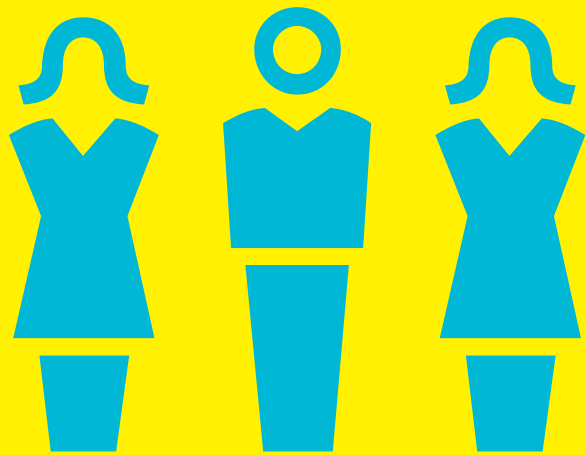


WELCOME ↓↓ TO

**CLIFFORD 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.

# Contents

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# Useful Information



## Accommodation Office

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.

01392 231090

cliffordhouse@thstudenthousingcompany.com



## Follow Us

 Clifford House Student Accommodation Exeter

 thestudenthousingcompany

Make sure you join the Clifford House Facebook group which is called; **Clifford 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](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.



## 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



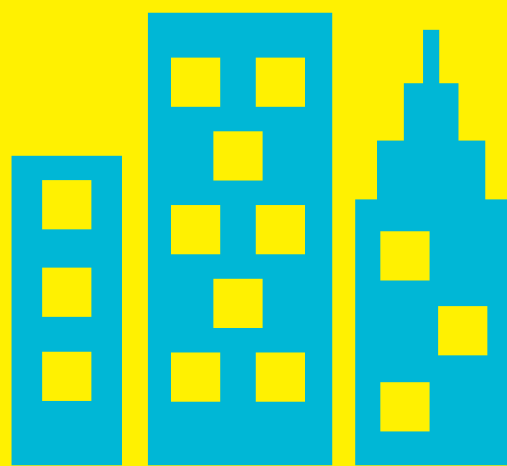
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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.

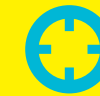


Fire alarm tests are held weekly so familiarise yourself with when this is.

## 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.



Different rooms are allocated different postcodes as follows:

Flats LG.01 to 2.19 - EC1A 4JH

Flats 3.01 to 6.22 - EC1A 4JL

Flats 7.01 to 8.20 - EC1A 4JW



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 ground floor next to the reception. 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](http://www.laundryview.com)

## TV, IPTV & Internet



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



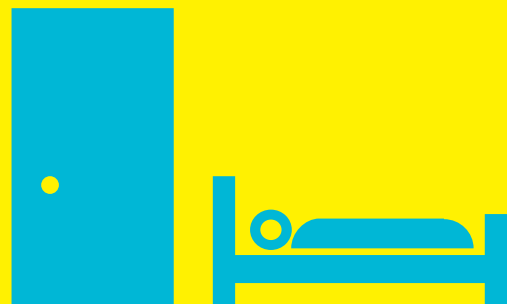
Remember to get your TV license at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect 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](mailto:support@ask4.com), or texting 'call me' to 07797 800 545 for a call back.



# What your rent includes...



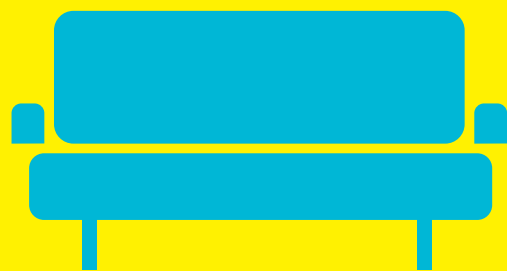
## Common Rooms

We have incredible social spaces including – Common Room, large study space, three meeting rooms, 24 hour gym and studio, communal kitchen and 3 TV lounges. We also have loads of outdoor space with a large grass area with benches and an outdoor table tennis table.

All our social spaces are open 24 hours. You will be able to book our communal kitchen and meeting rooms at reception. Before you have access to the gym you must sign the wavier form. This will be part of your welcome pack and you must return to reception.



