



# BLENHEIM POINT

Welcome to Leeds

## RESIDENTS' HANDBOOK

INFORMATION FOR 2020/21 STUDENTS LIVING AT  
BLENHEIM POINT STUDENT ACCOMMODATION



**Harrison**

in partnership with

  
**UNIVERSITY OF LEEDS**



# CONTENTS

---

## Welcome 5

Getting started  
Useful contacts

---

## Your accommodation 6

Reporting a problem 6  
Looking after your accommodation 7  
Waste and recycling 8  
Useful information 9  
Window operation 10  
Sustainability 12  
Television licence 12  
Social facilities and equipment 12  
Mail and deliveries 13  
Travel 13  
University of Leeds travel guide 14  
University of Leeds campus guide 16

---

## Living with others 18

---

## Safety and security 20

Fire and electrical safety 20  
Security 21  
Plan of door operation 22  
Health 23

---

## Local shops 24

---

## Moving out 26

### THIS HANDBOOK

This handbook is designed as a quick guide to help you get the most out of your time living within Blenheim Point accommodation. You should also make sure that you're familiar with the full terms and conditions of residence that you agreed to when you accepted your room offer.



# WELCOME

## Getting started

There's a lot to take in when you first arrive, so we've put together this quick list of things that you'll probably want to do within the first few days of moving in.

### REPORT ANY IMMEDIATE PROBLEMS WITH YOUR ROOM

Everything in your room should be clean and in working order when you arrive, but if you spot any problems – such as leaky taps, broken cupboards or dirty marks – let us know at:

[www.blenheimpoint.co.uk/fixmyfault](http://www.blenheimpoint.co.uk/fixmyfault)

### UNPACK AND ACCESSORISE

Photos and posters are a great way to personalise your new home, but pins, hooks and adhesives like tape, Blu Tack or White Tack will damage your walls and we'll need to charge you when you move out, so make sure you only stick stuff to your noticeboard.

Remember all other electrical items should be safety tested. For more information on safety and prohibited items, see **page 20**.

## Useful and important bits

### WEEKLY FIRE ALARM TESTING

Every Monday at 1:30pm. If the alarm continues to sound for more than a few seconds it is not a test!

### BLENHEIM POINT HELPLINE

Emergency only: 01757 244 527

### REPORT A PROBLEM

[www.blenheimpoint.co.uk/fixmyfault](http://www.blenheimpoint.co.uk/fixmyfault)

### SUBMIT YOUR ROOM INVENTORY



Within 2 working days of moving into your room, you should carefully check your room and use the inventory form to note things like damage and stains. You should submit your completed inventory form into the mail box labelled Reception at the bottom right.



If there are any cleaning or maintenance issues you should report them at:

[www.blenheimpoint.co.uk/fixmyfault](http://www.blenheimpoint.co.uk/fixmyfault)

We'll use the inventory when you move out (see **page 26**) to make sure we don't charge you for any marks or damage already in the room when you arrived.


### SUBWARDENS


During your time here at Blenheim Point, there will be subwardens on hand for support and assistance. You can contact them via the information provided on the notice board located in the ground floor Social Space.

### ACCOMMODATION SERVICES

[accom@leeds.ac.uk](mailto:accom@leeds.ac.uk)

0113 343 7777

 @LeedsUniAccom

 /leedsaccom

 /LeedsStudentLife

# YOUR ACCOMMODATION

We hope the following information will help you to feel at home as quickly as possible, but we're always happy to help if you have any questions.

## Reporting a problem

If something breaks or requires attention in your bedroom, kitchen or bathroom, or you need to tell us about a cleaning issue in the social space or outside, report it online at:

[www.blenheimpoint.co.uk/fixmyfault](http://www.blenheimpoint.co.uk/fixmyfault)

Or in person at Reception during the following times  
Monday - Friday  
8am - 10am & 4pm - 6pm

Blenheim Point Site Team hours of work:  
Please refer to the website as above.

Alternatively, where you have an urgent problem outside of the Blenheim Point Site Team hours such as a major water leak, loss of power or an urgent security concern you should use the Blenheim Point Emergency Helpline: 01757 244 527

This number is specifically for problems requiring a more urgent response than awaiting the Blenheim Point Site Team returning to work.

By reporting a problem you are giving us permission to enter your room to make the repair. We will aim to respond and visit Monday to Friday between 8.00am and 6.00pm wherever possible.

As part of your terms and conditions of residence you must report any problems straight away, even if it's just something small like a broken light bulb. The repair service is free as long as you have not caused the damage.

If you do damage something by mistake, please let us know so that we can fix it before the problem gets worse.

## ACCESSING YOUR ACCOMMODATION

We will need to access your accommodation throughout the year for regular inspections, safety checks and routine maintenance. We will give you at least 24 hours notice before entering your room unless there is an emergency or we suspect a safety breach which may put others in danger.

## AVOID THESE COMMON PROBLEMS

### Blocked toilets

Please only flush toilet paper down the toilet. Sanitary products (eg tampons or pads) and wet wipes can block toilets and make them overflow, so put them in the bathroom bin provided and make sure to empty it into the external bins.

### Blocked shower drain

Please ensure you clean your shower drain of hair and soap residue on a regular basis to prevent your shower from flooding. The drain insert and cover (pictured) simply pulls out.



### Damp and mould

It's important that you keep your accommodation well-ventilated to prevent damp and mould. Use the tumble dryers in your kitchen to avoid causing condensation and mould. Please don't dry clothes in your room.

Always use the extractor hood in your kitchen and use pan lids when boiling things like rice or pasta, and open windows after cooking.

## EMERGENCY

In an emergency like a gas leak, power cut, major water leak or fire, please call our Blenheim Point Emergency Helpline on 01757 244 527

If for some reason you can't get through, dial **999** for the emergency services (police, ambulance or fire brigade).

### LOOKING AFTER YOUR ACCOMMODATION

Make sure your accommodation is clean and welcoming for you and your housemates – and uninviting for ants and other insects – by regularly following these simple steps:

#### Kitchen

- Wash, dry and put away dishes, pans and cutlery after eating a meal rather than leaving them on surfaces or in the sink.
- Wipe up spills and crumbs straight away with a cloth and all-purpose kitchen cleaner or washing up liquid.
- Rinse sponges and cloths after use and let them dry out –don't leave them soaking in the sink.
- Don't let fat and grease build up in your oven – use foil to line grill pans and the bottom of the oven to make it easier to keep clean.
- Use a cloth and washing up liquid to wipe up spillages in your microwave as soon as they happen before they become more difficult to clean.
- Empty your waste bins regularly.
- Throw away out-of-date food and make sure you don't overfill your fridge and freezer. The freezer will get a build up of ice if the door is not kept fully closed and will require defrosting before it can be used again.

