



THE HUB
dundee

The Hub Dundee

accommodation guide

 **crmstudents**
Student Accommodation Management



The Hub Dundee

Welcome...

Hello. My name's Dee and I'm the accommodation manager here at The Hub, on behalf of the team I'd like to welcome you to your new home.

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 me or one of the on-site 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 The Hub. We hope you enjoy your time with us.

Dee Macfarlane

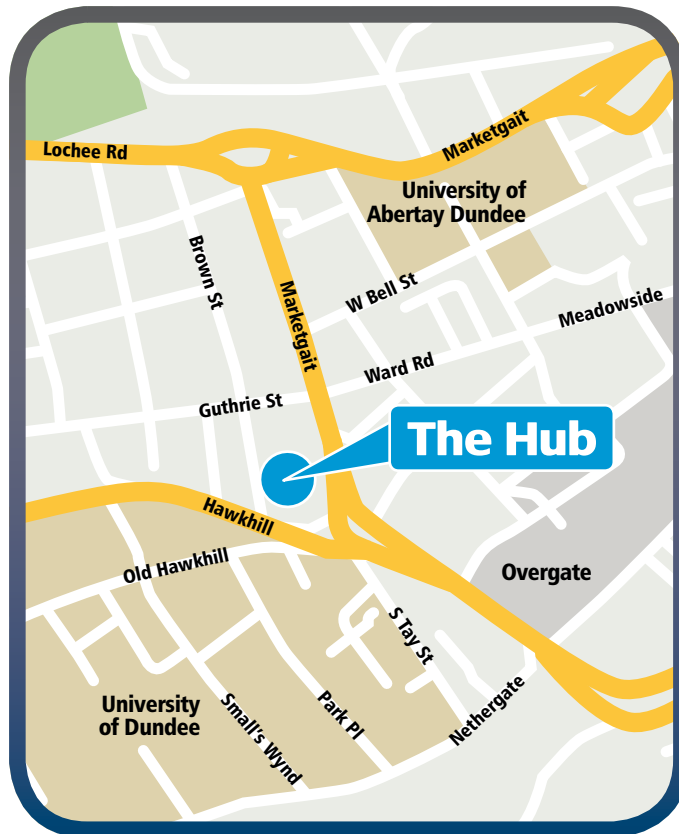




You are here...

(Your Flat Number)
The Hub Student Accommodation
17 Hawkhill
Dundee
DD1 5DL

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



Accommodation Team – call 01382 200033

If you have any questions about your room or The Hub in general, please speak to Dee Macfarlane or Verity Power in the accommodation office, you'll find it at the entrance to the common room.

Office opening hours

Monday-Friday 9am-5pm. A student warden is also on duty in the office Monday-Friday from 5pm-6.30pm.

Out-of-hours emergency contact

If you have an urgent need outside of office hours, please call **01382 200033**. Your call will be diverted to an emergency contact. 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 in your mobile phone. You'll find more useful numbers at the back of this guide.



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Section 1: Moving In

Everything you need to know to help you settle in.

When you arrive, make your way to the accommodation office. Here you'll sign for your key and fob – 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 and fob – look after them. It'll save you a lot of hassle, especially at two o'clock in the morning when you can't find them and have to call the out-of-hours team!

Always lock your room and keep your key and fob with you at all times, and never give them to anyone else. Also, don't put any tag on your keys which could identify you/your room. And if you keep a memory stick on your keys, it may identify your flat and room too. If you do lose your key and/or fob, tell a member of the accommodation team as soon as possible. You'll be given replacements. There's a small charge, but you'll get your money back if your key and/or fob are found quickly.

If you're locked out of your room outside of office hours call **01382 200033** – your call will be diverted to an emergency contact. There's a £30 call-out fee for this service (so try to make sure you look after your key and fob).



Replacement keys/fobs

Your key and fob are expensive to replace, with a replacement set costing £35.00 including VAT.

The breakdown for replacement keys is:

- Door key – £20 each
- Key fob – £10 each
- Window key – £5 each
- Post box key – £5 each (This key must remain in the communal area)
- You'll find a complete list of charges at the back of this guide.



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 (upgrades are available at an additional cost). If your computer doesn't have an Internet/Ethernet cable, you'll need to buy one to connect to the Internet. We have them in the office you can buy one for £2.

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 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

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 call **0845 123 8710** if you have a problem with your service or text "Help Me" to **07797 800 545** and they will call you back—make sure you're at your computer when you call.



Your TV

Your room has a TV point for you to use. Plus you don't need to buy a TV licence as we've done it for you at no extra cost.



