



Purbeck House Cambridge

accommodation guide

 **crmstudents**
Student Accommodation Management



Purbeck House Cambridge

Welcome...

Hello and welcome to Purbeck House. Your accommodation manager John Bryce will be your main contact during your stay, so if you have any queries please just get in touch.

Your student years should be some of your most exciting and memorable. And where you live can make a big difference. Which is why we want to ensure you get the most out of living here. So we've created this guide to help you. From moving in; to using the washing machines; to what to do if you lose your key... it's all here.

And if by any chance we've missed something, just get in touch with a member of the accommodation team. You can also keep up to date with important info via the main notice board – you'll find it in reception.

Thank you for choosing Purbeck House. We hope you enjoy your time with us.



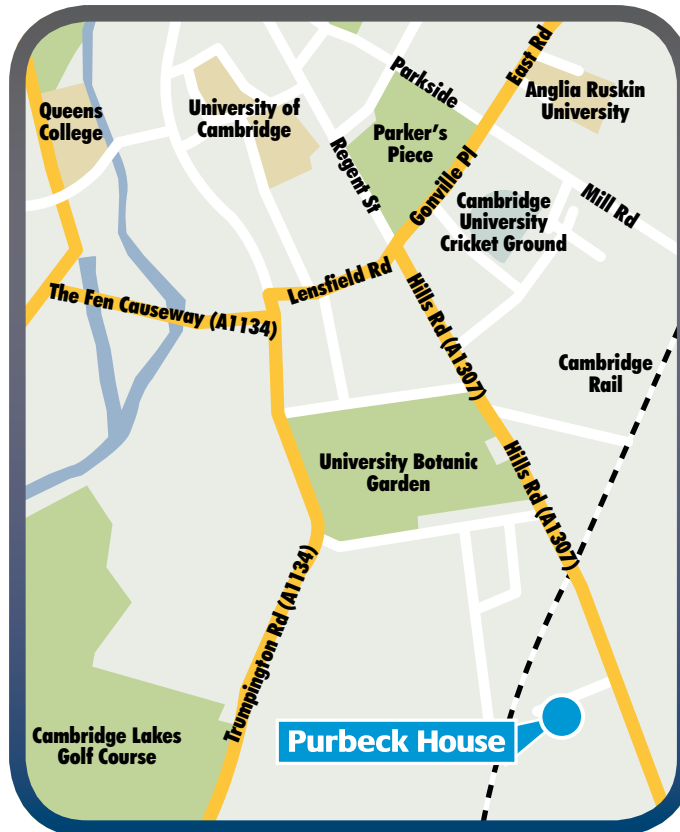


You are here...

(Your flat no.)
Purbeck House
Purbeck Road
Cambridge
CB2 8HY



To help you get your bearings, here's a map of the surrounding area...



**Accommodation Team – call 01223 249142
or email Cambridge@crm-limited.co.uk**

Please speak to the accommodation manager if you have any queries about your room or Purbeck House in general. The accommodation team can be found in Block A.

Office opening hours

Monday-Thursday 9am – 4pm and Friday 9am – 3.30pm



Out-of-hours emergency contact

If you have an urgent need outside of office hours, please call our out-of-hours security team – Hyline Security – on **07748 630775**. If when you call you get voicemail, please always leave your name, telephone number and site address – a member of the team will call you back as soon as possible. Don't worry, someone will always be on hand to help if you have an urgent issue.

You might like to save important contact numbers – like the out-of-hours emergency number – in your mobile phone. You'll find more useful numbers at the back of this guide.



Facebook

Purbeck House is now on Facebook! If you're on Facebook please join the Purbeck House group by logging into Facebook and searching 'CRM Purbeck House'. This page will give you up-to-date news regarding Purbeck House including notifications such as check-in/out information. It will also be a good way of keeping in touch with other Purbeck House residents.



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Section 1: Moving In
Everything you need to know to help you settle in at Purbeck House.

When you arrive, make your way to the accommodation office. Here you'll sign for your key – we'll need to see some ID like your passport or driving licence. Providing we see these and have received full payment for your accommodation beforehand, your key will be released to you.

Once you've got your key – look after it. It'll save you a lot of hassle, especially at two o' clock in the morning when you can't find your key and have to call the out-of-hours team!

Always lock your room and keep your key with you at all times, and never give your key to anyone else. If you do lose your key, tell a member of the accommodation team as soon as possible. You'll be given a replacement. There's a small charge, but you'll get your money back if your key is found quickly.

If you're locked out of your room outside of office hours, see the on-site guard or call the emergency security team on **07748 630775**. There's a £30 (+VAT) call-out fee for this service (so try to make sure you look after your key).