**Defrosting the Freezer** - do not use heaters or defrosting sprays.

- Never use any metallic or sharp objects to remove the ice as this could damage the lining.
- The freezer compartment should be defrosted regularly to ensure the most efficient running of the freezer.
- Once the ice is more than 5 mm thick, the freezer must be defrosted.
- First remove the two lower freezer drawers.
- To speed up the process, put a bowl of warm water in the base of the freezer compartment.
- Once defrosting is complete, dry the inside of the freezer compartment with a sponge or clean cloth.
- Defrost food in your fridge, not on your kitchen worktops.

#### Bedroom

- Vacuum your bedroom carpet and any other carpeted areas regularly. Don't let the vacuum cleaner come into contact with any moisture, and replace the bag if it's full (you can request replacement bags via [fixmyfault@blenheimpoint.co.uk](mailto:fixmyfault@blenheimpoint.co.uk)).
- If you spill anything, treat it straight away with a carpet cleaner to prevent permanent stains (test the cleaner on a small area first).
- Keep your surfaces (such as window sills, desks and shelves) free of dirt and dust by wiping them with a cloth and an all-purpose cleaner.

#### En suite bathroom

- It is your responsibility to clean your en suite regularly.
- Use all-purpose bathroom cleaner for your floor, sink, tiles, shower/bath and toilet seat/outer bowl (make sure you use a separate cloth or sponge for your toilet.)
- Use toilet cleaner and the brush provided for the inside of your toilet.
- Keep your taps and mirrors sparkling with glass spray and a clean cloth or paper towel.
- Always remove hair from sinks and showers rather than letting it block the plug hole, and make sure you mop up any excess water on your floor after a shower.

### YOUR RESPONSIBILITY

It is your responsibility to ensure the whole area from the flat entrance door throughout the whole flat is kept clean and tidy. There will be inspections once a term conducted by the Blenheim Point Site Team to ensure standards are being adhered to.

### DON'T FORGET

Always follow the instructions and never use bleach-based cleaners or mix different products as this can create harmful chemical reactions and fumes. You can buy cleaning products from the local Tesco Express or other supermarkets, and it's worth splitting the cost with your flat mates.

## YOUR ACCOMMODATION

# Waste and recycling

We've tried to make it really easy for you to recycle in order to send as little waste to landfill as possible. Almost everything should be able to go in your 'mixed recycling' bin – only use the non-recycling general waste bin as a last resort.

We provide black bin liners for your non-recycling general waste bin, and clear bin liners for your mixed recycling bins. Please only place clear bags in the external mixed recycling bins. Replacement bin liners can be requested at Reception.

To avoid attracting insects or causing unpleasant smells you should empty your kitchen bins as soon as they are full. Use the external waste bins located in the bin store to the rear of the building and make sure you empty each container into the right bin.

PLEASE ENSURE ALL WASTE IS PUT IN THE BINS AND NOT LEFT ON THE FLOOR.

### Mixed recycling bins

(use the clear bin liners provided – no black bin bags)

- ✔ **Plastic:** bottles, punnets, butter and yoghurt pots (rinsed out first).
- ✔ **Paper:** Post-It notes, envelopes (including windows), newspapers and magazines.
- ✔ **Cardboard:** (including empty pizza and sandwich boxes – make sure they are free of food residue).
- ✔ **Tin, metal and foil:** empty cans (drinks, food, and aerosol), tin foil, crisp wrappers, sweet wrappers.
- ✔ **Glass:** all colours of glass jars and bottles.
- ✘ Disposable coffee cups and cardboard beverage cartons.
- ✘ Food and liquids.
- ✘ Carrier bags – re-use them or recycle them at a supermarket.
- ✘ Clothing and bedding.



### Non-recycling general bin

- ✔ Only things you can't recycle such as all food waste including cooked meals, meat, bread, vegetable peelings, tea bags and packaging filled with food, chewing gum, disposable coffee cups, black plastic food/microwave trays, hard plastic, polystyrene, padded envelopes and used tissues/paper towels.



### Other items

- Batteries – put in the boxes at college receptions.
- Hypodermic needles/sharps – request a disposal box from University of Leeds Accommodation Services.



## Useful information

### HINTS AND TIPS

You will find the following features in your flat and around the building.

- \* Hobsafe safety feature prevents leaving the hob on accidentally. The hob will automatically switch off after 30 minutes of inactivity. To turn the hob back on press the reset button.



- \* In-room safe, operating instructions can be found within the safe.



- \* Fusebox can be seen in the kitchen. PLEASE DO NOT TOUCH. For any electrical problems, please report via the reporting a problem procedure.



- \* Ventilation boost switch in the kitchen. We recommend that you activate the boost switch whilst cooking to help reduce the amount of steam and smells.



### APPLIANCE USER MANUALS

User manuals for all of the kitchen appliances can be found at:

[www.blenheimpoint.co.uk/appliance-manuals](http://www.blenheimpoint.co.uk/appliance-manuals)

### WASHING MACHINE TIP

Please ensure there is nothing in your pockets prior to being loaded in the machine. Coins, buttons, tissue etc can cause damage to the machine. Repairs related to this will be charged to those responsible.

### TUMBLE DRYER MAINTENANCE

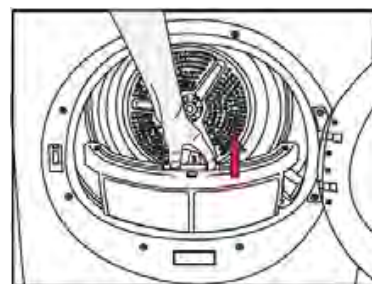
The above point regarding items in your pockets is also relevant here.

Lint released from the laundry during the drying cycle are collected in the lint filter.

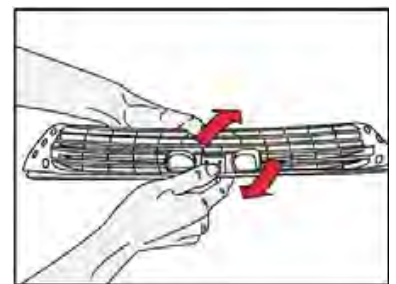
Always clean the lint filter and the inner surfaces of the loading door after each drying process.

