



**THE STAY CLUB**  
LONDON STUDENT ACCOMMODATION

# Welcome to Kentish Town

## Residents Handbook 2020/21

---

**Thestayclub.com**



info@thestayclub.com



+44 (0)207 267 7774

**Tweet us:**



@TheStayClub

**Like us:**



The Stay Club London

**See us:**

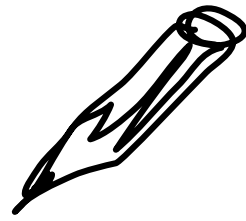


@TheStayClub

**Talk to us:**



The Stay Club London



## Contact info page 5

- > Staff contact details
- > Your address

## Fire safety page 5

- > On hearing the fire alarm
- > On discovering or being made aware of a fire
- > Emergency meeting point
- > Fire alarm test
- > Fire drills

## Fire safety equipment page 6

- > Prohibited items
- > Safe cooking tips
- > Electrical safety

## Safety and security page 7

- > Access key card
- > Access by staff to your accommodation
- > Access for repairs and planned maintenance
- > CCTV
- > Departure log
- > Window restrictors

## Facilities page 8

- > Bicycle storage
- > Insurance
- > Internet access
- > Laundry facilities
- > Parking
- > Post and packages
- > TV licence
- > Waste management

## Living with us page 9

- > Alcohol
- > Anti-social behaviour

## Cleaning (Your Responsibility) page 10 Cleaning (Our Responsibility)

- > Council tax
- > Damages
- > Drinking water
- > Drugs and other controlled substances

## Emergencies page 11

- > Guests
- > Health and medical arrangements

## Inspections page 12

- > Maintenance
- > Noise
- > Pets
- > Residence exteriors and prohibited areas
- > Smoking

## How to guide page 13

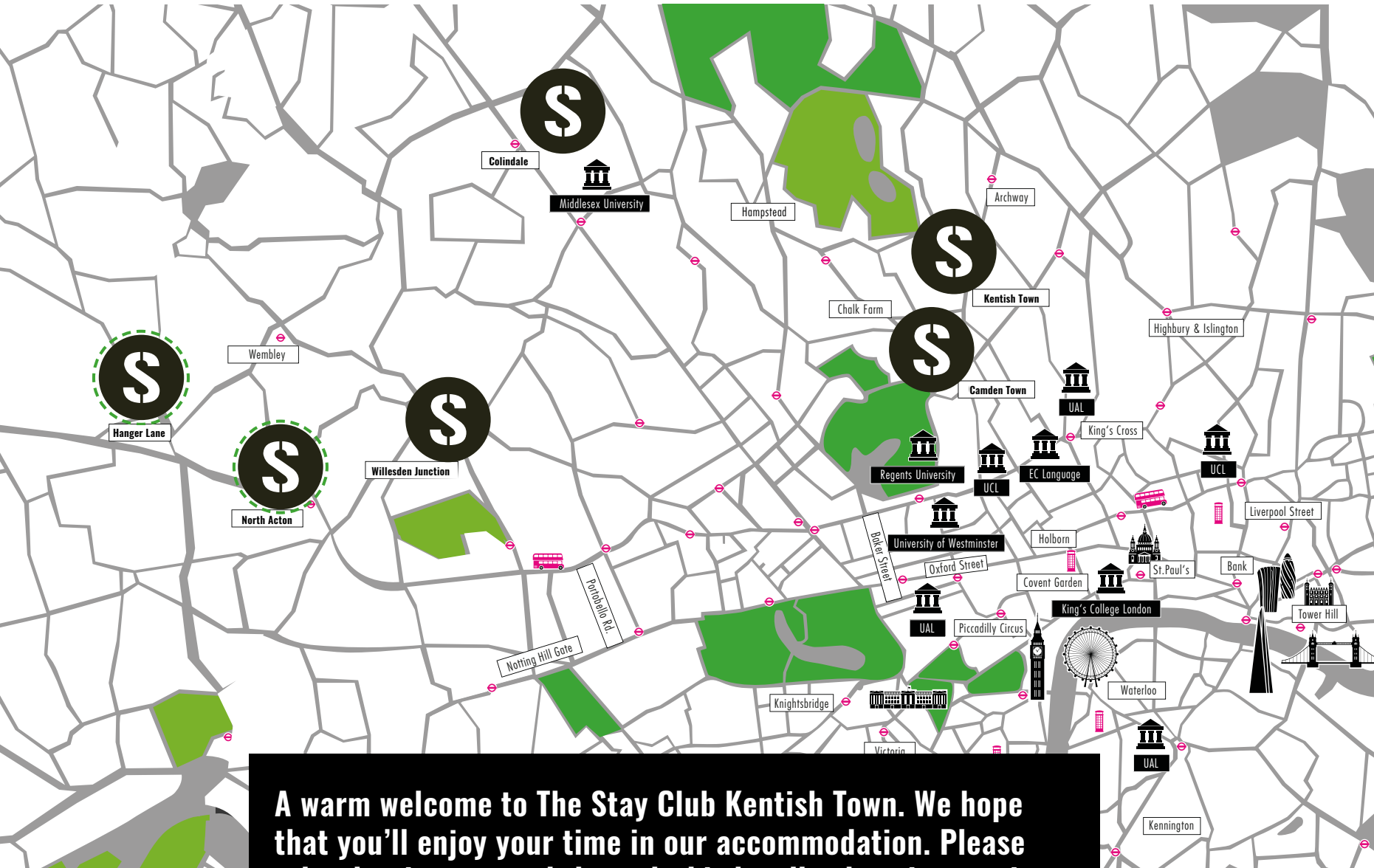
- > How to operate the heating and hot water
- > How to operate the lights
- > How to operate the stove