Your Room

You've got your key. Now it's time to settle into your room. Here's a quick tour of the features, together with other things you need to know...



Your Internet

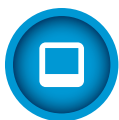
You have 24-hour broadband Internet access in your room. If your computer doesn't have an Internet/Ethernet card, you'll need to buy one to connect to the web. When setting up your computer, please check that it doesn't have any viruses and make sure that you have adequate Internet protection installed which updates regularly. It's all pretty obvious stuff.

Please don't download anything suspicious or use 'peer to peer' apps (Skype, Limewire or music file sharing programs) as this impacts bandwidth and may be illegal. We appreciate your co-operation. Thank you.



Internet service issues?

Please get in touch with Cablecom – the Internet service provider for Purbeck House – on **0844 943 1174** or email **support@studentcom.co.uk** if you have a problem with your connection. Make sure you're at your computer when you call.



Your TV

If you're going to use a TV, you'll need a licence – you can get one at the Post Office or online at **www.tvlicensing.co.uk**. You'll also need a licence if you're planning to watch TV through your computer.

Please look after your key and keep it with you at all times

You can get a full copy of the CRM Students Internet policy on our website: crm-students.com

Sky is also available at Purbeck House, please contact Sky direct and tell them you don't have a BT Line, there's a one-off installation fee of £25.00 (not including Sky's standard charges).



Your PIN code entry

The main pedestrian gate and block doors require a PIN code to enter. The PIN code will be given to you on arrival and will change every 3 months. We will let you know the new PIN codes via email. For all students safety and security do not tell any non-residents the PIN code.



Your windows

To open the windows, turn the handle 90 degrees so that it's pointing towards the ceiling. Push the window until it clicks into place. Your windows **MUST NOT** be opened further than this – a charge may be incurred if your window is found to be opened beyond this point.



Your terrace doors

These can be opened by putting the key in the lock on the handle and turning 180 degrees. Turn the handle 90 degrees and push the door to open. Please don't leave the door open when it's windy as this could damage the hinges (thank you).



NOT permitted...

- Please **NO PETS**
- Please **NO WEAPONS** of any description, including pellet (BB) and air activated weapons, crossbows and longbows, catapults, non-domestic knives

Thank you.



Your Utilities

You're responsible for the following utilities:



Your electricity

EDF Energy supplies the electricity to Purbeck House. Once you've moved in, the accommodation team will supply EDF Energy with the meter readings taken at the beginning of your tenancy, as well as the names and contact details of all new tenants.

It's your responsibility to ensure you're a registered tenant and that you're receiving electricity bills. The electricity bills are usually sent through the post every 3 months, your first will arrive in January 2011. Please call EDF Energy directly on **0800 096 9000** if you're unsure of anything.

Students don't have access to the meters. However, if you'd like a meter reading, please contact the accommodation team.



Your water

A one-off payment of £140.00 is payable before you move in to cover water and sewerage costs for your tenancy period.

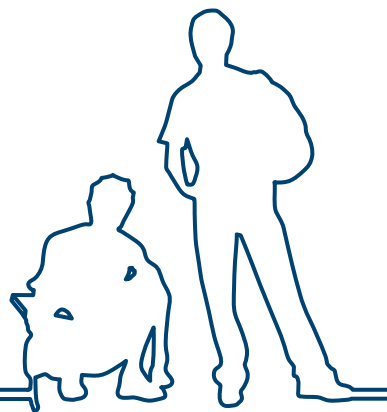
The landlord reserves the right to recharge you for non-residential, unreasonable or excessive use of this service.



Your Council Tax

It's your responsibility to ensure you've applied for student exemption with Cambridge City Council. If you don't do this as soon as you move in, you may receive a council tax bill.

The details of who's exempt and the form that you'll need to complete and return to Cambridge City Council can be found in your welcome pack. Please call Cambridge City Council directly on **01223 457 741** if you're unsure of anything.





Section 2: Communal Living

At Purbeck House you'll be sharing some great spaces and facilities. Here's a rundown of what's available, together with some tips on how we can all make communal living the best it can be.



Your common room

This is a great shared space where you can relax and catch up with friends. Enjoy.



Your outside space

The courtyard garden can be found behind Block D, next to the common room.



Your car parking

Unfortunately, due to Cambridge City Council restrictions, there is no car parking for students or guests at Purbeck House. However, you may use the car park for securing your bike. See below...



