

WELCOME TO STUDENT CASTLE



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Welcome

A big welcome to Student Castle!

Thank you for choosing to stay with us. We are very excited for you to live here and want you to feel at home. Our aim is to make your stay as simple, comfortable, and enjoyable as possible, to allow you to get the most out of your university experience. We are accredited under ANUK, so you can feel confident that you are getting the best standard of student living.

This student handbook aims to provide you with all the information you may need during your time with us. Whilst our team are here to help and answer any questions you may have at any time, it's a good idea to save it so you can refer back whenever necessary.

Remember - we are here to help, so if you have any questions or need help with anything, just ask.

Don't forget to join our community online

When you follow us on social media, you'll receive exclusive access to:



Important
announcements



Events and
promotions



Exclusive
resident perks



Connect with your
fellow residents



[Follow us on
Instagram](#)





[Join our Facebook
Resident's Group](#)

General information

Our address

Student Castle
33-34 Pulteney Rd (South)
Bathwick
Bath
BA2 4EZ

Our contact

 03333 444 097
 bath@studentcastle.co.uk





Please note, the email address you provided when booking will be used to contact you, so please make sure to check your emails regularly. If you'd like us to use a different email address, please let a member of our friendly team know. There is a notice board in the main reception to keep you up to date with what's going on in and around Student Castle, so please check it as you pass by.

Office opening hours

Monday to Friday
9am - 5pm

Security will be on-site outside of office hours. In case of any emergencies occurring outside of the office hours, please contact us at [07923274675](tel:07923274675).

Stay connected

 studentcastle.co.uk
 @StudentCastle
 @StudentCastle
 @StudentCastle

How to get here

We can't wait to welcome you into our wonderful student accommodation in Bath, so here's some of our best advice on how to get to us!



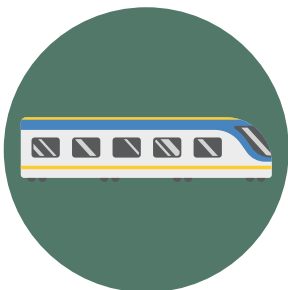
From the airport

The nearest airport to Student Castle Bath is Bristol International Airport. From here, you can take the A4 Air Decker Bus directly from the airport to Bath, which will take approximately 1 hour and 20 minutes. From here, it is then just a 10 minute walk or 5 minute bus journey to Student Castle!



From the bus station

Bath Bus Station is located a 10 minute walk from Student Castle Bath. This bus station serves local buses and national coaches.



From the train station

Bath Spa Train Station is located in the city centre, approximately a 10 minute walk or bus from Student Castle Bath.



What's around

Bath is a beautiful city immersed in history. Explore the cobbled streets, the ancient Roman Baths, as well as the stunning outdoor spaces and countryside. With so much to explore and enjoy, you'll be at the centre of it all with Student Castle.

Some of our favourites



Roman Baths

With the city itself being named after these famous baths, they're definitely worth a visit. Constructed in around 70AD, the Roman Baths are one of the most well-preserved Roman remains in the world!



The Royal Crescent

This Grade I listed structure is among one of the greatest examples of Georgian architecture in the UK. Visit the museum in No. 1 Royal Crescent, or simply admire the incredible architecture and perfectly cut lawn from outside.



Bath Abbey

The history of Bath Abbey dates back to the Anglo-Saxon period. As another Grade I listed building, showcasing Gothic architecture, Bath Abbey is a beautiful place to visit during your time in Bath.



Royal Victoria Park

Just a short walk from the city centre, Royal Victoria Park boasts 57 acres of beautiful parkland. Here, you will find mini golf, tennis, botanic gardens, and a garden centre offering plants, cake and coffee. Perfect for a summer day!



Museums

The Holburne Museum and Jane Austen Museum are two great museums to visit during your time in Bath. The former is a Grade I listed building and home to fine and decorative art, the latter a homage to the great writer it's named after!



Moving in

When you arrive, make your way to reception to check in and receive your keys. Please let us know when you are arriving in advance through the Student Portal by booking a move-in slot. If you are arriving after your designated check-in day, that's no problem, just let us know what date you will be here so we can prepare for your arrival.

