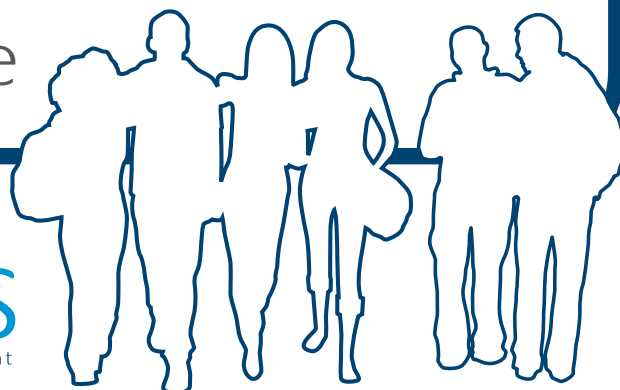




Laisteridge Lane **Bradford**

accommodation guide

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



Laisteridge Lane Bradford

Welcome...

Hello. My name's Jodie Sheppard and as the Accommodation Manager here at Laisteridge Lane, 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. 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 Laisteridge Lane. We hope you enjoy your time with us.

Jodie





You are here...

Floor number..... Room number.....
Dennis Bellamy Hall
Laisteridge Lane
Bradford
BD5 0NH

Floor number..... Room number.....
Revis Barber Hall
Laisteridge Lane
Bradford
BD5 0NQ

Floor number..... Room number.....
All Saints Hall
Laisteridge Lane
Bradford
BD5 0NZ

Floor number..... Room number.....
International House
Laisteridge Lane
Bradford
BD5 0NY

Floor number... Room number...
Trinity A Hall
Laisteridge Lane
Bradford
BD5 0NW

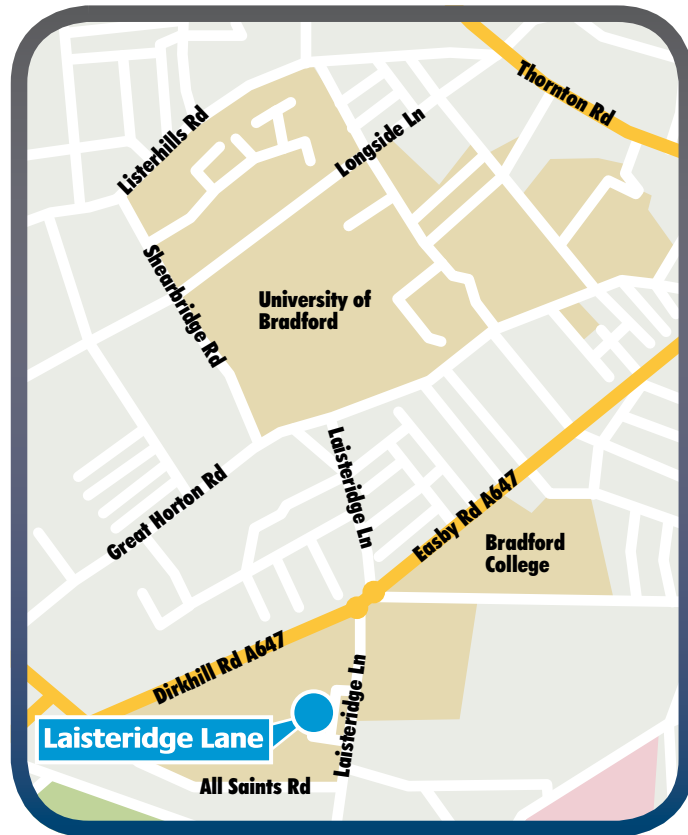
Floor number..... Room number.....
Trinity B Hall
Laisteridge Lane
Bradford
BD5 0NW

Floor number..... Room number.....
Trinity C Hall
Laisteridge Lane
Bradford
BD5 0NW

Floor number..... Room number.....
Charles Morris Hall
Laisteridge Lane
Bradford
BD5 0PS



To help you get your bearings, here's a map of the surrounding area – Laisteridge Lane is just a short 5 minute walk from the university and Bradford College Campuses.



