

Sheraton Park, Durham: Noise Management Plan

This document is intended to form an addendum to the Cundall 'Environmental noise assessment' Rev D, dated 17th December 2013.

Following consultation with Durham County Council and their advisors it has been agreed (reference email sent by Andrew Parkin to Emma Tindall dated 4th April 2014) that a robust noise management plan be submitted as part of the planning process, with a view to reinforcing Alumno Developments (Durham) Ltd (Alumno) commitment to controlling and minimising noise due to operation of Sheraton Park that could affect nearby residential areas.

The information below gives both context to the scheme and a detailed schedule of the types of measures that Alumno are committed to.

Context

Consultation with the Local Authority and nearby residents has raised a number of issues in relation to the potential noise impact due to the development. The site and its environs needs to be assessed in context though, and any consideration should take into account the following:

- The area surrounding the site is predominantly residential in nature, but already includes a significant proportion of student housing
 - Existing student housing will not be subject to the same levels of control as any purpose-developed scheme as there will not be an over-arching management company involved
 - Existing student housing will not have the same controls on the use of cars, therefore noise from car use is possible
- The development site is currently vacant. However, if the site is developed in accordance with the extant planning permission for residential or any other use, it could give rise to significant increased traffic (the extant residential permission for the site proposed 145 parking spaces which is 73% greater than proposed) in the area and occupants would not be subject to the same levels of control or management. Anti-social behaviour is therefore more likely to be an issue in an alternative development which does not have the benefit of a comprehensive management plan

Noise Management Proposals

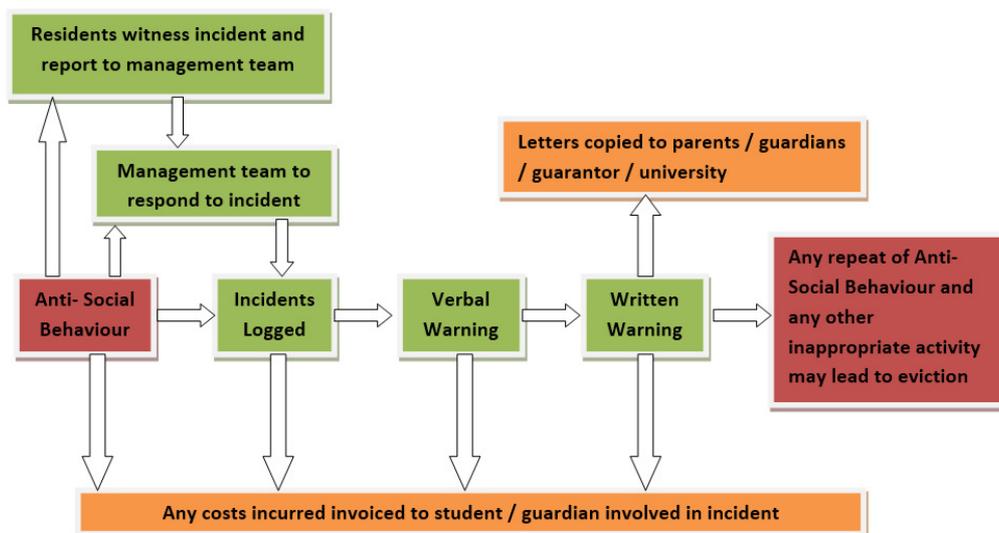
A significant number of management proposals are included in the design of the redevelopment, many of them being specifically for, or having beneficial impacts on, the control of noise affecting nearby existing residential dwellings. These are summarised as follows, split into physical control measures via the building construction and management policies:

PHYSICAL CONTROL MEASURES

- **Good quality glazing.** New buildings will be fitted with good quality double glazing. This will help to limit noise created internally breaking out
- **Trickle ventilators.** These will be fitted to habitable areas and will provide permanent background ventilation without the need to open windows. Windows will therefore only need to be opened when greater levels of ventilation or temperature control is required
- **Restricted window openings.** Even when windows are required to be opened by occupants, their opening distance is limited to 100 mm. This will limit the opportunity for noise break out
- **Limits on services plant.** Any new items of plant (e.g. air handling units, roof-mounted extract fans etc.) will have their noise output limited. The level of noise from new plant will be 10 dB below existing background noise levels and will therefore not increase existing noise levels on site
- **Vegetation:** Although tree planting and vegetation does not physically reduce noise impact, the location and layout of open space and pathways can mitigate any associated impacts by creating a framework where public and semi-public routes and more passive areas are defined, mindful of the sensitivity of the residential context to the development. The Landscape Masterplan sets out the design response for the external areas including the improved central parkland, which has been developed to date in conjunction with the residents groups and wider community. This would be developed further through any future detailed design mitigation strategy, if deemed necessary, working with a range of stakeholders
- **Site Plan Design:** The design function and layout for the external areas looks to reinforce the existing character and reinstate valued features of the unique parkland setting working with the architectural context also. Movement and boundary treatments have looked to reinforce key desire lines, but also direct the public away from residential areas through the parkland (open space) on site, mindful of existing privacy. The proposed redevelopment of Sheraton House includes a central courtyard for students use only, whilst the central area of the parkland provides a more passive space including seating for the benefit of the wider community and residents. The Landscape Masterplan sets out the design response developed to date in conjunction with the residents groups and local planning authority officers, but through any future detailed design stage will look to develop further the proposals taking into consideration any noise/visual mitigation measures, if deemed necessary.
- **Gates:** robust, solid gates will be installed at the main entrances to the courtyard for security and management purposes. These will have the added benefit of providing additional screening for residential areas, when closed
- **Internal layout:** community rooms will be accessed from central amenity space and be located away from nearby housing

MANAGEMENT POLICIES

- **Briefing packs.** Upon arrival, all students will be presented with a briefing pack that sets out their obligations in terms of social responsibility to their adjacent and wider neighbours. An example of such a document from an Alumno scheme in Sheffield is appended. Sheraton Park is intended to be a community and its residents are expected to behave accordingly
- **Designated point of contact.** There will be a 24/7 support line for any local residents to call if they witness anti-social behaviour. All issues will be acted upon immediately and, where necessary, Student Wardens or security personnel will be notified and despatched accordingly to deal with the issue
- **Complaints log.** A log of any and all complaints from local residents will be kept by the management company and designated contact
- **Student Wardens.** Five of the rooms within the development will house Student Wardens, whose role will monitor student behaviour out of office hours, in addition to assisting students requiring advisory services
- **Complaints procedure:** see below flowchart identifying the protocol for addressing complaints of anti-social behaviour



Above subject to regular review by management company.

