

# Hub Students

Tenant Handbook



Hub Students



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## Welcome

Firstly, a huge welcome to Hub Students Dundee. We're really excited for you to be living with us! As the accommodation team here, we know that your student years should be some of your most exciting and memorable - that's why we are available full time to make sure you get the most out of living here.

This is our first bit of help for you - this handbook is for you to get all the information you need so when you have five minutes, grab yourself a cup of tea and take a look. In here we cover all the nice, exciting stuff from what events we do, communal areas and free internet, to all the boring but really important stuff like how to wash your sheets or what to do if you arrive back at 4am and find you've lost your key. It's all here. Hub Students we know how busy you get - that's why, along with this guide, we will provide regular updates, notices and emails to keep you in the loop with what's going on. It means you can be as involved or as relaxed as you want with us, but we want you to know we are here if you need us.

Hub Students is the place where you can be you.

Thank you for coming to live with us and we look forward to meeting you very soon!

## Your new address

### Hub Students

Block ? Flat ?

17 Hawkhill Dundee

DD1 5DL or DD1 5DX

**DD1 5DL** is for A, B & C Blocks

**DD1 5DX** is for D & E Blocks

*Make sure you include the full address including block & flat number on any parcel deliveries!*

## On foot

The accommodation is a 2-minute walk to Dundee University and a 2 minute walk to the Students' Union.

## Office Opening Hours

9am to 5pm Monday to Friday

We are closed Saturday & Sunday plus all Scottish Bank Holidays (we always remind you of Bank Holidays)

Contact us by calling or dropping us an email. 01382 200033 / [dundee@hubstudents.co.uk](mailto:dundee@hubstudents.co.uk)

## Emergency Contact – Out of Office Hours

Should anything urgent happen outside of the office hours, please call the out-of-hour number:

**01202 043944**

We think it's a good idea to save the important contact numbers – like the out-of-hours emergency number in your mobile so that you have got us whenever you need us!

This is for if you are locked out, lost keys, no power or water leaking! Always someone on hand but some calls will result in a cost that we will pass on. Example locked out....



## Move In

When you arrive, make your way to the Accommodation Office. (within the courtyard) Where a member of the team will be waiting.

You will receive a move in request form prior to arrival. This just gives us a rough estimate on your arrival. Plans change so don't worry if you're late or early.

If you are arriving out with office hours for the first 2 weeks. Don't worry, we have a member of team on site who can issue your keys. For later arrivals after the move in period, just let us know your plans for key collection.

### Before you move in

- Ensure your contract has been fully completed / countersigned by the Accommodation Team
- The first payment must be made as per your tenancy agreement (talk to us
- Arrange a time to collect your keys
- Bring your ID (passport or driving licence)
- Sign for your keys

### Once you've got your keys

Look after them. It'll save you a lot of hassle, especially at two o'clock in the morning when you can't find them and have to call the out-of-hours team!

### Your room

Always lock your room and keep your keys with you at all times, and never give them to anyone else. If you do lose them, tell a member of the Accommodation Team as soon as possible. You'll be given a replacement. There may be a charge, but you'll get your money back if your keys are found quickly.

If you're locked out of your room outside office hours, please call 01202 043944. There may be a call-out fee for this service

### Your internet

The site is equipped with up to 100mbs throughout at no extra charge. Check our internet policy for usage guidelines. You will be given information on how to create an account with our internet provider during check-in. You can add up to 6 devices including ethernet connection per account.

### Internet service issues?

Please call the Internet Support Team on 0114 303 3232 or 07797 800 545 if you have a problem with your service – make sure you're with your device when you call.

### Your TV

If you have a TV you'll need to purchase a TV license. Each flat will need 1 as a whole, we cover communal areas.

### Windows

All windows are restricted for your safety and must not be tampered with. A £30 maintenance charge will apply if we have to re-attach this



## Things not to bring

- No pets We know they're cute but unfortunately not permitted!
- No weapons of any description, including pellet gun (BB) and air activated weapons, crossbows and longbows, catapults, non-domestic knives.
- Candles & incense sticks, non-CE marked electricals & deep fat fryers.

