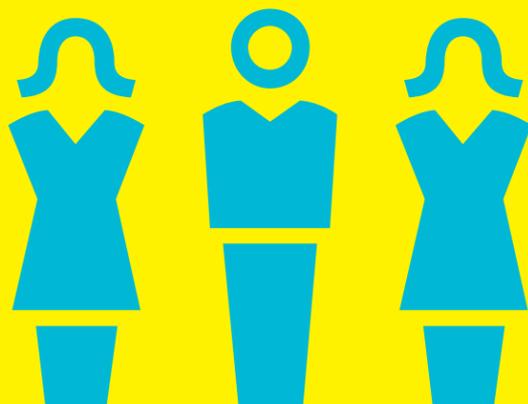


WELCOME ↓↓ TO
GOLDSMITH COURT
THIS BOOKLET
IS HERE
TO MAKE 
THINGS EASY
 **FOR YOU.**

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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- ➔ **What we will do for you**
- ➔ **Our Promises**
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- ➔ **How to stay green**
- ➔ **What you can do for you residence**
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Useful Information



Accommodation Office

Opening Hours

Monday to Friday 8.30am-5:30pm
Saturday closed
Sunday closed
24 hours 0845 600 3927

goldsmithcourt@thestudenthousingcompany.com



Follow Us

-  Goldsmith Court - 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.



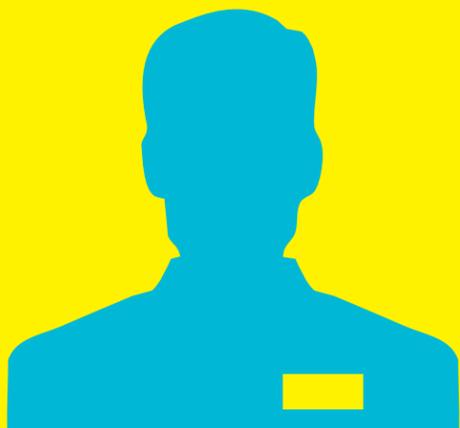
What we will do for you

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, 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.

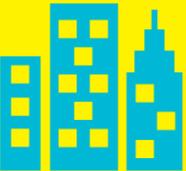


Our promises

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**  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.



Flat 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.

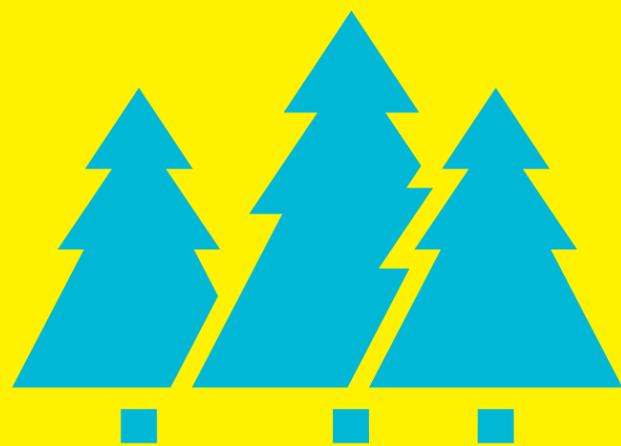


Recycling and rubbish

Please ensure that all rubbish is taken to the bin store. We operate a very simple 'orange bag' recycling system.



The orange bags can be found in the bin store, fill them with your re-cyclable items and put them in the large bins with all your other rubbish. The local council will separate them once collected.



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



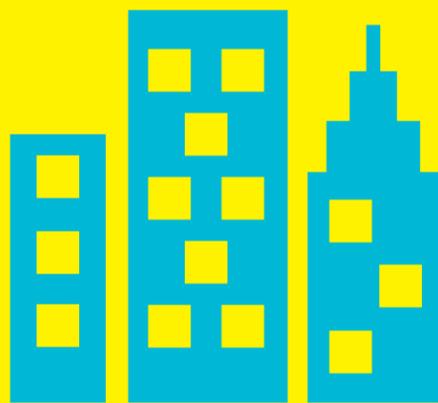
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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 on the Goldsmith Court premises.



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 posted through your flat letterboxes by the Royal Mail post man., Monday's - Saturdays.



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 £2 for the washing machine and £1 for the dryers, all machines are coin operated so keep hold of your loose change!



You can check machine availability by visiting www.laundryview.com When checking the availability Goldsmith Court is under the SITE name as VALAD

TV, IPTV & Internet



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



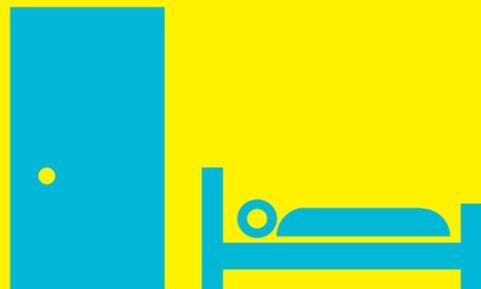
Remember to get your TV license at www.tvlicensing.co.uk



There is 100Mb broadband with Wi-Fi throughout, with the choice to connect ten devices to your internet account. Internet is supplied by Ask4.



