

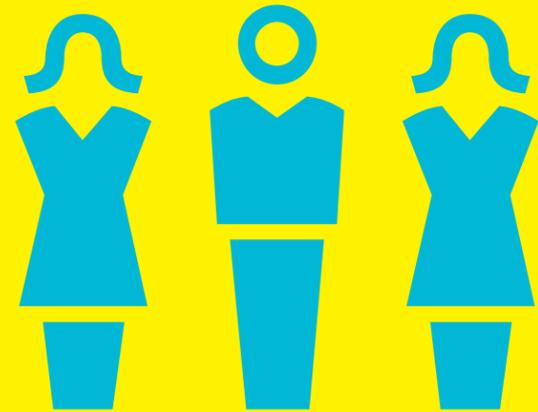
WELCOME ↓↓ TO

BECKLEY POINT

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

- ➔ 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 your residence
- ➔ Being safe and comfortable
- ➔ Post and parcels
- ➔ What your rent includes
- ➔ Getting around
- ➔ Useful contacts
- ➔ Freebies
- ➔ 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 9am-5pm
Saturday closed
Sunday closed
24 hours 01752 531090

beckleypoint@thestudenthousingcompany.com



Follow Us

-  Beckley Point - Student Accommodation
-  @comelivewithus
-  thestudenthousingcompany



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.

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.

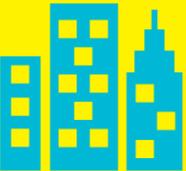


Our Promises

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**  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.



Flat 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/>

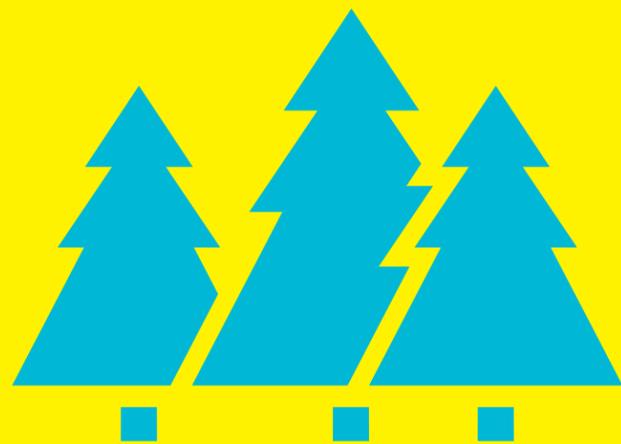


If you are having financial problems please contact reception as there are charges for late payment of rent.



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 you're doing your bit for the environment. Good eh?V



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 - respect your neighbours!



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



Familiarise yourself with our rules and guidelines.

Cleaning up



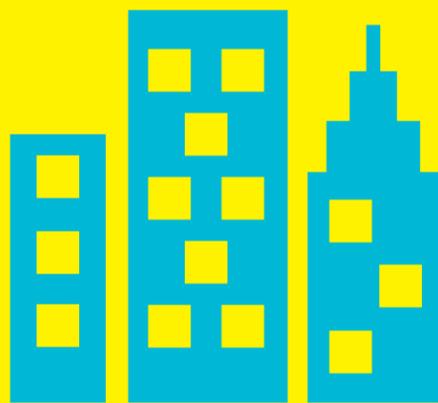
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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



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.



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.



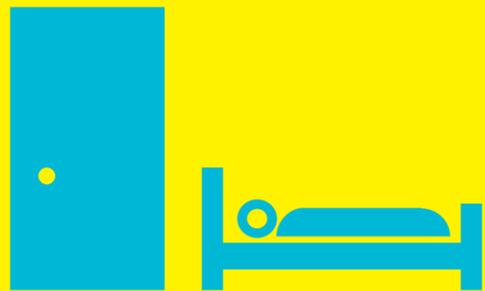
Remember to get your TV license at www.tvlicensing.co.uk



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...

Common Room



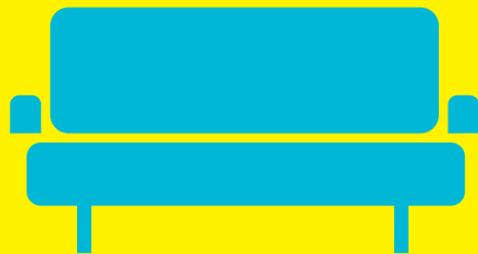
Our Common Rooms are available for your relaxation and enjoyment 24/7.



