

26/27

Residents Handbook

www.mansionstudent.co.uk
enquiries@mansionstudent.co.uk

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A bit about Us

Located in prime locations throughout the UK, we've welcomed over **45,000** students over the past 18 years. From Dundee to Exeter our range of accommodation is designed with student needs in mind contributing to a truly memorable experience whatever stage you're at in your university journey.



CITY HEIGHTS
Cardiff

SINGER HALL
Coventry

PETERSON HALL
Dundee

ERNEST PLACE
Durham

GOODS CORNER
Edinburgh

EXETER ONE
Exeter

THE UNION
Leamington Spa

AUSTIN HALL
Leeds

ASQUITH HOUSE
Leeds

DOVER STREET
Leicester

CITY EDGE
Manchester

MOSS COURT
Manchester

ANUK/Unipol National Code

Mansion Student operates to conform with the ANUK/Unipol National Code of Standards for Student Accommodation, which is designed to regulate and bring large student landlords into line to deliver a distinct set of standards to students. Accreditation schemes are voluntary schemes that good landlords join to demonstrate that they provide good quality accommodation.

The National Code of Standards is fully supported by NUS who are a key stakeholder and have representation on the management and complaints procedures of the Code. The Code will act as a student accommodation quality guide and it is recommended that if you have a choice, always rent from a landlord who has joined the Code. For more information visit www.nationalcode.org



Welcome

Welcome to your new home! Moving into student accommodation is an exciting milestone, and we're delighted to be part of your university journey. Whether you're moving away from home for the first time or returning for another academic year, we're here to make your arrival as smooth, simple, and stress-free as possible.

Your Resident Handbook has been designed to help you settle in quickly and get the most out of your time with us. Inside, you'll find everything you need to know about living at Mansion Student, including important information about your accommodation facilities, safety and security, maintenance, wellbeing support, and the services available throughout your stay.

We encourage you to take a few moments to read through this handbook and keep it handy for future reference. It will answer many of the questions you may have during your stay and provide guidance on how to access support whenever you need it.

Our team is committed to creating a safe, welcoming, and inclusive community where every resident can feel comfortable, supported, and part of something special. If you ever need assistance or have any questions, we're always happy to help.

We hope you enjoy your stay with us, make lasting friendships, and create many memorable experiences during your time at university.

Welcome to the Mansion Student community.
The Mansion Student Team



Living with us



Cleaning

Residents are responsible for keeping the flat and their own rooms clean and tidy. We advise residents to discuss putting a cleaning rota in place to ensure everyone living in the flat contributes. Monthly kitchen inspections will be carried out, however we'll provide prior notice before the inspection takes place.

Electrical Failure

If you have an electrical failure, check to see if it is affecting the other flats, the entire building or the whole street. If the entire street is in blackout then the situation is out of our control; power cuts of this nature usually last a maximum of 2 hours.

All power failures in the accommodation should be reported to the Hospitality Team and they will investigate.

Residents Code

Please be respectful and follow the Residents Code. In the event of anti-social behaviour the following action will be taken.

View the [Anti-social Behaviour Policy](#).

Damages and Charges

Your Hospitality Team regularly carries out site inspections, checking both individual rooms and communal areas. We will give you the opportunity to rectify any issues, however charges may be applied to your account if your flat or room require cleaning, repair or replacement. Please refer to your contract terms and conditions for the schedule of charges.

Smoking

All Mansion Student properties are non-smoking. It is illegal to smoke anywhere on the premises except in the designated smoking area. If you smoke anywhere else, you may be charged for fumigation and/or redecoration.

Car Park and Bike Storage

A car park and bike storage is available at most of our sites; please ask the hospitality team for details. You must ensure that your bike is securely stored as we cannot accept liability for any bikes using this facility. Bikes are stored at the owners risk. Mansion Student will not accept liability for any damage or loss incurred. Please ensure your bike is insured.