Your bicycle store

You can secure your bike in the Purbeck House car park. Please make sure it's adequately insured and always securely locked in the bike store. Please do not store your bike inside Purbeck House. You'll be breaching health and safety guidelines and your bike will be removed (you'll also have to pay a charge to have it returned to you).



Your launderette

If you're not taking your washing home to your parents, you'll be needing the launderette! You'll find it on the ground floor of Block D, next to the common room. The machines are coin operated so make sure you have plenty of change (sorry but the accommodation office doesn't hold change). Please follow instructions and don't overload the machines – we can't be responsible for damage to your clothing! If you have any problems, please contact Circuit Laundry direct – the telephone number is printed in the launderette.



Your mail

Your post will be delivered direct to your mailbox, so make sure you tell all your friends and family your flat number. Bulkier items will be delivered directly to your flat. If you're not in, a card will be left in your mailbox so you can arrange redelivery or collection.



Your security

Purbeck House uses CCTV cameras to ensure the safety of all students and staff on site. Any misconduct and/or illegal practices can be caught on tape and used against you.



Got something to share?

If you'd like to put a notice up in a communal area, please check with the accommodation team first. Thank you.



Be energy efficient

At Purbeck House we do our best to be as eco-friendly as possible, so please help us to be green and keep costs down by:

- Turning lights off when you go out
- Only boiling as much water as you need
- Always put lids on pans
- Use your room heater thoughtfully.



Some house rules...

Socialising, partying and staying up late is all part of the student lifestyle and we want you to have fun here. We don't want to bombard you with an endless list of house rules and regulations but we do want to ensure Purbeck House is a clean, safe and attractive place to live. It's all common sense stuff, but generally speaking we'd like you to...

- Keep your room and communal areas clean and tidy
- Respect any item or piece of equipment belonging to Purbeck House
- Respect other residents by keeping noise levels down – persistent noise disturbance will be referred to Environmental Health
- Don't override the window restrictors – they're there for your safety (and are a legal requirement)
- Respect our no smoking policy
- Take full bin liners to the bin stores – please don't let your bin overflow
- No ball games – anywhere on the premises (thank you).

If you notice any anti-social behaviour on site, please contact the accommodation team during office hours or Hyline Security for out-of-hours support. Thank you.



House guests

If you're having visitors to stay, please let the accommodation team know. Visitors can stay no longer than three consecutive days. They should follow the same house rules as everyone else, and any misbehaviour on their part is your responsibility. Tell your flatmates you're having visitors to stay and make sure you're around when your guests arrive – anyone turning up out of the blue will not be allowed into the building.



Ooops!

Accidents happen but intentional damage to Purbeck House property will result in a charge. If anything in the communal areas (such as the stairwell or lobbies) is damaged and no one takes responsibility, a charge will be made equally to all residents in your block (a minimum of £5 for each incident). However, you have sole responsibility for the upkeep of your room.

If you're found responsible for any damage to the communal living areas, you'll be charged £50 in addition to the cost of repair. You can find out more about what's expected of you in terms of general upkeep

Gross misconduct may result in you being asked to leave – possibly without any rebate on your accommodation

Help us be eco-friendly – please recycle as much as you can...

and cleaning (and any charges) in the Clean Living section, plus there's a reminder of basic charges at the back of this guide.



Smoking

For everybody's health and safety, please do not smoke on the premises. A £50 charge will be issued to any tenant who is found to be smoking in the flats or communal stairways/lobbies. And remember, you're also responsible for the guests you have on site. If your guests are caught smoking inside the building you'll be issued the charge.



Reporting a repair

We prioritise repairs depending on their urgency. Emergency repairs include a complete loss of power, heating, lighting or hot water and take top priority – we aim to fix these problems within 24 hours. Less serious problems are tackled within seven working days, while minor problems are dealt with within four weeks. We'll always try to let you know in advance if we need to access your room to carry out essential maintenance or repair work, but in rare cases this may be not be possible.

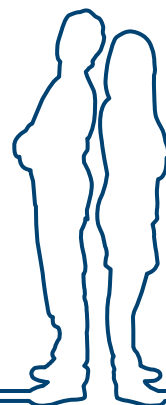
If you're worried about anything regarding the maintenance or safety of any equipment in your room or the communal areas, please contact the accommodation team on **01223 249 142** or email **Cambridge@crm-limited.co.uk**. You can also use the troubleshooting guide at the back of this book to help you deal with minor problems.



Out of hours emergency repair?

If you have an out-of-hours emergency maintenance issue please call Hyline Security on **07748 630775**.

Please make sure your problem really is urgent before calling, and have all the necessary information to hand so the team can determine whether the problem needs immediate action. Please do not misuse this service – you may incur a charge.





