WELCOME TO MAID MARIAN HOUSE
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We hope you have a fantastic time living here, and we can’t wait to get to know you during the year!

We’ve tried to ensure Maid Marian House has everything you could need for modern student life. The gym and common room are available for your use whenever you want, and our on-site staff are here to help if you have any problems. This book includes all the information you should need to make your stay here go smoothly – please read it carefully and keep it for future reference. If you have any questions not covered by these contents, just let us know!
Maid Marian House Reception Hours:

11:30-13:30

Staff will be on site 09:00-17:00 on weekdays, but might not always be at reception. During the reception hours, we guarantee staff will be at the front desk if you need them.

Stay informed...

Make sure your details are correct on your MyFortis Account! If your email address on your MyFortis account is incorrect, you will not be able to receive important emails about building maintenance and room access notices.

Go online now and check your contact details are up to date!

Accommodation Manager:
0758 755 2931
0734 294 7284
0747 195 1206

Student Representative:
0783 416 8177

Security:
0114 213 4820
2. YOUR HOME

LIVING WITH FORTIS

We want you to feel at home in your new accommodation, and we’ll do everything we can to support you while you’re living here. Here are a few things that you’ll need to bear in mind to ensure your stay is as stress-free as possible...

1. YOUR KEYCARD/KEYS ARE YOUR RESPONSIBILITY

You will receive your keys on the day you arrive to move into your accommodation. From this point on, they are your responsibility until you return them at the end of your stay. If you lose them, you will need to pay for their replacement.

If you get locked out of your room, we will do what we can to let you back in, but we can’t guarantee this will happen quickly.

During office hours (09.00-17.00 on weekdays) your accommodation manager or a member of the site staff can help you. Outside of those times, you will need to contact your building’s student rep number. They will help as soon as they can, but this may take several hours or longer, so avoid the hassle and cost - don’t forget your keys!
2. RESPECT YOUR NEIGHBOURS

You are required to keep noise to an acceptable level as part of your contract, particularly at night. If we receive complaints these will get logged with security and will lead to further action.

Student life is supposed to be fun, so we understand that there will be times you come back to your apartment late at night, or have friends over to hang out. But remember that when you’re free to have fun, your neighbour might need peace and quiet to study, or to get some sleep for a big exam; and vice versa! So if you’re coming home late at night, keep it quiet, and if you have lots of friends over, consider using the common room instead.

3. YOUR GARBAGE/RUBBISH

The bin store room is located outside the building – just turn right as you come out of the main entrance, then right again. The code for the bin store is 1956. There are recycling bins available as well as general waste, so we would encourage you to use these to help the environment!

You are responsible for removing rubbish from your room and placing it in the bin store. Rubbish must not be left in the building corridors, or on the floor in the bin store – if this occurs, CCTV or even a search of the rubbish will be used to identify who is responsible, and you will be charged a fee. Please help us keep the building looking great!

4. GUESTS

You are welcome to have guests in the building, and to have them stay over. However, there are some rules in place to make sure this happens fairly and safely:

1. All guests must be signed in and out at reception when they arrive and leave. This ensures we can keep the building secure, and helps increase safety in the case of a fire.
2. Guests should only stay over a maximum of 3 consecutive nights.

5. ENERGY EFFICIENCY

Having your bills included in your rent is fantastic for removing stress (especially when you want a warm home during the chilly British winters!) Unfortunately, not having to worry about bills can also make it easy to forget about turning lights and heating off when they’re not needed.

We know this will sound obvious (and we promise we’re not trying to be patronising!) but please do what you can to:

1. Make sure lights and heating are switched off when you leave your apartment.
2. Make sure windows are closed if your heating is on.
3. Only have taps running when they’re actually in use.
6. **YOUR INTERNET**

   Internet is included in your rent, and you will have access from the moment you move in.

   Our internet is provided via Ask4 – you will receive an information pack when you move in that explains how to get connected. If you experience any problems with the internet during your stay, you should first contact the Ask4 helpline on 0114 303 3232.

7. **YOUR TV LICENSE**

   A TV license is not included in your rent.

   You will need to buy one if you plan to watch live TV, or even some catch up services, regardless of what device you plan to use. Please refer to the official guidance online: www.tvlicensing.co.uk/check-if-you-need-one

8. **YOUR MAIL**

   Your apartment has its own mailbox, where letters and smaller mail will be delivered. Larger mail and packages can be signed for by reception (if they are delivered during office hours!) and these will be stored securely until you come to collect them.

9. **YOUR CONTENT INSURANCE**

   Contents Insurance is provided for all students!

   You can take a look at the cover Endsleigh Insurance provide by visiting: www.endsleigh.co.uk/reviewcover

   Your ‘Accommodation Provider’ is Fortis Lettings and Management.

