

# RESIDENT HANDBOOK 2020/21



**Student  
Accommodation**

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# About iQ

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# A bit about us

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 more than 28,000 students from 120 nations around the world 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.



**27**  
cities



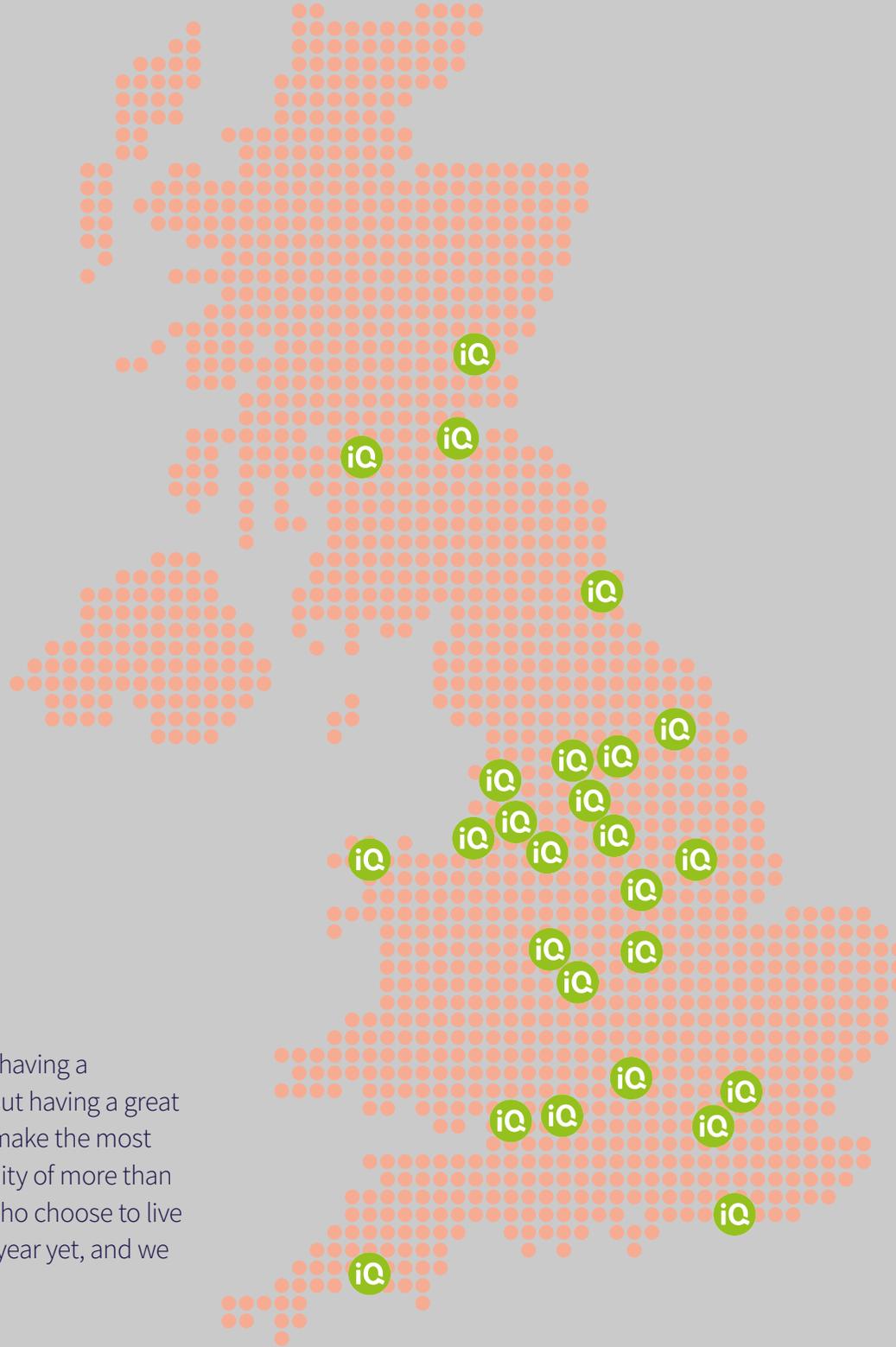
**68**  
properties



**28,000+**  
students



**120**  
nations



# Our iQ team

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

Our site teams 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 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



“

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

# Safe, welcoming homes

Feeling secure in how we live with others has never been more important. COVID-19 is creating a “new normal” where we are all even more mindful of our own safety and wellbeing, as well as that of the people around us. At iQ, we have taken a number of steps to protect residents and staff; creating an environment where our residents can feel confident, relaxed and safe. We believe this is our essential role – to create a safe, welcoming home away from home for every student who chooses iQ.