Section 3: Staying Safe and Secure

We want your stay at Purbeck House to be comfortable, but above all safe. So here's everything you need to know to keep yourself and others protected.



First, some general safety tips...

- Please keep the main entrance doors locked at all times – don't prop the doors open – including fire doors
- Always carry your key and never give it to anyone else
- Be aware of strangers on the premises – if you're not sure who someone is, ask them or alert the accommodation team
- Lock your door when you're going out and keep it closed at other times – even if you're just nipping to the kitchen
- If you see anything suspicious, let the accommodation team know as soon as possible
- If your room is at ground level, or easily accessible from the ground, make sure your windows are shut before you go out. Windows will only tilt outwards and should not be opened fully.

If you're worried about the safety of any equipment in your room or the communal areas, please contact the accommodation team on **01223 249 142**. Please also take a look at the 'troubleshooting' guide at the back of this book to help you deal with minor problems.



Out-of-hours security

Out-of-hours security services are supplied by Hyline Security. The guards carry out regular patrols and respond to any security issues outside of accommodation office hours, at weekends and bank holidays (the accommodation office is open Monday-Thursday 9am – 4pm and Friday 9am – 3.30pm).

Contact the guards on **07748 630775** outside of these times if you have any security-related problems including losing your key or getting locked out of your room.



First aid

If you have an accident at Purbeck House please report it to the accommodation team (after calling an ambulance if needed). The office keeps a first aid box but it does not issue drugs of any description.



Heat and smoke detectors

The kitchen and communal corridors are equipped with heat and smoke detectors. Your room is fitted with a smoke detector.



Smoke vents

The communal corridors are fitted with a smoke vent to help with smoke extraction should a fire occur. Please **DO NOT** force these doors, it will make the alarm panel activate and you'll be fined to cover any repairs that are necessary.

If you see anything suspicious, please let the accommodation team or out-of-hours security know

For everyone's safety, please no smoking on the premises.

Thank you



Fire prevention and alarms

Now that you're sharing a living space with lots of people, it's vital that you know how to prevent fire and what to do if one happens. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure.



General fire prevention

- You're required to take part in fire drills. If a fire alarm activates, you must evacuate the building and go to your designated assembly point located in the car park of Hills Road Sports & Tennis Centre on Purbeck Road
- Please do not misuse fire alarms or fire-fighting equipment – this is a criminal offence and CRM Students will prosecute if necessary. Damage to a fire extinguisher is charged at a minimum cost of £45
- Familiarise yourself with the CRM Students Emergency Evacuation Protocol and Major Incident Plan – you'll find a copy on the notice board at the bottom of each block
- Please don't bring furniture into your room which hasn't been approved by the accommodation team – it might not comply with fire safety standards
- Please don't change the curtains in your room without approval as they may not comply with fire safety standards
- Don't let combustible refuse collect in your room
- Do not prop open fire doors
- Please no smoking. Thank you
- Never tamper with smoke detectors
- If you need to use a 2-pin European plug make sure you use it with a UK adaptor
- The following are **NOT PERMITTED** due to fire hazard: chip pans; deep fat fryers; halogen lights; candles and oil burners; fireworks; barbeques; plug-in air fresheners and any other naked flame.



Fire alarm

The fire alarm system is tested every week. Test alarms last no longer than ten seconds. If the alarm lasts beyond this time, please evacuate the building immediately.



Cook safe

- Don't ever leave cookers unattended when in use
- Keep the grill pan clean – dirty grill pans can catch fire
- Ensure the kitchen door is closed when cooking
- Ensure you switch on the cooker extractor fan when cooking
- Sorry, but chip pans, deep fat fryers, and barbeques are not permitted.



Smart electricals

- We recommend your personal electrical items are PAT tested by a qualified electrician
- Always follow instructions when using electrical equipment
- Make sure electrical items are fitted with the right fuse
- Always switch off and unplug appliances not designed to be left on
- Check electrical appliances for dangerous wiring, hot plugs or scorching on plugs and sockets
- Don't overload sockets
- If you need to use an adaptor, use a two gang or four gang extension lead
- Don't bring additional heaters/heating equipment into your room.



False alarms

Most false alarms are caused by fire doors being propped open when people are cooking or smoking. This is a major inconvenience for everyone involved, not least the fire services. **Please: always keep fire doors closed.** CRM Students issues a charge for damage as well as a charge to anyone who sets off a false alarm. A list of health and safety breach fines is below. However, more information about damage charges can be found at the back of this guide.