You are also able to book some of our communal spaces for private functions – please just ask at reception for details.



Our Common Rooms are here for your enjoyment, and 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

Plymouth Life Centre

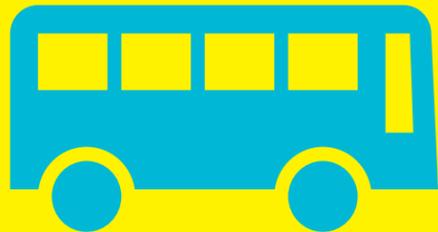
40 Mayflower Drive
Plymouth
PL2 3DG

Plymouth City Museum and Art Gallery

Drake Circus
Plymouth
PL4 8AJ

Plymouth Hospitals NHS Trust

Derriford Road
Crownhill
Plymouth
Devon
PL6 8DH



Plymouth Train Station

North Road East
Plymouth
Devon
PL4 6AB

Plymouth University

Drake Circus
Plymouth
Devon
PL4 8AA

Plymouth College of Art

Tavistock Place
Plymouth
PL4 8AT

University of St Mark & St John

Derriford Road
Plymouth
PL6 8BH

Post Office

WH Smith
73-75 New George Street
PL1 1RP

Tesco Express

Discovery Heights
Plymouth
PL1 1UH

Drake Circus Shopping Centre

1 Charles Street
Plymouth
Devon
PL1 1EA

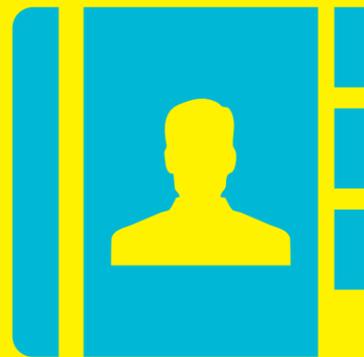
National Marine Aquarium

Rope Walk
Coxside
Plymouth
PL4 0LF

Useful Contacts

Useful Contacts

NHS 24 111
www.nhs24.com
 Samaritans..... +44 (0)20 7268 0200
www.samaritans.co.uk
 Victim Support +44 (0)845 7909 090
www.victimsupport.org
 Student Loans Helpline +44 (0)141 306 2000
www.slc.co.uk
 Debtline +44 (0)808 808 4000
www.nationaldebtline.co.uk
 Sexual Health www.nhs.uk/livewell/sexualhealth



British Pregnancy Advisory Service .. +44 (0)8457 304 030
www.bpas.org
 Alcoholics Anonymous +44 (0)845 769 7555
www.alcoholics-anonymous.org.

Local Doctors/Dentists

University Of Plymouth Medical Centre 27 Endsleigh Place
 PL4 6DN +44 (0)1752 222341
 Clark House Dental Surgery 14 Lockyer Street
 PL1 2QJ +44 (0)1752 522444

Public Services Contact Numbers

Police (Non-Emergency) 101
 Crime Stoppers +44 (0)800 555 111
crimestoppers-uk.org

Travel Information

National Rail Enquiries +44 (0)845 748 4950
nationalrail.co.uk
 Thetrainline +44 (0)871 244 1545
thetrainline.com
 National Express Coaches +44 (0)871 781 8181
nationalexpress.com
 Taxi First +44 (0)1752 222222
 Tower Cabs +44 (0)1752 252525

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 Plymouth culture:

1
Take a leisurely stroll through the heart of city's heritage, The Barbican & Sutton Harbour. A vibrant place full of cobbled streets, over 200 listed buildings and even has its own Elizabethan Garden free for you to sit in and enjoy the abundance of beautiful plants & flowers.

2
The Hoe is the natural heart of Plymouth, with stunning views across Plymouth Sound and home to the iconic Smeaton's Tower, makes a great spot for a picnic or just to relax.

3
The City Centre is beautifully green and has a hub of independent retailers and high street names perfect for some window shopping. The City Centre is also host to numerous free events and has a very big screen in the centre of the Piazza which plays worldwide key events and family films throughout the year.

4
Walk through the largest park in Plymouth - Central Park. The park has open meadows, woodlands and up and down hills with fantastic views over the city towards Plymouth Sound and Cornwall.

5
Take a city walk, a country stroll, a tranquil coastal walk or a more serious hike a little further afield in the Dartmoor National Country Park. Plymouth has many trails and guides making for a great day out.