- **Support teams.** During the first week of their residency students will have visits from a support team who will brief them on various aspects of their residency, including a reminder of their obligations to behave responsibly. Monthly kitchen talks with all students will reinforce noise restrictions and the need to respect the local community
- **Community engagement.** Links will be established between student groups and local residents such that there is a clear route for dialogue between both parties. The management company will be available to meet the Residents' Association once a month and any issues relating to noise management can be addressed between parties. In addition to these regular meetings, residents will be kept up to date with contact details and information through a variety of ways, as follows:

- Community notice board
- Dedicated website
- Resident's Association liaison
- Dedicated liaison group (which is not dependent on RA)
- Onsite management staff present in office hours
- **Security guards.** During the first two weeks of term, static security guards will be posted on site between 7 pm and 3 am; they will be briefed and inducted in how to handle noise complaints. Static guards will also be posted on site during other times where anti-social behaviour is a higher risk, e.g. graduation and end of term events. At all other times security patrols will happen regularly and mobile guards will be contactable by Wardens as and when required
- **Accommodation contract.** Each student is required to enter into a binding contract with the management company as a condition of their tenancy. This contract clearly identifies that anti-social behaviour of any kind is unacceptable and a breach of their contractual terms. Failure to abide by these conditions will result and disciplinary procedures and can ultimately lead to eviction
- **Population mix.** 10% of the residents of Sheraton Park will be Fellows, researchers and staff, which will assist in creating a balanced community and will provide a built in hierarchy of monitors/mentors.
- **Signage.** Areas both within and around the grounds of the development will contain clear signage reminding residents of their obligations to behave responsibly and not behave anti-socially
- **Restrictions of student vehicles.** Although Parking is being provided, students will be restricted from bringing cars to the site in line with Durham University's green travel plan and tenancy agreements. This will minimise the opportunity for disturbance to be caused by increased traffic in the area
- **CCTV.** Cameras in and around the building will allow monitoring of incidents and potential incidents – this will discourage noise and antisocial behaviour, and will assist in identifying students who are misbehaving
- **No alcohol available on site.** There is no provision for supply of alcohol on site, requiring students to go off to visit bars and clubs
- **No external events.** No external activities that could create noise disturbance will be held on the grounds
- **Agreements with local taxi providers.** Local taxi companies will be made aware of regulations against anti-social behaviour and will be asked that they refrain from sounding their horns when picking up and dropping off students from the site
- **Agreements with takeaway delivery drivers.** Local takeaways who deliver will be made aware of regulations against anti-social behaviour and will be asked that they refrain from sounding their horns when making deliveries
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- **Ongoing review of management policies.** The management plan will be reviewed annually and refined as appropriate. The university reviews procedures annually, through regular welfare and pastoral care meetings between the university and the management team. Any management issues will be continually monitored.



The Trigon Sheffield SHU Start Guide



Welcome To The Trigon Sheffield SHUStart Guide

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INTRODUCTION

The staff from Derwent Living, who will take care of you during your stay at The Trigon are pleased to welcome you to Sheffield, and hope you will enjoy living within The Trigon and indeed your time here at Sheffield Hallam University.



We have students from various countries throughout the world all who are just starting out on their University path and aiming high regardless of their choice of degree. This is a great opportunity to make friends (some of which may last a lifetime).

We look forward to helping you enjoy your time here and hope that memories you collect at The Trigon and in your Sheffield student experience will be good ones which will remain with you for years to come.

You can enhance this experience by showing respect and consideration for your fellow students, the on-site staff and indeed the accommodation itself, after all, this will be your home for the next 44 weeks and we want all our residents to fully enjoy it whilst remaining safe and secure.

The following pages of this booklet are there to help you ease into student life and your new home.

INTRODUCTION

The Trigon team has four members of staff based within Reception.

Your Scheme Manager, Lynn Bennett and Customer Advisor, Beth Wilkinson will be available in Reception, they will be on hand to help with any queries you may have. Be it where the nearest Post Office is, how to use a washing machine or a problem within your flat.



Lynn



Beth

Your Site Representatives, Ian Earnshaw and Chris Wehrle will be evident out and about on site; they are responsible for upkeep and repairs within the accommodation.

Ian



Chris



INTRODUCTION

We have two regular Security Officers who you will find in Reception or on and around site during the hours when the office is closed. Ike and Steve have been with The Trigon for some time now and will become invaluable friends during evenings and weekends. Please ensure you have their number stored on your mobile (07814 457359). Please show them respect at all times – you never know when you might need their help!



Ike



Steve

Our team of communal cleaners, Mel, Lisa M and Lisa L will be around every weekday morning to clean the common areas and lifts, again please treat the cleaning team with respect and consideration, they are there to ensure your home is kept clean not clean up after you.



Mel, Lisa M, Lisa L.

We will all do our utmost to make you feel welcome in your new home and in Sheffield. As you have chosen The Trigon, I hope that you will appreciate the work that goes into keeping it in the condition in which you have found it, and will help us to maintain it. This way it will be a pleasant place for you to live and also for future students of Sheffield Hallam University to live.

We wish you every success with your studies and look forward to meeting you.

IMPORTANT INFORMATION

Advice in the Event of a Fire

- If you discover a fire follow the instructions given on the fire notices in your flat.
- If you are in your bedroom and a fire in the hallway is obstructing your exit, the safest option is for you to remain in your bedroom. Let others know you are in the room by shouting from the window or by contacting the Fire Brigade, the office or the Security officer on duty (in this order).
- If there is smoke appearing around the door – place damp bedding or towels around the door to prevent the smoke from penetrating into the room.
- Open the window and stay near it for fresh air until the Fire Brigade arrives.
- If you hear a smoke alarm inside another flat; contact the Fire Brigade by dialling 999. Also contact the site staff or security officer on duty.
- Your flat door, lounge and bedroom doors are all designed to provide at least 30 minutes fire protection.
- If you choose to leave your room / flat check door handles, hinges and edges for heat with the back of your hand. If they are warm – DO NOT open the door – the fire is on the other side.

General Fire Safety Advice

- Make your Fire Action Plan now – awareness can save lives.
- Familiarise yourself with the location of the Fire Safety equipment.
- Report any problems with your fire fighting equipment. If you use any of the equipment to tackle a fire, report to the office immediately so that we can replace it.
- Do not remove or abuse any of the equipment – it is provided for your own safety and is an offence to tamper with it.
- Do not remove the bedroom door closers or prop open the internal fire doors at any time.
- Do not prop open doors in communal areas and stairwells.
- Keep all doorways and hallways clear from obstructions at all times.
- Do not leave bags of rubbish or other items in the stairwells, lobbies or in your hall. This may obstruct your potential escape route or that of other residents and be a potential source of fire.