E-Bikes and E-Scooters

Due to health and safety e-bikes and e-scooters are not permitted to be kept in the building or your room.

Student Satisfaction Research

To improve our service to you and potential residents we may ask you to complete a survey to let us know what you think about living with us; let us know what we do well and where we can improve. Your input is appreciated so please do take the time to complete this.

Register with a GP Practice

It is important that you register with a local GP Practice as soon as possible after you have moved in. Click [HERE](#) for more information on how to do this.



Staying safe



Fire Safety

Fire is the main hazard in any residential accommodation. The greatest risk of fire in most student kitchens comes from dirty kitchen appliances. The build-up of excess grease and fat coats the inside of your oven, grill or hob and is highly flammable.

Click [HERE](#) for more information about fire safety; always follow the rules. *Please Note:* We carry out weekly fire alarm checks, more information can be obtained from the notice boards on site or your hospitality team.

Electrical Safety

All portable electrical appliances provided in your accommodation are regularly tested and comply with industry standards. Report any faults immediately to your Hospitality Team. User Guides for all appliances provided by Mansion Student are available at Reception. Click for instruction for the [Safe use of all electrical appliances](#).

Adaptors/Plugs

- If you have travelled from abroad, please note you may require a travel adaptor that complies with British Standards to use any appliances purchased outside the UK.
- Please do not overload adaptors or extension leads as this is a fire hazard
- International Plugs fitted to chargers on products bought online from other countries may not be suitable for use in the UK; they may cause shock or fire.

When to call an Ambulance

If someone has had a serious accident, call 999 and ask for an Ambulance. Ensure that someone meets the ambulance at the entrance of the building to take them to the injured person. Where an incident is not serious contact the First Aider at Reception during office hours. At all other times dial the **NHS helpline - 111** for assistance.

Safety Tips

- Please be aware that any spills on the floor will make it a slippery surface.
- Do not trail cables under floor rugs or across walkways. They are a trip hazard and a possible fire risk.
- Many burglaries happen when a door or window has been left open. Lock up every time you go out.
- Be very careful who you let into the building, the access systems are there for everyone's safety.
- Make sure you close the door behind you, do not let anyone follow you into the building.

Safety out and about



- Do not make yourself an easy target. Walk and travel in groups at night, travel only by licensed taxi and pre-book if you can. Alternatively stay overnight with friends if you are left stranded.
- Public transport – try to stay away from isolated bus stops, especially after dark. On empty buses always sit near to the driver and on trains try to sit in a compartment where there are several other people. Make sure you know where the exits and emergency alarms are located.
- If you do find yourself in a situation where you are walking alone, avoid short-cuts and deserted areas like car parks.

If you feel that you may be in danger, walk to the nearest garage/shop. It may be worth investing in a personal attack alarm; they are inexpensive and could scare off a potential attacker.

- Alcohol – if you do drink, make sure you are in a safe environment as being under the influence of alcohol can affect the choices you make. Think about your journey home, before you drink.
- To prevent drink spiking do not leave your drinks unattended or accept drinks from strangers.
- Be vigilant at cash machines; always try and use these facilities during daylight hours when it is busy. Put your card and cash away quickly and never write your PIN down. Do not carry large amounts of cash on you at any time.
- Carry your wallet in an inside pocket. If someone bumps into you in a crowd, check you still have your wallet or purse.
- If your cards are stolen, tell your card issuer immediately. Keep the number handy to avoid delay when reporting the crime.
- Avoid using any personal device, for example your mobile phone, as you walk down the street as it will affect your awareness and you may be less vigilant. If your mobile is stolen, contact your network provider so they can block your phone straight away.
- Carry your flat keys in your pocket, not in a handbag. If someone attempts to steal your bag let them take it rather than risk your personal safety.



Nutrition

Your nutrition is important! A healthy lifestyle helps to balance your mind and body, plus it can have a really positive impact on your energy levels.