Your heating

The Hub has an electrical heating system and electric water heater. You'll receive instructions on how to use any heating appliances where necessary. Please follow them carefully.



Your intercom

This phone system helps keep you, your property, and other students safe. So please only let people you know into your block. Thanks.



Internal locks

All bedrooms at The Hub have individual room locks fitted and you are the only person with a key to your room, except for management. You must not change any lock or fit locks or padlocks on internal doors. All rooms with fitted internal door locks have been checked for fire safety to ensure that they do not impair your or any other tenants' ability to leave in the event of a fire. By using an unsuitable lock you will be placing the lives of other occupants in danger. Any lock, inexpertly fitted, will weaken or damage a door – this may lead to the door being replaced at your expense.



Windows

Window restrictors are installed on all necessary windows in apartments and bedrooms. These are in place for your safety and **MUST NOT** be removed. The management will carry out random inspections and any window restrictors found not to be in place and secure will result in an instant £50 fine. Also, if you tamper with the restrictors The Hub management will not be liable for any incidents as a result.



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.



Section 2: Communal Living

At The Hub 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

Please enjoy the Courtyard.



Your car parking

Parking is available in the courtyard at The Hub but please talk to a member of the management team before parking your car – you must hold a permit or have management's permission or you'll be clamped and an admin charge will be made.



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 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 the accommodation team.



Your mail

Your post will be delivered to your apartment mailbox at The Hub's main entrance, so make sure you let all your friends and relatives know your apartment and room number. If you're expecting a parcel or recorded/courier delivery, please ensure that you're here to take delivery – we cannot accept it on your behalf. Each flat is provided with a mailbox key which should be left in the apartment when not being used so all flatmates can have access..



Your bicycle store

The Hub offers secure bike storage, please make sure your bike is adequately insured and is always securely locked in the bike store. You'll need to provide a £5 refundable key deposit to use the lockable bike store. You can also use the covered bike store next to the main bin stalls.



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

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

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

- 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
- Make good use of the on-site recycling facilities.



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 your home – The Hub – 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 other residents by keeping noise levels down
- Respect our no smoking policy
- No ball games – anywhere on the premises (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. 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 The Hub property will result in a charge for repair or replacement. If anything in the communal areas is damaged and no one takes responsibility, a charge will be made equally to all residents in your block. 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 for repair or replacement. To find out more about what's expected of you in terms of general upkeep and cleaning (and any charges) in the Clean Living section, plus there's a reminder of basic charges at the back of this guide.



Reporting a repair

If you need a repair, please report it in writing to the accommodation team as soon as possible. You can either come to the accommodation office and fill in a repair request form or email us – leaving your name, address, telephone number and a brief description of the problem and its location.

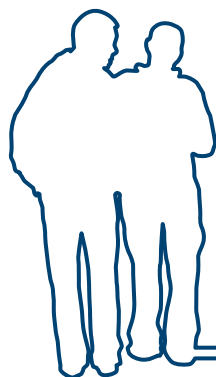
We prioritise repairs depending on their urgency. Emergency repairs include a complete loss of power, heating, lighting or hot water and take top priority – we aim to fix these problems within 24 hours.

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.



Out of hours emergency repair?

If you have an out-of-hours emergency maintenance issue please call **01382 200 033**. 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.



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



Section 3: Staying Safe and Secure

We want your stay at The Hub 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, 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 someone buzzes your intercom and you don't know them, don't let them in.

If you're worried about the safety of any equipment in your room or the communal areas, please contact the accommodation team on **01382 200033** or email dundee@crm-limited.co.uk. 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 Tayside Security – a local security specialist. Security guards run regular patrols and respond to any security issues out of normal office hours. If you have any security-related problems outside of office hours – such as losing your key or getting locked out of your room – please contact the student warden on **01382 200033**.



First aid

If you have an accident at The Hub, 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.



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.



Heat and smoke detectors

The kitchen and communal corridors are equipped with heat and smoke detectors. Your room is fitted with a smoke detector. Your smoke detector is quite sensitive and can be set off by drying,

straightening or curling your hair close to it, also by steam from your enuite and sprays such as deodorant and hairspray, so to avoid everyone evacuating the block please carry out these activities well away from the detector.



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 which is in the car park at the bottom of Session Street
- 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 £60
- Familiarise yourself with the CRM Students Emergency Evacuation Protocol and Major Incident Plan – you'll find a copy on the back of the flat door
- 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
- The following are **NOT PERMITTED** due to fire hazard: chip pans; deep fat fryers; halogen lights; candles and oil burners; fireworks; barbeques; and any other naked flame.