## Your community, your questions

We do everything we can to ensure that you have the best possible time while living with us. We want to make sure that we keep in touch with you so that we are doing everything we can to make the most of your time with us. Termly surveys are sent, reviewed by the team and any suggestions are greatly welcomed. Don't be a stranger to the office, if you have a question or suggestion just pop in and ask.

We really hope you enjoy your time with us, and we look forward to seeing you soon.

## Facilities

At Hub Students 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 your Hub Students community the best it can be.

### Laundry

No need to take your washing home to your parents, we have a laundry on-site! Situated between blocks D & E. To use, download the circuit laundry app or visit [www.circuit.co.uk](http://www.circuit.co.uk) Please follow instructions and don't overload the machines – we can't be responsible for damage to your clothing! If you have any problems, please contact the Management Team who will be able to assist you and can contact the supplier if there is a fault.

### Common Room

Located next to the Accommodation Office. We have a full-sized Ping Pong Table, Pool Table and Dart board. Great place to chill out, watch some Netflix on our TV or even host a get together. This is open 24 hours, key fob and code required to gain access.

### Your mail

All post will be delivered to the post boxes on-site. Large parcels recorded and special deliveries can be signed for at the office by the site staff as long as you inform the courier to drop them here. When you come to collect them, don't forget to bring some photo ID with you. Please make sure you include the full address including your flat number on any parcel and mail deliveries.

We understand you may be busy with courses or work but please try and collect any parcels within 24 hours if the courier leaves at reception.

### Your energy

We do our best to be as eco-friendly as possible. We know it can be difficult but there are some really simple ways for you to help us be as green as possible and keep costs down:

- Turn lights off when you go out.
- Only boil as much water as you need.
- Always put lids on pans.
- Use your radiator thoughtfully.
- Recycle where possible



## The Important Stuff

All in all, we hope it will be great fun living with us. We understand that socialising, partying and staying up late is all part of the student lifestyle and we want you to have the best years of your life here - including great degree results!

We don't want to bombard you with an endless list of house rules and regulations, but we do want to ensure you live in a clean, safe and enjoyable place. It's all commonsense stuff, but we know how important studies are to everyone, so we have put together some reminders for the Hub Students community living...

### Care about your community

Respect any items or pieces of equipment belonging to the property and your fellow residents. It's a real shame when one person ruins it for everyone else.

### Guest policy

It's your home, but you need to be mindful of flat mates who may have an early class or up revising. We allow 1 guest (over 18) overnight for a maximum of 3 nights every 7 days.

The tenant must also be present in the building whilst their guest is & ensure that you always accompany them on-site and let them in/out with your key.

Fobs must not be passed onto guests to gain access to the building without the tenant. We will not open the door for visitors unless you are present. Any misbehavior by your visitors will be your responsibility. Please make sure that they show the same respect as everyone else. This is in place to ensure the safety of all residents in the building.

### Oops!

We know there are always times when accidents happen but intentional damage to the property will result in a charge. Equal charges will be made for any communal area damages if no one is found responsible and there will be a basic charge for cleaning if your room isn't up to scratch at the end of term. Please refer to the inventory for the charges.

### Maintenance

We have a Maintenance Team onsite who are there to save you when that light bulb goes or the toilet fails. We always try to sort out any issues as soon as they are reported, but in some instances, we do prioritise repairs depending on their urgency. Emergency repairs include complete loss of power, heating, lighting or hot water - we aim to fix these sorts of problems within 24 hours. If you have an out-of-hours emergency maintenance issue, please contact the out-of-hours number on page 2 & someone will be happy to help. They are able to fix most problems but will need to log your repair and contact the appropriate repair services if necessary.

General rule is "JUST REPORT IT" we always recommend reporting everything, we don't mind but would rather fix a small thing before it becomes a bigger issue. We have a Student App, report it all this way and it keeps track of it all.