Before you move in

- Ensure that all stages of your booking are complete and that the Student Portal shows that your booking is confirmed.
- All due rent payments must be made before you can receive your key.
- Complete your e-induction in the Student Portal.
- Book a move-in slot in the Student Portal and arrange a time to collect your keys.
- Bring your ID (passport or driving licence).
- Bring your Student ID (if you have not received this yet we will require this from you within 4 weeks of your licence starting).
- Collect your keys.

Your room

Your room and flat are your responsibility to look after and keep clean throughout your licence period. Please be aware that if you are in a shared flat, your flatmates may be moving in at different times to you. We ask that you are respectful of the shared space and keep it clean and tidy for yourself and your new flatmates. There will be cupboard space in the kitchen for everyone, but if you arrive and find there is no free space, please speak to your flatmates about this.

Your room will automatically lock when you shut the door, so make sure to keep your keys with you at all times and never give them to anyone else. If you're locked out of your room, just come down to reception and one of the team will be able to let you into your room. Outside of office hours, please contact us at 07923274675. If you lose your keys, please tell us immediately so we can cancel the key and issue you a new one - you will be charged for this.

You will need to complete an inventory through the Student Portal within 7 days of moving in. If the inventory has not been completed within this timeframe then we will assume that the condition of your flat / room is acceptable and in good order.



Living with us

The little things



Ultra-fast
WiFi



Bike
storage



24/7
security



Laundry
area



Common
area



Games
area



TV
area



Study
area



On-site
Gym



Meeting
room



Outdoor
courtyard

Internet provision

You can stay connected 24/7, simply connect to your web browser and follow the instructions. You can register a maximum of 5 devices and the level of bandwidth will vary depending on usage. Please contact the service provider for any internet problems, they have specially trained tech support staff to help sort out your internet as quickly as possible.

Service Provider: Ask4

Contact No.: 0114 303 3232

Email: support@ask4.com

You can view the terms and conditions from Ask4 on their website support.ask4.com

Bike storage

Cycling is a great way to exercise and get around the city. You can bring your own bicycle to Student Castle but please be aware that you cannot bring any E-scooters or E-Bicycles inside the building or bike store, as these pose a significant fire risk. If found, these will be removed and you may incur a charge for the removal. We also have a number of yellow bicycles that you can use for free! All of these come with a lock, as well as helmet and lights if you need them. All you need to do is ask at reception for the key whenever you want to use our bicycles! Please note: when in your care the bicycles are your responsibility, so you must lock them up securely wherever you go and ensure they are brought back to site safely and locked up in the bike store. You will be liable for any damage, theft or loss.

Gym

Our gym is free to use for all residents. Please note, you will need to sign a health and safety disclaimer before using and guests are not permitted to use the gym.

Laundry

The laundry room is on the ground floor, near to the reception office. To use the machines, you need to download the Circuit application on your mobile phone and top-up as required. More information and guides are available in the laundry room.

Noise

We want you to enjoy living at Student Castle, but we request that you respect fellow residents and try to keep noise to a minimum, between the hours of 11pm – 8am and during exam periods, so that we can make the building a pleasant and enjoyable place for everyone.

Mail and parcels

Mailboxes are located near the end of the corridor, close to the reception office. If the items received are too large for the mailbox, the items will be kept at reception.

When ordering a parcel, please ensure the following information is clearly stated.

- Full Name (as it appears on your booking)
- Room Number
- Property Address

Once your parcel has been delivered, you will receive an email notification from our team alerting you that your parcel is ready to be collected. Please bring your photo ID to reception to pick up your parcel. You are not allowed to pick up parcels for other residents. Please only come to collect your parcel once you have received the email notification, as we may still be sorting through large deliveries.

When ordering fresh food such as Hello Fresh, takeaways, or grocery deliveries you will need to meet the driver at reception to collect this from them directly. We are unable to accept any fresh food on your behalf and cannot keep any food refrigerated.

Please note, we cannot accept any responsibility for any packages or parcels dropped off at reception. You will need to collect your parcel within 48 hours of receiving the email notification, if you are not available then please send the reception an email to advise when you will be able to come and collect.

Parking

Parking is available onsite, on the lower ground floor of the second building on North Parade. If you have, or wish to bring your car with you, please book this through the Student Portal and speak to reception if you have any questions.

Bin store

The bin stores for general waste and recycling are located in the main entrance to the building, inside a wooden shed. Please take all your rubbish to the bin stores on a regular basis and ensure you place it within the relevant bins. The silver bin is used for **general waste** only, the cream bin is for cardboard only, and the green bin is for **recycling** only, so there should be no black bags, cardboard, or textiles in the green recycling bins.

