

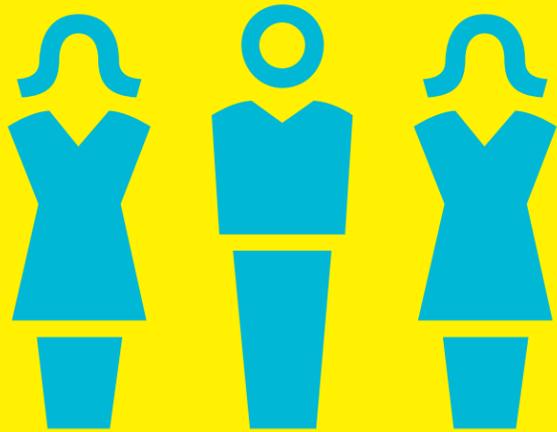
WELCOME ↓↓ TO

BELATON 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

We are open 24 hours a day. At certain times there will only be one team member on duty. If they are called away, we will put a notice up in reception.

01202 941 310

belatonhouse@thstudenthousingcompany.com



Follow Us

 Belaton House – Student Accomodation

 @belaton_house

Make sure you join the Belaton House Facebook group which is called; Belaton House residents 19/20



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.



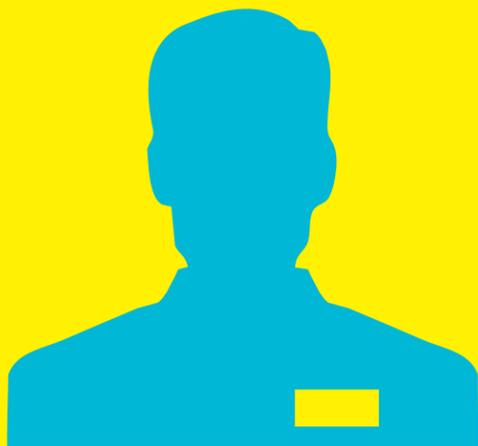
What We Will Do for You

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  **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.



Room 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 remember that guests are your responsibility at all times. Please also remember that smoking is not permitted in your room, communal areas or corridors. There is a designated smoking area in the courtyard.



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

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.



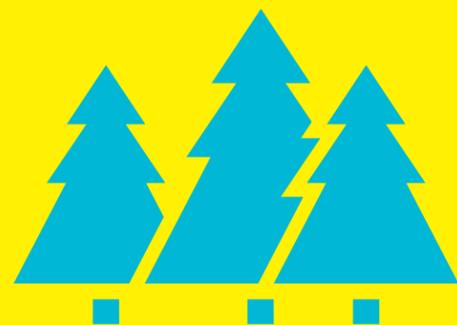
Bike storage

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



All parcels go to reception. To pick them up you need to sign for them and show ID.



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



Post will be distributed through your letterbox by the postman.

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 our machines onsite, the laundry room is located on the lower ground floor. To use the machines, you need to download the circuit app on your phone. You can then add money to your account through the app. For more information please see the posters in the laundry room. The cost of the laundry is £4.70 for both wash and dry.



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.



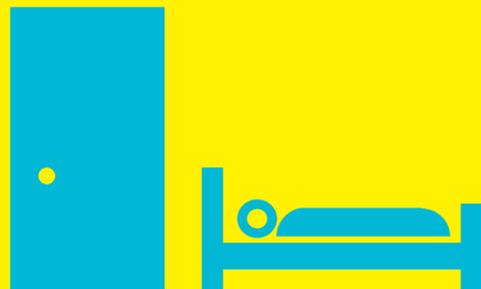
Remember to get your TV license at www.tvlicensing.co.uk



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect three 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 Rooms



We have incredible social spaces including –
A large common room, study space, cinema room and gym.

All our social spaces are open 24 hours. The gym will be open from 6am-10pm. Before you have access to the gym you must attend an induction and sign the wavier form. Gym inductions will be advertised during your welcome week.



The study room will be used for study only, we ask you to be respectful of others in there and keep down the noise. The common room is where you can meet with friends, play games, watch TV and enjoy a drink. 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, Studio and Bedroom doors lock automatically.



All communal doors lock automatically.



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

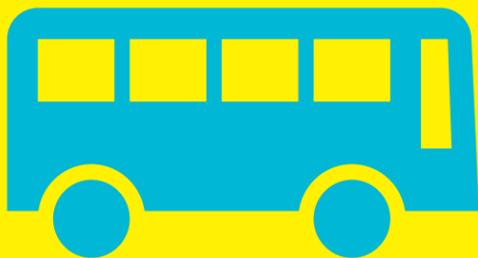
Getting Around

Being a brand new site directions for Belaton House will not always work on Satnavs. We recommend using Google Maps which will work if you type in the postcode BH8 8AW, 130 Holdenhurst Road or Belaton House. We are located directly opposite Bournemouth train station and ASDA supermarket.