Freebies

6
Explore Saltram - One of the National Trust's hidden treasures. The magnificent house with its original contents give a fascinating insight into rich and sophisticated country-estate life. Take in stunning views of the 500 acres of grounds and its range of different habitats, including farmland, beaches, saltmarshes, meadows, woodland and an estuary.



7
Discover Mount Edgcumbe House & Country Park set within 865 acres Country Park on the Rame Peninsula, South East Cornwall and one of the region's most popular historic tourist destinations. The free area of the park includes the National Camellia Collection and the majority of the formal gardens.

8
The Plymouth Award – 80 hours volunteering seems like a lot, but it's such a rewarding experience and can be in any area; some students can even include placements as part of their course. Great opportunity to volunteer with the support you need, not to mention it looks great on your CV!

9
Watch the largest national fireworks championships in Europe on Plymouth Sound -watching it from the Hoe; with the addition of a fairground, food vans and a bonfire is great, or you could hire a boat and watch it from the sea!

10
The Roland Levinsky Award – put in a bid for a grant of up to £1500 for a chance to realise your once in a lifetime experience. For example last year, dental students, volunteered with the Vine Trust project to take free dental care to vulnerable river communities in the Amazon rainforest.

11
Start a business – fast becoming known as the enterprise university, Plymouth has more grants and support in place than any other university when it comes to enterprising idea's.

The Best Of...

3am Takeaway

Goodbody's is a quintessentially Plymouth-ish establishment. Cheap food, sticky tables, loud natives - it's got it all, and it's fantastic! It's open 24hrs a day, meaning, if you're stumbling around drunk after a night out and fancy a cooked breakfast, you'd better trundle up to Mutley Plain and relish in the delights that Goodbody's can offer. Many a hangover has been cured there. They serve food in larger portions than any reasonable human can consume, and their milkshake sizes go from roughly-the-size-of-your-head to roughly-the-size-of-a-two-year-old.



If melts and monster burgers are your thing then Jake's is a good spot to visit; it's more central and very close to campus. They serve a range of gut busting goodies that will stop any hangover in its tracks. Don't believe us? Try it for yourself.

Cocktails

Royal William Yard. Got a date? Feeling Posh? Own a boat? Get yourself down to The Royal William Yard and soak up the glorious sun (or sunset) over a cocktail whilst perusing the menu of one of its many restaurants

Gym

The Gym Group offer some great deals for all you fitness fanatics out there. It's just a ten-minute walk from Beckley Point and open 24 hours a day so you can beast it up any time you fancy. Boom!

'The Life Centre – they do a brilliant reduced rate for students with a free minibus to and from the SU, Olympic swimming and diving pool (Tom Daley trains in the same one!) a huge gym and loads of other facilities like tennis, squash and basketball courts, plus they do courses in just about every sport going!

The Best Of...

Bookshop

Book Cupboard. Not literally a cupboard of books but instead a charming and quaint little place to browse the classics and maybe take Mum & Dad on a visit to the Barbican. Want to make yourself look sophisticated and interesting? Get yourself down to The Book Cupboard.

If you're feeling lazy and would rather not walk then the best spot in the library is Floor 3. Take the second door on the right and you'll be taken into a room with windows overlooking the rest of campus, a few tables so doesn't get too busy, but isn't a Quiet Zone either – good balance of work, pizza and friends and you'll be through that essay in no time.

Bars

Want a night of unadulterated culture? Head down to the beautiful, picturesque and historic barbican. Home to an array of bars, restaurants and live music venues that will keep you entertained all night long. Oh, it's also the home to The Plymouth Gin Distillery – the oldest working distillery in England. It has been making Plymouth Gin since 1793 and their Gin & Tonic's are simply fabulous!

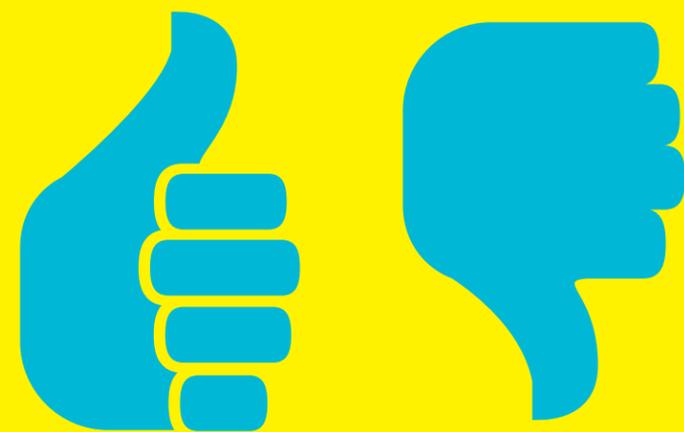
Coffee

If you want your coffee in a slightly different surrounding then Rocket and Rascals on the barbican might just be the perfect place. Nothing beats their famous Carrot Cake and they even hire bikes if you need to burn off those carrot calories.



