

LIVING ON CAMPUS

At Hunter Court and Coopers Court



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Thank you for booking your accommodation with Hunter Accommodation – we'll do our very best to ensure that you have a fantastic stay. It's not long now until you arrive, so we've put together this handbook so you can find out more about your new home.

We know you have a lot of information to read, but please take some time to read this handbook, it contains lots of information about your new home and the services we provide.

This booklet includes:

- **Our contact details and facilities**
- **Key points about your tenancy**
- **What to bring with you**
- **What to do in an emergency**

I hope you enjoy your stay with us and I'm looking forward to meeting you soon.

Catriona Thomson, Property Manager



THE ESSENTIALS

YOUR ADDRESS

**Flat Number, Hunter Court,
St Machars Drive, Aberdeen AB24 3RT**

OR

**Flat Number, Coopers Court,
Dunbar Street, Aberdeen AB24 3XY**

USEFUL ADDRESSES

- Post Office, Spar Store, 45 St Machar Dr, Aberdeen AB24 3SE
- Tesco Express, 472 King St, Aberdeen AB24 3DF
- Lidl, 739 King St, Aberdeen AB24 1XZ
- Websters Pharmacy, King Street, 624 King St, City Centre, Aberdeen AB24 1SN
- Old Town Dental Care, 519 King St, Aberdeen AB24 3BT 01224 483666
- Old Machar Medical Practice, 526 King St, Aberdeen AB24 5RS 0345 337 0510
- Aberdeen Royal Infirmary, Foresterhill Health Campus, Foresterhill Rd, Aberdeen AB25 2ZN 0345 456 6000
- Train Station, Guild St, Aberdeen AB11 6FD
- Bus Station, Guild St, Aberdeen AB11 6NA
- Airport, Dyce, Aberdeen AB21 7DU





BEFORE YOU ARRIVE

PREPARING TO MOVE IN

Before you arrive you will need to pay your first rent instalment. Dates for this can be found on your Occupancy Agreement.

WHAT TO BRING WITH YOU

Your room is fully furnished but you will need to bring your own:

- Bedding, if you are unsure of the bed size just email us.
- PC or Laptop
- Towels
- Coat hangers
- Toiletries
- Toilet paper
- Kitchen pieces (plates, cutlery, kettle, toaster, pans and microwaveable dishes)

PLEASE DON'T BRING

- Fridges (including mini-fridges)
- Deep fat fryers, chip pans.
- Portable electric heaters
- **Any electrical equipment that does not meet with British or European safety standards**
- Pets
- Large pieces of furniture (it may not fit in your room and you will then have nowhere to store it)
- Candles or incense burner



We recommend that you wait until you arrive to buy some items. That way you can spread the cost with your flat mates. This includes items such as: pots & pans, plates, glasses & cutlery.



NEARLY THERE...

TENANCY DEPOSIT SCHEME

Your Booking Fee converts to a Damage Deposit once your tenancy commences. The Damage Deposit is refundable at the end of your tenancy, less any deductions for damage or charges due. This is safeguarded by Safe Deposit Scotland. You can find out more about Safe Deposit Scotland at www.safedepositsscotland.com

TO BOOK YOUR CHECK-IN SLOT

Email accommodation@hunter-construction.co.uk and request an appointment, we will reply with an appointment for you, please accept and save it in your personal calendar.





WHEN YOU ARRIVE

ON ARRIVAL

You will receive an introduction email before you arrive, it's a good idea to bring a copy with you as it details what to do when you arrive and offers advice and guidance on travel and parking. When you first arrive please go to the meeting place where you will be greeted by the accommodation manager or the residential assistant on duty. If you are earlier or later than your appointment then please call 0770 320 2846.

We will then give you a tour of the property and help you settle in. If you aren't sure how things work, just ask a member of the team. If you know you will be arriving out of office hours, please let us know so we can make sure someone is available to welcome you to your new home.

YOUR ROOM

You've got your keys, it's time to settle into your room. You will need to complete the inventory provided in 7 days of your arrival. If you do not complete the form, any damaged or missing items will be deemed to be your responsibility.

