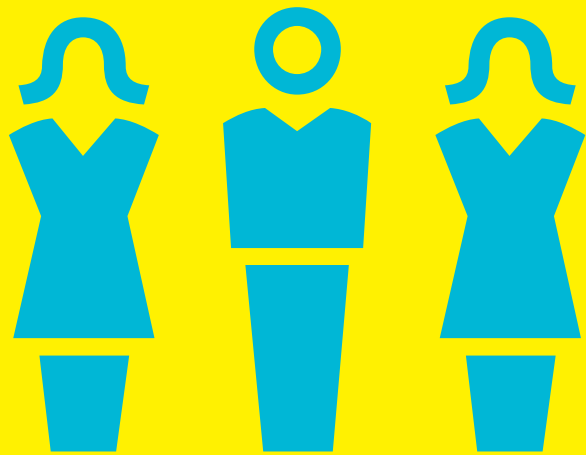


WELCOME ↓↓ TO

PRINT HALL

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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- ➔ What we will do for you
- ➔ Our Promises
- ➔ What to do when things go wrong
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- ➔ Being safe and comfortable
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Useful Information



Accommodation Office

Opening Hours

Monday to Friday – 8am – 6pm

Saturday – 10am – 2pm

Sunday – Closed

Tel: 0117 375 1260

Printhall@thestudenthousingcompany.com



Follow Us

 Print Hall – Student Accommodation Bristol

 @printhallbristol

Make sure you join the Belaton House Facebook group which is called; Belaton 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.

Things that are not supplied by us, such as your own furniture, are not included in this policy.

Things that are damaged by you or your guests are not included in this policy.

Things that are damaged by pests, such as rats or mice, are not included in this policy.

Things that are damaged by fire, flood or other natural disasters are not included in this policy.

‘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.

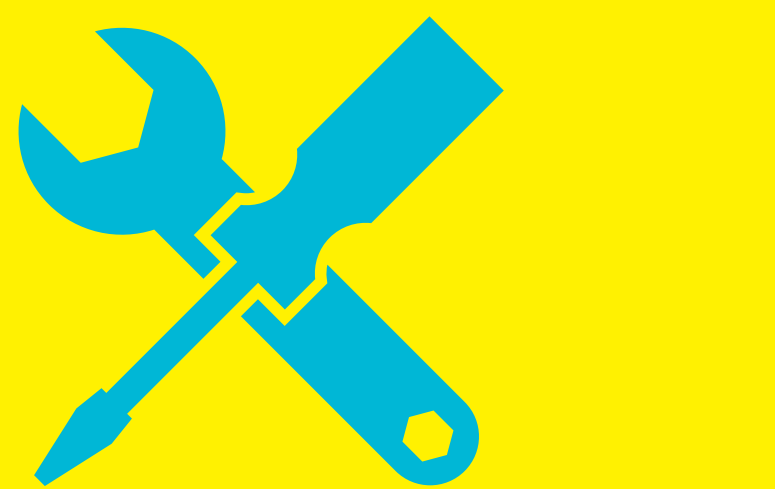
Priority Two (urgent repairs) are completed within five working days of report. These would be any repairs that materially affect the comfort or convenience of the residents.

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

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.

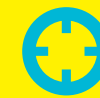


Fire alarm tests are held weekly so familiarise yourself with when this is.

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.









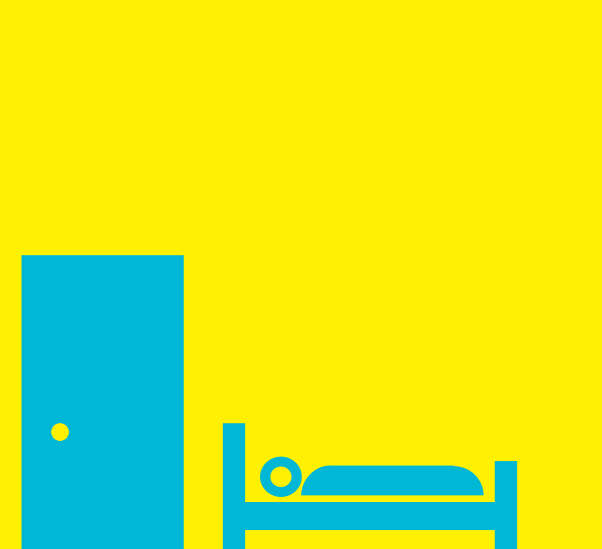



Please make sure all post is addressed correctly and includes your full name and your room number.



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	TV, IPTV & Internet
	<p> Circuit Laundry operate these machines for us. To use the machines, you can download the Circuit Laundry app from your app store. You can then upload money to your account, scan the machine QR code and wash away! If you do not have a smart phone, come to reception where we can issue you a top up card.</p>	<p> All communal kitchens and Studios have TVs. IPTV is available throughout and is supplied by Ask4.</p>
	<p> Call Circuit on 01422 820 360</p>	<p> Remember to get your TV license at www.tvlicensing.co.uk</p>
	<p> You can set up an account online and check for machine availability by visiting www.laundryview.com</p>	<p> There is 100Mb broadband with Wi-Fi throughout, with the choice to connect three devices to your internet account. Internet is supplied by Ask4.</p> <p> 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.</p>

What your rent includes...

Common Rooms



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



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, 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

Bristol Temple Meads Train Station:

Station Approach, Off Bath Road, Bristol, BS1 6QF

Bristol Bus & Coach Station:

Marlborough St, Bristol, BS1 3NU

First Bus:

Bristol, Bath and The West

www.firstgroup.com/bristol

Post Office:

Castle Galley, Bristol, BS1 3XX

Sainsbury's Local:

86 Union St, Broadmead, BS1 3HF

IKEA:

Eastgate Shopping Centre, BS5 6XX



Useful Contacts

Bristol Royal Infirmary Hospital

0117 923 0000

Broadmead Medical Centre

0117 954 9828

Tourist Info

0906 711 2191

VCars (Taxi)

0117 252 626

Police (non-emergency)

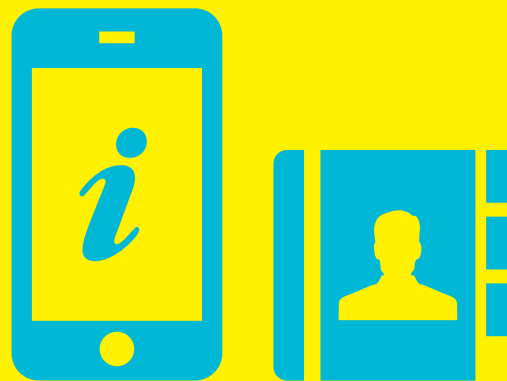
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NHS Advice

111

Samaritans

116 123



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...

Vintage Clothing:

Uncle Sam's Vintage

54a Park Street, Bristol, BS1 5JN

Coffee:

Exchange

72-73 Old Market, Bristol, BS2 0EJ

Bar:

The Apple

Welsh Back, Bristol, BS1 4SB

Bookshop:

Books for Amnesty Bristol

103 Gloucester Road, Bristol, BS7 8AT

Gym:

PureGym Union Gate

10 Union Gate, Bristol, BS1 2DU

Live Music:

Thekla

The Grove, East Mud Dock, BS1 4RB

