

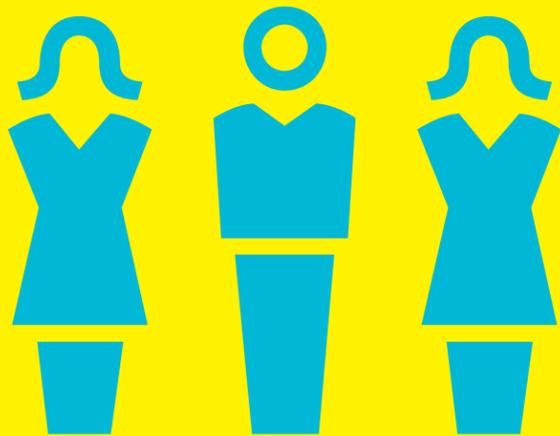
WELCOME ↓↓ TO

CATHERINE 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 8am-6:30pm

Saturday closed

Sunday closed

023 9219 1130 During Opening Hours

07547 487 090 24 hours

CatherineHouse@thestudenthousingcompany.com



Your Student Portal

To access your student portal go online to:

<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.



Follow Us

 Catherine House - Student Accommodation

 @comelivewithus

 thestudenthousingcompany



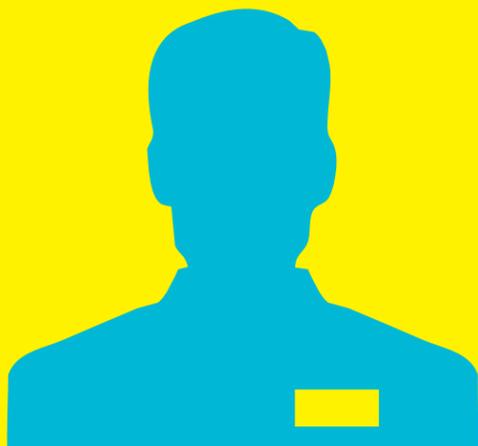
What We Will Do for You

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.

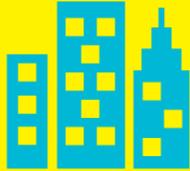


Our Promises

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.



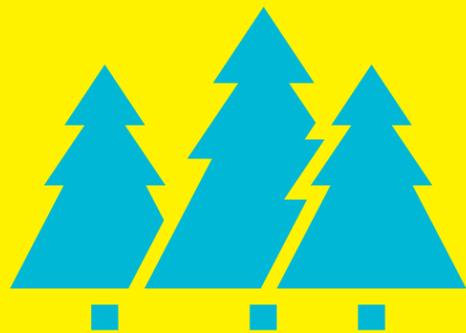
Bike storage

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.



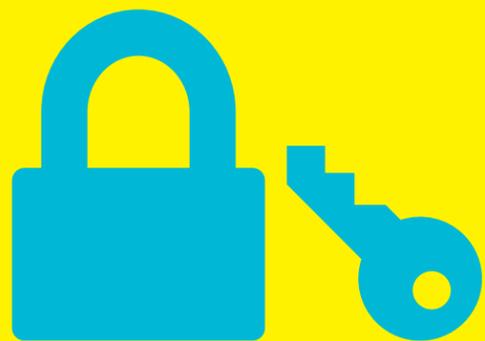
Student accommodation is often seen as a soft target for thieves. Always lock your windows and doors when you are not in.



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.

What your rent includes...

Laundry



Circuit Laundry operate these machines for us. To use the machines you will need to buy a top up card, or use the smartphone app. Step-by-step instructions can be found in the Laundrette, or you can ask your friendly residence team for help.



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.



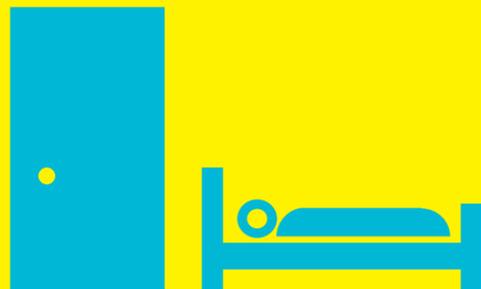
We provide TV licenses for all shared kitchens, but remember to get your TV License for your room or if you live in a Studio at: www.tvlicensing.co.uk



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 & Sky Lounge



The Common Room and Sky Lounge are available for your relaxation and enjoyment.