Best Kept Secret...

Ever wanted to do something at the weekend you have never done before? And we're not talking about jumping out of an airplane or climbing Mount Everest. But sometimes you can feel you have exhausted the city you live in, and there's nothing new you can do to spice life up a bit. Yet there's always things to do and places to discover, which is we are letting you in to a few of our best kept secrets...



Zaab New Street

Step through this historic archway and enter a place a world away from Plymouth. As you step in and take a right turn into Zaab - Plymouth's newest Asian restaurant - you will breathe a sigh of relief and be treated to some very big portions of authentic cuisine. And while there, you can browse the second-hand book shop, which offers a range of literary delights - both fiction and non-fiction. Once you have filled up on grub, you can have a ponder at the other shops - including a charming used jewellery store. All this is within Parade Antiques and Collectables, which was founded in 1997, and has been trading on the Barbican ever since.

St Saviour Hall

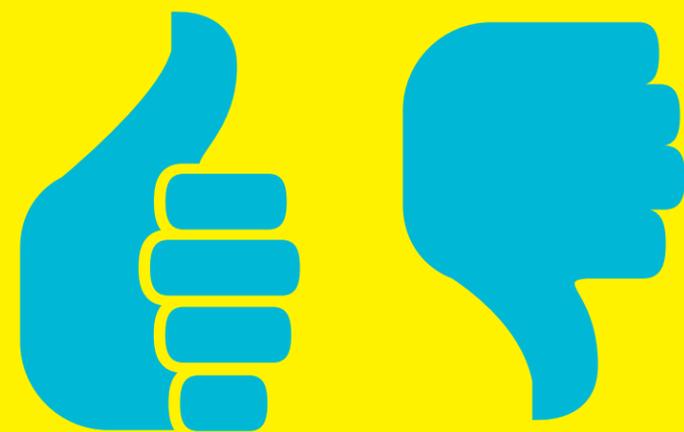
Now there is a good reason you may not have visited St Saviours Hall on Lambhay Hill. Although there have been some very successful open days and markets at the deconsecrated church, it is not open to the public all the time. The church hall was built in the 1880s to serve as a Sunday school to the (former) Anglican church adjacent, itself built as a chapel of ease to the Church of the Holy Trinity in Southside Street.

Best Kept Secret...

Bombing destroyed both St Saviours and Holy Trinity churches in 1941, but St Saviours Hall survived largely intact, and its upper room was subsequently converted into a chapel.

Devonport Guildhall and Column

It might not look like a hidden gem, but it most definitely is. Not only can you grab a bite to eat at the stunning Column Bakehouse, but you can also wonder around the renovated main hall, see artwork and explore the former prison cells, and also climb the 137 steps to the top of Devonport Column. Standing at 124 feet high, the Devonport Column was officially opened in 1827. It was designed by John Foulston as part of the development of the town of Devonport



and was built in 1824. For those brave and fit enough to climb all 137 steep spiral steps to the top, it offers beautiful panoramic views of Devon and Cornwall. Anyone wishing to climb to the top can purchase a ticket from the Column Bakehouse counter

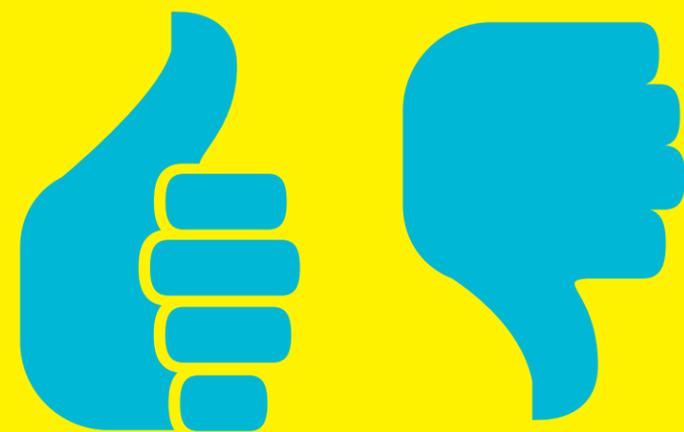
Tudor Rose Tea Room

Own and run by the lovely Sylvia O'Neill, you will find the Tudor Rose Tea Rooms in one of the most idyllic streets in Plymouth. The chef there makes approximately 48 scones of two variants - plain and raisin - on a daily basis at the cafe on New Street, the Barbican. But it's not just cream teas you can enjoy. The tea room also boasts a fabulous garden, which in the summer feels like a haven away from the hustle and bustle of the busy waterfront. Sit down, relax, and stuff your face! And also soak up some of its rich history. Did you know the building is in fact haunted? And you best be careful on the staircase, as it is over 450 years old!