IMPORTANT INFORMATION

- Whilst cooking do not leave cooking appliances unattended.
- Do not bring heating appliances into the accommodation or use any cooking appliance in the bedrooms.
- Do not bring into the accommodation chip pans, deep fat fryers or use oil deeper than 1cm to cook in.
- Do not use or store in the flat any lighted candles, incense sticks, naked flame appliances or portable apparatus fed by paraffin or liquid gas.
- If you bring any item of your own furniture into the flat, it must display the British Standards for Fire Safety and must be approved and authorised by Derwent Living.
- Switch off electrical appliances at the wall when not in use.
- Do not overload electric sockets.
- Report any faults with electrical equipment and ensure that faulty appliances are not used until repaired or replaced.

Do not attempt to dry any items on your lounge or bedroom heaters **they are not designed for this purpose.**

Fire Safety Equipment / Features:

The Trigon provides the following:

- Fire Blankets & 2kg Dry Powder Fire Extinguisher - situated in the kitchens.
- Heat Detectors - situated on the kitchen / lounge ceilings.
- 6L Water / Foam Fire Extinguishers - situated in the flat hallway.
- Smoke Detectors –on the hallway ceiling and in all bedrooms.
- ½ Hour Fire Safety doors to the main flat entrance, all bedrooms and the kitchen / lounge area.
- Smoke seals around the doorframes to reduce the passage of smoke in the event of a fire.
- Door closers to all internal doors.
- Door locks fitted with a thumb turn mechanism to allow escape without the use of a key.
- Fire action notices on the back of all bedroom doors.
- All furniture and fittings provided are designed to meet Fire Safety requirements.
- Fire break-glass call point on every landing
- Emergency lighting in the communal stairwells to ensure a safe escape route at all times
- Automatic vent system to dispel smoke.
- Dry rising main fire hydrant system for use by fire fighters

IMPORTANT INFORMATION

Smoking

The Trigon is a **no smoking accommodation scheme**; this includes bedrooms, lounge / kitchens, stairways, lifts, landings, bin stores, entrance lobbies, common room and the Laundry. It is an offence to smoke within the building in line with the 2007 Smoking Ban. Failure to adhere to this policy will result in disciplinary action and possible charges being incurred.

IMPORTANT NOTE:

This is a condition of your Tenancy Agreement and breaches may lead to the termination of your Tenancy.

Security

- Derwent Living employs three Security Officers who work on a shift rotation basis to ensure that you are safe.
- Security will be on duty 6pm until 8am on weekdays and 24 hours over the weekend.
- If you have a concern about security please inform a member of staff immediately. To supplement the work of our Security we have CCTV surveillance in operation throughout the site, enhanced further by security fencing and restricted door access controls.
- Our security is however only as good as the residents who live with us, so please ensure that you follow some simple safety steps such as closing windows and doors if you leave a room, keeping your gate key and bedroom key on your person at all times and by not allowing visitors to tailgate you onto site or into the block.
- The flat intercoms allow you to talk with people ringing your flat and allow you to “buzz” them in through the gate and into the block. Please do not throw your keys down as you will be expected to pay for damaged keys and keys thrown from a height may cause injuries. (For help on how to use the intercom see instructions on page 22.)
- Please be aware that you will be responsible for any guest you admit to the accommodation. You are welcome to have guests at The Trigon during your stay although all overnight guests (a maximum of 3 nights in any one week period) must be signed in at Reception. This is very important for fire safety. You should also check with your flatmates that they do not have any objections. Please remember that as our tenant you are legally responsible for the behaviour of your guests and any damage and/or nuisance they may cause will be your responsibility.

IMPORTANT INFORMATION

Payment of Bills

Derwent Living will accept payment of bills via cash, debit or credit cards. We can only accept card payments for transactions totalling over the value of £20. (NB Credit cards will also incur an additional service charge)

Invoicing

Please find below the procedure used by Derwent Living for invoicing. Residents will be invoiced when money is owed to The Trigon. Eg. Payments for contract cleaners, outstanding rent, damages etc. All invoices must be settled within 7 days of the date of issue and will not be deducted from your deposit unless issued at the end of the Tenancy.

First Invoice

Your first invoice will be put into your post box (NOT delivered to your flat) therefore it is essential that either you or someone in your flat checks for post regularly. The invoice will show you what you are being invoiced for and how much money is due. You will be given 7 days to pay from date of issue and if Reception receives no payment by the due date then a reminder invoice will be put into your post box.

Unpaid Invoices

Where invoices are not paid despite reminders, they will be forwarded to the resident's Guarantor for payment. Where invoices still remain outstanding, the resident's and the Guarantor's details will be passed to Derwent Living's solicitors, who will continue to take further action to recover the debt. This will incur further costs and interest, which residents and Guarantors will be liable to pay

Interest Charges on Unpaid Rent or Invoices

Rent payments and invoices not paid within 14 days will be subject to a daily interest charge on the outstanding amount which is calculated at 1% above the base lending rate of National Westminster Bank plc **PLUS** a £50 administration charge.

Communal Invoices

For invoices that are for all residents of the flat you may settle your equal share if you are unable to reach an agreement with your flatmates regarding payment. It will be up to the remaining residents to settle their own share and any further reminder charges.

IMPORTANT INFORMATION

Insurance

Contents Insurance is organised for each of our students through Sheffield Hallam University with the company *cover4students*. A summary of the policy and further details can be obtained from the insurance company at [.cover4students.com/](http://cover4students.com/) .

Lost your SHU Card?

If you lose or have your SHUcard stolen:

- Report it immediately to either Heart of the Campus Reception at Collegiate or Main Reception, Owen Building at City Campus
- Complete another [SHU 71 form](#) - these are available from both Receptions
- If you have lost or damaged your SHUcard you will be charged an administration fee of £10 for a replacement card. This can be paid by cash or credit card at SHU Reception, who will give you a receipt. The receipt must be produced before a replacement SHUcard can be printed.
- If your SHUcard was in your wallet or purse which has been stolen you must report the incident to the Police to obtain a crime incident or reference number which will allow you to renew your SHUcard without charge.

