

Residents' Handbook

2023/24



BRAYFORD QUAY



brayfordquay.co.uk



Brayford Quay Accommodation

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WELCOME HOME

Welcome to your new home! Here at Brayford Quay, we believe that the start of your adventure at university begins with finding the right home for you! We aim to create a safe, enjoyable and inclusive environment for you to spend some of the best years of your life in! We are looking forward to getting to know each of you personally and we hope you enjoy being part of the Brayford Quay family as much as we do!

From recent graduates and ex residents of Brayford Quay to born 'yellow-bellies', our team has a wealth of experience. We can help with everything from fixing your lightbulb to finding the best cup of coffee that Lincoln has to offer! We wish you the best of luck in your university journey, whether you're just beginning or finishing, we're glad we get to be a part of it!

Good Luck,
The Brayford Quay Team



Meet the team

Here at Brayford Quay we're big on family and as we get to know more about you, here's a little bit about us!



Lesley Mawson

Lesley is the mother-hen of Brayford Quay, being the longest standing member of staff at Brayford Quay she has seen it all. She loves spending time in the garden with her Chickens and listening to David Bowie & Pink Floyd.

Ruby Pullen

Ruby is a valued member of the Brayford Quay team and always on hand to offer help and support. When she's not out finding a new place to hike, she can be found with book in her hand.





Steve O'Hern

If it's broke, he can fix it! Steve's the first port of call for any maintenance issue and is always happy to help our students. Pop into the office to report any issues! As a Liverpool fan he is always up for a chat about football.

Sarah Clydesdale

As a proud uni-mum herself, Sarah knows all about uni life! Those of you living in flats, 3-4, 12-14, 24-26, 36- 38, and 48-50, will be seeing Sarah throughout the week as she is your top up cleaner.



Brenda Hewitt

Having lived in Lincoln all her life, Brenda is a connoisseur of all things Lincoln! Those of you living in flats 7-8, 18-20, 30-32, 42-44, and 54-56, will be seeing Brenda throughout the week as she is your top up cleaner.





Denise Martinson

Denise is into her funky fashion with denim flares and platform trainers. Those of you living in flats, 1-2, 9-11, 21-23, 33-35 and 45- 47 will be seeing Denise throughout the week as she is your top up cleaner.

Janie-Lea Jarvis

As our resident Customer Service Assistant Janie knows all things University of Lincoln related. She is always on hand to help answer any questions about uni life while studying for her Psychology PHD. Janie also loves crafting and has a keen green finger to help keep your plants alive!



How can we help?

During your stay at Brayford Quay the onsite staff are here to make your stay as easy and as enjoyable as possible. Below are the details of when and who is on site and what they will be able to help you with!

Accommodation Office

During the week the accommodation office is open during the times listed below. You can get in contact with us on the phone, email, Facebook Messenger or come see us in person!



Mon - Fri 08:30 - 16:30



info@brayfordquay.co.uk



01522 246460



BrayfordQuayAccommodation

What we can do for you:

- Post
- Key replacements
- Room change requests
- Rebookings
- Maintenance requests
- General enquiries
- First aid
- Advice about Lincoln

Out of Hours & Security

A Security officer will be onsite every day of the week and will be available to assist students during the hours of 10pm through until 6am.

A member of staff is always on call if there is an emergency, please contact the call desk number listed below and a member of the team will be able to assist you.



Mon - Sun 22:00- 06:00



01522 246460

What we can do for you out of hours:

- Post
- Key replacements
- First aid
- Noise issues
- Security concerns

Top Tip:

Putting the office/
security number into
your phone contacts
makes it easier when
you need us!



Settling In

When you arrive at Brayford Quay there's a few things we suggest doing in order to settle into your new home as quickly and easily as possible.



Inventory

Over the first few days in your accommodation please take the time to fill in your inventory form that will have been given to you when you collected your keys.

Filling in an inventory form is a really important part of your arrival as it helps us to know how you found the room, compared to how you may be leaving it later in the year. You have 7 days from the collection of your keys to return this to the office.



Noticeboards

In each studio and every communal kitchen you will find a copy of a Brayford Quay noticeboard. This will include lots of information specific to your new home that will help you settle in. Give this a read to help you get your bearings and find out more about how Brayford Quay works.



Spend a night in

When you first arrive in your accommodation you may not know the people that you will be living with. One of our best tips is to spend your first night in getting to know each other. We've included a few things on page 12&13 to fill in and help break the ice! That way, when you start to explore the city, you'll already have friends to rely on!