Low on vitamins? If you are looking for a quick boost, frozen fruit is your new best friend. The options are limitless, enjoy frozen berries and bananas one day and mango and pineapple the next.

You can always whip up a quick smoothie at any time of the day. Enjoy your smoothie at breakfast or why not take one with you to a lecture?

Alcohol

Whilst we want you to have fun during your stay with us, many disciplinary matters arise as a result of too much alcohol and Mansion Student will not hesitate to enforce an appropriate penalty in these instances.

Do not be afraid to ask for help or advice if you have any questions about drink or drugs.

Drugs

Mansion Student has a zero-tolerance approach to the use, possession or supply of any illegal drugs.

Drug abuse is a criminal offence and it is against Mansion Student's regulations for any resident / guest to produce, use or supply any illegal drug in any of its premises. Any breach of this regulation is viewed as a very serious offence and disciplinary actions will be taken which could result in immediate termination of your Tenancy Agreement.

Living with others



Moving away from home is a big step! You will now have your own independence to do what you want whenever you want. Living away from home and adapting to a new lifestyle can be difficult, so we've put together some useful hint and tips to help you get settled into your home away from home:

Communicate - Talk to each other. This helps to solve problems and can even stop them from occurring.

Be understanding - We all have bad days! Try to be understanding and supportive.

Ask for help if you need it - If university life isn't everything you hoped, and you are feeling unhappy, don't let it get on top of you – talk to a member of our team. They will be able to advise you on how to get help and advice when you need it.

Personal space - Everyone likes a little quiet time. Make sure you take time to find yours and also respect others.

Be aware of your neighbours - Not seen someone for a while? Check on them, they may be lonely or homesick. If you are worried speak to your Hospitality Team who will be happy to look into it.

Noise - There will always be a level of unavoidable background noise, but what is acceptable to one may not be acceptable to others. Between 11pm and 8.30am noise should be minimal. If you can be heard outside your bedroom, it's probably too loud. If you are disturbed by noise and talking to those involved has not helped, please speak to your Resident Student Warden or your Hospitality Team.

Visitors/guests - We do allow guests on site, however unaccompanied guests/visitors are not permitted. If you are expecting a guest, you must always come to the main gate and/or front door to collect them. You are responsible for their conduct whilst they are on the premises and will be liable for any charges which arise as a result of their behaviour.

Disputes - If at any time you are in dispute with another student, we always advise that you try and resolve the issue amicably. If this is not possible you can always contact a member of your Hospitality Team for help. If the dispute cannot be resolved reasonably, we reserve the right to move any party to alternative accommodation. If asked to leave you will still be expected to meet the costs of your Mansion Student accommodation.

Flatmate Agreement - To help stop disputes starting we provide a 'Flatmate Agreement' which can help establish "house rules". This is a great way to get to know new people and can even be fun!

Mental Health Support

At Mansion Student we understand that mental health is incredibly important. University can be a stressful time, adjusting to a different lifestyle, living away from home, budgeting and becoming an independent adult all can have an effect on your mental health.

If you're looking for support for yourself or a friend, then our onsite hospitality teams are a key point of contact for you. As part of our commitment, we've partnered with Student Minds – the UK's student mental health charity, offering you the mental health support throughout your stay. There is a vast amount of support available through the Student Space platform – from mental health and wellbeing, preparing for university, friendship and social life, advice and practical tips on money, and adapting to university if you have a disability or long-term health condition.

[Find out more](#)

**student
minds**



Energy tips

We're committed to making our sites as energy efficient as possible, but we need your help as residents. Just making these small changes will make such a difference, switching off lights, heating, laptops when you don't need them and recycling rubbish and items. We've put together some useful hint and tips.