Further SHUcard information

City Campus

Main Reception

0114 225 3583

Collegiate Campus

Heart of the Campus Reception

0114 225 2200

Opening hours

City Campus

9.00am - 8.45pm Monday to

Friday

9.30am - 4.45pm Sat and Sun

Collegiate Campus

9.30 - 5.45pm Monday to Friday

IMPORTANT INFORMATION

Inventory

- Upon arrival you will be issued with an Inventory; this lists all the items which should be present within your Bedroom, En-suite, Hallway, Kitchen and Lounge with tick boxes to rate the condition of each.
- You **MUST** fill in the Inventory accurately within 7 days of arrival in order to prove the initial condition of your flat's contents as this will then be used upon departure to determine whether any charges are due.
- Failure to fill in and return your Inventory may lead to you being charged for damages which you haven't caused!
- Any items listed as either not present or which require attention will then be attended to promptly to ensure a high standard is achieved from the start.
- Please be thorough when completing the Inventory; it may take some time but in the long run it will be worth it as it could save your deposit!

Disciplinary Action

- Derwent Living aims to offer students a place to live that is comfortable and conducive to study.
- Residents and their visitors are expected to show consideration towards others and follow the terms of their tenancy agreement.
- Where these terms are breached, or where residents or their visitors behave inappropriately, Derwent Living will take disciplinary action.

Offences that will result in disciplinary action include:

- **Smoking**
- Damage to Derwent Living property
- Theft of Derwent Living property
- Excessive noise / neighbour nuisance
- Use of illegal drugs on Derwent Living premises
- Abusive or threatening behaviour towards residents, staff or visitors
- Irresponsible behaviour in relation to Health and Safety
- Misuse of fire equipment
- False activation of the fire alarms

NB: This is not an exhaustive list and any behaviour that is considered to be anti-social will be dealt with at the discretion of Derwent Living Management.

IMPORTANT INFORMATION

Anti –Social Behaviour & Use Of Illegal Drugs

- Derwent Living takes the issue of anti-social behaviour and the use of illegal drugs on Derwent Living premises very seriously and will work closely with the Police and the University to tackle such cases.
- If residents or their visitors cause a nuisance to other residents, staff or members of the public the appropriate disciplinary action will be taken as outlined below.
- In addition all incidents will be logged and where appropriate information (including CCTV footage) will be passed to the police to assist prosecution.
- **Please note the selling / use of illegal substances will not follow the guidelines below and you will be evicted immediately.**

INITIAL ACTION

- Verbal warning.
- Written warning.

Letters will be copied to parents/guardians/guarantor and/or the University. Any costs incurred as a result of student action will be invoiced to the student/flat involved.

SUBSEQUENT ACTION

- Guarantor will be informed in writing.
- University Tutor/Disciplinary Office will be informed in writing.
- Evidence of repeat anti-social behaviour, smoking and any other inappropriate activity may lead to eviction.

ULTIMATE ACTION

- Court proceedings resulting in eviction from The Trigon. Resident / visitor actions reported to police if appropriate.

Any of the above stages may be bypassed depending on the seriousness of the offence.

GENERAL INFORMATION

Bicycle Storage

- Free bicycle storage is provided at A Block and C Block. (For C Block store; please request a key at Reception).
- Please be aware that these areas are accessible to anyone and therefore you should have a good cycle lock and ensure your cycle is insured, either under your parents insurance or under your *Cover4Students* policy add-on.
- Please refrain from storing bikes within your flat and/or staircase, this is a breach of tenancy and any bicycles found within these areas will be removed and a release fee applied.

Car Parking

Unfortunately due to the city centre position there is no car parking available at The Trigon.

Courtyard

- Please feel free to use the courtyard (weather permitting) and should you wish to smoke please use the cigarette bins provided by each block.
- We would urge you to realise that noise within the courtyard is amplified due to the buildings so please be considerate to fellow students and ensure that noise is kept to an absolute minimum.
- **No ball games, fireworks or barbeques are allowed at any time.**

Mail

- Mail is sorted for you in Reception and then delivered to your post box.
- Please ensure you use the correct address and Postcode (this information is printed on your welcome pack envelope).
- We will endeavour to deliver to your post box before 2pm; however we are limited by Royal Mail delivery times, industrial action etc.
- Please note that we only accept mail for current residents – “care of” mail will be returned to sender.
- Staff will accept registered / recorded / tracked mail & parcels and will sign (without liability) on your behalf, providing you have filled out a “Parcel Expected” slip. This slip will then be placed in your post box to notify you that we are holding a parcel for you – Please bring the slip into Reception to claim your parcel. A signature and identification may then be required upon collection.

GENERAL INFORMATION

Flat Inspections

- We will carry out flat inspections once a term. Usually this will be done by Ian or Chris and they will check for general cleanliness, any signs of damage to the property, fire safety and anything that might breach general Health and Safety policies.
- During flat inspections it is down to the discretion of the member of staff inspecting it, as to what needs cleaning, what if anything needs repairing or replacing and what if anything is chargeable.
- All residents will be informed when there is an inspection due. It will therefore be the individual's responsibility to ensure that their room is in a satisfactory condition. It will be the flat as a whole, who should take responsibility for the communal areas, this will be easier if you consider each other and organize your actions between yourselves.
- The whole process will be easier if you can keep your flat in a clean condition on a daily / weekly basis.
- If you know you will be away for this period you must ensure everything is cleaned before you go, as the same standard will still apply.
- If any items in the flat require attention a letter will be left stating what action should be taken and the date of the re-inspection.
- If, upon the re-inspection, the items have not been corrected, the points raised will then fall to Derwent Living Staff to rectify and you will be charged for this extra service. There will be no further rechecks after this second letter has been left and cleaners will be booked immediately. If the cleaners arrive at the flat and the work has already been completed by the Tenant(s) then a cancellation charge of £10.00 will apply, regardless of how much the work itself would have cost.

PLEASE NOTE: Cleaning is charged at £20.00 / hour with a minimum charge of £20.00. Please note that we may take photographs of any unclean rooms / items.

GENERAL INFORMATION

Keys

You will be issued with three keys which should be in your possession at all times:

- Gate Key** Allows entry through the gate and into the laundry/common room area.
All Trigon residents admitted.
Cost £3.50
- Post Box Key** For the flat post box at the bottom of your block
Only your flatmates will have this key.
Cost £3.50
- Blk/Flt/Rm Key** This suited key allows entry to the block, your flat and your room.
Only you will have this key.
Cost £20.00

Fobs:

In addition there will be two fobs attached to your key ring:

- "Key Tracer"** This small plastic fob may save you £27.00! If your keys are lost anyone finding them can phone the number and get your keys returned to Reception. It also provides a reliable Taxi Phone number.
- Room ID** This fob gives your room number in the format Block / Flat / Room and should be removed as soon as possible so that your keys, if lost do not easily identify your room.