There are lots of small actions we can take that make a big difference. Let's think before we bin! Making changes to what we do with our waste can save energy, reduce emissions and minimise the use of natural resources.



Guests and visitors

You are more than welcome to have guests and visitors during your time at Student Castle; however, it is important for anybody that you bring on site to be mindful and respectful of other residents, as well as Student Castle staff and property. Please register your guests at reception, make your flatmates aware that you are having someone to stay and bear in mind that you are responsible for any guests that you bring on-site, they must also be respectful of the site, your flatmates, and your living environment. Guests are only able to stay for 3 days maximum per month.

We want to ensure that everybody living with us feels safe and secure. As a result, we ask that you strictly don't give out your key to anybody, and you always accompany your guest when they are on-site.

Smoking area

Smoking indoors is strictly prohibited as it is a fire safety hazard and causes damage to the room. Anyone found doing so will be issued with a warning and could risk being charged for redecoration. Please only use the designated smoking area located outdoors, this is applicable to cigarettes, vape pens, and e-cigarettes.

Insurance

We have partnered with Endsleigh to provide you with insurance for your possessions whilst living in our accommodation. To confirm your cover, please download the Endsleigh App using the QR code below. Please note your cover will not be valid until confirmed via the app.



Drugs and Alcohol

At Student Castle, we have a zero-tolerance approach to drugs.

We want to ensure that all our residents are safe, happy and healthy during their stay with us and beyond. As a result, we take the use and possession of illegal drugs, controlled substances and “legal highs” incredibly seriously. Anyone found to be in possession of, or using, drugs on site will be subject to the [Behaviour Management Process](#).

We understand that nights out and drinking are part of the university experience for some new students. It is important though to make sure that you keep yourself and others safe when drinking alcohol.

If you think you may be struggling with drugs or alcohol, it's important to speak to somebody and make use of the below support functions:

Organisation	Web
The NHS Addiction Support	www.nhs.uk/live-well/addiction-support/drug-addiction-getting-help
Talk to Frank	www.talktofrank.com
Drinkaware	www.drinkaware.co.uk/advice/alcohol-support-services

Acceptable behaviour

During your stay at Student Castle, we want to make sure it is a welcoming and comfortable environment for everyone. We will not tolerate abuse of any of our residents, staff or visitors.

All residents, guests and visitors should ensure that they are not behaving in a way that could be considered harassment or a nuisance. Be mindful of your flatmates and neighbours, and make sure that you treat them with the same level of respect you would expect in return.

Positive behaviour can relate to anything from ensuring you clean up after yourself in communal areas, to not playing loud music at unsociable hours or when your flatmates are studying.

Everyone should feel welcome, and we have zero tolerance towards behaviour that is disrespectful to somebody's race, nationality, religion, sexuality, gender or culture. If you have any issues regarding bullying, harassment or other negative behaviour during your time with us, please come and speak to a member of staff at reception.

Equality and diversity allocating

At Student Castle we are committed to providing an environment free from discrimination, bullying, harassment or victimisation, where all members of our community are treated with respect and dignity.

1. We aim to create a culture of diversity within our community, providing a dynamic environment, where all members are valued for their contribution and individuality.

2. We are committed to providing equality of opportunity for all, irrespective of:

- Age
- Disability
- Ethnicity (including race, colour and nationality)
- Gender (including gender reassignment, marital status, pregnancy or maternity)
- Religion, belief
- Sexual orientation (including civil partnership status)

At Student Castle we operate an equality and diversity policy and allocate our accommodation on a mixed multi-faith basis.



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Room essentials

You can find more in-depth information including step-by-step guides and easy fixes in our Living at Student Castle Bath guide.

Heating

All rooms are supplied with heating to keep you nice and warm. To save energy, please ensure that heaters are switched off when not in use. Don't forget to keep the room well ventilated to prevent mould.

Hob / oven

Our hobs are induction, so are touch-sensitive. To use the hob, rest your finger on the hob panel you wish to use, and slide your finger along the meter to select the temperature. To use the oven, use the panel and dials on the front of the oven.