Accommodation team – call 01274 234960 or dial x4960 from your room phone or email bradford@crm-limited.co.uk

Please speak to the accommodation team if you have any queries about your room or Laisteridge Lane in general. The accommodation team can be found in the main reception area between Dennis Bellamy and Revis Barber Halls.



Office opening hours

Reception is manned 24 hours, but our opening times are Monday – Friday 8am – 4pm (closed 1pm – 2pm for lunch). The accommodation team is on site from 8am – 5.30pm. Please make an appointment at reception if you'd like to discuss anything with a member of the team.



Out-of-hours emergency contact

If you have an urgent need outside of office hours, please call our out-of-hours security team on 01274 234960. Or call from the emergency telephones in each Hall. 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

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



Contents

Section One.....Moving In
Section Two.....Communal Living
Section Three.....Staying Safe and Secure
Section Four.....Clean Living
Section Five.....Happy and Healthy
Section Six.....Getting From A to B
Section Seven.....Your Contract
Section Eight.....Moving Out
Section Nine.....Quick Reference Guides
Section Ten.....Useful Contacts
Section Eleven.....Your Data Protection



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

Noticed something wrong with your heating? Please tell us asap



Section 1: Moving In

Everything you need to know to help you settle in at Laisteridge Lane.

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.

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 contact them on **01274 234960**.



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. These are on sale at the JB Priestley Library on the university campus. If you're a student at Bradford College, you'll need to set up a guest account, which you can also do at the library.

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. There is a comms pack in your room. If you don't have one, please contact reception and we'll organise one for you. Plus, if your computer is TV-enabled you'll need a TV licence.

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 **x3333** from your room phone if you have a problem with your service – 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.



Your security

The door security system is here to keep you, your property, and other students safe. So please only let people you know into the building. Thanks.



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

- No drugs
- No smoking

Thank you.





Section 2: Communal Living

At Laisteridge Lane 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

There are lots of open garden spaces around the site, so please feel free to use them when the weather allows! But please no ball games. Thank you.



Your car parking

If you're bringing a car, you'll find several car parks around the site. Please ensure you buy a parking permit. This costs £100 for the whole year – just ask a member of the team at reception. Make sure you display your permit correctly, otherwise your car may be clamped and it costs £150 (minimum) to have it removed, so it makes sense to buy one. If your parents are visiting for the weekend, or staying for a short period, you can get a limited-time parking permit from reception.



Your launderette

If you're not taking your washing home to your parents, you'll be needing the launderette! You'll find it next to reception and the TV lounge. 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 (or let reception know). Circuit's telephone number is printed in the launderette.



Your mail

Your post will be delivered to the post boxes in the main reception area. Bulky and signed for mail and parcels will be accepted at reception on your behalf. We'll pop a notification card in your post box to let you know. You'll need to bring the card and your UB card with you to collect your items. Mail collection times are: 8am – 1pm; 2pm – 4pm; and 7pm – 8pm.



Your bicycle store

We have a garage to store your bicycle in. Please ask for a key at reception.



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 Laisteridge Lane 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 putting lids on pans
- Making 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 Laisteridge Lane 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 Laisteridge Lane
- Respect other residents by keeping noise levels down – persistent noise disturbance will be referred to Environmental Health
- 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 Laisteridge Lane property will result in a charge. 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 according to the damage caused. You can 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

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

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

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

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.

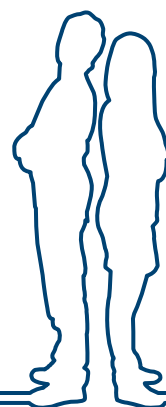
If you're worried about anything regarding the maintenance or safety of any equipment in your room or the communal areas, please contact the accommodation team on **01274 234960** or email **Bradford@crm-limited.co.uk**.

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.



Out-of-hours emergency repair?

If you have an out-of-hours emergency maintenance issue please call **01274 234960**.





Section 3: Staying Safe and Secure

We want your stay at Laisteridge Lane 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
- Do not allow anyone to 'tailgate' you when entering the building. Pay particular attention during intake and exit weekends, as well as during vacation periods
- 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 in Dennis Bellamy Halls and Revis Barber Hall 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 **01274 234960** or email **Bradford@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 CRM Limited. The guards carry out regular patrols and respond to any security issues between 7pm and 7am Monday to Friday, weekends and bank holidays. Contact the guards on **01274 234960** between 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 Laisteridge Lane, 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.



