

2011

Nido Student
Handbook



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WELCOME AND INTRODUCTION

We sincerely hope that you will find your experience at Nido to be entirely satisfying and positive. Our mission is to provide our residents with a high-quality “home away from home,” with outstanding amenities and customer service. Nido is a unique international living environment different to what you may have experienced before. Whether you are a local to London, from the UK or new to this country, there will be plenty of opportunities for you to mix and mingle with students from all around the world.

We encourage respect for the rights of every individual balanced against the rights and interests of the community as a whole. We hope that you will be an active participant in this collaboration. There will be many opportunities for you to meet your Nidomates through both personal interactions and community programming. There is also a Nido Intranet available to keep you connected with other residents and learn about what is going on in the building.

It is a condition of your residency and term of your Licence Agreement that you comply with the Resident Handbook which details the Nido policies and procedures in effect at the building. Whilst every effort has been made to provide residents with complete and accurate information, Nido Management reserve the right to change, amend, modify or revoke any policy or procedure contained in this document, with or without notice. When changes become necessary residents will be notified as quickly as possible. Final interpretation of the policies and procedures applicable to Nido is determined by Management.

We hope that you enjoy your stay with us here at Nido and look forward to working with you to engage in a truly unique and first-class living environment.

Welcome Home!

COMPLAINTS

If a resident is unhappy with a particular aspect of the Nido Student Living experience they should put their concerns in writing, via e-mail, to the Residence Manager. If the concern is regarding a roommate conflict or conflict with other members of the community, residents can discuss this with their Residence Assistant (RA) first, then the Residence Life Manager. The earlier a problem is identified, the easier it is to remedy.

INFORMAL DISCUSSION

If you are having minor problems with the behaviour of other residents we encourage you to first try to resolve the issue on your own. Dissatisfaction often arises from misunderstandings due to lack of communication; the best starting point is approaching the other resident to discuss the matter in a relaxed manner. This approach often provides an immediate solution and helps to build new relationships with fellow residents. If you are unable to resolve the situation yourself, your RA can offer mediation to help resolve the situation without escalation.

CODE OF STANDARDS

The Housing Act 2004 introduced licensing for houses of multiple occupants in England and Wales. Large student residential developments are exempted from licensing providing they sign up to a code of practice that has been approved by the Department for Communities and Local Government (DCLG). We are happy to be registered with the Accreditation Network UK (ANUK). Further information can be found at www.anuk.org.uk.

NIDO STAFF

Nido staff members are here to help residents get the most out of their living experience. Staff provide a variety of services, will respond to emergency situations and are available to meet with residents when they need help.

MANAGEMENT

Building or Residence Life Managers are responsible for the overall operation and management of the Nido building. Reception, Housekeeping, Security and Maintenance staff all report to them and assist them in protecting against risks to the health and safety of residents and staff. Residence Life Managers are responsible for pastoral care and the overall operation of the Residence Life program. The Resident Assistants report to them and assist them in providing well-being support for residents as well as carrying out educational and social activities throughout the year. They are responsible for enforcing the Code of Conduct to ensure a healthy, happy living environment in the Nido Community. Managers are based in the Management Office on the ground floor and available Monday to Friday between 8AM and 6PM. They can be contacted through the Front Desk.

RECEPTION

Reception staff are available Monday to Friday between 10AM and 6PM and are located at the Front Desk. Some services available at the Front Desk include accepting payments on accounts (debit or credit card only), Nido Store hires and purchases, receiving room change request forms, and registering visitors.

RESERVATIONS

The Reservations Team is responsible for the management of bookings and room change requests made by residents. They are available Monday to Friday between 8AM and 6PM either on-site or by calling 0203 102 1060.

FINANCE

Finance staff are responsible for the management of all fees payable by residents. They are available to assist residents with the taking of payments, account queries and any other financial based query. They are located in the

Management Office on the ground floor and are available Monday to Friday between 9AM and 6PM.

MAINTENANCE

The facilities staff, maintenance staff and outside expert contractors are responsible for the maintenance of all building components and the completion of all approved service requests. Routine services are conducted between 7AM and 7PM. Maintenance staff is on-call 24 hours a day in the event of emergencies.

HOUSEKEEPING

Housekeeping staff is responsible for the cleaning and upkeep of all common areas within the building including entrances, lobbies, hallways, lounges, and stairwells. Housekeeping staff are available for individual room cleans which can be booked at the Front Desk with 24 hours advance notice.

SECURITY

The Security team is comprised of knowledgeable staff members who help maintain a safe and secure environment for all who visit, live and work in the building. Located at the building entrance, Security oversees building access and policies 24 hours a day, 7 days a week. They assist with the processing or replacement of key cards, registering visitors, and providing guest access.

RESIDENT ASSISTANTS (RA)

The RAs are live-in student staff committed to the personal and academic success of our residents. They strengthen the sense of community through leadership, programming, referrals, policy enforcement and student well being. They are a residents' first source for information, problem solving and support. They provide overnight on-call response to urgent needs and facilitate social and educational events for residents. They report to the Residence Life Manager and their details are available on the Intranet. Whenever the Management office is closed, Resident Assistants (RAs) are on-call after hours and throughout the night to assist residents with urgent concerns.

FACILITIES AND SERVICES

There are a number of facilities and services provided within the residence. Should you have any questions please see the Front Desk.

BICYCLE STORAGE

A limited number of bicycle storage spots may be available. Access for residents will be provided on a first come-first served basis. All bicycles must be registered with the Front Desk prior to storage. Residents are responsible for providing their own bike locks. Bicycles are prohibited anywhere else in the building, including inside living quarters. Residents assume full responsibility for damages or losses of any kind.

LAUNDRY FACILITIES

Communal laundry rooms are located either in the basement, ground floor, or in some cases on various floors throughout the building. They are accessible 24 hours a day. Machines operate using the cashless system. If a machine malfunctions it should be reported on Helpdesk at: www.enjoynido.com Nido is not responsible for items lost, stolen or damaged whilst using the facilities. Items left in the laundry room overnight will be discarded.

STORAGE

Storage is available on a first come-first served basis for current residents. Please see the Front Desk for monthly rates and availability. There is also ample space under your bed. We are unable to store items once residents have checked-out of Nido.

COMMON ROOMS

All students have access to common rooms. These are set up with study tables and chairs and in some cases, TVs. In general you may find it preferable to study in your room.