DON'T FORGET...

Please bring photo ID (passport or driving licence) with you when you come to pick up your keys! GDPR policy can be found on our website.

YOUR NEIGHBOURS

If you're in a shared flat, it's usually a good idea to take some time to introduce yourself to your new flatmates or neighbours, if they're around. Remember, everyone is new, so don't be shy!

Make sure you look out for social events on Facebook – that way you can keep up to date.

We want you to make your room your own, but please don't use sticky tape, 'blu-tack' or similar adhesive or stick pins, nails or screws into the walls.





INTERNET

You will receive instructions on how to log your devices onto the internet when you check-in to your accommodation.

You can connect up to 8 devices on the WiFi network.

We reserve the right to suspend/cancel your internet service if illegal activities were detected. This includes but not limit to send, knowingly receive, upload, download, use or re-use any material which is abusive, indecent, defamatory, obscene or menacing, or in breach of any copyright, confidence, privacy or any other rights. Use of torrent downloading software and access to torrent downloading websites, such as PirateBay and its proxy sites, are also prohibited.

For technical support, please contact support@caleycom.net

YOUR TV

Remember, if you bring a TV with you (or if you are watching catch-up TV, such as iPlayer or live TV online) you'll need to have a valid TV licence too.

POST

Post is delivered directly to your flat, through your letter box. All other parcel delivery companies do not have direct access to the building and you will need to meet them and sign for your delivery at the main door of the accommodation.



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FACILITIES AND SERVICES

LAUNDRY

The laundry room is located on the top floor of Hunter Court 1-6 and Coopers Court Ground Floor, front door. The door to the laundry is locked at 11pm and opens again at 6.30am. This is to prevent a disturbance overnight and also more importantly to reduce a fire risk.

CIRCUIT LAUNDRY

The washing machine and the separate dryer are coin operated, £2 per wash and £1 per dry. There are several posters which will advise you on the best temperature to wash your clothes at and what should or shouldn't be put in the dryer. If you are unsure its always best to not put something in the dryer rather that it come out damaged. Please do not dry your garments on any electric heating.

CONTACT CIRCUIT LAUNDRY

If the Circuit Laundry's FAQs page doesn't answer your query then you can get in touch with them by calling on 01422 820360 or 0800 032 0070 (8.30am - 5pm Monday - Friday.) If you notice a fault with the machines please let your accommodation team know.

CAR PARKING

The car park is located to the rear of Hunter Court, when you move in and request a parking permit you will be required to provide a copy of the vehicle's V5 document.

BIKE STORE

If you are resident in Coopers Court you have access to the bike store in the courtyard. Hunter Court does not have a dedicated store but you will have access to the bike stores around campus. Make sure you bring a lock or method of securing your bicycle to the rack..





LIVING WITH US

HOUSE RULES

We think we're pretty easy going, but there are a few rules that we'd ask you to stick to, for your own safety and the comfort of others.

SMOKING

The building is a smoke-free zone, this includes your bedroom, bathroom and kitchen, as well as any communal area and outside underneath windows, or on the roads, paths or pavements immediately outside the building. There is an allocated smoking area in Coopers Court courtyard, please use the cigarette bins provided.

NOISE & ANTI-SOCIAL BEHAVIOUR

We want you to enjoy living with us but we ask that you respect your fellow residents and keep noise to a minimum especially between the hours of 11pm-8am and during exam periods, that way we can make the building a pleasant and enjoyable place for everyone.

PETS

Hunter Accommodation operates a strict no pet policy. With the exception of guide dogs, you are not permitted to keep pets or allow any pets of any kind into the building.

OVERNIGHT GUESTS

You may have occasional overnight guests. Please do not invite someone to stay for more than 3 consecutive nights and out of courtesy always consult with your flatmates first. All visitors must be signed in and out at reception.





LIVING WITH US

ILLEGAL SUBSTANCES

The use of illegal substances is not permitted. If we have reason to believe that you are using or passing illegal substances to others, we will take the following action:

- Report you to the Police
- Report you to the University
- Serve a warning notice detailing future action that will be taken if the incident is repeated
- Support any police action/prosecution.