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. You can find this by looking at the assembly point map – there's one on each hall notice board in your main hall lobby
- 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 each hall notice board in the main lobby of your hall
- 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. If you're found to be smoking in your room, you'll be charged for the room to be professionally cleaned
- Never tamper with smoke detectors. If a detector is tampered with or covered, then it must be checked by our fire engineers, this is a minimum of £70
- 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 on a weekly basis. 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 electrics

- We recommend your personal electrical items are PAT tested by a qualified electrician. We offer this service bi-annually (in October and January) for a nominal charge of £1 per item

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

- 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. Please do not 'daisy chain' extension leads. All adaptors used must comply with EU standards
- Report any faults with your heating 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 £25 to anyone who sets off a false alarm.



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. Look at the assembly point map – there's one on each hall notice board in your main hall lobby
- 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.

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 – you'll find where it is by looking at the assembly point map, there's one on each hall notice board in your main hall lobby
- Do not attempt to re-enter the building until the accommodation manager or fire brigade have given you permission to do so.

Please make sure fire doors are kept closed. Thank you...

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



Section 4: Clean Living

Cleaning is likely to be low on your list of priorities while at university 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 block is unacceptably dirty. And if the situation doesn't improve, your block will be issued a 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
- Please do not put fat, grease or waste food down the kitchen plugholes, repeatedly blocked sinks will result in a charge, split between all flat residents
- Be careful about putting up posters or pictures – damage to walls will incur a charge
- 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 single mattress	£80
Replace/repair single bed	£160
Clean bedroom carpet	£45
Replace door lock	£100
Redecorate bedroom	£225 minimum
Replace Internet cable socket	£15
Replace bedroom door	£320



Damage to communal areas

Replace microwave	£60
Replace vacuum cleaner	£90
Replace kitchen table	£100
Replace fridge freezer	£350
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.



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.

The university provides support and advice on various issues, such as financial, relationship or course worries, as well as a dedicated service for disabled students. If you need to talk to somebody, call the Student Support Services Information Line and they'll point you in the right direction. Call: **01274 235750** or email: **counselling@bradford.ac.uk**



Problems with a flatmate?

If you're unhappy about the behaviour of another resident in your flat, you can put your concerns in writing to the site manager. Noise complaints can be reported directly to the Environmental Health Department – see the useful numbers section for details. 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. Call the centre on **01274 234979** to make an appointment. 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**

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

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.



General travel tips

There's a city bus which runs a circular route around the city centre, stopping off at a variety of points including Bradford Interchange and Forster Square Stations; the main university campus; and Bradford College. It runs every 10 minutes from 7am to 7pm Monday to Friday, and 8am to 5pm on Saturdays. It doesn't run on Sundays.

The Student Union also runs a free bus which gets students home safe at night. It'll take you anywhere within a 2 mile radius of campus – full details can be found on the university website.

If you're studying at the School of Management, a free bus runs Monday to Friday during term time to get you there in the mornings and back in the evenings, but it doesn't run late at night.



Cars

We have 100 parking spaces on site. If you'd like to use the on-site parking, please make sure you buy a parking permit from reception to avoid getting clamped (minimum release charge is £150). Permits cost £100 for the whole year.



Bikes

We offer a secure garage for bicycles. Please ask at reception for a key. Bikes must not be kept in your room/flat, or obstruct an exit for safety reasons.



Motorbikes

We offer secure parking for motorbikes. Just ask!



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.



Local travel services and help lines

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

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.

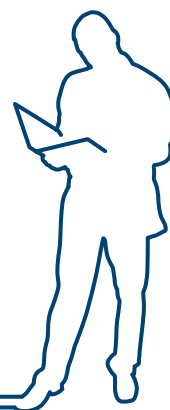


Here's a quick reminder of some key clauses...

Laisteridge Lane 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 Laisteridge Lane, 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. A minimum level of insurance is provided as part of your rent. Please check the insurance schedule and make sure it covers your needs. If it's insufficient, you may need to take out extra cover.