COMMUNAL KITCHENS

Where provided, communal kitchens are for the use of twin room residents only. Residents of twin rooms will have access to one communal kitchen per floor. Facilities in the kitchen include ovens, hobs, microwaves, a locking

refrigerator/freezer, and a storage cabinet for each room. Some twin rooms have kitchenettes therefore are not provided access to a communal kitchen.

COURTYARDS

Courtyards are accessible from the lobby and open 8:00AM to 10:00PM. Courtyards are fitted with outdoor furniture and offer a relaxing environment to study on those sunny days. We are in a residential neighbourhood so Courtesy Hours are in affect within the courtyards.

FITNESS CENTRES



All buildings are equipped with a Fitness Centre. Prior to using fitness equipment residents will need to pay a £10 induction charge, using your cashless or credit card, and attend an induction session. Visit the Front Desk to sign-up for one of the regularly scheduled sessions. The session provides basic instruction on safe use of the equipment. Once complete you will have the freedom to use the equipment at no additional charge. Fitness Centres are open 24 hours a day, 7 days a week.

Residents are expected to act responsibly and be aware of their own limitations and medical history when using the equipment provided.

Equipment available may include a combination of: Elliptical Units, Cable Crossover Units, Stationary Bike Units, Leg Press Units, Treadmills, Chest Press Units, Rowing Machines, Leg Curl Units, Pull-down Trainers and Shoulder Press Units. Free weights are not allowed by our insurance carrier so we are unable to provide them as an option. Nido also works to establish varying and regular fitness classes on a pay-per-use basis.

GAMES

Pool cues and balls, table tennis paddles and balls, and foosball balls may be available to borrow from the Front Desk. Residents will be charged to replace any items not returned, or returned in a damaged condition.

VENDING MACHINES

A variety of vending machines are available within the building, in some cases they can accept the cashless system. Any faults with the vending machines should be reported to the Front Desk immediately so necessary refunds can be processed and the vendor informed.

MAILBOXES AND MAIL DELIVERY

Resident mailboxes are located on the ground floor of the main lobby. One mailbox is allocated to groups of up to six residents, with each mailbox marked with a corresponding room numbers. Since there is one mailbox for multiple residents, please take care to only retrieve your mail and do not ask other residents to retrieve your mail on your behalf. It is a criminal offense in the UK to tamper with mail addressed to anyone else. Any resident found doing so will be subject to Administrative Review and/or criminal prosecution.

Mail is delivered six days a week except on public holidays. It is distributed to mailboxes by Nido staff within 24 hours of receipt. Nido accepts delivery of most parcels and residents will receive a note in their mailbox advising them to pick up their parcel from the designated Mail Room during evening hours of operation. The note should be shown along with your Nido ID card to release the parcel to you.

To ensure delivery of all items, please ensure your room number is listed on all mail.

Your postal address is **Your name, Room Number**, and then:

Nido King's Cross

200 Pentonville Road

London N1 9JP

-or -

Nido Spitalfields

9 Frying Pan Alley

London E1 7HS

-or-

Nido Notting Hill

Alderson Street

London W10



One month before the end of your stay you should inform all contacts of your new postal address. Nido is unable to accept delivery of mail for residents who have vacated the building.

Food deliveries will not be accepted at the Front Desk (e.g. from online shopping services) due to the liability of food items which may spoil due to lack of refrigeration. Residents wishing to order food items should ensure they are in the building at the time of delivery.

Materials from any individual, organization, student group or company must be sent through the mail and properly addressed, including room number. Brochures, flyers and coupons are not permitted to be distributed in mailboxes. Only Nido Management may distribute important notices or letters to students using their mailbox.

Nido Student Living is not responsible for lost or damaged mail.

REFUSE AND RECYCLE

Residents are expected to bag and tie rubbish from their room before bringing it to the designated refuse area. Separate bins are provided for general refuse and recycling. Students need to provide their own bin bags. Leaving rubbish in hallways is not only unsightly but a dangerous violation of the Nido Fire Safety Policy. Any resident and/or their guest found leaving rubbish anywhere but the designated refuse area will be charged £80 for cleaning and removal of the rubbish.

SCREENING ROOM

Screening Rooms may be available in your building where regular Movie Nights and some special sporting events can be viewed. Speak to your RA about upcoming events!

HELPDESK

Helpdesk is where you report all your room maintenance requests. Simply log-on to the Helpdesk at www.enjoynido.com using the ID, password and instructions provided to you upon check-in.

NIDO STORE

Various items are available for sale or hire such as bed linen packs, kitchen packs, towel bales, room safes and other items. Please check with the Front Desk or enjoynido.com for a list of available items.

CASHLESS SYSTEM

Although Nido does accept cash for certain services we encourage the use of the cashless system. You are required to pay for certain items in the building using your cashless account; this is the same card as your room key. Once you activate your account you will be able to top-up your account by logging onto the Nido Intranet to manage your account directly at: www.enjoynido.com

ID KEY CARDS

Nido is not a public facility. Access to the building is restricted exclusively to residents, building employees, authorised contractors and registered guests. An ID key card is provided to every resident and must be used by

each resident, even if entering concurrently with others, every time upon entry and exit. The key card also provides access to a resident's room and usage of the Nido cashless system. Allowing any other person to use or possess a resident's key card for any purpose is strictly prohibited. Residents found doing so will be subject to Administrative Review and possible loss of guest privileges.

Any guest visiting Nido will be issued a visitor's card upon registration and must be accompanied, in person, by the resident host they are visiting. By bringing a guest into the building the resident host accepts responsibility for the guest's actions and compliance with all Nido policies.

LOST OR BROKEN KEY CARDS/KEYS

A resident who damages, loses or misplaces a key or key card will be responsible for full replacement cost for corresponding locks, new keys, and/or replacement of the key card and reprogramming of the lock. Costs are as follows:

| | |
|----------------------|--------|
| ID Key Card | £15.00 |
| Mailbox key | £10.00 |
| Kitchen Cupboard Key | £10.00 |



Payment for any of these services is due at the time service is rendered and will be charged to your cashless account. Credit cards are also acceptable payment methods. If your ID key card is lost or stolen you are required to notify the Front Desk immediately to prevent unauthorised access to the building or your room.

ROOM LOCKOUTS

Residents have a responsibility to carry their Nido ID key card with them at all times, even when leaving the room for just a moment. If you find yourself locked out of your room please see the Front Desk. A Security officer will escort you to your room to retrieve your key. You may need to provide valid Photo ID to verify you are a resident of that room.

The first instance of a lockout will be free of charge. Beyond that, every lockout will be charged £15 for service as this takes the valuable staff time to remedy a situation which was avoidable.