Room change requests

If you really do struggle settling into your new accommodation please do come down to the office and talk to us. We're not just here for parcels and maintenance, we're here to support you. One way we can do this is by processing a room change for you. This does depend on our availability and we will prioritise room change requests based on the urgency of each case. If you'd like to look into this option just let us know in the office.

Home Sweet Home

For some of you this will be the first time living away from family and friends; moving to university can be a daunting situation! Below is some of our best advice on how to settle in at Brayford Quay, and in Lincoln too!



Lighting

Fairy lights making everything better! Some of the best rooms we see have lighting in them that adds a level of cosiness to their room. Bring a nice lamp, some fairy lights, or even some battery powered candles.



Photos

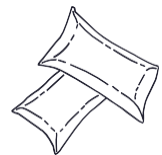
Bringing photos from home is one of the best things you can do. When you arrive in Lincoln you'll want to remember all of the friends and family that you have back home rooting for you! For returning students you'll be able to fill your room with some of your best memories of Lincoln so far!



Plants

We're avid gardeners here at Brayford Quay, especially Lesley and Janie! Plants can make your room feel more spacious and have been scientifically proven to relieve stress.

What more could you want!



Cushions

We always think a bed's not complete without at least a dozen throw pillows on them!

Don't forget extras for the communal kitchen too!

Top Tip:
Our maintenance man Steve always suggests bringing a rug with you. Not everyone remembers them and they're a perfect way to personalise your space.

What is Provided

There will be a number of items in your kitchen and bedroom that we will have provided for you. This will help cut down on what you need to bring with you and leave more space in the car for more essential items.

What we provide in communal kitchens:

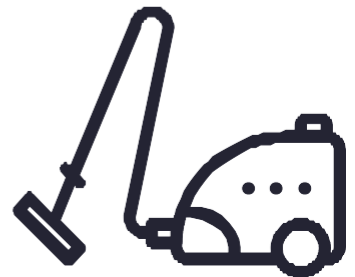
- | | |
|----------------|--------------------------|
| Mop and bucket | Fridge freezer |
| • Vacuum | • TV (with a tv licence) |
| • Kettle | • Soft seating |
| • Microwave | • Table & |
| • Bin | • chairs/stools |
| • | • Side unit |

What we provide in ensuite bedrooms:

- Desk chair
- Curtains
- Mattress
- Toilet brush
- A toilet roll

What we provide in studio rooms:

- | | |
|---|---|
| • Desk Chair | • Bin |
| • Blinds | • A toilet roll |
| • Mattress | • Toilet Brush |
| • Microwave combination oven | • Please note, you will also have access to a communal vacuum |
| • Kettle | |
| • Under counter fridge with freezer compartment | |



Prohibited Items

There are a number of items that we ask you not to bring into your accommodation, these are prohibited by your tenancy agreement. If they are found within Brayford Quay you will be asked to remove them. Details of these items can be found below.

Animal Policy

No animals are permitted in the accommodation unless it is an assistance animal used in conjunction with a registered UK organisation

Top Tip:
Our past residents have sworn by battery powered candles to create the same light without the flame!

Please do not bring

- Deep fat fryers
- Chip pans
- Candles Incense burners Joss sticks Shisha pipes
- Anything with a gas attachment
- Oil filled radiators or any type of space heater
- Controlled drugs
- Weapons, replica weapons, BB guns, airguns, firearms (whether or not they are licensed)

Getting on with your flat

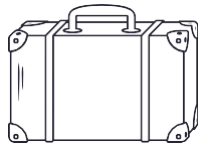
We hope you all have a lovely time moving in and living with each other. Most of our residents end up feeling like they get not only a second home at Brayford Quay but a second family as well. We love to see it when our residents are getting along, and over the years we've noticed a few things that can help with this!

Bins



It's important that you regularly take out the bins in your apartment, as this will help the cleaners do their top up clean. We suggest using the bin rota on the next page, or making one as a flat, to ensure that all flat mates are carrying out their fair share of the work!

Guests



Having guests over is completely fine with us, all we ask is that you respect your other flatmates when making these arrangements. Please remember that as per your tenancy states, you will be responsible for your guests when in your accommodation and they shouldn't be left alone for long periods of time. It's important to remember that different courses will have different deadlines! Please be mindful of your fellow residents when having people over.

Noise



Here at Brayford Quay we do like to have fun but at the same time we understand it's important for our residents to get a good night's sleep! After 11pm the on-site security guard will ask you to keep noise down if it's got a bit too loud!