- Please ensure that you remember to take your keys with you at all times as although we will always let you back into your flat or room you may have a short wait until a member of staff is available.
- If you lose your keys and pay for a replacement set in CASH we will hold this money for 3 weeks in case you find them or they are returned via the Tracer service in which case you will be fully refunded.

Returning your Keys

- Your keys should be returned to Reception on the day your contract ends (or sooner if you wish) unless you have arranged with the Site Manager to extend your stay.
- It is your responsibility to return and sign your keys in to Reception. Please do not leave them with a friend. Your keys will only be accepted after you have followed the correct procedure for move-out.

GENERAL INFORMATION

Moving Out Information

On Deciding Your Leaving Date

- Please contact Reception and request a "Final Inspection". This will be carried out by your Site Representative who will attend the flat at the agreed appointment time and inspect the flat with you.
- **You must be present.**
- The Site Representative will use your inventory (which you completed within 7 days of moving in) and discuss any damage or charges that are applicable with you at this point.

Preparing for Your Final Inspection

- You should ensure that your bedroom and en-suite are cleaned to a high standard, it should look like it did when you arrived, there should be no rubbish and none of your belongings left in the room.
- You should have hoovered the hall and ensured it is clean and free of rubbish.
- You will have removed any food belonging to you from the fridge and freezer.
- You will have cleaned the kitchen and lounge area and emptied the bins and the recycling bags.
- You should advise your flatmates that you are having your inspection in order that they do not inadvertently undo your good work (maybe they will even lend a hand!).

Visitor's Book

Should you wish to leave your mark; we look forward to reading your comments in our Visitor's Book on front desk. Please sign it before leaving and let us know if you have enjoyed your stay. This will let us know if there is more we could do to help and whether what we are doing is going in the right direction.

Maintenance

- Please report any maintenance issues directly to Reception and fill out a maintenance report form.
- Alternatively you can fill out a form online at [.derwentstudents](http://derwentstudents.com). then select "Residents" then click "Maintenance Report Form"
- Chris or Ian (your Site Representatives) will then carry out the repair as soon as possible.

Please note that repairs are carried out in order of priority and emergencies will be attended to first. You will be informed should the repair be delayed by the need of parts or a contractor.

ENVIRONMENTAL INFORMATION

General Waste / Recycling:

- A company called Biffa handles rubbish and recycling collection here at The Trigon. General waste is collected twice weekly whilst recycling is collected once.
- Most packaging material is recyclable and here at the Trigon there are comprehensive recycling facilities. Only non-recyclable items should be put in the **General Waste** bins eg:
 - Food waste and packaging contaminated with food waste eg greasy pizza boxes
 - Bathroom waste eg used tissues, cotton buds, items of a personal nature, etc.
 - Polystyrene
 - Pyrex glass and broken pottery
 - Any other items not listed below
- The majority of recyclable materials are collected in the **ORANGE TOP** Dry Mixed Recycling (DMR) bins the exception is glass for which there are separate **GREEN** bins. **PLEASE DO NOT PUT GLASS IN THE DMR BINS OR VISE VERSA!**
- Dry Mixed Recycling (DMR) comprises:
 - Paper
 - Cardboard
 - Plastics - bottles, cartons, bags, plastic film, yoghurt pots etc (must be clean and residue free)
 - Cans – steel or aluminium (food cans must be clean and residue free) aerosols also accepted.
 - Juice cartons
 - Foil
 - Jar and bottle lids / tops
- Please use the White recycling bag provided in your flat to collect DMR.
- Glass bins are for mixed glass ONLY. Please remove plastic or metal lids and recycle separately, do not place glass in the bins in bags or boxes. We recommend that you use the green recycling bag provided in your flat. Also please note: No Pyrex (heatproof) glass or pottery please.

ENVIRONMENTAL INFORMATION

- Other items which are too good to throw away (clothes, shoes, books etc) can be donated to charity using the marked collection box in the laundry.
- Electrical and electronic items (marked with ) should not be placed in the general waste, instead please place these items in the box behind the bins in the B/C Block bin store.
- Batteries should be disposed of using the collection boxes now provided at stores which sell batteries such as supermarkets and convenience stores.
- Rubbish must not be left in stairwells or on landings, these areas are checked daily and an administration charge will be levied for each item of rubbish that has to be removed.

Removing Refuse and Sharp Objects

Each year, there are a number of accidents involving residents and staff being cut by sharp objects such as broken glass and crockery which have been placed in waste bins with other refuse. You can help to reduce the number of such accidents by following these simple guidelines.

- Wrap broken items which may cause injury in newspaper.
- Place them in one of the general waste bins in the bin store.
- Do not place them in your kitchen bin or litter bins as these have to be emptied and could cause an injury.

IMPORTANT NOTE:

Participating in The Trigon's Recycling Scheme is a condition of your Tenancy Agreement and persistent breaches may lead to the termination of your Tenancy.

ENVIRONMENTAL INFORMATION

Think Green!

The Trigon is committed to being as green as possible so along with the full recycling service we provide, you will find reminder stickers around the building to help you "Think Green". Here are some tips to help you further:

COOKING

- Every time you open the oven door the oven temperature is lowered, by 25 to 75 degrees. Try not to keep the door open for longer than necessary.
- Let food cool before putting it in the fridge so the refrigerator does not use energy unnecessarily.
- Keep your oven and hob clean. A clean oven is an efficient oven!
- Use the kettle to boil water for cooking, it's more efficient and quicker too! But don't boil more water than you need, remember 0.5L will fill 2 standard mugs.
- Use pots and pans that fit the hobs (these absorb more energy, reducing heat lost).
- Don't forget to turn off the oven when you have finished cooking
- Microwaves generally use less energy than ovens as they are on for a shorter period.
- Defrost freezers regularly to keep them running efficiently.

WATER

- Use your plug! Don't use running whilst shaving or brushing your teeth.
- When washing-up fill the bowl as running the hot tap is both wasteful and expensive.
- Using your shower for long periods uses A LOT of water and electricity too!

LIGHTS

- Sounds simple but... turn a light off if you are not using it.
- Turn lights off in bedrooms if you are in the lounge and vice versa.
- Turn off all lights when you go out or go to bed.

ENVIRONMENTAL INFORMATION

HEATING

- Keep windows and doors closed when heaters are on to avoid heat being lost.
- Your heaters are timed to stay on for a set period and can be switched straight back on, however if you have to go out please ensure you switch your heater off rather than just allowing the timer to switch it off. Make sure nothing covers the heater.
- If you are away during weekends or the University holidays ensure heaters and appliances are switched off at the wall. But do not switch off your fridge-freezer!
- Please remember that portable heaters are not allowed at The Trigon (see Tenancy agreement 4.17). It is worth noting that these use far more electricity than the wall heaters.
- Close your curtains at night to keep the heat in, especially in colder weather. Approx 20% of heat is lost through windows.