Best Kept Secret...

Mount Wise

In the summer, as most people flock to the Hoe, the REAL place to visit is Mount Wise, near Devonport. Not only is there an outdoor swimming pool, but there's also plenty to discover and lots to explore. Climb the steps to the panoramic tower, get a coffee at the shack, or take your fishing rod and see what you can catch. Mount Wise is actually an historic estate with a striking view across the water and Royal William Yard. Until 2004 it was a headquarters for senior Admiralty staff and was inaccessible to the public. But now we all get to enjoy it - and you would be stupid not to.



B-Bar

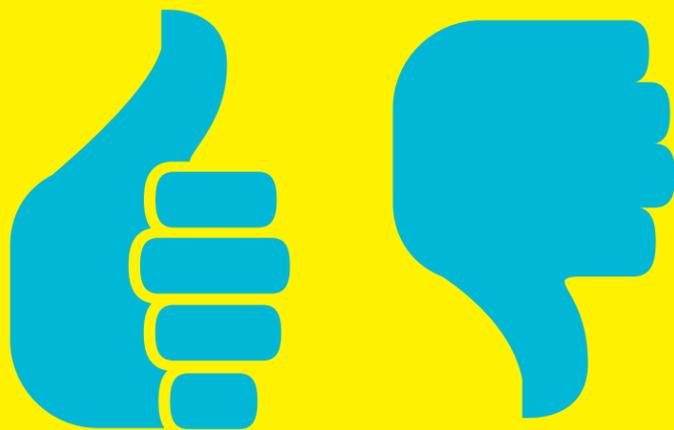
B-Bar on the Barbican does incredible Malaysian food, served in cardboard containers that not only gives you an authentic vibe but also makes it cheaper! No plates, table service or washing up to pay for! You can eat in and watch their incredible entertainment (ranging from up and coming comedy nights to intimate burlesque routines) or eat out and with the Barbican right there's no shortage of good views. Not to mention how cheap it is!

AtKitchen

Its simple, but clever execution of its dishes has already made AtKitchen one of the better places that serve Asian cuisine in Plymouth. Pulled chicken, and summer rolls, pork dumpling and chicken wings are a very healthy, while their caramelised braised pork belly is a stand out option. It's basically amazing. Just try it. Just. Try. It.

The Good, the Bad and the Ugly

You can experience all of the above at the UPSU bar! With drinks starting at £1.20, a wide variety of live music and DJ's and the impulse to dance like nobody's watching, you can be guaranteed a Good (read Amazing) night here any day of the week. Unfortunately the Bad and the Ugly comes the next morning when you're sat in lectures wishing you hadn't done that last flaming Jagerbomb, B-52, Afterburner and Mind Eraser. We live and learn....



Bucket List



Eat fish and chips by the sea.

Standard. We have the best fish and chips around. Get yourself down to the barbican (we can recommend The Harbourside) and see for yourself



Eat a Cornish Pasty.

Keeping miners fed since the 17th century, they are as popular as ever. Did you know – the miner might have eaten the pasty holding the crust (literally the best bit), which was later discarded, thereby ensuring that his dirty fingers (possibly including traces of arsenic) did not touch food or his mouth. What a waste!



Visit the Gin Distillery.

What's not to love? Learn about how gin is made in the oldest working distillery in England (and was a monastery before that!), whilst drinking gin.



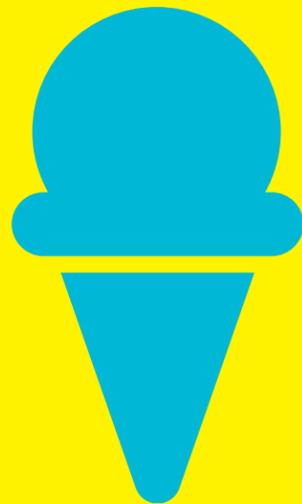
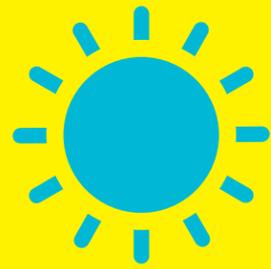
Go to the top of Smeaton's Tower.