Car – Most of you will be travelling by Car. As you approach Bournemouth, come off the A31, and take the A338 ramp towards Bournemouth and follow signs for Christchurch and merge onto the A338. Take a slight left on St Pauls Road/A35. At the next roundabout, take the 1st exit onto Holdenhurst Road, at the next roundabout take the 3rd exit, to stay on Holdenhurst Road, and Belaton House will be on the left.

Train – The main train station, Bournemouth train station, is located directly opposite Belaton House. Once you come out of the train station, heads towards the main road, and you'll spot us on the other side of the road.

Flying – We do have a small airport in Bournemouth which offers many domestic flights and external flights across Europe. For Long haul flights, Southampton would be the closest airport.



Useful Contacts

Local taxi – United:

01202 556 677

General practise:

The University have its own onsite medical centre. For more details for Bournemouth University please visit:

<https://www.bournemouth.ac.uk/students/health-wellbeing/medical-centre>
or call: 01202 965378

For more details for **Arts University Bournemouth** visit:

<https://aub.ac.uk/life-aub/student-support/medical-care/>

Or call: 01202 525252

Hospital:

Royal Bournemouth and Christchurch Hospital is the nearest hospital.

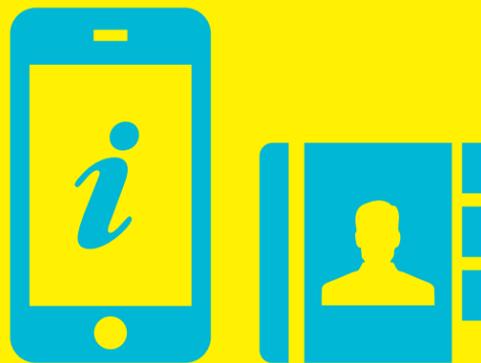
This is only a 6 minute drive and 49 minute walk. The address is;

Castle Ln E, Bournemouth BH7 7DW

Police Station:

The nearest police station is located; 5 Madeira Rd, Bournemouth BH1 1QL

01202 222 222



Freebies

You will receive some small treats for coming to live with us. These will be available at point of check in. We will keep these a surprise, but you will not be disappointed. Your welfare is paramount to us. We have a wide variety of events and activities going on throughout the year. These will be communicated onsite, via email but most prominently through social media. Please always keep your eyes out.



The Best Of...

Bournemouth is a wonderful city with many attractions. The surroundings areas offer much to do from sandy beaches, national parks and beautiful Countryside. Popular attractions are as follows;

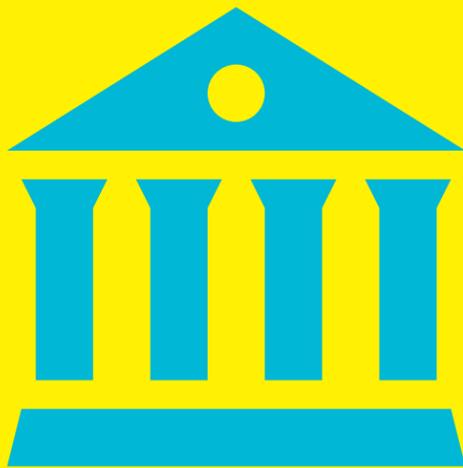
Bournemouth Beach – Is located a short walk from Belaton House with miles of beautiful beach to explore.

The New Forest National Park – The new forest is just a short train journey from Bournemouth. It offers a beautiful setting for a country walk or bike ride, as well as restaurants and villages to explore.

Poole – Poole is a short train journey from Bournemouth. It offers a beautiful beach harbour as well as shops and restaurants for you to explore.

Pavilion - Is a venue located close to the beach which hosts music, theatre and comedy events throughout the year.

Bournemouth International Centre – Is a venue which hosts exhibitions, music and theatre events throughout the year.



Top local bars and eating spots



The Old Fire Station – Is Bournemouth University's student union club. It hosts music, comedy and social events and is located just a short walk away.



Revolution – A restaurant by day, and a club by night. Located just a short walk away it's a very popular venue for students to visit.



Aruba – A popular bar located on Bournemouth pier with wonderful views of the beach and sunset at night.



Ojo Rojo – A lovely Mexican tapas restaurant. A great place to go with a group of friends to try the different plates they have to offer.



Walkabout - A popular club for a night out. With an Australian theme, it offers food, drink and themed party nights.

