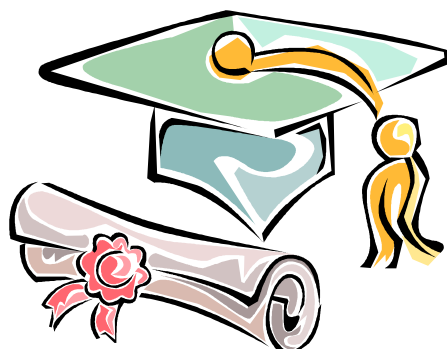


NORTHGATE
PROPERTY
MANAGEMENT LTD



DANESGATE HOUSE

STUDENT
ACCOMMODATION
HANDBOOK



YEAR 2012-2013



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Dear Student/Resident

Welcome to Lincoln and the beginning of a happy & successful stay with us at Danesgate House for what we hope will be the duration of your studies.

The aim of this booklet is to help to answer some of the questions about what to expect during what maybe your first experience of living away from home.

If you have any questions or enquiries, please do not hesitate to contact any member of staff in the building and we will do what we can to help.

At Danesgate House the Northgate Property Management Team and staff will be on hand throughout your stay to try and resolve any issues that may arise.

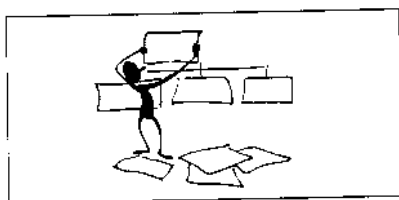
It is our objective to ensure that you enjoy your stay with us.

We wish you success at your chosen University or Further Education Institution.

Yours Sincerely

Northgate Property Management Team & Staff

The Tenancy Agreement - What is a Tenancy Agreement?



In order to secure a room you are required to sign a tenancy agreement. This outlines the conditions under which you live in the residential accommodation.

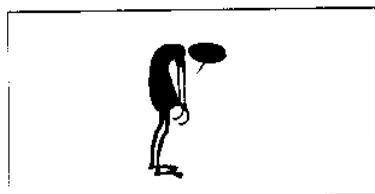
The Tenancy Agreement is the contract between you and the owner of Danesgate House Northgate Property Management Ltd. In order to be able to maintain a safe and satisfactory environment for everyone living and studying in their accommodation, it is necessary to have certain recognised codes of practice that apply to all.

These codes of practice form the Northgate Property Management Ltd, Danesgate House Student Accommodation Handbook (This Book) which by signing the Tenancy Agreement, you have agreed to abide by.

This formal contract will not be the most exciting thing you'll ever read, but as a student living in these residences you should read it carefully.

As many students manage to lose their copy of the Tenancy Agreement by the end of their first month, the following information is offered to you as a more permanent record explaining the workings and implications of some of its major clauses. If you do lose your Tenancy Agreement and want a copy, the Northgate Property Management Team will be able to help you.

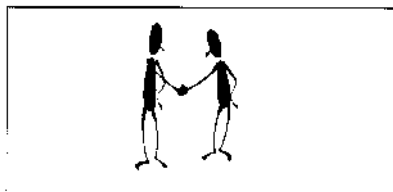
Termination of the Tenancy Agreement



Northgate Property Management Ltd may terminate your Tenancy Agreement if expulsion or exclusion from the University has been deemed necessary, or if suspension for a period of one month or more has been declared.

Students failing to pay their accommodation fees or other outstanding debts by the due date or those who commit serious breaches of the Tenancy Agreement or Accommodation Regulations may also have their Tenancy terminated. However debts incurred by the student would still be payable.

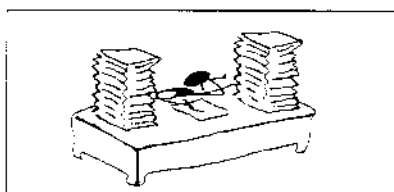
Surrender of Tenancy in Exceptional Circumstances



If you wish to be allowed to surrender your Tenancy, you should contact the Northgate Property Management Team in the first instance. You will be asked to submit your case in writing, giving your reasons for wishing to leave.

Once you have supplied all the required information, the Northgate Property Management will decide whether or not an interview with you is necessary. A decision will be taken once all the relevant information has been supplied.

Initial Allocation of Rooms



The Northgate Property Management, Management Team is responsible for the initial allocation of rooms on behalf of the owner of the building, to locate students in rooms to suit their particular needs right from the beginning so that subsequent administration costs later in the year are kept to a minimum.

However, in exceptional circumstances, movement between rooms or flats is possible and sometimes necessary if an environment conducive to study for all is to be maintained.

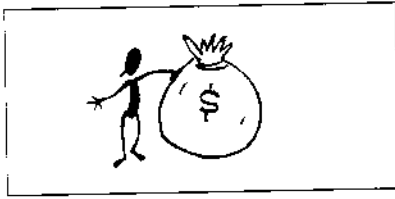
It is not possible to relocate between rooms during the first two weeks of the term.

A standard charge of £20 must be paid by you, if it is decided that there is a need to relocate you within flats for behavioural or disciplinary or other good reasons.

Alternatively, you may just wish to move for some reason of your own. If this is the case, you will most likely have to pay the standard charge.

In exceptional circumstances this charge may be waived by making representations to the Northgate Property Management Team, if it is accepted that failure to move you to an alternative room would substantially affect your welfare or your ability to study effectively. "It is too noisy where I am" will not normally be regarded as an acceptable reason for waiving the charge. The relocation fee, if levied, would be taken out of your initial £150 deposit

Payment of Accommodation Fees



Accommodation Fees are payable in two amounts, on the following dates

The 24th September 2012

The 7th January 2013

The 8th April 2013

Monthly payments can be arranged by contacting the Northgate Management Team in main office within your first week of arrival.

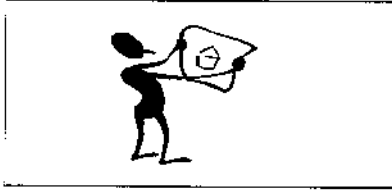
Please note a 5% discount is offered to all students who pay the total amount in advance.

If you are having difficulties in meeting the accommodation payment dates please contact us. All discussions will be in the strictest of confidence.

All cheques should be made payable to

NORTHGATE PROPERTY MANAGEMENT LTD

Inventory Procedure



Upon entering your accommodation you will be given an inventory list for your own room.

The purpose of this inventory is to ensure that all parties are aware at the outset about the nature and location of the furnishings and equipment provided.