Energy

- **Turn off your appliances:** reduce energy consumption by turning off your computer, laptop and TV rather than leaving them on standby.
- **Mobiles:** charging a phone all night will still draw power once it's fully charged. This can affect the performance of your battery, which means you will have to charge more often and use more energy.
- **Lights:** always switch off lights when not in use or during the day.
- **Heating:** don't leave the heating on AND your window open at the same time as this wastes heat. Switch the heating to a lower setting if you are going out.
- **Cooking:** use the microwave instead of the oven. Putting a lid on your saucepan reduces the amount of energy required to cook your food by up to 90% AND cooks your food quicker.

For more tips on how to save energy, visit www.energysavingtrust.org.uk



Water

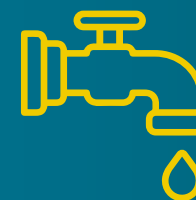
- **Report leaks:** report any dripping taps or leaks to the Hospitality Team as soon as possible.
- **Showers:** spend less time in the shower, every minute less spent in the shower, saves up to 9 litres of water.
- **Taps:** turn off the tap while brushing your teeth to conserve water.
- **Kettles:** Don't overfill the kettle; 200ml is plenty of water for a single cup and it'll boil in no time.

For more tips on how to save water, visit www.waterwise.org.uk

Recycle and Reuse

- **Recycle:** recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on site. Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: www.freecycle.org.
- **Reuse:** Where possible re-use items such as bags, bottles and containers or find alternative uses for them.
- **Book swap:** you can re-use other people's textbooks and let them use yours for free on sites such as www.PaperBackSwap.com; or buy second hand books from Amazon

For more tips on how to reduce your waste, visit: www.recycling-guide.org.uk



Useful contacts



Student Minds

www.studentminds.org.uk

Student Debt Advice

www.debtadvicefoundation.org/education/student-debt-guide

National Association of Student Money Advisers

www.nasma.org.uk

GOV.UK Student Finance

www.gov.uk/student-finance
0300 100 0607

Student Loans Company

www.slc.co.uk

Anorexia and Bulimia Care

www.talk-ed.org.uk

Brook (Sexual Health Advice)

www.brook.org.uk
0808 802 1234

LGBT Foundation

www.lgbt.foundation
0345 330 3030

Nightline

Confidential listening and support for students
www.nightline.ac.uk

Samaritans 24 hours

www.samaritans.org
0845 790 9090

Drugs Advice & Helpline

www.talktofrank.com
0300 123 6600

Drinkaware

www.drinkaware.co.uk
0207 766 9900

Victim Support

www.victimsupport.org.uk
0845 30 30 900

British Pregnancy Advisory

www.bpas.org
03457 30 40 30

Immobilise (UK National Property Register)

www.immobilise.com

Log a maintenance request

Log into your StuRents account

Moving out

When it is time to checkout, you can either make a checkout appointment for a room inspection with the Hospitality team or, you can leave your keys at a designated location, and we will inspect your room after your departure. Please ensure that you complete the Checkout Inspection form before you leave.

Just a few things to remember:

- Remove any bikes, if left these will be donated to charity.
- Mail/Post - inform people of your change of address and set up redirects. Any parcels that arrive will be returned back to sender.
- Contents insurance - your possessions will no longer be insured so make sure you arrange new insurance or if you wish to continue with your cover with Gallagher then please contact them directly.
- Packing and storage - please arrange any packing, storage and shipping service directly. Companies include Lovespace, Unimove, Sevenspace.



Rebooking with us

Arranging your accommodation for next year may seem like a long way off, however as existing residents and for your continued loyalty we'll offer you the best rates to rebook with us next year.

What does rebooking offer?

- You'll have first choice of your room
- All bills are included so there will be no extra hidden costs
- No deposit to pay
- With accommodation in high demand you'll have peace of mind
- It will remove the stress of trying to find new accommodation allowing you to focus on your studies for the year
- You will avoid the stress of having to take all your belongings home at the end of term if you rebook the same room

In November we'll be contacting you with our best offers so keep a look out.



We hope you enjoy your stay with us.

www.mansionstudent.co.uk | enquiries@mansionstudent.co.uk | T. **0800 652 7844**