## **Clean, hygienic spaces**

Every property has a dedicated housekeeping and maintenance team who keep our buildings clean and hygienic. Enhanced cleaning and sanitisation protocols are in place, with increased disinfection of high-traffic areas, sanitiser stations installed in reception and common areas, and any member of staff entering a student’s room wearing PPE.

## **Safety first practices**

Our expert teams provide high standards of service, prioritising residents’ safety and wellbeing. ‘Minimal contact’ post management processes are in place to manage deliveries safely, and social distancing and protections are in place to keep students and staff safe.

## **Prioritising personal space**

Signage to provide social distancing guidance and instructions has been installed, and movement flows have been reconsidered. Where possible, social spaces will have been reconfigured to support distancing. Enhanced cleaning, and the installation of wipe dispensers and sanitiser stations, will ensure residents can use these areas safely.

## **Help when you need it**

We know that university can be a daunting time, especially if you are away from home for the first time. Staff are on site around the clock, so there is always someone on hand to help, and we also have Mental Health First Aid-trained staff at many properties. Our partnership with Shout means that all residents have access to their free, confidential text-based listening service and no one has to go through a crisis alone. If you feel like you need someone to talk to about your mental health, just text "SHOUT" to 85258. You can also visit their website for more information [www.giveusashout.org](http://www.giveusashout.org).

## **Staying connected**

We’ve launched a virtual events programme to keep residents engaged – from HIIT, yoga and boxing classes, to music evenings, cooking nights and productivity workshops. Our virtual iQ BookClub and SupperClubs are also keeping residents connected.

**Find out more** about what we are doing.

# My iQ Life

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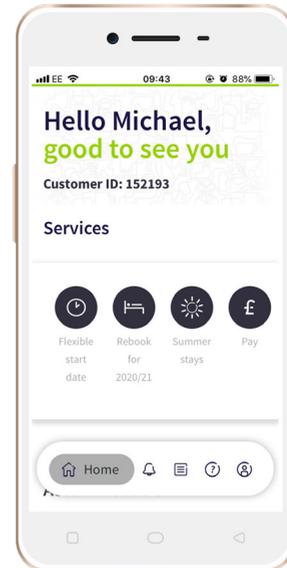
# The iQ app



We want living with us to be as hassle-free as possible. The iQ app makes it easier than ever to manage your stay and keep in touch with us. You may have already used the app to check in, but did you know it offers a range of other services that may be useful during your stay?

You can...

- Receive notifications of parcels waiting for you
- Check availability of machines in the launderette
- Lodge maintenance requests and ask questions
- Get in touch with your local site team
- Read all the latest information about life at iQ
- Check the balance of your rent account and make payments
- Arrange room cleaning



Take a closer look at what it can do with our how to videos here - [iqsa.com/app](https://iqsa.com/app)

# 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 an exciting and a daunting time. Living away from home for the first time, managing your time, money and workloads and making friends from scratch in a new setting requires courage, skills 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, and university life can be a struggle, so we set about making it a little easier...

# EMBRACE THE UNEXPECTED

We wanted to understand why some students experience loneliness more than others, so we launched our Embrace the Unexpected campaign, with insights we gained through our research with Relate, the leading relationship charity. The campaign encourages students to take a chance on new relationships, be open to trying new things, and find friendship in surprising places.

Starting uni is one of the most exciting times of your life but it's totally normal to feel nervous about meeting new people, so we asked Relate councillor, Sam, for some tips. Here are just a few to get you started.

## **Think of some conversation starters**

Preparing some opening sentences and practicing them will help you approach people confidently and open up dialogue. Try something like, 'So, who have you met so far on this floor?' or 'Hey, how's it going? I'm making a cup of tea. Do you fancy one?'

