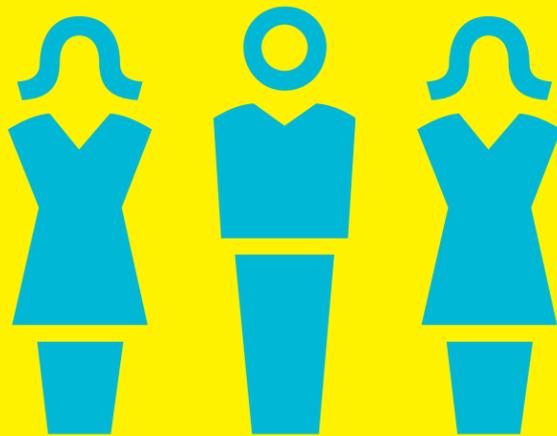


WELCOME ↓↓ TO

ARRAN HOUSE

THIS BOOKLET

IS HERE



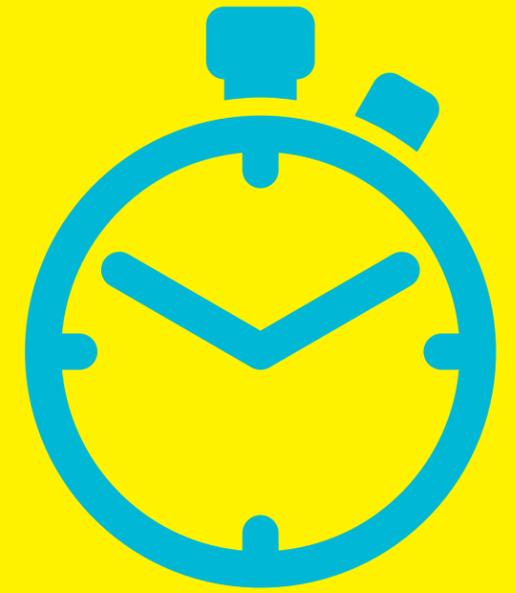
TO MAKE

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 Reception 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

- ➔ Useful information
- ➔ What we will do for you
- ➔ Our Promises
- ➔ What to do when things go wrong
- ➔ The serious bit
- ➔ How to stay green
- ➔ What you can do for you residence
- ➔ Being safe and comfortable
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- ➔ What your rent includes
- ➔ Getting around
- ➔ Useful contacts
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- ➔ The best of...
- ➔ Best kept secret
- ➔ The good, the bad and the ugly
- ➔ Bucket List
- ➔ Monday to Sunday

Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8am-6pm

Saturday 9am-3pm

Sunday 9am-3pm

0131 201 2260 24 hours

arranhouse@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

 Arran House - Student Accomodation

 @comelivewithus

 thestudenthousingcompany



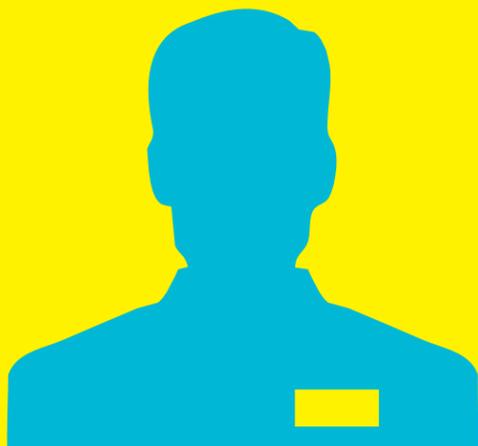
What We Will Do for You

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.

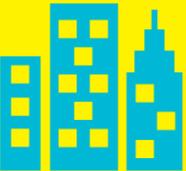


Our Promises

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/>

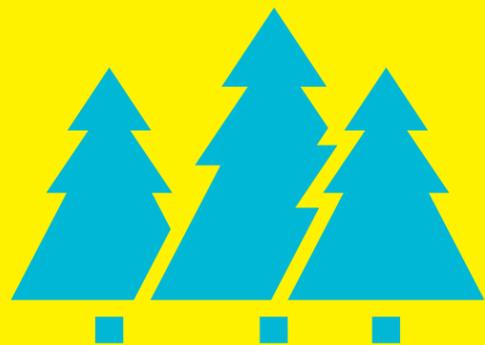


If you are having financial problems please contact reception as there are charges for late payment of rent.



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 'Frankie Boyle 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.



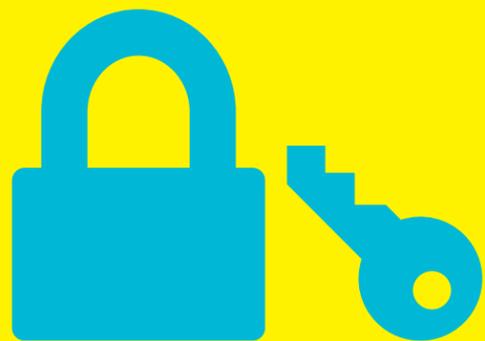
Remember to wash all your dishes, but be careful not to block the kitchen drain.