Health and safety breach charges

Malicious or negligent activation of fire alarm.....	£50 per person
Tampering with extinguisher.....	£50 per person
Theft or loss of extinguisher.....	£50 per person
Theft or loss of fire blanket.....	£50 per person
Tampering or covering a smoke/heat detector.....	£50 per person
Smoke/heat detector missing.....	£50 per person
Malicious damage to a fire detector panel.....	£50 per person
Obstruction in fire corridor or stairway.....	£50 per person
Fire door wedged open.....	£50 per person
Use or evidence of use of a chip pan.....	£50 per person
Removal of window restrictors.....	£50 per person
Smoking in any part of the building.....	£50 per person



Fire exits and evacuation

1. Know your escape route and equipment

- When you arrive in your new room make sure you know where the nearest fire exit is
- Read the fire notices dotted around the building
- Make sure you know where the evacuation assembly point is - located in the car park of Hills Road Sports & Tennis Centre on Purbeck Road
- Only use fire fighting equipment if you are trained to do so and it is safe to do so, do not put yourself in danger.

Please make sure fire doors are kept closed.

Thank you...

2. Keep access and fire exits clear

- If you notice any obstruction to fire exits, please let the site office know
- Bikes must not be kept in your room or in the way of an escape route.

3. Know what to do if a fire alarm sounds

- Leave the building immediately – don't stop to pick up your stuff
- Get out as quickly as possible and don't block escape routes
- Make your way to the evacuation assembly point – located in the car park of Hills Road Sports & Tennis Centre on Purbeck Road
- Do not attempt to re-enter the building until the accommodation manager or fire brigade have given you permission to do so.





Section 4: Clean Living

Cleaning is likely to be low on your list of priorities while at uni but it makes sense to keep on top of things (and avoid a charge). A few minutes is all it takes...



Your flat

It's up to you to keep your room, kitchen and ensuite clean. They'll be checked every so often (don't worry, you'll be notified in advance!) to ensure they comply with health and safety regulations. We don't expect your rooms to rival the Ritz, but we do expect order and cleanliness. If not, you'll be given 24 hours to clean up or risk a charge.



Basic clean living guidelines

- Please don't use abrasive cleaning products as they can damage surfaces
- Take full bin liners to the bin store – don't let them overflow or split. Yuk
- For obvious reasons, please don't use hair/clothes dye in the bathroom
- Cambridge is a hard water area, so please ensure you use the right products to prevent a build up of limescale (otherwise you may be charged at the end of your tenancy)
- Keep the extractor fan in the kitchen on while you cook. Keep it on when you take a shower too. This is to prevent mould developing in the shower cubicle – if the cubicle becomes mouldy you'll be charged for additional maintenance costs
- Be careful about putting up posters or pictures – damage to walls will incur a charge
- Please don't override the window restrictors, they're there to keep you safe and are a legal requirement.



What's the damage?

Here are some examples of charges we'd encourage you to avoid... one or two of these could seriously limit your entertainment funds!



Damage to your room

Replace double mattress.....	£285
Replace/repair double bed.....	£285
Clean bedroom.....	£50
Replace door lock.....	£100
Replace bedroom door.....	£320



Damage to communal areas

Replace dining table.....	£180
Replace dining chair.....	£60 each
Replace fridge freezer.....	£300
Replace fire extinguisher.....	£45

The full list of charges can be found at the back of this guide. Please note that the charges quoted are estimates and may be subject to yearly increases.

Please keep on top of things (including the washing up!)

If things start to get on top of you – talk to someone



Section 5: Healthy and Happy

Moving away from home; pressure to make new friends; meeting deadlines – they can all take their toll. But don't worry – we're here to help you stay happy and healthy with useful hints, tips and telephone numbers.



A problem shared...

If university life isn't going as smoothly as you expected, don't keep your worries to yourself. It's natural to get stressed about your course, your accommodation or your personal life from time to time. But if things start to get on top of you, let someone know.



Problems with a flat mate?

If you're unhappy about the behaviour of another resident in Purbeck House, you can put your concerns in writing to the site manager. Out-of-hours noise complaints can be reported directly to Hyline Security on **07748 630 775**. If the problem persists you can contact the Environmental Health Department – see the useful numbers for details. Keep the accommodation managers in the loop if you make a complaint.



Feeling under the weather?

If you're unwell and have registered with a GP, you can simply ring the surgery to make an appointment. If you haven't registered with a GP, or for out-of-hours health advice. Call the NHS Direct helpline on **0845 46 47** or visit www.studenthealth.co.uk – it's a helpful online resource but always get advice in person from a medical professional if you're worried about anything.