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



The Common Room and Sky Lounge are your spaces 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

Supermarkets:

Tesco

Crasswell Street, Portsmouth, PO1 1HT

Asda

The Bridge North Shopping Centre, Somers Road North, Portsmouth, PO1 1SL

Sainsbury's

315 Commercial Road, Portsmouth, PO1 4BS

Convenience Stores:

The Co-operative

4-6 Isambard Brunel Road, Portsmouth, PO1 2DU

Tesco Express

5 Isambard Brunel Road, Portsmouth, PO1 2FT

Sainsbury's Local

5-7 Guildhall Walk, Portsmouth, PO1 2RY

Post Office

Slindon Street, Portsmouth, PO1 1AB

University of Portsmouth

University House, Winston Churchill Avenue, Portsmouth, PO1 2UP

University Surgery

The Nuffield Centre, St Michael's Road, Portsmouth, PO1 2BH

Lalys Pharmacy (can deal with repeat prescriptions) 1 Guildhall Walk, Portsmouth, PO1 2RY

St. Mary's NHS Treatment Centre

Milton Road, Portsmouth, PO3 6DW

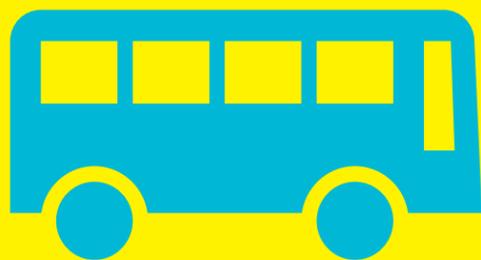
Queen Alexandra Hospital (A&E Department)

Southwick Hill Road, Cosham, Portsmouth, PO6 3LY

Bus, Coach, Ferry & Rail Services:

Portsmouth & Southsea Station, PO1 1EQ

The Hard Interchange, PO1 3DT



Useful Contacts

City Contacts

NHS Advice	111
St. Mary's NHS Treatment Centre	0333 200 1822
University Surgery	023 9273 6006
Lalys Pharmacy	023 9229 7293
Talking Change (NHS)	023 9289 2920
Samaritans	116 123
Papyrus	0800 068 4141
Uber	Download the App
Aqua Car Taxis	023 9265 4321
City Wide Taxis	023 9283 3333

University Contacts

University of Portsmouth Residence Life Team

studentsupportmanagers@port.ac.uk

University of Portsmouth Wellbeing Service

023 9284 3466 / wellbeing@port.ac.uk

University of Portsmouth Student Housing

023 9284 3214 / student.housing@port.ac.uk

University of Portsmouth Student Finance

023 9284 3014 / student.finance@port.ac.uk

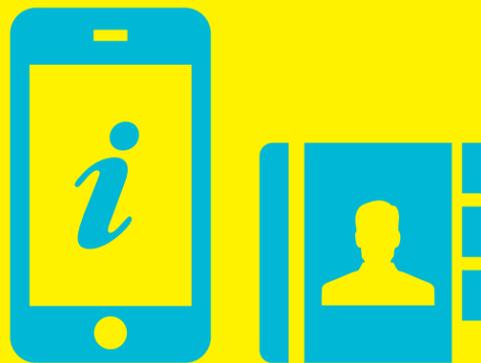
University of Portsmouth Students' Union

023 9284 3628 / hello@upsu.net

University of Portsmouth Switchboard

(can put you through to faculties/other departments)

023 9284 8484



Freebies

Parks and Recreation

Enjoy the sunshine in Victoria Park or sit in the shade with your fave book under some of the oldest trees in the city, its right next to Catherine House.

Southsea Common is a popular recreating ground close to the beach. It is host to several annual events including the kite and food festivals. Great of barbecues and lazy days.



Arts Glaore!

Aspex Gallery in Gunwharf runs a varied programme of exhibitions, off-site projects and participation events. A great way to while away a morning or afternoon.

