RESIDENT HANDBOOK 2019/20

NATIONAL CODE
assured accommodation

iQ Student Accommodation

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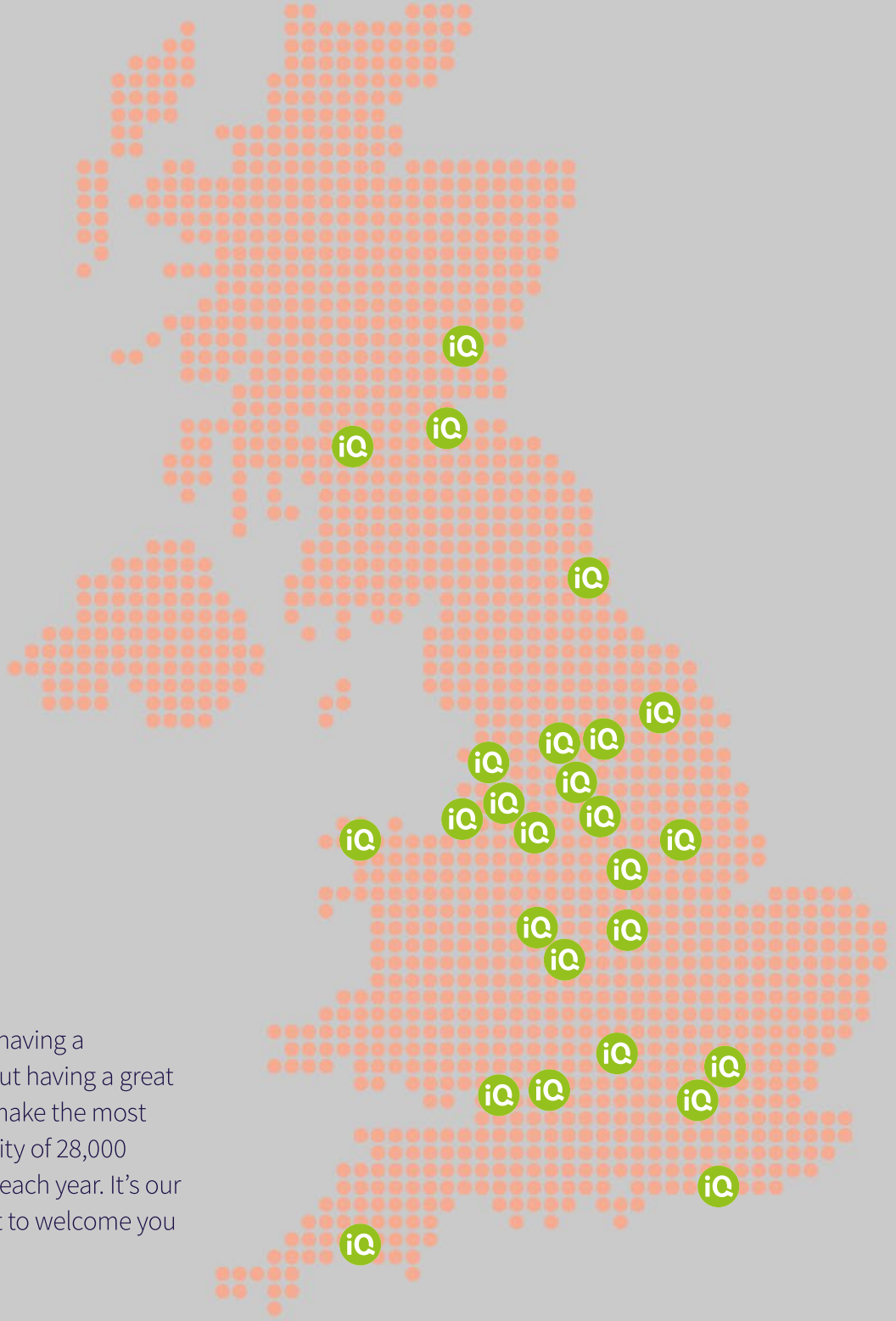
A bit about us



26
cities

66
sites nationwide

28,000
students

120
nations

Welcome to iQ. Living with us is about more than just having a comfortable and safe home away from home. It's about having a great environment to live, work and play – so that you can make the most of your time at university. It's about joining a community of 28,000 students from 120 nations who choose to live with us each year. It's our vision to give you your best year yet, and we can't wait to welcome you to your new iQ home.

Our iQ team

> I feel privileged to work for our iQ residents. They're just embarking on a new journey – whether they are 18 or a mature student they are ready for something new and it's a refreshing vibe to be around each day… It's lovely to be a part of the entire university journey from start to finish, from the uni fresher to someone ready to enter a whole new world of work and start a new chapter.

Kathryn Wood | Operations Manager

At the heart of the experience with iQ are our people.

Our site teams are talented and experienced professionals who go above and beyond to deliver a great experience for our residents. Feeling safe at home is vitally important, which is why we have staff and security on site around the clock.

We thought you'd like to see what a few members of our team have to say about what it's like to work at iQ and how proud they are to make iQ a place that students call home.

> I love how different everyone is, our residents come from different backgrounds bringing with them a unique culture and a personality. What's not to love?

Lauren Hazlehurst | Operations Manager

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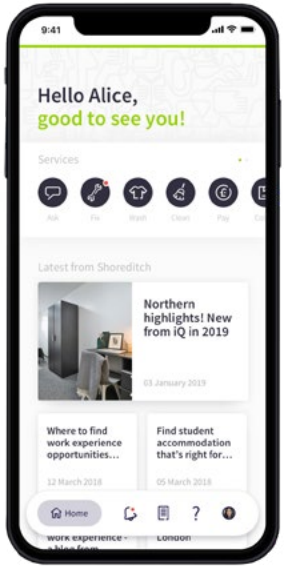
The iQ app

We want living with us to be as hassle-free as possible. This year we are launching the iQ app which will make it easier than ever to manage your stay and keep in touch with us. As soon as you've checked in, you'll be able to download the app.