To clean the lint filter:

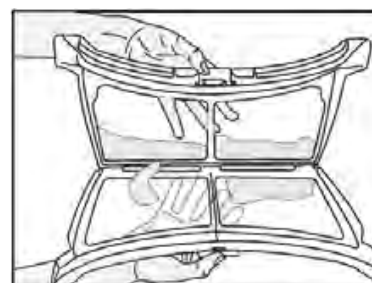
1. Open the loading door.
2. Remove the lint filter by pulling it up and open the lint filter.
3. Clean lint by hand or with a soft piece of cloth.
4. Close the lint filter and place it back into its housing.



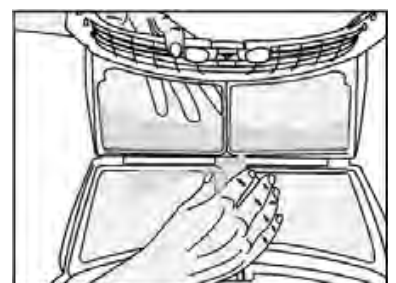
1.



2.



3.



4.

## YOUR ACCOMMODATION

### Window Operation

The windows in your flat and room are operated via a tilt and turn mechanism. Each turn of the handle **MUST** be done with the window closed. If care isn't taken to do this each time, you will break the mechanism.



With the window closed and locked you will see that the handle points straight down. From here you can tilt open the window by placing the handle at a 90° angle. In the tilt position, the window tilts inwards into the room – remaining fixed at the base. This allows ventilation but also shields off rain.



## YOUR ACCOMMODATION

Each turn of the handle **MUST** be done with the window closed. If care isn't taken to do this each time, you will break the mechanism. If opening the window fully **DO NOT** tamper with the restrictors underneath.



With the window closed and the handle vertical you can turn it the full 180° back to its original position pointing straight down which fully closes and secures the window.



## YOUR ACCOMMODATION

### Sustainability

Although your rent includes all gas, electricity and water bills, it's worth developing good energy-saving habits now to do your part for the planet and help you to save money when you move off-campus in the future. For example, switching your lights and plugs off when not in use.

### HEATING

Your accommodation will be heated to a target temperature of 18–22°C.

If your room still feels cold, you can change the temperature within your room via the control that looks like this:



You can adjust the temperature by pressing the up or down arrows.

### Television licence

If you watch BBC iPlayer or live TV, whether it's on a television, computer, laptop or another device, you will need to buy a TV licence. See:

[tvlicensing.co.uk/students](http://tvlicensing.co.uk/students)

We have provided a television in your kitchen and the licence is included, but you will need to buy your own licence if you watch iPlayer or live TV in your room.



### Social facilities and equipment

#### GYM

Equipment has been provided for your use during your time at Blenheim Point. Please ensure you read and take notice of the statement posted on the gym area wall.

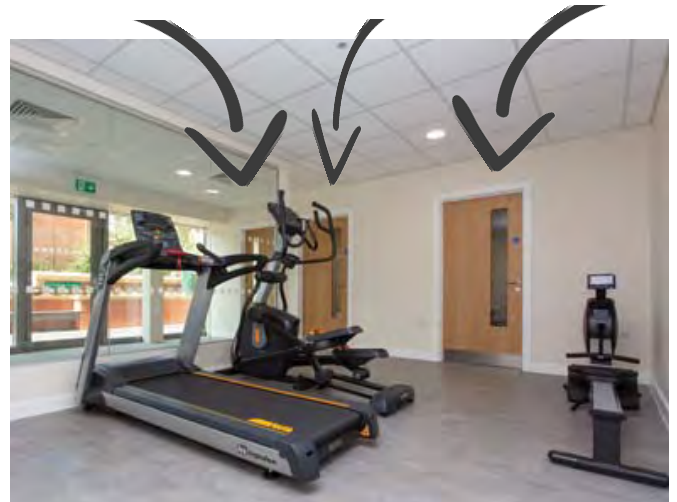
#### STUDY ROOMS

There are 3 study rooms available for collaborative studying and learning. Strictly no eating or drinking inside. Appointments of 2 hours can be made via the website at: [www.blenheimpoint.co.uk/study-rooms](http://www.blenheimpoint.co.uk/study-rooms) Please respect each other by not booking any more than 3 appointments during any 7 day period.

STUDY 1

STUDY 2

STUDY 3



#### SOCIAL SPACES - RESPECT!

Please ensure that you leave the social spaces as you would expect to find them. This would be greatly appreciated by the Blenheim Point Site Team.



# Mail and deliveries

## YOUR ADDRESS

Make sure you, your family and friends and direct mail orders use your full name and the exact address listed on your Welcome Letter.

Flat *(insert number on your Welcome Letter here)*

Blenheim Point

Blenheim Walk

Leeds

LS2 9BU

## RECEIVING POST

Correctly addressed letters and small packages will be delivered to the individual flat mailboxes near Reception.



Large parcels that will not fit in the mailbox or require a signature can be collected from Reception on production of the parcel receipt left in your mailbox along with your ID.

**INCORRECTLY ADDRESSED MAIL AND PARCELS WILL BE SENT BACK TO SENDER**

## SUPERMARKET DELIVERIES

There is a Tesco Express and large Morrisons supermarket within walking distance, but you're welcome to order a supermarket delivery straight to your accommodation on campus – you may even want to do a large order with your flat mates and say no to plastic bags to save on delivery costs.

Make sure you use your full address when you place the order, and that you will be there to receive it when it arrives.

Please make sure the driver takes away any delivery crates rather than blocking escape routes by leaving them in corridors and entrance ways.

## Travel

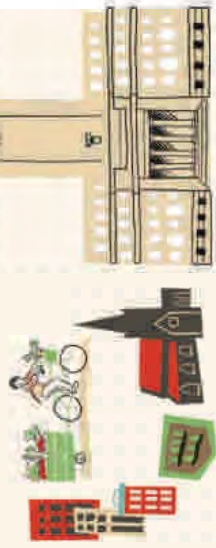
### PARKING

There is no car parking available for students at Blenheim Point.

### CYCLING

There is cycle storage available at the rear of Blenheim Point. Access will only be granted to students who own a bicycle and request access via the Blenheim Point Site Team.