Communication



It's vital that you talk with your flatmates. If you feel that there's a particular issue or subject you would like them to be more thoughtful about then let them know. This is why we often suggest having flat meetings, where you can sit down and speak freely with one another. If you feel there is a breakdown of communication then you can always come to the office and we will help wherever we can. As a last resort we can also look into room changes if possible.



Bin Rota



	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week 1							
Week 2							
Week 3							
Week 4							
Week 5							
Week 6							
Week 7							
Week 8							
Week 9							



Flat Numbers



Name..... Phone Number.....

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Top Tip
Stick these on the
fridge and get to know
your flatmates better.



Flat Birthdays!



Name..... Birthday.....

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Keeping You Safe

Whilst living at Brayford Quay your safety is the most important thing, it is crucial that you read through the safety information provided in this handbook and take note of what you need to do in the event of an emergency.

The fire alarm is tested every Thursday morning at 11am, this helps us to make sure the alarms are functioning correctly.



If you find a fire...

Raise the alarm immediately, there are fire alarm call points in each of the lobbies. Please press fire alarm call points on your way out of the building until the alarm begins to sound.

Once the alarm has been raised, evacuate the building immediately. As you leave your flat alert your flatmates that they also need to evacuate.

When exiting the building out of hours, ensure that someone has called the fire brigade via 999 or 112. If the alarm sounds while a member of staff is on-site, check that a fire marshal or person in charge has contacted the fire brigade.

You will then need to take your place on the Brayford waterfront opposite the Holiday Inn. You will need to be lined up in flat and room order so a fire marshal can take role call.

Once you have left the building, do not re-enter until a fire marshal/ fire brigade tells you it is safe to do so.



If the fire alarm is sounding...

Upon hearing the fire alarm, evacuate the building immediately. As you leave your flat alert your flatmates they need to evacuate too.

Upon exiting the building ensure that yourself, one of the fire marshals or a person in charge has contacted the fire brigade via 999 or 112.

You will then need to take your place on the Brayford waterfront opposite the Holiday Inn. You will need to be lined up in flat and room order so a fire marshal can take roll call.

Once you have left the building do not re-enter until a fire marshal/ fire brigade tells you it is safe to do so.



If there is a leak...

If you discover a leak anywhere in Brayford Quay please tell the accommodation office immediately. If the Accommodation Office is closed please contact the emergency call desk on 01522 246 460.

Please stay away from any electrical devices that may have been affected by the water.

What's On Site?

Living at Brayford Quay is so much more than a room and a kitchen, there's plenty to do on site and is as good as you make it! From time to time we'll host our own events, but there's plenty to do onsite year round. This section of the handbook is all about what we have and how to make use of it!

Launderette

An essential part of any accommodation. The launderette is managed by JHC Laundry, search for them on the app store and use your phone to control the machines. The launderette is open 24/7. If you have an issue with the laundry machines you can contact JHC via the 'Maintenance' section on the JHC app.

The Lounge

With plenty of space to host, The Lounge is one of our favourite spots on site. Inside is a sound system, pool table, Nintendo Wii and a PS5. It's the perfect place to relax between study sessions or get together with friends. The Lounge is open every day from 8:00am and 12:00am.

On-site gym

The onsite gym offers various machines for you to use, and is a great addition to our accommodation. The gym is open from 8:30-21:00, once you have completed a gym form in the office your key will be updated to give you access to the gym.

Other areas...

There are other areas on site at Brayford Quay such as the bike shed, bin store and the courtyard. The bin store is the place for getting rid of rubbish, recycling and donating to the British Heart Foundation. The bike shed can be accessed 24/7 with a bike shed key available from the accommodation office with a £5 deposit.

Maintenance & Cleaning

Throughout your time at Brayford Quay there will be a number of reasons why we will need to access your apartment. Below is some information on why we may need to come in and who is most likely to need access.

Monthly Maintenance

- Emergency light testing
- Water temperature testing

Termly Maintenance

- Shower head cleaning
- Room inspections

Cleaning Team

Once a week the cleaning team will enter your apartment to do a top up clean on the communal kitchen/lounge and the corridor. Please see your noticeboard in the kitchen for what to do before your top-up clean. Below is a list of the specific tasks your cleaner will carry out.