CLEANING OF ROOMS

Cleaning of student rooms by Housekeeping staff is not a routine service. However, residents can book a variety of housekeeping packages at the Front Desk. Check with the Front Desk for available options.

MAINTENANCE REQUESTS

Requests may be submitted 24 hours a day via the online Helpdesk at: www.enjoynido.com Describe the issue in detail. Residents can schedule a specific morning or afternoon appointment on the service request, keeping in mind that scheduling by appointment will likely delay the response time. Otherwise service requests will be completed with or without your presence as expeditiously as possible.

GREEN AGENDA



Nido accepts that it has a responsibility to the principles of sustainability and environmental awareness. We recognize the social and economic importance of sustainable practice and leading by example to promote a sensitive considerate attitude toward our environment. Nido encourages all residents to reduce, reuse and recycle.

Electricity is included in your room rate but we encourage sustainable living practice with regard to electricity usage. When you leave your room please shut off all lights. If you plan to be gone for an entire weekend or longer, please turn off your outlet switches and do not leave your computer running. It is everyone's responsibility to conserve energy. Central heating is provided to each room. Residents may experience transitional times during the spring and autumn where heating is difficult to balance. Supplemental heating or air conditioning devices are prohibited, with the exception of temporary heating apparatus provided by Management in the event of emergencies and small desk fans. Prohibited items may be removed by staff.

FIRE PREVENTION

Fire can be one of the most destructive elements to a structure, especially one in which people live and sleep. As a resident it is your responsibility to ensure that you are familiar with the safety features, exit locations and procedures before an emergency arises.

Fire extinguishers and fire blankets are available at various points throughout the building and fire evacuation routes are posted throughout. Please familiarize yourself with the Fire Assembly Point.



Nido buildings are equipped with a sophisticated fire detection system which will be activated when sensing extreme heat or smoke. If the alarm sounds whilst you are in the building you should evacuate in an orderly fashion using the nearest fire escape route and head directly to the Assembly Point.

ROOM DOORS

Each room is fitted with a fire door which acts as 30 minutes fire safety protection in case of a fire in the building. Attaching anything to room doors is prohibited as it compromises their fire resistance. Any damage found to these doors will be charged to the resident. The room door is to be kept shut at all times to maintain fire safety and personal security in the building. Exterior unit doors found open will be closed.

FIRE ALARM TESTING AND FIRE DRILLS

The fire alarm is tested weekly on Wednesdays. The test can be recognised as a short 5 to 10 second burst of the fire alarm sirens. This is the only time evacuation is not mandatory. To ensure all residents know how to use fire escape routes and find the fire assembly point, the UK requires a fire drill be held each term. This will not be announced in advance and the full cooperation of residents is expected as if it were a true alarm. During an evacuation no resident may re-enter the building until the all-clear has been given by the fire brigade or Nido professional staff.

FIRE ASSEMBLY POINTS

NIDO SPITALFIELDS



Nido Fire Assembly Point
The corner of Crispin Street
& Artillery Lane.

Nido Kings Cross



Nido Fire Assembly Point
Collier Street, behind Nido
Kings Cross

NIDO NOTTING HILL



Nido Fire Assembly Point in
Emslie Horniman's Pleasance

FIRE PREVENTION ACTIONS

- Do not attempt to smoke in the building or tamper with smoke detection devices in any way (covering, dismantling etc.) All Nido buildings are strictly SMOKE-FREE facilities.
- Do not overload electrical outlets or use extension cords.
- Do not use candles, incense, oil burners or anything with a naked flame. These are prohibited items.
- Take great care when preparing meals; always stay in your room or communal kitchen while cooking and keep the door closed. Do not use high heat when cooking with oil.
- Keep doors closed and corridors free from clutter to aid your escape should a fire break out.

PREVENTING FALSE ALARMS

'False' alarms waste valuable time of fire services and can also endanger lives. Any resident(s) found activating the fire alarm maliciously or as a result of a policy violation will be required to meet with a Manager. Interfering with fire prevention methods, fire safety equipment, obstructing fire evacuation routes or smoking is a serious breach of the Licence Agreement and will result in a Health & Safety charge of £1,000 and /or Early Termination of the Contract. The charge includes necessary re-setting and testing of the fire detection system as well as additional cleaning. If the incident appears to be a criminal offence, Nido Management will also refer the matter to the police.

PROHIBITED ITEMS

For fire safety reasons, the following are prohibited:

- Any type of bicycle stored in rooms or hallways. Bicycles are to be stored in the designated area.
- Any appliance with an exposed heating element, including fan heaters.
- Candles, incense, wax burners, oil burners or any item with an open flame.
- Power outlet multipliers or extension cords with multiple plugs, with the exception of high quality power strips with built-in surge protectors. (All appliances which generate heat such as curling irons, blow dryers, coffee pots, toasters and clothes irons, must be plugged directly into an outlet.)
- The use or storage of a gas or charcoal grill.
- Cooking devices of any kind, except for very small appliances such as a toaster.
- Liquid-filled furniture of any kind.
- Gasoline powered equipment of any kind.
- Cut trees or bushes of any kind; with the exception of holiday seasonal items displayed by Nido.
- Fireworks, explosives, firearms or weapons of any kind, including 'decorative' items.

STUDENT WELFARE

Nido Student Living is committed to achieving high standards of Health & Safety and places these as equal ranking with the development of student community and management of our living environment.

EMERGENCY

If you experience a medical emergency call 999 first then contact your RA or Security for assistance. RAs are on-call overnight to assist residents with trips to the hospital if necessary.

GENERAL HEALTH CARE ADVICE



If you require general medical advice you can either call NHS Direct at 0845 4647 for over the phone advice, or make an appointment to see a Doctor at your registered GP. Alternatively you can visit a NHS Walk-In Centre where no appointment is necessary, but services are offered on a first come, first served basis.

Walk-in Centres provide a range of services and experienced nurses are available to treat a range of minor illnesses such as colds and infections, as well as minor injuries like strains, sprains and cuts. Walk-in Centres can also prescribe a wide range of medications, including the pill, painkillers and antihistamines.

Walk-in Centres do not take the place of local GP or hospital services- they work alongside them. Therefore if you require more extensive treatment they will refer you to appropriate sources. For more information about NHS services visit the web site at: www.nhs.uk

FIRST AID

If you require First Aid assistance please contact your RA, the Reception Desk or Security. Nido staff are able to provide basic on-site support for minor injuries. More serious injuries will be referred to medical care professionals to ensure you receive appropriate treatment.