Cooking extractor fan

Essential for avoiding those nasty cooking smells lingering, the extractor hood should also always be used when cooking to help prevent smoke and steam from activating the fire alarm. The hood has a light and three different speed settings, which you can select by pressing the buttons on the underside of the fan. In the studios, you will need to pull out the metal bar over the top of the hob to activate the extractor fan.

TV

If you've brought your own TV, connect it to the TV aerial point in your bedroom. Please note that you are responsible for purchasing your own TV licence. This can be paid for weekly, monthly or yearly, by going online to: www.tvlicensing.co.uk.

Using the shower

Hot water is available 24 hours a day, 7 days a week. The shower is controlled by two dials, one on either end of the control bar. The left side dial turns the shower on/off and controls the water pressure. The right-side dial adjusts the water temperature. A safety button on the control bar stops the hot water from being turned up too high. If you want hotter water, simply press and hold down this button whilst slowly turning the temperature control. Be aware the water will get **very** hot.

Windows

Every window has a restrictor on it to limit how far it will open. If you are on the ground floor, this is to ensure that no one can enter your apartment when the window is open. If you are higher up in the building, the restrictor is in place for your own safety. Tampering with the restrictors or removing them is strictly prohibited.

Storage

Storage space for bags can be found under the bed, so you can keep your room neat and tidy.

Vacuum

Keeping your room clean is your responsibility. To assist, each shared flat is supplied with a vacuum cleaner and studio rooms can ask at reception to borrow one. Please return the vacuum cleaner to the storage cupboard or reception when you have finished, so that other residents can use it too.

What to do if the electricity goes off

If your electricity goes off, please contact reception or call the emergency number (if out of hours) at [07923274675](tel:07923274675) and a member of staff will have keys to access the fuse box to turn the electricity back on. If a bulb has blown, the electricity will come back on, but the light will remain out. Please inform reception, who will arrange to have the bulb changed.

If the electricity does not turn back on, it could be due to a faulty electrical item such as a hairdryer or toaster, so unplug any electrical items you were using when the electricity went off. If you cannot identify a faulty appliance or the trip switch will not re-set, we will log this on our system and send maintenance during the next working day to come and look into this further.

What to do if there is a leak/flood

Water leaks and flooding can quickly cause a lot of damage to your home and be very inconvenient for your neighbours. If water is leaking into electrical fittings, this can be very dangerous.

If you spot a leak:

- Call the management or out-of-hours team immediately at [07923274675](tel:07923274675).
- Try and catch the water in a container to avoid further damage.
- Do not touch electrical sockets or devices.

What to do if there is a maintenance issue

Things break - it's just part of life. We want you to feel your accommodation is always in the best condition, so if something isn't working quite as it should, simply report the problem using the Student Portal or inform reception and the repair will be carried out by our friendly maintenance team.

If you would like to be present during the maintenance works then please make sure to specify a time when logging the request. Our maintenance team will always knock on the door before entering a bedroom and if you're not in, they'll leave a card to let you know if they've been into your room.

What to do if there is an urgent maintenance issue

If you have an emergency maintenance issue, such as a broken window or burst pipe and it is outside of normal working hours, you can report it to our out-of-hours service by telephoning [07923274675](tel:07923274675) who will immediately contact the appropriate person to rectify the problem.

If you have a non-emergency maintenance issue, such as a defective fridge/freezer or a blocked drain, please wait and report this to reception during office hours. These types of issues will be dealt with during the usual maintenance staff working hours.

Cleaning - Do's and Don'ts

Kitchen

It's important for hygiene reasons that your kitchen is kept clean. We'll make regular checks as part of our inspection process with bi-weekly kitchen inspections (we give advance warning, don't worry!) and you'll be informed if your kitchen doesn't meet the required standard. You'll have 24 hours to clean up or you will be charged and our cleaners will have to complete the cleaning for you.

Bathroom

Descalcify your shower head every few months to keep your shower working to the best of its ability – ask if you need guidance on how to do this. Please don't use hair dye in the bathroom and abrasive cleaning products in kitchens or bathrooms. If you are in any doubt, consult the team.

Room

It's your responsibility to keep your room and bathroom clean and tidy. Our quarterly inspections are to ensure that they meet standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge. Don't put posters up or affix anything to the walls – it marks the walls which will need to be repainted.