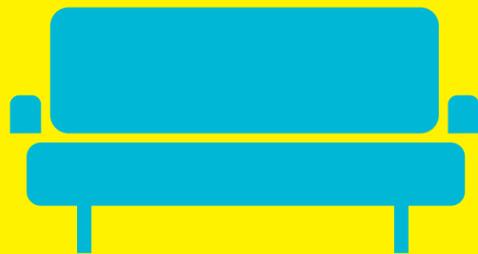
If you are stuck you can contact Ask4 by calling 0114 303 3232, emailing support@ask4.com, or texting 'call me' to 07797 800 545 for a call back.



What your rent includes...

-  **Common Room**
The Common Room is available for your relaxation and enjoyment, please speak to the office staff for more information.
-  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 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 card, 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 ensure you read the instructions on how to operate the locking function on your bedroom door as not to lock yourself out of your room
-  All communal doors lock automatically.
-  There is a charge to replace each key card so please do not lose them.



Getting around

Nottingham Train Station

Nottingham NG2 3AQ

Lloyds Bank,

Market Square House, Market St, Nottingham
NG1 6FD

NatWest Bank,

16 S Parade, Nottingham NG1 2JX

Boots Pharmacy,

11-19 Lower Parliament St, Nottingham NG1 3QS

Nottingham Train Station,

Nottingham NG2 3AQ

NTU Student Health Centre

Peel St, Nottingham NG1

City Dental Surgery (NHS),

11 King's Walk, Nottingham NG1 2AE

Nandos,

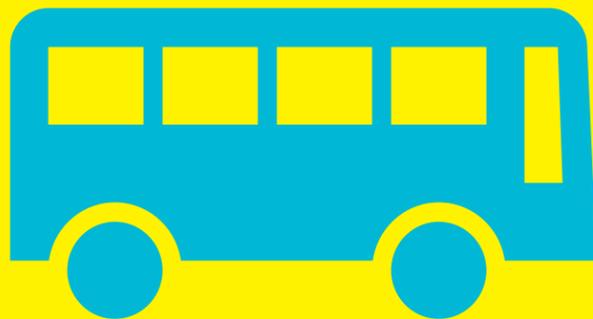
The Cornerhouse, Forman St, Nottingham
NG1 4DB

Pizza Express,

20 King St, Nottingham NG1 2AS

Cineworld,

The Cornerhouse, 29 Forman St NG1 4DB



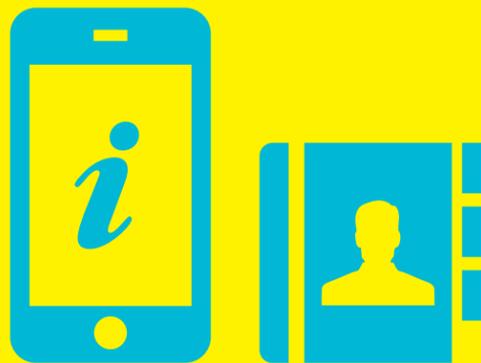
Useful Contacts

City Contacts

| | |
|---|---------------|
| NHS 24..... | 111 |
| The Queens Medical Centre (Hospital & A&E) | 0115 924 9924 |
| Nottingham City Cabs | 0115 9700 700 |
| Nottingham Tourism Centre | 08452 255 121 |
| The Samaritans | 08457 909 090 |
| Nightline | 0115 9514 985 |
| (Trent Student support helpline) | |

University Contacts

| | |
|--|---------------|
| Nottingham Trent University | 0115 941 8418 |
| University of Nottingham..... | 0115 951 5151 |
| Nottingham Trent International College | 0115 848 5823 |



The Best of...

Shopping In Nottingham

Nottingham has a great reputation for shopping, the city has two large shopping centres with all the big high street stores. There's also lots of independent stores and boutiques in **Hockley**, where you can find some great vintage items, antiques and gifts. Check out **Wild** and **Backlash** for vintage and retro clothing.

There's also several markets in town taking place throughout the week – where you can grab some good finds at good prices.



Music & Theatre

If you're a music fan, there's the **Motorpoint Arena** – which showcases popular events and artists such as Ed Sheeran and Bruno Mars. There are also great smaller venues such as Rock City, Rescue Rooms and Bodega which have regular gigs taking place across lots of genres.

Every May, **Dot to Dot** festival brings lots of up-and-coming artists and bands to Nottingham, and the tickets are at a student-friendly price too.

If you're after a comedy night, check out **Jongleurs**, **The Glee** and **Just the Tonic**, where you can find some great stand-up comedians.

The **Nottingham Playhouse** hosts a range of dance, theatre, music and comedy performances, as does the **Theatre Royal**, which offers a free Go Card – giving you discounts on performances. There's also the smaller **Lace Market Theatre** which showcases some great amateur plays – and you can even audition yourself if you fancy!

