



Welcome to Your Tulip Student Living Home



Welcome Pack Contents

Site Details	Page 3
Emergency Contact Details	Page 4
Fire & Emergency Procedures	Pages 5-6
Fire Prevention & Security	Page 7
Reporting Maintenance Problems	Page 8
Termly Flat Inspection Dates / Check In & Out / Re-Booking	Page 9
Useful Site Information & Tips	Pages 10-12

This information pack is designed to give you basic information to assist you.

For further or more detailed information, refer to your contracts or speak to the Property Site Team.



Site Details

Crosstrend House
10a Newport
Lincoln
LN1 3DF

tulipstudentliving.co.uk
01482 445588

Your Contact Onsite Is: Diane

Security Is Provided By: Comprehensive Fire & Security

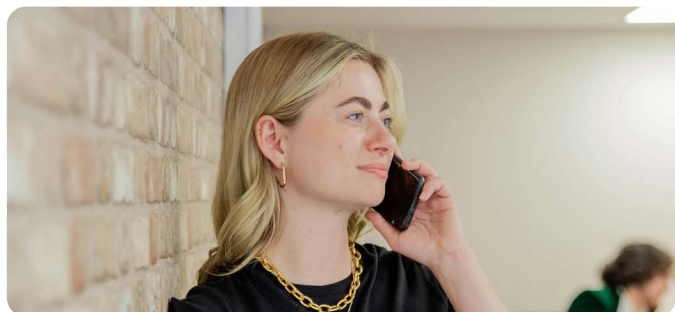
Reception Opening Hours: 8:00AM – 4:30PM

Security Opening Hours: 10:00AM – 4:00AM

Information Boards: In the reception area and in each kitchen

Emergency Contact Details

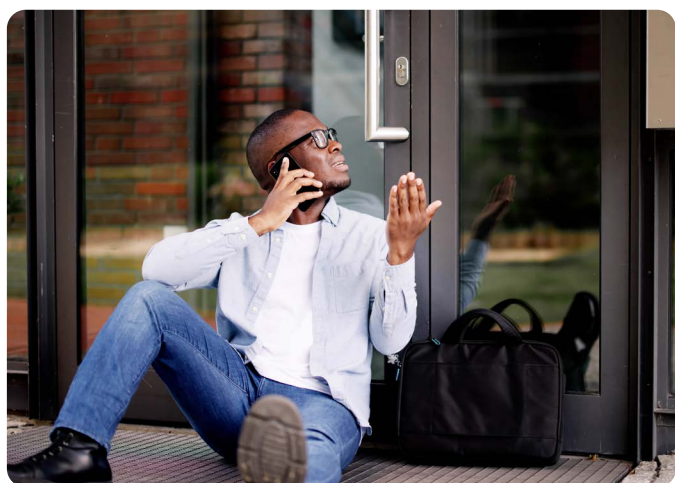
Should you need assistance out of hours (between 4am and 8am and between 4.30pm and 10pm Monday to Friday and between 8am and 10pm all weekends, including bank holidays), please call these numbers:



Security/Wardens

Should you experience an emergency issue with your accommodation out of hours that cannot wait until the Reception is open, please call the security warden on:

01522 422706 (Comprehensive Fire & Security)



Lock Outs (Out Of Office Hours)

If you lose your key or are unable to gain access to your flat, please go to reception.

Outside hours please call:

01522 422706 (Comprehensive Fire & Security)

It is recommended that you save this number into your mobile phone.



Emergency Numbers

Fire - 999

Police - 999

Ambulance - 999

See the useful information section for more non-emergency contact numbers.

Fire & Emergency Procedure

Your safety is important to Gather Students so please ensure you help us by knowing our fire procedure:

- Shout 'FIRE' continuously and raise the alarm by sounding the nearest fire alarm. This can be done by breaking the glass to activate the alarm. (The person who activated the alarm must inform the roll caller of this fact)
- Contact the emergency services Dial 999 stating the exact location of the fire if known.
- DO NOT REPLACE THE RECEIVER UNTIL YOUR MESSAGE HAS BEEN REPEATED BACK TO YOU THAT FIRE SERVICE HAS BEEN CALLED
- Then evacuate the building as quickly as possible



Smoke Detectors

All communal rooms and hallways are fitted with a smoke detector that will sound and can be reset.

