



This is your Residents Pack

AshenhurstHouses
Huddersfield

Web: www.digashenhurst.co.uk

Tel: 01484 473104/472780

Facebook: facebook.com/ashenhursthouses

DIGSTM
this is your place

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How to find us

Digs Accommodation Office

Accommodation Office, Level 4
Central Services Building
Queensgate, Huddersfield
HD1 3DH
Tel. 01484 473104/472780 (Accommodation Office)

The Huddersfield Digs Accommodation Office is located in the Central Services Building Level 4 of the University. Within the Accommodation Office students are able to make an appointment to discuss their financial affairs, or simply turn up. It is better to seek advice sooner rather than later if you think you have a problem. We are here to help you.

Ashenhurst Houses Site

Athene Drive,
Newsome,
Huddersfield
HD4 6QN
Tel. 01484 451 388 (Reception)

By Road

If you approach from the South, A629 (Wakefield/Sheffield and M1 Exit 38), turn left up King's Mill Lane, then again up Newsome Road. Take the third exit on the left up Whitegate Road, then left onto Wood Lane. Athene Drive is the first road on the left, with Ashenhurst Houses at the end of the drive.

From Huddersfield Town Centre

If you approach from the Town Centre, you cannot turn right in to King's Mill Lane. You can either do a U-turn at the next set of traffic lights, and then follow the instructions given above, or turn right at the traffic lights up Somerset Road, then bear right on Dog Kennel Bank Lane, right onto Hall Cross Road, and take the second right onto Wood Lane. Athene Drive is the next on the right with Ashenhurst Houses at the end of the drive.





Arrival Information

Due to the high number of students arriving at Digs we would be grateful if you would adhere to the arrival/registration schedule as highlighted below. On all arrivals, bring proof of ID and please follow the directions of the marshalls who will direct you as appropriate.

Arrival Time

Ashenhurst Houses
10.00am - 6.00pm

Procedure: Report to site office.

Financial Information

Payment Advice & Payment of Residence

As an agent, South Street Asset Management's preferred method of receiving accommodation rental charges is by Direct Debit (UK and EU Students only, overseas students must pay in full). Please complete the Direct Debit mandate online when returning your licence agreement and make the required payment for the deposit and booking fee. If Direct Debit does not suit your needs, the company will accept payment in full. Please note that our accommodation does not allow for residents to claim housing benefits.

Deposits

Deposits are only refundable as long as all charges and accommodation fees have been paid and no damage has been caused to both the room and communal area. Deposits are forfeited if accommodation is not paid in accordance with the payment plan. The deposit will be refunded after the academic year has finished. This is a lengthy process and it is anticipated that refunds will be issued by mid August.



Internet Access

Fibre Optic Broadband is available in the 'standard' houses only. Wifi is available in the 'basic' houses. Upgrades are available also.

Card and cash phones are located in the Laundry Room.



Postal Service

All mail addressed to you will be delivered directly to your house by Royal Mail.

Correct Postal Address:

Name
House No. Room No.
Ashenhurst Houses Student Village
Athene Drive
Newsome
Huddersfield
HD4 6QN

Forwarding

You are requested to arrange redirection of your post prior to the end of your period of residency. Post received after one week of your departure will be returned to the sender.



Village Amenities

Laundrette

The on-site, coin operated laundrette is fitted with washing machines, tumble dryers and ironing facilities for your personal use at a reduced student rate.

Communal Room

There is an intimate communal lounge area with a TV/DVD player for use by all residents..

Payphone

The cash/card operated phone is available within the laundry and is available 24/7.

Privilege Card

All residents are provided with their very own Privilege card, which offers loads of discounts and special offers around the town – helping you save money on everything from hair cuts to Chinese take-away.

Further Information

Reception/ Safety and Support

This is located on the right on entering the site and is your first point of contact for general enquiries and reporting faults and/or damages. The office is staffed 24 hours a day, 7 days a week. All security or safety concerns should be reported to this office immediately. This is also the First Aid contact point.

Customer Service Manager

Customer Service Managers provide pastoral care and support to students who live in Halls of Residence. If you require assistance after hours or at weekends you can contact a Customer Service Manager via the Ashenhurst Safety & Support Reception on 01484 451 388.