## Community living page 13

- > Events and activities
- > Online community

## Complaints procedure page 14

- > Confidentiality
- > Informal complaints
- > Formal complaints



**A warm welcome to The Stay Club Kentish Town. We hope that you'll enjoy your time in our accommodation. Please take the time to read through this handbook as it contains information that you will find useful during your stay.**

# Welcome

**Our accommodation is approved by the National Code for Large Student Developments, which aims to ensure transparent and professional management of purpose-built student accommodation.** All our residences comply with these regulations. The Code ensures that residents



benefit from the adherence to clear policies and procedures relating to health and safety, maintenance, environment, contractual obligations and complaints. For more details, please visit <http://www.anuk.org.uk/>.

**COVID-19 - information for residents**



## Fire Safety

A fire could happen at any time. During a fire you may not have the time to learn what to do and there may not be anyone around to tell you what to do. Knowing what to do in a fire emergency is your responsibility; to help with this, we have provided information about general fire safety in this handbook and in Fire Action Notices displayed in corridors and in Studio.

**Please read this information carefully and familiarise yourself with general fire safety and evacuation routes.**

### On Hearing the Fire Alarm

- > Quickly put on suitable clothing, if necessary
- > Evacuate the building immediately via the nearest exit route
- > Go to the emergency meeting point(s) and stay there if possible, unless instructed otherwise
- > Do not stop to collect personal belongings
- > If possible close all doors and windows behind you
- > Do not attempt to use the lift(s)
- > Try to alert any other residents you encounter. If they do not evacuate, if possible pass the details of their location in the building on to a member of staff.
- > Exit calmly and quickly but do not run

### On Discovering or Being Made Aware of a Fire

- > If not already activated, immediately raise the alarm by operating the nearest call point
- > Follow the instruction for 'On Hearing the Fire Alarm' above

### Emergency Meeting Point

The emergency meeting point is located **opposite the George IV pub on Holmes Road** (turn left as you exit the building out the front door and walk down the street). Please refer to the Fire Emergency



## Contact info

### Staff Contact Details

Our residential staff are responsible for the day to day operations of the accommodation.

They can help you before you arrive and throughout your stay with any aspect of your accommodation or life within/around it. Please feel free to get in touch with them using the details below:

### Reception Desk

(contact for day to day issues and emergency maintenance issues), available 24/7

email:

[kentishtown@thestayclub.com](mailto:kentishtown@thestayclub.com)

call: +44 (0) 203 848 8280

### Community Manager

Lamiya Abdulrahman, check in with reception about availability  
email: [lamiya@thestayclub.com](mailto:lamiya@thestayclub.com)

### Assistant Community Manager

Mario Gomes, check in with reception about availability  
email: [mario@thestayclub.com](mailto:mario@thestayclub.com)

### Your Address

Your Full Name  
Studio No.

The Stay Club Kentish Town,  
65 Holmes Road  
London, NW5 3AN

Plan on the front door of your Studio for more information and a map.

#### Fire Alarm Test

A fire alarm test will be carried out **every Wednesday at approximately 14:00 when the alarm will sound for 15 to 30 seconds.** You do not need to evacuate at this time, however, should the alarm sound longer than this or is sounds at any other time, you must evacuate the building.

#### Fire Drills

We will conduct at least two fire drills without notice during the academic year.

## Fire Safety Equipment

#### Fire Alarm

Fire alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building on hearing the alarm immediately by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of the fire alarm.