The views are fantastic (although not quite as fantastic as the views from our Sky Lounge). Just mind your head on the low ceilings!



Visit the National Marine Aquarium.

Like marine life? Then you'll love the Aquarium. Go and see a shark or something. Take a boat trip around the coast line. Fancy yourself as the next Francis Drake? Not quite? Take a trip around our historic and beautiful coastline and get to see Plymouth from a whole different perspective, we dare you!



Monday to Sunday

Monday

Stereotypically, everyone hates Mondays – it's the start of a busy, long week and you worry about what might lie ahead. But, it doesn't have to be that way! After a long day at uni, you might not be wanting to cook anything – why not take advantage of 50% off at Wildwood on Derrys Cross with a valid NUS card. The 'Wild Bore &

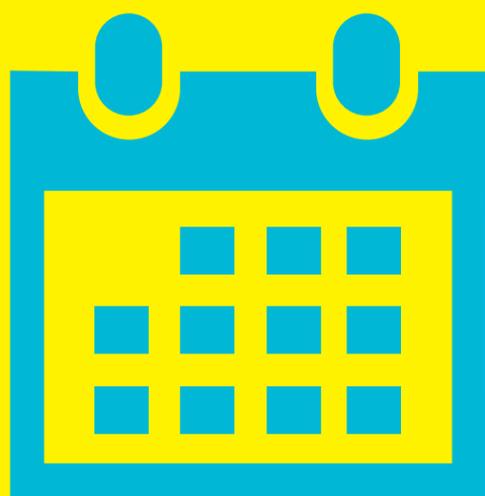
Chorizo Burger' is amazing, and with it being half price, why wouldn't you want to take a trip down there? If you're a bit more hardcore and fancy a night out, it's PRYZM's official 'Cheeky Mondays' student night – get in free with a banana. Not even joking.

Tuesday

Everyone knows Tuesdays are all about Dominos' BOGOF offer, so it seems the perfect evening to recover from a heavy night out with a pizza and then Netflix 'n' Chill. If you fancy something a bit more exciting, Tenpin in the Barbican Leisure Park have 50% off bowling which is a great place to hang out with friends due to the cheap drinks, pool tables and arcade. The SU also host alternate 'Detention' and 'Noughties' nights if you're up for something a little more lively.

Wednesday

Wednesday is hump day. You're half way through the week and there is no better way to celebrate than going out! All of Plymouth's clubs and bars will be buzzing on a Wednesday, and all of the sports societies will be out in full force! Most students end up in PRZYM for a 'Pound In' session or to the Aussie bar Walkabout for Plymouth's famous 'Heroes' night. Student nights are usually the most popular nights to go-out due to being better value for money and therefore attracting larger crowds and a 'party' atmosphere.



Monday to Sunday

Thursday

Fancy a casual night out with a bite to eat? Head down to the Caffeine Club for 2for1 cocktails or a milkshake the size of your head. Plymouth's mall, Drake Circus, is open until 8pm on Thursdays too – so it is the perfect time to get a last minute outfit for the evening ahead.

Friday

The weekend has nearly arrived! It's a perfect opportunity to make use of Plymouth's fantastic sights. Plymouth Hoe is a great place to visit, whether you want to take a walk along the promenade or sit on the grass and watch the ships come in, it's a refreshing spot to feel the sea breeze. Smeaton's Tower is open for you to climb too, allowing you to walk all the way to the top and experience views of the sea and City Centre from a height like no other! Whatever the weather, you're bound to find a cheeky ice cream van parked up close-by too – its never too cold for a 99 Flake.

For an alternative evening, you could always give Envy a try. If fancy yourself as a rock god then you'll be sure to love it here.

Saturday & Sunday

Finally we have the weeeeeeekeeeend! The SU is home to a packed crowd on Friday and Saturday nights. Rock up before 12 to avoid queuing (and paying a higher entry fee), and North Hill is packed from top to bottom after kick out, with a wide selection of Bars and Pubs up and down the strip. Switch and Air are probably the most popular bars in this area, and they're open until 6am!

There is loads to do in Plymouth, you just have to go out and find it! That's half the fun, right?