ELECTRICAL APPLIANCES

- Switch all appliances and chargers off at the wall socket if you are not using them.
- DO NOT use the "Standby" mode as this can use as much as 60% of the electricity that would be used if it was left on.
- Don't leave items on charge unnecessarily.

TRIGON ENERGY CHAMPIONSHIP

- Each year we award prizes for the flat with the lowest energy and water usage throughout the year.
- We will monitor your usage and send you regular utility statements so you can see how well (or badly) you are doing.
- SAVE ENERGY – SAVE THE PLANET – WIN PRIZES!

HOW TO USE GUIDE

Internet

- The internet service available to our students in Sheffield is provided by Ask4. Ask4 is the leading supplier of internet services to private student accommodation providers across the UK. By connecting clients' buildings directly to their own network using dedicated optic fibre, Ask4 ensure that the buildings have access to super-fast, scalable internet services and value added services such as IPTV and VoIP.
- Ask4 student internet services are designed to be incredibly easy to use. As well as offering high quality fast broadband packages, they also provide additional services such as Online TV, Voice over IP, Storage and Network Gaming Solutions.
- For any problems or queries with your internet service you can contact the ask4 Support Centre at any of the following contact points:
 - Support Centre Opening Times:
 - Mon – Fri 08:00 – 22:00
 - Sat – Sun 10:00 – 20:00
 - Phone: 0845 123 8710*
 - Fax: 0114 269 5333
 - e-mail: @ask4.
 - Text "Help Me": 07797 800 545**
(a member of ASK4 will then ring you back)
 - Portal: portal.ask4.com

*Calls are charged at local rate. **Texts are charged at standard network rate.

Setting Up Your Internet:

- Connect you PC or Laptop to the network port near your desk using a Cat5 cable.
- Open up your internet browser, this should direct you to the ASK4 website.
- There is a one off £50 connection fee, this gives you 4Mb broadband for the length of your time here. You can get faster internet and more service for an extra charge (see details online).
- Follow the onscreen instructions and pay online with a debit or credit card. (To pay in cash select the PayPoint option)
- Any setup issues can be resolved by using the set-up disk or by contacting ASK4.

HOW TO USE GUIDE

Laundrette

- The laundrette is situated across from Block B1 entrance it is also accessible via the rear door opposite the C Block Entrance (NB Both doors are opened using the Gate key).
- In order to use the service you will need to get change whilst you are out (Reception does not hold change for the machines).
- The cost of a wash is £2.00 – £2.20 and the dryers are £1.00.
- Instructions for use of the laundry are shown below (also available in laundrette):
- Begin by putting your laundry into the washer (Do not overload as this may damage the machine)
- Add the required detergent / fabric softener
- Insert the appropriate coins (NB the washers **do** accept £2 coins)
- Select the appropriate programme depending on the items being washed. The machine will now start; displaying the time remaining.
- Once the wash cycle has finished transfer the laundry to a dryer
- N.B. The dryers dry by hot air. If you overload the dryers they will not dry your clothes and this again may damage the machine.
- Ensure the lint filter is removed cleaned and reinserted before and after use to improve efficiency and prevent fires!
- Close the machine door and insert £1.
- Select the programme depending upon the laundry being dried. The machine will now start; displaying the time remaining.
- Please report any problems or breakdowns to Reception quoting the washer or dryer number.

IMPORTANT:

Laundry should not be left unattended during the washing or drying cycle. Although we will always try to help, Derwent Living accepts no liability for loss of personal items from the laundrette.

Intercom

- Your intercom is situated in the hallway of your flat and when called from outside will sound a shrill ringing tone.
- To answer and speak to the caller press and hold the  button.
- To grant access (buzz someone in) press the  button.
- To deny access simple release the  button after speaking to the caller.
- There is also a mute button marked  When pressed the green LED will light to show the intercom is muted.
- The ring-volume is controlled by a black switch on the side of the unit.
- To call from outside; enter block letter, then flat number then press 

HOW TO USE GUIDE

How to use the Microwave Oven

When using the microwave oven please follow these simple guidelines.

- Check on the door for the category or wattage of the microwave, and follow the cooking guidelines on the packaging of your food.
- Ensure that your cooking container is suitable for use in the microwave. Plates and cups with gold edging will spark and damage both the container and the microwave!
- Ensure the glass turntable is in place prior to using the microwave.
- Place your food inside and select the time and power level.
 - On a digital model you will need to enter the required time by pressing the +10s, +1m or +10m buttons until the correct cooking time is displayed. You will also be able to select the power level (on some models you will need to do this first) then press the Start Button.
 - On a Manual model turn the top power selector to the required power level then turn the timer dial to the required time. The Microwave will start as soon as the timer dial is moved off "0".
- Check your food part way through cooking, and adjust timing as necessary.

Microwave Defrosting / Cooking Tips

- When defrosting raw meat always use a plate not just the microwave turntable.
- Turn meat regularly whilst defrosting to avoid thinner parts cooking. Place thin items eg chop and sausages in a star shape with the thinner end inwards.
- To defrost sliced bread, separate the slices and lie on paper towel in a single or slightly overlapped layer, use the lowest power level, turn half way and microwave for roughly 30 seconds per slice.
- Remember the more food you put in the microwave the longer it will take, so if you are microwaving 2 burgers double the cooking time.