### Communal Cleaning

We take of communal areas such as common room, stairwells, block entrances etc. These areas are cleaned on a rota bases Sunday to Friday between the hours of 7am-11am. Outside flat doors are always left till later in the morning to reduce disturbance.

You and your flatmates are expected to keep shared kitchens/living areas in a reasonable clean and hygienic manner.



THE HUB

## Understanding

We know how difficult it can be when you move in with a new bunch of people. While it is great 99% of the time, we know that sometimes it can be tough. We ask you to try and be understanding to other people within your living space. The diverse mix of ages, background and cultures is what makes university so amazing - please remember to give a second thought to those around you and respect that their thoughts might not be the same as yours. You never know, by having a chat, you might find you have more in common than you first thought.

## Noise

Please respect how this can affect the other people you are living with. It might be your night where there is no early lecture, but other people might have a 9am start and want an early night. One of the great parts of uni is the flexibility you have but please try to think about how your noise might be affecting others.

## Inventory

On arrival you will be given access to complete your inventory checklist. Please ensure this is done within 7 days of arrival as we will use this as part of the check out inspection.

Just be honest, use the key chart to mark the condition of each area. If you think something needs fixed, use the app to report as we don't look at these generally until check out.

## Tidy

Keeping your room and communal areas clean and tidy solves a whole lot of hassle during the year. It's not just to ensure that we keep your new home at a good standard throughout the year, but also to ensure that you live in hygienic and clean conditions.

## Bins

Please ensure that you put your rubbish out in the correct bin. There are a number of bins within our accommodation which are situated in our bin area, There is a bin store opposite E block entrance, one on the raised walkway opposite C block entrance, and one in the A/B block rear car park. Please do not leave bags of rubbish next to the bin, outside your window or outside someone else's door - this can result in the entire bin not being emptied, poor site hygiene and fines will be issued if people are seen doing this.

In your kitchen we provide a Grey bin for general waste (you need to provide bags) but also a Green bin for dry recyclables. The bin areas are clearly marked, please don't put the wrong items in these bins.

## You

The most important aspect of Hub Students is how we look after you. We know university life should be the most amazing time, but we also know that sometimes it doesn't go as smoothly as you expected. Please don't keep your worries to yourself. We know how stressful your personal life can be, let alone your studies - if things get too much make sure you let someone know.



## General Safety

At Hub Students we want you to feel safe and secure at all times, but we also know you sometimes just need someone to help, whether you've burnt your toast or lost your key.

Our Accommodation Team will be there to support the community to ensure that you have the best time possible throughout your stay with us. They will not only assist with the day-to-day life of the site but they will also help with organising events, working with the university community and delivering feedback. You will always have someone to speak to and support you in living in a friendly, responsive environment.

### First, some general safety tips

- Please ensure that all gates/entrances are kept clear and close/lock behind you.
- Don't prop the doors open – including fire doors.
- Always carry your keys and never give them to anyone else.
- 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 locked at other times.
- If you see anything suspicious, let the Accommodation Team know as soon as possible.
- If your room is at ground level, or easily accessible from the ground, make sure your windows are shut before you go out. Windows will only tilt outwards and should not be opened fully.

If you're worried about the safety of any equipment in your room or the communal areas, please contact the Accommodation Team. 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 is managed by our call center. Tayside Security (Dundee) are the local company who will be on-site ready to respond to any issues in the future. You can call them on 01202 043944. If you have serious concerns regarding security you should call 999 and ask for Police assistance.

### First aid

If you have an accident please report it to the Accommodation Team (after calling an ambulance if needed). The office keeps a basic first aid box but it does not issue drugs of any description.



## Fire Safety

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

We operate a **“In Doubt, Get Out Policy”** If the fire alarm sounds, please leave the building and make your way to the courtyard for instructions. If the alarm is only sounding in 1 block that means a detector head has activated ie smoke/extreme heat. If all blocks that means, there is a full evacuation as a break glass point has been broken or the team have pressed evacuate after an alarm has sounded.

