

WELCOME ↓↓ TO  
**BENTLEY 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 .....	9am-7pm
Saturday .....	11am-2pm
Sunday .....	11am-2pm
Bank Holidays .....	11am-2pm
24 hour .....	0121 201 3870

bentleyhouse@thestudenthousingcompany.com



## Follow Us

-  Bentley House - Student Accomodation
-  @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  **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](http://www.slc.co.uk)*



Birmingham City Council will require an exemption certificate from your University in order to ensure you do not get charged council tax. Please hand this to reception by Monday 8th October 2018.



# How to Stay Green



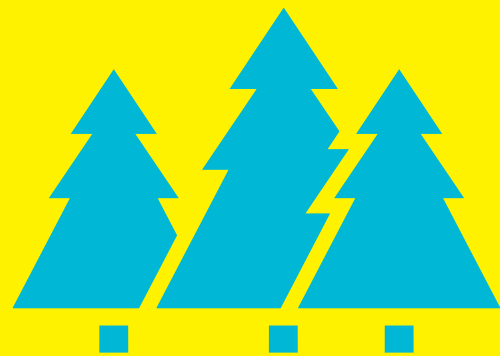
## Switch it off

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



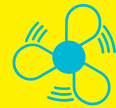
## Bathroom Lights

The transparent sensor on the ceiling in the bathroom will switch your bathroom light on as you walk in. It will also switch off automatically a short time after you leave.



## Keep a lid on it

Your kitchen oven has an 'hob angel' button (the small white button on the wall) You need to press this to activate the hob and it will stay on for 30 minutes. Keeping a lid on your pan makes your food cook quicker and conserves energy. It also helps keep your hob clean.



## Silence is Golden

The extractor fan in your bathroom is silent. No more sound of a whirring fan for 20 minutes when you get into bed!



## Use your booster switch

Your heater will automatically come on and keep the temperature of the room between 18c – 22c if it is left switched on. You can boost the speed of the heating by pressing the boost button by the side of the bed.



## 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 – a green box for glass, metal and plastic, a black box for paper/ cardboard and a general waste bin. Please familiarise yourself with this and dispose of the waste in the right bins and 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



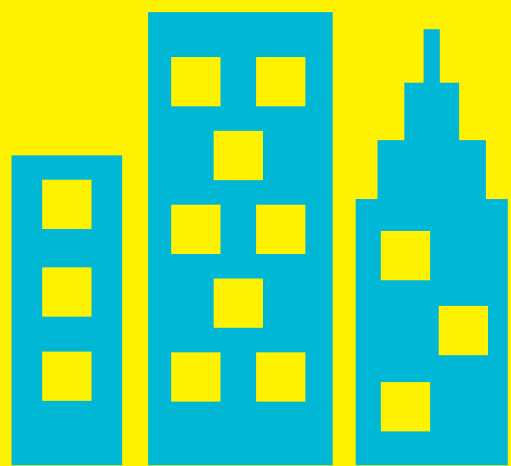
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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.

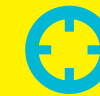


Fire alarm tests are held weekly so familiarise yourself with when this is.

## 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. 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 post-boxes for your collection. A key to your post-box will be provided to your flat when you move in and will be attached to the pinboard in your kitchen.



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 costs £2 or download the app on your smartphone.



Call Circuit on 01422 820 360



You can set up an account online and check for machine availability by visiting [www.laundryview.com](http://www.laundryview.com)

## TV, IPTV & Internet



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



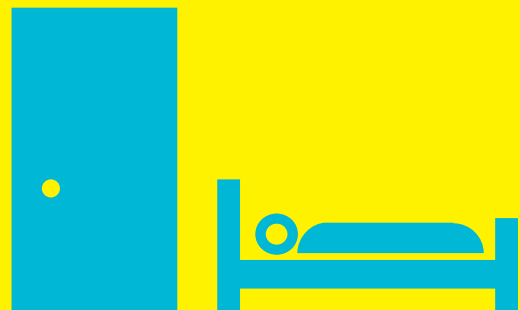
Remember to get your TV license at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



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](mailto: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.



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.



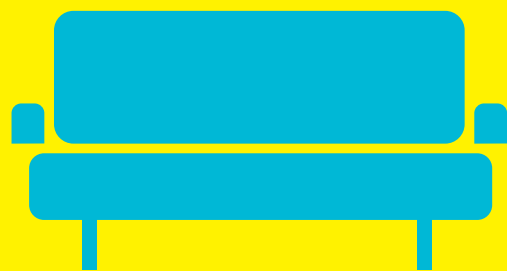
Flat doors and Studio doors lock automatically, but bedroom doors do not. You must present the key to the door every time you leave your room, a bit like how you would lock a door with a normal key.



All communal doors lock automatically.