It is a requirement of the Tenancy Agreement that this inventory is completed and returned to the main office within 24 hours of you entering the accommodation.

It is very much in your interest to ensure that the inventory you are given is a correct record of the facilities which have been provided (your signature is the acceptance of the current list). Any loss or damage to the equipment or furnishings will subsequently be charged to you.

If you feel the inventory you are given is not a correct record, you should contact the Northgate Property Management Team immediately and bring the discrepancy to his/her attention so that a revised inventory can be agreed between yourself and the Northgate Management Team.

If, for example there is damage to any of the fixtures and fittings you should note this on the inventory form. If you do not, it will be assumed that the damage, was caused by you, during the course of your time in the room.

You should not remove any furniture, bedding etc. from your room without the permission of the Northgate Property Management Team's approval the management will then amend your inventory list accordingly.

This will be used when you leave your room at the end of a term, or the end of the year, or a date when you surrender your Tenancy Agreement in exceptional circumstances.

Charges for Damage



Your initial deposit of £150.00 is held by Northgate Property Management Ltd, from which charges for damage or loss of equipment, fixtures or fittings, will be deducted also where the responsibility for the damage or loss cannot be identified with an individual or group.

The purpose of this system of charging is to ensure that subsequent occupants of the accommodation do not suffer adversely from the actions of a previous group of residents.

However, you should note that your deposit will not be used to fund the purchase of new equipment where it is judged that this is the result of fair wear and tear.

Where loss or damage to equipment or premises etc. occurs, the Northgate Management Team will endeavour to identify those who are responsible so that the cost of repairs/replacement are paid by them alone.

When an individual or group has been identified as being responsible, they will meet the full costs of reinstatement and will have to pay from money over and above their initial deposit.

Normally where it is necessary to employ contractors for remedial works, the students responsible for causing the damage will receive a provisional, estimated costing to enable them to arrange for adequate funding to be available to meet the cost.

When the work has been completed, a final statement of charges will be issued giving the actual costs involved. Payment must be made to Northgate Property Management Ltd within 7 days of the final statement being issued to the student.

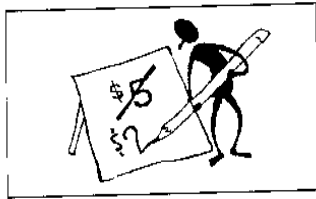
Where individual students cannot be identified as being responsible for loss or damage within a flat, the full costs involved in putting the damage or loss right will automatically be deducted from the initial deposits. It is therefore very much in your own financial interest to let the Northgate Management Team know who is responsible for causing damage or loss within the accommodation otherwise you will be charged your share of the cost of repairs.

Where the initial deposits held by the Northgate Management Team fall to 50% of their full value because of deductions made to them during the course of the year, a further deposit may be required from you under the terms of the Tenancy Agreement.

So that you have an idea of the types of cost you may have to pay, a list of estimated prices for the most likely damage is provided in the back of this handbook.

If you are to be away from the accommodation, please enter your name in the booking out book this will ensure that you are not charged for damage whilst you are away.

Deposit Refunds



At the end of the academic year, the balance of your deposit will be refunded to you once all of the outstanding works have been completed. However, where costs incurred exceed the deposit held by the Northgate Property Management Ltd a further charge may be made.

The deposit returns will be returned to the students within two months of the last day of the academic term.

Insurance

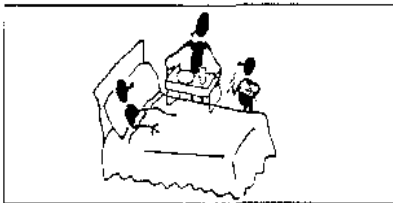


The Northgate Management Team accepts no liability whatsoever for student-owned personal property which you bring with you into the accommodation. However, damage caused to the property wilfully or otherwise by student activities will be deemed the responsibility of the individuals concerned.

The University and the Northgate Management Team strongly advises you to arrange adequate insurance to cover personal property and damage. Be very wary in your first few weeks in the accommodation it is one of the busiest times of the year for losing personal property.

Make sure you clarify with your Insurer the position relating to your possessions whilst they are in hall out of term-time. Your insurance cover may be affected during these periods.

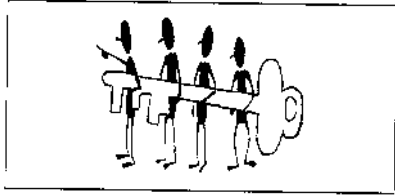
Illness or Condition Requiring Medical Treatment



Although we accept that an individual's condition or illness requiring medical treatment is personal and confidential to them, it may be in your interest if you have a medical problem to inform the Northgate Property Management Team so that the correct treatment may be administered to you in case of an emergency.

The Northgate Property Management Team will respect complete confidentiality where such information is given.

Access to Student Rooms

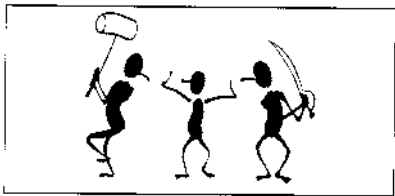


Whilst staff do wish to respect your privacy, during the course of the year it is necessary to gain access to your room.

This may be for inspections or to carry out maintenance work. Where the work is routine, access days will be published around the flats.

Where it is necessary to enter your room for another purpose, staff will leave a courtesy note to say that they have been in your room and for what purpose.

Danesgate Regulations Conduct and Behaviour



Whilst it is appreciated that “all work and no play” would make life really dull in what is probably your first year away from home, you must nonetheless always consider the safety and welfare of others in all of your actions.

Your behaviour may be to the detriment of someone else. So that everyone, not only those you share a kitchen or flat with but people living next to your accommodation, does not suffer as a result of your behaviour it is essential that a mature and responsible approach is taken in all activities.

Noise Levels in Flats



Every person who lives in the accommodation has the right to be able to study effectively and socialise responsibly without having these rights denied to them by noise pollution caused by others. If this is to be possible, certain measures are necessary to deter unreasonable behaviour.

You are allowed to bring your hi-fi equipment, radio, television etc. into your flats providing that they are not likely to cause disruption to other residents in their opinion, (large amplifying units may not be considered reasonable).

When you use your equipment, it should not be audible outside your own room as others may be studying or may not wish to be subjected to your choice of entertainment.