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 every Wednesday at 11am for a couple of seconds. If it sounds at any other time please leave the building and wait at the top of the street.

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



All parcels go to reception. To pick them up you need to sign for them and show ID. Parcels can only be accepted at reception during office opening hours.



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



Post will be distributed into secure flat postboxes for your collection. A key to your postbox 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 worth £5. This 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.



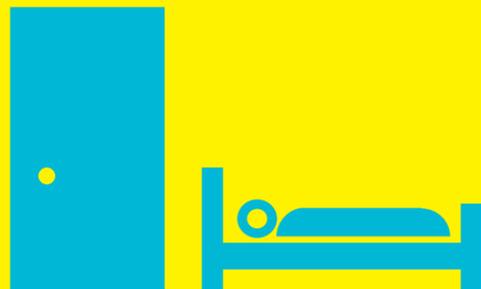
Remember to get your TV license at www.tvlicensing.co.uk



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...

Social Space



The Social Space 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 Social Space is everyone's to use as they wish, please be mindful of others when enjoying this area.

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

Haymarket Train Station

Haymarket Terrace, Edinburgh, EH12 5EY

Edinburgh Waverley Train Station

Waverley Railway Station, Edinburgh, EH1 1BB

Edinburgh Bus Station

St. Andrew's Square, Edinburgh, EH1 3DX

Edinburgh Napier University Merchiston Campus

10 Colinton Road, Edinburgh, EH10 5DT
Plymouth University

Edinburgh University

George Square, Edinburgh, EH8 9JZ

Heriot Watt University

Edinburgh Campus, Riccarton, Currie, EH14 4AS

Queen Margaret University

Queen Margaret Drive, Musselburgh, EH21 6UU

Convenience Store:

Tesco Express

135-137 Fountainbridge, Edinburgh, EH3 9QG

Post Office

5 Brougham Street, Edinburgh, EH3 9JS

Murrayfield Stadium

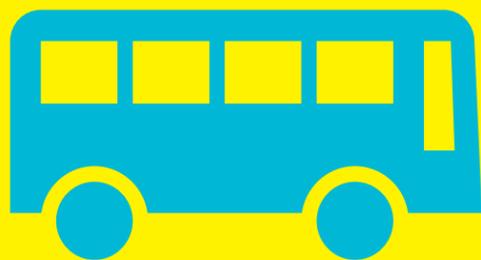
Murrayfield, Edinburgh, EH12 5PJ

Cineworld

Fountainpark, 130/3 Dundee Street, Edinburgh, EH11 1AF

Cameo Cinema

38 Home Street, Edinburgh, EH3 9LZ



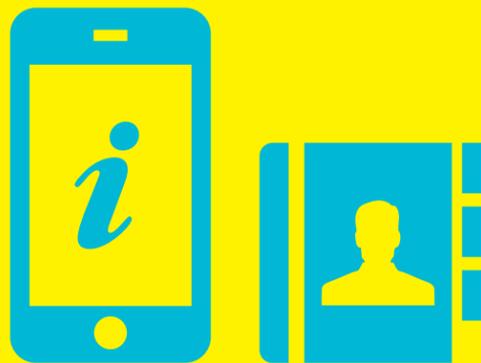
Useful Contacts

City Contacts

NHS 24	111
Western General Hospital	0131 537 1000
City Cabs	0131 228 1211
Visit Scotland	08452 255 121
The Samaritans	08457 909 090
Addiction Helper	0800 044 8320

University Contacts

Edinburgh University	0131 650 100
Edinburgh Napier University	0333 900 6040
Heriot Watt	0131 449 5111
Queen Margaret University	0131 474 000
Edinburgh College	0131 669 4400
KAPLAN	0131 220 4278
SRUC	0131 535 4041



Freebies

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

Climb Arthur's Seat

Formed by an extinct volcano, Arthur's Seat is the mean peak of a group of hills just east of the Old Town. It takes approximately 45 minutes to reach the top, but the views over the city will make your day! Don't forget to take one for the gram and share it with us on @comelivewithus.



Stroll along the Royal Mile

Steeped in history, the Royal Mile is a must for any Edinburgh resident. Stretching from Edinburgh Castle down to the Scottish Parliament and Holyrood Palace, there is something to tickle anyone's fancy!

Explore the Old Town

You can easily spend hours walking through lanes and alleys, of the Cowgate and Grassmarket, imagining what the city was like hundreds of years ago.

Greyfriars Bobby

A tourist hot spot! One of Edinburgh's most famous tales regarding wee Bobby, a dog who spent 14 years guarding the grave of his owner. Don't forget to get your picture taken with the statue of Bobby outside Greyfriars Kirk and tag us.

Museums

Edinburgh has several museums, and the great news is the majority of them are free! Make sure to visit the National Museum of Scotland and the Museum of Edinburgh amongst others.