When you want to take a break from Netflix, Nottingham has several cinemas for you to check out. There's **Cineworld**, located in the **Cornerhouse** complex, as well as independent cinemas such as **Savoy**, **Showcase**, **Screen 22** and **Broadway**, which was named 'smartest cinema in the world.'

The Best of...

For The Foodies

Nottingham is said to be a perfect city for foodies, with more restaurants per square mile than most other cities in the UK!

There's several of the popular food and drink chains located in the **Cornerhouse** including **Wagamama**, **TGI Fridays**, **Bella Italia**, **Turtle Bay** and **Bar Revolution**.

If you fancy a good burger there's **Annie's Burger Shack** known for its wide range of burgers.

If you fancy Indian cuisine, you're in luck as Nottingham has loads of them! **Laguna Tandoori**, **4550 Miles**, **Calcutta Club** and **The Cumin** to name a few.

Nottingham Nights

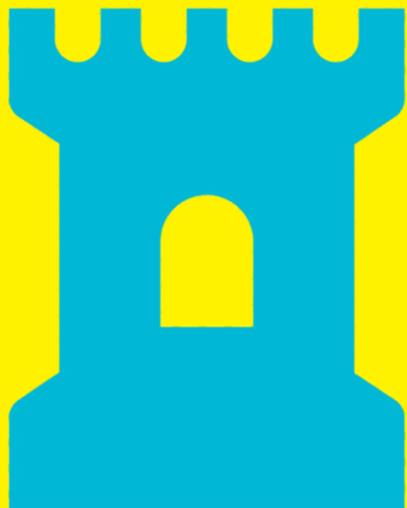
It won't be hard for you to find a student night in Nottingham, that's for sure. At **Ocean**, a dedicated student-only nightclub, you'll find some of the most outrageous theme nights as well as special nights devoted to each uni. There's also **Pryzm**, a huge club with 5 themed rooms of different music.

As well as gigs, **Rock City** also has various club nights during the week including Wednesday's official Nottingham Uni night, as well as 'Tuned' on Thursday where you'll find 2-4-1 drinks! On Saturdays, **Rescue Rooms** hosts a joint club night with **Stealth**, playing a range of music and PA's.

There's also other bars and clubs such as **Ink**, **Market Bar**, **Bar Eleven** and **Red Bar**, which are all within walking distance.



Bucket list



Held in October every year, start university life off with a bang and visit Nottingham's famous Goose Fair. Action packed with white knuckle rides, fairground games and traditional food



Home to the legendary Robin Hood, take a day out in Sherwood Forest and enjoy the vast array of wildlife in the forest's national nature reserve.



Take a picnic and visit Batman's home at Wollaton Park! Home to Wollaton Hall and a Deer Park, there is plenty to do. In summer it holds Splendour Festival, a must!



Do not miss Nottingham Castle and the caves that lie below. Take a tour of the castle and then have lunch, followed by a drink at 'Ye Old Trip to Jerusalem', the oldest pub in England!



Be entertained at the Motorpoint Arena! Don your woolly hat and watch Nottingham Panthers play ice hockey or see your favourite band live..

Monday to Sunday

Mondays

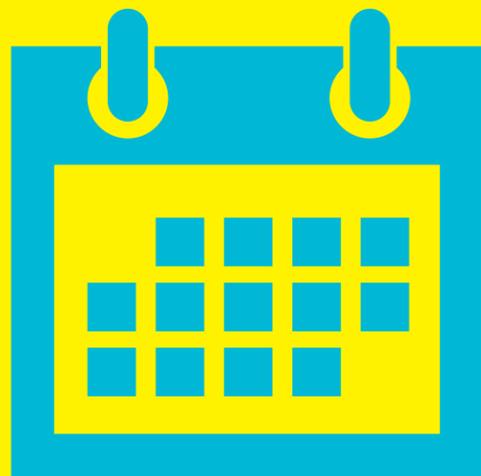
A night out at the local (Southbank have 50% off on a Monday), enjoying some good food and company

Tuesdays

Soak in the atmosphere at the world-famous Trent Bridge cricket ground. See Nottinghamshire or England compete in a variety of different tournaments throughout the year, it is still fun even if you don't know the rules!

Wednesdays

Get your fancy dress on because it's Ocean Wednesday. Nottingham's themed student night located near Broadmarsh Shopping Centre. Don't be surprised if you see a group of Minions walking through the city centre...



Thursdays

Head to the Cornerhouse for a game of Crazy Golf, followed by some time spent in the arcade. Collect your tickets throughout the year and save up for a prize!

Fridays

Expensive Fridays! Get down to Cineworld and use that student discount to see the latest release.

Saturdays

Shop 'til you drop at Intu Victoria Centre and Bridlesmith Gate. Finish up with food and drink at Pitcher and Piano, a church renovated into a bar.

Sundays

It's quiz night at the SU