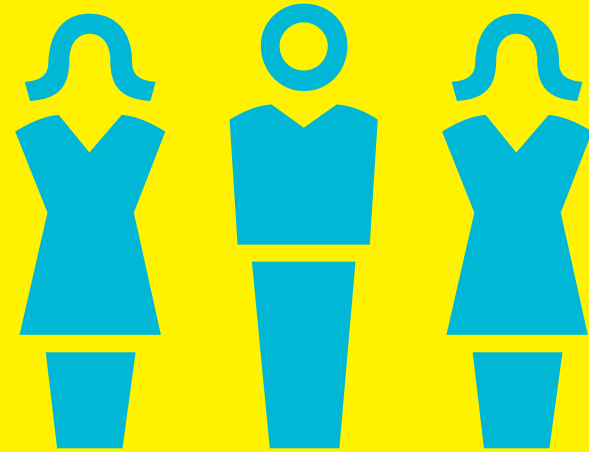


WELCOME ↓↓ TO  
**THE COURTROOMS**  
THIS BOOKLET  
IS HERE  
TO MAKE  
THINGS EASY  
 **FOR YOU.**



# Before we introduce ourselves here are a few things you should do as soon as possible.



Make sure you know how to contact reception 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-6pm

Saturday ..... closed

Sunday ..... closed

24 hours ..... 07522 934 333

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



## Follow Us

 The Courtrooms - Student Accomodation

 @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

**The Student Housing Company and The University of Bristol take the behaviour of 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 – outside of the weekly kitchen cleans we provide, it is your responsibility to look after the space. Remember that if cleaning is regularly ignored we may appoint contract cleaners to tidy up at your cost.



A list of common charges for damage to items is available from Reception. 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:

*accom-office@bristol.ac.uk*  
*0117 954 6640*



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 The University of Bristol's rules and guidelines.

## Cleaning up



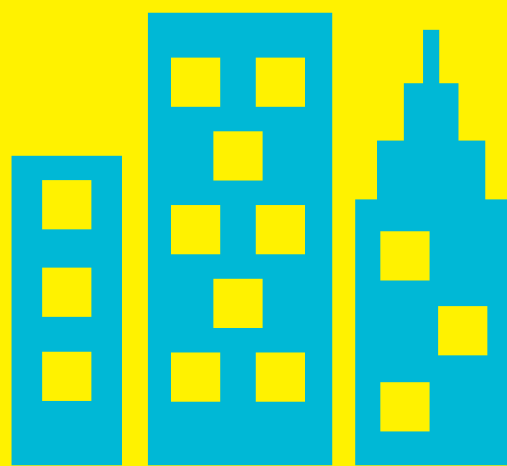
Remember to regularly remove rubbish bags and place them in the correct bins provided.



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 (including wedging doors open) 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 is 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. Your address at The Courtrooms is:

**[Full Name]**  
**[Flat & Room Number] The Courtrooms**  
**Rupert Street**  
**Bristol**  
**BS1 2AF**



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 need a top up card worth £5. This money will be deducted from your card each time you use a machine. There is also a free App available to download.



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



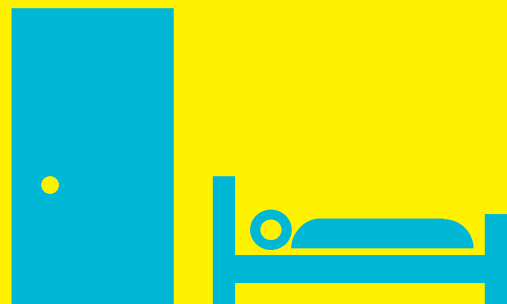
All communal kitchens and Studios have TVs. IPTV is available throughout and is supplied by Ask4.



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](mailto:support@ask4.com), or texting 'call me' to 07797 800 545 for a call back.