This could result in your tenancy being terminated and losing the right to your tenancy with us.

We do not condone the use of legal highs in any of our properties. In the event of a customer using legal highs action could be taken if a customer's behaviour is deemed inappropriate or anti-social as a result of their use.

SUSTAINABLE LIVING

We are committed to having a positive social and environmental impact. We can achieve this with your help by focussing on:

- Reducing energy consumption
- Preserving water supplies
- Reducing waste
- Reducing our carbon footprint.





THE SERIOUS STUFF

YOUR TENANCY

Your Occupancy Agreement is an Assured Short-hold Tenancy. This means you have a right to stay in your room until the end of the agreed tenancy period. We cannot evict you without a court order. When you signed your tenancy agreement you made a legally binding agreement and have accepted the terms and responsibilities of the agreement.

We expect you to:

- Pay your rent at the agreed time
- Look after your accommodation and keep all areas clean
- Behave appropriately within the building and surrounding areas
- Be respectful to other residents

We will:

- Carry out repairs within the property and ensure it is a safe and secure place to live
- Keep the communal areas clean
- Carry out regular health and safety checks.





THE SERIOUS STUFF

ROOM & FLAT INSPECTIONS

You are responsible for cleaning your room, bathroom, kitchen and flat corridor. We will carry out full room and flat inspections at least three times during your tenancy period where we will check for cleanliness, damage and for missing items.

At each inspection you will be informed if there is to be a charge for repairs and cosmetic restoration works. You will be invoiced for recharges for the first two inspections and on the final inspection a deduction will be made from your deposit. The recharges for cleaning, damages and missing items can be found at the end of this handbook. At the end of your tenancy you will be expected to leave your accommodation clean, remove all rubbish and leave all fixtures and fittings as you originally found them.

TERMINATION OF YOUR TENANCY

By the tenant giving the landlord two months' notice in writing to terminate the tenancy at its termination date.

By the landlord serving on the tenant notice to vacate the property. The landlord may serve such notice either to terminate the tenancy at its end date, or to terminate the tenancy where the tenant has broken or not performed any of the obligations under this agreement.





PEACE OF MIND

MAINTENANCE

Bob is our maintenance operative. He can deal with many of your issues. Let us know quickly if you require his assistance by emailing accommodation@hunter-construction.co.uk and we will give you notice of when the repair will be carried out. If it is an emergency then we would consider who will attend and let you know. We normally provide you with a minimum of 24 hours' notice if we require access to your accommodation to carry out a repair. Please note that in the case of emergency we may require immediate access to your accommodation.

ELECTRICAL FAILURE

If you have an electrical failure, check to see who else has the same problem – is it other flats, the entire building or the whole street? If the entire street is in blackout this means that this situation is out of our control. Power cuts of this nature usually last a maximum of 2 hours. If you are the only one who is experiencing power failure please let one of the Accommodation Team know and they will investigate. All other power failures should be reported to the Accommodation Team.

WATER LEAKS OR FLOODS

Water leaks can be extremely damaging to your home and inconvenient for residents in surrounding flats. If water is leaking into electrical fittings, this can be very dangerous. If you spot a leak:

- Call the Accommodation Team immediately
- Try and catch the water in a container to avoid further damage
- Do not touch electrical sockets or devices.

If the water to your flat or building has been turned off, please check that you have closed all taps and ensure that the plug is not left in the sink in the kitchen or your en-suite.



SAFETY MATTERS

WHAT TO DO IN AN EMERGENCY

Hopefully you'll never need it but below is a quick guide on what you should do in an emergency. Some of the information may be particularly useful to our international students, but everyone should take a look and familiarise themselves with the information. Remember if you are unsure about any of the information listed below please speak to the Accommodation Team.

