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   1.3 Booking T’s and C’s

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USEFUL NUMBERS & YOUR ADDRESS
**YOUR CONTRACT**

**The Important Bits**

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**CAN I CANCEL MY ROOM?**

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

After the 14-day cooling off period, students may be 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.

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**CAN I MOVE ROOMS?**

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

In January 2020, 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.

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**BOOKING T’S AND C’S**

You can read through your Booking T’s and C’s on the Fortis Student Living Website...

https://www.fortisstudentliving.com terms-and-conditions/

There’s lots of important information to look over, including...

- Deposits
- Required Documentation
- Rental Payments
- Cancellations
  and more!
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 (however your keys are your responsibility and we ask that you ensure they are kept safe at all times).... 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 MEDIA

Follow us on social media and stay up-to-date with all the latest news from Maid Marian House.

@fortisstudents

Maid Marian House Residents 19/20

@fortisstudentliving

@fortisnottingham

Please feel free to leave us a review on our Google and Facebook page. We’d love to hear your thoughts on the building!

YOUR SOCIAL ACTIVITIES

We encourage our students to organise social activities at Maid Marian House...

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

Your building has a budget for social activities throughout the year.

So please speak with your Accommodation Team.
YOUR ENERGY

Having your bills included in your rent is fantastic, however it can also make you forget about being eco friendly.

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 a third party.

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

If you experience any problems with the internet during your stay, please firstly contact your internet provider.

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 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 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 the item.

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.

CONTENTS INSURANCE

Contents insurance is provided by Endsleigh for all our students at Maid Marian House.

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. Please contact your Accommodation Team or Student Representative if you have any suggestions!
A Few Tips On Looking After Your New 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.

WHAT TO FLUSH

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

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

PREVENT CONDENSATION

Condensation can lead to mould in your room.

Here are some tips to prevent it...

- 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.

YOUR ROOM
Upon moving into Maid Marian House, 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.

Your MyFortis account has a copy of your contract.

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

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.

Wanting to stay in your room for another year?

Your room is reserved to ‘re book’ from December 2019 until January 2020. Simply login to your MyFortis account and click on the book tab.

Swapping rooms is also available for current tenants.

There will be a £75 additional deposit required to ‘re-book’.

We will send a reminder email you when you are able to ‘re-book’!
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 2019 (this is required before your keys are given to you)
- 14th January 2020
- 8th April 2020

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 Maid Marian House 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 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 Maid Marian House - for example if the water needs to be temporarily turned off.
Getting You Around Your New City!

**TRAIN**
Nottingham Train Station is just a 9 minute walk from Maid Marian House. Here you can catch trains to a number of different places, with direct routes to Manchester, Liverpool, Sheffield London and many more.

**BUS**
The closest bus stop to Maid Marian House is a 2 minute walk away. Where you can catch a number of different buses to various locations. Nottingham run the Robin Hood Network, which is a partnership of bus, tram and train operators working together with both Nottingham City Council and Nottinghamshire County Council.

Robinhood Season is a smartcard for regular travellers, with Adult, Student and Under 19 versions. They offer unlimited travel, all day, every day on all bus, train and tram services in Nottingham.

**TRAM**
The nearest tram stop is a 4 minute walk, this is to the Old Market Square Tram Stop.

**TAXI**
There a number of Taxi company’s within the City. Nottingham Car’s have a long established relationship with the Universities and have invested heavily in the technology available for using their service.

**COACH**
National Express run a coach service from Nottingham City Centre to a number of destinations. They offer generous early bird deals with their Low Fare Finder service. The coach station is a 6 minute walk away.
COST OF LIVING

Some Of Your Local Costs

- 1L bottle of milk: £0.87
- Loaf of bread: £0.69
- Bottle of wine: £9.00
- Travel ticket: £66.00 (pm)
- Cup of coffee: £3.10
- Fast food meal: £6.00
- Restaurant meal for 2: £21.00
- Pint of beer: £4.06
- 2 cinema tickets: £20.00
Health and Welfare

NO TO DRUGS OR SMOKING

Using illegal substances is absolutely prohibited at Maid Marian House.

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

Smoking indoors is prohibited at Maid Marian House.

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.

Looking After Yourself Whilst At Uni!
YOUR SAFETY

Staying Safe Whilst At Uni!

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 Maid Marian House.

If there is an actual fire, students at Maid Marian House should calmly exit and wait at the designated meeting point.

If you accidentally set off the fire alarm, please notify your Accommodation Team.

TAILGATING AND THIEVES

Please be aware of who follows you into Maid Marian House 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 have malicious intentions.

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 Maid Marian House 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 DEPARTURE

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.

If there are no deductions to be made, your deposit will be released after your contract ends.

After which, you will need to approve the refund via a link sent directly to your email account.

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.

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).

YOUR DEPOSIT REFUND

YOUR DEPARTURE

Leaving Fortis Student Living
USEFUL NUMBERS

EMERGENCY SERVICES
Only to be used when urgent attendance is required:
999

NHS NON EMERGENCY
For any non-emergency medical advice:
111
WWW.NHS.CO.UK

POLICE NON EMERGENCY
For any non-emergency crime incidences:
101

YOUR ADDRESS

MAID MARIAN HOUSE
HOUNDS GATE
NOTTINGHAM
NG1 6BB
CONTACT NUMBERS

NOTTINGHAM ACCOMMODATION TEAM
07587 552 931
07990 042 906

SECURITY
0114 213 4820

www.fortisstudentliving.com