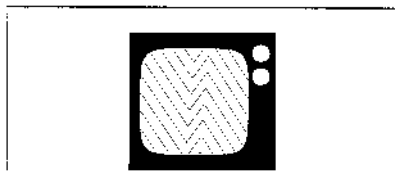
If you are unable to use the equipment you have in a reasonable way, then the Northgate Management Team can require you to remove it from the flat. Please do not feel that you have to put up with unreasonable levels of noise. If you complain, the Northgate Management will investigate.

If you are having problems with unreasonable levels of noise at night or in the early hours of the morning please do not hesitate to ring the main office number

Telephone No 01522543838.

Try to be considerate about noise, especially at night. Shouting, door slamming and generally messing around, causes disturbance to others who should not have to put up with your unreasonable behaviour.

Television and Licences

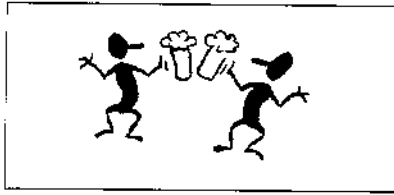


Any students who bring televisions to the Danesgate accommodation require a television licence. You may be asked to produce this so be prepared.

No aerials may be fixed to the outside walls, windows or roof without prior permission from the owners.

Please Note TV Licences are the individual residents responsibility

Home Brewing



The brewing and drinking of home-brewed alcohol in the accommodation can lead to higher levels of noise, and unreasonable behaviour including damage to property, arguments and sometimes violence.

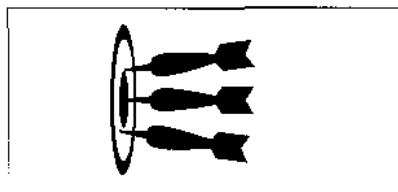
It is for these reasons, not from any moral attitude towards drink that home brewing in flats is not allowed. The other obvious reason is that brews incompetently prepared in unsuitable areas, especially airing cupboards where too much sugar is used in fermenting bottled beer, can cause bad smells, spillage and the associated damage.

Ball Games



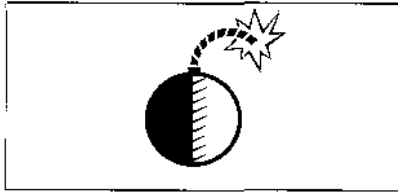
Ball games are not permitted within the accommodation or in the close vicinity. Light fittings and windows are extremely costly to replace and all damage caused in such circumstances will be charged to those responsible

Darts



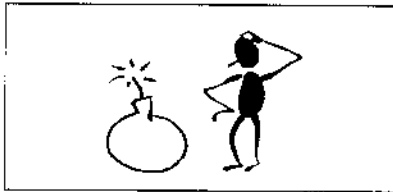
In addition to the danger posed to fellow residents, the damage caused by darts missing their intended target is considerable. It is therefore not permitted to play darts anywhere in the accommodation. Please confine your efforts to the bar or other designated areas

Fireworks



The storage or use of fireworks anywhere within the Danesgate accommodation property is strictly prohibited.

Health and Safety



Under current Health and Safety legislation responsibility for safe premises and behaviour extends beyond the provider of services to the user as well.

This means that you have a personal responsibility to conduct yourself in a way which is not to the detriment of others and which does not interfere with safety equipment provided for the protection of all.

Absence from Accommodation



Students are not permitted to sub-let or otherwise make rooms available to other people during their own absence from the accommodation. The Tenancy Agreement stipulates conditions for the licensee only.

It is your duty to register your absence in the signing out register

Burglaries do occur in vacation times when the accommodation is partially empty and Northgate Property Management Ltd will accept no liability whatsoever for property left by students in their rooms.

It is the advice of the Northgate Management Team that even where exceptional circumstances exist, students should remove valuable items of personal property.

Emergency Situations



The main office is open Monday to Friday by members of the Northgate Management Team between the hours of 8.00am and 16.30 hrs.

The main reception area is manned, from 16.30hrs to 8.00am and all weekend by our in house Safety Security Team

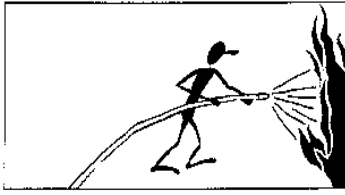
Between 17.00hrs and 8.00am the door to the reception office will be locked and the use of the allocated swipe cards to the accommodation will be required to gain access into the building.

If you are having problems with your swipe card please pick up the cream phones both situated on either side of the entrance area and wait for security to answer

Should there be any sort of out of hours emergency please ring 07501501431 or the main office number. 01522543838

(However please ensure there is a real emergency as the management call out staff have families and live away from the building)

Fire Safety



Upon taking up residence, you must familiarise yourself with the premises, fire escape routes, the location of fire fighting equipment and the alarm systems and evacuation procedures. Residences are a relatively high-risk area as far as fires are concerned.

In previous years kitchen fires have occurred primarily as a result of chip pans (now banned from use), frying pans or other items being left unattended in the kitchens.

Although the number of fire incidents has dropped in recent times, where fires have occurred and a student has been found to be negligent, the individual has been charged the full cost of remedial work. In one instance the charge was in excess of £2000.

It must be understood that the Northgate Management Team take a serious view of any actions that might jeopardise the safety of staff or students and appropriate disciplinary action will always be taken.

You are reminded that it is a criminal offence to interfere with fire and safety equipment and this includes the unnecessary discharge of fire extinguishers.

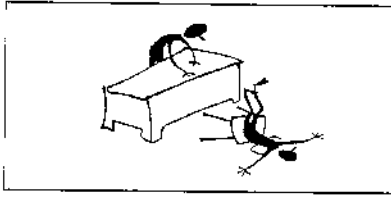
If the fire alarm sounds evacuate your flat immediately, failure to respond to a fire alarm warning is a serious offence, and will result in the Northgate Management Team taking disciplinary action.

False Alarms

False fire alarms are a nuisance to residents and potentially dangerous as frequent false alarms can lead to people ignoring a real alarm.

You can reduce the number of false alarms by closing the kitchen door when cooking so as to prevent smoke reaching detectors in the corridors.

Reporting Accidents/Fire Occurrences



All fires, accidents and near misses, whether to students or their guests should be reported to the Northgate Management Team, or the Safety/Security Team.

A standard accident form will need to be completed in all cases (even if injury was not actually sustained).

These are available from the main accommodation office or from security in the evenings.

In the Case of Fire

Sound the alarm and call the Fire Brigade. Please Note (You can use a mobile phone even if you have no credit on it to call the emergency service)

Use the fire extinguisher to facilitate the evacuation of the building if necessary. Do not attempt to fight the fire, as this is the responsibility of the Fire Brigade

On Hearing the Alarm

Leave the building by the nearest route, closing all doors and windows behind you.