FIRE SERVICE

If you discover a Fire, call 999 and ask for the Fire Service. Our building has been designed for your safety in the event of a fire. If a fire is detected on your floor, the fire alarm will activate. On hearing the alarm you must leave the building and go straight to the assembly point. Do not run or stop to collect your belongings. Any person found to deliberately set off alarms or to tamper with fire equipment, may face financial re-charges that are levied by the Fire Service.

AMBULANCE

If someone has had a serious accident, call 999 and ask for an Ambulance. Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person. Situations when an ambulance should be called include:

- If someone is unconscious or has slipped in and out of consciousness
- If someone is bleeding heavily
- If you suspect broken bones
- If someone has a deep wound
- If someone has difficulty breathing
- If someone has severe burns
- If someone has a severe allergic reaction.





SAFETY MATTERS

NHS 111

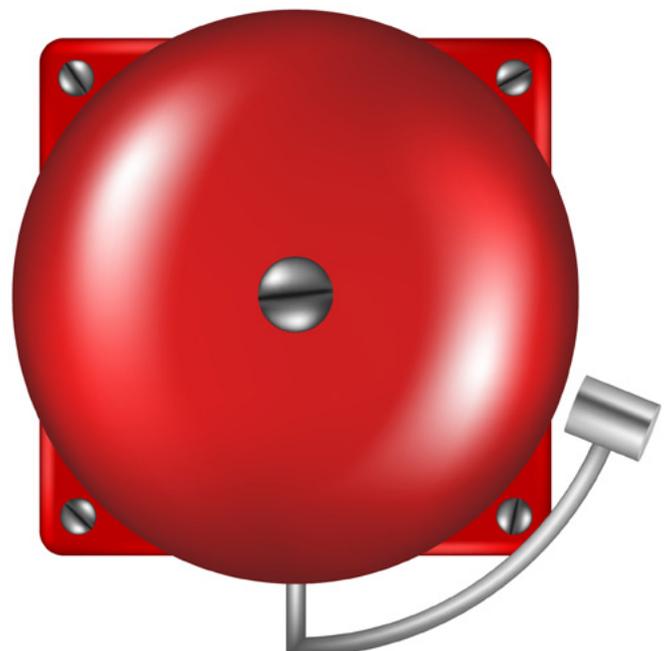
The NHS 111 service is available 24 hours a day. You can call 111 when you need medical help fast but it's not a 999 emergency. You can call them from any phone by dialling 111. For more details visit www.111.nhs.uk or www.nhs.uk.

FIRE ALARM TESTS

We test the fire alarms every week, the details will be confirmed when you move into the accommodation.

ASSEMBLY POINT

The assembly point in the event of a fire alarm is the grass area to the front of Hunter Court, well away from the effected building. There will be fire drills carried out during the year and you must evacuate the building during these drills.





FOR YOUR SAFETY

YOUR FRONT DOOR KEY

Your safety and security is of utmost importance to us. You will be given a key which will give you access into the building, your shared flat and your own bedroom.

INTERCOM

Anyone wanting to visit you will need to use the intercom at the main entrance to alert you of their presence. You will need to go down to the front door of the building to let your visitors into the building.

KEEPING YOURSELF SAFE

- Always lock your door - especially late at night and when you go out
- Be vigilant with items such as laptops, mobile phones, game devices and other high value goods
- Do not let strangers into the building
- Do not let strangers tailgate (follow you) into the building. (Ask to see their key if you are unsure)
- If you lose your key, report to the accommodation team immediately
- When you have visitors, please escort them in and out of the building
- Never lend others your key as this is unique to you and will incur charges if mislaid.





FOR YOUR SAFETY

GROUND FLOOR ROOMS

If you're in a ground floor room or easily accessible from the ground, we recommend the following tips to maximise security:

- Keep your blinds/curtains drawn when you are out
- Ensure windows are locked closed when you are out and on restrictors when you're in the room
- Keep valuables out of sight and out of reach from windows.

CRIME STOPPERS

To report a crime anonymously (and in situations which are not an emergency) call Crime Stoppers on 0800 555 111.