Accommodation Office

The Accommodation Office is located on Level 4 of the Central Services Building on the Queensgate campus, and is open from 10.00am – 4.00pm weekdays to assist you with any enquiries you may have regarding your accommodation.

Estate & Facilities

Access and Keys

Your own specific room key also opens the house doors. Remember always lock your room , apartment door and ground floor windows when you leave the flat. The loss of any keys must be reported immediately to Safety & Support Staff in the Administration/Reception building. All keys must be returned at the end of your period of residency. Loss or damage will incur a charge.

Security

In order to maintain security without compromise we require you to carry ID at all times. At the request of any duly authorised official you will be required to present your ID. Failure to do so may lead to you being escorted off the premises.

Everyone has a role to play in keeping the village safe and secure. Surveillance cameras cover the village from the Accommodation Reception.

The 24-hour cover provided by the Safety and Support staff is for your benefit. If you have concerns or suspicions please contact them on their rounds or at the Safety and Support desk in the Administration/Reception building.

All contractors who may seek access to your flat or room carry identification and require 24 hours notice (unless an emergency). Do not hesitate to ask for it before allowing them into your room.

Residents are reminded that it is a disciplinary offence to tamper with any safety or security device, since such an act may endanger others. Charges/disciplinary actions are enforceable for such acts.

A signing-in book is located in the site office for visitors who wish to stay the odd night. All visitors at our villages MUST be signed in. Under the terms of agreement no long term visitors are allowed. An accommodation charge will be levied if this is not adhered to.

Disability

There is no disabled access at Ashenhurst.

Inventory

You will be given an inventory form when you check in and collect your keys. Please check everything in your room and note any amendments before handing back to reception. Any loss or damage must be reported within 48 hours to the reception desk in the Administration/ Reception building. Please note that kitchen cupboards are not lockable.

Bedding

Bedding is not provided but packages which include a 10.5 tog duvet, pillow and bed linen are available for purchase in advance or on site on the day of arrival. Alternatively you may bring your own. The packages provided for purchase comply with fire safety regulations. For your own safety, if you bring your own, the duvet and pillow must comply with the same regulations.

Estate & Facilities (Continued)

Cleaning

You, as the resident, are responsible for keeping your room, kitchen and all other communal areas in the house clean and tidy. Residents are asked to wash up and clear away after themselves, clean spillages on surfaces and cooking equipment, and ensure that the area is left clean and tidy. Residents are responsible for keeping clean all white goods including cooker, hob, fridge and freezer etc and to ensure all refuse is removed and placed in the relevant waste bins provided, in accordance with the site recycling procedures.

If on inspection DIGS needs to remove any refuse from your house or communal areas, each rubbish bag removed will be charged at £10 each.

Energy

All mains services are included in the rent. However, in the interests of conservation and economy, the consumption of water, gas and electricity supplied directly or indirectly to each house is monitored and excessive use will be brought to the attention of residents. May we also remind you that residents are allowed to bring personal electrical appliances but not domestic appliances (see Student Accommodation Licence Agreement).

Please note that residents of Ashenhurst are responsible for obtaining a TV licence if a television* is brought into the residence.

***Please note that rooms at Ashenhurst may require a set top aerial.**

DIGS is proud to be a company who takes its role within the environment seriously. We monitor our energy usage levels regularly to ensure that we are being as efficient as possible. Not only does this keep our carbon footprint to a minimum but it also allows us to keep rent to a minimum.

This means that our heating is on a timed system, and currently the buildings are heated between 7am and 10am in the mornings, and between 3pm and 11pm in the evenings. If the weather is particularly cold, our heating then comes on at all times. Rest assured, we monitor this closely, so any inclement weather is taken into consideration.

If your radiator does not seem to be giving out any heat during the above times, please come and report this to reception so we can resolve this.

Smoking

Smoking is only permitted in designated houses. If you are not in a smoking house you are not permitted to smoke within any part of the accommodation. You must not smoke or allow a guest to smoke within the room, kitchen or any other communal area while any duly authorised official, employee or agent of the company are present.