Report to the assembly point which is.

IN FRONT OF THE JOB CENTRE

Do not take risks to return to the building until authorised to do so by the Chief Fire Officer or a member of the Northgate Property Management Team, or their representative.

Fire Fighting and Detection Equipment



Fire alarm systems, fire blankets and extinguishers, heat/smoke sensors, and evacuation signs are provided for the safety of all. Any person found tampering with the equipment is committing a criminal act under Health and Safety Legislation and prosecution or disciplinary action will be taken by the Northgate Property Management Team.

Minimum charge for tampering with fire equipment is £500

Minimum Charge for setting off a fire alarm £500

Fire Doors

The spread of smoke during a fire kills more people than the actual fire. Fire doors have a vital role to play in allowing people to escape (alive) from a building but fire doors cannot do their work if they are propped/wedged open.

Fire Regulations prohibit the practice of propped/wedging open fire doors.

Fire Extinguishers



Water extinguishers (red with red labels) located in corridors and final exits. The fire extinguisher contains 9 litres of water delivered via gas cartridge.

Use – for fires involving burning wood, paper, textiles, furnishings etc. They must never be used on electrical fires, as you will be in danger of receiving an electric shock.

How to Operate the Above Extinguishers

To operate any of the above extinguishers remove pin, squeeze the handles and direct the water stream at the base of the flames.

(Important note: Due to new EC standards all new extinguishers will exhibit a change in appearance from existing ones. New extinguishers will be predominantly red with coloured labels. The labels will use the same colour coding previous to the EC standards to indicate the type of extinguisher e.g. a Water extinguisher in the EC standard will be red with a red label.)

Fire Blankets

Fire blankets (red or white plastic casing or box) located in kitchen areas. Use on liquid fires such as frying pans

Care should be taken to ensure that the blanket makes a complete seal round the edges of the pan.

Use on fires involving burning clothing for example if a fellow student catches a sleeve alight while cooking;

To operate pull blanket from container open blanket and hold by handles provided (ensure hands are protected by blanket). Hold blanket in front of you and approach the container. Place blanket, do not throw over container leave to cool for at least one hour.

Hand the blanket in for replacement immediately after use to the Northgate Property Management Team or the Safety Security Team

Smoke and/or Heat Detectors

All residents' rooms and corridors are fitted with smoke detectors. The kitchens detectors are dual heat and smoke.

What to Do in the Event of a Fire

On discovering a fire the person must first raise the alarm by breaking the break glass situated in the corridors. If smoke is seen emerging from behind a door, or a door or door handle feels warm, the door must not be opened as doing so may spread the fire very quickly and also place you in a position of risk.

Raising the Alarm

IF YOU DISCOVER A FIRE

The fire alarm is activated by the use of the fire alarm break glass points: these are situated in corridors, stairwells and near fire exits. It is important to familiarise yourself with the position of all fire alarm points and fire exits. NOTE activation of the fire alarm system will not automatically summon the fire brigade. You must make the call by dialling 999 on any public telephone.

If in doubt whether someone else has already made the call, do so yourself anyway.

The fire brigade would rather have two telephone calls alerting them to the one incident than none at all.

Evacuation and Fire Drills

On hearing the fire alarm all students must leave the building through the nearest available exit closing doors and windows behind them.

The evacuation time recommended by the fire brigade is 2.5 minutes with an absolute maximum of 3 minutes.

Fire Drills

The Northgate Management Team will organise fire drills throughout the year.

Fire drills will be carried out at least three times a year. The drills enable the students and the Northgate Management Team to practise evacuation and roll call procedures and to examine any problems that may have occurred.

Fire drills are important and must not be taken lightly.

Please co-operate by reporting to your assembly point which is situated outside the

JOB CENTRE GRANTHAM STREET

If possible, learn two different escape routes from your room and kitchen. Fire drills are organised as follows:

- Autumn semester within the first two weeks of term
- Spring semester during the first half of term
- Summer semester during the first half of term

In the event of a fire drill being unsatisfactorily carried out, a repeat fire drill may be necessary to ensure that all residents are familiar with the evacuation procedure.

Roll Calls

All flat representatives if present should have a list of names or occupied rooms in their flats. This list must be kept in a safe and accessible place at all times, preferably with a pen permanently stored with it.

Flat representatives should encourage students to inform them if they will be absent from the halls overnight and this absence noted should a roll call take place.

During an evacuation the flat representatives should group together the residents from their flat and ensure that nobody strays from these groups.

On no account must anybody be allowed to re-enter the building unless authorised by a member of the Chief Fire Officer, Northgate Property Management Team or other management representative.

The flat representative should call out the names or room numbers of the residents on their list and mark them present or absent.

If somebody is absent and nobody knows of their whereabouts the person should be assumed to be in the building and the flat representative should inform one of the Danesgate Management Team who will inform a fire officer of their likely location.

Maintenance of Fire Systems

If an extinguisher is found to be empty damaged or is missing, or any other item of safety equipment found damaged. The resident should inform the Northgate Management Team in order that the matter can be dealt with as soon as possible.

What to look for in extinguishers - evidence of the use of an extinguisher is indicated by a missing or broken tamper indicator, a missing safety pin a yellow tag stating "USED" on display or an erroneous reading on the pressure gauge.

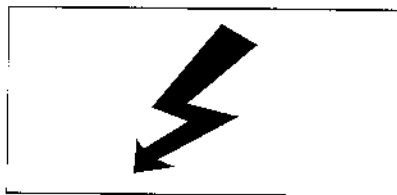
If the pressure gauge does not point in the green sector then the extinguisher is either under pressured (i.e. it has been discharged) or it is over pressured due to a fault in either case the extinguisher will require attention.

Fire exits and escape routes are essential to ensure the smooth and fast evacuation of a building: it is therefore imperative that all exits and escape routes are kept clear of any obstructions and flammable items.

Fire doors must always be kept shut as they provide protection to ensure clear escape routes and prevent the rapid spread of fire and smoke.

If any escape route or fire exit is jeopardised the Northgate Property Management Team, or the Safety/Security Team must be informed immediately.

Equipment Safety



Student-owned microwaves, toasters, cooking stoves, heating rings or other heating appliances are not permitted in their rooms.

Other items of electrical equipment e.g. hair driers, computers, table lamps, fridges etc are permitted providing that they are in a safe condition. It is the responsibility of each student to ensure that all connections are safe, and that only correctly rated fuses are used and that power sockets are not over-loaded.

