from The World Museum just at the end of the street, to the Museum of Liverpool, The International Slavery Museum and The Maritime Museum

The Best Of...

Cocktails

You are never far from a good Cocktail in Liverpool. Head The Florist on Hardman Street to indulge in artisan cocktails amongst some of the most Instagram friendly décor ever.

Cafe

As well as having a brand-new Cat Café on Bold Street, you can still get stuck into a proper breaky at City Café around the corner on Stanley Street.

Bookshop

We have some proper old school Bookshops if you know where to look. Check out the ones on Mount Pleasant and London Road where you might find some dusty classics.

3am Takeaway

Lobster Pot is a local institution of traditional late-night chippies, but if you fancy some cracking Chicken Burgers go for a Nabzy's or try American Pizza Slice for err Pizzas...

Gym

The Liverpool Lifestyles Gym on Victoria street is free for LJMU Students, but for all you juice heads there is also JD Gyms and Pure Gym down the street.

Bars

Concert Square and Slater Street are your best bets for student friendly nightlife, but don't forget to hit up the hip Baltic Quarter and the rowdy Mathew Street.



Best Kept Secret...

St George's Hall and Gardens; a great spot close by Ablett House to bask in the sun amongst some of Britain's best architecture. Don't forget to head inside to see the beautiful mosaic floor and creepy dungeons.

The Georgian Quarter; The old part of the city around Hope Street boasts some pretty roads and quirky pubs. You might even see some movie stars as its always used for filming.



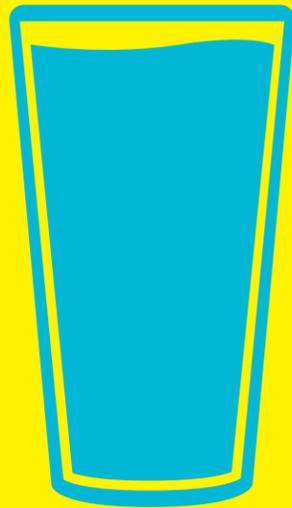
The Good, the Bad and the Ugly

For some high-end night life Alma De Cuba is a must, it is a converted old church turned into a fancy bar great for dancing the night away on the altar or chilling in a private booth.

Levels is the most popular Student Night, right in the midst of Concert Square where you will meet loads of residents from Ablett House with some nights to remember (and forget).

The Blue Angel (known locally as The Raz) is possibly one of the cheapest nights out you can have in Liverpool. Very student friendly, cheesy tunes and home to the Fat Frog.

Bucket List



Visit the Cavern Club and step into a part of music history to see where The Beatles started out and Rock & Roll really got going.



Take the short bus ride to check out Goodison and Anfield stadiums, football is a strong part of Liverpool's culture and its wise to get your head around why the locals are so passionate.



Drop into one of the local cafes to see if they have any Scouse on offer (yes, we are named after a type of Stew), great with some crusty bread on a cold day.



If the weather is decent enough jump the train up the coast to Formby for a stroll in the Red Squirrel Woods and a picnic on a blue flag rated beach.



Swing by Smokie Mo's to experience the coolest club in the city, make sure to dress your best as its very exclusive and plays only the hippest tunes with world class entertainers.

Monday to Sunday

Mondays

Go for a jog up to the nearby Everton Brow to burn off the weekend's liquid calories.

Tuesdays

Dominos Two for Tuesday is too good to be true!

Wednesdays

Champions League night? It has to be McCooley's, then The Jacaranda to celebrate 'til dawn.

Thursdays

Late night shopping in Liverpool One for some post-study retail therapy.

Fridays

Pre-Drinks before hitting up the clubs around Slater Street and Concert Square.

Saturdays

The Baltic Market is a must for an amazing mix of food stalls and drinks to sort yourself out.

Sundays

Box the weekend off in a wild and fabulous way at the gender inclusive Stanley Quarter.