## **Use positive body language**

It helps to say the right things, but body language can also reveal a lot about your feelings and emotions and will help you to connect with other students. So, smile, make eye contact and relax.

## **Take an interest**

Listen to what the person is saying rather than focusing too much on what you want to say next. Be inquisitive and ask them questions. People like it when you take an interest in them.

## **Don't put too much pressure on yourself**

Listen to what the person is saying rather than focusing too much on what you want to say next. Be inquisitive and ask them questions. People like it when you take an interest in them.

# Need to talk?

**85258**  
**shout**

for support in a crisis

CRISIS TEXT LINE |

During your time at university, there may be moments when you need someone to talk to - and when you feel like talking is too hard. We are partners with Shout, a free, confidential, 24/7 mental health support text line. Anyone struggling with issues such as stress, anxiety, loneliness, depression, relationships, substance use, or bullying can text "SHOUT" to 85258 to have a conversation with one of their trained volunteers. To use their service from anywhere at any time, all you need is a mobile phone and service from one of the major UK networks.

# 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 at your university's health centre.

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 or the many online events we've got planned for the year ahead.

## SLEEP



Too much or too little sleep can run you down and prevent you from performing at your best. Try to get a full eight hours of sleep for at least a few nights a week.

## 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 joining a university sports club to make it social. It doesn't have to be intense - even walking to lectures instead of taking public transport can make a big difference.



## STUDIES

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

## 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**



## ALCOHOL

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

## USEFUL CONTACTS



### NHS

w: [nhs.uk](https://www.nhs.uk)

T: 111

### SAMARITANS

w: [samaritans.org](https://www.samaritans.org)

T: 116 123

### VICTIM SUPPORT

w: [victimsupport.org.uk](https://www.victimsupport.org.uk)

T: 0808 1689 111

### SEXUAL HEALTH

w: [nhs.uk/live-well/sexual-health](https://www.nhs.uk/live-well/sexual-health)

### BRITISH PREGNANCY ADVISORY SERVICE

w: [bpas.org](https://www.bpas.org)

T: 03457 304 030

### ALCOHOLICS ANONYMOUS

w: [alcoholics-anonymous.org.uk](https://www.alcoholics-anonymous.org.uk)

T: 0800 9177 650

### SHOUT

w: [giveusashout.org](https://www.giveusashout.org)

T: Text "SHOUT" to 85258

# Social iQ

We want you to love spending time at our properties and for it to be as easy as possible for you to settle into 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.

In the light of the COVID-19 pandemic, we've had to temporarily restrict the use of some of our social spaces, so there may be limits on how many people can use certain areas at any one time. We still want you to be able to connect, however, so you will find plenty of online activities and events going on.

Whether it's joining one of the iQ Clubs on Facebook or streaming a live DJ set from our Instagram, there will always be something to keep you entertained and connected. Just check your site's Facebook events calendar to see what's on.



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, but 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, to working with local suppliers to minimise transport emissions and using environmentally friendly cleaning products.

We launched our **‘Think Green’** campaign to raise environmental awareness and encourage sustainable action amongst our residents and staff. In 2018, our Christmas Shutdown Campaign saved nearly 150 tonnes of carbon, and in 2019 we switched all the power that iQ purchases to 100% renewable electricity.

There are lots of opportunities for you to Think Green during your stay with us.



### 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.

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# Before you arrive

## **Pack light**

As tempting as it may be, we recommend not bringing too much with you. You will be able to get a lot of what you may need locally, and it will save you having to carry loads of heavy bags up the stairs to your room – our lifts get very busy at check-in.

Our [checklist](#) suggests some of the things you might want to bring.

## **Check your 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 you bring your bike to iQ you'll need to make sure there's sufficient insurance cover in place.

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

## **Plan your journey**

We recommend you plan your journey in advance of travelling to your iQ home, and always 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 site's iQ web pages for further information. Local car parks can be found at [www.justpark.com](http://www.justpark.com). Alternatively, contact your local iQ team who will be happy to advise.

## **Let us know your arrival time**

Give us a heads up when you're planning to arrive so we can be ready to welcome you to your new home. We'll ask you to choose an arrival slot when you complete your check-in on the iQ app. Don't worry if you're a few minutes late, or early, but if you need to change the time by more than one hour, please let us know in advance.