Some of the great features will enable you to:

- Get in touch with your local iQ team
- Receive notifications of parcels waiting for you
- Log a maintenance request
- Read the latest about life at iQ
- Check the balance of your rent account and make payments
- Manage your account details so we have your most up-to-date information



Feeling good from day one

We want you to feel at home when you live with iQ. That means creating an environment that helps build a sense of community and offers the opportunity to form meaningful relationships – the foundations for a happy, safe and connected life. Wellbeing lies at the heart of the experience we offer, and at the heart of our purpose.

Going to university can be both exciting and daunting. Living away from home for the first time, managing your time, money and workload and making friends from scratch in a new setting takes courage, skill and effort – we've been there! How we approach these challenges has a huge impact on our university experience, the opportunities we take and the choices we make. Most people have a great time, but for some making friends is not easy… so we set about making it a little easier.

EMBRACE THE UNEXPECTED

We wanted to understand why some students experience loneliness more than others and what support, skills and interventions could help. So, this year we launched our Embrace the Unexpected campaign, with insights gained through our research with **Relate**, the leading relationship charity. Our campaign encourages students to get involved and embrace the unexpected – to take a chance on new relationships, be open to trying new things, and find friendship in surprising places. We're going to be building on our findings this year, and just as we involved students in the research, we're making sure students are in the driving seat when it comes to identifying potential solutions to loneliness.

Find out more

We'll be sharing updates on the iQ app, website and, of course, in your iQ home.

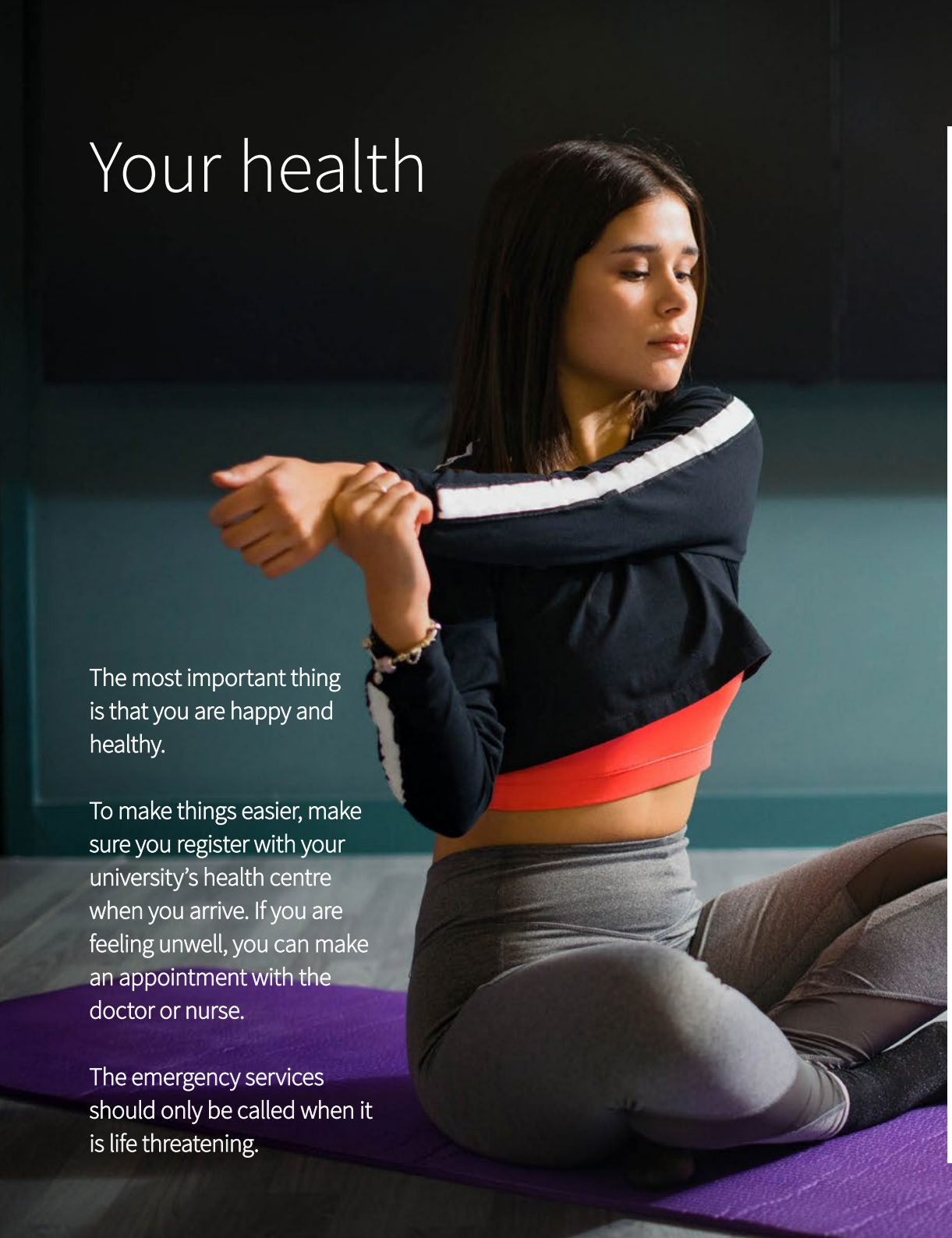
Need to talk?

During your time at university, there may be moments that you need someone to talk to. We are partners with Nightline – a confidential and anonymous listening, emotional support and information service, run by students for students. Nightlines are run by trained, caring student volunteers, and can be contacted each night by phone, email or instant messaging.

Each iQ is supported by either a local Nightline or by London Nightline. You can find their number on your iQ app, on posters around site, or by asking one of your site team.

Nightline Association
Supporting, promoting and developing Nightlines

Your health



The most important thing is that you are happy and healthy.

To make things easier, make sure you register with your university's health centre when you arrive. If you are feeling unwell, you can make an appointment with the doctor or nurse.

The emergency services should only be called when it is life threatening.

SOCIALISING

You are part of a whole new diverse community. Enjoy yourself, but make sure you relax and take it easy too. Take time out to enjoy iQ's social spaces - either for some quiet time, or with your friends.

SLEEP

Too much or too little sleep can run you down and prevent you from performing at your best. Most healthy adults need between 7 to 9 hours of sleep per night to function at their best.