Fire alarm

The fire alarm system is tested every Wednesday at 2pm. Test alarms last no longer than three minutes. 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 electrics

- 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

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

Thank you

Please make
sure fire doors
are kept closed

Thank you

- 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
- Report any faults with your wall heater and keep it free from obstructions, such as clothes and towels
- 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 of £50 to anyone who sets off a false alarm or is found to have tampered with detectors.



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 – it is in the car park at the bottom of Session Street. Make sure you know where the fire extinguishers are and how to use them – instructions are on the fire notices around the building.

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
- Don't use the lifts – get out on foot
- Get out as quickly as possible and don't block escape routes
- Make your way to the evacuation assembly point – in the car park at the bottom of Session Street
- 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...



The kitchen

Everyone in your flat is responsible for keeping the kitchen clean. You'll be warned if the kitchen in your flat is unacceptably dirty. And if the situation doesn't improve, your flat will be issued with a cleaning charge.



Your room

It's up to you to keep your room 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
- For obvious reasons, please don't use hair/clothes dye in the bathroom
- Be careful about putting up posters or pictures – damage to walls will incur a charge, please use the pinboard for posters and pictures
- A mattress protector is supplied to safeguard the mattress.



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 mattress	£110
Replace/repair bed	£160
Clean bedroom carpet	£45
Replace door lock	£50
Replace suite of locks	£250
Redecorate bedroom	£225
Replace internet cable socket	£225
Replace bedroom door	£160



Damage to communal areas

Replace microwave	£65
Replace vacuum cleaner	£100
Replace kitchen worktop	£350
Replace fridge/freezer	£250
Replace fire extinguisher	£60
Redecorate kitchen	£250
Replace hob	£150
Replace oven	£290
Replace dishwasher	£280

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

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.





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.

Dundee College, University of Abertay and University of Dundee all have trained support staff to help provide support and advice on various issues, such as financial, relationship or course worries. If you need to talk to somebody, you'll find contact details towards the back of this guide.



Problems with a flat mate?

If you're unhappy about the behaviour of another resident in your flat, you can put your concerns in writing to the site manager. If you are having persistent noise disturbance and asking politely does not help, call the Tayside Police Night Time Noise Team on **0300 111 2222**. Please keep the accommodation managers in the loop if you make a complaint.



Feeling under the weather?

If you're unwell you can get an appointment with a doctor or nurse at the university's health centre. We advise you to register with a local GP. The nearest surgeries are Hawkhill Medical Centre (**01382 669589**) or Taycourt surgery (**01382 228228**) 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.

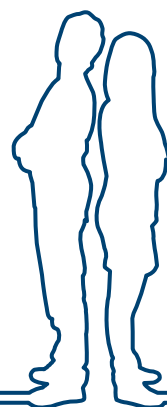


Some useful contacts...

- 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

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

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.

There are regular buses to get you around town but most places can be easily reached on foot but for further information.



Cars

Limited parking is available on site, there is a weekly charge speak to the accommodation team about this. You can also buy a monthly parking permit from Dundee City Council.



Bikes

There are indoor and outdoor bike storage facilities please speak to the accommodation team.



Motorbikes

Limited spaces are available please speak to the accommodation team.



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!



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. You can call a local taxi on **01382 203 020**, **01382 500 555** or **01382 450 450**.



Local travel services and help lines

- Rail Information **0845 748 4850**
- www.nationalrail.co.uk
- www.trainline.com
- National Express Coaches **0870 580 8080**
online: www.gobycoach.com
- www.stagecoachbus.com
- www.citylink.co.uk
- www.traveldundee.co.uk
- www.nationalrail.co.uk
- www.airporttraveldundee.co.uk

Stay safe – use a licensed taxi

Please read your contract carefully – it's legally binding



Section 7: Your Contract

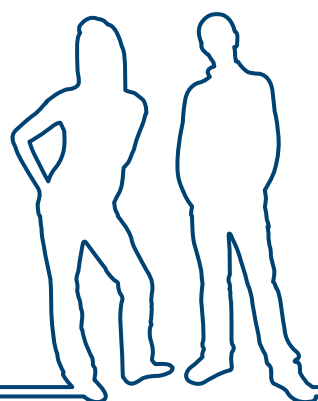
Once you've signed your contract, you're bound by everything outlined within it, so please read it carefully and make sure you're familiar with the key terms and conditions.



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

- The Hub is managed by CRM Limited on behalf of The Owners in Common of The Hub 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 leave The Hub, and find a replacement to take over your room 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.