If during office hours, the onsite team will investigate and reset any alarms. If out with office hours our alarms are fully monitored so the Fire Service will attend and check the fault, then our security will reset when safe to do so.

Please familiarise yourself with the Emergency Procedures on the back of each flat, kitchen & bedroom door. Just ask a member of the team if unsure about anything.

We practice full evacuations at least twice a year, feedback always given. Its great way to test everyone's knowledge!

#### Your Fire Assembly Point

The car park at the bottom of Session Street (outside the main entrance and turn left)

### 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
  - Only use fire-fighting equipment if you are trained 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
  - Get out as quickly as possible and don't block escape routes
  - Make your way to the evacuation assembly point
  - Do not attempt to re-enter the building until the Accommodation Manager or fire brigade have given you permission to do so



## Smart Electrics

- Only use CE marked UK compliant electrical items and leads/chargers. From 31st December 2024, electrical items and leads/chargers used in the UK will need to have UKCA markings and be UKCA compliant for sale/use
- Don't overload sockets (e.g. plugging extension leads into another extension lead or using multiplug adapters)
- Don't leave electrical items charging unattended, and do not charge electrical items on bedding
- Do not store or charge E-bikes or E-Scooters/E-Transport anywhere inside the building unless it is in a dedicated E-Charging or E-transport storage facility designed for this purpose with appropriate fire protection measures in place

## Heat and smoke detectors

The kitchen is fitted with **Heat Detectors** whereas all bedrooms & corridors are fitted with **Multi Head Detectors** (pick up smoke, heat & carbon). These detectors should not be covered or tampered with at any time and there may be a Maintenance charge of £50 to re-calibrate the system. It is also a criminal offence to tamper with fire detection equipment.

## The kitchen

- Do not use deep fat fryers as these are not permitted
- Do not leave cooking unattended at any time
- Do not tamper with any fire safety equipment – this is against the law and puts lives at risk
- Always turn on extraction/ventilation when cooking and open a window if possible

## Your bedroom

- Do not light/use candles or incense sticks as these are not permitted
- Do not leave any electrical heaters or fans switched on unattended
- Do not place/leave combustible materials near or directly onto sources of heat such as electrical equipment or heaters
- Do not tamper with any electrical or fire safety equipment – this is against the law and puts lives at risk
- Do not smoke or vape inside the building, including your bedroom

## The wider building

- Do not prop or wedge open fire doors
- Do not tamper with fire safety equipment or systems as this is against the law and puts lives at risk
- Report any fire safety issues to management immediately
- Do not smoke or vape in the building
- Keep fire escape routes clear and free from any obstructions

## Receiving fire safety information for your building

- Please attend welcome meetings that are arranged for residents – important fire safety information will be explained to you, including the fire evacuation procedure, fire drills and fire alarms in your building
- Read any fire safety documentation, signage and posters that are provided and displayed on site – if you do not understand these then speak to a member of staff who will explain the content to you and what this means
- Regularly check any noticeboards for important updates and fire safety communications.



## Cleanliness

Cleaning is likely to be low on your list of priorities while at university, but it makes sense to keep on top of things as it avoids a charge and keeps you healthy! A few minutes is all it takes.

### The kitchen

Everyone in your property is responsible for keeping the kitchen and communal bathrooms clean. You'll be warned if the kitchen in your property is unacceptably dirty. And if the situation doesn't improve, your property will be issued a charge. We check all flats monthly to carry out Health & Safety checks on equipment etc (we won't enter rooms during these)

### Your room

It's up to you to keep your room 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 be sparkling, 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
- Please don't use hair/clothes dye in the bathroom
- Do not put any pictures or posters on your walls. Please use the pin board provided – damage to walls will incur a charge

### What's the damage?

We encourage you to look after your surroundings as damages can be chargeable. A full breakdown of these charges can be found in your inventory. Please speak to your Accommodation Team if you have any queries.

## Mental Health

Moving away from home can be daunting; things can take their toll. But don't worry, we're here to help you stay healthy and happy with useful hints, tips and telephone numbers.