HOW TO USE GUIDE

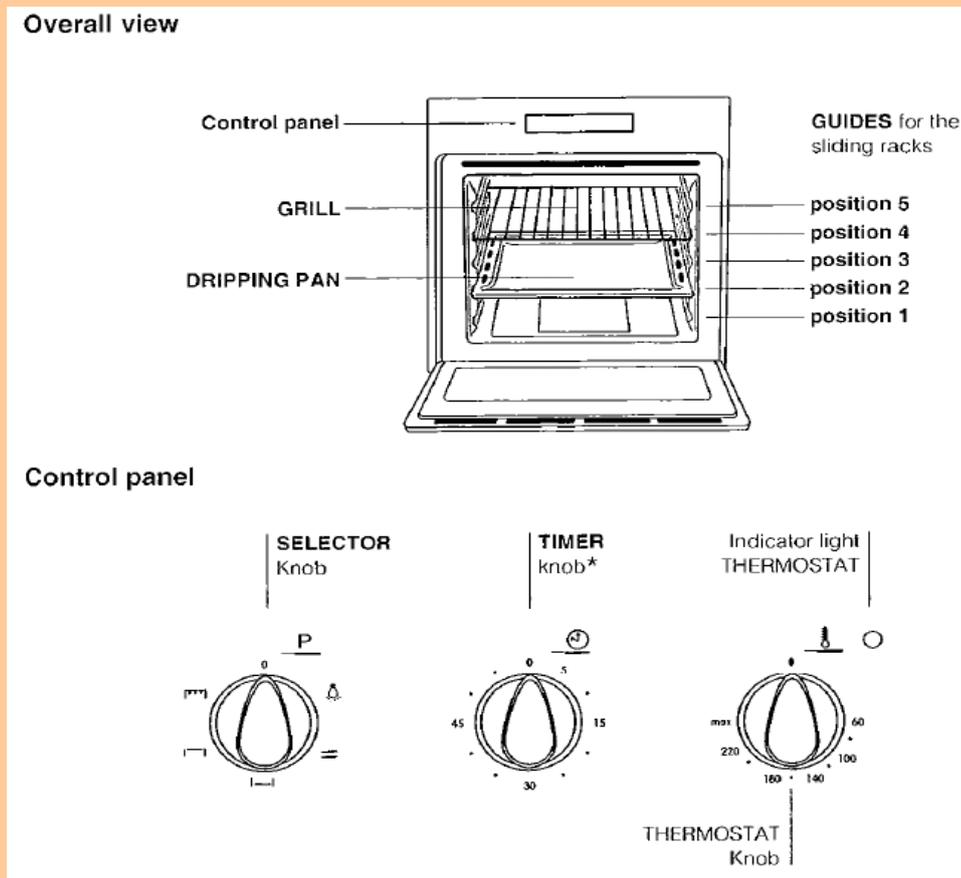
Operating the Hob

- As the markings on you hob may be faded or have been rubbed off please use this diagram to decide which controller is for which hotplate.
- Rotate the control knobs in either direction to provide fully variable heat control
- When any one of the hotplates is on, the red indicator light on the control panel is on.
- To switch a hotplate off turn the corresponding knob to 0 (12 o' clock)
- Knob Positions
 - 1 – Warming,
 - 2 - 3 Simmering,
 - 4 - 5 - 6 Frying, Boiling
- Wipe up any spillages or splashes immediately to prevent fires and make cleaning easier!



HOW TO USE GUIDE

Using The Oven And Grill



Operating the Oven

- Turn the oven on by rotating the oven control knob to the oven symbol (there are 2 oven settings bottom only; denoted by a single line [—] and full denoted by two lines [==])
- Select the temperature in the oven by rotating the temperature dial to the appropriate number (degrees Celsius)
- The power indicator light on the control panel will glow until the preset temperature is reached.
- Once the temperature has been reached, the light will go off and then cycle on and off to maintain the pre-set temperature.
- Check food is thoroughly cooked and piping hot.
- Wipe up any spillages or splashes immediately to prevent fires and make cleaning easier!

HOW TO USE GUIDE

Operating the Grill

- Open the oven door
- Position the shelf at a suitable height
- symbol ( for high and  for low) and allow to preheat for around 5 minutes
- The indicator light will glow to show that the grill is on.
- Ensure the food is correctly positioned under the grill element
- Do NOT line the grill pan with aluminium foil.
- Warning: Always use an oven glove to protect your hand when using the grill as all metals parts can become very HOT.
- Do not leave the handle in position when grilling.
- DO NOT LEAVE THE GRILL UNATTENDED OR ALLOW GREASE AND FAT TO BUILD UP IN THE TRAY AS THIS IS A MAJOR FIRE HAZARD!

Safety Information

- Turn the cooker off at the wall switch when not in use
- Always use dry good quality oven gloves when removing items from the oven or grill.
- Stand back when opening the oven door to allow any build up of steam to disperse.
- Always place the pans centrally on the hot plate making sure that handles are kept away from the edge of the hob and cannot become heated by other hotplates or pans.
- Make sure the shelves are in the correct position before switching on the oven or grill.
- Any food spills should be wiped up immediately to prevent the risk of a fire.

HOW TO USE GUIDE

Using the Fridge Freezer

- The fridge is for the short term storage of fresh food and drinks.
- The freezer is suitable for the freezing and storage of pre-frozen food. The recommendation for storage is listed on the food packaging and should be observed at all times.
- Bottles can be placed in the door section.
- To store raw meat, wrap in polythene bags or use airtight plastic containers and place on the lowest shelf. Do not allow to come into contact with cooked food to avoid contamination.
- Keep the food packed, wrapped or covered.
- Allow hot food and beverages to cool before placing them in the fridge.
- Do not store explosive substances.
- Left over canned food should not be stored in the can – transfer to a covered dish or container.
- Shelves, racks, crisper bins, drawers, flaps, bottle grippers are all removable for cleaning.
- Do not leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food or food juices dripping onto other food.
- Operating temperatures are controlled by the thermostat knob located on the ceiling of fridge compartment. Settings may be made from 1-5, 5 being the coldest position. We recommend you set the thermostat to 3.
- The normal storage temperature of the freezer should be -18°.
- Do not exceed "Use By" dates on the packaging.
- If there is a power failure, do not open the door. Frozen food should not be affected if the failure lasts for less than 20 hrs. If the failure is longer, then the food should be checked and either eaten immediately or disposed of.
- Should your freezer have ice crystals forming this is a sign that the door has been open for too long during use. Please ensure you discuss with your flatmates and defrost your freezer (if in doubt ask your Site Representative). If your freezer is not defrosted when necessary you may well have to pay charges for new drawers should they break.
- If you need to defrost your freezer the best way is to eat all the contents first! If this is not feasible place the frozen food in bin liners or similar then wrap in plenty of insulating material such as newspaper, blankets, duvets etc. This should keep everything frozen for long enough to defrost the freezer.

HOW TO USE GUIDE

Using the Shower

There are a number of different showers installed at The Trigon; Check the make and model number on the front of the unit and refer to the guide below:

Dimplex ax1

- Turn on your isolating switch (large switch with red light near bathroom door)
- Ensure top (power control) knob is set to the full red dot.
- Turn bottom water control knob anti-clockwise to allow water to flow.
- Adjusting the temperature:
 - **Warmer** - Decrease flow - TURN KNOB CLOCKWISE
 - **Cooler** - Increase flow - TURN KNOB ANTI-CLOCKWISE
 - Make adjustments carefully. Give the shower a few seconds after each adjustment to stabilise, and then check the temperature by hand before stepping into the shower.
- The red circle (half power) setting cuts out one heating element and so can be used to save energy in the summer months when incoming water temperatures are higher, or it can be used to reduce the water temperature and increase the spray pressure.
- If the shower has been switched off and then back on again within a short period of time the first water from the shower will be hotter than usual. Do not stand under the shower until the temperature has returned to normal.
- To turn off, turn water control knob fully clockwise until the water stops then turn off your isolating switch.