# YOUR GUIDE TO GETTING AROUND LEEDS



## SUSTAINABLE CHANGE FOR THE FUTURE

Our aim is to become a University with a reputation for outstanding performance on sustainability; a university that challenges the status quo and is renowned for its open, welcoming environment. We are committed to making the most of resources and fostering a staff and student body where sustainable travel is the norm in order to reduce our carbon emissions and to tackle impacts at a local and global level.

You can read more about the University of Leeds Sustainability Strategy at <http://sustainability.leeds.ac.uk/sustainability-strategy>



## WALKING

Walking is one of the easiest, healthiest ways to get around and can save you lots of money! If you are planning a trip on foot and not sure where to go, take a look at the urban walking planner <http://walkit.com/cities/leeds> which will give you a route map from A to B including step count, carbon saving, calorie burn and it's free!

Visit [www.visitleeds.co.uk/maps-and-more](http://www.visitleeds.co.uk/maps-and-more) for the Leeds City Centre map which is available for download; this also shows the location of the train and bus station along with travel centres where you can buy train and bus passes.



LEEDS HAS A COMPACT CITY CENTRE AND GOOD PUBLIC TRANSPORT SERVICES MAKING IT EASY TO GET AROUND WHETHER YOU ARE ON FOOT, ON BIKE OR USING THE BUS. THE MAJORITY OF STUDENT RESIDENCES AND LOCAL FACILITIES ARE WITHIN 3 MILES OF THE UNIVERSITY AND THE CAMPUS ITSELF IS LOCATED WITHIN 20 MINUTES WALK FROM LEEDS TRAIN STATION.



## CYCLING

Travelling on two wheels is another healthy, fast and cheap way to get around Leeds and on campus we have lots of facilities on hand for people cycling to the university including secure parking and showers.

### Want to cycle but not got access to your own bike?

No problem! You can hire a bike at a really low cost from The Bike Hub which is located at the end of the EC Stoner and Roger Stevens building. Along with bike hire, the hub run self help maintenance drop in sessions with a comprehensive range of tools available to use, cycle training with safety and route advice for students and staff. For more information about the bike hub, hire charges, location and opening hours check out <http://sustainability.leeds.ac.uk/sustainable-transport/bike-hub>

### Interested in getting involved?

Whether you are completely new to cycling or are a seasoned bike mechanic, the hub team are always looking for new volunteer recruits to help them out. It's a great way to meet new people and learn some new skills! Please contact [transport@leeds.ac.uk](mailto:transport@leeds.ac.uk) 0113 343 9179 to find out more about the opportunities available.

You can also visit [www.ustravelive.org.uk](http://www.ustravelive.org.uk) to find out about all of the different activities and events which are going on across campus to support staff and students to walk and cycle more regularly.

## PUBLIC TRANSPORT

### Bus

Catching the bus to campus is really easy; you can expect to see a bus running past the University every 3 minutes during the day and the students Union operate a night bus for £1.

Buses between the City Centre, the University and Headingley often cost £1 for a single journey. These services include the number 1, 6, 28 and 97 and are operated by FirstLeeds. If you are staying out late, Service 1 operates until 3.00am on Monday – Saturday nights.



### How do I get a student bus pass?

To find out about how to get a discounted student bus pass visit the FirstLeeds website. The website provides information about bus timetables and the FirstLeeds mobile phone app. The app helps you plan your journey and buy bus tickets using your debit card. [www.firstgroup.com/uk/buses/leeds](http://www.firstgroup.com/uk/buses/leeds)

## TRAIN AND PASSES

### Leeds and West Yorkshire Travel

Young people aged 16 – 25 can apply for a 16 – 25 M-card from Metro. This card allows you to use a variety of buses and trains in Leeds, West Yorkshire and the Yorkshire Dales without needing to buy multiple tickets. You will also benefit from discounted fares. [www.m-card.co.uk](http://www.m-card.co.uk)

Mature full time students aged 26+ can apply for a Student Plus MetroCard for discounted bus and train travel around West Yorkshire. If required, the Student Services Centre counter on Level 9 of the Marjorie and Arnold Ziff building can provide you with a registration certificate as evidence that you are in full time education. [www.wymetro.com/TicketsAndPasses](http://www.wymetro.com/TicketsAndPasses)



### National Train Travel

To save up to 1/3 off train travel around the UK young people aged between 16 – 25 and mature full time students can purchase a 16 – 25 railcard by applying online via [www.railcard.co.uk](http://www.railcard.co.uk) or by visiting the travel centre at Leeds train station.



Young people aged 16 – 25, can buy a railcard online using a valid debit or credit card, a valid UK driving license or international passport, and a digital passport-style photo.

Mature students 26+ can apply online, but will need to submit evidence of eligibility. To do this, you will need to upload a copy of your student ID, a digital passport-style photo and the Mature Student Declaration form, signed by your personal tutor, or a member of the Student Services Counter team on Level 9 of the Marjorie and Arnold Ziff building.

If you are intending to travel around the UK via train make sure you purchase your tickets early to avoid large increases in train fares closer to the travel date.

For general train timetable information visit [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

## DRIVING

Car parking facilities at the University are limited and students are not able to park on campus. We are committed to reducing our carbon emissions so we encourage our students, staff and visitors to walk, cycle and use public transport wherever possible to reduce our impact on the local environment.

To find out more about parking including disabled provision and permits please visit [www.leeds.ac.uk/carparking](http://www.leeds.ac.uk/carparking).



### Enterprise Car Club

Don't have your own car but need access to one for a quick trip or to move some stuff? Have a look at Enterprise Car Club which enables you to book out and use a range of different cars that can be reserved for as little as half an hour, a day, or as long as needed. There are 35+ new hire vehicles in designated bays across the City; we have 2 on campus that can be reserved online by phone or using the iPhone app. Once reserved, you just head to the reserved vehicle, unlock it using your membership card or app and drive away. Simple!

For further information about car locations, registration, student membership, costs and bookings check out [www.enterpriseclub.co.uk](http://www.enterpriseclub.co.uk)

## GET IN TOUCH WITH US!

Sustainability Service  
W: <http://sustainability.leeds.ac.uk>

E: [sustainability@leeds.ac.uk](mailto:sustainability@leeds.ac.uk)

UoLSustainability

UoL\_Sus

leedsustainability

Illustrations created by Scribbles.