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



# Getting Around

## **Aston University**

Aston Express Way, Birmingham B4 7ET  
0121 204 3000

## **Birmingham City University**

4 Cardigan Street Birmingham, B4 7BD  
0121 331 7777

## **University College Birmingham**

Summer Row, Birmingham B3 1JB - 0121 604 1000

## **BPP University**

32-34 Colmore Circus Queensway, City Centre,  
Birmingham B4 6BN - 0121 237 3800

## **University of Birmingham**

Birmingham B15 2TT - 0121 414 3344

## **Train stations:**

### **Birmingham Snow Hill**

Colmore Row, Birmingham, B3 2BJ



## **Birmingham Moor Street**

Moor Street Queensway, B4 7UL

## **Birmingham New Street**

New Street, B2 4QA

## **Coach Station:**

### **Birmingham Coach station**

Mill Lane Birmingham B5 6DD  
0871 781 8181

## **Airport:**

### **Birmingham International Airport**

Birmingham B26 3QJ - 0871 222 0072

## **Taxi services:**

### **Seven Sevens**

Tel: 0121 777 7777

### **Five Star Cars**

Tel: 0121 685 9999

### **Atlas Cars**

Tel: 0121 427 6666

# Useful Contacts

## Nearest supermarkets:

Tesco Express  
Aston Street, Aston University,  
Birmingham, B4 7ET

## Sainsbury's Local

30, Priory Queensway,  
Birmingham, B4 6BS

## Asda

Walsall Rd, One Stop Shopping Centre,  
Birmingham, B42 1AB



## Nearest GP:

Halcyon Medical Centre  
Boots Birmingham High Street (Lower ground  
floor)  
67-69 High Street  
Birmingham, B4 7TA  
Tel: 0121 411 0363

## Nearest Pharmacy

Boots Birmingham High Street (Ground floor)  
66 High Street  
Birmingham, B4 7TA Tel: 0121 212 1330

## Nearest Walk-in Centre:

Boots Birmingham High Street (Lower ground  
floor) 67-69 High Street  
Birmingham, B4 7TA Tel: 0121 255 4500

## Nearest Dentist:

The Dentist in Town  
10 The Minories, Temple Court,  
Birmingham, B4 6AG  
Tel: 0121 236 8681

## Nearest Opticians:

Boots Birmingham High Street (Lower ground  
floor) 67-69 High Street  
Birmingham, B4 7TA  
Tel: 0121 236 6027

## Nearest Sexual Health Clinic:

Boots Birmingham High Street (Lower ground  
floor) 67-69 High Street  
Birmingham, B4 7TA  
Tel: 0121 237 5700

## Talk to Frank:

Tel: 0300 123 1099

## Nearest post box:

Aston University Union

## Nearest post office:

Corporation Street  
118 Corporation Street  
Birmingham, B4 6SX



# Freebies

## Tolkien trail

Many parts of Birmingham are connected to JRR Tolkien, author of *The Hobbit* and *The Lord of the Rings*. He grew up in the city and parts of it inspired the imaginary people and places in his epic fantasy tales. Thousands of tourists visit the city each year to follow in Tolkien's footsteps. Birmingham has a Tolkien Trail and a leaflet is available from tourist information centres, attractions and community buildings. It includes places where he once lived, played and studied - some of which were influences on the books he later wrote.



## The Mac

The mac is in Cannon Hill Park and admission to the building and its exhibitions is free. But note that performance events for audiences such as films, plays, talks, dance and comedy do have a charge. There are food and craft markets throughout the year - the Craft Market is on the first Sunday of the month, the Food Market is on the last Sunday of the month and there are Christmas Craft Markets in December. There is no entry charge into the markets.

## Birmingham Museum and Art Gallery

It's free to get into Birmingham's main city centre museum and gallery. Based in Chamberlain Square. Here you can find the Staffordshire Hoard as well as the world's largest collection of Pre-Raphaelite art, local history collections, and art and relics spanning seven centuries of European and world history and culture (including Greek, Roman and Ancient Egyptian).

## Parks and Lakes

Contrary to popular beliefs – Birmingham is very green! We have more trees than Paris! There are plenty of parks and other green spaces in and around Birmingham where you can enjoy a stroll and take in the fresh air, greenery and flowers. In the summer, the parks are perfect for a picnic and in the autumn, you can see the trees displaying the glorious colours of the changing seasons. Within the city you can find Cannon Hill Park, Kings Heath Park, Lightvale Park, Pype Hayes Park and many others. Not far from Birmingham are Lickey Hills Country Park, Clent Hills, and Sandwell Valley Country Park.

# Freebies

## ThinkTank Science Park

The Thinktank, Birmingham's science museum at Millennium Point, opened a £2.5 million Science Garden in 2012. It's the first of its kind in the UK and one of only a few such gardens worldwide. This outdoor discovery space, directly in front of the Thinktank, is free every day from 3pm to 5pm. It houses various machines and devices that kids will love exploring - these include the 8-metre high Terminus, along with a mechanical theatre powered by turbine or solar panel, a square-wheeled wagon, a human hamster wheel and a giant weighing station.

## Library of Birmingham

The Library of Birmingham is a stunning building and the flagship project for the city's redevelopment. It has been described as the largest public library in the United Kingdom, the largest public cultural space in Europe and the largest regional library in Europe! It is the 10th most popular visitor attraction in the UK too!