EXERCISE

It can be easy to eat, sleep, study, repeat at university, but it's really important to ensure that you get regular exercise. Try going to the gym for a workout or join a university sports club to make it social. It doesn't have to be intense - even walking to lectures instead of talking public transport can make a big difference.

NUTRITION

A healthy diet can have a really positive impact on your energy levels. As tempting as it may be to eat lots of take-out, a healthy, balanced diet is essential. Get your five a day of fruit and vegetables and make sure you're eating proper meals. We've got lots of tips if you're struggling in the kitchen.

Find out more

STUDIES

Making the most of your studies and the opportunities at university is why you're here. We have plenty of tips for you on how to get organised and into a routine. Remember you have access to support through your university too.

ALCOHOL

Drinking can be a part of university life, but it doesn't have to be. If you choose to drink, please drink responsibly and stay safe. Not everyone drinks alcohol, so please respect those who don't.

USEFUL CONTACTS

NHS 24
W: **nhs.uk**
T: **111**

NIGHTLINE
W: **nightline.ac.uk**

SAMARITANS
W: **samaritans.org**
T: **116 123**

VICTIM SUPPORT
W: **victimsupport.org.uk**
T: **0808 1689 111**

SEXUAL HEALTH
W: **nhs.uk/live-well/sexual-health**

BRITISH PREGNANCY ADVISORY SERVICE
W: **bpas.org**
T: **03457 304 030**

ALCOHOLICS ANONYMOUS
W: **alcoholics-anonymous.org.uk**
T: **0800 9177 650**

iQ Events

We want you to love spending time at our properties and for it to be as easy as possible for you to settle in to your new community.

Part of that is about having places to hang out with new friends and attend events that bring you and other residents together.
It's why we put so much thought into the social and shared spaces in every one of our properties, and why our site teams put so much effort into putting on great events – from movie and quiz nights, to dog therapy sessions and Chinese New Year celebrations – there is always something going on at iQ.

Follow your resident Facebook group and keep an eye out for notices on site about events coming to your iQ. We want to keep hosting the kind of events our residents enjoy, so if you have any suggestions for your site's programme, let your site team know. You can also follow us on our Chinese Social channels, Weibo and WeChat.

Weibo

WeChat

iQ THINK GREEN

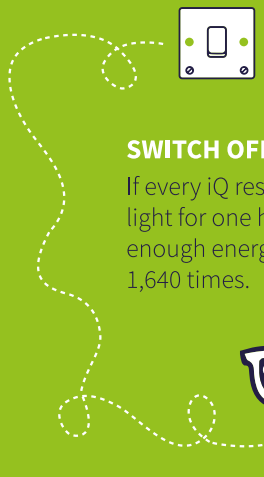
At iQ we are committed to making our sites as environmentally friendly as possible – it's something we know our residents care about. From welcome week to check out, we want to ensure everyone who lives and works in our buildings is empowered to make sustainable decisions.

Not only are we on a mission to minimise our environmental impact, we want to make sure we are continually improving too. We've taken a number of steps to help us do this - from reducing energy use and improving the efficiency of our buildings, to minimising waste going to landfill and using environmentally friendly cleaning products.

Our proudest moments so far? Last year we launched our 'Think Green' campaign to raise environmental awareness and encourage sustainable action amongst our residents and staff. From our 2018 Christmas Shutdown Campaign we saved nearly 150 tonnes of carbon. And, very excitingly, this year we switched all the power that iQ purchases to 100% renewable electricity.

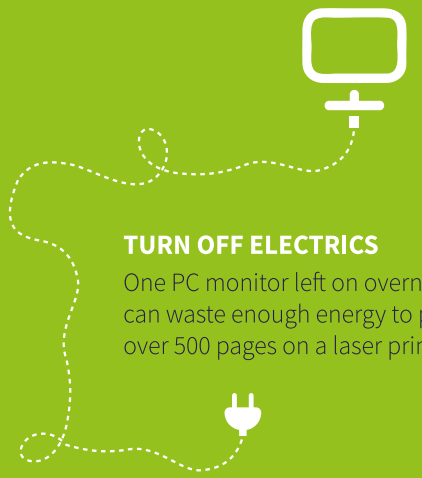
Find out more

Please do keep an eye out for our 'Think Green' tips throughout the year. There are lots of opportunities for you to get involved and 'Think Green' to do your bit for the planet.



SWITCH OFF LIGHTS

If every iQ resident turned off one light for one hour it would save enough energy to charge a phone 1,640 times.



TURN OFF ELECTRICS

One PC monitor left on overnight can waste enough energy to print over 500 pages on a laser printer.

USE LESS WATER

Making your daily shower just one minute shorter saves 4,000 pints of water a year.

HEAT SMARTER

Turn the heating down, keep radiators clear and make sure your windows are closed so the heat doesn't escape.