   Please check what is covered under the insurance, as you are able to add extra cover to your belongings if you wish.

10. **YOUR COMMUNITY**

    Search: Maid Marian House 2017/18

    @fortisstudents
**Common Room**

The common room is also located on the 1st floor, and is yours to use however you want – study groups, pre-drinks, dinner parties, watching TV with friends, or anything else.

We want the common room to be a place you can relax and have fun, but please also try to keep it clean and tidy!

**Gym**

The gym is located on the 1st floor and is open 24 hours a day, so you can access it any time you like. We do request that tenants keep the gym clean and tidy, and do not remove any equipment from the room.

If any equipment does go missing, we will check CCTV to find it, and the tenant responsible will be fined. This is to ensure all equipment is fairly available for all residents.

**Laundry**

The washing machines and dryers are coin-operated, and charged on a pay-as-you-go basis – there are instructions for using the machines in the laundry room. If there are problems with any of the machines, please let staff at reception know so they can contact our laundry machine supplier to get it fixed. You will need to source your own change to use in the machines; we will unfortunately not be able to change notes at reception.
To help your stay go smoothly, we have student representatives – students just like you who live in the building, but who have additional responsibilities to support their fellow residents.

They provide help when staff aren’t available, and they’re also someone you can contact with questions or problems you don’t want to talk to your Accommodation Manager about.

While your reps are there to help, do remember that they only work during the hours staff aren’t on site, and they fit their duties around their studies. They will always respond and help, but please treat them with respect and understand that an instant response rate is not always possible.

Your student rep’s number is: 0783 416 8177

...Got any ideas for social events? Have a chat with your Accommodation Manager at reception!

There will be regular social events and activities taking place during the year, to give you a chance to get to know your neighbours.

You’ll be able to find out about these from posters around the building, and from your residents’ Facebook group.

You are also very welcome to hold your own events in the building – if you’d like help promoting something to your neighbours, let your Accommodation Manager know.

Also remember that if you’re having friends over, they need to follow our guest policy (page 11).
3. YOUR CONTRACT

(THE IMPORTANT BITS!)

Can I sub-let my room?
No, you cannot sub-let your room. If you no longer want to stay with Fortis, please speak with your Accommodation Manager and they will advise on the best solution.

Can I move rooms?
If you make a booking with Fortis, you have up to 14 days to cancel or amend your booking. This means if you are allocated a room on the 1st floor for example, you could request moving to a vacant room on the 4th floor within 14 days of signing your contract.

After the 14 days cooling off period, tenants are unable to move rooms unless a replacement tenant is found to cover the remainder of the tenancy.

Can I cancel my room?
If you choose to cancel your booking with Fortis Student Living, providing you have not moved into the accommodation already, you have 14 calendar days after paying your initial payment to cancel and receive a full refund.

If you cancel your booking after your 14-day cancellation period, you will not get your reservation fee returned to you, and you and your guarantor will be required to meet the obligations set out within our Tenancy Agreement.
4. **MYFORTIS ACCOUNT**

**WHAT IS MYFORTIS?**

1. **PAYING YOUR RENT**

Due dates for rental payments are visible on your MyFortis account. For any student opting to pay in three instalments, the due dates are:

- **2nd September 2017**
- **6th January 2018**
- **7th April 2018**

We understand that your student loan may not match the 3 instalments dates. If you wish to request your payment dates to be amended in-line with your student loan, please contact your Accommodation Manager before 01.11.2017. Changes after this date could incur an additional charge.

Visit [my.fortisstudentliving.com](http://my.fortisstudentliving.com)
When you move into your Fortis Student Living accommodation, you will have 14 days to complete your inventory on your MyFortis account.

If you do not complete the form, 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 your Accommodation Manager.

After moving into your Fortis Student Living accommodation, your deposit will be logged with a deposit protection scheme. This will be either the Deposit Protection Scheme or Letting Protection Service depending on the location of your accommodation.

You will be emailed an ID number by the deposit protection scheme; please keep this ID as you will need to it release your deposit at the end of your tenancy.

If you do lose your ID, please contact your Accommodation Manager who will also have a copy.
5. FAULTS & MAINTENANCE

ROOM FAULTS & MAINTENANCE

1. FAULT REPORTING

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

This is the quickest and most efficient way to report issues within your room. Please do not email your Accommodation Manager if you have a fault, as you will just be asked to log it on the Fault Reporting system.

By logging a fault, you are giving permission for a member of Fortis Staff to enter your room.

2. PLANNED MAINTENANCE

Tenants will be given at least 24 hours’ notice for any planned maintenance when a member of staff will need to gain access to your room.

3. ROOM INSPECTIONS

We conduct termly room inspections.