Some useful contacts...

Sexual Health.....	www.sexualhealth.org
Samaritans.....	0845 7909 090 www.samaritans.co.uk
Student Loans Helpline.....	0141 306 2000 www.slc.co.uk
Victim Support.....	020 7268 0200 www.victimsupport.org
Alcoholics Anonymous.....	0845 769 7555 www.alcoholics-anonymous.org.uk
British Pregnancy Advisory Service.....	08457 304 030 www.bpas.org
Debtline.....	0808 808 4000 www.nationaldebtline.co.uk
Drugs Advice & Helpline.....	0800 776 600 www.talktofrank.com
AIDS help and advice.....	www.avert.co.uk



Section 6: Getting from A to B

To help you get around easily and safely, we've pulled together a range of travel tips and useful contacts to help you – take a look.



Go safely

Plan how you're going to get somewhere before you go out. Making decisions before you go anywhere is always much safer, especially if you're planning to have a drink or two, or three.



Local transport

From Purbeck House, the town centre is just a 20 minute walk and cycling is the most popular method of transport in Cambridge.



Cars

Unfortunately, due to Cambridge City Council restrictions, there is no car parking for students or guests at Purbeck House. However, you may use the car park for securing your bike. See below...



Bikes

If you are planning to use your bike, here's a few legal points you need to know:

- In the UK, it is illegal to cycle at night without a front and rear light
- It is also illegal to ride your bike on the pavement (unless it's also marked as a cycle path)
- Additionally many streets in Cambridge are one way and you can only legally cycle in one direction.

Further advice and details of legal requirements can be found in the Highway Code and by visiting

www.direct.gov.uk/en/TravelAndTransport/Highwaycode



Motorbikes

Unfortunately, due to Cambridge City Council restrictions, there is no motorbike parking for students or guests at Purbeck House.



Taxis

Always try to book your taxi cab or private hire vehicle in advance with an operator you or a friend uses regularly. And don't get into a private hire vehicle if you haven't booked it in advance.



Buses

All local and long distance bus services stop in or close to the city centre bus station. You can check the bus timetables using the below links:

www.stagecoachbus.com

www.cambridgeshire.gov.uk/transport/around/buses



Trains

The rail station is just south of the city centre. There are regular buses and taxis available from the station, and journey time to the

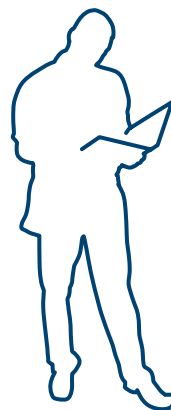
Stay safe – use a licensed taxi

city centre is usually five to ten minutes. To check train schedules and buy tickets, go to the National Rail website: www.nationalrail.co.uk.



Further local travel services and help lines

- Rail Information **0845 748 4850**
- www.trainline.com
- National Express Coaches **0870 580 8080** or www.gobycoach.com





Section 7: Your Contract

Once you've signed your contract, you're bound by everything outlined within it, so please read it carefully and make sure you're familiar with the key terms and conditions.



Here's a quick reminder of some key clauses...

- Purbeck House is managed by CRM Limited on behalf of the Landlord. You are bound to the full contract period – if you leave before the contract ends you will not receive a reduction in rent
- Staff may need access to your room for room inspection; maintenance and repair; and during open days for prospective students. At least 24 hours' notice will be given (unless it is impractical to do so)
- You must pay your accommodation fees on the due dates stated on your contract – outstanding debts will eventually be passed on to an external debt collecting agency
- If you decide to transfer to another room, exchange rooms or leave Purbeck House, you will be charged a £50 administration fee
- CRM does not accept liability for the loss or damage to any resident's property, whatever the circumstance. We advise you to arrange adequate insurance cover for your personal possessions while you are here
- **Electricity:** EDF Energy supplies the electricity to Purbeck House. It's your responsibility to ensure you're the registered tenant and that you're receiving electricity bills. The bills are usually sent through the post every 3 months, your first will arrive in January 2011. Please call EDF Energy directly on **0800 096 9000** if you're unsure of anything
- **Water:** a one-off payment of £140.00 is payable before you move in to cover water and sewerage costs for your tenancy period. The landlord reserves the right to recharge you for non-residential, unreasonable or excessive use of this service
- **Council Tax:** it's your responsibility to ensure you've applied for student exemption with Cambridge City Council. If you don't do this as soon as you move in you may receive a council tax bill. The details of who is exempt and the form that you will need to complete, and return to Cambridge City Council, can be found in your welcome pack. Please call Cambridge City Council directly on **01223 45 77 41** if you are unsure.