UNIVERSITY OF LEEDS

# CYCLING

- Cycle training  
[uactive@sustrans.org.uk](mailto:uactive@sustrans.org.uk)
- Campus Bike hub (repairs, maintenance, hire)  
**0113 343 9179**  
[transport@leeds.ac.uk](mailto:transport@leeds.ac.uk)
- Campus security (report bike damage or theft)  
[security@leeds.ac.uk](mailto:security@leeds.ac.uk)  
**General Enquiries: 0113 34 35494.**  
**In case of emergency: 0113 34 32222**
- Estates helpdesk (report faulty or damaged campus facilities)  
[eshelp@leeds.ac.uk](mailto:eshelp@leeds.ac.uk)
- Leeds Cycle Campaign  
[www.leedsbicyclingcampaign.co.uk](http://www.leedsbicyclingcampaign.co.uk)

# PUBLIC TRANSPORT

- Firstbus travel shop  
11 New Market Street, LS1 6DG  
**0113 381 5550**
- University of Leeds Students Union Night Bus  
**0113 3801 400** or [luhelpdesk@leeds.ac.uk](mailto:luhelpdesk@leeds.ac.uk)

# TRAINS AND PASSES

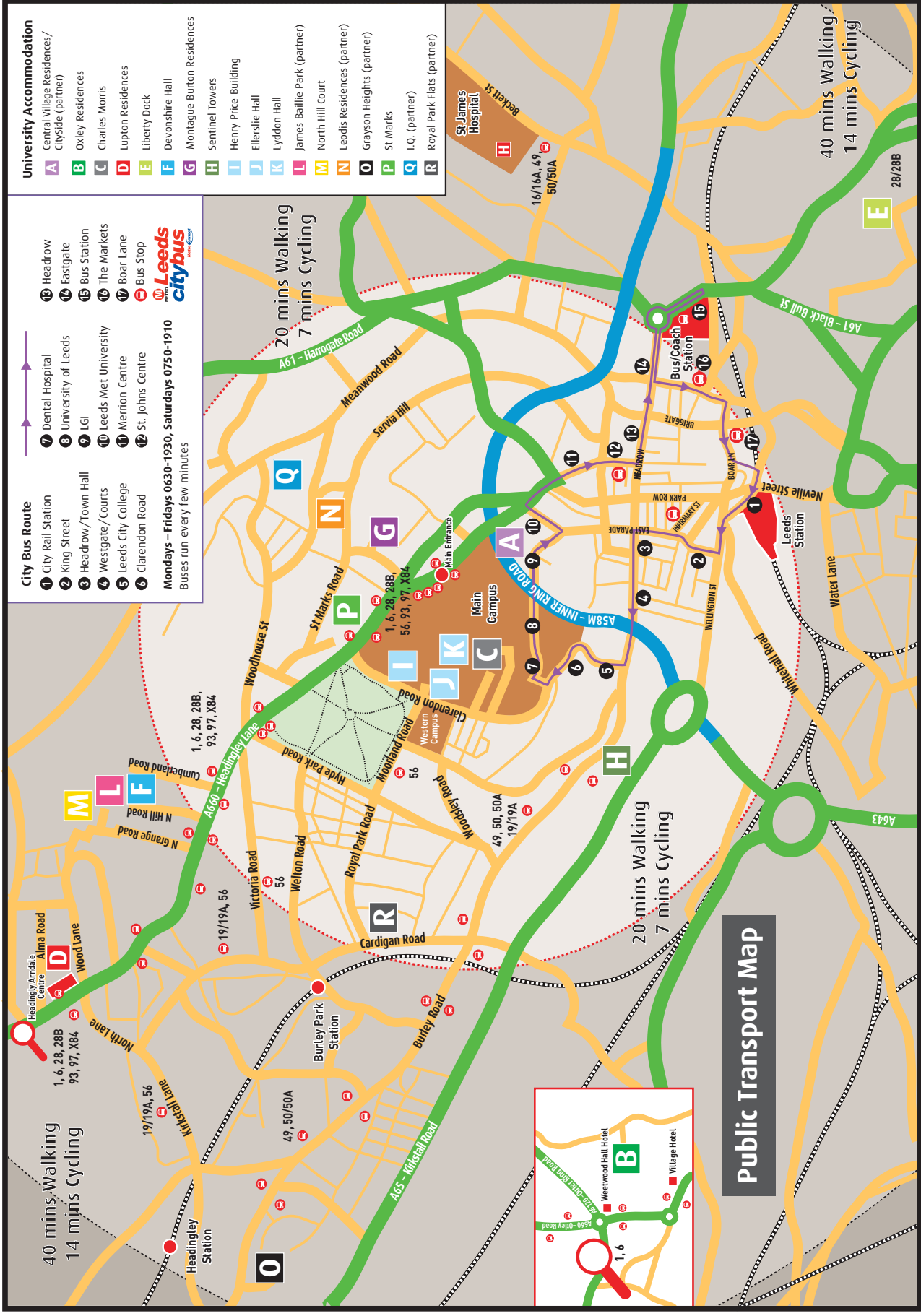
- Metrolink (timetables, routes, passes)  
**0113 245 7676** or [www.wymetro.com](http://www.wymetro.com)
- National Rail Enquiries  
**0345 748 4950** or [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

# DRIVING

- Campus car parking  
[parking@leeds.ac.uk](mailto:parking@leeds.ac.uk)
- Enterprise Car Club helpline  
**0345 266 9290**



UNIVERSITY OF LEEDS





Fairbairn House - 6



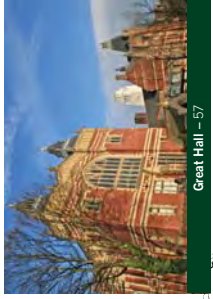
Maurice Keyworth Building - 19



Leeds University Union - 32



Chemical and Process Engineering - 48



Great Hall - 57



Parkinson Building - 60



E C Stoner Building - 73

- KEY**
- North - South Campus Access Route (NSCAR) External
  - North - South Campus Access Route Internal (may involve lifts)
  - Step-Free route
  - Step-Free route but with steep incline
  - Parking for Blue Badge holders only. There are no cross-campus car routes; please contact the Parking Office on 0113 243 3491 or campusmap@leeds.ac.uk for advice
  - Sustainable Garden
  - Willowow Meadow
  - Bike-Hub
  - Electric Car Charging Point
  - Defibrillator
  - Bus Stop
  - Taxi Rank



For more information about accessibility within buildings visit DisabledGo at <https://www.disabledgo.com>  
 See reverse of the map for more information on accessible entrances. An interactive campus map is available at <http://www.leeds.ac.uk/campusmap>

# BLENHHEIM POINT



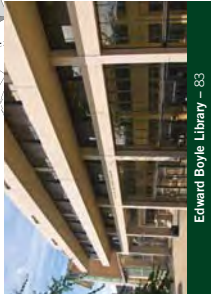
Music & Clothworkers' Centenary Concert Hall - 75



Marjorie & Arnold Ziff Building - 77



Michael Sadler Building - 78



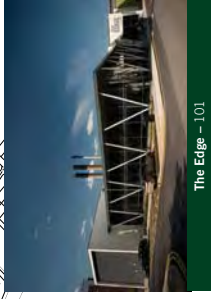
Edward Boyle Library - 83



Roger Stevens Building - 89



Worsley Building - 95



The Edge - 101





# LIVING WITH OTHERS

Whether this is your first time living away from home or you're used to living with other people, it's important to be mindful and supportive of your flat mates.