The study room will be used for study only, we ask you to be respectful of others in there and keep down the noise. If you have group work, we have three large meeting rooms you can book out. The common room is where you can meet with friends, play some games 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 Clifford House will not always work on Satnavs. We recommend using Google Maps which will work if you type in the postcode **EX4 6AQ**, **Stadium way or Clifford House**. We are located directly next to Exeter City Football Club, St. James Park. If for any reason you can't find us head towards the Exeter's ground, and you will see our signposts.

**Car** – Most of you will be travelling by Car. If you are coming from the North take Junction 29 off the M5. Follow the signs for the city centre along the B3183 which leads you through Heavitree. This will take you to Western Way roundabout, take the third junction and head towards Old Tiverton Road. Stadium Way is the second on the left.

From London and the East, you will be heading to Exeter on the A30. This will take you right into the city centre following the B3183. Follow the instructions above.



**Train** – The main train station, Exeter St David's is a 25 minute walk. We would highly recommend grabbing a train from Exeter St David's to St James Park. This runs every 30 minutes only takes 5 minutes. From St James Park we are only a 5 minute walk.

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

# Useful Contacts

## **General practise:**

The University have its own onsite medical centre. For more details please visit [www.exeterstudenthealthcentre.co.uk](http://www.exeterstudenthealthcentre.co.uk).

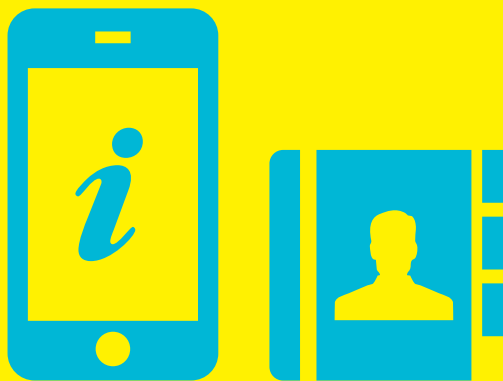
## **Hospital:**

Exeter Royal Devon and Exeter Hospital is the nearest hospital. This is only a 5 minute drive and 25 minute walk. The address is;

Royal and Devon and Exeter Hospital  
Barrack Road  
EX2 5DW

## **Police Station:**

The nearest police station is located;  
Police enquiry Office  
Heavitree Road  
EX1 2LR  
01392 420320





# 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...

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

**Exeter Cathedral** – Exeter Cathedral is an Anglican Cathedral, in the city of Exeter, Devon. It is one of the great cathedrals of England, and one of the finest examples of Gothic architecture anywhere.



**Exeter Quay** - Exeter's Historic Quayside is one of the most attractive areas of the city, popular with locals and visitors alike for its fascinating history, interesting architecture and lively pubs and restaurants. Throughout the year events are held around the quay, everything from 10k runs to live music.

**Underground Passages** - These medieval passages have always fascinated local people, with stories of wars and sieges, plague and pestilence. They were designed to bring clean drinking water from natural springs outside the walled city, through lead pipes into the heart of the city. The pipes sometimes leaked and repairs to buried pipes could only be carried out by digging them up as we do today. To avoid this disruption the passages were vaulted, and it is down some of these vaulted passageways that visitors are guided.

**Haldon Forest** - Whether you want a quiet gentle stroll or an exhilarating mountain biking experience, there's something for you at Haldon Forest Park. With a range of walking and cycling trails to suit all abilities, as well as a pump loop, cycle skills area, orienteering courses, play equipment and so much more just waiting to be discovered.

**Killerton** - Is a beautiful National Trust House, located in beautiful gardens. It's a short 15-minute drive in the car or a simple bus ride away

# Top local bars and eating spots



**Doctor Inks Curiosities** – A contemporary bar that produce the best cocktails down by Exeter Quay. You have to check out the website



**The Oddfellows** - A Pub that serve traditional food with a 21st Century Twist. The menus change quarterly with the seasons and the fantastic specials list changes weekly. Has a great selection of drinks.



**The hour Glass** – The champions of analogue, real beer excellent wines and good food in a relaxed, affable\* atmosphere since 1848.



**The Monkey Suite** – Cocktail bar and lounge, in up-town Exeter, has a great selection of cocktails, craft beers and comfy corners.



**The Angel Bar** - The Angel bar is a modern-day independent boozier with traditional values. The staff and the locals treat the place like home. It changes throughout the day and something is always happening to keep us entertained



**The Old Fire House** – Widely acknowledged to be one of Exeter's best ale and cider pubs, The old firehouse is very popular students and locals alike.