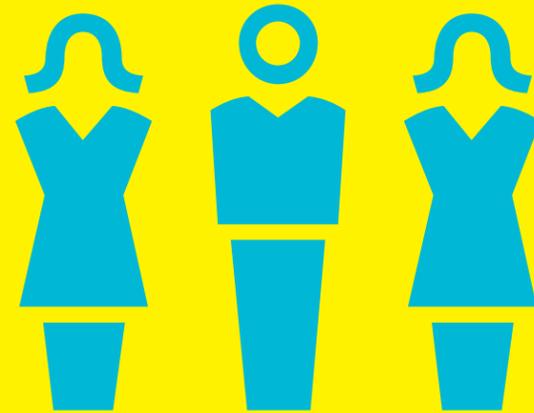


WELCOME ↓↓ TO

AUSTEN 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.

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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8am-6pm
Saturday 8am-12pm
Sunday 8am-12pm
24 hours 07732 417964

austenhouse@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

-  Austen 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.

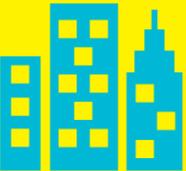


Our Promises

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/>

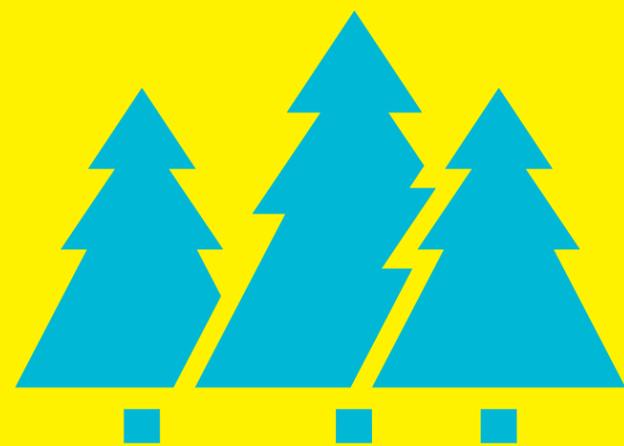


If you are having financial problems please contact reception as there are charges for late payment of rent.



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 Caroline Lucas 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

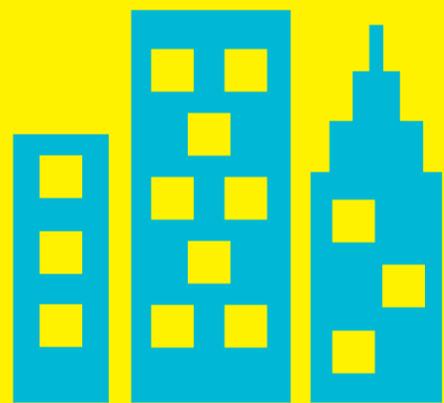
We have secure bike storage so be green and bring your bike with you.



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. So keen are we, in fact, that you recycle that our cleaners will empty your recycling bins every week!

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.



Respect your flatmates and your neighbours.



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



Familiarise yourself with our rules and guidelines.

Cleaning up



Remember to recycle as much of your waste as you can, placing it in the labelled bins provided in your kitchen.



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 tolerated and 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.



Our space is limited, so we can only hold on to your parcels for a couple of weeks. If you don't collect them we will return them to the sender.

What your rent includes...

