

# almero

## student

Welcome to our Promise.

The contents of this charter are our promise to you so that we can all work in harmony to deliver the very best student care and accommodation available.

This document is refined every year, so we are always thinking about delivering the best possible product and service for the following year's intake. If during your journey with us you have any ideas on how we can improve our service to you, please do not hesitate to contact me.

Best wishes,

Andrew Buchanan

Head of Almero Student

[feedback@almerostudent.com](mailto:feedback@almerostudent.com)

### **Our Mission Statement**

*'To embrace your individuality and help build your community, cultivating a memorable experience whilst we support you with every aspect of your journey.'*

## How We Work with You

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## Meet the Team

We will be taking care of you leading up to and during your stay with Almero Student. We are a multinational team and proud of our heritage, and we originate from all corners of the Globe.

With a wealth of knowledge and experience from hospitality and property management through to high level security and fashion, you may have the comfort of knowing you are in experienced and considerate hands.



**Amalia Sini**  
Sales Executive



**Andrew Buchanan**  
Head of Student



**Chris Conway**  
Group Revenue Manager



**Chris Simpson**  
Compliance & Risk  
Manager



**Franklin Caiza**  
Asst. Revenue Manager



**Hayley Matheou**  
Regional Property Manager



**Jessica Furlong**  
Sales Manager



**Kasia Przulucka**  
Property Manager



**Paulina Sobon**  
Regional Property Manager



**Sarah Jones**  
Accounts Administrator



**Tahlia Bester**  
Marketing Manager



**Shaunagh Chapman**  
Asst. Property Manager



**Toby Green**  
Property Manager

## Our Service Commitment to You

- You will receive a warm welcome when arriving at your residence.
- Flexible check-ins are available for your convenience.
- We will ensure you have the opportunity to find your way around the residence and the city with the support of your Property Manager or Student Ambassador.
- Call us and we can discuss car parking arrangements for your arrival.
- In advance and on request, we can assist with arranging bedding, bathroom and kitchen essentials to be delivered to your room.
- We ensure complete confidentiality in personal matters, and please know that our door is always open.
- We offer a wide range of monthly events from educational, social and wellbeing to fun events with your housemates.
- We commit to create a friendly and safe community that allows residents to flourish and achieve their goals.
- Each property has a manager who is supported by a number of "Student Ambassadors" who help in the smooth running of our community (please feel free to apply at any time for this paid ambassadorial role).

## Some of Our Partners



## Golden Rules for the Almero Team

These are the golden rules that the team at Almero Student strive to live by in our day-to-day service to residents.



**Communication.** Communicating effectively with our team members, as well as our residents, creating a platform for honest and open conversations.



**Collaboration.** Working with Almero Student Ambassadors to form a working committee to continuously improve the student experience at our accommodation.



**Evolution.** Continuously looking for ways to improve every aspect of our offering and customer experience.



**Performance.** Working proactively instead of reactively, always aiming to be one step ahead of the curve.



**Ethics.** Working respectfully, honestly, and fairly at all times.



**Feedback.** Encouraging and valuing honest feedback from you as our residents.



**Service.** Achieving renewals through our excellent service standards. We really do want you to come back year after year.



**Fun.** Enjoying what we do and having fun whilst doing it with you.



**Sustainability.** Working towards reducing our carbon footprint one step at a time and encouraging you to join us on this journey.

## Golden Rules for Our Guests at Almero

We would like you to feel a part of the Almero Student community, and we appreciate if you would always endeavour to...



**Be kind.** Help and support each other.



**Be community conscious.** Familiarise yourself with emergency numbers and always reach out to the local team for support.



**Take ownership.** Care for your space and keep it tidy.



**Contribute.** We value your ideas and input.



**Respect.** Be mindful of your neighbours.



**Impact.** Work with us to help the environment.



**Reach out.** Every aspect of your health matters to us, so if in doubt, reach out.



**Be passionate.** Be proud of your achievements and contribute to the environment around you.



**Evolve.** Let us support you in your journey.

## Check-In

Your Almero Student journey will start long before you arrive. We will regularly follow up with you and make sure you are as up to date as possible on all information.

Once you move in, the local team will follow up to make sure you are settled in, comfortable and happy.

If you have any questions, maintenance concerns or need a recommendation for the “best pizza in town” you can contact your local team at any time via mail, your **Almero app** or WhatsApp 

## Maintenance

We take great pride in the quality of our properties and we are keen to hear of any malfunctions in order that we can address these, with our maintenance team immediately.

You can chat in real time with your Property Manager, log maintenance tickets, and keep track of updates using your **Almero app**.

## Staying on Next Year (Some Benefits to Consider)

We will always try to grant our current residents an exclusive booking window (including room upgrades) for the following year’s intake if you book in the months of October and November.

Almero Student values loyal customers and re-bookings are well-incentivised. What better way to say thank you! Please contact your Property Manager, or the sales team on [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com) to find out more.

## FAQs (Frequently Asked Questions)

### **Q: Who is eligible to book with Almero Student?**

A: Anyone who is in training at an undergraduate or postgraduate level and additionally those who are learning languages, working as interns and those on short semester study courses.

### **Q: How do you allocate my room?**

A: We review our allocations on a daily basis and will allocate all individuals sensitively and with your personal preferences in mind. Although we can't always guarantee these, we will do our very best, so please book early 😊 Any group bookings will be allocated together wherever possible.

### **Q: How do I book?**

A: You will need to find your location first and then select the room you want to book. Please call our toll-free sales hotline on 08000086525 whenever you have a question on booking or arrival dates, and we will be delighted to help.

Alternatively, email us on [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com) and we will take you through the process.

### **Q: What payment terms do Almero Student offer?**

A: We offer a range of payment schedules to suit your individual needs.

#### ***Termly Instalments***

4 payments (1. 10%. 2. 34%. 3. 34%. 4. 22%).

#### ***Monthly Instalments by direct debit***

9 payments (8x payments of 10%. 1 final payment of 20%).

#### ***Payment in Full***

100% prior to arrival.

## **Q: Do I need a Guarantor?**

A: Should you wish to pay in termly or monthly instalments, you will be required to provide a UK-based Guarantor. All these details are accessible on the booking form.

Alternatively, you may use Housing Hand - [Rent Guarantor Service - Housing Hand | Leading Tenant Guarantor](#). Paying in full requires no Guarantor.

## **Q: Can I move in early?**

A: In most cases - yes! This is dependent on whether the room you have booked is available and may be subject to an additional cost. To check availability and arrange an early move in please contact the sales team on [enquiries@almerostudent.com](mailto:enquiries@almerostudent.com).

In the case that your room is not available for early check-in, we will recommend to you the most convenient places to stay.

## **Q: What bills do I need to pay?**

A: It's all inclusive - yay! All utility bills (gas, water and electricity), TV license and Wi-Fi are included in the advertised rate. Laundry facilities are provided at a nominal cost.

## **Q: Is bedding included within the room?**

A: Bedding is not included as standard in your room. You can enquire with the sales team regarding purchasing a bedding pack, which can include your laundry, kitchen and bathroom essentials.

## **Q: Do I need to bring any furniture?**

A: You can, but all our apartments come complete with high quality furnishings that provide sufficient storage and comfort.

## **Q: What happens if I require maintenance in my room?**

Log any maintenance requests using your **Almero app**. The app allows you to log a ticket and attach photos of the issue. Your Property Manager will respond as soon as possible, but usually within 24 hours.

**Q: Where can I store my bike?**

A: We have bike storage spaces at all our locations, so please feel free to bring it with you during your stay.

We can't wait to see you! 😊