

Deans Court

A guide to your student accommodation

Welcome to the accommodation at Deans Court, for students of Bristol University. We hope you will enjoy your stay.

This handbook is produced by A2Dominion Group, who own and manage Deans Court student accommodation.

We have a partnership agreement with the University of Bristol to provide accommodation for full-time undergraduate and postgraduate students of the University.

Applications for accommodation at Deans Court are handled by the University's accommodation office. Once your application has been accepted, we will manage your accommodation at Deans Court.

Your Student Accommodation Management Team

The management office for Deans Court student accommodation is on the ground floor, to the left of the main gate entrance as you come into the building

Our staff are here to give you advice and information and make sure your accommodation is well-managed and maintained.

Warden services

When our offices are closed and during public holidays, the site is managed by our duty wardens.

The wardens are there to help you if there is an out-of-hours emergency, and to help the management office at the start and end of each term. Wardens will:

- meet new and returning students, give you your keys and direct you to your room at the start of each term
- deal with noise and antisocial behaviour
- respond to emergencies
- report damage and items needing repairs
- help you get into the building if you have lost your key, need a replacement key or are locked out of your flat. You may have to pay a charge for a replacement key.

You can contact the duty warden on 07880 700 264. Please save this number in case you need it during your stay.

Contact us

If you have any questions about your accommodation, please contact the Deans Court accommodation office in one of the following ways:

Email: bristol.students@a2dominion.co.uk
Phone: 0117 954 4929

In person or in writing:
**Accommodation Office, Deans Court
3 St George's Road, Bristol, BS1 5UL**

Opening hours:
**Monday, Tuesday, Thursday
and Friday, 9am to 5pm
Wednesday, 9am to 6pm**

Your tenancy

Our student code of conduct

We are committed to making sure all residents enjoy a peaceful and comfortable stay at Deans Court.

It is important that you understand the code of conduct:

- You must treat staff, fellow students and visitors with consideration and courtesy at all times.
- You have a wider duty to the community around you. You must not cause a nuisance or disturbance to people living or working near your home.
- You must not slam doors, inside or outside, or play loud music.
- You must not use loud or abusive language.
- You must not smoke in any part of the building.
- You must never use illegal substances in the accommodation. If we suspect that you are using or dealing drugs, we will report you to the police.
- You must not bring in any furniture or furnishings that do not meet our fire and safety regulations.
- You can have overnight visitors for up to two nights at a time within a seven night period. You must tell all the members of your flat about any visitors, and you are responsible for the behaviour of your guests while they are staying with you.
- You must buy your own television licence if you have a television in your room.

If you break any of these rules during your stay, you may be asked to leave your accommodation.

Occupancy

We will give you an offer of accommodation on the understanding that you will live in your room during the dates given on your tenancy agreement. By signing the tenancy agreement you are legally responsible for paying rent for the full period of the agreement.

If you choose to move out of your accommodation early, you must continue paying us full rent until your room is re-let.

Going away

If you are away from your accommodation for more than one week (seven consecutive days), for example during Christmas and Easter holidays, you must let us know.

Paying your rent

The rent you pay covers all utility bills, including heating, hot water and electricity costs.

You must pay your rent in advance instalments, which are due at or around the start of each term. Please refer to your tenancy agreement for further details. We will send you a reminder when your rent is due.

Missed payments

If you miss a rent payment we will tell you in writing and add a late payment charge of £25 to your account. When we write to you we will tell you when the outstanding rent and any charges must be paid to us.

If you do not pay us the money you owe we may apply to the court for a 'money judgement' to allow us to collect the money using a bailiff, by taking it from your wages or by freezing your bank account. We may also serve you with a 28 day 'Notice to Quit' which will result in you losing the right to remain in your accommodation. You will need to pay the cost of any court action.

Bank charges

Most banks charge you to make international bank transfers, to produce bank drafts and to handle cheques that 'bounce', when there is not enough money in an account to pay.

Always ask your bank what their charges are before going ahead with a payment. If we have to pay any bank charges because of a payment you have made, we will ask you to pay us back.

If you are struggling to pay your rent on time, please contact us as soon as possible.

Repairs and maintenance

We carry out all repairs, maintenance, testing and inspection services for fixtures and fittings that are provided and owned by us.

Report a repair

You can report a repair in the following ways:

By email:

bristol.students@a2dominion.co.uk

By phone:

0117 954 4929 (during office hours)

0800 316 9880 (out-of-hours emergencies only)

In person:

Visit the accommodation office Monday, Tuesday, Thursday and Friday, between 9am and 5pm, or Wednesday between 9am and 6pm.

Do not do any repairs yourself, make alterations to or decorate any property or accommodation which is owned by us.

For more information, including repair response times, download our repairs leaflet at www.a2dominion.co.uk/customerpublications

Property inspections and planned maintenance

Our Maintenance Officer will carry out a scheduled programme of inspection, testing and maintenance works. We carry out these works to make sure that your accommodation is well-maintained and compliant with relevant health and safety legislation.

