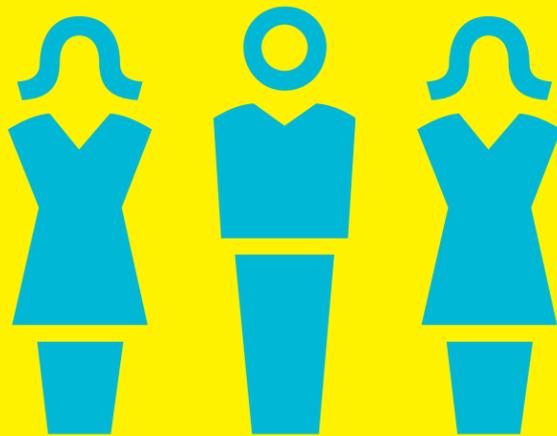


WELCOME ↓↓ TO

**CABLE STREET**

THIS BOOKLET

IS HERE



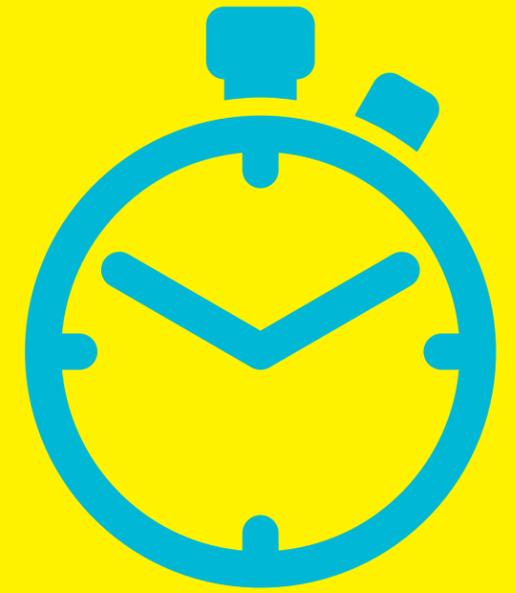
TO MAKE

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
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# Useful Information



## Accommodation Office

### Opening Hours

Monday .....	9am-7pm
Tuesday .....	9am-5pm
Wednesday .....	9am-7pm
Thursday .....	9am-5pm
Friday .....	9am-5pm
Saturday .....	10am-12pm
Sunday .....	Closed
01524 846 665 .....	Office
07393615446 .....	Out of Hours
01524 852 275 .....	Lingwood Security

[cablstreet@thestudenthousingcompany.com](mailto:cablstreet@thestudenthousingcompany.com)



## Follow Us

-  Cable Street – 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.

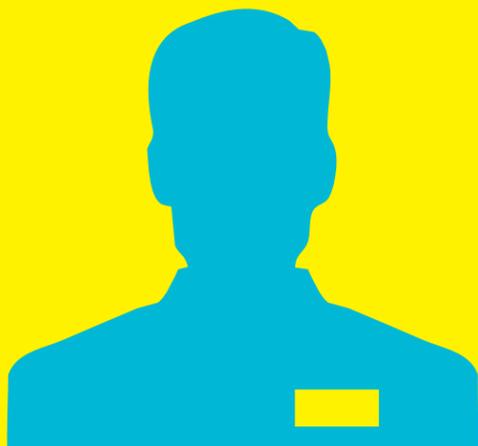
# What We Will Do for You

**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.

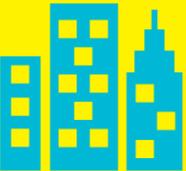


# Our Promises

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  **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/>*

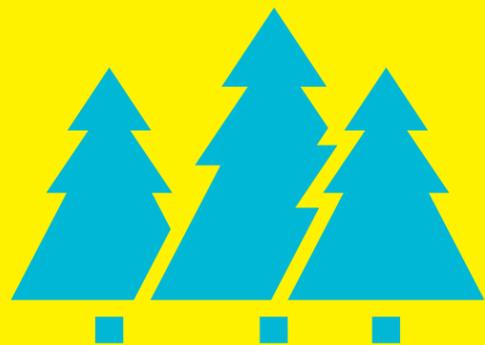


If you are having financial problems please contact reception as there are charges for late payment of rent.