If you're unsure of your full legal obligations as a resident of Laisteridge Lane, please double check your contract 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 Laisteridge Lane. However, you may wish for a variety of reasons to move rooms or leave Laisteridge Lane. In all cases you should discuss your situation with a member of the accommodation team first. All moves within or out of Laisteridge Lane 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.



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**
 - Obviously check that it's plugged in and switched on
 - If it still isn't working, report it to the accommodation team.
- **If a single light goes off/doesn't come on**
 - Obviously try a new light bulb
 - If it still fails to work, report it to the accommodation team.
- **If all the lights go off/don't come on**
 - 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 a lamp doesn't work**
 - If you've tried replacing the bulb and it still fails to work, report it to the accommodation team.
- **If water won't drain from a sink or basin**
 - Pour some bleach or other cleaner down the plug hole and leave for an hour or two and see if there's still a blockage
 - 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
 - Please do not pour fat, grease or waste food down the sinks, use the waste bins – repeatedly blocked sinks will incur a cost.
- **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 bought from shops like Wilkinson's. If you have a Henry Hoover you will need bags for a Goblin brand vacuum cleaner
 - If the bag isn't full, check that the pipe isn't blocked. 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 single	£80
Replace/repair bed single	£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 corridor carpet	£450
Replace kitchen vinyl	£500
Replace kitchen blind	£95
Replace microwave	£60
Replace kitchen bin	£15
Replace vacuum cleaner	£90
Replace cooker	£350
Replace kitchen table	£100
Replace chair	£20
Replace worktop	£250
Replace fridge freezer	£350
Replace fire blanket	£25
Replace fire extinguisher	£45
Replacement keys	£30
Replace pin board	£45
Replace book shelves	£65
Replace desk top	£60
Replace screen/curtain	£100/£15
Replace bathroom mirror	£25
Replace toiletry shelf	£25
Replace shower tray	£250
Replace toilet seat	£25
Replace Internet cable	£30
Replace Internet patch lead	£10
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	01274 234960
Emergency security patrol	01274 234960
Head office	01865 207 200
.....	www.crm-students.com

Bradford University contact numbers

Main switchboard	01274 232323
Student Support Services	01274 232233
Student Union	www.ubuonline.co.uk
Careers Service	01274 234991
Counselling Service	01274 235750
Disability Support Service	01274 233739
Student Financial Support	01274 232233
Health Centre	01274 234979

Public services

Crime Stoppers	0800 555 111
.....	www.crimestoppers-uk.org
Environmental Health	www.local.direct.gov.uk
Non-emergency police number	0845 606 0606

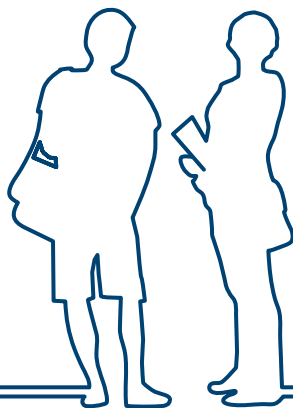
Local services and help lines

Rail Information.....	0845 748 4850
.....	www.nationalrail.co.uk
.....	www.trainline.com
National Express Coaches	0870 580 8080
.....	www.gobycoach.com

Health and wellbeing services

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

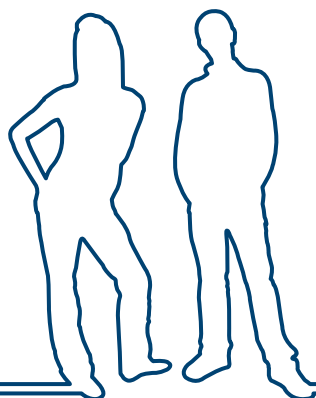
For more information about CRM Students, visit www.crm-students.com.



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

Laisteridge Lane Student Accommodation
Dennis Bellamy Halls
Laisteridge Lane
Bradford
BD5 0NH



Notes

Laisteridge Lane Bradford

Dennis Bellamy Building | Laisteridge Lane | Bradford | BD5 0NH
Tel: 0844 371 5611 | Email: bradford@crm-limited.co.uk

www.crm-students.com

