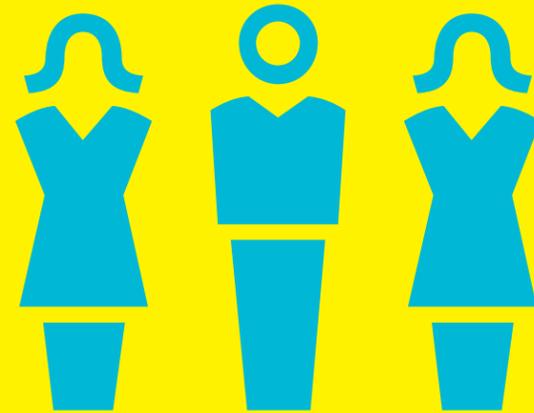


WELCOME ↓↓ TO

CANAL POINT

THIS BOOKLET

IS HERE



TO MAKE

THINGS EASY

 **FOR YOU.**

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

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- ➔ **What we will do for you**
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Useful Information



Accommodation Office

Opening Hours

Monday to Sunday 9am-5pm

0131 201 2260 24 hours

07490 639537 24 hours

canalpoint@thestudenthousingcompany.com



Follow Us

 Canal Point - Student Accomodation

 @comelivewithus

 thestudenthousingcompany



Your Student Portal

To access your student portal go online at:

<http://thestudenthousingcompany.com/login/>

Here, 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.



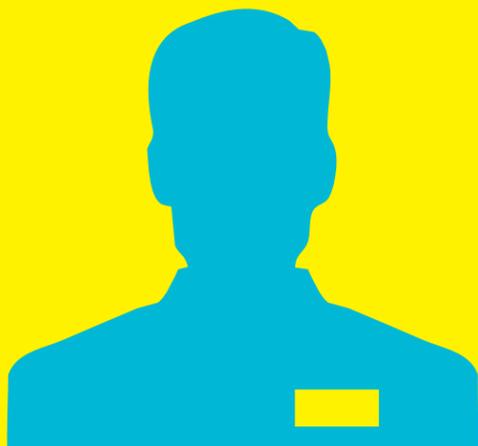
What We Will Do for You

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.

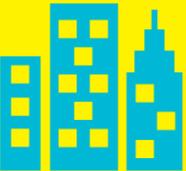


Our Promises

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

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.



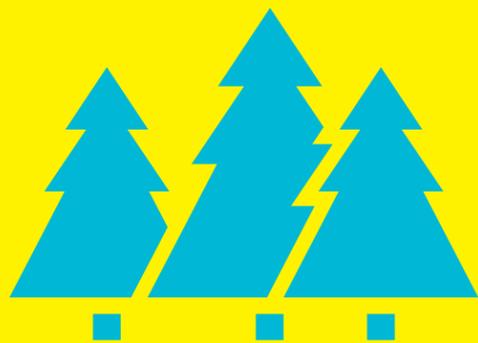
Bike storage

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, and please make sure your bike is always locked up and insured.



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 don't accept food deliveries at reception, sorry!



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.

What your rent includes...

Laundry



Circuit Laundry operate these machines for us. To use the machines, you can either download the Circuit Laundry app for Apple or Android or buy a top up card costing £2 from the vending machine. Credit to your account is added through online payments. This money will be deducted from your card each time you use a machine.



For repairs and enquiries, call Circuit Laundry on 0800 0924068 and quote the site number Canal Point: 402557 and the individual machine number.



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.



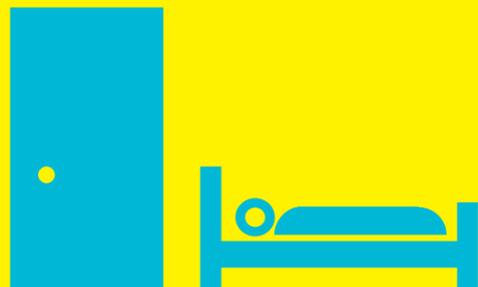
Remember to get your TV license at www.tvlicensing.co.uk



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



The Common Room is available for your relaxation and enjoyment 24/7.



You are welcome to plug in your DVD player, Playstation, Wii etc. and make it your own.



The Common Room is your space for you to use as you wish, however if noise is disturbing other residents 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 fob to the door every time you leave your room.



All communal doors lock automatically.



