WELCOME TO AVALON COURT

YOUR GUIDE TO LIVING WITH FORTIS STUDENT LIVING
CONTENTS...

1. WELCOME
   YOUR ADDRESS & IMPORTANT NUMBERS TO CALL

2. YOUR CONTRACT
   IMPORTANT INFO ABOUT YOUR CONTRACT

3. YOUR HOME
   USEFUL INFO ON LIVING WITH FORTIS STUDENT LIVING

4. MYFORTIS
   FEATURES OF YOUR MYFORTIS ACCOUNT
5 Room Tips
Tips on looking after your room

6 Health & Well-being
Where to go & who to speak to

7 Safety
Tips on how to stay safe

8 Your Feedback
How to give feedback to Fortis Student Living

9 Your Departure
What happens when you depart
WELCOME TO AVALON COURT
YOUR NEW ADDRESS

AVALON COURT
GLASSHOUSE STREET
NOTTINGHAM
NG1 3LP
IMPORTANT NUMBERS

ACCOMODATION MANAGER
0774 155 8179

AREA ACCOMODATION MANAGER
0758 755 2931
OUT-OF-HOUR SECURITY

0114 213 4820
YOUR CONTRACT

(THE IMPORTANT BITS)
CAN I CANCEL MY ROOM?

We have a 14-days 'cooling off period' where students can cancel their booking and receive a full refund.

After the 14 days cooling off period, students are able to cancel their booking if legitimate proof is provided for the following:

- Deferred University place
- Health & Well-being

For more information on our cancellation policy, please contact our Head Office Lettings Team on:

+44(0)161 924 3868.

CAN I MOVE ROOMS?

After your 14-days cooling off period, you are unable to move or 'swap' rooms.

In January 2019, tenants will have the opportunity to move or swap rooms for the next academic year.

For example... If you’ve eyed up your friends room on the top floor and they are not staying for the next academic year, you can re-book their room before it opens up for new students to book :)

Speak with your Accommodation Team if you have any questions.

CAN I SUB-LET MY ROOM?

No...

You cannot sub-let your room.

You have signed a contract for your room, and therefore only you can live there.

If you no longer wish to stay at Avalon Court then please speak with your Accommodation Manager and they will advise on the best solution.
YOUR

STUDENT REP

Student Representatives are in place to assist the Accommodation Team and our tenants.

Your Student Rep will be the first point of contact should you get locked out of your room in the evening... for organizing social activities... and for any advice should you not wish to speak with your Accommodation Team.

If you’re ever interested in becoming a Student Rep, please contact a member of the Accommodation Team.

YOUR

SOCIAL ACTIVITIES

We encourage our students to organise social activities at Avalon Court...

It’s a great way to socialise and get to know your fellow students.

Your Avalon Court has a budget for social activities...

So please speak with your Accommodation Team or Student Representative if you have any suggestions!

YOUR

SOCIAL MEDIA

Follow us on social media and stay up-to-date with all the latest news from Avalon Court.

@fortisstudents

Avalon Court Residents 18/19
@AvalonCourtFortis

@fortisstudentliving
YOUR ENERGY

Having your bills included in your rent is fantastic, however it can also make you forget about turning off lights and heating.

We know this will sound obvious, but...

• Turn off your lights and heating when leaving your room.
• Close your windows if your heating is on.
• Don’t leave your taps running when you’re not using them.

YOUR INTERNET

Internet is included in your rent and is provided by ASK4

www.ask4.com

You will receive an information pack when you move in explaining how to get connected.

If you experience any problems with the internet during your stay, you should call the Ask4 helpline on:

+44 (0) 114 303 3200

Wireless Base Speed 30MB

Wired Base Speed 30MB

CONTENT INSURANCE

Content insurance is provided by Endsleigh for all our students at Avalon Court.

You can view your cover by visiting:

www.endsleigh.co.uk/reviewcover

You will be asked to select your accommodation provider, please select ‘Fortis Lettings and Management’.

You can also add extra cover to your belongings should you wish.
YOUR MAIL

Your room has its own mailbox located near reception where letters and smaller mail will be delivered.