Multi adaptors should not be in any circumstances be used as these are easily over-loaded. Trailing sockets are permitted in flats provided that they are fused correctly and you have the permission of the Northgate Property Management Team.

Student owned portable electrical equipment may be inspected by the Northgate Property Management Ltd maintenance personnel throughout the year to ensure that safety standards are being maintained. Where an item is deemed to be in an unsafe condition, the electrical equipment may be disconnected by the removal of the plug and a notice informing the student of the action taken.

Where equipment that has been identified as being unsafe continues to be used, the Northgate Management, reserves the right to remove the equipment from the area.

Students who are unsure as to the safety of their equipment should contact the Northgate Management Team or our maintenance staff who will be pleased to advise them.

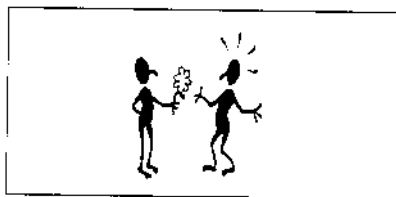
Whatever you do, don't be complacent about the safety of your equipment. It is worth noting that 15 out of every 20 electrical items checked last year failed safety tests and that equipment in 5 out of 6 rooms was found to be unsafe on a visual check.

Be warned, if your equipment isn't safe we won't allow you to use it. Just think of all those long winter evenings with no television in the kitchen and no music in your room.

Students are permitted to bring their own furniture into accommodation. In the past, it has been the case that student-owned furniture has contained flammable components and has therefore undermined the fire safety standards of the accommodation.

Please ensure that all the furniture that you bring into the accommodation carries the kite mark for fire safety

Visitors to the Accommodation



You are personally responsible for the behaviour of anyone you invite into the accommodation and you must ensure that the codes of conduct that generally apply are also known and adhered to by your visitors.

Visitors to flats are permitted to remain in your room overnight and they should be signed in and out by the person they are visiting so that guests can be registered for fire regulations.

Any guest that does not conform to the codes of conduct will be barred from the building.

Guests can stay for a maximum of 3 nights only; if you wish your guest to stay longer you must first seek permission from the Northgate Property Management Team

Smoking

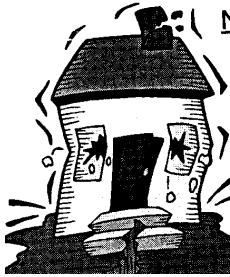


Please observe the rules. Proper ashtrays should be used to extinguish cigarettes and matches at all times. Lit cigarette ends should never be discarded into potentially flammable containers.

THE ONLY AREA YOU ARE ABLE TO SMOKE IN IS IN YOUR ALLOCATED ROOM WITH YOUR ROOM DOOR CLOSED

Please complete the form 'The following conditions must be met for Designated Smoking Rooms' available in your welcome pack or from the Office.

Use/Misuse of Facilities & Equipment



Damages, which on full investigation, are revealed to be attributed to residents misuse will be charged against the resident(s) concerned, in accordance with your Tenancy Agreement.

The windows in your room should only be opened in the tilt position (it is not safe to release the safety catch) and should only be opened and closed by the handle not by pushing the glass.

The grill door on the cookers must always be left open when in use and the placing of heavy cooking trays/roasting tins may also cause damage if placed directly on to the work surfaces.

The placing of hot saucepans directly onto worktops will melt the surface.

Overloading the fridge door with commodities combined with heavy-handed use may damage the doors or fittings.

Severe penalties are reserved in general for those students who by their actions put the safety of others in jeopardy, therefore any interference with fire fighting equipment if proven, will result in heavy fines and extreme disciplinary action, and where attributable these fines will be deducted from Caution funds/Deposits from all the residents within the apartment.

General Cleanliness and Hygiene



All students living in the accommodation are responsible for keeping their rooms in a clean and tidy condition. Housekeeping Staff should not be hindered in the performance of their duties by untidiness or unreasonable standards of cleanliness made by the residents.

In communal areas, it is the responsibility of all students to ensure that good standards of cleanliness, hygiene and safety are maintained.

Spillages should be mopped up, refuse safely disposed of in the bins provided with the apartments, equipment, utensils, and surfaces left in a clean, acceptable condition.

The Northgate Property Management will note all poor performance by the students, and disciplinary action will be taken against persistent offenders.

You may discover that small minorities of residents are not contributing to the process of maintaining standards. Residents should be prepared to instigate a formal cleaning rota to ensure all students accept their share of the responsibility for this process.

Vacuum, mops, buckets, brushes and pans are supplied to each apartment.

Please ensure that all the cleaning equipment is left in the kitchen of your apartment to ensure that it is accessible to others at all times.

Except in exceptional circumstances, there will be daily cleaning Monday to Friday of all showers, toilets and all kitchens by the Housekeepers.

All the rubbish that the students place in the bin bags within the bins provided in the kitchen area will also be removed daily.

Cooking utensils, which are left dirty for more than a week in the flat kitchen, will be removed and cleaned by the housekeepers. There will be a £1/item charge associated with this service.

Laundry Facilities and Ironing



Laundry facilities are available on site including coin operated tumble dryers.

If any damage occurs to laundry equipment you should report it to the Northgate Management or the Safety Security Team.

Empty packets should be disposed of in the bins provided and not allowed to accumulate at the back of electrical appliances where they present a fire hazard.

Water spills on the floor should be dealt with immediately. The individual responsible for the spillage should mop it up immediately to avoid a slip hazard being created. Floors in these areas are very hard and unforgiving often resulting in serious injury.

Please do not dry wet garments in your room. Something is bound to get spoilt.

You should unplug your iron after use and leave it to cool before putting it away.

Cost of using laundry equipment

Washing Machines £1.20

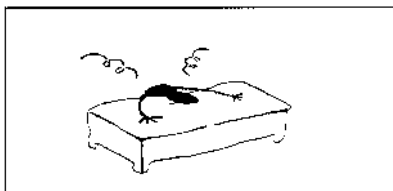
Tumble Dryers 20p for a 15-minute cycle

Pets



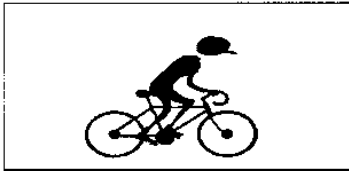
No pets are allowed in the accommodation. This includes goldfish and hamsters.