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



Getting Around

Edinburgh Waverley Train Station

Waverley Railway Station, Edinburgh, EH1 1BB

Haymarket Train Station

Haymarket Terrace, Edinburgh, EH12 5EY

Edinburgh Bus Station

St. Andrew's Square, Edinburgh, EH1 3DX

Post Office

46 St Mary's St, Edinburgh EH1 1SX

Murrayfield Stadium

Murrayfield, Edinburgh, EH12 5PJ

Sainsbury's

6 Earl Grey St, Edingburgh, Edinburgh
EH3 9BN

Vue Cinema

Omni Leisure Building, Edinburgh, EH1 3AT

Edinburgh University

George Square, Edinburgh, EH8 9JZ

(Buses 23, 47, 2, 27 to George Square; Bus 24 to Kings' Buildings)

Heriot Watt University

Edinburgh Campus, Riccarton, Currie,
EH14 4AS

(Buses 45 and 34)

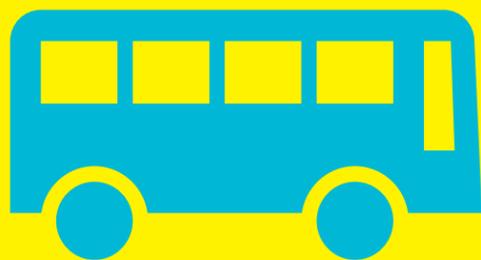
Queen Margaret University

Queen Margaret Drive, Musselburgh,
EH21 6UU (Bus 30)

Edinburgh Napier University Merchiston

Campus

10 Colinton Road, Edinburgh, EH10 5DT
(Buses 36, 11, 16, 45)



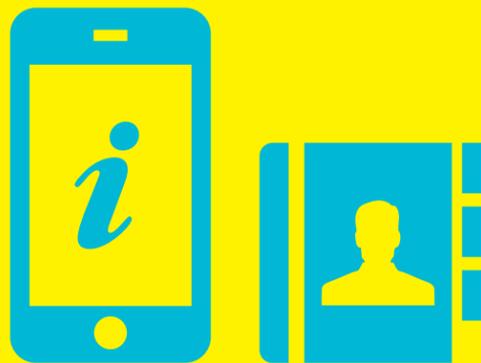
Useful Contacts

City Contacts

NHS Advice	111
Western General Hospital	0131 537 1000
City Cabs	0131 228 1211
Visit Scotland	08452 255 121
The Samaritans	08457 909 090
Addiction Helper	0800 044 8320
Talk to Frank.....	03001236600

University Contacts

Edinburgh University	0131 650 100
Edinburgh Napier University	0333 900 6040
Heriot Watt	0131 449 5111
Queen Margaret University	0131 474 000
Edinburgh College	0131 669 4400
KAPLAN	0131 220 4278
SRUC	0131 535 4041



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 Edinburgh's culture:

Climb Arthur's Seat

Formed by an extinct volcano, Arthur's Seat is the mean peak of a group of hills just east of the Old Town. It takes approximately 45 minutes to reach the top, but the views over the city will make your day!



Stroll along the Royal Mile

Steeped in history, the Royal Mile is a must for any Edinburgh resident. Stretching from Edinburgh Castle down to the Scottish Parliament and Holyrood Palace, there is something to tickle anyone's fancy!

Explore the Old Town

You can easily spend hours walking through lanes and alleys, areas such as the Cowgate and Grassmarket, imagining what the city was like hundreds of years ago.

Greyfriars Bobby

A tourist hot spot! One of Edinburgh's most famous tales regarding wee Bobby, a dog who spent 14 years guarding the grave of his owner. Don't forget to get your picture taken with the statue of Bobby outside Greyfriars Kirk!

Museums

Edinburgh has several museums, and most of them are free! Make sure to visit the National Museum of Scotland and the Museum of Edinburgh amongst others.

The Scottish Parliament

Even for those of us without a great interest in politics, this strange looking building is worth a visit. You can pop in for free, have a nosey and even watch debates live in the chamber!

The Meadows

'Sun's out, taps aff!' is a common phrase you will hear around the meadows when the temperature reaches a tropical 15 degrees. The Meadows is a great park right in the centre of the city which is packed as soon as the sun shows up. Make sure to pick up your disposable BBQ!

The Best of...