If you're unsure of your full legal obligations as a resident of The Hub, please double check your tenancy agreement for more information.





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



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.



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).

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



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**
 - Check that it's plugged in and switched on
 - Check that the corresponding switch in the fuse-box in the hallway 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 it to the accommodation team and we will check it out and if necessary replace the bulb for you.
- **If all the lights go off/don't come on**
 - Check that the corresponding switch in the fuse-box 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 it to the accommodation team.
- **If water won't drain from a sink or basin**
 - Pour some proprietary drain cleaner down the plug hole and leave for an hour or two and see if there's still a blockage. Please follow the instructions with care
 - Use a plunger (you can borrow one from the office) to flush the system through
 - If there's still a blockage, report it to the accommodation team.
- **If a vacuum cleaner isn't working**
 - Unplug the vacuum cleaner, open it, see if the bag is full. If so, replace the bag with a new one. Bags can be picked up for free at Reception
 - If the bag isn't full, check that the pipe isn't blocked and that the filter is cleaned. If after all these measures the cleaner still doesn't work, 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
Replace mattress	£80
Replace/repair bed	£160
Replace/repair wardrobe	up to £180
Replace curtains (depending on size)	£100
Replace bedroom carpet	£450
Replace door lock	£100
Replace bedside cabinet	£45
Replace chest of drawers	£80
Replace intercom phone	£120
Replace corridor carpet	£450
Replace kitchen vinyl	£500
Replace kitchen blind	£95
Replace microwave	£65
Replace dishwasher	£300 + fitting
Replace kitchen bin	£15
Replace vacuum cleaner	£100
Replace hob	£190 + fitting
Replace oven	£299 + fitting
Replace chair	£20
Replace worktop	£500
Replace fridge/freezer	£300
Replace fire blanket	£25
Replace fire extinguisher	£45
Replacement keys	£30
Replace pin board	£45
Replace book shelves	£65
Replace desk top	£60
Replace cubicle/side panel	£170/£110
Replace bathroom mirror	£25
Replace toiletry shelf	£25
Replace shower tray	£250
Replace toilet seat	£25
Replace bedroom door	£320
Clean bedroom carpet	£45
Clean corridor carpet	£40
Clean bedroom at end of tenancy if not up to standard	£30
Clean ensuite at end of tenancy if not up to standard	£30
Clean kitchen at end of tenancy if not up to standard	£50
Removal (per sack) of rubbish from flat/room	£10



Section 10: Useful Contacts

CRM Students

Accommodation team.....	01382 200 033
Emergency.....	01382 200 033
Head office.....	01865 207 200
.....	www.crm-students.com

University contact numbers

Abertay University Campus

Switchboard.....	01382 308 000
Counselling Service.....	01382 308 926
Student Union website.....	www.abertayunion.com

Dundee College

Main Switchboard.....	01362 383 000
Counselling Service.....	01382 384 164
Student Union website.....	www.dusa.co.uk
Careers Service.....	01382 384 017
Disability Support Service.....	01382 388 590
Student Financial Support SAAS.....	0845 111 1711
Health Centre Hawkhill Medical Centre.....	01382 669 589
Taycourt Surgery.....	01382 228 228
Student Union.....	0115 848 6200
Student Support Services Information Line.....	0115 848 6060

Public services

Central Police Station.....	01382 223 200
Crime Stoppers.....	0800 555 111
.....	www.crimestoppers-uk.org
Night time noise team.....	0800 111 2222
Environmental Health.....	www.local.direct.gov.uk

Local services and help lines

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

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

Health and wellbeing services

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

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

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

Victim Support..... 020 7268 0200
 www.victimsupport.org.uk

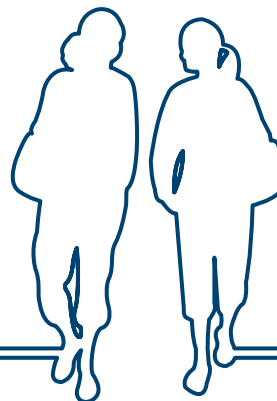
Alcoholics Anonymous..... 0845 769 7555
 www.alcoholics-anonymous.org.uk

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 The Hub. It's designed to offer helpful advice and information on the most important aspects of living here, but as a The Hub resident you will be legally bound to all the terms set out in your signed tenancy agreement.

The Hub Student Accommodation
Hawkhill
Dundee
DD1 5DL



Notes

The Hub Dundee

The Hub | 17 Hawkhill | Dundee | DD1 5DL

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www.crm-students.com

 **crmstudents**
Student **Accommodation** Management