If you're unsure of your full legal obligations as a resident of Purbeck House, please double check your contract agreement for more information.

Please read your contract carefully – it's legally binding

Want to move rooms? Please speak to the accommodation team first!



Section 8: Moving Out

Whether you want to move rooms or move out – here's everything you need to know...

We hope you enjoy your time at Purbeck House and choose to stay here. However, you may wish – for a variety of reasons – to move rooms or leave Purbeck House. In all cases you should discuss your situation with a member of the accommodation team first. All moves within or out of Purbeck House are at the management's discretion.



Moving to a vacant room

You'll need to complete some paperwork and sign a new contract, there's a £50 fee to cover admin costs.



Swapping rooms

You and the person you're swapping with need to go to the accommodation office to sign the paperwork. You'll both need to sign new contracts and each pay a £50 admin fee.



Moving out prematurely

You'll need to find an appropriate tenant to move into your room. And both of you will need to go to the accommodation office to sign the paperwork. Your replacement tenant will need to pay a booking fee and sign a tenancy contract. You'll need to pay a £50 admin fee and you're also liable for the rent payments until your replacement moves in.



Withdrawing from your course

Tell the accommodation team in good time and provide written confirmation from your tutor or course administration officer, indicating your last date of attendance. You'll need to find an appropriate tenant to move into your room. And both of you will need to go to the accommodation office to sign the paperwork. Your replacement tenant will need to pay a booking fee and sign a tenancy contract. You'll need to pay a £50 admin fee.



Moving out at the end of your tenancy

As a condition of your contract, you'll need to book and attend a check-out inspection with the accommodation team – and sign the report. If you don't attend the check-out inspection it will be very difficult to challenge the inspection and any charges for damage and disposal of refuse and any abandoned items. The check-out inspection also lets us know where we should return your deposit – so it's in your interests to attend.

- On your last day, you must vacate your room by 12 noon
- Please return all keys to the site office
- Please make sure your room is clear of all your possessions
- Please make sure your room and ensuite are clean before you leave – you'll be charged for cleaning if they're not (see the back of this guide for list of charges).



Section 9: Quick Reference Guides

From cleaning charges, to troubleshooting, to telephone numbers, our quick reference guides give you the information you need at-a-glance.



Repairs and maintenance

Before reporting a repair, check through the troubleshooting list(s) below – you may find that you can fix a problem yourself.

- **If an appliance isn't working**
 - Obviously check that it's plugged in and switched on
 - Check that the corresponding switch in the fuse-box is up and on
 - If it still isn't working, report it to the accommodation team.

- **If a single light goes off/doesn't come on**
 - Report to the accommodation team.

- **If all the lights go off/don't come on**
 - Check that the corresponding switch in the fuse-box (above the door) is up and on
 - If the lights still fail to work, report it to the accommodation team.

- **If the heating isn't working**
 - Do not attempt to fix it yourself, simply report it to the accommodation team.

- **If the shower isn't running hot water**
 - Report to the accommodation team.

- **If water won't drain from a sink or basin**
 - Pour some drain cleaner down the plug hole and leave for an hour or two and see if there's still a blockage
 - If there's still a blockage, report it to the accommodation team.

- **If you're having trouble with pests: ants, wasps, flies etc.**
 - Clear away all rubbish and clean the affected areas thoroughly (any food, unwashed dishes etc, can easily attract pests)
 - Inform the accommodation team.



Charges list

These charges cover damage to items/cleaning of items (including VAT and labour). They are approximate and may vary dependent on the situation.

Item	Cost
Redecorate bedroom.....	£225 minimum
Redecorate kitchen.....	£250 minimum
Redecorate corridor.....	£200 minimum
Redecorate stairwell.....	£500 minimum
Replace double mattress.....	£285
Replace/repair double bed.....	£285