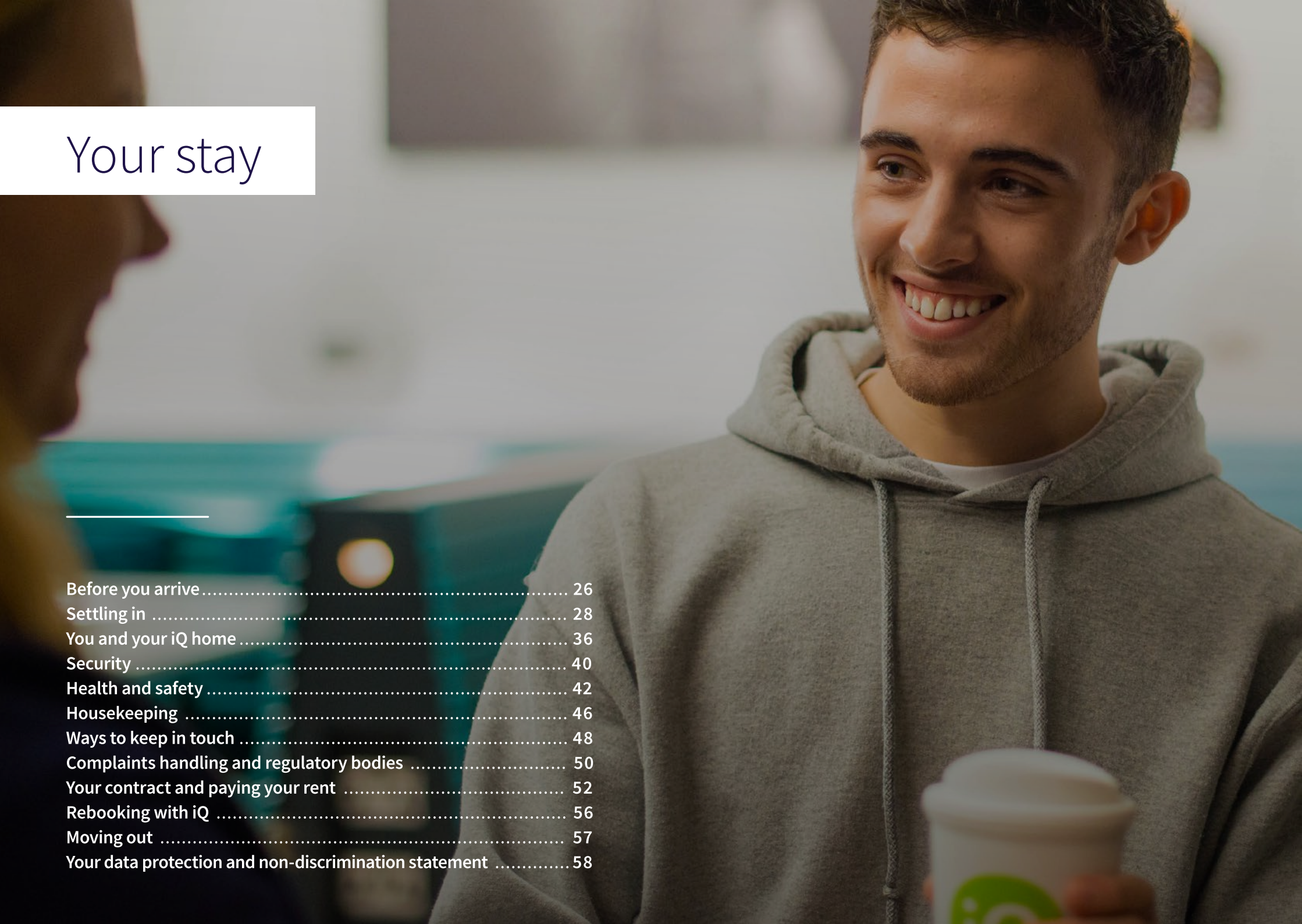
SHOP CONSCIOUS

Remember to take a shopping bag, consider the amount of packaging on your items and don't go for the 2-for-1 deal if the second one will probably go off before you eat it.

RECYCLE, RECYCLE

Use our onsite recycling facilities and think of giving suitable items to charity or selling them.

Your stay



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Before you arrive

What to bring
As tempting as it may be, we recommend not bringing too much with you when you arrive. Half the fun of starting uni is shopping with new friends and exploring the places to go. It's also a nightmare having to carry loads of stuff when you first move in. Save your energy for the iQ welcome social! Take a look at our **essentials checklist**.

Contents insurance
iQ provides residents with basic contents insurance through Cover4Students. The policy can be viewed **here**.

It's important to note that bikes are NOT covered under the policy, so if bringing your bike to iQ you'll need to upgrade your cover.

Remember that your contents may also be covered under your home insurance policy so double-check before paying out for any additional cover.

Planning your journey
We recommend you plan your journey in advance of travelling to your iQ home, and allow plenty of time to travel. It's best to check transport websites the day before, and on the morning of your journey, to monitor any possible disruptions.

Limited car parking is only available at certain iQ locations – please check your iQ team if available. Local car parks can be found **here** or contact your local iQ team who will be happy to advise.

Let us know
Give us the heads up when you're planning to arrive so we can be ready to welcome you to your new home – this is especially important if you will be arriving outside of reception hours. You can select your arrival time and date in advance on the **resident portal**.

The iQ fastpass
Once you have completed everything you need to do before you move into your new home, you'll receive a fastpass. Show this when you arrive at Reception for a super speedy check-in experience. If you don't have a fastpass, it's because you haven't completed one or all of the following actions:

- Tenancy agreement signed
- Rent paid
- Guarantor information provided
- Pre check-in complete on portal

If you're unsure of any of the above steps then please contact your local iQ team. There may be a delay to you being given your keys if you haven't completed all the required actions.

Settling in

INTERNET

Your room is equipped with Broadband and WiFi, including unlimited uploads and downloads, which you can access throughout the building at no extra charge.

You can register up to six devices on the WiFi system, and most of our sites deliver WiFi at a maximum speed of 100Mbps.

HEATING

You'll find that iQ homes are warm and cosy, but if you're chilly, your room has a booster switch for the heating. Using this means you don't have to leave your heating on all the time, which is a great way to save energy.

Please don't use your heater as a clothes dryer. It may cause a fire and will stain the heater. Don't obstruct the heater by putting any furniture against it. We don't allow convector or fan heaters as these can cause fires and we'll have to remove them if we find them on room inspection.

If you notice anything wrong with your heater, contact your local iQ team as soon as possible.

INDUCTION HOBS

Most iQ sites have induction hobs which aren't compatible with ordinary pots and pans. We recommend that you always buy pans that can be used on induction hobs.

Remember that induction hobs may take some time to warm up, and many operate a timer to avoid cooking being left unattended, so be sure to keep an eye on your cooking at all times. Never leave your cooking to go back to your room in case you start a fire.

TV

If you bring your own TV, you'll need to buy a TV Licence.

Where TVs are provided by iQ within social spaces or study areas, they already have a TV licence. But if there is one installed in your room or your shared kitchen, it's your responsibility to buy a TV Licence. You can get one at the Post Office or online at **tvlicensing.co.uk**. Failure to purchase a TV license where required is against the law.

If you don't watch or record TV programmes as they are being shown, or if you only stream TV programmes online after broadcast (through on-demand services such as YouTube), you don't need a TV Licence.

If you watch live programming or on-demand services through BBC iPlayer, you only require a TV License if you are not a UK citizen. If you are a UK citizen and your parents have a licence at home, you're covered.

Any queries, just ask your local iQ team for help.