You will be given at least 24 hours’ notice before the inspection takes place; this will give you a chance to ensure your room is clean and tidy! Please be aware, you will be charged for any damages, missing items or cleaning needed in the room.
6. HEALTH & WELFARE

Using illegal substances is absolutely prohibited in every area of the accommodation, both inside and out. If you are caught using drugs or are suspected of using drugs on the property, this will be taken very seriously. The matter will be referred to the local police and will be reported to your university.

Your options for medical care will depend on the type and urgency of your illness/injury. See the NHS website for advice about the different services available: [www.nhs.uk/NHSEngland](http://www.nhs.uk/NHSEngland)

It is particularly useful for you to familiarise yourself with your nearest Accident and Emergency (A&E) centre, walk-in centre and sexual health clinic. And remember you should register with a doctor and dentist before you actually need them!

1. DOCTOR

You can search for GP services (if you haven’t heard the term before, ‘GP’ stands for ‘General Practitioner’ – which is the type of doctor you see for non-emergency conditions, who will diagnose and either treat or refer you on for treatment) that are on this website: [www.nhs.uk/Service-Search/GP/LocationSearch/4](http://www.nhs.uk/Service-Search/GP/LocationSearch/4)

2. DENTIST

You will usually require ID, proof of address and information about your medical history to register with a doctor or dentist. You can search for a dentist that is currently taking on new NHS patients on this website: [www.nhs.uk/Service-Search/Dentists/LocationSearch/3](http://www.nhs.uk/Service-Search/Dentists/LocationSearch/3)
Being at university is an exciting time, and should involve loads of positive experiences. But it can also be stressful, and if you do find yourself struggling, remember you’re not alone; many students find university challenging, and there is lots of support available as a result.

Your university/college will have a Student Support department, and likely also an independent advice centre attached to your Students’ Union. These are great places to contact initially for advice and support, and they will be able to refer you on to the appropriate department if they cannot help you themselves.

If you are unsure where to go for help, talk to your Accommodation Manager or student rep, who will be able to advise you.

Remember that medical and mental health services are confidential in the UK – if you contact them for help/treatment, no one will know; this includes your academic department and your family.
7.

FEEDBACK TO FORTIS

GOT ANY FEEDBACK?

1. TELL US WHAT YOU THINK!

We're always keen to hear what you think about your accommodation and the service Fortis offers.

You are always welcome to complete online reviews or discuss your thoughts with staff, but we also run regular surveys to understand your opinions on specific issues. These surveys are always very short - we promise they won't take up much of your time! They can be completed at reception or online – either way, they are completely anonymous!

We'd like to say a big thank you in advance for helping us continue improving the service we offer you and other residents.

2. MAKING A COMPLAINT

We hope you never need to make a complaint whilst living with Fortis, but just in case, we have a complaints procedure in place. More information is available from your Accommodation Manager, however please remember....

1. If you have a fault in your room, it MUST be reported on your MyFortis account.
2. All complaints in the first instance will be dealt with by your Accommodation Manager.
3. If your Accommodation Manager cannot resolve the complaint, our Head Office Student Lettings Team will need to investigate further.
8. YOUR SAFETY

1. FIRE ALARM

For safety reasons, the fire alarm gets tested briefly once a week.

The time/day of your weekly fire alarm test will be publicised around your building.

The procedure for responding to a genuine fire alarm will also be publicised around the building. You must take the time to make yourself familiar with this, so you are aware of what to do in an emergency situation.

2. GENERAL SAFETY

We do our best to make sure the building is kept secure, but there are things you can do to help ensure the safety of yourself, your neighbours and your belongings:

1. Don’t let people you don’t know into the building.
2. Keep your door locked, even if you are only leaving your apartment briefly.
3. Don’t block corridors with rubbish or other items, as this is a fire hazard.
4. Make sure you turn off all electric appliances (including heaters!) when you leave your apartment.
9. YOUR DEPARTURE

When you move out of your room, you must remember to hand in your keys... even if you’re staying with us for the next academic year! If you do not hand in your keys, you may get charged.

LEAVING FORTIS...

1. FINAL ROOM INSPECTION

You MUST have a final room inspection before leaving the property. We request your room is clean, tidy and packed up as much as possible for your final room inspection. During this final inspection, the Accommodation Team will determine if there will be any deductions to your deposit.

2. YOUR DEPOSIT REFUND

After you move out of your Fortis accommodation, providing there are no recharges for your room, your deposit will be released by the Accommodation Team within 30 days of your contract end date.

You are also able to request the release of your deposit by logging into your account using your repayment ID. If there are any recharges to your room, your Accommodation Manager will notify you of the costs and deduct these from your deposit before it is released.

3. EARLY DEPARTURE

If you wish to leave your room earlier than the end date of your contract - that’s okay. We would just need to do a final room inspection before you hand over your keys.