Each flat also has smoke detectors installed.

NEVER COVER A DETECTOR OR TAMPER WITH ANY FIRE PREVENTION EQUIPMENT.

DO NOT SMOKE OR VAPE IN THE BUILDING.

If a fire is detected in your accommodation, please leave the building by the nearest exit and go to the evacuation point (FRONT OF BUILDING) and wait for further instructions.

Heat Detectors

All kitchens and flats within the property are fitted with heat detectors that will sound and can be reset.

If a heat detector is activated this is then linked to **THE OUT OF HOURS SERVICE** and either **OUT OF HOURS** will assess the situation and will call for emergency services if necessary.

Please call 999 if you discover a fire.

NEVER COVER A DETECTOR. DO NOT USE KETTLES OR TOASTERS IN YOUR ROOMS.

The site team or security contractor will also attend site in the case of a fire.

Fire & Emergency Procedure



If a Fire Is Discovered in Your Accommodation:

- Do not stop to collect belongings
- Close doors behind you
- Do not shout, run or panic
- Do not re-enter the building until instructed to do so
- Do not obstruct officials and Fire Wardens
- If you know or suspect that someone has remained in the building, or if you know the cause of the alarm activation, inform the Emergency Services or an official immediately

Fire Blankets

We provide fire blankets for students in accommodation to use on small cooking fires if it is safe to do so, however extinguishers are not provided to students who are not trained in the safe use of them.

If a fire is discovered in your accommodation, you must close the door and leave the accommodation immediately and call 999.

Fire Doors

Fire doors have been installed for your safety and to stop a fire spreading, therefore never prop open fire doors and if you discover a fault with your doors, please report these to the Site Team immediately.

Cooking

When cooking in communal kitchens, if you burn food never prop open your door to vent the room as this will activate the smoke detectors in public corridors and alert reception or sounds the alarm.

If the smoke is too much, open the window, put the fans on full and leave the room until it clears.

Fire Prevention & Security



Fire Prevention

Many accommodation fires can be prevented, please read the following:

- Never smoke or vape in your room, use the smoking area provided that is clearly marked in the car park
- Remove all rubbish on a regular basis
- Never overload electrical sockets or use plugs or equipment that are not EU standard
- Take care when cooking and using equipment, never leave the cooking area unattended when cooking
- Deep fat fryers and additional hobs and ovens are not permitted in the property
- Do not keep flammables in your room
- Do not use kettles or toasters in your room
- Candles or other naked flames are not permitted in your accommodation

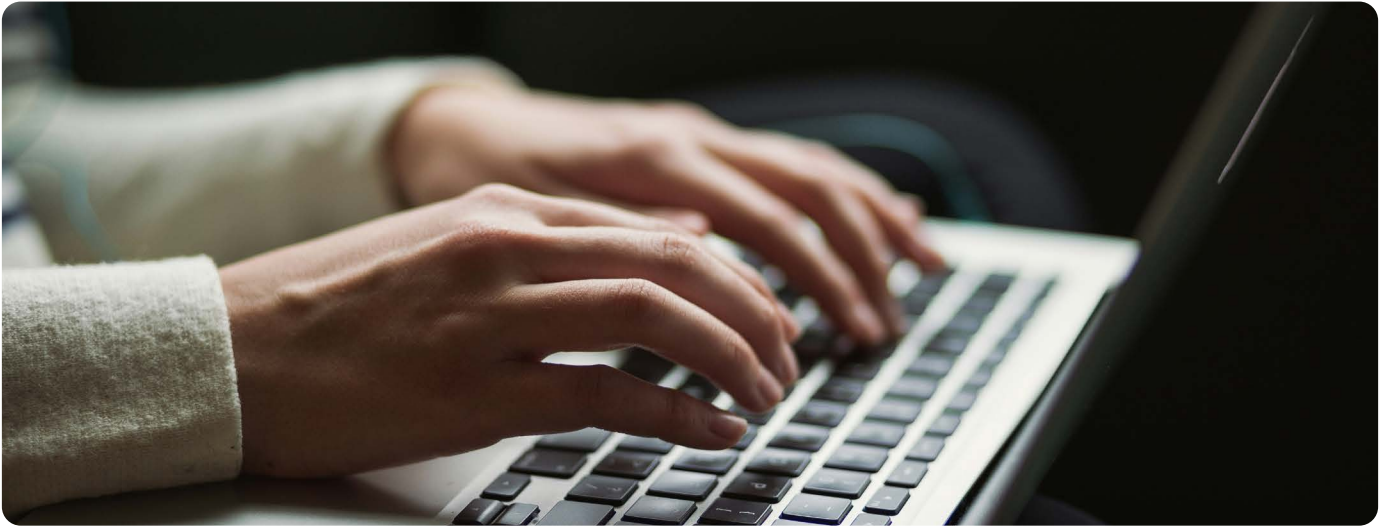
For a full list of fire prevention and health and safety procedures please refer to your manual and contract. Speak to the Site Team if you find any faulty equipment that could cause a fire and put your life in danger.