THINGS WE DON'T ALLOW

Pets
As cute as they are, pets are not allowed. Some of our sites like to run therapy days, so watch out for these or if you would like to help organise one, then get in touch with your local iQ team.

Weapons
Weapons are not permitted. This includes pellet guns (BB) and air-activated weapons, crossbows/longbows, catapults and non-domestic knives.

Drugs
Any prohibited items will be confiscated. Your tenancy agreement also permits us to confiscate legal highs and other substances without your consent, this includes nitrous oxide cannisters which are prohibited as they are extremely dangerous.

Other items

- Candles
- Fireworks (including indoor fireworks and sparklers)
- Chinese lanterns
- Incense and incense burners
- Kerosene and petrol
- LPG gas and LPG gas appliances
- Compressed gas and compressed gas appliances
- Electrical appliances not CE marked
- Shisha pipes
- Gas burners
- Oil burners
- Tea lamps
- Halogen heaters
- Exposed element heaters
- Fan heaters
- Real Christmas trees
- Mains voltage Christmas lights (LED lamps are permissible - provided CE marked)
- Portable cooking stoves
- Deep fat fryers
- Fridges in rooms
- Washing machines

Cooking is only permitted in kitchen areas. Rice cookers and toasters cannot be used in bedrooms in case of damage or fire.

Where your site has a balcony, we do not permit smoking or barbeques on the balcony at any time!

BIKE STORE

Secure bike storage is available at most iQ locations. iQ is not liable for bikes stored on site and we recommend that all residents register their bike with the local police. Use a strong lock and make sure a thief cannot simply remove a wheel.

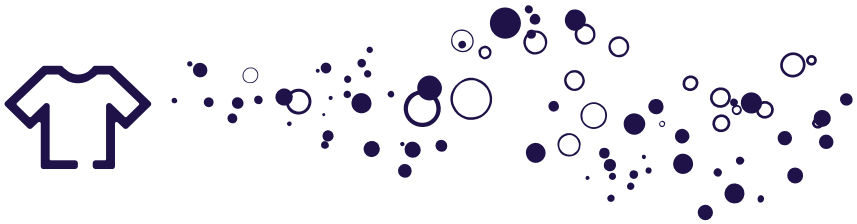
Please remember that bikes are not covered by your resident's contents insurance and you'll need to upgrade your cover. Sorry, but you can't take a bike into your room unless it's a compact folding one.

POST

Letters and small packages will be delivered to your flat postbox, or through your flat letterbox. Any larger items or post that is recorded/ special delivery will be signed for by the team at Reception who will notify you via email that a collection is waiting for you.

In providing this service, we cannot take any responsibility for loss or damage to any packages. We also reserve the right to decline any delivery. If you're not happy for us to accept your post, please ask the Post Office to retain it on your behalf. Parcels can be collected from Reception 24 hours a day, 7 days a week (unless your site does not have a 24-hour reception).

iQ reserves the right to refuse delivery of any parcels that may look or sound suspicious. We may accept delivery and open the parcel to deal with the contents appropriately. Please do not order illegal items, e.g. cigarettes from abroad on which duty has not been paid.



LAUNDERETTES

We operate launderettes at most iQ sites, so you don't have to take your washing home each time.

You'll need to pay for use of the washers and dryers via the Circuit laundry app. Loadable laundry payment cards are also available at some sites.

Our Laundry provider, Circuit, operates and maintains all our washing machines and instructions on how to use the machines are clearly displayed. Our machines are also very large so you can fit plenty in (but be careful not to overload them).

Should a machine break down or give you cause for concern you can contact Circuit 24/7 or notify a member of your local iQ team who will be happy to help.

Please don't use colour catchers in the washing machines as they jam the filters and cause the machines to break down. Don't leave damp laundry in your bedroom/flat as this can cause moisture build-up and mould which can make you ill. Use the large dryers instead and dry your clothes in no time.

You and your iQ home

We want to make your year at iQ your best year yet. iQ should feel like a home away from home, and you will play a crucial part in that experience for yourself and others.

It's great fun living at iQ, and our social programme is instrumental in the iQ experience. However, we want to be sure you live in a clean, safe and enjoyable environment so here are a few things to think about.

BEING A GOOD NEIGHBOUR

It's a real shame when someone ruins things for everyone else, so please respect the property at your iQ site.

UNDERSTANDING

We ask you to be respectful and considerate of other people within your living space. This diverse mix of ages, backgrounds and cultures is what makes university life so rewarding, and tolerance and understanding will ensure that everyone gets the most out of a shared living experience.

NOISE

Please be respectful when playing music and having fun with friends. You might not have an early start, but your neighbour could.

We ask that you keep noise to a minimum between **11pm - 7am**. Please bear in mind that loud noise and disturbance outside of these hours is also a breach of your tenancy agreement.

ACCESS TO SITE

Please note we will not open the gates for visitors unless you are present. While we love you having friends over, we ask that they treat iQ with as much respect as you. Guest misbehaviour will be your responsibility.

Please be aware of 'tailgating'— this is the practice of holding open the gate or door to allow someone to enter the property without using their fob or access card. Please don't let anybody into the property you don't know. Ask to see their access card if you are unsure. Most thefts occur because access is gained in this way.

CLEAN AND TIDY

Keeping your room and communal areas clean and tidy ensures that you live in safe and hygienic conditions. We recommend creating a cleaning rota for the kitchen so that everyone knows what they need to do to contribute to keeping things clean.

Empty your bins regularly to avoid them overflowing, causing smells and attracting pests.

ACCIDENTS

Accidents do happen, and there are times when things can't be helped, but intentional damage to iQ property will result in costs being passed on to residents or, in extreme cases, eviction.

The cost to remedy any damage to communal areas will result in equal charges if no one accepts responsibility.

PROBLEMS WITH A RESIDENT

If you're unhappy about the behaviour of another resident, it's a good idea to try and talk to them about the impact they are having on your experience, and let them know what would help.

However, if you don't feel comfortable doing this, please come and speak to a member of your local iQ team in confidence or email us your concerns.

Security

Keep doors locked at all times and never give your keys to anyone else. If you don't lock your room and something goes missing you may not be able to claim on your contents insurance. If you do lose your keys, tell a member of the team ASAP so we can replace them.