Safety and prevention

General safety tips

- Please ensure that all gates/entrances are kept clear and close behind you.
- Don't prop/wedge the doors open, including fire doors. The on-site team will carry out regular property inspections including fire door inspections.
- Always carry your keys and **never** give them to anyone else.
- Be aware of strangers on the premises – we'll always notify you if contractors will be in and around your flat and they'll always have a contractor fob/lanyard so you know why there here. If you are concerned about any other activity around the building, please let us know and we can help.

General fire safety tips

- Smoking is not allowed in any part of the building. Do not smoke next to the front entrance where people regularly walk past or next to a ground floor window and always put your cigarette ends in the bins provided. Please only use the designated smoking areas, located outside.
- Do not let combustible waste build up in your bedroom or kitchen. Take it to the bin store on a regular basis, so it doesn't create a fire hazard.
- Do not overload electrical circuits by using any extension lead or non UK adaptor. Please only use electrical items which carry the CE (Conformité Européene) or UKCA (UK Conformity Assessed).
- It is recommended that your personal electrical items are PAT tested by our maintenance team. We offer a free PAT Testing Service.
- Do not misuse, or tamper with any firefighting/prevention equipment. This equipment is there for your safety and the safety of others in the building. It is essential that it is always in full working order. The equipment in your apartment will be checked regularly by the accommodation team.
- Do not tamper with or cover over any smoke detectors. In the event of tampering, you will have to pay for an engineer to ensure that it is still in working order.
- Do not bring any additional furniture into your room or kitchen that has not been pre-approved by the team. This is to ensure that it complies with Health and Safety/Fire safety standards.
- Do not bring rice cookers or international plug adapters as these pose a significant fire risk. If found in your kitchen or room, these will be confiscated.

Unpermitted items due to being potential fire hazards

- Chip pans/ deep fat fryers
- Electrical items without the CE mark
- Halogen lights
- Candles and oil burners
- Fireworks
- Incense burners
- Other naked flames
- Electric scooters/bicycles
- A full list of prohibited items can be found on page 22

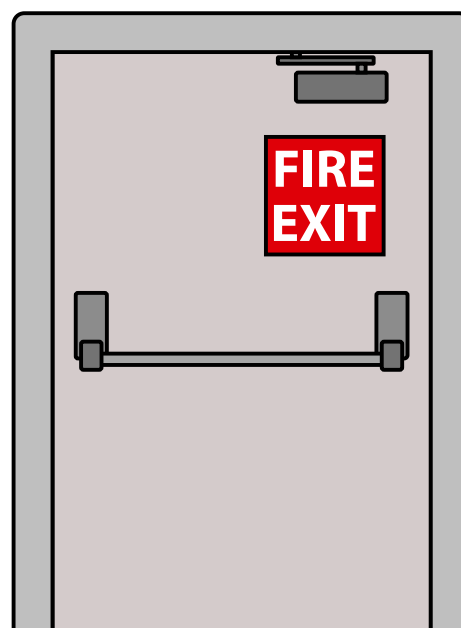
Fire safety & prevention

It's essential you know how to prevent fire and what you need to do if one occurs. All doors in each room have a fire evacuation procedure notice on it. Please familiarise yourself with this on arrival.

Locate your escape route

This is shown on the fire evacuation procedure notice.

- When you arrive, make sure you know where the nearest fire exit is.
- Find and read the fire notices located around the building so that you know your escape route from other areas of the building as well.
- Make sure you know where the evacuation assembly point is – details of this are located in your room, on fire action notices throughout the property and also in reception.
- Make sure you know where the fire extinguishers are and how to use them – instructions are on the fire notices around the building. Only use them if you are competent and confident. Any questions, just ask.
- In all cases, follow the on-site evacuation procedure.



Keep access and fire exits clear

- If you notice any obstruction to any fire exits, let a member of staff know.
- Bicycles must not be kept in your room or in the way of an escape route anywhere in the building. Use the cycle store.

What to do if the fire alarm sounds

- Refer to your evacuation procedure.
- Do not use the lifts.
- Make your way to the evacuation assembly point – location details are displayed clearly in your room and at the reception.
- If you have left the building, do not attempt to re-enter until a member of the team or fire brigade has given you permission to do so.



Fire evacuation assembly point

If the fire alarm sounds, you must immediately evacuate the building. Please do not run and make sure to familiarise yourself with the Fire Assembly locations.