Furniture



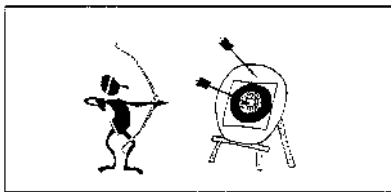
The movement of furniture is not allowed from room to room.

Bicycles



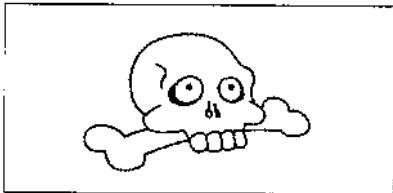
We positively encourage the use of bicycles by students and staff. Please check with the Northgate Property Management Team about the availability of storage space, as it is not permissible for bicycles to be stored in your room. There is a dedicated secure cycle store available for residents use.

Offensive Weapons



Guns, air rifles, crossbows or other offensive weapons are not permitted in the flats.

Drugs



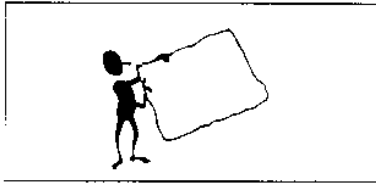
If any of the Northgate Property Management Team suspects that students in the accommodation are using drugs, the police will be contacted to investigate the situation.

Please remember that people are still frequently prosecuted for possession of even small amounts of illegal substances and that a criminal conviction of this kind could have serious affects on future career options and prospects.

The Northgate Property Management Team will not tolerate the presence of drugs on its premises.

Be warned, back issues of local press record the cases of those students who have been prosecuted

Posters



Please use “Blue tac” for fixing posters to walls or utilise notice boards in your room where they are provided, as damage to paintwork will be charged for.

Candles/Scented Room Burners, Joss/Incense Sticks



For very obvious fire safety reasons the use of candles, scented room burners, joss/ incense sticks in accommodation is dangerous therefore care must be taken when using them.

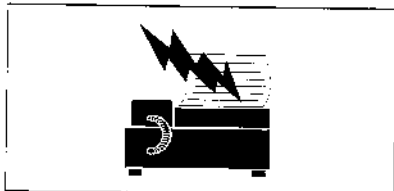
Do not leave lighted candles/scented room burners; joss/incense sticks burning when you leave your room

A fire that cost a student £2,000 last year, was caused by burning a candle in her room; she was distracted while on her mobile phone and then discovered the room had caught fire.

Flat Notice Boards

Throughout the year information will be posted to all via the main notice boards in the flats. Please check these boards regularly to ensure that you are in touch with current issues.

Fax Machine



A fax machine is located in the Main Office. If you wish to send or receive faxes, either nationally or internationally, please speak with your Northgate Property Management Team.

Danesgate Flat Representative Meetings



Your flat representative should meet once a month at the bare minimum, but usually they meet fortnightly.

The Meeting should be chaired by a flat member (who should alternate at each meeting), who takes charge of the meeting and who lets members speak and co-ordinates votes.

The meetings should follow an agenda, and this enables individual members to know what is to be discussed at the meeting. It also means that they can look into the issues to be discussed before the meeting takes place. The agenda should be copied and distributed to the relevant people one or two days before the meetings.

The Northgate Property Management Team may attend for at least part of your flat meeting to discuss any issues relating to the smooth running of the accommodation. They may also be able to help with any problems that you have.

Someone within your flat should take minutes of the meeting. Minutes mean it is possible to look back to see what action has been taken and who was meant to do various tasks.

It would be appreciated if your representative could send a copy of your minutes to the Northgate Property Management Team.

After the flat committee have been constituted and have met, the Northgate Property Management Team would like to meet with each flat representative on a regular basis.

The flat representatives are requested to make contact with the Northgate Property Management Team to get the ball rolling. The purpose of the meetings will be to gain valuable feedback from students so that the accommodation stands the best chance of responding flexibly to resident student needs.

On a day-to-day basis your Northgate Property Management Team will be pleased to assist where possible with your accommodation needs.

Flat representatives are vital to life in the accommodation and so every year at the start of the Autumn Term the students in accommodation are asked to co-ordinate elections to appoint a flat representative.

The flat representatives are invaluable not only as a forum for discussing problems that may occur in your flat, but by participating in student life.

Electing Your Flat Representative

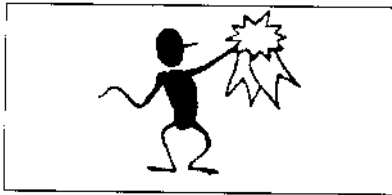
There are many ways of electing your flat representative the easiest of which is to get all the residents within the flat to meet

Some flats may also decide to vote in an interim flat representative until they get to know the people within their flat and judge their effectiveness.

If, in the meantime you have any comments or suggestions to make, talk to the Northgate Property Management Team.

If after you have pursued these avenues you feel the point has still not got across, write to the owner of this building. Only do this though, after you have exhausted your options at the local level, otherwise it will just be referred back to the Northgate Management Team.

Quality How to Put your Point Across to Us



We want to know how you feel and what improvements you think we could make.

Although financial constraints are ever with us, we do not ignore constructive suggestions about how to improve something we already do or provide a service we do not currently offer.

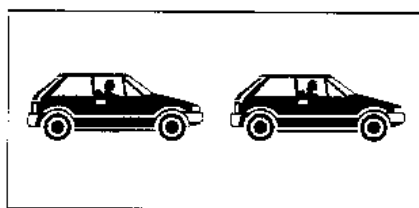
Furthermore a questionnaire on the living in flats experience will be administered throughout the year. This will provide you with an opportunity to air your views.

Council Tax



Students in Accommodation of Residence are exempt from Council Tax

Parking



There are no parking facilities within the building although there are council pay car parking facilities near Danesgate House

Keys and Swipe Cards

Once keys and swipe card have been issued, their safekeeping is your responsibility and you should carry your flat keys and swipe card at all times.

If you do not, you may find yourself locked out of the building especially at night, and unable to contact the security guard to get in.

Take a quiet word of advice, security guards do not take kindly to people who lock themselves out of their accommodation.

Please take great care to make sure that your keys cannot be traced to the flat you live in do not attach a label to the key-ring giving the address of your flat. If you do, and the keys are lost, a stranger can then gain access to the flat, putting everyone at risk.

The loss of external flat keys will make it necessary for us to give everyone new keys and the cost runs into hundreds of pounds.

Any losses should be reported to the Northgate Property Management Team.

A charge will be made for the replacement of keys.

The cost of a replacement swipe card is £30

Access Doors to Accommodation of Residence

It is the responsibility of all residents to ensure that external doors are kept shut.