Security

We have extensive CCTV coverage of the site and have invested in ensuring you are secure and safe on site. Your assistance in keeping you and your fellow residents secure is appreciated.

- Never label your key with your room number
- If you lose your key, report this immediately
- Always close security doors behind you
- Always close your window when you are not in your room

Get to know your neighbours and the people you live with; this will help you identify strangers and create a community atmosphere. Exchange numbers with a fellow resident, this way if either of you need anything you can always help each other out. Crosstrend House is located near Lincoln Cathedral Quarter and is generally a safe place, however always remain vigilant when out and about around the city.



Reporting Maintenance Requirements

Report any security issues you may see to the reception. Contact details can be found on the Emergency contact pages.

Many room maintenance issues can be prevented with good housekeeping or resolved by you, see the useful hints and tips section for more details on how to keep your accommodation in good working order.

Never attempt to fix or repair anything in your room or tamper with any electric switches, please leave it for us to deal with these professionally.

How To Report a Maintenance Issue

You can report maintenance issues by emailing contact@tulipstudentliving.co.uk

Maintenance Access

In order to resolve a maintenance issue, you have reported, our team may access your room without arranging further notification. We may also enter your accommodation if we feel it is an emergency situation, there has been any breach of your agreement or general concerns we may have for you or your fellow resident's welfare.

If we need to enter your room for routine maintenance then you will be emailed at least 24 hours prior (unless it is an emergency) and / or note will be pushed under your door.

Termly Flat Inspections

During the course of your tenancy, we will routinely check all communal areas plus individual bedrooms on a termly basis, to ensure that they are kept to a satisfactory standard.

We will visit your flat during the hours 10:00 – 16:00 on week days.

We will email you prior to these inspections with the date of your inspection.

What we will check on your inspection:

- **Cleanliness** – We expect your accommodation to be kept clean and tidy, this includes shared kitchens. See the hints and tips section for essentials you need to keep your rooms clean.
- **Damage** – We expect you to take care of your room and respect the accommodation and contents. We expect that wear and tear of items is normal, however damages above this may be chargeable.
- **Charges** – Should you damage or break anything in your accommodation, please report it via the maintenance reporting system so it can be resolved. Where any charges need to be applied, we will notify you. A full list of charges can be found in your contracts.

Check-In & Check-Out

Check-In Inspection Record

On arrival in your room, you will be provided with an inventory form.

Please go through the areas stated and check they are in good working order.

Please return to the reception within 48 hours of checking in.

Check-Out

When leaving Crosstrend House, you must book a check-out inspection 3 days before you plan to leave.

Your room should be clear of rubbish, clean and tidy as you found it and all your belongings removed from communal areas.