Failure to comply with the smoking rules will result in a charge of £100.00.

Loss or Damage

Any accidental loss or damage is to be reported to Reception as soon as possible. In the event of loss or damage to the accommodation, its equipment or contents or in the event of additional cleaning considered to be beyond that due to normal wear and tear, the cost of the work required to rectify the situation and any additional charges may be charged to the resident(s).

All houses have some shared facilities e.g. domestic appliances, fixtures and fittings, decorations and safety equipment. Everyone has an equal responsibility not to damage, remove or alter any item within the communal areas. Doing so may result in a communal charge which will be levied equally amongst the residents for any such damage or loss.

Estate & Facilities (Continued)

Communal Living

Faults, Defects and Damage

All building related faults, defects or damage must be reported, in person, to Reception between 9am – 7pm Mon – Fri, and a damage/fault report completed. No telephone requests will be accepted.

Please note: It is our commitment to make your room/communal area safe within 24 hours

Emergency Repairs

For emergency repairs outside normal working hours, such as those listed below, please contact the Safety and Support Desk in the site office. The Staff responding to such calls are briefed to 'Make Safe' only and undertake a permanent repair later.

Typical Emergency Building Repairs include:

- Water leak
- Broken window
- No lights, no power
- Broken room or flat door lock
- No hot water/heat (winter only)

N.B The emergency facility is there for your benefit; do not abuse it with non-urgent requests.

Vehicles On Campus

Parking

There is limited number of 50 parking spaces available. No parking permit is required. There are no disabled parking spaces available.

Estate & Facilities (Continued)

Procedures & Equipment

1. Fire, Safety, and Security Equipment

- (a) Interference with any fire, safety or security equipment including doors, notices, first-aid boxes, fixtures, extinguishers, fire detectors, fire alarms, locks, electronic devices and cameras will be classed as breach of contract.
- (b) A charge of up to £100 or the actual costs or both will be levied for tampering with, or misuse of, such equipment. Please note that the Fire Service can also prosecute / charge for this.
- (c) If an individual cannot be identified then the charges levied in (b) will be apportioned as communal damage.
- (d) An administration charge of £10.00 will be added to each bill raised as a consequence of damage or loss and the resultant levy of a charge.
- (e) Fire Alarms — to set off a fire alarm without good reason is a criminal offence. Such alarm calls are regarded as malicious and anyone found to have triggered an alarm in this way will be charged.
- (f) Residents must not obstruct any fire escape route.

2. Prevention of Fire

- (a) Each year a number of fire incidents occur in halls of residence. Prevention training is provided at the beginning of the year.

What To Do...

If you discover a fire:

- Sound the alarm using the nearest alarm call point (break glass)
- Inform Safety & Support / Security: Ashenhurst Houses on 01484 451 388
- Do not take any risks

On hearing an alarm:

- Switch off any appliances, if it can be done promptly
- Evacuate immediately
- Ensure doors close behind you
- Go to the designated assembly point
- Do not stop to collect personal belongings
- Do not re-enter to collect personal belongings
- Do not re-enter the building until instructed to do so by Safety & Support or the Senior Fire Officer in attendance

Failure to evacuate puts yourself and other people at serious risk of injury and will be dealt with under disciplinary procedures.

Fire/Health & Safety Regulations

Fire Safety

The following information is provided for your own safety and the safety of others.

NOTE: It is a criminal offence to tamper with or misuse equipment provided for fire safety.

A minimum charge of £100 will be levied, by the company, for improper use of, or tampering with, fire doors (including propping open) fire fighting and fire detection equipment. The misuse of any fire equipment will not be tolerated and will be dealt with severely.

PLEASE NOTE : This information is provided for your own safety and the safety of others.

1. Fire Doors

- Bedroom, kitchen and corridor doors are classed as fire doors.
- Do NOT prop open.
- Keep closed at all times.

2. Door Closers And Window Catches

- Do NOT remove or disable.