## **Check in on the iQ app**

You will need to complete our check-in process using the iQ app, so please download this from the App Store or Google Play if you haven't yet done so. When you have completed the check-in process, you will receive your Fastpass. Just scan this using your phone when you arrive, and you'll receive your keys and be in your room in no time.

# Settling in



## INTERNET

WiFi, including unlimited uploads and downloads, is accessible throughout the building at no extra charge. Most of our sites deliver WiFi at a maximum speed of 100Mb/s.

You can register up to six devices on the WiFi system. If you need help connecting, you will find the instructions on the iQ app.

## HEATING

Your room has a booster switch so you can increase your heating if needed. You will find full instructions on how to use the heating in your room on the iQ app.

If you notice anything wrong with your heater, contact the team at Reception as soon as possible. Please don't obstruct your heater or use it to dry clothes – it may cause a fire. If you need to use a supplementary heater, please make sure it's an oil-filled radiator. We don't allow convector or fan heaters at our properties.

## INDUCTION HOBS

Most iQ sites have induction hobs so you will need to make sure you use saucepans which are compatible with these. Induction hobs may take some time to warm up, and many operate a timer to avoid cooking being left abandoned, so be sure to keep an eye on your cooking at all times.

**Never leave your cooking unattended as this is a serious fire risk.**



## TV

Where TVs are provided by iQ in common areas, they already have a licence. But you may also need to buy your own TV Licence if you use a TV or other device of your own.

You will need your own TV Licence to watch or record live TV programmes on any channel or device, or to download or watch BBC programmes on iPlayer.

If you are living in a flat, each tenant needs their own TV Licence to watch or record live TV programmes on any channel or device, or to download or watch BBC programmes on iPlayer. Your licence will also cover any TVs in communal areas of the flat.

### **You will need to be covered by a TV Licence to:**

- Watch or record programmes as they're being shown on TV, or
- on any channel
- Watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc
- Download or watch any BBC programmes on iPlayer

### **You do not need one if:**

Your out-of-term address (parents' address) is covered by a TV Licence AND you only use TV receiving equipment that is powered solely by its own internal batteries AND you have not connected it to an aerial or plugged it into the mains.

## THINGS WE DON'T ALLOW

### **Subletting**

Allowing others to live in your room, or charging them rent to do so, is illegal.

### **Weapons**

Including pellet guns, air-activated weapons, crossbows, catapults and non-domestic knives.

### **Drugs**

Your tenancy agreement permits us to confiscate prohibited drugs, legal highs, nitrous oxide canisters and other substances without your consent.

### **Smoking and vaping**

Smoking and vaping are not permitted inside our buildings, including on balconies.

### **Cooking and barbecues in rooms**

Cooking is only permitted in kitchen areas. Rice cookers, toasters and similar appliances are not permitted for use in rooms due to fire risk.

### **Pets**

As cute as they are, pets are not allowed.

### **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

## BIKE STORE

We encourage the use of bikes and provide secure bike storage is available at most iQ locations. We recommend that all residents register their bike with the local police and use a strong lock as we cannot be held liable for any loss or theft. Please remember that bikes are not covered by your resident's contents insurance and you'll need to arrange separate cover.

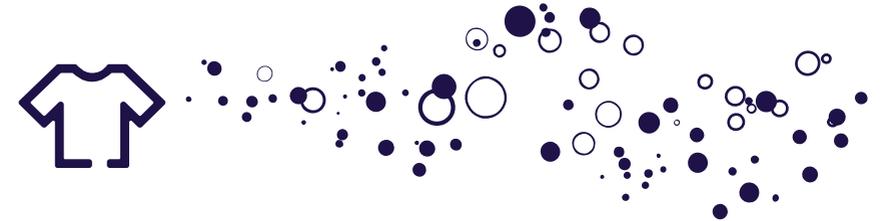
## POST

Letters and small packages will be delivered to your flat post box, 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 that a collection is waiting for you via the iQ app. You can then collect it from Reception at any time (some sites may operate restricted reception opening hours).

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.

Food deliveries need to be made directly to the resident – we cannot accept deliveries of perishable goods.