Re-Bookers

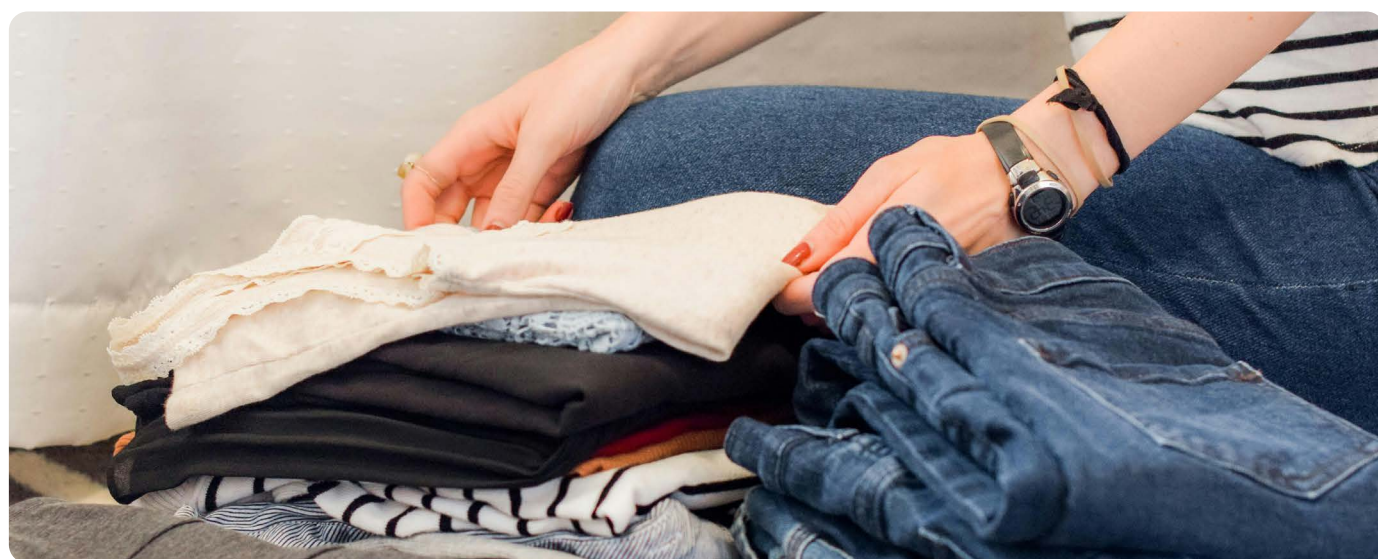
If you're re-booking, you may leave your belongings in your room over summer, please notify the Site Team.

Useful Site Information & Tips

As it may be your first time away from home, you may be unaware on how to do small maintenance tasks around your flat. Don't worry, we're here to help!

Below is a rough guide to maintenance tasks around your flat. If something stops working these hints should be followed first, if the problems persist report it to our Site Team.

- **Waste Collection** - The large bins are located in the carpark. You must ensure all rubbish goes into the bins, do not leave lids open as it encourages pests. Break down boxes before putting them in the bins. Any rubbish not in bins is chargeable. Do not dump rubbish around the site or in hallways.
- **Laundry** - This is located on the ground floor of Crosstrend House and is for the use of residents only. The service is provided by washstation and information of how to use will be in your welcome pack and the washroom. The area is cleaned once a day, but it is up to residents to ensure machines and the area is kept clean and tidy after using it. In order to get an effective drying cycle, remove the fluff from the tray before use.
- **Mail & Parcels** - Any letters will be put in your letterbox by reception staff. We will also take your parcels in at reception. If you need items to be collected by a delivery company it is your responsibility to bring them to reception in time for collection.
- **Shopping Deliveries** - They are an effective way for you to do your shopping. The delivery drivers will contact you when they are delivering your shopping and you have to meet them at reception. Unfortunately, we are unable to take these deliveries for you so ensure you book a delivery slot at a time you know you will be on site. The crates that the items are delivered in must be removed from reception flat and returned to the delivering company.
- **Room Keys** - Your key gives you access to your room only, should you lock yourself out please contact reception during office hours 8:00am -4.30pm or out of hours security 01522 422706. The main entrance is occupied by a fob, which is will be given to you when you collect your keys.