## The Custard Factory

It's worth going off the beaten track of the main commercial centres to explore the Custard Factory in Gibb Street, Digbeth. Birmingham's creative quarter and digital district at the Custard Factory is packed with independent and alternative shops plus galleries, the Yumm cafe and a theatre as well as the studios of Maverick TV (How to Look Good Naked, Embarrassing Bodies) and North One TV (The Gadget Show). The complex is open from 8.30am to 6.30pm Monday to Friday, and 9am to 5pm Saturday.



# The Best of...

## Shopping

### The Mailbox

This shopping centre is pure indulgence where famed fashion and lifestyle design clash head on with contemporary art and fine furnishings. The Mailbox is also home to flagship department store Harvey Nichols.

### Bullring

The Bullring is one of the largest shopping centres in the UK. There are over 160 of the most imaginative and desirable shops for you to explore and the iconic Selfridges department

store which stocks all your favourite designers, the latest brands and is home to the world-famous Food Hall. It's the big building that looks like a giant pillow!

### Grand Central

Grand central is above the redeveloped New Street train station. It is stunning and the central walkway roof is 3 times the size of the roof of Wimbledon's Centre court! It has over 60 new premium shops, restaurants and cafes and a huge John Lewis store.

## Food shopping

There are many, many local Tescos and Sainsburys stores around the city centre for essentials. But a fantastic place for food shopping is Birmingham's famous Bullring Market is open Tuesdays - Saturdays, it's a fantastic place to buy cheap, fresh fruit and veg, and enjoy a great atmosphere!

## Eating out

Choices, choices, choices..... Birmingham is such a diverse city with so many different cultures you can literally get any type of food you desire! Choose from French, Spanish, Greek, Japanese, Caribbean, Latin American, Arabic, Indian and Thai restaurants, Mongolian wok bars, European bistros and much, much more. Alongside these you'll find the burger, pizza, vegetarian and gourmet restaurants that characterise any large European city. The Chinese Quarter near to The Arcadian boasts dozens of restaurants offering diverse Asian cuisine, and is also home to some specialist supermarkets. If you like Indian food, you certainly won't be disappointed. The Balti was invented in the city, and the restaurants in Birmingham's Balti Triangle are renowned for reasonably priced, good quality food.



# The Best of...

## Live music

The newly reopened O2 Academy, Birmingham hosts many big name indie, R&B, Hip Hop and dance acts. The Institute hosts big names and up-and-coming acts, with several gigs each week. There are also three club nights a week, covering alt, pop, rnb, dnb, indie, electro and more. The National Indoor Arena, NEC Arena and LG Arena are all within walking distance or if not a short train ride from the city centre. These arenas are frequent ports of call for some of the world's biggest acts in the world!



## Sport

Birmingham has plenty to offer sport fans. Whether you're keen to compete or only interested in spectating, you'll find something to cheer about in Birmingham!

The Midlands has the largest amount of football teams in the English league than any other county. From footballing giants like Aston Villa, Birmingham City and West Bromwich Albion (which can all be seen from the top of Bentley House!) to lower league teams like Walsall and Solihull Moors there is plenty of stadiums to see 90 minutes of football action. The world famous Edgbaston Cricket ground is not far from us either and hosts traditional test matches or the faster paced T20 to choose from.

Whether you are experienced or a complete novice you can get involved in pretty much any sport you could think of in Birmingham – from BMX biking to trampolining there is always something to get stuck into!

# Best Kept Secret...

Birmingham has more canals than Venice! And the best news is you will be living right at the heart of them!

Whether you are a cyclist, a runner, or you just want to see what beautiful scenery is on offer, head along and take in all the amazing sites. Head into Brindley Place and take a relaxing break around the restaurant and bars or head right out to the Worcestershire countryside!



# The Good, the Bad and the Ugly

This can be covered by one place, Snobs. Legend has it that this is a student rite of passage!

Snobs is a nightclub not far from Bentley House residence, so you will have no problems finding your way home after a great night in one of Birmingham's oldest running establishments.

Snobs hosts guest DJ nights, have great drinks deals and is guaranteed to be packed pretty much every night with music to please everyone.

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

# Bucket List



**Alexander Stadium** – follow the footsteps of Usain Bolt and take a sprint around the stadium. It will also host the 2022 Commonwealth Games



**Marco Pierre White 25th floor** – head up to the top of The Cube and have a meal at Marco Pierre Whites restaurant! Or just order a lemonade and enjoy the views if it is a little too pricey!



**National Sea life Centre** – over 60 displays of marine life and some amazing sights! Well worth a visit on day



**Selfridges** – located in ‘the pillow’ which is now the iconic landmark of Birmingham. Head down any day of the week for some serious retail therapy!



**Cannon Hill Park** - Cannon Hill Park is a park located in south Birmingham and is the most popular park in the city, covering 250 acres consisting of formal, conservation, woodland and sports areas.



**Cadbury World** – Bournville is the birthplace of chocolate and a trip to Cadbury World and their 14 amazing zones is a great day out!