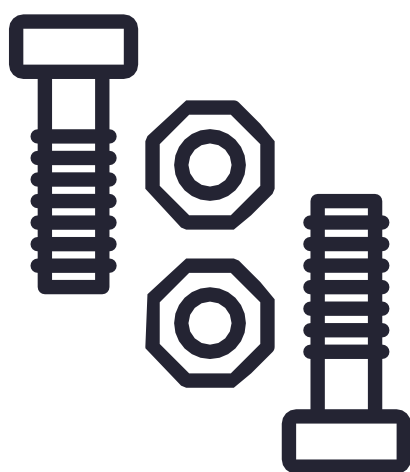
- Wiping down all sides, table, draining board and sink
- Hoovering and mopping all communal floors/carpets
- Keeping windows, and doors clean
- Ensuring that bins are kept clean, but removal of rubbish is the responsibility of residents
- Cleaning of inside of ovens and microwaves.

Where possible we will give 24 hours notice before entering the accommodation, however, there may be times that we need to enter the apartment urgently. All accommodation staff will knock before entering and will announce themselves when entering.

Reporting Maintenance

In order to report maintenance please do one of the following;

- Pop into the office
- Call the office on 01522 246 460
- Message us on Facebook
- Email into us at info@brayfordquay.co.uk



Approved Contractors

- Glide (Wifi providers)
- Otis (Lift engineers)
- MB Electrical (Electricians)
- MC Plumbing (Plumber)
- Freedom Fire (Fire engineers)
- BHPS Contractors (Plumber)
- Lincs Security (Security engineer)
- Else Painters (Painter and decorator)
- Wheatcrofts (Flooring)
- Huddlespace (Furniture supplier)

How Things Work

Moving into a new home can be stressful, but we've put together a few suggestions on how certain things work at Brayford Quay in order to help you get settled!

Heating



The electric heaters in Brayford Quay are extremely efficient and should heat up your room in no time! To turn the heater on ensure that the power to the heater is on, this will be a normal switch next to the radiator. Once this is on, you will be able to control the heater by the touch point. In communal areas these are usually next to the heater, but in bedrooms and studio they are usually found next to the headboard.



TV's

In each communal kitchen there will be a TV provided, with a license paid for by us. However, if you would like to bring a TV with you for your studio or private bedroom then this will need to be covered by a TV licence that you will need to purchase. For more information on TV licences please look at <https://www.tvlicensing.co.uk/>

Intercom



In all apartment corridors you will find a handset attached to the wall. This is the intercom which will allow you to speak with the person at the main entrance of your block. If the button for your apartment is buzzed then the intercom will sound in your apartment. In some flats, to let the person in just press the key button on the handset. Please ensure you only allow people into the building who are known to and trusted by yourself.



Key fobs

When you arrive at Brayford Quay you will have been given a key, a fob and possibly a post box key. From time to time the key fob will deactivate this will happen every 30-60 days. If you find that your fob is no longer working, it will most likely have deactivated. In the event of this, please hold the key fob to the common rooms entrance pad, this will update the key which will work once again.



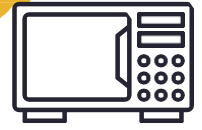
Internet

Brayford Quay has wi-fi that is supplied by Glide. When you arrive at Brayford Quay you will be given a welcome guide from them. Rooms also come equipped with an ethernet port, in most rooms these are located under the desk. In order to contact Glide for any issue use the QR code below or call them on 0333 123 0115



Hot water Boost Button

In each apartment corridor and some studios you will find a 'Boost Button'. The boilers in each apartment are set to heat up every morning to supply enough water for all residents. However should you wish to use more hot water in the day you will need to use the boost button. This will take between 1-2 hours to heat the boiler tank. Please do not run the water after using the boost button as this will only drain the tank of any warming water.



General appliances

Some appliances that will be in your studio, kitchen, or bedroom will vary from other rooms in Brayford Quay. For example some studios will have different makes of microwave ovens, and some kitchens will have different makes of ovens and fridges. In order to find the user manual for these items check out the QR code below and search for the make and model of your item. If you need any help finding the make and model of appliances just let us know and we'll help you find out!



PAT testing

At Brayford Quay we take your safety as our biggest concern. It is for that reason we ask that all electrical items you bring into your residence are deemed electrically safe.

Helpful Contacts

Here is a collection of a few useful numbers that you may find helpful during your stay here in Lincoln!

Accommodation Office.....	01522 246 460
Emergency Call Desk (Out of Hours).....	01522 246 460
Glide.....	0333 123 0115
JHC Laundry.....	01582 797 654
Lincoln Police.....	01522 532 222
Lincoln County Hospital.....	01522 512 512
Brayford Medical Centre.....	01522 543 943
University of Lincoln Student Wellbeing Centre..	01522 886 400
University of Lincoln Student Support Centre.....	01522 780 020
Students' Union.....	01522 886 006



Top Tip:
By putting these
numbers into your
phone contacts, they'll
be much easier to
find in an emergency!