Larger mail and packages should be organized for delivery when you are available to sign for delivery.

If you’re having trouble getting a package delivered, please speak with a member of the Accommodation Team to see if they would sign on your behalf.

YOUR LAUNDRY

The washers and dryers are coin operated and charge on a pay-as-you-go basis.

There are instructions for using the machines in the laundry room.

If there is a problem with a machine, please contact the laundry operator (contact details are provided in the laundry room).

Please also let a member of the Accommodation Team aware.

Remember to be considerate and remove your washing when it’s done :)

YOUR TV LICENSE

A TV license for your room is not included in your rent.

You will need to purchase one if you plan to watch TV – live or online.

If you’re unsure, here’s a link that should help...

www.tvlicensing.co.uk/check-if-you-need-one
YOUR MYFORTIS ACCOUNT

VISIT THIS SITE
my.fortisstudentliving.com
**YOUR DEPOSIT**

Upon moving into Avalon Court, your deposit will be logged with a deposit protection scheme.

You will be emailed an ID number from the third party - please make note of this as you will need it to release your deposit at the end of your tenancy.

If you lose your ID, please email your Accommodation Team, as they also will have a copy.

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**VIEW YOUR CONTRACT**

Your MyFortis account has a copy of your contract.

Before collecting your keys, you must print, sign, and email this to your Accommodation Team.

Your contract contains important information about your stay including, your room number, contract start and end date, rent due and guarantor information.

Please login to your MyFortis account and give it a read if you have any questions about your tenancy.

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**RE BOOK YOUR ROOM**

Wanting to stay in your room for another year?

Your room is reserved to re book from December 2018 until January 2019. Simply login to your MyFortis account and click on the book tab.

Swapping rooms is also available for current tenants.

There will be no need to pay an additional deposit if you re book!

We will send a reminder email you when you are able to re book ;)

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**PAYING YOUR RENT**

Time to pay your next rental instalment?

Simply login to your MyFortis account and select the instalment you would like to pay.

Your instalment payment dates:
- 1st September 2018
- 14th January 2019
- 8th April 2019

Please contact a member of your Accommodation Team if you are having difficulty paying your rent on the specified dates.
YOUR ROOM INVENTORY

When you first move into your room at Avalon Court you will have 14 days to complete your inventory via your MyFortis account.

If you do not fill in your inventory, you will be liable for any missing or damaged items that consequently go unreported.

If you are unable to access your inventory on your MyFortis account, please contact a member of the Accommodation Team so we can help.

REPORTING YOUR ROOM FAULTS

Your MyFortis account allows you to report any faults within your room.

This is the quickest and most efficient way to report issues.

The fault reporting system allows staff to keep you updated and you will be notified via email when the fault has been fixed.

Please be aware, by logging a fault you are giving permission for a member of Fortis staff to enter your room.

YOUR CONTACT DETAILS

Please make sure your contact details are correct on your MyFortis account.

Members of the Accommodation Team may need to contact you regarding a fault, or gaining access to your room.

You will also be emailed should there be any temporary works in the Avalon Court - for example if the hot water needs to be temporarily turned off.
STUDENTS WILL BE GIVEN AT LEAST 24-HOURS NOTICE IF MAINTENANCE NEED ACCESS TO YOUR ROOM.
A FEW TIPS ON...

LOOKING

AFTER YOUR ROOM
WHAT TO FLUSH...

Sounds obvious, but you’d be surprised with what’s blocked our pipes!

Here’s a reminder of what NOT to flush...

- Makeup wipes
- Baby wipes
- Cotton balls
- Feminine hygiene products
- Cooking oil
- Plasters
- Toilet roll tubes
- Condoms
- Dental floss

Thanks :)

PREVENT CONDENSATION

Condensation can lead to mould in your room :(

Here are some tips to prevent

- Use your extractor fan when cooking.
- Open up your window slightly when cooking, this will help with ventilation.
- Cover your pans whilst cooking.
- Close your bathroom door when showering – this will prevent moisture reaching other areas of your room.

ROOM INSPECTIONS

Accommodation staff conduct termly room inspections.

You will be given at least 24-hours’ notice before the inspections take place...