OUT-OF-HOURS SECURITY

If you need to report something, or if you need out-of-hours assistance, you can contact the onsite security team, emergency contact numbers can be found in the iQ app or on posters around the site.

GENERAL SAFETY TIPS

- Don't prop doors open (including fire doors) or leave them unlocked – even if you're just nipping out or to the kitchen.
- Always carry your keys and keep them safe. Never give your keys to anyone else.
- Be aware of strangers on the premises. If you're not sure who someone is, ask them or alert the team.
- Be mindful of your personal safety if you invite guests to stay the night. If you find yourself in a difficult situation, alert site security as soon as possible.
- If you see anything suspicious, report it to the team 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 a main light fails then report this to Reception and we'll arrange temporary lighting if need be. Consider carrying a personal attack alarm if you are out at night. Our staff will be able to advise.
- If you become aware that drugs are being dealt around the site please speak to a member of staff.
- If you are worried about the safety of any equipment in your room or shared areas, contact your local iQ team.

Health and Safety

FIRST AID

If you have an accident at iQ, please report it to the team (after calling **999** if needed). The office keeps a first aid box, but it does not issue drugs of any description.

SMART ELECTRONICS

- Don't overload sockets or connect more than one electrical adaptor.
- Switch off and unplug appliances when not in use.
- Follow instructions when using electrical items.
- Check electrical appliances regularly for dangerous wiring, hot plugs or scorching on plugs or sockets.
- We recommend having a qualified electrician test your appliances.
- Make sure electrical items are fitted with the correct fuse.
- Don't try and force European or US plugs into UK electrical sockets. If you need an adaptor, come and see us.
- Only appliances with an EU 'CE' Safety mark should be used – if in any doubt speak to the team at Reception.
- Don't allow kettle leads to trail over a hob or hot surface.
- Don't use any cooking equipment in your bedroom, particularly rice cookers or portable stoves as these could cause a fire.

FIRE PREVENTION AND ALARMS

Now that you're sharing a living space with others, it's vital that you know how to prevent fire, and what to do if one happens. Please read the following information – it outlines general fire prevention, fire alarms and the evacuation procedure. You are required to take part in fire drills. If the fire alarm sounds, you must evacuate the building and go to your designated assembly point.

The designated assembly point will be detailed on the back of your room door, in your kitchen or on the final door to your flat.

Tips to avoid false fire alarms

Close fire doors.

Most fire alarms are caused by fire doors being left open when people are cooking. This is a massive inconvenience for everyone concerned (not least the fire brigade). Please note all iQ buildings are non-smoking.

Fire safety heat and smoke detectors

Shared kitchens and communal corridors are equipped with heat and smoke detectors. Your room / studio is fitted with a smoke detector. Always keep fire doors closed and don't prop them open. Most fires start in the kitchen so please don't leave cooking unattended even for a moment.

Fire exits and evacuation

- Make sure you know where the nearest fire exit is.
- Read the fire notices placed around the building.
- Know where the evacuation point is and how to get there.
- Only use firefighting equipment if you're trained and it is safe to do so.
- Do not put yourself in danger.

IF YOU DISCOVER A FIRE

- Sound the alarm by activating the nearest 'Call, Break Glass' point – or call Reception.
- If you are unable to sound the alarm, leave the building and call 999.
- Close the door behind you – this will help contain the fire and prevent it spreading.
- Leave the building immediately – don't stop to collect your things.
- Do not use the lifts.

FIRE AND SAFETY EQUIPMENT

At iQ, there are several safety features designed to protect residents in the event of a fire. These include smoke detectors in bedrooms and common areas, heat detectors in kitchens, emergency lights, fire extinguishers, fire blankets and full fire alarm systems. These are all fully tested and serviced at appropriate intervals in accordance with British Standards by competent engineers under contract. These are our principal safeguards to keep you safe.

Tampering with this equipment is not only dangerous, but is illegal and may result in prosecution. Costs of repair or inspection may be recoverable from you as the resident.

Do not tamper with the fire safety equipment.
Do not put anything over the smoke detector.
Do not tamper with the fire extinguishers or set them off except in the event of a fire.

COOKING

While we love the idea of you practicing for MasterChef, we want you to stay safe when cooking in your kitchen. Therefore, we ask the following:

- Don't leave cookers unattended when in use, as this can cause a fire and could result in significant damage. It also puts you and other residents at risk.
- Keep your cooker, hob and grill clean. This is often the cause of fires.
- Keep the grill clean (dirty pans can catch fire very easily).
- Your kitchen door is a fire door, please ensure it is closed at all times (especially when cooking).
- Switch on the extractor fan when cooking.
- No chip pans or deep fat fryers are permitted, and will be confiscated.
- Oil can quickly overheat and ignite. If you must fry food then use a low-fat fryer with integrated lid.
- Do not use any cooking equipment in your bedrooms, including rice cookers. Only use these in kitchens.

Housekeeping

ROOM CHECKS

To comply with health and safety regulations, your room will be checked intermittently. Don't worry – you will be given advance notification of room checks and we'll try to be as unobtrusive as possible. It's important we maintain the standards of our accommodation to provide a clean, well-maintained and comfortable home for all our residents, so we ask that you report any maintenance issues ahead of the inspection so we can repair these as soon as possible.

If we find poor cleanliness that may impact the condition of the property, or is causing discomfort to flatmates, then you'll be given 24 hours to clean up, or we will arrange to clean it at your cost.

Tips to keep it clean

- Keep kitchen surfaces and floors clean.
- Empty bins every day to avoid a build-up of rubbish.
- Don't use abrasive cleaning products that can damage surfaces.
- Don't use hair or clothes dye in your en suite bathroom or kitchen.
- Don't put any pictures or posters on walls unless you use non-damaging adhesive strips – please use the noticeboard provided.
- Consider using a cleaning rota, we have one available at Reception if you wish to use one.