Cocktails

For reasonably priced martinis, try Vodka Revolution, Hoot the Redeemer or Candy Bar. The Voodoo Rooms is the place to visit for the best cocktail in town: you may not get to use your student discount card, but it's a great call for a first date...

Cafe

A very debatable subject as everyone has their favourite, but the aptly named Project Coffee in Bruntsfield (next to Edinburgh Napier University Merchiston Campus) will never let you down. Flat White please!

Bookshop

Looking Glass Books located in the Quartermile has a great selection to sit and read for free whilst sipping on a coffee; Lighthouse Bookshop should be your go-to for book launch events; and

check out the Scottish Poetry Library for regular readings and slams.

3am Takeaway

Canal Point is ideally located for a great kebab. On Fountainbridge you'll find City Kebab House and Topkapi – both strong contenders for the best kebab in Edinburgh. If you're out 'til the early hours in the centre of town, you'll soon get to know Pizza Paradise on Nicolson Street!

Gym

If you are eating kebabs after a night out, you better keep yourself active and PureGym, located in the Quartermile, cannot be knocked at only £19.99 per month!

Bar

Edinburgh has so many amazing bars, but to keep it local and student friendly you must visit The Chanter; discounted food, drinks and all the live sport you will need!

Best Kept Secret...

Union Canal is Edinburgh's hidden gem, and the best news is you will be living right at the end of it.

Whether you are a cyclist, a runner, or you just want to see what beautiful scenery is on offer, head along the Union Canal and take in all the amazing sites. Like a challenge? You can follow the canal all the way through to Glasgow, just remember, we won't come and collect you from the other end!



The Good, the Bad and the Ugly

This can be covered by one club: The Hive. This is a student rite of passage! Hive is a characterful nightclub just off central Cowgate. You'll have no problems finding your way home after a great night in one of Edinburgh's most infamous establishments.

For convenience, Atik hosts guest DJ nights, has great drinks deals and is just round the corner from Canal Point.

If you like to get dressed up, you'll want to check out Why Not, Opal Lounge or Bourbon.

Edinburgh's bad and ugly only comes when you have to make your 9am lecture!

Bucket List



Brave a Mercat ghost tour around Edinburgh's Old Town. Spooky!



Tour the Royal Yacht Britannia, after a long day of shopping in Ocean Terminal.



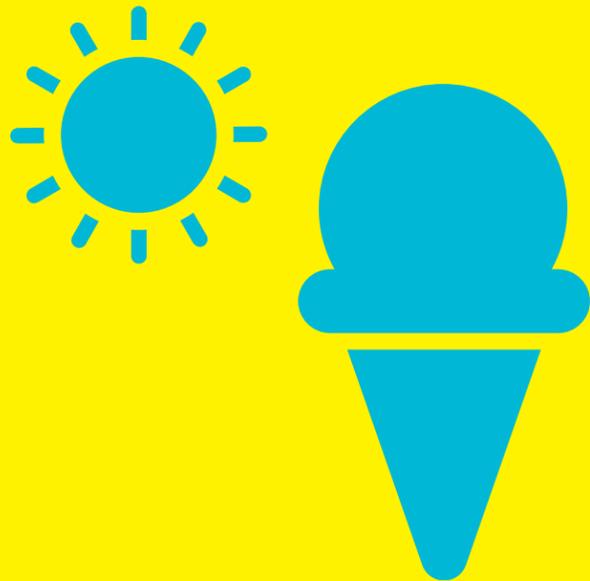
Try something new to get the adrenaline pumping with a visit to the 'The Rolling Haggis' to experience Zorbing, only 15 minutes away from Edinburgh City Centre!



Enjoy afternoon tea at the summit of the Royal Mile, right in the shadow of the iconic Edinburgh Castle.



Hike up Arthur's Seat and have a picnic with scenic views over Edinburgh.



Monday to Sunday

Mondays

Get your glad rags on for a Why Not Monday.

Tuesdays

Hungover? Dominos Two for Tuesday!

Wednesdays

Champions League night? It has to be the Golf Tavern with a pub quiz afterwards.



Thursdays

Late night shopping down Princes Street. Pick up a hot chocolate if it's cold outside!

Fridays

Expensive Fridays! Get down to Cineworld and use that student discount to see the latest release at Edinburgh's only IMAX!

Saturdays

Let's get active: get up and down Arthur's Seat or take a stroll along Portobello Beach.

Sundays

Studying has to be done at some point, we suppose...