# Getting Around

## **Bristol Train Station**

Bristol Temple Meads, Bristol, BS1 6QF

## **Bristol Bus & Coach Station**

Bristol, BS1 3NZ

## **Post Office**

Castle Gallery, 13 the mall, Bristol, BS1 3XX

## **Ashton Gate Stadium**

Ashton Road, Bristol, BS3 2EJ

## **SUPERMARKET:**

### **Tesco Metro**

90-98 Broadmead, Bristol, BS1 3DW

### **Showcase Cinema**

Glass House Ln, Cabot Circus, Bristol, BS1 3BX

### **Bristol University**

Senate House, Tyndall Ave, Bristol BS8 1TH



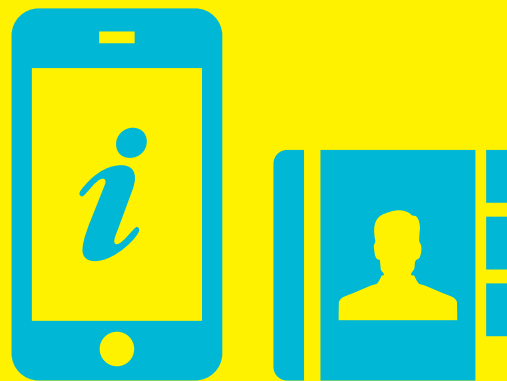
# Useful Contacts

## City Contacts

NHS 24.....	111
Bristol The Royal Infirmary .....	0117 923 0000
City Cabs.....	0117 902 0181
Bristol Tourism Information Centre .....	0906 711 2191
The Samaritans .....	0117 983 1000
Addiction Helper.....	0800 138 7188
Nightline (Student support helpline).....	01 179 266 266

## University Contacts

University of Bristol .....	0117 928 9000
Accommodation Office .....	0117954 6640
International Students Office .....	0117 394 0198
Student Fees Office .....	0117 928 8827
Student funding.....	0117 331 7972



# Freebies

It's hard to know where to start, so here are a few places we think you should take some time out to see, to immerse yourself into Bristol culture:

## The Clifton Suspension Bridge

The Clifton Suspension Bridge is a world-famous suspension bridge spanning the Avon Gorge and the River Avon. It is also the perfect spot to take amazing shots for your Instagram and enjoy a beautiful sunset with friends.



## St Nicholas Market

You can easily spend hours walking around St Nicholas Market tasting all the local food stands and doing alternative shopping.

## Museums

Make sure to visit the science Museum "We the Curious" and the Arnolfini modern art gallery amongst others.

## The Balloon Fiesta

The Bristol Balloon Fiesta is held annually. Teams from the UK and other parts of the world bring their hot air balloons to the site and take off together. That's an impressive show to watch; you may see more than 100 balloons in the sky at the time!

## Castle Park

When the temperature reaches a tropical 15 degrees and you fancy to lay down in the grass; Castle Park is the place to go. Located right in the city Centre, it's packed as soon as the sun shows up, make sure to pick up your disposable BBQ!

## SS Great Britain's

This famous historic boat which is also a museum is the emblem of Bristol. It's incredible to visit but it's just as nice to have a look from the outside when having a walk on the Harborside.



# The Best of...

## Cocktails

Bambalan is the place to be for the best cocktail in town. You will enjoy for sure the city view from its rooftop and the good vibe around thanks to great DJs set.

## Cafe

A very debatable subject as everyone has their favorite, but the aptly named Playground Coffee House will let nobody down! Great coffee and great atmosphere, that's a winner.

## Beware of the Leopard Books

For the book lovers among you, this is one of the best (and few remaining) second-hand book stores in the country. A real treasure trove!



## 3am Takeaway

Taka Taka is by far the best takeaway, located near Park street nearby all the clubs or on the ground floor of the building next door, it provides some tremendous Greek wraps; Ideal for a quick and easy late munch!

## Gym

If you are eating kebabs after a night out, you better keep yourself active and PureGym, located in Broadmead on Union St, cannot be knocked at only £19.99 per month!

## Bar

Bristol has so many amazing bars, but to keep it local and student friendly you must visit

The Canteen; It's a café, bar, restaurant & top live music venue all at the same time. Relaxed and affordable including live music performance every night – for free!!

# Best Kept Secret...

## Best Kept Secret...

Banksy is a worldwide famous street art artist, but most people don't know Bristol is his hometown. As a result, some of his work is hidden around the city, and spotting it is amazing especially if you are a fan.

Born in Bristol, Banksy started spray-painting around the city before taking anonymously the biggest cities in the world such as New-York. He also became famous for proposing engaged art and stand up for good causes like peace through his art.

The best way to see it yourself is to organise a walking tour of the city with stops to try some of the cafes, bars and nice restaurants the city disposed. However, if you are in the rush there is plenty of tours organised around the artist.



# Bucket List



Grab a cookie at **Ben's Cookies**, after a long day of shopping in **Cabot Circus**!



Pick up your groceries and some unique gifts from local vendors at **St Nick's Market**.



Wander through **Stoke's Croft** to see the newest graffiti from the many local artists, including the legendary Banksy.



Climb all the stairs of **Brandon Hill Tower** to have a 360\* view on the city.



Enjoy afternoon tea in **Bath**, after relaxing in the popular Roman baths spa (Only 15mins train from Bristol).