INSURANCE

Students enrolled full-time on a full-year course of study in the UK are entitled to free medical care through the National Health Service (NHS). Should you wish to take out additional medical insurance coverage, first check with your parent's home insurance provider regarding the extent of coverage under their policy.

RESOURCES

NHS Direct, 24 hours: 0845 4647

Health advice, information and reassurance.

The Samaritans, 24 hours: 08457 90 90 90

Confidential non-judgmental emotional support for people who feel distressed, despairing or suicidal.

Domestic Violence Helpline, 24 hours: 0808 2000 247

For those who need in-depth support for rape, sexual assault or violence.

Sexual Health Line: 0800 567 123

Free confidential information and advice on sexual health.

A brochure of local GPs, Walk-in Centres, Hospitals, Opticians and Dentists is available at the Front Desk.

SAFETY AND SECURITY

Nido brings together student scholars from throughout the UK and around the world. This creates a very special home and memorable experiences, especially when each resident assumes his or her share of community responsibility. In this unique community, residents are rich in knowledge and diversity. The Nido community encourages interaction among residents to make the most of this living-learning opportunity. With so many residents living in close proximity, conflicts are possible. Residents are encouraged to engage with roommates and neighbours, so when a disagreement occurs, resolving them amicably is more likely.

Understanding different lifestyles forms the foundation of a mutually respectful environment for everyone. The academic nature of Nido necessitates compromise between individual and community needs. When these needs are in conflict, policy generally favours community needs.

The policies at Nido have been established in the best interest of those who live, work and visit the community. They aim to preservation of the facilities for future generations and to comply with health, safety and other regulatory expectations. The policies are sensitive to the rights and well-being of residents, visitors and employees.

To report a crime or an emergency in or near the building, contact Nido Security or call for Emergency Services on 999. Nido Security will report all medical emergencies, policy violations and crimes to Management. Victims are encouraged and assisted to report significant crimes to the local police department. All known or suspected crimes occurring within the premises or within the immediate vicinity will be reported by to the local police.

PERSONAL SAFETY

Students own more expensive consumer goods per head than the general population and one in three students becomes the victim of a crime each year. In addition, people aged 16 to 24 years are three times more likely to be victims of burglary than other age groups. Several security measures are incorporated into Nido buildings to ensure the safety of residents and their belongings, but overall safety is everyone's responsibility. By employing common-sense precautions, residents can help support and maintain the security of the building:

- Be careful who you sign-in as your guest; think twice before bringing home people you don't know that well! This is especially important if you've been out drinking.
- Criminals are after easy targets so either walk in groups at night or travel by legal taxis; your safety is worth far more than the cab fare home!
- Wherever possible use cash-machines during the day, never write down your PIN, and keep your card and cash in a secure place.
- When out in a pub or club, never leave your drink unattended.
- Be vigilant when using your mobile and keep it in a safe place. Pick pockets are quick!
- If you are not familiar with the Nido staff, ask for identification for any person seeking access to your room who claims to be a staff member.

PROPERTY SAFETY

1. Make a list of your personal property, including identifying serial numbers and the name of the manufacturer, then purchase personal property insurance.
2. Mark your personal property with your initials and student ID number - this makes it harder to sell stolen goods and can help the police to return items to you.
3. Record the numbers of all your credit cards and bank accounts. Keep the phone numbers of these companies and banks in a safe location so you can notify them immediately if your cards are ever lost or stolen.
4. Keep money and valuables in a secure place. Personal safes are available to rent from the Reception Desk for £5 per month.
5. Do not keep excess amounts of cash in your room or lying out on counter tops.
6. Keep your room locked whenever you leave, even if you intend to return in 2 minutes. It doesn't take a thief long to do damage.
7. If you believe you are a victim of a theft report it to Security immediately. Filing a police report is recommended so you can file an insurance claim if necessary.
8. Garments in laundry machines should not be left unattended. Residents are responsible for all personal belongings left in the laundry room or anywhere else on the premises.
9. Do not leave messages on your door indicating when you will not be in your room.
10. Keep a record of your mobile's IMEI number. To access your IMEI number enter *#06# and press dial. This number is unique to your mobile and will help you to block the phone should it be stolen.

TRANSPORT SAFETY

Late night transport can be a problem, so plan your return before you leave home for a night out. If you miss the last tube you have the following options:

Black Cab - Although they are expensive, black cabs are the safest way to travel at night. You can hail a black cab on the street if its 'for hire' sign is lit up. Taxi ranks can also be found outside major stations. You can book a black cab in advance by calling 020 7272 0272.

Night Bus - Many areas of London are accessible by an extensive night bus service after the tube has closed. You can use your Oyster card on buses. Although fitted with CCTV, you should avoid travelling alone late at night whenever possible. Visit www.tfl.gov.uk for tube and bus schedule information.

Minicab - Be aware that Black Cabs are the only cabs that can be hailed from the street. All other taxi services must be booked by phone or in a minicab office. Any taxi offering you a ride off the street should be avoided! You can text **CAB** to **60835** and Cab Wise will use GPS to text the three nearest cabs to your mobile.

PERSONAL PROPERTY INSURANCE

Nido does not assume responsibility for theft, damage or loss of money, valuables or personal property of any kind belonging to any resident or guest. Check with your insurance provider regarding the extent of coverage under existing policies which you or your parents may carry. Residents are strongly encouraged to procure personal property insurance if they are not already covered under any other policy.

REFERRAL OF MATTERS TO THE POLICE

Anyone may report a matter to the police. Nido staff will offer support and advice to any resident regarding matters of criminal conduct which they feel should be reported to the police. Where an offence has been committed against a resident of Nido or against Nido itself, the matter will be reported to the police by a representative of Nido. Where the victim(s) of an alleged crime does not wish to report the matter to the police, but the matter has been reported to Nido staff, the Residence Manager (or designee) will make a decision of whether or not to inform the police on behalf of the resident. Only in exceptional circumstances will Nido report a matter to the police against the wishes of the victim(s). It should be noted that it is a legal requirement for incidents relating to the prevention of terrorism and the protection of children to be reported to the police.

INCIDENT REPORTS

Any person may file an Incident Report (IR) documenting inappropriate behaviour or violations of policies that occur in or around Nido. Reports should be detailed so appropriate action can be taken where necessary. Reports should be made directly to Security in person within 12 hours of the incident.