Plenty of time to make your room neat and tidy!

Please be aware, you will be charged for any damages, missing items or cleaning needed to the room.
NO TO DRUGS!

Using illegal substances is absolutely prohibited at Avalon Court.

If you are caught using drugs or are suspected of using drugs on the property, this will be taken seriously.

NO SMOKING!

Smoking indoors is prohibited at Avalon Court.

Please use the designated areas outside (these will be signed).

YOUR WELFARE

Struggling with exam stress, or anxious about your finances?

Your university should have a Student Support Department and also an independent advice centre attached to your Students’ Union.

These are great places to contact for advice and support.

They will be able to refer you onto the appropriate department if they cannot assist themselves.

YOUR MENTAL HEALTH

Your university should have a welfare support team.

If you are struggling with mental health, we encourage our students to firstly speak with the support team at University.

If you would prefer, the NHS have useful information about mental health on their website:

www.nhs.uk/NHSEngland

Remember, mental health services are confidential, and if you contact them, your academic department and family will not be informed.
YOUR
SAFETY!
FIRE ALARM

For safety reasons, the fire alarm gets tested on a weekly basis.

The time and day of the fire alarm test will be publicised around Avalon Court.

If there is an actual fire, students at Avalon Court should calmly exit and wait at the designated meeting point.

If you accidentally set off the fire alarm, please notify your Accommodation Team immediately when you reach the designated meeting point.

TAILGATING & THIEVES

Please be aware of who follows you into Avalon Court and only keep the door open to tenants you recognise.

Do not hold the door open for anyone you do not recognize as they may not live in the property and may be a thief.

If you see someone suspicious, please contact a member of the Accommodation Team immediately.

BURNING CANDLES

We know candles look and smell amazing...

But the burning of candles in Avalon Court is strictly prohibited.

Leaving candles unattended is dangerous and can start a fire in your room.

If you’re looking to get some ambience... try fairy lights instead!
YOUR FEEDBACK
**GOT A COMPLAINT?**

We hope you never need to make a complaint, however if there’s something you’re not happy with, please follow the steps below:

1. Speak with your Accommodation Team - they can assist with most concerns.

2. If you’re not happy with the response from the Accommodation Team, we also have a dedicated email address for our tenants...

   tenants@fortisstudentliving.com

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**ONLINE SURVEYS**

We do regular surveys at Avalon Court...

This is your chance to tell us exactly what you think about your stay.

These surveys are always very short and are emailed to our tenants.

We cover a range of topics including...

- Your Moving in Experience
- Your Accommodation Staff
- Customer Service

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**LEAVE A REVIEW**

If you would like to leave us a review, please Google...

Avalon Court - Fortis Student Living and leave us a Google Review.

Thank You :)
**FINAL ROOM INSPECTION**

Before leaving, a member of the Accommodation Team will conduct a final room inspection.

Charges for missing items, damages or additional cleaning will be deducted from your deposit.

Remember to ensure your room is lovely and clean for the room inspection!

You will be given at least 24-hours warning before your inspection.

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**YOUR DEPOSIT REFUND**

If there are no deductions to be made, your deposit will be released within 30 working days of your contract end date.

If there are deductions to be made, you will be informed by a member of the Accommodation Team.

You are also able to request the release of your deposit by logging into your account - you would have been emailed your ID at the start of your tenancy.

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**YOUR DEPARTURE**

Remember to hand in your keys when you move out!

If you wish to move-out of your room early that’s absolutely fine, however you will be liable to pay all remaining rent on your contract.

Please remember to notify your Accommodation Team if you wish to move out early (so they can organise your final room inspection).
EMERGENCY SERVICES
Only to be used when urgent attendance is required:

999

NHS GP SEARCH
If you have not already; find a local GP and register yourself:

www.nhs.uk/service-search

POLICE NON-EMERGENCY
For any non-emergency crime incidences:

101
NHS NON-EMERGENCY
For any non-emergency medical advice:
111
www.nhs.uk

TRAVEL INFORMATION
Train tickets and information:
www.nationalrail.co.uk
www.thetrainline.com
Coach tickets and information:
www.nationalexpress.com