

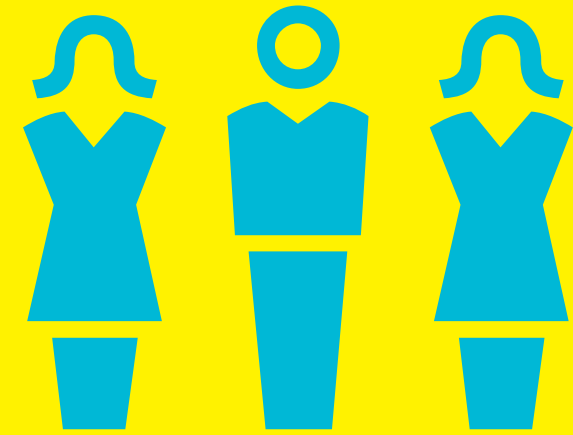
WELCOME ↓↓ TO

**PARK 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.

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# Useful Information



## Accommodation Office

### Opening Hours

Monday to Friday ..... 8.30am-5pm

Saturday ..... closed

Sunday ..... closed

Office Hours..... 01522 877 777

Out of Office call desk ..... 0845 600 3927

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

## Follow Us



 Park Court - Student Accomodation

 @comelivewithus

 thestudenthousingcompany



## Your Student Portal

To access your student portal go 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.



# 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**  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](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



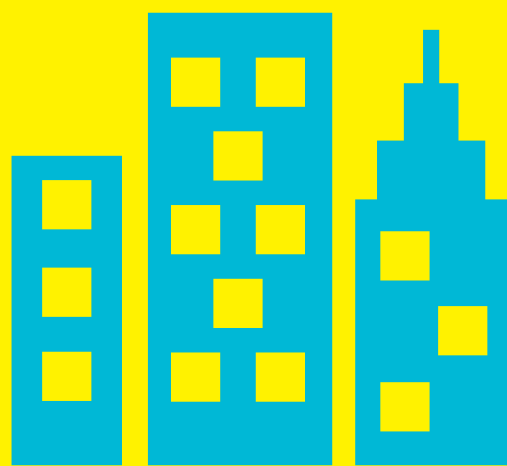
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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 lead to enforcement action by the Fire & Rescue Service that could result in 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.

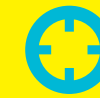


Fire alarm tests are held weekly so familiarise yourself with when this is.

## General Safety



Smoking and illegal drugs are not allowed anywhere on the Park Court premises.



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

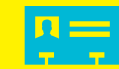


Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems.



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, as letters will be distributed through your flat door letterbox.



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 coin operated machines, you will need £2.50 for the washing machine and £1 for the dryer.



You can check for machine availability by visiting: <https://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view/>

## TV, IPTV & Internet



All premium en-suite communal kitchens have TVs. IPTV is available throughout and is supplied by Ask4.



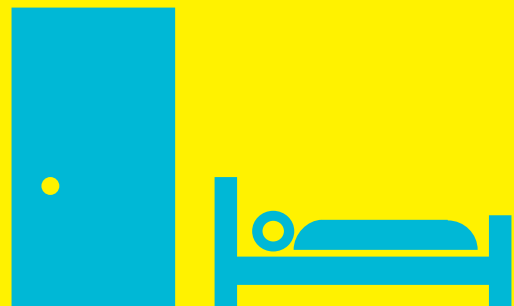
Remember to get your TV license at [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)



There is 50Mb 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 Room



The Common Room is available for your relaxation and enjoyment between 8:30 and midnight each day.



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



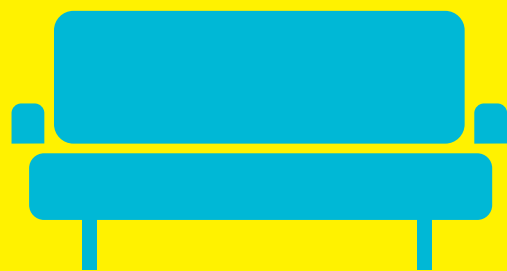
Flat doors lock automatically, but bedroom doors do not. You must use your key to lock your room door.



All communal doors lock automatically.



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



# Getting Around

## **Lincoln Train Station**

19 St Mary's Street, Lincoln LN5 7EW

## **Lincoln Bus Station**

St Mary's Street, Lincoln LN5 7EW

## **Post Office**

Lincoln Co-operative Society, City Square Centre,  
Sincil Street, Lincoln LN5 7EJ  
Or 90 Bailgate, Lincoln LN2 1QA

## **Sincil Bank Football Stadium**

Sincil Bank, Lincoln LN5 8LD

## **Tesco Express**

245-246 High Street, Lincoln LN2 1HW

## **Morrisons**

Lincoln Shopping Centre, Tritton Road, Lincoln  
LN6 7QL

## **Sainsbury's Local**

18a Carholme Road, Lincoln LN1 1RR

## **Yarborough Leisure Centre**

Riseholme Road, Lincoln LN1 3SP

## **University of Lincoln**

Brayford Way, Brayford Pool, Lincoln LN6 7TS

## **Engine Shed**

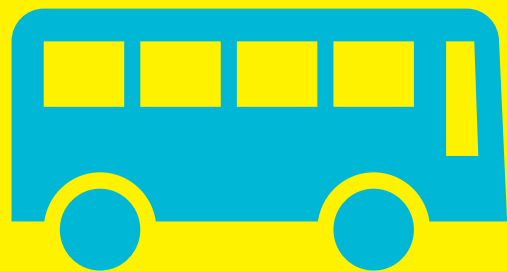
University of Lincoln, Brayford Pool, Lincoln LN6  
7TS