COMMUNITY RESPONSIBILITY

All members of the Nido community including residents and staff share responsibility for overall safety at Nido. Residents and staff are expected to promptly and accurately report any and all criminal acts, dangerous situations, suspicious behaviour or behaviour causing nuisance to other residents. Nido Management can act only when made aware of a situation. The community relies in part on individual residents to bring their concerns to Management's attention. This collaboration ensures that Nido will be a safe, supportive and fun place to live!

NIDO CODE OF CONDUCT

Nido is a Community which develops and flourishes through the individuality that each resident brings to the site. It takes time to build a community and it is important that each resident plays their part in helping to do so. It is essential that each resident demonstrate a certain degree of understanding and acceptance of other residents as we are a diverse group of people from different backgrounds. The aim of the Code of Conduct is to provide residents with guidance on the standards to be maintained within the Nido community.

As a resident of Nido you are entitled to live free of disruption, intimidation or harassment from other tenants. We will not tolerate offensive behaviour towards other residents, visitors or members of staff. Conduct which is not acceptable in the Nido community and will lead to the instigation of formal disciplinary procedures includes, but is not limited to:

- Conduct which constitutes a criminal offence (e.g. assault, theft or deception.)
- Violent, indecent, disorderly, threatening or intimidating behaviour or language towards residents, visitors or members of staff.
- Sexual, racial or any other form of harassment or discrimination.
- Misuse, misappropriation, theft or damage of property.

- Actions not in compliance with the Residence Handbook or likely to cause injury or impair the health and safety of self, other residents, visitors or staff.
- Failure to respect the rights of others to freedom of belief and freedom of speech.
- Behaviour which brings Nido into disrepute. (e.g. abusive or anti-social behaviour, inconsiderate noise, and criminal damage to private property.)
- Obstruction of, or interference with, the duties or activities of other residents, visitors or staff.
- Misuse of your room or unauthorised use of the facilities at Nido.
- Failure to disclose personal details to a member of Nido staff in circumstances in which it is reasonable to require that such information be given (e.g. showing photo ID.)
- Breaches of any codes or regulations adopted by Nido (e.g. ANUK Code of Standards)

If you feel a resident has breached the code or acted in a way towards you which you feel is unacceptable, you can file an Incident Report with Security, contact your RA or a Manager to discuss the matter.

PROHIBITED CONDUCT

Violations include, but are not limited to, the following:

- All illegal/criminal conduct.
- Aiding, abetting, inciting or cooperating with another person in violation of a policy. This includes being in the presence of a policy violation and not removing yourself from the situation, whether actively participating in the violation or not.
- Acts or omissions of residents and /or guests which have an adverse effect on the health and safety of others.
- Endangerment to self, others or to property, including any action which, as a result, did or could have endangered the safety or property of others.
- Harassment, coercing, intimidating or demeaning conduct to others.

- Physical and/or mental abuse.
- The use of firearms, weapons, ammunition, explosive devices, or fireworks.
- The misuse of chemical or flammable substances used in the educational process.
- Deception, fraud, and misuse of documents or IT services.
- Unauthorised possession or duplication of keys, ID cards, and/or the distribution of such to others.
- Interfering with the response of officials to emergency calls.
- Unauthorised removal, use or possession of property belonging to others.
- Destruction or damage to property belonging to others (including Nido property).
- Allowing any object at any time to drop from a window or through a ventilation grate.

JUDICIAL PROCESS

The following components comprise the Administrative Review process for reported incidents or violations. Should a violation of the Nido Code of Conduct occur, the Residence Manager (RM) (or designee) will notify the individual(s) in writing by both mail and e-mail to either:

- Inform the individual(s) of policies and behavioural expectations with no further action required; or
- Inform the individual(s) of the policies and formally warn against repeated behaviour with no further action required; or
- Inform the individual(s) of the policies and sanction the individual(s) appropriately (e.g. removal of guest privileges, apology letter, damage charges etc.); or
- Inform the individual(s) of the policies and direct the individual(s) to schedule an Administrative Review with the RM (or designee) to further investigate the incident. Failure to attend this meeting as directed will result in a determination being made without the additional input, if any, provided by the individual(s) named on the report. These decisions will be final.

If you are staying with us as part of a group, there may be additional consequences based on the requirements of your home school and/or programme provider.

ADMINISTRATIVE REVIEW

This requires the resident(s) involved to meet with the RM (or designee) to review what was reported and occurred. This meeting is solely for the resident(s) involved in the incident and not open to outside parties. This is the resident's opportunity to explain his/her self and her/her actions. The RM (or designee) will consider all comments before rendering a decision of responsibility. If the resident denies involvement in the violation/incident then the discussion will focus on the available reports and other pertinent information. The RM (or designee) will make a final determination as to whether the resident(s) did or did not violate the Nido Code of Conduct.

The RM (or designee) has up to two working days to render a final decision and will further determine the application of any appropriate sanctions. The RM has the authority to:

- Allow additional time for further investigation; or
- Find the individual(s) not responsible with no further action required; or
- Find the individual(s) responsible and take further action as outlined under Sanctions; or
- Find the individual(s) responsible and determine an appropriate course of action.

Residents will be notified in writing when a decision has been reached. Previous misconduct and the seriousness of the violation(s) will be considered when deciding an appropriate course of action. Failure to comply with any assigned sanction(s) within the designated time frame will result in additional Sanctions and /or Administrative Review. All decisions made through this process are considered immediately enforceable and sanctions remain in effect whether or not an appeal is submitted, as well as throughout the appeal process. In the case of egregious behaviour the RM

(or designee) has the authority to immediately remove a resident from their residence.

SANCTIONS

Sanctions are primarily modelled after a restorative justice method and are educational in terms of resident growth. They can take a variety of forms and can be issued in combination depending on the circumstances and violation(s). They may include, but are not limited to:

- Written warning: This involves a reprimand for a specific violation
- Community Service: This involves residents being required to provide a service or educational task to the Nido community. These efforts will generally relate to the violation wherever possible.
- Loss of Privileges: The resident's use of certain facilities, participation in activities, or visitations will be withdrawn permanently or for a designated period of time.
- Restitution: This involves charges for damages or theft.
- Residential Disciplinary Probation: This is a final warning against further violations within a stated period of time; if violated will result in the issuance of Notice to Quit.
- Notice to Quit: Advises the resident of 28 days notice terminating the Licence Agreement.
- Immediate termination of the Licence Agreement.