### Problems with a flatmate?

If you're unhappy about the behavior of another resident in your flat or on the site, please speak to us or your Accommodation Team. If you don't feel comfortable speaking to us directly then please ensure that you write your concerns to the Site Manager in an email. Noise complaints can be reported to the Accommodation Team – for more serious issues you are entitled to report them directly to the Environmental Health Department (however this is rarely required) – see the useful numbers section for details. If you contact the Environmental Health Department make sure that you keep us in the loop, we can then work together to ensure that we resolve any concerns that you may have.



## Feeling under the weather?

If you're unwell you can get an appointment with a doctor or nurse at a local GP or Health Centre. Please ensure that you only call emergency services when it is life threatening - you can usually get a doctor's appointment on the same day or within a week. Make sure you register with a local GP Surgery when you arrive - hopefully you won't need an appointment, but should you need one it makes life a lot easier when you are registered. See page 17 for contact details.

## Socialising

We know that sometimes you can be bombarded with nights out, events and things to do but try to make sure that you find time to enjoy yourself!

## Tired

Too much or too little sleep can make you feel run down or not performing at your best. Try to get 8 hours solid sleep at least a couple of times a week. Get to know your limitations and don't be afraid to say so - you will be surprised how many people feel the same.

## Unique

Remember, even though everyone is a student at university it doesn't necessarily mean everyone's the same. We, along with the university, treat everyone as an individual and celebrate the range of students that we have living with us.

## Debt

It can be tough managing your finances at university, but we are here for you to speak to if you are concerned about paying your rent. We release all payment dates when you get your tenancy agreement and we ensure that we keep you updated in advance. If our payment dates don't directly match loan dates, we always try to work with you to find a solution. We do however follow a strict arrears procedure so do let us know as soon as possible if you are experiencing financial worries.

## Exercise

Whilst it can be easy to eat, sleep, study repeat - it's important to ensure that you get regular exercise. Whether that's through being part of a university sports club, joining a gym or walking instead of taking the bus a few times a week. It's surprising what a difference it will make to your general wellbeing.

PureGym is located 500 yards away and offers great Student Discounts. They always attend our move-in parties so have a chat what they have on offer.

## Nutrition

As tempting as it is to have kebabs or pizza most nights, it's really important to try and have a healthy diet. Remember there are a lot of ways a healthy diet can enhance your brain power! For example, fish is a great source of essential fatty acids such as DHA (enhances learning ability and mental development).

## Studies

The whole reason you have come to university is to leave with the best degree possible and we want to ensure that we support you through this. Hub Students support Student Minds, a charity designed to offer support and advice on mental health and wellbeing. You will find lots of helpful tips and useful information on their website [studentminds.org.uk/findsupport](http://studentminds.org.uk/findsupport)

For out-of-hours health advice, call the NHS Direct helpline on 111 or visit [www.studenthealth.co.uk](http://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.



## Out & About

### Bite to eat

Clarks 24hour bakery - Annfield street, Overgate (Copstix, Five guys, subway), Tony Macaroni - Whitehall street.

West port and Perth road have a variety of different bars and restaurants to explore also Tinsmith, Molly Malones, BrewDog, Tonic, Braes to name but a few.

If you order takeaways just remember to meet them at the doors at Session Street! Reception wont take on your behalf.

### Shopping

Tesco extra 1 minute walk down the Hawkhill, Lidl 5 minute walk down the Hawkhill, large Tesco (24 hour) on riverside drive 15-20 minute walk.

### Retail therapy

Overgate Shopping Centre 7-minute walk down the Hawkhill includes H&M, Argos, Sports Direct and many more.

### 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. Please look at [www.strutsafe.org](http://www.strutsafe.org) they offer a free service if walking alone or if you just don't feel comfortable.

### Cars

There are a limited number of spaces available onsite, these are £15 per week based on the 44 week tenancy. Please contact the site team for details.