We will give you 24 hours' notice before each inspection.

Electrical equipment

The standard UK supply voltage is 220 to 240 volts, and all rooms have 13amp socket outlets.

You must make sure that any electrical appliances brought into your accommodation are safe to use.

If you are unsure if an item is safe to use, we can carry out an electrical check and inspection. There will be a charge for this service.

We reserve the right to remove any unsafe or potentially dangerous equipment until it's repaired or replaced by you.

Service recharges

You are responsible for keeping your home in an acceptable standard. If you have damaged, misused or misplaced property which belongs to us, we will charge you the cost of repairing or replacing it. We call these 'rechargeable repairs'.

The list below gives guidance on the possible costs of repairing or replacing damaged A2Dominion property. The prices included are for guidance only and could change.

To replace

1 dining chair

Up to £90

1 mattress

Up to £85

1 carpet

Up to £275

1 ceiling tile

Up to £55

1 microwave

Up to £60

To clean

1 wall

Up to £25

1 bathroom

Up to £45

1 bedroom

Up to £35

1 fridge or freezer

Up to £40

1 carpet

Up to £65

Other rechargeable costs

Repaint 1 wall

Up to £80

Decorate bedroom

Up to £250

Replace lost key

Up to £20

Remove extra rubbish or abandoned goods

Up to £50

Misuse of fire alarm

Up to £50

Clear blocked pipework or drains

Up to £150

Posters

You can put posters on your walls by using white-tac only and you must remove these when you move out. If you use any other method, such as sticky tape or pins, we may charge you for the redecoration costs.

Cleaning, rubbish and recycling

Personal areas

You are responsible for keeping your accommodation tidy, and for cleaning your own bedroom and bathroom. Each shared flat has a vacuum cleaner.

We will inspect your accommodation regularly to make sure you are maintaining it to a good standard.

Cleaning shared areas

Our cleaning contractors clean shared areas, such as kitchens and corridors, once a week.

Please make sure that all surfaces and floors are tidy on your flat's cleaning day. If these areas are not clear we cannot provide a full cleaning service.

The cleaners will not clear up or put away your personal items, such as washing-up. You are responsible for cleaning your oven, grill, microwave and fridge freezer.

You can find full details of the weekly cleaning service on the back of your kitchen door.

Rubbish disposal and recycling

Our cleaning contractor will remove waste for recycling on Mondays, Wednesdays and Fridays. You are responsible for taking all other waste to the shared bin store for collection.

There is a blue recycling box in your kitchen for recycling the following items:

- glass bottles
- paper envelopes and catalogues
- empty aluminium cans, foil and containers (you must wash these first)
- plastics
- cardboard.

We have also given you a food waste bin to recycle all food waste. For more information about other waste or recycling issues, contact the accommodation office.

Accommodation services

Television

All bedrooms and kitchens have television aerial sockets. You must buy a television licence if you use a television, or any other device, such as a laptop, to receive or record TV programmes, in your room or in any area in the building.

You can find more information at: www.tvlicensing.co.uk.

Internet services

You can connect to the internet from all rooms and the common room using ResNet, the University's non-commercial internet service.

You will receive information on this service, including charges, when you move in. You can also contact the team directly:

www.resnet.bristol.ac.uk
resnet-help@bristol.ac.uk

Computer Centre
University of Bristol
Tyndall Avenue
Bristol
BS8 1UD

Laundry services

The laundry room is open seven days a week, 24 hours a day. It has coin-operated washing machines and tumble dryers.

Please read the operating instructions on the wall before you use the machines.

The laundry room is owned and managed by a separate contractor. If you find a fault with one of the machines, please report it to the accommodation office.

Common room

The common room is for all residents to use free of charge. It has a television with digital channels, DVD player, pool table, dartboard and basic kitchen facilities.

Opening times for the common room are on the building noticeboard.

You can book the common room for private functions. For more information contact the accommodation office.

Post and parcel deliveries

Royal Mail delivers post to Deans Court Monday to Saturday. We will put your post into your secure post box, located in the accommodation office. You can open this using the key that we give you at the start of your tenancy. You are responsible for collecting your own post.

Royal Mail will only deliver correctly addressed mail. This includes your room letter, flat number and postcode.

We will only sign for and accept parcels that are smaller than 40cm x 40cm x 40cm in size. We will ask you to provide proof of identity when collecting a parcel.

We are not responsible for any damage caused to parcels while they are waiting to be collected from the accommodation office. Please see your tenancy agreement for more information.

Safety and Security

Security

Deans Court has been designed, built and is managed with security in mind. It is fitted with CCTV, and personalised key fob entry system. It has permanent onsite staff and nightly University Security Services patrols.

Your home

You are responsible for the security of your room, as well as for making sure the front door is locked when you enter or leave the building.

Always lock your room, even if you are only going out for a short while, and make sure all windows are closed when you leave your home. We also advise residents not to leave their windows open at night.