You can contact the student loans company through their website *[www.slc.co.uk](http://www.slc.co.uk)*

# 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.



## Kettles

Only use the amount of water you need – a cup full is better than a kettle full. Plus, it boils faster too, which means that cup of tea you desperately need is ready quicker.



## Bike storage

We have secure bike storage so be green and bring your bike with you. Notify the Cable Street team when you check in if you wish to store a bike on-site and you will be allocated a key.



## Recycling and rubbish

Please ensure that all rubbish is taken to the bin store where we operate a very simple recycling system. 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.



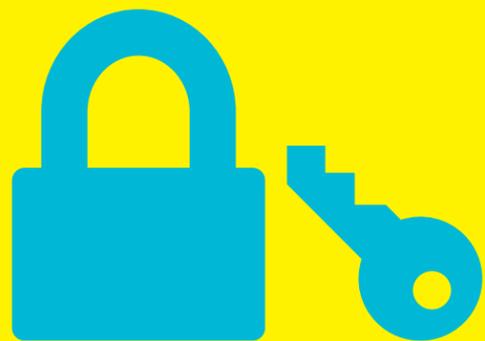
Remember to wash all your dishes, but be careful not to block the kitchen drain.



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 – every Friday at 1pm. So, familiarise yourself with this time.

## 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.



## **Your new address:**

[Name]

[Flat number]

Cable Street Student Accommodation

1-3 Cable Street

Lancaster

LA1 1BP

# What your rent includes...

## Weekly Cleaning Service



Our onsite cleaning operatives will keep all communal areas of your flat spic and span with a weekly clean so you don't have to!

However, the cleaners are not here to move any of your pots and pans so ensure that any kitchen utensils are washed and put away so the cleaners can do a good clean of the surfaces.

## TV, IPTV & Internet



All All communal living areas have TVs.



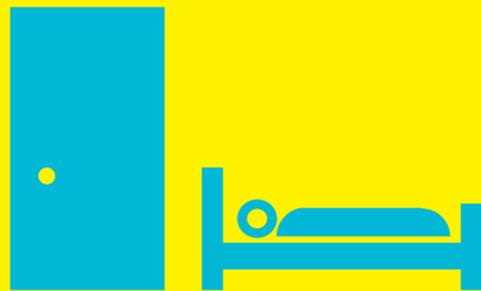
Remember to get your TV license at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



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



If you are stuck you can contact Glide by emailing [studentsupport@glide.co.uk](mailto:studentsupport@glide.co.uk), or tweeting @GlideStudentHelp.



# What your rent includes...



## Keys

Access to your residence is by key, which gets you into the residence and all the way up to your room.

Flat and block 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.

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



The cost for replacing keys is as follows:

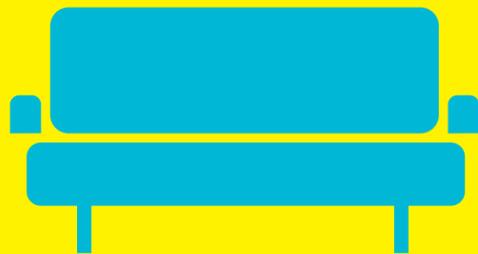
Room key: £40

Post box key: £20



## Contents Insurance

Basic contents insurance is included in your rent and provided by Endsleigh Insurance, so the important things in life, from teddies to tablets, are protected in the residence.