Evacuation Assembly Point - North Block
Behind the Car Park by the Back Gate

Evacuation Assembly Point - Pulteney
By the entrance gates at the front

Fire alarm

The fire alarm system is tested weekly, every Wednesday at 2pm. Test alarms last for a short period. If the alarm sounds for longer than two minutes, follow the evacuation plan - you **MUST** evacuate the building regardless of time of day and proceed immediately to the fire evacuation assembly point.



Prohibited Items

The following items are strictly prohibited anywhere on site and will be confiscated if found. You may also be issued with a fine.



Prohibited items due to fire risk



Barbecues, chip pans & deep fat fryers

These pose a significant fire risk and are not be used within your flat or anywhere on the grounds.



Any electrical items without the CE mark

Please only bring electrical items which are CE or UKCA marked. If you are unsure, please check with a member of staff before arriving.



Fireworks & Firecrackers

No fireworks, firecrackers and sparklers of any kind are permitted on premises (inside & outside).



E-Scooters & E-Bikes

These are strictly prohibited as they are combustible, so pose a significant fire risk.



Other items

Halogen lights, candles, incense burners, oil burners, wax burners, gas or electric heaters and nitrous oxide canisters.



Other prohibited items



Pets

Pets are not allowed anywhere on the premises.



Illegal Drugs

If found to be in possession of, or using drugs on site, this will be subject to the Behaviour Management Process.



Weapons

Including non-domestic knives, pellet-guns & air-activated weapons.

Health and wellbeing

We're here to support you and want you to enjoy both your university experience and living at Student Castle as much as possible. Our experienced team are available to offer any support you need 24/7.

Mental health

Moving to a new place, settling in and dealing with the stresses and strains of university life can be hard. If you are feeling unhappy, don't suffer in silence - talk to a member of our team. We are happy to help and can signpost you to your university's pastoral care team/services and ensure you know how to get help and advice when you need it.

General health

If you're feeling unwell, you can get an appointment with a doctor or nurse at the university's health centre. For out-of-hours health advice, you can call the NHS on 111 – but always get advice in person from a medical professional if anything persists or if you're worried. Please note, you will need to register with a GP before you can use these services.

Healthcare in the UK

In the UK, non-emergency healthcare concerns are dealt with by NHS (National Health Service) doctors known as General Practitioners (GPs), usually in local surgeries. You need to register with a doctor before you are seen / treated, so it is a good idea to do this soon after your arrival, even if you are feeling fine! You can register with a GP by going to the doctor's surgery and completing a form. You do not pay to register with or to see an NHS GP/doctor.

Local GP Surgeries

Widcome Surgery (10 mins walk)

3-4 Widcome Parade, BA2 4JT
01225310883

The Pulteney Practice (10 mins walk)

35 Great Pulteney St, Bathwick, BA2 4BY
01225464187

Some useful contacts

Organisation	Web	Telephone
Alcoholics Anonymous	alcoholics-anonymous.org.uk	0845 769 7555
British Pregnancy Advisory	bpas.org	0345 730 4030
Being Gay is Okay (BGIOK)	bgiok.org.uk	0148 372 7667
Debtline	nationaldebtline.org	0808 808 4000
Drugs Advice and Helpline	talktofrank.com	0800 776 600
LGBT Foundation	lgbt.foundation	0345 330 3030
MindOut	mindout.org.uk	
Student Minds	studentminds.org.uk	
Samaritans	samaritans.org	0845 7909 090
Your Sexual Health Matters	yoursexualhealthmatters.org.uk	0800 328 3383
Student Loans Company	slc.co.uk	0300 555 0505
Victim Support	victimsupport.org.uk	0845 303 0900



It's completely natural to feel a little nervous or overwhelmed when you first start University, especially when moving away from home. Student Minds have some great resources to help you through this transition. Click [here](#) to access their resources!

General contact information

Organisation	Telephone
Emergency Services (Police, Fire, Ambulance)	999
Crimestoppers: To report a crime anonymously (and in situations which are not an emergency)	0800 555 111

Moving out

We hope you enjoy your time with us but if you do wish to move rooms or leave early, please discuss your situation with a member of the team. All moves within or out of the property are at the management's discretion.



Before you move out

- Arrange a check-out inspection with the team
- Clear your room of all belongings by 12 noon
- Clean your room
- Donate any unwanted items to charity
- Any items left behind will be disposed of and you will be charged for their removal
- Return your keys

Need to leave early?