In the interests of personal safety windows have been fitted with restrictors. Please do not attempt to open the window past the restriction point.

If you see anyone suspicious near your accommodation, you must report this to us immediately.

If someone has broken into your home, or you think someone has tried breaking into your home, you should report the incident to the police immediately. It's important that you do not touch anything before the police arrive. You should also report this to the accommodation office or duty warden.

Keys

Please take care of your key and do not give it to anyone else. You should keep your key in a safe place. Do not label it in any way that gives details of your address.

If you lose your key, report this immediately to the accommodation office or the duty warden.

You can get a replacement key from the accommodation office, but you will have to pay for it. We may charge you a call-out fee if you lock yourself out when the office is closed.

Contents insurance

Contents insurance protects your home and your belongings against any damage or theft.

Insurance has been provided by Endsleigh, for full policy information and details of how to extend your cover please go to www.endsleigh.co.uk/reviewcover and search 'A2Dominion'.

Smoking

You are not allowed to smoke in any part of the building, including bedrooms and kitchens.

If you would like to smoke, you may do so in the courtyard areas outside the building. Please use the cigarette-disposal bins provided.

Fire safety

Deans Court is built to high standards of fire prevention. The building has been designed to delay the spread of flames in the event of a fire. The building has an advanced fire-detection and warning system.

Each flat has a fire blanket, which is on the kitchen wall provided for your safety. We will take action against anyone who interferes with or misuses the equipment.

Fire prevention

- Do not light any candles in your accommodation unless you have written permission to do so from the accommodation office. We will only give you permission to light candles in exceptional circumstances, such as where it is accepted practice as part of religious worship. If you do have our permission to light candles, you must never leave them unattended.
- You are not allowed to have any fires, portable heaters, incense sticks or cones, or charcoal of any kind in the accommodation.

- You must not take any flammable liquids into the building, including spray paint.
- You must never leave food cooking unattended in the kitchen.

Fire doors and escape routes

All flat and room doors are fire doors, and must be kept closed at all times.

Do not wedge fire doors open or leave items in shared areas that may block a fire escape route. If you do, you will be putting yourself and others at risk if there is a fire.

Fire doors that are wedged open repeatedly may need repairing, and we will charge these costs to you and the other tenants living in your flat.

If you discover a fire in your flat or shared area:

- sound the fire alarm by pressing the red 'fire call point' if the alarm is not already sounding
- leave your flat immediately, do not stop to collect your belongings
- leave the building by following the green emergency exit signs
- go to the fire assembly point
- follow the instructions given by the Fire Marshals (who will be wearing yellow jackets).

If the alarm sounds and the fire is not in your flat, you must:

- close all doors and windows, stay in your room and wait for further instructions from the Fire Marshall or Fire Service
- call the Fire Service on 999 or 112, and tell them you are living in student accommodation with 189 students on site
- if you are not comfortable staying in your room, leave the building by following the green emergency exit signs
- go to the fire assembly point
- follow the instructions given by the Fire Marshals (who will be wearing yellow jackets).

Fire assembly points

Your fire assembly point is outside Brunel House (the building to the left as you leave Deans Court onto St George's Road).

Fire alarm testing

We test our fire alarms once a week. To find out the time the alarm is tested, look at the notice board in your building.

Moving out

At the end of the tenancy period you must return your keys to the accommodation office. Before you move out, you must:

- complete and return a deposit refund form to the accommodation office
- tell us the date and time you're moving out
- get your post redirected, clean your room and kitchen, and get rid of any unwanted items
- arrange for a member of staff to do a pre-inspection check of your home
- contact the accommodation office at least one hour before you leave so we can do a 'departure inventory check' of your room and kitchen.

If you fail to give us your keys at the end of the tenancy period we will continue to charge you rent until they are returned.

We will give you more information about moving out of your accommodation towards the end of the tenancy period.

Deans Court is accredited with the nationally recognised 'Code of Standards for student accommodation'.



For more information about the code, visit www.anuk.org.uk.

Contact us

Deans Court Accommodation Office

By email:

bristol.students@a2dominion.co.uk

By phone:

0117 954 4929

Monday, Tuesday, Thursday
and Friday, 9am to 5pm
Wednesday, 9am to 6pm

In person or in writing:

Accommodation Office, Deans Court
3 St George's Road, Bristol BS1 5UL

A2Dominion Group

Online:

www.a2dominion.co.uk/customers

By email:

customer.services@a2dominion.co.uk

By phone:

0800 432 0077

Monday to Friday, 8:30am to 5:30pm

In person or in writing:

A2Dominion Group,
113 Uxbridge Road,
Ealing, London W5 5TL



www.facebook.com/a2dominion



www.youtube.com/a2dominion

We have a dedicated Facebook group for Deans Court, called 'The OFFICIAL: Deans Court, Bristol Students'.

For more information

Visit the 'Residents & communities' area of our website where you can find information about our services, news and upcoming events and download a Customer Handbook:
www.a2dominion.co.uk/customers