The Hotwalls Studios in the old part of town brings artists and craft makers together in an exceptional heritage location. Potter around the studios and chat to the artists themselves!

Oh we do like to be beside the seaside!

Take a leisurely stroll along the 4 mile Southsea Seafront & Promenade. Great for cycling, roller blading, skate boarding and taking in the lovely fresh sea air. Lots of places to stop off along the way such as Southsea Castle and it's local brewery, Canoe Lake and the historic fortresses.

Portsmouth City Museum

There's loads of history to uncover during your time in Portsmouth. Did you know that literary giants Charles Dickens and Conan Doyle were both from Portsmouth?

Check out the No Place like Pompey – what makes Pompey unique? (It's all the history in the hood!)

The Best of...

Gyms

Fit4Less Portsmouth – Stanhope Road, Portsmouth, PO1 1DU

University of Portsmouth Gym – St. Paul's Road, Portsmouth, PO5 4AQ

Bars & Cocktails

Gin & Olive – A specialty gin cocktail emporium with extensive drink and food menus. 17 Albert Road, Portsmouth, PO5 2SE

The Liquorist – Gunwharf Quays, Portsmouth, PO1 3TD

All Bar One – Gunwharf Quays, Portsmouth, PO1 3TA

Meat and Barrell – Palmerston Road, Portsmouth, PO5 3PT

Cafes

The Harbour Coffee Shop – Independent Coffee Shop located just over the road – 97 Commercial Road, Portsmouth, PO1 1BQ

Southsea Beach Café – Seafront café that serves great breakfasts with a sea view – Eastney Esplanade, Portsmouth, PO4 OSP

Tenth Hole – Renowned for its tea & cake – Eastern Parade, Portsmouth, PO4 9RF

The Parade Tea Rooms – 7-8 Western Parade, Portsmouth, PO5 3JF

Bookshop

Waterstone – 115 Commercial Road, Portsmouth, PO1 1BU



Bucket List



Experience Spinnaker Tower, a fascinating building and enjoy stunning 360 views of Portsmouth, the Solent and the Isle of Wight.



Put your feet up and dig into your popcorn at No.6 Cinema, the best independent cinema in the city.



There's plenty of fun to be had down at Southsea Common, grab your mates and get down to the largest outdoor space in the city. BBQ anyone?



Check out the Historic Dockyard, host to the Mary Rose shipwreck which was sunk in 1545 during the Battle of the Solent.



Get your glitter out and get ready for Victorious Festival on the bank holiday weekend in August.



Check out the Love Southsea Street Market in Palmerston Road, it takes place every first weekend of the month featuring a diverse range of traders, creatives, and street food stalls!



Get the hovercraft over to the Isle of Wight, they have a garlic farm including garlic beer and garlic ice cream... we'll let you be the judge.



Monday to Sunday

Mondays

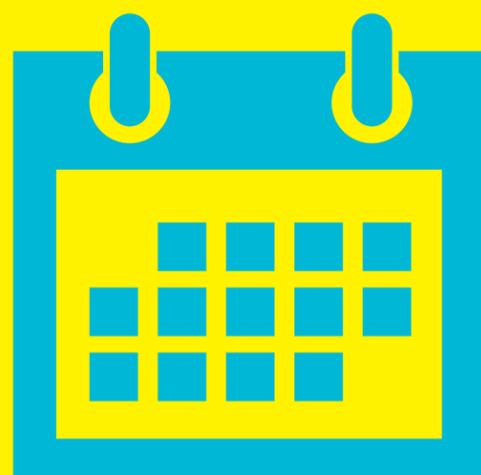
Well, you have to study sometime!

Tuesdays

Dominos Two for Tuesday is too good to be true!

Wednesdays

Celebrate the halfway point in the week with Purple
Wednesdays, Portsmouth's longest running student night!



Thursdays

Head to Gunwharf Quays, Thursday is the perfect day to go shopping to avoid the crowds at the weekend.

Fridays

We recommend dinner and the cinema down at Gunwharf Quays, don't forget to ask for student discount!

Saturdays

Check out the independent shops on Albert Road – you might pick up a bargain!

Sundays

Let's get quizzical! Quiz night every Sunday from 8pm at the Students' Union.