**iQ reserves the right to refuse delivery of any parcels that may look or sound suspicious. We may accept delivery and will open the parcel to deal with the contents appropriately. Please do not order illegal contraband, 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.

Most of our launderettes are operated by Circuit, and you'll need to pay for use of the washers and dryers via the Circuit laundry app. Laundry payment cards are also available at some sites. Our laundry at Weaver Place is operated by another supplier and information will be supplied on arrival.

Should a machine break down or give you cause for concern you can contact Circuit 24/7 or notify a member of the iQ team who will be happy to help. If the laundry in your building is operated by another provider, please check the instructions which are displayed.

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 believe iQ should feel like a home away from home, and you will play a crucial part in that experience for yourself and others.

We produced a Safe, Welcoming Homes guide, that outlines the steps that we are taking to protect our staff and residents in light of COVID-19. It also gives advice on living safely in your new iQ home. You can find it here [iqsa.com/safe-welcoming-homes](https://iqsa.com/safe-welcoming-homes).

If you have any queries or have trouble settling in, you can always get in touch with your team, either directly or via our app.

Meanwhile, here are a few things to think about to ensure you and your fellow students can live in a clean, safe and enjoyable environment.



## UNDERSTANDING

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

## DAMAGE

Accidents happen, but any 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 ANOTHER RESIDENT

If you’re unhappy about the behaviour of another resident, it’s always 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 us 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 or compromising situation you weren't expecting, 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.
- Do not take recreational drugs or legal highs. 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 the iQ team at Reception.

# 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 up 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 appliance.
- 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.

## 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. 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

Keep fire doors closed at all times – they're there to stop the spread of fire should one occur. 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 also fitted with a smoke detector. 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 fire-fighting 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.
- You must evacuate the building immediately on hearing the alarm – 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 the 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.

Fire safety equipment, smoke detectors and fire extinguishers are situated around the property. Please leave them alone unless a fire occurs. 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.



## COOKING

Please help prevent fires in your building by following these tips for safe cooking:

- Don't leave cookers unattended when in use, as this will cause a fire and can 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 will 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 and 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.

As part of our programme of enhancements, your kitchen may have been fitted with an induction hob. This means you'll need to bring steel-bottomed pans to prepare your meals, as aluminium or copper saucepans don't work on induction hobs.

For more information about induction hobs, visit our website. Please note that induction hobs can interfere with pacemakers. If you have any concerns about this, please contact Reception.



# Housekeeping



## CHECK & FIX

You'll hear from us throughout the year about our Check & Fix programme. Our maintenance team will visit your room and carry out any minor repairs there and then. If there are bigger issues, they will arrange with you when to pop back.

**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 – 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 vermin issues 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 and on the first visit. 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 as soon as possible. We aim to get all maintenance issues solved as soon as possible too, 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 the quickest way to send us a message and we'll get right back to you. Download it [here](#).

## 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 on your life at iQ. Alternatively, you can call us. Find all iQ numbers [here](#).

## Social

The team at iQ will post regular updates on Facebook 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 thoughts is appreciated. We do 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 fantastic great service, but we're only human and sometimes we get it wrong. iQ holds a positive approach to complaints, regarding them as an opportunity to receive feedback and make improvements on to our accommodation and service.

You can make a complaint via phone, in writing, or at the Reception desk. To see the complaints process please click here [INSERT LINK]

In the first instance, an Operations Manager will investigate and respond to your complaint. Should you wish to escalate your complaint, it will usually be reviewed by our Head of Operations.

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 organisations outlined below.



## **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](https://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](https://www.ukstandards.org.uk)

[www.thesac.org.uk](https://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 or the iQ app 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](http://slc.co.uk)

### THE MONEY ADVICE SERVICE

**W:** [moneyadvice.org.uk](http://moneyadvice.org.uk)

**T:** 0800 138 7777

### DEBTLINE

**W:** [nationaldebtline.org](http://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 in-room residents wishing to 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.

## 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 here with us but, as a resident of iQ, you will be legally bound by all the terms set out in your signed tenancy agreement.

## 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. iQ takes the security and privacy of your personal data very seriously and complies with the Data Protection Act 2018 and General Data Protection Regulation.

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](https://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](mailto:dpo@iqstudent.com)

## THE LAW: YOUR DATA PROTECTION 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.