# Getting Around

## **Lancaster Train Station**

Lancaster Railway Station, Lancaster , LA1 1WA

## **Lancaster Bus Station**

Lancaster Bus Station, Lancaster, LA1 1HD

## **Post Office (inside WHSmith)**

Market Street, Lancaster, LA1 1JF

## **Sainsbury's Supermarket**

Cable Street, Lancaster, LA1 1HH

## **Tesco Express**

King Street, Lancaster, LA1 1RE

## **Vue Cinema**

Church Street, Lancaster, LA1 1LP

## **Dukes Cinema**

Moor Lane, Lancaster, LA1 1QE

## **Lancaster University**

Bailrigg, Lancaster, LA1 4YW

## **University of Cumbria**

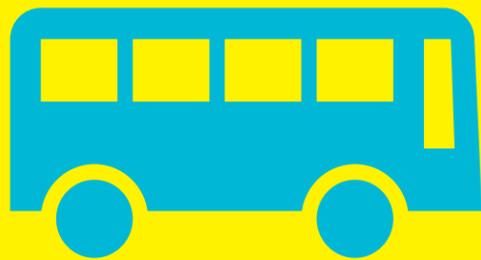
Lancaster Campus, Bowerham Road, Lancaster, LA1 3JD

## **University of Central Lancashire**

Preston Campus, Fylde Road, PR1 2HE

## **Lancaster and Morecambe College**

Morecambe Road, Lancaster, LA1 2TY



# Useful Contacts

## City Contacts

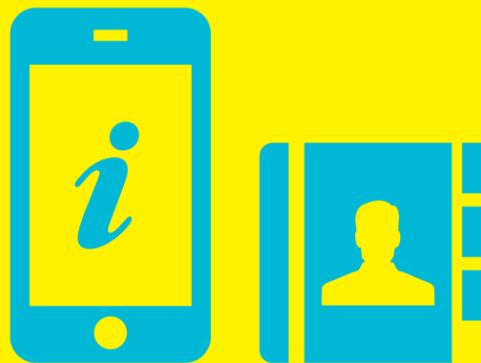
Emergency Services .....	999
Non-Emergency Police .....	101
Radio Taxis .....	01524 848848
Visitor Information Centre .....	01524 582394
Lancaster City Council .....	01524 582000

## University Contacts

Lancaster University .....	01524 65201
University of Cumbria .....	01524 590800
UCLAN .....	01772 201201
Lancaster & Morecambe College .....	01524 66215
Student Finance England .....	0300 100 0607

## Health & Wellbeing

NHS Advice .....	111
Royal Lancaster Infirmary .....	01524 65944
Lancaster Dental Practise .....	01524 32639
King Street Doctors Surgery .....	01524 541651
The Samaritans .....	116 123
Lancashire Care Wellbeing .....	0800 915 4640
Addiction Helper .....	0800 044 8320
Nightline (Student support helpline) .....	0131 650 1000
Student Minds .....	01865 364 168



# 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 Lancaster culture:**

## **Visit Williamson Park**

Green spaces are one of the best ways to reconnect with nature and clear your head. Lay down on the grass, read a book and take in one of the calmest spaces in Lancaster. Also expect fantastic views of Lancaster and Morecambe from the top of Ashton Memorial.



## **Stroll along Lancaster Canal**

Take a stroll down one of the most scenic canals in the country. This gentle waterway offers wonderful views of the Silverdale coast, Forest of Bowland and the rolling countryside of Wyre. And if you get thirsty the canal side pubs; The Water Witch and The White Cross are perfect for a pit stop!

## **Explore the City Centre**

You can easily spend hours walking around the hustle and bustle of the city's shopping area, visiting St. Nicks' Arcade and Marketgate Shipping Centre. The weekly farmers market is also a great way to get your grocery shop every Wednesday and Saturday!

## **Lancaster Castle**

A tourist hot spot! Want to learn about Lancaster's impressive history, all whilst stood in the grounds of an ancient building? No problem – head to Lancaster castle which dates back to almost 1,000 years.

## **Lancaster City Museum**

Discover more about Lancaster's past from Romans to the present day in this free to all museum situated in the heart of the historical cultural city of Lancaster in an elegant Georgian building.