### Bikes

There is an external bike shed and a secure internal bike store. Please contact the site team to sign out a key for the internal store which can be kept for the duration of the tenancy Bikes are stored at the owner's risk and Hub Students will not accept any responsibility for loss or damage to any bike on site.

### Taxis

Always try to book your taxi cab or private hire vehicle in advance with an operator you or a friend use regularly. And don't get into a private hire vehicle if you haven't booked it in advance.

Teletaxis -01382 825825

Dundee City Taxis - 01382 204060

Other taxi services are available but these are the two largest taxi companies in town.

### Local travel services and helplines

- Rail information 0845 748 4850
- [www.nationalrail.co.uk](http://www.nationalrail.co.uk)
- [www.thetrainline.com](http://www.thetrainline.com)
- National Express Coaches 0871 781 8181
- [www.stagecoachbus.com](http://www.stagecoachbus.com)
- [www.nxbus.co.uk](http://www.nxbus.co.uk)



## Contract Reminder

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...

- No smoking within the building
- Respect each other and the property
- Keep your room in a good condition to avoid any deposit charges
- Do not remove window restrictors
- Rent must be paid in accordance with the contract
- No weapons are to be brought on-site
- Any illegal substance use will be reported to Police

## Check Out

We hope you enjoy your time with us and choose to stay here. However, you may wish – for a variety of reasons – to move rooms or leave. In all cases you should discuss your situation with a member of the Accommodation Team first. All moves within or out of the property are at the management's discretion.

### 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.

### 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.

### 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 any potential charges for damage, 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 interest 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 of your possessions
- Please make sure your room is clean before you leave – you'll be charged for cleaning if it's not (see the back of this guide for list of charges)
- We always recommend checking your mailbox one last time and setting up a mail forwarding address, visit [Redirect your mail](#) | [Royal Mail Group Ltd](#) for more information.



## Maintenance & Repairs - Troubleshooting

Before reporting a repair, check through the troubleshooting list below – you may find that you can fix a problem yourself.

### If an appliance isn't working

- Check that it's plugged in and switched on
- Check that the switch in the fuse box is up and on
- If it still isn't working, report it to the Accommodation Team

### If the lights go off/don't come on

- If the lights still fail to work, report it directly to the Accommodation Team
- Check that the switch in the fuse box is up and on

### If the heating isn't working

- Do not attempt to fix it yourself, simply report it to the Accommodation Team
- However, check on correct setting and turned on at the wall. (Some have buttons on side Aswell)
- Safety device / button when pressed turns on heater for max 2 hours.

### If the shower isn't running hot water

- Report it to the Accommodation Team.

### If water won't drain from a sink or basin

- If there's a blockage, report it to the Accommodation Team.

### If a vacuum cleaner isn't working

- Unplug the vacuum cleaner, open it, see if the bag is full. If so, replace the bag with a new one.
- 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.



## Data Protection

Owners in Common (The Hub) Limited T/A Hub Students complies with the Data Protection Act (1998) and General Data Protection Regulation (GDPR) which governs the use of all personal data we hold and the controls required over its accuracy access and security.

Tenants 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 students' authority. Please note that Hub Student's policy regarding confidentiality applies equally to enquiries from parents.

For more information about Hub Students, visit [hubstudents.co.uk](http://hubstudents.co.uk) or email [GDPR@hubstudents.co.uk](mailto:GDPR@hubstudents.co.uk)

## Legal disclaimer

Please note that the content of this guide does not constitute a complete legal document. This information, while accurate, does not cover every aspect of your contractual obligations as a tenant. It's designed to offer helpful advice and information on the most important aspects of living here, but as a tenant you will be legally bound to all the terms set out in your signed tenancy agreement.