Incidents that could warrant Notice to Quit and early termination of the Licence Agreement include:

- Violence
- Vandalism/ destruction of property
- Drug use or other criminal activity
- Hate crimes
- Inability or refusal to conform to community standards (multiple violations)
- Mental health evaluation by licensed professional
- Posing a threat to self and /or others
- Likely addiction (drugs or other)
- Suicide attempt or other life threatening conduct

- Erratic conduct (community disturbance)
- Alcohol abuse
- Noise (more than one complaint, notable disturbance)
- Guest policy violations
- Violation of Residential Disciplinary Probation

APPEALS PROCESS

Appeals to sanctions may only be made if significant new information becomes available which was not available at the time the original decision was rendered. Appeals must be made in writing within three (3) calendar days of the notification date and explain the new information in detail. Appeals submitted beyond three calendar days will not be considered. The RM will review the new evidence and may then:

- Reverse the original decision; or
- Modify the previously assigned sanction(s); or
- Affirm the original decision.

If the Licence Agreement is terminated and Notice to Quit issued, residents may appeal the decision using the above appeals process. Appeals to Notice to Quit must be based upon one of the following conditions:

- Notice to Quit is thought to be disproportionate to the offence; or
- Significant new information becomes available which was not available at the time the original decision was rendered.

The appeal should be explained in detail according to one of the two conditions listed above. The Residence Manager (or designee) will review the appeal and may render a decision immediately or may choose to meet with the resident to review the appeal. The Residence Manager may then:

- Reverse the original decision; or
- Modify the previously assigned sanction; or
- Affirm the original decision.

Appeal decisions are final and no further appeals may be made.

POLICIES

As a residential facility related to academic pursuits, members of the Nido community are expected to respect the rights and dignity of other residents and staff. Residents must take full responsibility for acting in ways that demonstrate respect for themselves and others. As recognized adults, all residents are legally subject to UK laws and owe it to themselves and others to be good ambassadors of their home country.

Nido holds residents responsible for knowing the policies set forth in this handbook. These policies exist to facilitate the educational process and ensure a safe, fair and successful experience for residents. Ignorance of policies is not an acceptable excuse for any policy violation.

COMPLIANCE WITH INSTRUCTIONS FROM STAFF

All residents and their guests must promptly cooperate with Nido staff including, but not limited to, providing photo ID upon request. This includes compliance with instructions whether oral or written.

ALCOHOL POLICY

The purchase and consumption of alcohol is permitted only by those aged 18 or over, as per UK law. Consumption is allowed within the common areas provided all containers are properly recycled and/or placed in refuse and the area is left clean and free of spills. Bulk containers such as kegs (or similar) are prohibited. Residents found violating this policy will be charged £100 for cleaning the affected space(s). Residents found violating UK laws concerning alcohol (sharing with under 18's or public intoxication) will undergo Administrative Review and/or referral to the proper authorities. Abuse of this policy will result in the original policy being reinstated, which allows for alcohol only to be consumed in the privacy resident rooms with the door closed.

DRUG POLICY

All UK laws concerning drugs are in effect at Nido. Our policy states that:

- Illegal drugs of any class are strictly prohibited from the building.
- The use, storage, manufacturing and/or selling of any illegal substance, including the misuse of prescription medications, is strictly prohibited. This may also be considered as engaging in criminal activity and warrant referral to the proper authorities.
- Drug paraphernalia of any kind is not permitted as 'decoration'.

Residents found in violation of the drug policy may be subject to Residential Disciplinary Probation and/or early termination of the Licence Agreement with all standard termination charges.

HARASSMENT AND DISCRIMINATION POLICY

Nido seeks to provide residents with a community free of harassment, discrimination or assaulting behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality or disability. Therefore harassment and /or discrimination in all forms are expressly prohibited. Nido is also committed to taking action against all forms of sexual or gender harassment, or discriminatory acts, including coercive sexual behaviour.

Incidents of alleged harassment or discrimination should be reported to Security so an Incident Report can be filed and investigated. Nido Management and in turn may be reported to your University and/or appropriate authorities.

Definitions of harassment and discrimination include the following:

- Harassment: Any behaviour (verbal, written or physical) that abuses, assails, demeans, intimidates, victimises or effectively creates a hostile environment for any person.
- Discrimination: Unequal treatment of or unfavourable distinction made against a person based on race, nationality, ethnicity, gender, age, marital status, disability, religion or sexual orientation.

SMOKE-FREE ENVIRONMENT POLICY

It is against the law to smoke in any place in the UK that is used by the public or as a workplace. Nido serves as a workplace. The ban applies to all substances which can be smoked including cigarettes, roll-ups, pipes, hookahs/shisha pipes and cigars. With respect to everyone's health, the environment, and compliance with UK law, Nido is a smoke-free community.

Smoking is expressly prohibited anywhere inside the building. Additionally, nothing may block, mask or obscure a sprinkler head, smoke or heat detector in any way.



Any resident(s) found smoking or having in any way tampered with smoke detection devices will be charged up to a £1,000 Health & Safety charge. This charge covers re-setting and testing of the fire detection system to ensure the safety of all residents and staff as well as additional cleaning to the affected areas.

QUIET HOURS AND COURTESY HOURS POLICY

Residents first and foremost have the right to study and to sleep at Nido. It is the responsibility of all residents and their guests to follow the Quiet Hours and Courtesy Hours policy in the building. Courtesy Hours are in effect 24 hours a day inclusive of all hallways, rooms, lounges and courtyards, and refer to general noise levels which should be 'within reason'.

Quiet Hours are in effect from 10PM through 8AM – Sunday through Thursday, and Midnight through 8AM on Fridays and Saturdays. During Quiet Hours no noise from any source should be audible from outside the room in which it is occurring, including lounges. Nor should voices be heard throughout the hallways.



Residents have the right to ask other residents to keep the noise level down if they are bothered by excessive noise. All residents are expected to act upon such requests without retort.

GUEST POLICIES

Nido is a private residential building developed for the benefit of student residents. We understand that residents may wish to invite guests into the building and our Daytime Guest Policy and Overnight Guest Policy outline the procedures in place to accommodate these wishes. Residents are ultimately responsible for their guest's behaviour so it is important that residents share pertinent policies with all guests prior to signing them in. First and foremost, all guests must be accompanied by their resident host at all times while in the building. Additionally, guests are never permitted to have access card rights to student rooms, even with permission from the resident. This includes parents, siblings and partners. Hosting guests is a privilege which we extend to Nido residents and is limited for Health & Safety reasons. Management reserves the right to revoke or restrict this privilege from any resident at any time.

DAYTIME GUEST POLICY

Daytime guests may be signed-in and visit anytime between 8AM and Midnight. This is primarily to enhance building security but also to honour shared living spaces.