NB: In colder weather you will have to reduce the flow to compensate for the reduced incoming water temperature.

Dimplex ax2

- If you have a Dimplex ax2 shower the main difference is that the water is turned on and off by turning the top dial clockwise from "o" to the red dot. As before the bottom dial controls the temperature.

HOW TO USE GUIDE

Triton T80, T100e or Red Ring California Plus:

- Turn on your isolating switch (large switch with red light near bathroom door). On the T100e the indicator lights will flash for a few seconds.
- Press the “start / stop” button.
- Adjust to the desired temperature using the central dial. Make adjustments carefully. Give the shower a few seconds after each adjustment to stabilise, and then check the temperature by hand before stepping into the shower.
- To turn off press the “start / stop” button then turn off your isolating switch
- T100e only:
 - For cold water press the button with the blue snowflake symbol
 - To switch between 1 and 2 elements use the button with the red wavy line symbol.

Using the Vacuum Cleaner

Before you use the vacuum cleaner please check:

- The bag is in place and is not full.
- If the machine is faulty do not use it. Report it on a maintenance repair form in Reception.

Please remember that the vacuum will not pick up large items of refuse. Paper, bottle caps, crisp packets, pen tops etc should be picked up prior to vacuuming the floor.

The bag should be replaced on a regular basis please ask for a free one in Reception.

Once you have finished with the machine please unplug it rewind the cable up and store in the correct place.

Any problems please contact Reception where someone will be happy to help you.

Wall Mounted Heaters

- Switch on the power at the wall switch
- Depress the Power button on the top panel marked with . The red power indicator should light.
- Depress the timer button on the far right panel marked with .
- Slide the grey thermostat controller left or right to select either cooler (left) or warmer (right). The red heating light marked  will light to show the element is heating.
- The timer will run out after 2 hours after which point you will need to depress the timer button again for another 2 hours of heat.

HOW TO USE GUIDE

Television Sockets

- TV sockets are provided in each Bedroom and in the Lounge.
- Connect your TV to the wall socket using a male-male coaxial cable (available from B&Q, Argos, Wilkinson's etc)
- If you have moved to Sheffield from another transmitter area you must retune your TV or set-top box in order to receive a TV signal. In most cases this can be done by selecting the Menu option on either the TV or the set-top box then selecting Installation.
- Please note you may also have to retune your VCR, DTR or any other recording or receiving device before it will work properly.

How to Get a TV Licence

If you are using a television set (or anything else which can receive or record television programmes eg VCR, DTR, Set-top box, USB TV receiver etc) you **must** have a valid Television Licence.

You can obtain a Licence in one of the following ways:

- From a Pay Point shop
- From the Post Office
- By logging on to the TV licensing website and filling a form in on line at .tvlicensing.co.

There is a charge for a TV Licence however you can claim back any unused quarters (three consecutive months) when you leave in the summer.

Please note if you do not have a valid licence you can face a fine of up to £1,000.

Electric Kettle

Electric kettles are provided in all Kitchens and although their use is straight forward here are a couple of things to consider:

- Only boil the water you need (over filling wastes lots of energy!)
- Ensure the flex is kept away from the hob.
- Do not place the kettle on the hob even if it is not on as it may be switched on accidentally which will melt the kettle and may cause a fire.
- Sheffield is a soft water area so lime scale is not usually a problem however a small amount of brown "silt scale" may accumulate on the element and inside walls of the kettle this is perfectly normal and totally harmless. It can be removed by using a kettle de-scaler or lemon juice.

THINGS TO DO

Bars / Pubs

- Bia Hoi Mappin Street
- The Bowery Devonshire Street
- S1 West Street
- Vodka Revolution Fitzwilliam Street
- The Green Room Devonshire Street
- The Red Deer Mappin Street
- The Common Room Division Street
- The Frog and Parrot Division Street
- Bungalows and Bears Division Street
- The Forum Division Street
- The Cavendish West Street
- Lounge Glossop Road
- The Harley Glossop Road
- Showroom Bar Paternoster Row
- The Place Nile Street
- The Howard Howard Street
- University Arms Brook Hill

Clubs

- The Leadmill Leadmill Road
- Plug Matilda Street
- Corporation Milton Street
- Embrace Burgess Street

Live Music / Concerts

- The O2 Arena Arundel Gate
- West Street Live
- Motorpoint Arena (formally The Sheffield Arena) Don Valley
- Sheffield City Hall (Opposite Embrace)

Gay / Lesbian

- Dempsey's Hereford Street
- The Lion's Lair Burgess Street
- Poptastic (The HUBS monthly club night)
- Climax (Sheffield University monthly club night)

THINGS TO DO

Theatres

- Crucible Theatre Norfolk Street
- Lyceum Theatres Norfolk Street
- Library Theatre Norfolk Street

Galleries / Museums (Free Admission)

- Millennium Gallery Arundel Gate
- Graves Art Gallery Surrey Street
- Winter Garden Surrey Street
- Weston Park Museum Western Bank

Parks and Gardens

- Botanical Gardens Ecclesall Road
- Graves Park Chesterfield Road
- Endcliffe Park Hunter's Bar
- Winter Garden Surrey Street

Sports and Leisure

- Sheffield United Bramall Lane
- Sheffield Wednesday Hillsborough
- Pond's Forge Sport's Centre Commercial Street
- Ice Sheffield Coleridge Road Don Valley
- Don Valley Stadium Don Valley
- Roller Skating – Skate Central Queens Road
- Indoor Rock Climbing – The Edge Bramall Lane
- Dry Ski Slope and Bowling – Sheffield Ski Village Vale Road S3
- Napoleon's Casino Ecclesall Rd
- Hollywood Bowl Valley Centertainment Don Valley

Cinemas

- Odeon Cinema Arundel Gate
- Vue Cinema Meadowhall
- UGC Cinema Valley Centertainment Don Valley
- Showroom Cinema Paternoster Row

Shopping

- Meadowhall Shopping Centre
- Castle Market
- The Moor / Fargate (City Centre)

THINGS TO DO

Places Nearby

- Peak District National Park
 - Edale
 - Castleton
 - Hathersage



- Yorkshire Sculpture Park (Wakefield)



- Magna Science Adventure Centre



- Whitby / Scarborough



- York



- Manchester



Taxi Numbers

- City Taxis 0114 2393939
- Mercury Taxis 0114 2662662