## **Bishop Grosseteste University**

Longdales Road, Lincoln LN1 3DY

## **The Venue Lincoln**

Longdales Road, Lincoln LN1 3DY



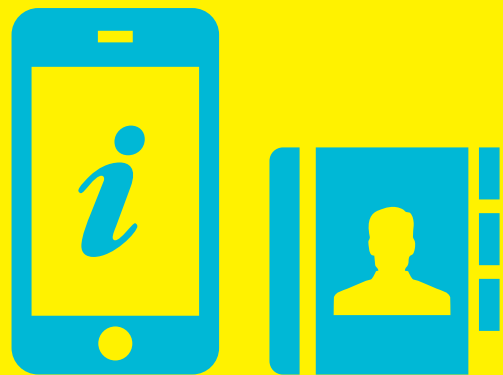
# Useful Contacts

## City Contacts

NHS 24.....	111
Lincoln County Hospital.....	01522 512 512
Handsome Cabs .....	01522 545 352
Direct Cars .....	01522 567 567
The Samaritans .....	01522 528282 (local call charge apply)
The Samaritans .....	116 123 (this number is free to call)
Addiction Helper.....	0800 044 8320

## University Contacts

University of Lincoln.....	01522 882 000
Student Wellbeing Centre of Lincoln .....	01522 886 400
Bishop Grosseteste University.....	01522 527 347
BGU Student Advice.....	01522 583 600





# The Best of...

## Food

Within Lincoln city centre you have some amazing independent restaurants, as well as the usual restaurant chains on the Brayford Waterfront for the days you don't fancy cooking or if you are feeling flush.

## Cafe

Coffee Aroma is a stylish and cool café, right in the city centre, with its own-roasted coffee and homemade cakes, plus international bottled beers.

## 3am Takeaway

There are several late night take aways just around the corner from Park Court. From Thai, to the usual kebab or "chip and cheese", there is something for everyone's midnight snack needs.

## Gym

If you are eating kebabs after a night out, you better keep yourself active and PureGym, located at St Marks Shopping Centre, cannot be knocked at only £12.99 per month!

## Bar

Lincoln has so many amazing bars, but to keep it local and student friendly you must visit the Tower Bar; amazing food, drinks and all the live sport you will need!



# Best Kept Secret...

Fosdyke is Lincoln's hidden gem.

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

# The Good, the Bad and the Ugly

If you feel the Tower Bar is too far to walk to, Home and Revolution are just across the road from you and some have proven they can get from their room at Park Court to the bar in less than one and a half minute!

Only a good night can be had at both places, the bad and the ugly comes when you have to make your 9am lecture the following morning.



# Bucket List



Brave the **Lincoln Ghost Walk** around **Lincoln's Cathedral Quarter**. Spooky!



Dress up and take part in Lincoln's **Asylum Steampunk Festival**, it is the largest and longest running steampunk festival in the Solar System and it takes place over the August Bank Holiday weekend.

For four glorious days the historic streets of Lincoln are thronged with thousands of splendidly dressed steampunk's enjoying a festival which strives to combine art, literature, music, fashion, comedy, and simple good fun.



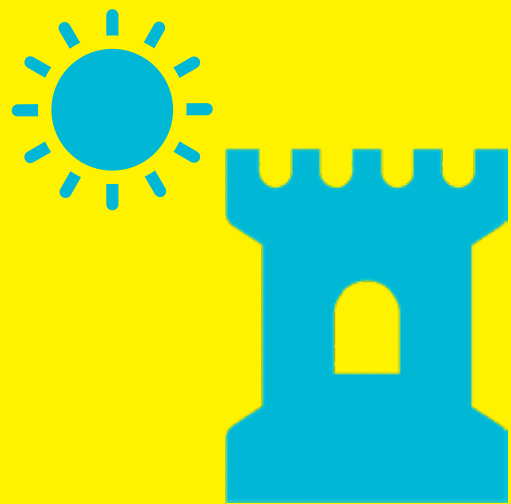
Enjoy afternoon tea at **Bells Tea Shop** at the top of **Steep Hill**. The walk up will have burned off some of the calories you will gain with eating all those lovely cakes.



Before going home for Christmas don't forget to go around the **Lincoln Christmas Market** between the 6th and 9th of December, enjoy some gluhwein (mulled wine) from the Neustandt stand or have a wander round the medieval market.



For **60 minutes** of tension, experience the escape room and generally having great fun with your mates, why not go to **Tension Exit Games** on Croft Street.



# Monday to Sunday

## **Mondays**

You have to study sometime!

## **Tuesdays**

Dominos Two for Tuesday is too good to be true!

## **Wednesdays**

Quack night! Every Wednesday at the Engine Shed

## **Thursdays**

Entourage at Home!

## **Fridays**

Get down to the Odeon and use that student discount to see the latest film release!

## **Saturdays**

Let's get active, get up and down to the Arboretum for a game of football or a run around the park!

## **Sundays**

Clear your schedule... it's Sunday, it's Home's Sunday Social!