## GETTING ON WITH FLAT MATES

Establishing house rules when you first move in can help you to avoid problems further down the line. For example:

- Make a rota to make sure it isn't always the same people cleaning your kitchen.
- Agree which kitchen items can and can't be shared (for example, you might be happy to take turns buying washing up liquid, but prefer to have your own milk).
- Find out how your flat mates feel about having visitors to the flat, and always check before holding a social event.

## GUESTS

You can have one occasional adult guest to stay in your room without charge for a maximum of three consecutive nights and no more than three times per term, providing this does not disrupt other residents. You should inform your flat mates if you're planning to invite a guest. Remember that you are responsible for the behaviour of your guests, and will be responsible for any damage or disturbance caused by them.



## NOISE

Keep noise at a level that does not interfere with the study, sleep or comfort of anyone around you. In particular, you agree not to make or allow any loud noise between 11.00pm and 8.00am, and at all times in the week before or during exam periods.

If you have an ongoing problem and you do not feel confident asking your flat mates to keep the noise down or are struggling to reach an agreement, you can speak to your subwarden for support. If the noise becomes particularly antisocial out of hours, you can call Blenheim Point Helpline on 01757 244 527 for assistance.

## DEALING WITH PROBLEMS

Although we hope you won't have any problems with your flat mates, it's normal for people to fall out and disagree occasionally when they are living together.

If you don't feel you can tackle the problem alone or you've tried without success, speak to your subwarden.

Any form of violence, bullying, discrimination or intimidating behaviour is taken very seriously. You are encouraged to contact your subwarden if you are verbally or physically harassed by a fellow resident.

We will work closely with University of Leeds who have a schedule of 'Offences' as set out on their website at: [www.accommodation.leeds.ac.uk/info/37/your\\_behaviour/33/offences](http://www.accommodation.leeds.ac.uk/info/37/your_behaviour/33/offences)



# SAFETY AND SECURITY

Blenheim Point provides numerous features in ensuring that it is a safe building and grounds. To help keep it this way, we provide a 24-hour security response, CCTV coverage and site based staff to assist as necessary.

## Fire and electrical safety

Our accommodation is very well-equipped to ensure your safety if there is a fire, but there are certain rules you must follow to avoid putting yourself and others in danger.

- Always leave the building when the fire alarm sounds.
- Only use British standard fused plugs or adaptors.
- Do not leave hairdryers and straighteners unattended when switched on.
- Do not use ANY heating or cooking equipment inside bedrooms, they must only be used in the kitchens. Use in bedrooms could cause a power trip. If found, they will be confiscated.
- Report broken or damaged electrical sockets or provided equipment.
- Do not link extension leads together.
- Do not use faulty electrical appliances.
- Do not leave electrical appliances charging when your accommodation is empty or you're asleep.
- Never tamper with fire safety equipment.
- Never smoke in or near to accommodation. E-Cigarettes are not permitted inside the building.
- Do not use candles or incense burners – these are not allowed in your room even if they're just for decoration.
- Never leave the kitchen when you're cooking.
- Items not allowed in the accommodation:
  - Portable electric, gas heaters or cooking equipment
  - Chip pans
  - Electrical decorations
  - Do not use wall heaters provided in bedrooms & kitchens to dry clothes

## FIRE DOORS AND SAFETY EQUIPMENT

The doors to your room and kitchen are fire doors and must be kept closed and clear from obstructions. They are fitted with metal door-closing mechanisms at the top to make sure that they close and prevent the spread of fire and smoke. Propping open a fire door is a disciplinary offence.

There are heat and/or smoke detectors in your accommodation. Don't cover the detectors in any way as this will stop them working. Don't unscrew them either, as this activates the fire alarm and you will be fined.

There are fire blankets provided in the kitchens. Familiarise yourself with the location of the fire safety equipment and fire exits. Remember your usual exit route may not be available in a fire. A number of flats have a linking door with the adjacent flat which provides an alternative route of escape these must also be clear of obstructions. N.B. Interlinking doors only open when the fire alarm is activated and are not available for general use.

## ELECTRICAL ITEMS FROM OVERSEAS

If you're bringing appliances from overseas, please be aware that our voltage is higher than in some other countries. The United Kingdom uses a voltage of 230 V with a frequency of 60 Hz.

If you bring electrical devices with you, only ever use a British standard fused voltage adaptor with three rectangular blades, and never try to force another plug type into the socket. For more information and a photo of a UK plug, see:

[www.iec.ch/worldplugs/typeG.htm](http://www.iec.ch/worldplugs/typeG.htm)

We recommend that you do not bring appliances from overseas for your kitchen. If you do bring anything to use in common areas, please ensure that it conforms to EU standards. If it does not, we may remove it from your kitchen and return it to you at the end of your let.

## SAFETY AND SECURITY

### IF THE FIRE ALARM SOUNDS

Always assume it's for real. Evacuate the building immediately and go directly to the assembly point. Full instructions are on the back of your room door. Make sure you're familiar with these, so you know what to do in an emergency. Don't use the lifts. Remember to tell a member of staff that the fire alarm is sounding.

Don't store bikes or anything else in corridors, stairwells or foyers, as they can cause an obstruction in the event of an evacuation.

Don't return to your room until a Fire Officer, Security Officer, a member of Blenheim Point Site Team or subwarden gives you permission. There may be a delay between the silencing of the alarm and the instruction to return to your flat to allow safety checks to be carried out.

In the event that the fire alarm is activated by someone deliberately breaking the glass of a call point without reason **this would be a criminal offence**. Anyone who activates the fire alarm without good reason will also be fined.