Daytime guests must be registered at the Front Desk by providing a valid form of photo ID. Photocopies are not acceptable forms of ID. Guests will be issued a Visitors ID Card. On each visit to Nido, guests will be required to sign-in and sign-out upon entering and exiting the building. Residents are allowed a maximum of 3 daytime guests at any one time.

OVERNIGHT GUEST POLICY

The 'overnight' period extends from Midnight through 8AM. Each resident is allotted 8 Overnight Guest Passes per month. Overnight Guest Passes are not transferable between residents, do not accumulate, and cannot be carried over from month to month. This means if a resident does not use any of their passes in one month, they still have only 8 passes the next

month. Guests wishing to stay more than 8 nights in the same month must make alternative arrangements.

Each overnight guest pass permits the resident to one overnight guest in their room for one night, without charge. More than one overnight guest is not permitted at any time. Guests are not eligible to use beds inside unoccupied bedrooms.

For residents of shared rooms (i.e. no separate bedrooms), overnight guest requests must be agreed to by the roommate. If your roommate will be away when you plan to have a guest visit, it is possible to request the use of your roommate's sleeping facilities. This request requires the authorisation of your roommate and their signature to confirm approval. If the second bed within the room is not currently allocated to a resident, it is permitted for your guest to use this bed.

Students coming as part of a group must follow guidelines set by your University or programme provider; it may be that overnight guests are not permitted.

In the case of shared rooms (i.e. no separate bedrooms), guests are not permitted to enter a unit without the consent of the roommate. Residents are encouraged to talk with roommates and agree to personal guidelines for the presence of guests within their unit.

We are happy to welcome guests under the age of 18 during the daytime however the resident is fully responsible for their safety and well-being whilst in the building. Guests under the age of 18 are not permitted to stay overnight at Nido, even if they are siblings or 'almost' 18.

ACCESS POLICY

The privacy of each resident's room is genuinely respected. Under section 5.6 of the License Agreement, Nido has the right to access the room for reasonable purpose. When access is required for routine inspections each affected resident will receive notification of the date, time and purpose of the visit at least 24 hours in advance. Instances when notice will be given include:

- To perform routine health, safety and inventory inspections
- To show the apartment to contractors or prospective residents
- To carry out required facility services or planned maintenance works

Submitting a maintenance service request via Helpdesk is automatically considered an invitation to enter during normal working hours to respond to the request. There may be other circumstances where issuance of such notice is impractical and entry into a room is necessary without 24 hours notice. Instances include:

- To carry out emergency maintenance in your room
- To carry out maintenance works requested via Helpdesk
- To respond to a medical emergency or suspected danger to a person's welfare
- To collect rental items left in student rooms beyond the agreed rental date or time
- To respond to reasonable cause that a violation of Nido policies or UK law is in progress
- To assist law enforcement officers in the performance of statutory duties

Notices will be posted near lifts and/or other centrally located locations whenever access is needed to several units on specific floors. Notices will be placed on individual doors if access to a select number of units is necessary. Entry to student rooms will only be made by Nido staff or Nido approved contractors. Staff will knock loudly and identify themselves as staff before entering.

CARE OF FACILITIES POLICY

Alterations to the premises are prohibited, such as installing locks, ceiling fans, electrical fixtures, data outlets or erecting partitions. Residents must pay for any damage (less reasonable wear) within their units, including repainting, extraordinary cleaning costs and replacement for any broken or missing items.

As noted in section 5.5 of the Licence Agreement, residents are expected to maintain their units to high standards of cleanliness. Routine cleaning in all units should include kitchen and bathroom appliances and fixtures, regular vacuuming, mopping and full cooperation with the building's pest control program. A resident may receive notice to comply with clause 5.5.2 in which case 48 hours is provided to carry out all necessary cleaning. If a resident fails to comply with this notice, Housekeeping will carry out the works and the resident(s) will be charged at least £60 for the service.

OFFENSIVE ODOURS POLICY

An odour of significant intensity can be disruptive to others. Examples of odours that may be offensive if too strong include cleansers, perfumes, air fresheners, very strong cooking or large amounts of dirty laundry. If a strong odour can be identified to a particular apartment or bedroom, the resident(s) and/or guests are expected to rectify the situation immediately if requested by staff or other residents.

DAMAGES POLICY

Residents are liable for any damages which they and /or their guests cause to Nido property through payment for either the repair or replacement costs associated with those damages. Residents representing an informal or organized group that sponsors or organizes a social event are liable for any damages that occur.

PETS POLICY

No animals of any kind are allowed, except those needed for medical purposes and those of full-time live-in staff members. Official documentation is required to gain approval prior to arrival.

DECORATING POLICY

- Attaching or applying any items to either side of any door, ceiling or floors is strictly prohibited.
- Nothing may be hung or displayed on or in any window at any time.
- No changes may be made to the walls, ceilings, window coverings or floors.
- Nothing may be hung inside windows for decorative or light reducing purposes.
- Residents may fix posters to the walls only with removable Blu-Tac, no other material may be used (e.g. no nails, double sided tape or mounting tabs).
- Other items are only permitted to be attached to the notice board located in each room.
- Due to the potential for serious damage to walls and doors, dartboards are not allowed.

PUBLICITY POLICY

Nido is a restricted-access facility. The distribution or posting of any materials other than by Nido Management is expressly prohibited.

Individuals, groups and educational establishments are welcome to submit information to the Front Desk for Management's review. Materials that promote the use of alcohol, drugs or discriminate against others will be discarded.

No materials may be placed on, at, or under doors of residential units or immediately outside the building or on sidewalks. If physical damage results from prohibited posting, Nido will bill the sponsoring individual, company or organization for associated costs.

LICENSE AGREEMENT

The dates of occupancy are specified in the Licence Agreement signed by each resident. The length of the Licence Agreement is binding and cannot be shortened. Rates cannot be adjusted for late arrival. Requests for extensions, if approved in writing, will be at prevailing rates as communicated by the Reservations team and subject to new licence documentation being entered into.

CANCELLATION OF THE LICENCE AGREEMENT

The Licence Agreement is an agreement for a fixed period of time, starting from the day you have agreed to move in and ending on the day you have agreed to move out. The Nido Licence Agreement does not contain any break clauses or early departure releases.