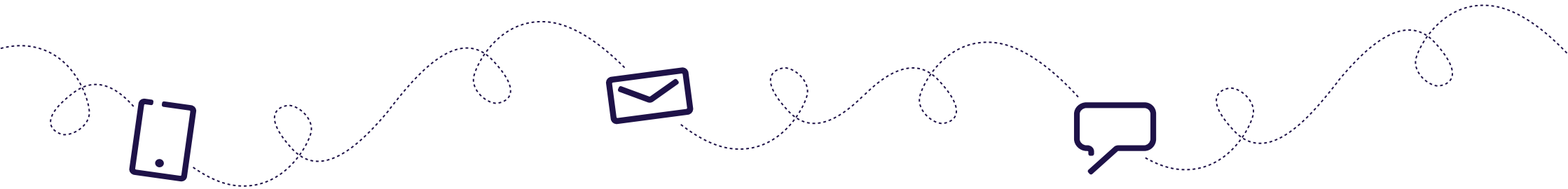
Remember that if you don't keep your flat clean you may attract vermin, especially in kitchen areas. To avoid this we may arrange to clean any kitchen found in a poor state of cleanliness and will pass on the cost of any clean to residents.

MAINTENANCE

We have a full maintenance team on site, who will always try to sort out any issues as soon as they are reported. If you have any maintenance issues in your room or flat, please report them via the iQ app or your resident portal. If it's an urgent repair it's best to contact staff directly so we can get on to it right away.

In some instances, we do have to prioritise repairs depending on their urgency and will always deal with emergencies within 4 hours. We aim to get all maintenance issues solved as soon as possible, but less urgent jobs may take a few days.

Ways to keep in touch



Emergencies
If a serious incident or emergency has occurred then ensure your first call is to the emergency services on 999.
Most of our sites are manned 24 hours by an iQ team member, or one of our security partners. Should anything urgent happen and we're away from the Reception desk, please call the out-of-hours telephone number, which can be found on posters around site, or the iQ app.

The iQ app
The app is now the quickest way to send us a message and we'll get right back to you.

Local iQ team
We're here if you need us so pop down to Reception and have a chat. We're always happy to see our residents and catch up. Alternatively, you can find all iQ numbers **here**.

Social
The team at iQ will post regular updates on Facebook, Instagram and Twitter to keep you in the loop with what's going on.
Make sure you're following us @iQStudents or join your residents' Facebook group or WeChat to keep in touch.

Listening to resident feedback
We always welcome your feedback – whether it be a compliment or a suggestion for improvement – so please do get in touch with your comments. Throughout the year we will run surveys to gather resident feedback through independent partners with whom we will securely share email addresses. Your time and input is appreciated.
We also run resident forums and you may be asked to participate, but if you're keen and want to get involved just get in touch with your local iQ team.

Complaints handling and regulatory bodies

iQ complaints policy

We always strive to do the best for our residents and deliver a great service, but sometimes we may get it wrong. iQ takes a positive approach to complaints, regarding them as an opportunity to receive feedback and make improvements to our accommodation and service.

You can make a complaint via phone, in writing, or at the Reception desk.

Your local iQ team will always do their best to resolve any issues you may have in the first instance. Please note that any complaint received by iQ for the first time will always be passed to the site team for investigation and response.

If after the final stage of the complaints process, you're still not satisfied with the handling of your complaint, then you may progress the matter to one of the following organisations.

ANUK

iQ Student Accommodation is a member of the National Code of Standards for Larger Student Accommodation. The Code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection. The code also provides a complaints service for when things go wrong and have not been addressed properly by us.

Full details of the code can be found at **nationalcode.org**

Universities UK Standard / Guild HE Student Accommodation code

Where university partnerships are in place, we also adhere to UUK and Guild HE Student Accommodation standards.

www.ukstandards.org.uk

www.thesac.org.uk

Your contract and paying your rent

YOUR CONTRACT

Here is a quick reminder of some key clauses:

- All iQ properties are managed within the IQSA Group.
- You are committed to the full contract period - if you leave before the contract ends, you will not receive a reduction in rent.
- Staff may need access to your room for room inspection, maintenance or repairs, in an emergency or during open days for prospective residents. Unless it is impractical to do so, such as in an emergency, at least 24 hours' notice will be given.
- If you decide you want to transfer to another room speak to the Reception team for more details.
- iQ does not accept liability for the loss or damage of any resident's property, whatever the circumstance. We advise you to arrange adequate insurance coverage for your personal possessions while you are here. We provide basic contents insurance as part of your rent through Cover4Students. Details will be given to you on arrival. Please check your tenancy agreement for more information.

RENT DUE DATES

It's important you pay your rent in advance of the due date to avoid your account going into arrears. The payment dates and amounts can be found on your tenancy agreement and you can access this information via the 'My Account' section on your resident portal.

Where payment dates don't match your loan instalment dates, we'll always try to reach a solution. Please get in touch ahead of your payment due dates so we can help you.

HOW TO PAY

Payment can be made by either credit or debit card or by international bank transfer via our partner Western Union. Simply log in to your iQ Portal and select your chosen payment type.

- **For card payments** we'll need the long card number, expiry date and security code. We accept Visa, Visa Debit, Mastercard and Maestro.
- **For international bank** transfer you'll be sent a link to the Western Union payment site when we're ready to collect your payment - the transfer is normally complete within three to four business days so make sure you leave enough time before the due date.

Please note iQ only accepts rent payment via these methods and you should never pay your rent to anyone else.

RENT ARREARS

We operate a strict arrears procedure, so do let us know as soon as possible if you're experiencing financial difficulties. Outstanding debts will be passed onto an external debt collection agency.