THE HUB

## Useful Contacts

<b>Hub Students</b>	<b>Out of Hours Emergencies</b>
01382 200033	01202 043944
dundee@hubstudents.co.uk	
<b>Dundee Police</b>	<b>Police, Fire or Ambulance</b>
Non-Emergency 101	Emergency 999
<b>Crime Stoppers</b>	<b>NHS 24</b>
0800 555 111	Non-Emergency 111
www.crimestoppers-uk-org	
<b>Dundee University</b>	<b>Abertay University</b>
Main Switchboard	Main Switchboard
01382 383000	01382 308000
<b>Dundee University (Student Support)</b>	<b>Student Loans Helpline</b>
studentsupport@dundee.ac.uk	0141 3062000
	www.slc.co.uk
<b>Samaritans</b>	<b>Victim Support</b>
0845 7909090	0207 268 0200
www.samaritons.org	www.victumsupport.org.uk
<b>Alcoholics Anonymous</b>	<b>Pregnancy Advice Service</b>
0845 769 7555	03457 304 030
www.alcoholics-anonymous.org.uk	www.bpas.org
<b>Drugs Advice Helpline</b>	<b>Disability Support</b>
0800 776 600	01382 385402
www.talktofrank.com	
<b>Strut Safe (walking alone)</b>	<b>Hope Centre (mental Health Support)</b>
0333 335 0026	4 South ward Road, Dundee
www.strutsafe.org	01382 955 0008 (24 hours)

## Local GP Surgeries

Tay Court	Ryehill Medical Practice	Nethergate Medical Centre	Hawkhill Medical Centre
50 South Tay Street	St Peter Street	2-4 Tay Square	215 Hawkhill
01382 228228	01382 644466	01382 221527	01382 669589



## Complaints Procedure

At Hub Students we pride ourselves in providing a high level of service. Occasionally we may not get this right and you may need to make a complaint. As owner/operators we look at complaints positively and take them as an opportunity to improve our services. All complaints will be dealt with promptly, and we'll do our best to come to a satisfactory resolution for all parties. Below is a step by step guide to making a complaint;

1. If you are a tenant at Hub Students the quickest way to resolve your issue is to speak to a member of the accommodation team at the site reception. If you have not yet moved in, have left the accommodation or are unable to visit reception, you can contact the team by telephoning 01382 200033, or emailing [dundee@hubstudents.co.uk](mailto:dundee@hubstudents.co.uk). If your complaint is complex, we may ask you to set out your complaint in writing to allow us to investigate further. If your complaint is concerning a member of staff then you can proceed confidentially to Step 2
2. If you feel that the accommodation team have not dealt with your complaint satisfactorily, then you can escalate your complaint to the Hub Students Directors. Please include an outline of your issue, your preferred contact method, and the person you have spoken with on-site regarding your complaint. Please email [complaints@hubstudents.co.uk](mailto:complaints@hubstudents.co.uk)  
You should receive a response to your email within 2 working days acknowledging receipt however investigation of the complaint may take time and a timescale will be outlined in this initial response.
3. Following our investigation, and within 14 days, we will let you know our findings and will explain how and why we came to that conclusion. If the complaint is more complex, we may require more time to investigate and respond to your complaint, if we require more time we will communicate to you providing revised dates of when we expect to provide you with a full response.

### Further Escalation

If you are still not satisfied with the response you may be able to escalate your complaint by approaching an independent body that Hub Students are members of:

**The National Code (ANUK)** Hub Students are members of the National Code for Student Accommodation and adhere to the standards set by the code. If you feel we have breached the code and/or we were unable to resolve your complaint to a satisfactory standard you can complain directly to the national code. [www.nationalcode.org](http://www.nationalcode.org)

**Propertymark** who are the professional body which Hub Students are members. They will assess the complaint and any ruling they make will be upheld by the Hub owners. Propertymark can be contacted at [www.propertymark.co.uk](http://www.propertymark.co.uk)

**Tribunal** As Hub Students are located in Scotland tenants also have the right to escalate any complaints to the First Tier Tribunal at the Scotland Housing and Property chamber, this can be done at [www.housingandpropertychamber.scot/apply-tribunal](http://www.housingandpropertychamber.scot/apply-tribunal), again the Hub owners will uphold any ruling made by the tribunal.