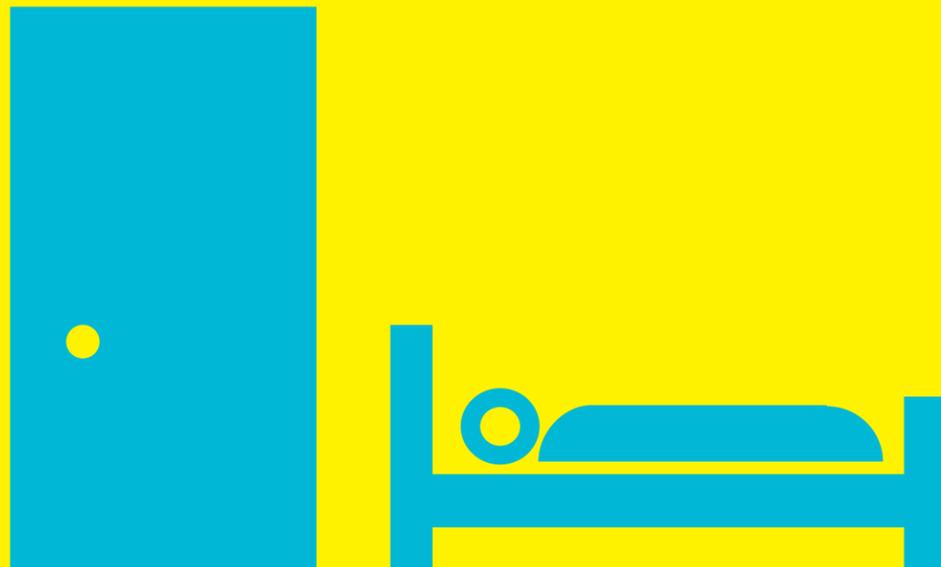
Cleaning



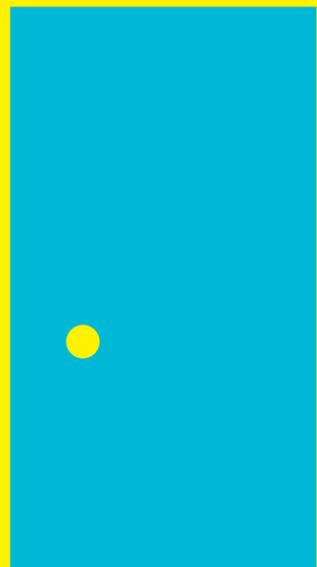
If you are living in a communal flat (one with a shared kitchen) your flat will be cleaned once a week. The day it's cleaned will be displayed in the noticeboard in the kitchen. You'll need to do your own washing up and tidying. The cleaners will clean the floors, worktops and sink if they have been left clear.

The cleaners will also take out your recycled waste for you as long as it has been correctly sorted into the recycling bins.

If you live in a studio flat and want a cleaner to clean for you for a small fee, contact us at reception and we can agree a date and time with you. Simple!



What your rent includes...



Laundry



Circuit Laundry operate these machines for us. To use the machines, you need a top up card worth £2 or use the free to download Circuit Landry App. 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. Watching live TV without a license is a criminal offence.

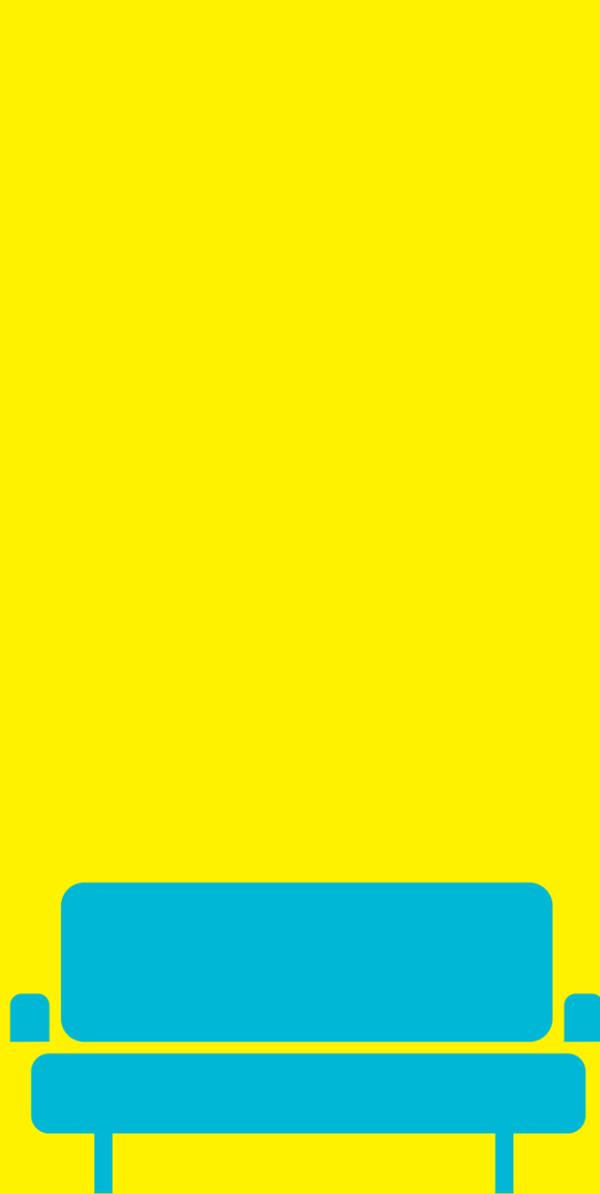


There is 100Mb broadband with Wi-Fi throughout, with the choice to connect six devices to your internet account. Internet is supplied by Ask4.



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



Our 11 amazing social spaces are free for you to use at your disposal!