Evacuation of buildings is extremely disruptive and we need to minimise this. You can expect to pay a fine if a fire alarm or smoke detector goes off because of irresponsible behaviour, such as leaving the kitchen door open whilst cooking, or leaving the cooker on and unattended.

### WEEKLY FIRE ALARM TESTING

Every Monday at 1:30pm. If the alarm continues to sound for more than a few seconds it is not a test!

### FRONT GLASS SLIDING DOORS

In the interest of security at Blenheim Point, the front entrance doors will only be operational during the times that the Blenheim Point Reception is in operation (Mon-Fri 8am - 10am & 4pm - 6pm). Outside of these hours, the rear door to the building must be used. Please see the next page for a detailed layout.

## Security

As part of your terms and conditions of residence, you agree to keep your accommodation secure.

This includes:

- Keeping your key and fob with you at all times.
- Never marking your keys and fobs with your address.
- Never share your keys or fobs with anyone else.
- Locking your door and making sure all windows are locked whenever you leave your room.
- Making sure that corridor and entrance doors are locked behind you when you enter or leave.
- Always accompanying your guests in and out of the building. Never letting someone you don't know into the building.
- If you see anyone acting suspiciously around the building, ring the Blenheim Point helpline: **01757 244 527**

### KEYS

If you lock yourself out of your room you can get help from the Blenheim Point Site Team, the site based subwardens or via the Blenheim Point helpline. You will be asked to provide identification to help prevent unauthorised access to your room. If an out of hours call out is necessary you may be charged for the assistance provided.

All room keys and fobs must be returned to Blenheim Point Reception when you move out.

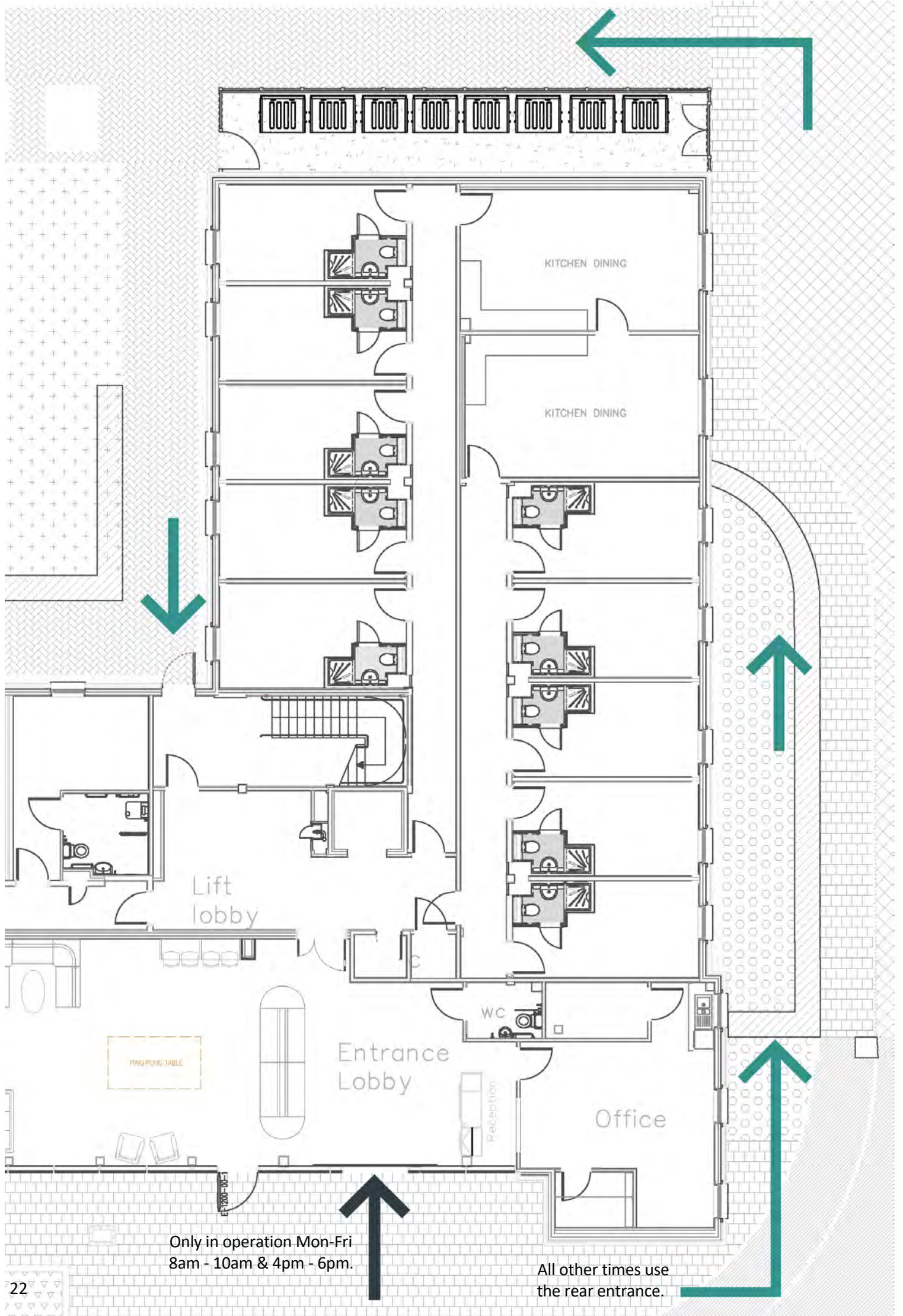
If you lose a key or fob you will be charged for a replacement.

### COMPLAINTS

We hope you have an enjoyable experience living at Blenheim Point. Should you have a reason to raise a complaint, this is best directed by email to:

**info@blenheimpoint.co.uk**

This will be addressed in the first instance by the Blenheim Point Site Team who will endeavour to resolve the matter at the earliest opportunity.



Only in operation Mon-Fri  
8am - 10am & 4pm - 6pm.

All other times use  
the rear entrance.

### Health

We want you to stay fit and healthy during your time at Blenheim Point. In a close-knit community like student accommodation, it's particularly important that you're aware of the symptoms of infectious illnesses like meningitis, measles and mumps.

#### LEEDS STUDENT MEDICAL PRACTICE

Conveniently located next door to Blenheim Point, they are open Monday - Friday 7am - 7pm & Saturday 9am - 1pm and provide an online registration service. For further details visit their website.