The Scottish Parliament

Even for those of us without a great interest in politics, this strange looking building is worth a visit. You can pop in for free, have a nosey and even watch debates live in the chamber!

The Meadows

'Sun's out, taps aaf' is a common phrase you will hear around the meadows when the temperature reaches a tropical 15 degrees. The meadows is a great park right in the centre of the city which is packed with Edinburgh residents as soon as the sun shows up, make sure to pick up your disposable BBQ!

The Best of...



Cocktails

Dragonfly is the place to visit for the best cocktails in town, you may not get to use your student discount card but is a great call for a first date!

Coffee

A very debatable subject as everyone has their favourite, but the aptly named Project Coffee in Bruntsfield (next to Edinburgh Napier University Merchiston Campus) won't let you down! Flat White please!

Bookshop

Blackwell's located on South Bridge, it has a great selection to sit and read for free whilst sipping on a coffee. They also host book launch events which are great events for the calendar!

3am Takeaway

City Kebab House is by far the best takeaway, it provides a tremendous kebab! Make friends with the guys there and you may even get a free can of Irn Bru to wash it down!

Gym

If you are eating kebabs after a night out, you better keep yourself active and PureGym, located in the Quartermile, cannot be knocked at only £19.99 per month!

Bar

Edinburgh has so many amazing bars, but to keep it local and student friendly you must visit The Chanter; amazing food, drinks and all the live sport you will need!

Best Kept Secret...

Whether you are a cyclist, a runner, or you just want to see what beautiful scenery is on offer, head along the Union Canal and take in all the amazing sites. Like a challenge? You can follow the canal all the way through to Glasgow, just remember, we won't come and collect you from the other end!



The Good, the Bad and the Ugly

This can be covered by one event, Atik Sundays. Legend has it that this is a student right of passage!

Atik is a nightclub just around the corner from our Arran House residence so you will have no problems finding your way home after a great night in one of Edinburgh's oldest running establishments.

Cav hosts guest DJ nights, has great drinks deals and is guaranteed to be packed every Sunday night with music to please everyone.

Only a good night can be had at Cav, the bad and the ugly comes when you have to make your 9am lecture Monday morning.

Bucket List



Brave a Mercat ghost tour around Edinburgh's **Old Town**. Spooky!



Enjoy afternoon tea at the summit of the **Royal Mile**, right in the shadow of the iconic **Edinburgh Castle**.



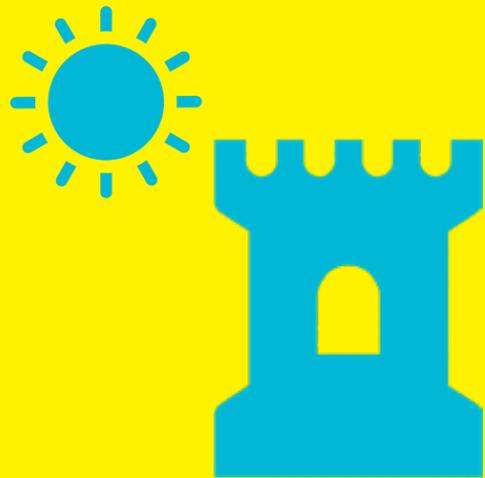
Tour the **Royal Yacht Britannia**, after a long day of shopping in **Ocean Terminal**



Hike up **Arthur's Seat** and have a picnic with scenic views over Edinburgh.



Try something new to get the adrenaline pumping with a visit to the 'The Rolling Haggis' to experience **Zorbing**, only 15 minutes away from Edinburgh City Centre!



Monday to Sunday

Mondays

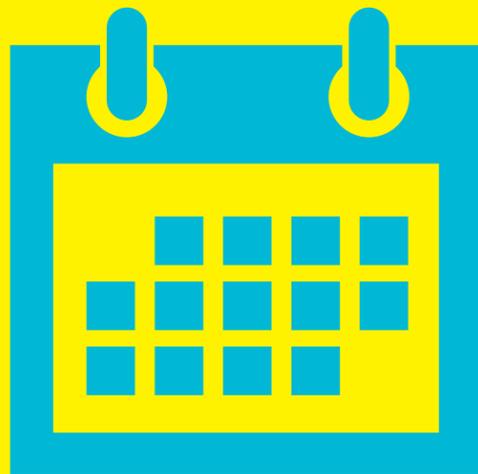
You have to study sometime!

Tuesdays

Papa Johns Two for Tuesday is too good to be true!

Wednesdays

Champions League night? It has to be the The Pear Tree with a pub quiz after!



Thursdays

Late night shopping down Princes Street, pick up a hot chocolate as it's cold outside!

Fridays

Get down to Cineworld and use that student discount to see the latest release at Edinburgh's only IMAX!

Saturdays

Let's get active, get up and down Arthur's Seat in time to catch Jeff and the boys on Soccer Saturday!

Sundays

Clear your schedule... it's Sunday, it's Cav.