At Austen House we have a Common Room, Café, 2 Study Rooms, Photography Room, Gaming Room, Cinema, Kitchen Bar, Art & Textiles Room, Music Room, and Reading Room!

So whether you want to get your head into your textbooks or end a dreaded FIFA rivalry we have just the space you can do it in!



The Social Spaces are 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 card, 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

Southampton Central Train Station

Blechynden Terrace, Southampton, SO15 2AL

Southampton Airport Parkway

Wide Lane, Southampton, SO18 2HW

Southampton Coach Station

Coach Station, Harbour Parade, Southampton,
SO15 1BA

Southampton Solent University

East Park Terrace, Southampton, Hampshire,
SO14 0YN

Tesco Express

40-42 London Road, Southampton, SO15 2AG

Aldi

88-96 Bevois Valley Road, Southampton,
SO14 0JZ

Asda

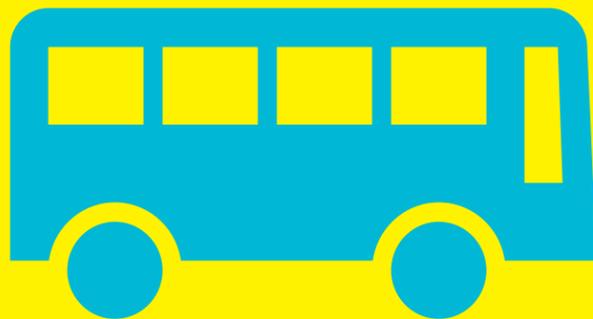
The Marlands-Western Esplanade, Southampton,
SO14 7EG

St Mary's Stadium

Britannia Road, Southampton, SO14 5FP

Showcase Cinema Deluxe

West Quay Shopping Centre, Southampton
SO15 1QF



Useful Contacts

City Contacts

| | |
|------------------------------------|---------------|
| NHS Advice | 111 |
| Southampton General Hospital | 023 8077 7222 |
| City Cabs | 023 8099 9999 |
| The Samaritans | 08457 909 090 |
| Addiction Helper | 0800 044 8320 |

University Contacts

| | |
|-------------------------------------|---------------|
| University of Southampton | 023 8059 5000 |
| Southampton Solent University | 023 8201 3000 |
| Southampton College | 023 8059 5000 |
| KAPLAN | 023 8022 0852 |



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 Southampton culture:



Southampton City Art Gallery

Make sure to visit Southampton City Art Gallery- with a collection of over 5,000 works of art, and past guest exhibitions such as Andy Warhol meaning the gallery is a must see!

New Forest Walks

You can spend hours exploring the endless tracks through the New Forest, perfect for a break from Uni work! The New Forest is renowned for its cycling routes- with many pubs to check out along the way. Don't forget to bring some carrots for the New Forest wild ponies. This is an ideal day out for those summer days off Uni.

City Centre Parks

As soon as the sun comes out in Southampton, everyone flocks to the city centre parks! "The Common" will be packed with Southampton residents as soon as the sun is out- remember to pick up a disposable BBQ! "The Common" is also home to Rob De Bank's Common People Festival every May Bank Holiday - so watch out for the 2019 lineup announcement!

Museums

Southampton has many museums such as the Sea City Museum which includes the Titanic story. The Medieval Merchants House in "Old Town" is worth a look. Please check out the Southampton Maritime museum which has Free entry.

Southampton Old Town Walls

Southampton has some of the most complete medieval town walls in the UK. Start at the Bargate and work your way down to the waterfront. The "Old Town" walls are steeped in Southampton's historic maritime history.

Weston Shore

Netley Abbey and Victoria Country Park Weston Shore, which joins Netley Abbey and Victoria Country Park on the Southampton coastline, is perfect for picnics, chips in a cone and BBQ's. Make sure you get down there to watch some of the largest cargo and cruise ships in the world sail into Southampton Docks. The Abbey is steeped in history whilst the Park has an adventure playground, BBQ spaces, a pebble beach and a miniature railway.

The Best of...



Cocktails

Turtle Bay is the place to visit for the best cocktail in town, a fantastic venue for a first date perhaps! Orange Rooms also provides one of the most dynamic drinks menus in Southampton. This venue will excite and delight even the most jaded connoisseurs.

Coffee

Coffee's a very debatable subject as everyone has their favourite, but we go for the family ran Mettricks (opposite the O2 Guildhall). For tea, coffee, cakes and scones this is your place!

Bookshop

Waterstones located in the West Quay has a great selection to sit and browse whilst sipping on a coffee. They also host book launch events which are great events for the calendar!