Replace/repair wardrobe.....	up to £180
Replace/repair headboard (double).....	£50
Replace bedside cabinet (3 drawers).....	£78
Replace chest of drawers.....	£80
Replace interior/exterior mirror.....	up to £58
Replace bookcase.....	£65
Replace desk.....	£180
Replace desk chair.....	£40
Replace pleat curtain on track fitting.....	£50
Replace curtains (depending on size).....	£100
Replace electric panel heater.....	£250
Replace bedroom carpet.....	up to £250
Replace bedroom door.....	£320
Replace door lock.....	£100
Replace corridor carpet.....	£450
Replace extractor fan.....	£300
Replace microwave oven.....	£300
Replace fridge freezer.....	£300
Replace hob.....	£280
Replace dining table.....	£180
Replace dining chair.....	£60 each
Replace coffee table.....	£80
Replace sofas.....	up to £450
Replace kitchen worktop.....	£250
Replace kitchen blind.....	£95
Replace fire blanket.....	£25
Replace fire extinguisher.....	£45
Replace intercom phone.....	£120
Replacement keys.....	£30
Replace internet cable.....	£30
Replace Cablecom internet disk.....	£10
Replace shower cubicle.....	£170
Replace shower side panel.....	£110
Replace shower tray.....	up to £250
Replace heated towel rail.....	£100
Replace bathroom mirror.....	£25
Replace toiletry shelf.....	£25
Replace shaving point.....	£10
Replace shower hose/head.....	£10/£15
Replace toilet seat.....	£25
Clean bedroom/corridor carpet.....	£45/£40

The following costs are dependent on condition

Clean bedroom at end of tenancy if not up to standard.....	£50
Clean ensuite at end of tenancy if not up to standard.....	£50
Clean kitchen at end of tenancy if not up to standard.....	£70
Removal per sack of rubbish from flat/room.....	£10



Section 10: Useful Contacts

CRM Students

Accommodation team.....01223 249 142
cambridge@crm-students.co.uk

Out of hours emergency security.....07748 630775

Head office.....01865 207 200
www.crm-students.com

University contact numbers

Main Switchboard.....01223 337 733

Anglia Ruskin Uni.....0845 271 333
www.anglia.ac.uk

Public services

Central Police Station.....01223 358 966

Crime Stoppers.....0800 555 111
www.crimestoppers-uk.org

Environmental Health.....www.local.direct.gov.uk

Local services and travel information

Rail Information.....0845 748 4850
www.nationalrail.co.uk
www.trainline.com

National Express Coaches.....0870 580 8080
www.gobycoach

Stansted Airport.....0870 000 0303

Panther's Taxis call.....01223 715 715

Health and wellbeing services

NHS Direct.....0845 4647
www.nhsdirect.nhs.uk

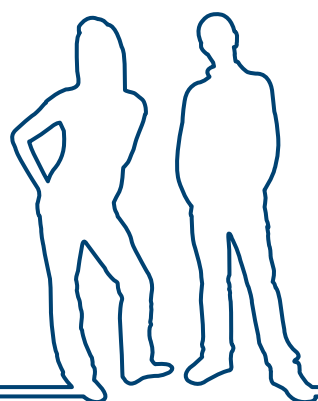
Cambridge Hospital.....01223 266 900

Sexual Health.....www.sexualhealth.org

Samaritans.....0845 7909 090
www.samaritans.co.uk

Student Loans Helpline.....0141 306 2000
www.slc.co.uk

Victim Support.....020 7268 0200
www.victimsupport.org
 Alcoholics Anonymous.....0845 769 7555
www.alcoholics-anonymous.org.uk
 British Pregnancy Advisory Service.....08457 304 030
www.bpas.org
 Debtline.....0808 808 4000
www.nationaldebtline.co.uk
 Drugs Advice & Helpline.....0800 776 600
www.talktofrank.com
 AIDS help and advice.....www.avert.co.uk





Section 11: Your Data Protection

CRM Limited complies with the Data Protection Act (1998) which governs the use of all personal data we hold and the controls required over its accuracy access and security.

Students have the right to privacy of personal data. Access to all student data, whether on paper, computer files or other storage media, is strictly controlled.

Our standard response to enquiries about individuals is that information cannot be disclosed without the student's authority. Please note that CRM Student's policy regarding confidentiality applies equally to enquiries from parents.

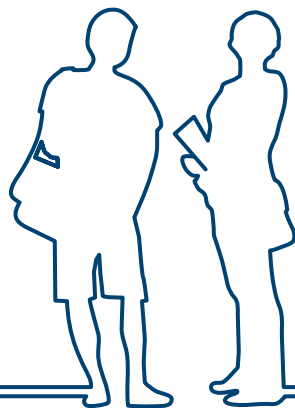
For more information about CRM Students, visit www.crm-students.com



Legal disclaimer

Please note that the contents of this guide do not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a resident of Purbeck House. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Purbeck House resident you will be legally bound to all the terms set out in your signed tenancy agreement.

CRM Students
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Purbeck Road
Cambridge
CB2 8HY



Purbeck House Cambridge

Purbeck House | Purbeck Road | Cambridge | CB2 8HY
Tel: 0844 371 5615 | Email: cambridge@crm-limited.co.uk

www.crm-students.com

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Student **Accommodation** Management