## **Judges lodgings**

Newly reopened in September 2018 and built in the centre of Lancaster against the backdrop of Lancaster Castle this elegant, Grade I listed building is Lancaster's oldest town house

## **Maritime Museum**

Overlooking the river Lune, and the fabulous Georgian architecture of St George's Quay, sits Lancaster Maritime Museum which is free to visit for local residents.

# The Best of...

## Cocktails

*The Study Rooms* is the place to visit for the best cocktail in town and they do 2-4-1 cocktails all day everyday so what's not to love? This place is also a great call for a first date!

## Coffee

A very debatable subject as everyone has their favourite, but *J Atkinson & Co* - Coffee roasters and tea merchants since 1837 - have opened the former Priory Hall next door to their tea and coffee emporium on



China Street, serving a variety of speciality teas and coffees along with freshly baked cakes and delicious desserts.

## Restaurant

There are lots of great choices of where to eat in Lancaster but a personal favourite has got to be *Paulo Gianni's*. This restaurant attached to *Sphere Bar* serves a fantastic selection of Italian meals in a friendly atmosphere. It is a firm favourite with the locals, and it is clear to see why.

## 3am Takeaway

*Mama Mia* is by far the best takeaway, located on Saint Leonard's Gate at the back of Sugarhouse, it provides a tremendous kebab and superb popcorn chicken!

## Gym

If you are eating kebabs after a night out, you better keep yourself active and *Snap Fitness*, located on the corner of Spring Garden Street and King Street, cannot be knocked with its student membership deals.

## Bar

Lancaster has so many amazing bars, but to keep it local and student friendly you must visit

*The Crafty Scholar*; amazing food, drinks and all the live sport you will need! *Sphere Bar* also has great cocktails & is open until late.

## Live Entertainment

*The Grand Theatre* plays host to many live shows, including plenty of tribute acts and stand-up comedians. Student discount is available on tickets so you can enjoy a cheap night of entertainment just a few steps from your door.

# Bucket List



Head up to the top of **Ashton Memorial** and look at the fantastic views of Lancashire!



Visit **Williamson Park** to explore the butterfly house and mini zoo where it homes otters and meerkats!



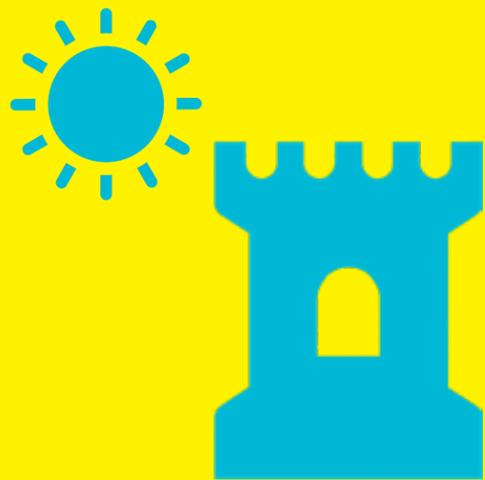
Tour **Lancaster Castle** and find out the hidden secrets of how this medieval castle later became a working prison.



Gain an insight into the day-to-day inner workings of **Lancaster Brewery** during a relaxed and informal tour.



Take a relaxing boat trip along the beautiful **Lancaster Canal**.



# Monday to Sunday

## **Mondays**

You have to study sometime!

## **Tuesdays**

Dominos Two for Tuesday is too good to be true!

## **Wednesdays**

Why not watch a new movie at Vue Cinema which is just a 2-minute walk away and all tickets are just £4.99!

## **Thursdays**

Fancy a quiz night with your flat mates? Study Rooms quiz is perfect for a challenge and cocktail or 2.

## **Fridays**

Big night out! Head to the Sugarhouse, Dalton Rooms or even Hustle for a great night on the dance floor!

## **Saturdays**

Hop on a bus and head to Morecambe Bay to stroll along the coastal towns such as Grange Over Sands, Morecambe and Heysham.

## **Sundays**

Sunday lunch anyone? Head over to Merchants 1688 for a delicious roast dinner in the historic cellar restaurant and bar just a 1 minute stroll from the castle gates.