3am Takeaway

Romeo Pizza is by far the best takeaway in Southampton, it's located in Bedford Place. From freshly made pizza to kebabs, burgers, chicken and much more, there is simply nowhere else in town this good!

Gym

If you are eating kebabs after a night out, you better keep yourself active and The Gym, located on "High Street". Look out for student offers and deals

Bar

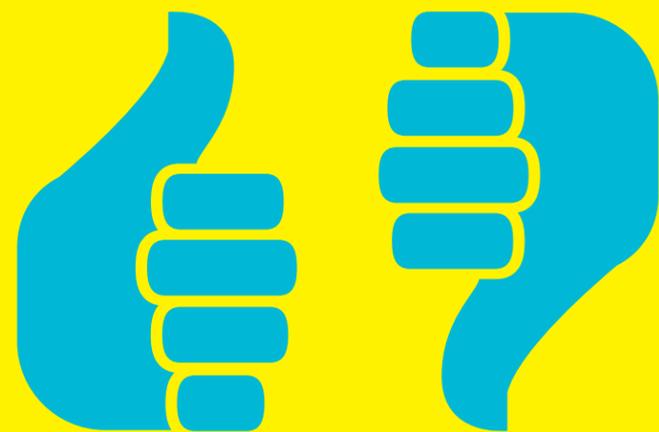
Southampton has so many amazing bars, but you must visit Café Parfait, Revolution, Popworld, The Social, Switch, Jesters and one of our personal favorites The Frog and Parrot – drinks/food and all the live sport you will need!

Best Kept Secret...

Southampton pub The Grapes is steeped in maritime history and many people do not know its close links with the Titanic's maiden voyage!

The Grapes is rumoured to be where during the film Titanic, Jack (Leonardo DiCaprio) drinks before setting sail.

The Grapes is also known to have saved the lives of a crew member and three brothers who after drinking with friends, lost track of time and missed the Titanic's departure from Southampton in 1912. This pub is definitely worth a visit!



The Good, the Bad and the Ugly

This can be covered by one event, Jesters! This legendary night is a student rite of passage!

Jesters is located just up the road from Crescent Place (but not too far from Austen House) and you must experience one of the UK's most infamous clubs!

Firstly you will need a pair of designated 'Jesters shoes' (we recommend your least favourite- definitely not heels). This is important as these will be your Jesters shoes for your entire time at University!

Jesters is the home of the Jestic! A drink with unknown ingredients- you can be sure it is a slightly different colour each time you have one.

Only a good night can be had at Jesters, the bad and the ugly comes when you have tried the Jestic challenge and the Fellowship Challenge at The Hobbit the night before- with a 9am lecture the next morning...

Bucket List



Visit the Mayflower Theatre to watch the UK's best theatre productions and comedy acts! Not to be missed!



Head to Southampton Common for a picnic in the best green space in Southampton.



Hop on the local Red Funnel Ferry to explore the Isle of Wight for a day trip!



Get the train to Brockenhurst to visit the stunning New Forest countryside- including the wild New Forest Ponies!



Enjoy a Saturday afternoon watching Premier League Football, with Southampton FC playing at St Mary's Stadium.



Monday to Sunday

Mondays

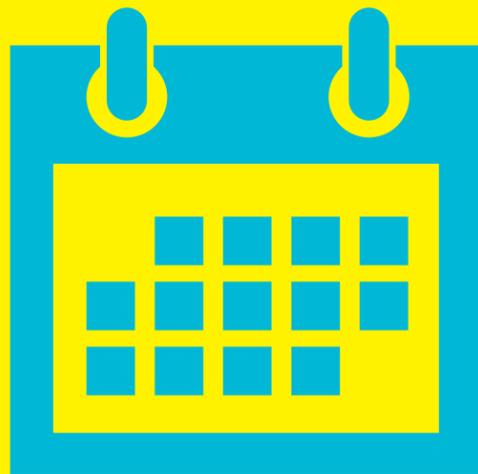
Café Parfait Mondays!

Tuesdays

Dominos Two for Tuesday is too good to be true!
Switch nightclub afterwards?

Wednesdays

Champions League night in the Frog and Parrot.
Oceana nightclub open until late...



Thursdays

You have to study sometime!

Fridays

Get down to the Showcase Cinema and use your student discount to see the latest movies!

Saturdays

Let's get active, get up to Southampton Common for a run/
bike ride before all the sport on TV.

Sundays

Time to take a rest for the week ahead - enjoy!