ELIGIBILITY REQUIREMENTS

In the Licence Agreement, Residents have agreed to maintain active enrolment status at their respective college or university during the academic year. Residents may be required to document their enrolment status from time-to-time in order to maintain residency at Nido. Residents who fail to maintain active enrolment must inform management within 48 hours and are subject to early termination as specified in the Licence Agreement, without refund. Research or Masters Degree students do not need to be enrolled during the summer months of June, July and August.

Neither party has any obligation to renew the Licence Agreement. Excessive damages or violation of Nido policies may result in a resident losing his/her eligibility for housing at Nido. Residents removed from Nido due to a violation of the Licence Agreement are subject to all termination fees as described in the Licence Agreement and are not eligible to re-apply for housing at Nido.

WITHDRAWAL FROM STUDIES

Residents of Nido are required to remain in full-time education to be eligible to reside in the building as stated in section 5.4.1 of the Licence Agreement. Should you withdraw from or defer your studies, you will be required to move out of Nido. You are required to submit written documentation from your institution that you have withdrawn from studies. The document must be printed on official letterhead, include effective date of withdrawal, signature, and a phone number to verify your withdrawal; an e-mail is not acceptable proof of withdrawal. Withdrawal from studies does not entitle reimbursement of funds and residents are still liable for outstanding rent as per the Licence Agreement.

ROOM ASSIGNMENTS

Management may re-assign residents to other rooms within the building in order to make repairs or improvements or as otherwise deemed necessary for the efficient operation and/or protection of people or premises. If a resident is relocated to another unit by Management, housing charges will not increase for the remainder of the current Licence Agreement term, even if the new unit is higher priced. The resident's rate will decrease automatically if relocated to a unit carrying lower housing charges. Residents of shared units may be assigned a roommate at any time. Requests to remain alone will not be granted.

ROOM CHANGE REQUESTS

Requests for room changes will not be permitted until after the first 2 weeks of your stay at Nido. After this time room changes may be requested by submitting a request form to the Front Desk between 9AM-6PM. There is a £50 administrative charge for approved changes to cover administrative costs and cleaning preparations of both rooms.

Approval for room changes are not automatic and generally take up to a week to complete, depending on approval. If approved, pro-rata charges for both the old and new rooms will apply if the official check-out process from the old room has not occurred within 24 hours of receiving access to the new room. Room charges vary depending on size and location within the building and rates may change under the new Licence Agreement.

For students staying as part of a group, you will need to notify your University or programme provider as they have reserved a block of rooms and any changes first need approval by them.

HOW TO PAY YOUR LICENSING FEES (RENT)

Students are provided payment plans based on individual length of stay. The 1st instalment is due before check-in. *Please note*; you will **not** be able to check-in, if your first instalment is not with our bank. Bank Transfers may take up 7-10 working days to come into our bank. Your 2nd instalment will be due on or about the 1st of February. Payments can be made by bank transfer, credit card, or standing order (automatic withdrawal from your bank). We are unable to accept cash payments for rent. Rent unpaid by the due date will place the Licencee in breach of the Licence Agreement and will result in early termination of the contract for non-payment of fees.

Credit Card - Payment of rent by credit card can be processed at the Front Desk between 9AM and 6PM. We accept Visa, Mastercard, Switch and Solo. We are unable to accept payment by American Express. Please note that you must be the card holder, and be able to present the card at the Front Desk to process the transaction in person.

Standing Order - Standing orders can be arranged with your bank, requesting that the payments of rent are paid automatically to Nido by the due date. When setting up a standing order with your bank please use the correct bank information for your Nido building to ensure that the payments reach your account. If you forget to quote your forename and surname in the standing order reference box we will be unable to track your payment.

Bank Transfer - If using bank transfer you must include additional bank fees otherwise your payment will not be enough. Remember to quote your forename and surname when doing any bank transfer! Please ensure you make this transfer at least 7 days prior to your check-in date. Below, you will find the bank details for all of our Nido buildings.

Nido King's Cross Bank Details

Account Name: Nido™ - Kings Cross
Bank's Name: The Royal Bank Scotland (RBS)
Bank's Address: London Corporate Service Centre
PO Box 39952
21-22 Devonshire Square
London EC2M 4XJ

Account Number: 31267074
Sort Code: 16 -04-00
IBAN: GB 38 RBOS 1604 0031 2670 74
IBAN BIC: RBOSGB2L

Nido Spitalfields Bank Details

Account Name: Nido™ - Spitalfields
Bank's Name: The Royal Bank of Scotland (RBS)
Bank's Address: London Corporate Service Centre
PO Box 39952
21-22 Devonshire Square
London EC2M 4XJ

Account Number: 31303607
Sort Code: 16-04-00
IBAN: GB 40 RBOS 1604 0031 3036 07
IBAN BIC: RBOSGB2L

Nido Notting Hill Bank Details

Account Name: Nido Notting Hill Limited Rent Collection Account
Bank's Name: Barclays
Branch Address: Pall Mall Corporate Banking Centre
50 Pall Mall, London, SW1A 1QA

Account Number: 13993752
Sort Code: 20-65-82
IBAN: GB16 BARC 206582 13993752
SWIFT CODE: BARCGB22

CHECK-OUT PROCEDURES



At check-in each resident is issued a Nido ID key card, a mailbox key and a Room Condition Report. Residents were required to submit the signed Room Condition Report to Reception within 48 hours of move-in; indicating the absence of any appliances or furnishings, any damage to the apartment and description of the general condition of each room.

Residents will not be held responsible for damages noted within this 48 hour period on the inspection report. If you failed to submit the signed form within the 48 hours period you are obligated to pay for damages regardless of whether they preceded your occupancy, as well as any damages that may have occurred during your stay. Damages charges will reflect actual expenses; no additional 'fines' are involved.

At the time of check-out residents are required to complete a check-out form and submit it to Reception along with all keys. All resident belongings must be removed from your room for check-out or you will be charged for removal of items. The kitchen or common kitchen compartment, bathroom and living space must be thoroughly cleaned and furniture arranged as it was upon arrival. Failure to complete a proper check-out will result in a £35 administrative fee. Private property left in the room after vacating, or upon the expiration of the Licence Agreement, is considered abandoned and will be disposed of. We will not store or ship personal items left behind.

Check-out time is no later than 10:00AM on the last day of the term of the Licence Agreement. Requests for extended check-out times will not be granted.

DAMAGE DEPOSITS

All damage deposits paid prior to arrival will be held for the duration of the resident's Licence Agreement with Nido. The deposit will be refunded at the end of the Licence Agreement, minus any charges for damages or unpaid fees, within 28-30 days. For most students coming as part of a group, agreements exist with your University or programme provider regarding damages.