This is especially important at night as intruders to flats pose a potential risk to personal security.

If you answer the door of your flat to someone you do not recognise, ask them to prove who they are and to identify the room number and the name of the person they are coming to see before you allow them in.

Complete strangers can and do try to gain entrance to flats it is in the interest of everyone to be security conscious.

DO NOT LET ANYONE THROUGH THE TURNSTILE WHO IS NOT YOUR GUEST.

Personal Property

The Northgate Property Management Team accepts no liability whatsoever for student-owned personal property which you bring with you into the accommodation.

However damage caused to the accommodation wilfully or otherwise by student activities will be deemed the responsibility of the individuals concerned.

The Northgate Property Management Team strongly advises you to arrange adequate insurance to cover personal property and damage.

Be very wary in your first few weeks in your accommodation, it is one of the busiest times of the year for losing personal property.

Make sure you clarify with your insurer the position relating to your possessions whilst they are in accommodation out of term-time.

Your insurance cover may be affected during these periods.

Accommodation attracts criminal activity, the Danesgate Student Accommodation is no exception, and whilst positive measures are taken to minimise the risks, you must not be complacent and believe nothing will happen to your property.

The number of reported crimes involving property belonging to staff and students living in accommodation is relatively small, however the personal loss and inconvenience to the victims is often expensive and traumatic.

These offences involved theft of personal possessions from students' rooms, theft of pedal cycles, theft from motor vehicles and criminal damage.

Sending Important Items Through the Post

It is an unfortunate fact that items of post known to contain credit cards, money or other valuable items, have gone missing from communal areas in the past.

Whilst we stress to residents not to allow unknown persons into the flats, this common sense rule is sometimes ignored.

To safeguard your valuables from this type of theft, we will hold any recognisable valuable items in the office and a post collection slip will be placed under your room door.

The Postal Address of Your Accommodation is

Name

Room No *****

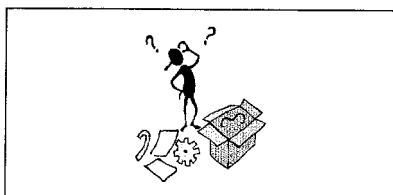
Danesgate House

Grantham Street

Lincoln

LN2 IBA

Reporting Damage or Faults



All damage or faults to furniture, equipment, flat or property should be reported to the Northgate Property Management Team as soon as possible.

However, where damaged items in need of repair pose a safety risk to either yourself or others, or where items require urgent attention for other reasons, do contact the Northgate Property Management Team during office hours, Monday to Friday 8.30am to 4.30pm.

When the repair has been carried out a courtesy notice will be left in your room

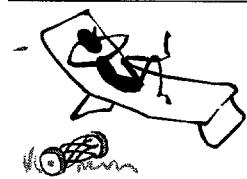
Social Events in Accommodation



Social events may be held in flats with the permission of the Northgate Property Management Team and the other residents of the apartment providing that

1. Such an event does not adversely affect non-participating residents in the flat or neighbours to the property.
2. Holding an event does not breach fire or other regulations.
3. Providing all in attendance conduct themselves in a mature and responsible manner.
4. That premises are left in a clean and safe condition in accordance with the terms of the Tenancy Agreement.

Vacation Time Accommodation



It is appreciated that some students may find it difficult to return home during the Christmas and Summer vacation periods.

If you require accommodation during these periods please do not hesitate to contact the Northgate Property Management Team.

General Information

Catering



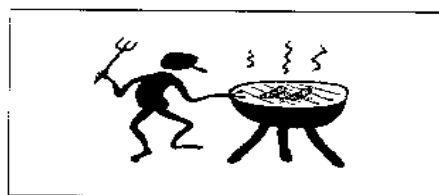
For students occupying Danesgate accommodation, kitchen facilities are provided in flats for your use.

Please ensure that you bring a supply of pots, pans and cutlery to allow you to do self-catering.

You also need to bring a kettle this can be used in your room if you wish or in the kitchen.

You may bring a toaster. Toasters cannot be used in your room due to the smoke detectors

Safe Cooking Practices



Self-catering in flats is a potential fire risk if simple, common sense rules are not followed.

To help the budding chef, simple rules on safe practices are published and displayed in the flat kitchens.

You should familiarise yourself with this information and use it. Ignoring sound advice could prove fatal.

Unfortunately, following a series of fires in flats in recent years, we no longer permit the use of chip pans due to the proven risk of fire from over heated oil. It is also highly dangerous to fry chips in a frying pan!

Please remember that when you are using cooking equipment you are responsible for ensuring that appliances are left in a safe clean condition for subsequent occupants.

Accumulated grease or fat on cooker tops or in grill pans puts the next user at risk from fire. Because of the high fire risk, the Northgate Property Management Team do inspect kitchen equipment on a regular basis and it may be decided, if standards are felt to be inadequate, to take remedial cleaning action on your behalf for which you will be charged.

Before this course of action is taken, you will first of all be warned and given the opportunity within a specified time period to rectify the problem yourself.

Cookers should never be left unattended while they are in use and care should be taken to ensure that individuals take responsibility for turning off appliances after use.

Without these simple precautions, fires can and do start. Quite apart from the risk to life, the bill for damage, for which the person causing the fire is responsible, can run into thousands of pounds.

After use, all personal kitchen implements should be cleared away. Care should be taken to ensure that knives or other sharp implements are not left where risk of accidents to others is possible.

Individual use of communal facilities for preparation of food should involve a high standard of hygiene over the cleaning of shared utensils, work surfaces, and storage facilities. If you are in any doubt as to your own standards or of those of your colleagues from a safety or hygiene point of view, the Northgate Property Management Team will be pleased to advise you.

Bar

The bar within Danesgate House will be opening in September. The Northgate Property Management Team manages it. It will be open from 7.00pm till 11.00pm Monday to Sunday.

The number of guests that a resident may bring into the bar in anyone day is limited to three per resident.

If you wish to book the bar for a party please contact the office.

The Northgate Property Management Team will be open to ideas for entertainment. Please do not hesitate to contact us.

Energy Conservation



As part of the Environmental Audit, a research programme is currently underway examining the use of energy and areas where consumption can safely be reduced. Improvements to the lighting and heating systems are likely to increase efficiency but also require a large capital outlay.