As you have signed your licence agreement, you are legally responsible for your room for the duration of your licence period. If you need to move out earlier than expected due to unforeseen circumstances, please speak to our friendly team at reception or send us an email to discuss your options.

Want to stay for another year?

Looking to book your room again for the next academic year? We will let you know as soon as the scheme is opening for bookings via email so keep a look out! Please speak to the team at reception if you would like to learn more.

Staying with us in the summer

If you plan to spend the summer in Bath or another part of the UK, why not stay with us? To see our schemes in other cities or to check for summer availability, head over to studentcastle.co.uk or you can check out our sister company capitolstudents.com.



International Students

SIM Card

Finding a local SIM card will be beneficial when moving here and will help to save you some money. Here is a selection of affordable SIM cards starting from £5 per month: Giffgaff, Lebara, Lyca Mobile, Talkmobile, and Virgin mobile.

If you are using an international SIM in the UK, you will have to use the dialling code +44. If there is a 0 at the beginning of an UK phone number, just replace the 0 with +44.

Healthcare

During your visa application, you will have paid a healthcare surcharge which allows you to have access to the National Health Service (NHS). It is important to find your nearest GP and register with them to access healthcare such as:

- Consulting with your doctor or visiting a walk-in clinic
- Hospital treatment after an emergency (AandE)
- Treatment for minor-injury treatment in a public clinic
- Consultation or treatment with a specialist when referred by your GP
- Sexual health advice and contraception

BRP Collection

Depending on your visa type, you may need a BRP which you can collect from a nearby Post Office.

To find out where it is being delivered check your UKVI application. You may also choose to pick up your BRP from a different Post Office branch, which will cost a small fee.

Make sure to take your passport or travel document with your vignette sticker in when you collect your BRP.










Opening a UK bank account









Opening a UK bank account will allow you to conveniently withdraw money, do a bank transfer and set up direct debits if required. All you need is:

1. A Valid UK ID - BRP, EU/EEA National ID or Drivers Licence
2. Proof of Address
3. A bank letter from your College or University

Click [here](#) to find a list of some of the top banks to consider.



Supermarkets		
Stores	Info	Price
 	Lidl and Aldi are great options for students as they offer great value items at low costs. Find an array of items, fresh fruit and vegetables alongside a bakery!	£ Low cost
    	Asda, Morrisons, Co-op, Tesco and Sainsbury's are priced higher, but still affordable. They offer a great range of products and have many outlets in convenient locations.	££ Medium cost
 	Marks and Spencer and Waitrose are on the higher price point. These upmarket grocers focus on product quality and provenance.	£££ High cost

Shopping		
Stores	Info	Price
	Primark is a great retail store for all students. Offering a range of items from clothing, home décor and toiletries! Find everything you need at a low cost!	£ Low cost
 	Superdrug and Boots offer a range of health and beauty items. Offering numerous monthly deals, collect points for money off alongside receive student discount!	£ Low cost
	From stationery, toiletries to food, Poundland is a great option for students looking to cut costs on their shopping.	£ Low cost
	Find big brands at a discounted prices here! TK Maxx offers many items at a reduced retail price.	££ Medium cost
  	Argos, Wilko and Homebase offer affordable and reliable items for your new home. Find a wide variety of items from household appliances, toiletries to stationery.	££ Medium Cost

Feedback procedure

We appreciate any feedback from residents and visitors alike and welcome the opportunity to enhance and improve our service and environment. Your stay and satisfaction are important to us and we treat all feedback and complaints seriously.

Most issues can be resolved by the team, so please approach them first if you have any concerns.

Should you feel that any issues that you have brought to their attention have not been handled to your satisfaction, you can escalate this to our Head Office at head.office@studentcastle.co.uk

Please provide the following information by e-mail:

- An outline of the issue(s) that you are not satisfied with
- The date / method / person that you had initial contact with
- Why you feel the issue(s) was not resolved to your satisfaction

Please try to provide as much information as possible and ensure you follow the process as indicated above - this will ensure effective resolution. You should expect an acknowledgement of receipt of your email within 24 hours and a full response within five working days. All feedback and resolution will be handled in a fair, courteous and professional manner and we will strive to meet your unique needs and expectations.



THANK YOU





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