0113 295 4488

[www.leedsstudentmedicalpractice.co.uk](http://www.leedsstudentmedicalpractice.co.uk)

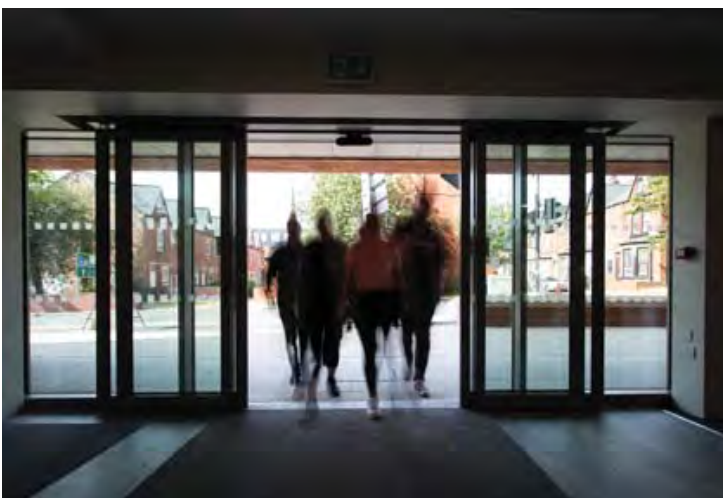
#### WHAT TO DO IN AN EMERGENCY

If you require medical advice when the Leeds Student Medical Practice is closed please call NHS 111. They will guide you to the most appropriate service for your problem.

In the event of a medical emergency or life threatening situation phone 999.



**when it's less  
urgent than 999**



#### DRINKING WATER

Drinking water in the United Kingdom is safe, clean and of the highest standard of quality. If you have been away from your room for a week or more, we recommend you run your hot and cold taps for a few minutes when you return. Flushing through the water that has been stagnant will minimise the risk of accidental contamination.

#### WATER TEMPERATURE

We regulate the temperature of your hot water to help keep you safe. We may occasionally wish to visit your room to check that we are doing this correctly. If we need to do so, we will notify you beforehand as set out in your terms and conditions of residence.

# LOCAL SHOPS

## Tesco Express



19-20 Blenheim Terrace  
Leeds  
LS2 9HD

## Taste the Orient



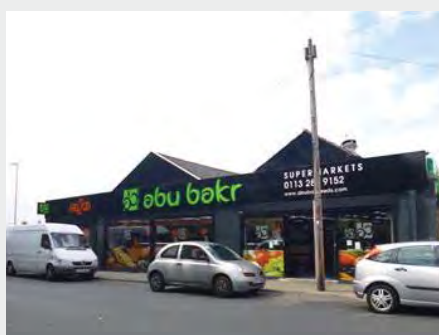
Chinese Supermarket - 117-119 Vicar Lane  
Leeds  
LS1 7PJ

## Londis



129-133 Woodhouse Street  
Leeds  
LS2 2PY

## Abu Bakr Supermarket



Halal suppliers - 37 Queens Road  
Leeds  
LS6 1NY

## Morrisons



43 Merrion Centre, Woodhouse Lane  
Leeds  
LS2 8PJ

## Leeds City Markets



Main entrance - Vicar Lane  
Leeds  
LS2 7HY





# MOVING OUT

Although you may have only just moved in, it's worth knowing what you're going to have to do when you move out.

It's your responsibility to make sure you leave your accommodation in the same clean and tidy condition it was in when you arrived. For example the following charges will be deducted from the deposit you paid when you booked your accommodation if we need to clean and/or remove rubbish from your accommodation:

Room	Charge
Bedroom & ensuite	up to £120
Kitchen	up to £200
Kitchen appliance (eg microwave or fridge/freezer)	up to £60 per appliance

Kitchen and corridor charges are split equally between all flat occupiers.

If you've damaged anything in your accommodation we will charge for that separately. For a full list of charges please see your inventory guidance notes.

You must do everything below to make sure you're not charged for cleaning or redecoration.

## Clean your bedroom:

- Remove items and pins from notice board and clean marks from walls.
- Empty and wipe your desk, shelves, drawers, wardrobe, other storage and surfaces – don't forget to check under your bed!
- Wipe your desk and the inside of your bedroom door.
- Clean the inside of your window and make sure the glass is streak-free.
- Dust window sills and skirting boards.
- Vacuum your carpet and leave stain-free.
- Empty your bin.

## BE AWARE

Putty adhesives such as Blu Tack and White Tack can remove paint from the walls or leave greasy marks that are difficult to paint over, so you could be charged for redecoration at the end of the year. Keep your walls clear and only use your noticeboard for any pictures or posters!

## Clean your ensuite:

- Clean walls, toilet and shower.
- Clean sink, mirror and all taps and make sure they are streak-free.
- Wipe door and outside surface of light.
- Sweep and wet clean/mop ensuite floor.
- Empty your bathroom bin.

## Get together with your housemates to clear and clean your kitchen and corridor:

- Empty cupboards, surfaces and your fridge/freezer.
- Clean the floor, cupboards, surfaces, fridge/freezer shelves, oven and microwave.
- Empty your waste and recycling bins.

Even if you move out before your housemates you may still be charged if the kitchen or corridor hasn't been cleared, cleaned and left in good condition when the last person leaves, so it's worth agreeing a plan with your housemates before you all start to move out.

We'll compare the condition of your room when you move out with the inventory you completed when you moved in to make sure we don't charge you for damage left by previous residents.

Keeping your accommodation clean throughout the year will save a lot of effort when it comes to moving out. See **page 7** for our cleaning tips and looking after your accommodation.

## LEAVING YOUR ACCOMMODATION OUTSIDE OF SITE WORKING HOURS



If you leave your accommodation outside of Site Team working hours, please ensure you complete your key return form and enclose it with your key in the envelope provided. Post it into the mail box labelled Reception at the bottom right.







# BLenheim POINT

[www.blenheimpoint.co.uk](http://www.blenheimpoint.co.uk)

## Disclaimer

The information contained in this Blenheim Point Residents' Handbook is for general information purposes only. While care has been taken to ensure that the information contained within is true and correct Blenheim Point (BP) and S Harrison Group Ltd (SHGL) assumes no responsibility for errors or omissions in the contents.

In no event shall BP and SHGL be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence or other tort, arising out of or in connection with the contents herein.

All information stated in this handbook is correct at the time of printing.

## External links disclaimer

The handbook contains links to external websites and premises that are not provided or maintained by or in any way affiliated with BP and SHGL. Please note that BP and SHGL does not guarantee the accuracy, relevance or completeness of any information on these external websites or at the external premises.