So we ask all students to be aware of how they use energy in the accommodation and to participate in a campaign of energy conservation by taking simple steps like turning off the lights when you're the last to leave the room. Measures like this can make a considerable difference to the total energy costs and consequent environmental impact

So please

Switch off unnecessary lights

Turn off the radiator in your room if you go away for the weekend

Keep doors and windows shut in order to conserve the heat in your room during the cold periods

Heating & Hot Water (assessing and general information)

Heating

The heating in the Danesgate House accommodation is weather dependant and is connected to a thermostat that measures the outside temperature, as a result of which the temperature in the radiators will vary (the colder outside the hotter the water within the radiators)

If the temperature in your room suggests that this not the case, before reporting a heating problem please check that your radiator is switched on

If you feel there is a problem please contact the Northgate Property Management Team or the Security Team.

PLEASE NOTE AT NO TIME SHOULD ANY HEATING APPLIANCE BE USED OTHER THAN THAT WHICH IS PROVIDED (RADIATORS).

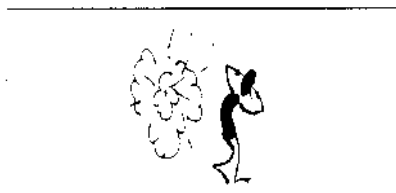
Weight Training Equipment



Hand held dumb bell weights, bar bells, exercise benches, home gym equipment and sun beds are permitted with the prior approval from the Northgate Property Management Team

There is a designated exercise area within Danesgate House in which you may use these items at your own risk Northgate Property Management Ltd accept no liability for injury or equipment within this area.

Petrol/Fuel Cans



There is extreme risk of fire and explosion from inflammable liquids and fumes. Under no circumstances are petrol/fuel containers (even empty) allowed within Danesgate House

Car battery chargers present a risk themselves and dangerous gases are given off during charging. Car batteries and chargers are not permitted anywhere within Danesgate House.

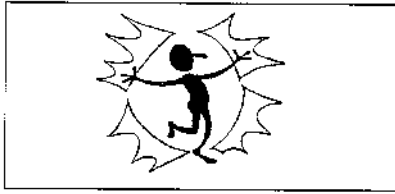
The Northgate Property Management Team maintains an effective disciplinary system for all those who decide to inflict themselves on others, by putting their safety and well being at risk.

Outdoor Footwear



Muddy boots, spiked sports shoes, roller skates and similar footwear must be removed before entering Danesgate House

Personal Safety/Security



Accommodation attracts criminal activity. Danesgate House Student Accommodation is no exception, and whilst positive measures are taken to minimise the risks, you must not be complacent and believe nothing will happen to your property.

The number of reported crimes involving property belonging to students living in accommodation is relatively small, however the personal loss and inconvenience to the victims is often expensive and traumatic.

These offences involved theft of personal possessions from student's rooms, theft of pedal cycles, theft from motor vehicles and criminal damage.

Acknowledging the known risks, and taking simple precautions could have avoided the majority of incidents.

A crime pattern analysis of all reported incidents provides strong evidence to support the theory that opportunist thieves committed the majority of crimes that have occurred in the past.

To minimise the risks your co-operation is essential in making sure the following basic safeguards are taken:

- All rooms must be locked when not occupied.
- The amount of cash and other valuables kept in the residence should be kept to a minimum.
- Be alert to the unauthorised visitor masquerading as friends.
- Keep pedal cycles locked and secure and left in the locked cycle store when not in use. The best cycle locks are made of a loop of solid metal. Chains deter casual thieves, but can easily be cut with the right equipment,
- Car thefts and theft from cars account for a quarter of all reported crime. Cars should be fitted with an alarm and/or immobilising steering locks. Valuables should always be removed especially when the vehicle is parked overnight.
- All suspicious incidents should be reported to the Northgate Property Management Team

If you are unfortunate and become a victim of crime, please report the details to the Northgate Property Management Team or the Security Team.

For many students living in Danesgate House residences it will be their first experience of living away from the secure environment of home.

Each student has a responsibility to look after his/her personal property and to support each other in creating a secure environment.

A Guide to the Disciplinary System



Introduction

The Northgate Property Management Team's aim is to make the accommodation a safe and happy environment for all who live here. All students accepting a place in Danesgate House are expected to behave in a responsible and considerate way and for this reason the Tenancy Agreement and the Northgate Property Management Ltd, Danesgate House Student Accommodation Handbook include a number of clauses relating to safety and good behaviour.

Disciplinary Procedures

The Northgate Property Management Team is responsible for the welfare, discipline, safety and security of all students in Danesgate House

Where there are disciplinary' problems they are most commonly to do with lack of consideration for others (e.g. excessive noise, not locking outside doors making a mess of communal areas, interference with fire or safety equipment) and in most cases a verbal warning is sufficient to resolve matters.

Where there are repeated breaches of the regulations or a serious offence the following stages of the disciplinary process may be invoked by the Northgate Property Management Team

Stage 1

Verbal Warning

Confirmed in writing

Stage 2

Formal Written Warning.

Stage 3

Formal Written Warning and Interview With the Student Concerned.

Following the interview, the Northgate Property Management Team will confirm that an offence has taken place and if so will decide whether to refer the case to the owner of the building to include:

Written Warning and restitution for damage caused.

Stage 4

Final Written Warning/ Termination of Tenancy Agreement

Change of room/flat within the accommodation or recommendation that the student tenancy agreement should be terminated immediately

Right of Appeal

Throughout the process outlined above the student has the right of appeal to the Director of the building in writing.

Restitution for Damage

Restitution for the cost of damage caused may be required at any stage, e.g. for repair of damaged items, recharging a fire extinguisher, additional cleaning resulting from an incident. The Northgate Property Management Team will bill the student or students directly for the cost of any damage as soon as possible after the incident.

Estimated Charges

Please note the following charges these are listed as a guide

Fire Extinguisher- Letting off or Removal of	£ 500
Broken Window	£ 150
Replacement Swipe Card	£ 30
Replacement Key	£ 10
Replacement Room Lock	£ 35
Replacement Ceiling Tile	£ 10
Replacement Wall Panel	£ 40
Replacement Fire Sign or First Aid Sign	£ 10
Replacement Sink	£ 35
Replacement Door	£ 250
Letting off of the Fire Alarm	£ 500
Replacement Bedroom Carpet	£ 200
Replacement Kitchen Cupboard Doors	£ 20
Replacement Desk Drawers	£ 15

Electrical Equipment

Microwave	£ 100
Cooker	£ 325
Fridge	£ 300
Freezer	£ 350
Desk Light	£ 10

Other Damage

Charged as per the Bill for Repair including VAT and Labour