- **Fuse Box** - No Electricity? Check the fuse box. Nine times out of ten when electricity goes from the flat it is the fuse box. The fuse box may trip out because you have recently plugged an appliance in or something you already have plugged in has caused it to trip. First check the fuse box, (usually located above your flat door), see if all the switches are facing the same way, usually if it has tripped then one switch will be opposite to the rest. Flick the switch so they all meet together again. If the switch keeps flicking and will not stay in the correct position, then you will need to pull out all appliances from wall plugs and try again. If the problem still persists then report it.
- **Heaters** - When the building temperature drops below a certain level, the central heating will automatically switch on. If you still wish for it to be warmer there are radiators in every room and hallway for you to use.
- **Lights** - Lights should not be left on when you leave your room or flat. If a light bulb blows, please do not change it yourself, report it. The casing around the fluorescent lights should not be off or damaged in anyway. If it does happen, please report to the office immediately. If all lights don't work check the fuse box.
- **Wi-Fi** - If you are having problems connecting your Wi-Fi then please refer to the booklet given to you on check-in which has more details on troubleshooting and set up. All internet faults are handled by Glide, the contact details are in the booklet.
- **Fire Detectors** - These should never be tampered with or covered and you should report any faults or damage to the Site Team immediately. See the Fire Procedure section for details on the detectors and Fire Plan.
- **Windows & Handles** - The windows in bedrooms and kitchens are restricted for health and safety reasons. Please do not remove the window restrictors. For extra ventilation we recommend the use of fans during hot weather.
- **Cleaning** - Your accommodation is designed to be low maintenance and easy to keep clean. The basic equipment you require is a Kitchen and Bathroom cleaner, toilet cleaner, and cloths. This is adequate to keep your accommodation to a good standard. Pay particular attention to kitchens and bathrooms and clean after use. Do not let dirt build up as it is harder to clean and is chargeable when you leave. A Hoover is available on each floor.
- **Communal Cleaning** - We'll periodically clean the communal areas, however please ensure that you take your own rubbish away and dispose of it appropriately. Please be considerate to other tenants.

- **Showers / PODs** - The cleaning of your bathroom is your responsibility and should be done on a regular basis. The shower drain does become blocked if not cleaned regularly and the bottom of the shower will start to fill with water and smell. When this happens, the shower drains needs cleaning, we suggest that you lift and clean your shower drain weekly to remove build up around the holes i.e. hair and dirt. If you are not sure of how to do this please contact reception and we can show you how to clean. If you don't keep the drain clean it may flood your bathroom and the accommodation below, you may be liable for any damages this causes. Never put food down the toilets, showers or sinks.
- **Bathroom Extractor Fan** - All bathrooms are fitted with an extractor fan. Please make sure that this is turned on every time you have a shower.
- **Freezer/Fridge** - Each flat has it's own fridge with a small freezer section. Please make sure the doors are shut after use as they can ice over preventing the doors from shutting. If this does happen you will need to defrost the freezer by turning it off, opening the door and collecting the water in a tray / bucket. Remove your out of date food and keep the fridge and freezer clean.
- **Ovens / Hobs & Extractors** - If the oven and hob are not working please check the red plugs on the wall are switched on and then the fuse box. Try not to spill water down the hob plates, this may stop it working and trip the fuse. If you do spill water on it, let it dry out and try again. If it continues to trip the fuse then please report it.
- **Microwaves** - A manual for their use should be in your kitchen. If not, contact reception who can give you a booklet. Report all faults with these to the Site Team.
- **Sinks** - All the sinks in the flat are for water drainage use only. Do not put food down the sink as the pipes can block or rupture. If the sinks become blocked please report to reception.
- **Insect Problems** - If you have a problem with flies, wasps or other insects it is probably because of the hygiene in the flat. Take all bin bags out and clean infected area. During warm weather there are more bugs around, if you have your window open at night and the lights are on, they will fly in, these are harmless but require clearing. If an insect problem still occurs and persists despite you cleaning then please contact reception.
- **Mattress Protectors** - A new mattress protector will be available on the bed for your use. Please use this to safeguard the mattress from spills and stains. If not, you may be charged for a replacement on your check out.