3. Escape Routes

- Must be kept clear at all times,

4. Smoke Detectors

- Smoke detectors are installed in each room for your safety. Do NOT smoke directly beneath the detector or blow smoke into the detector.
- Do NOT use aerosols in the vicinity of the detector. Failure to observe these guidelines will trigger the alarm system. If the actions leading to triggering the fire alarm are deemed to be deliberate e.g. propping open fire doors, a disciplinary action or charge of up to £50 may be levied. Malicious activations of the fire alarms will incur a charge of £100.

5. Fire Alarm Testing

- The fire alarm system will be tested regularly. Residents will be informed as to the day and time of these tests. It is not necessary to evacuate the building during the test unless instructed to do so.

6. Candles/Oil Burners/Hookah Pipes/Incense Sticks/Portable Radiators/Portable Sunbeds/ Disposable Bbq's

- These are NOT allowed in any part of the accommodation. Fire alarms triggered by the use of such items will incur an automatic fine.

7. Cooking

- Do not use cooking equipment in your room.
- Chip pans and deep fat fryers are prohibited for reasons of fire safety.
- Do not wedge open any fire doors, especially to kitchen areas, as most fires occur in kitchens. The fire doors are there to protect your lives. Charges/disciplinary action will be levied where fire alarms are triggered due to wedging open fire doors.

Fire/Health & Safety Regulations (Continued)

General Safety Precautions

Electrical Safety

- Do not tamper with electrical equipment. If you see or suspect a fault with any of the electrical equipment provided please report this to the Reception or Safety and Support staff using the appropriate form or by telephone if there is an immediate hazard.
- Residents are required to ensure that any electrical appliance brought in is safe and without risk to persons or the electrical supply arrangements and complies to the relevant British Standard (BS) or European Standard (EC).
- A visual inspection of plugs, cables and switches should be made prior to the connection of any electrical appliances.
- Extensions to the wiring system are forbidden.
- Electrical appliances, other than electric razors, must not be taken into the bathroom pod.
- No personal heaters, kettles, freezers are allowed in your room. A charge will be levied against your account if these items are found in your room.

N.B. It is recommended that you purchase 'surge protection adaptors' for all electrical equipment, particularly your computer and gaming devices, as surges cannot be anticipated.

Cooking

- Sensible use of cooking appliances is necessary if risks are to be minimized. Cooking appliances should never be left unsupervised. Follow the instructions on appliances carefully.
- Clean grill pan and cookers regularly to avoid build up of fats – a common cause of fire. Charges are enforceable.
- In the interest of hygiene the kitchen (especially food preparation surfaces) should be kept clean and food deposits must not be allowed to accumulate.
- Please ensure that all food waste is discarded into the bin(s) provided and not left to decompose on floors, work surfaces and kitchen utensils.
- Broken glass/crockery and cutlery should be disposed of directly into the metal "Glass Breakage" bins located in each kitchen. Where there is no special bin, broken glass and crockery should be wrapped in newspaper and placed in external bins provided, do not place directly into normal kitchen waste bin.
- Cooking is allowed only in kitchens using the appliances provided.
- Chip pans and deep fat fryers are prohibited.

Accident/Emergency Information

- In the event of an accident or other emergency requiring Fire, Police or Ambulance, Telephone Safety & Support – 01484 451388 or Telephone Emergency Services – 999 and clearly describe the nature of the emergency and the location of the incident, together with a contact telephone number if requested.
- In the event of injury obtain assistance from the nearest First Aider. Safety and Support staff are trained in first aid and have access to a first aid box.
- All incidents must be notified to Safety and Support including minor accidents, near misses, property damage and theft.
- An incident form must be completed for all Health and Safety related incidents. These are available from the Safety and Support Office.



Contact Details

Accommodation And Finance Office

Digs Accommodation

Central Services Building Level 4,
Queensgate,
Huddersfield,
West Yorkshire,
HD1 3DH

Telephone:

01484 473104/472780

Fax: 01484 473667

E-mail: mail@digashenhurst.co.uk

Ashenhurst General

Ashenhurst Houses

Athene Drive
Newsome
Huddersfield
HD4 6QN

Reception: 01484 451 388

Safety & Support (Non-Emergency) 01484 451 388

Safety & Support (Emergency) 01484 451 388

South Street reserves the right to remove or amend any items features on the Welcome Guide and this does not affect your statutory or contractual rights.