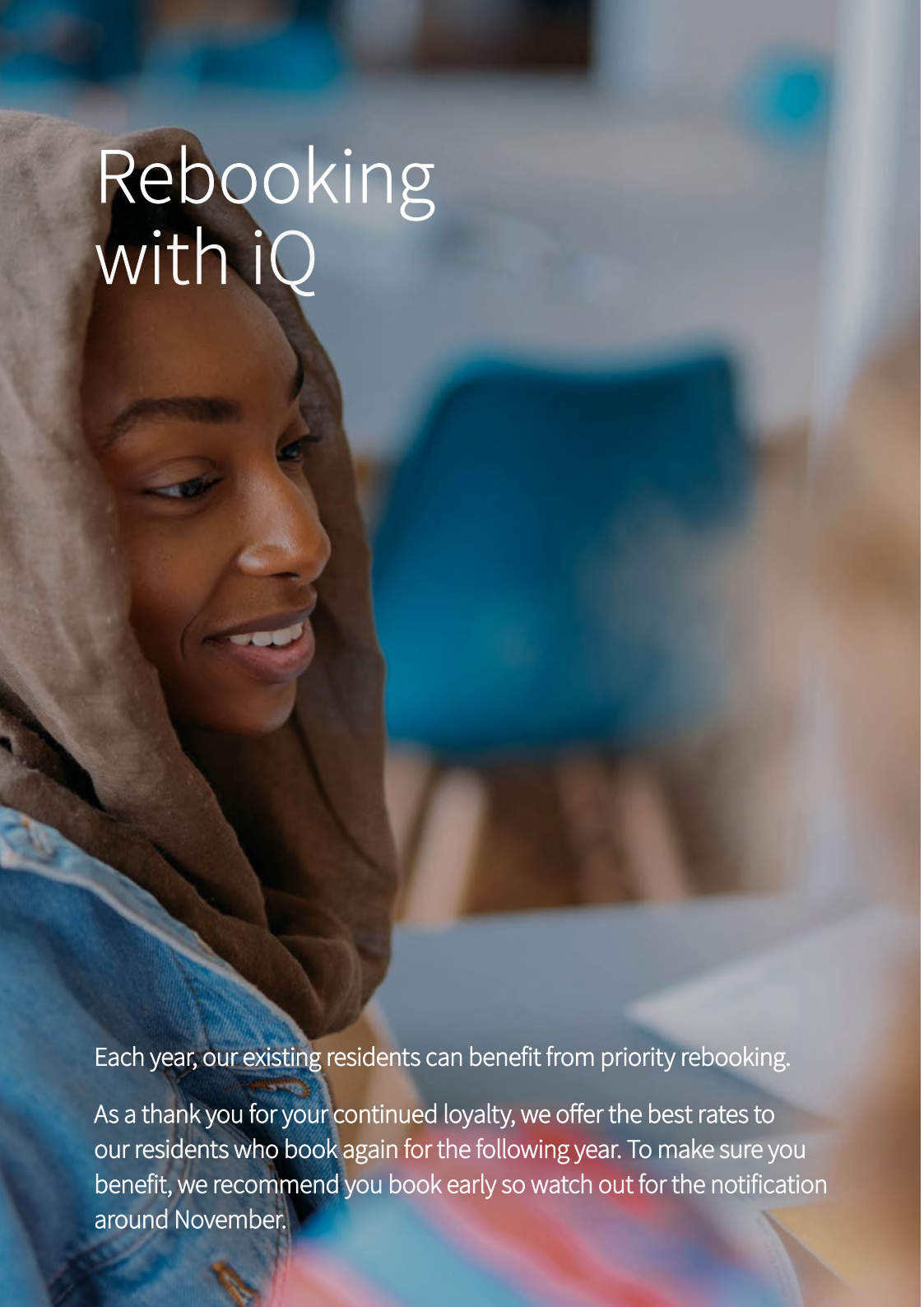
Where rent becomes overdue Guarantors will be included on reminders. It may be best to contact them first and ask for help and advice. It can also be helpful to contact your university finance team as they may be able to assist.

For help and debt advice, the following organisations are available for you to contact:

STUDENT LOANS HELPLINE
W: **slc.co.uk**

THE MONEY ADVICE SERVICE
W: **moneyadviceservice.org.uk**
T: **0800 138 7777**

DEBTLINE
W: **nationaldebtline.org**
T: **0800 808 4000**



Rebooking with iQ

Each year, our existing residents can benefit from priority rebooking.

As a thank you for your continued loyalty, we offer the best rates to our residents who book again for the following year. To make sure you benefit, we recommend you book early so watch out for the notification around November.

Moving out

As a condition of your contract, you are required to book and attend a check-out inspection with the site team.

On your last day, you must:

- Vacate your room by 10am.
- Return all keys, cards and fobs to Reception.
- Make sure your room is clear of all your possessions.
- Make sure your room is clean before you leave or there may be a cost for cleaning.
- Remove any bikes (bikes left on site following the end of tenancy will be donated to charity).
- Arrange redirection of your mail –unfortunately we won't forward on post after you have left, any post will be returned to sender.

Moving out before the end of your tenancy

Whether you're moving to a vacant room, swapping rooms or withdrawing from your course, you will need to complete some paperwork at Reception.

Your data protection and non-discrimination statement

YOUR DATA PROTECTION

When you signed your tenancy agreement, you gave us consent to the use of your personal data in accordance with the terms of the agreement, and in order for us to manage your tenancy.

iQ takes the security and privacy of your personal data very seriously and complies with the Data Protection Act 2018 and the General Data Protection Regulation which came into force on 25th May 2018.
Full details in relation to our Privacy Policy will have been provided to you at the time of booking but if you would like to review that again please go to the privacy centre section of our website:
iqsa.com/privacy-centre

You'll find all you need to know there including details of your rights as a data subject.

If you need to speak to anyone concerning the security of your data you may email: dpo@iqstudent.com

CCTV

All iQ sites are fitted with CCTV equipment monitored locally for the purposes of security and prevention of crime. Images are stored for a maximum of 30 days, after which they are destroyed by being recorded over. Staff also use lone working devices for personal safety, and these are linked to monitoring services that can be triggered to make audio recordings for use in crime prevention.

NON-DISCRIMINATION STATEMENT

We strive to treat each resident with dignity, integrity and without judgement. iQ Student Accommodation is committed to ensuring compliance with the Equality Act 2010. iQ Student Accommodation subscribes to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation, gender identity or any other local laws protecting specific clauses.

AND FINALLY...

We really hope you enjoy your time with iQ and we look forward to seeing you soon. Please keep in touch regularly so we can make sure you're getting the most out of your stay.

Legal disclaimer

Please note that the contents of this guide do not constitute a complete legal document.

This information, while accurate, does not cover every aspect of your contractual obligations as a resident of iQ. It's designed to offer helpful advice and information on the most important aspects of living with us but, as a resident of iQ, you will be legally bound by all the terms set out in your signed tenancy agreement.

iQStudents