CONTENTS INSURANCE

You will receive details of your insurance which is included in the cost of your accommodation, when you move in. Please take time to read over the details and if you require additional cover there will be advice you can receive included in the pack.



MOVING OUT

TENANCY LENGTH

Your tenancy length is outlined on your Occupancy Agreement. We hope that you don't need, or want to leave us before that date, but if your circumstances change please speak to the Accommodation Team.

CHECK OUT

You will need to book a Check Out Inspection with the Accommodation Team. They will inspect the room fixtures and fittings against the initial inventory.

TENANCY DEPOSIT SCHEME

Provided you have agreed to any charges you will be contacted by Safe Deposit Scotland and they will return your deposit (minus any charges for damages) within 28 days of your tenancy end date. You can find out more about Safe Deposit Scotland at www.safedepositsscotland.com

MOVING ROOMS

If you want to swap rooms please speak to the Accommodation Team. They will do their best to accommodate any requests but please note that a £75 administration fee will apply.





RE-BOOK FOR NEXT YEAR

Thinking of re-booking for another year?

We give our current residents the priority to re-book their room. So get in there quick, then you can sit back and relax with the peace of mind knowing you've got the best accommodation for another year.





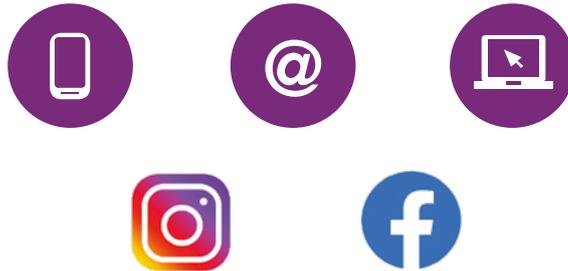
SUMMARY OF RECHARGES

Please note these prices are a guide and correct as of July 2019 and relate to 19/20 tenancy agreements.

Should replacement, repair or cleaning costs differ from the below, Hunter Accommodation will invoice the tenant accordingly. Please do not attempt to repair the items yourself or arrange for a third party to repair on your behalf as additional costs could be incurred as a result.

2 seater sofa £300	Electrical ports/switches £20	Light fixture £100	Shower head £25
3 seater sofa £400	En suite door £120	Lock £200	Sink £150
Fridge freezer £400	En suite Clean £45	Mattress £120	Sink Plug £15
Bed frame £275	Extractor fan £200	Microwave £55	Skirting £60
Bedroom clean £40	Extractor hood £115	Mirror £45	Splash back £120
Bedroom & en-suite clean £60	Fire action signage £15	Notice board £10	Study chair £80
Blinds £160	Fire alarm £40	Oven £300	Taps £60
Carpet £300	Fire blanket £25	Oven shelves £20	Toilet basin £60
Ceiling £150	Fire door £250	Oven tray £30	Toilet seat £20
Closer £60	Fire extinguisher £190	Pin board £40	Towel rail £25
Coat hooks £15	Fire sensor £40	Plug £10	Walls £60
Coffee table £75	Fridge £100	Shower door £120	Wardrobe £200
Cupboard door £120	Front door £ as per invoice	Radiator £250	Window reveal £60
Dining chairs £50	Fuse box £90	Replacement Key £20	Work station desk £60
Dining table £140	Handle £25	Rails in wardrobe £20	Window £600
Door £250	Headboard £140	Robe hook £5	
Door stop £10	Hob £265	Room door £220	
Door surround £70	Intercom £200	Room move fee £75	
Drain cover (shower) £5	Kitchen spot lights £60	Rubbish removal per bag £10	
Drawers £65	Kitchen work surface £375	Shelf £30	
Electric heater £250	Kitchen clean £95	Shower bar (holds head) £45	

S T A Y I N T O U C H



Accommodation Manager **0770 320 2846**

Accommodation Assistant **0796 652 9632**

Hunter Construction **01467 627290**

Email **accommodation@hunter-construction.co.uk**

Web page **hunteraccommodation.co.uk**

Facebook **Hunter Student Accommodation**

Instagram **@hunter_accommodation**

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Kings College, Aberdeen

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