- > Only cook in the kitchenette area
- > Do not use any spray under or near the detector
- > Do not use a hairdryer or hair straighteners under or near the smoke detector and ensure that they are unplugged when not in use.
- > Be careful with the positioning of combustible materials near electric points
- > Smoking is not permitted
- > Do not bring any prohibited items into the building
- > Only use appliance for their intended purpose

#### Fire Doors

Fire Doors are provided for all accommodation, corridors, kitchen, storerooms and stair enclosures. Other than accommodation doors they should be clearly labelled 'Fire Door Keep Shut' and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors or remove the

self-closing device. If the door is damaged or not fully closing, then you must submit a maintenance request for this as soon as possible. Fire doors are critical fire safety equipment and to stop the travel of dangerous smoke & hot gases into escape routes.

#### Fire Extinguishers

Fire extinguishing equipment has been provided in the way of fire blankets in all kitchenettes and fire extinguishers along all corridors and in communal areas. Do not interfere with this equipment or use it maliciously. This equipment is life safety equipment and is for use only in case of fire.

#### Means of Escape

Corridors, landings, stairs & exits from the Residence are major escape routes in case of fire. Please do not obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

#### Sprinklers

Certain areas of the Residence are fitted with sprinklers. Please do not hang items on these or use heat directly under them.

#### Prohibited Items

Kitchen appliances provided in Studio are provided for resident use. You may get additional appliances if you feel you need these however they should only be used in the kitchenette areas. The use of any kitchen appliance in any other part of the Studio is not allowed. Any such appliance found plugged in in any other area of the Studio will be assumed to be in use. Kitchen appliances include, but are not limited to toasters, kettles, microwaves, rice cookers and hotplates.

#### The following items are not permitted and may be confiscated and disposed of if found

- > Flammable decorations
- > Portable heaters
- > Fairy/Christmas tree lights
- > Halogen heating equipment
- > Candles, incense, oil lamps,

outdoor grills or any equipment with an open flame or open coil

- > Explosives, firearms, fireworks or ammunition
- > Woks and deep fat fryers
- > Hookah and shisha pipes

#### Safe Cooking Tips

Most residential fires start in the kitchen so take extra care when cooking.

- > Only cook where permitted
- > Keep cooking appliances and surfaces clean
- > Never cook when tired or intoxicated
- > Never leave cooking unattended
- > Keep flammable items away from surfaces which can get hot
- > Use the extractor fan and open the window when cooking
- > Do not put metal in the microwave
- > Make sure that the base of your cookware is smooth and sits flat against the stove top and that it is the same size as the cooking zone
- > Keep tea towels and cloths away from cooking surfaces
- > Double check that cooking appliances have been turned off once you've finished cooking

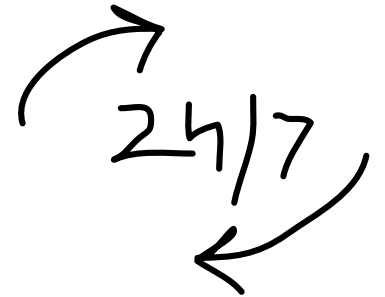
#### Electrical Safety

Remember that the UK electrical supply is 230 Volts not 110 Volts and you should only use electrical appliances purchased from a reputable UK retailer as far as possible. However, if you need to use 110 Volt appliances or appliance purchased in a different country, you must use an appropriate adaptor and/or converter.

#### Additionally, you should not

- > Use faulty electric equipment (eg with frayed or burnt cords)
- > Use 'daisy chain' adaptors and extension cords or cubed adapters
- > Allow electrical cords to trail across floors
- > Use unfused appliances
- > Exceed a load of 13 amps per plug socket
- > Use appliances if you are unsure of their instructions. If you are unsure about the how to use any appliance provided by us, please ask a member of staff for assistance.

## Safety and Security



#### Access Key Card

To protect you and guard against unauthorised access, you can only access the building with your access key card. Please keep your key card safe and secure and never lend your key card to anyone, including friends, family or roommates. If your key card is lost or stolen, please report it to reception staff as soon as possible so that your old key can be cancelled and a new one issued. There may be a charge for this replacement.

#### Access by Staff to Your Accommodation

We will usually give you at least 24-hour notice if we need to visit your accommodation for any reason. However, there are a small number of instances where advanced notice will not be provided. These include

- > In an emergency
- > If a complaint has been received eg noise, illegal behaviour
- > Major health and safety concerns

#### Access for Repairs and Planned Maintenance

Please remember that staff or contractors may need to access your room/studio to complete repairs and carry out general maintenance. If you have submitted a maintenance request, you should expect a staff member or contractor to visit. If we have identified an issue during an inspection, we will notify you of when can expect staff members or

a contractor to visit. Once a staff member has visited, you will be updated about your status of your maintenance request.

For planned maintenance, we will give you at least 24-hour notice if we need to access your room/studio.

### CCTV

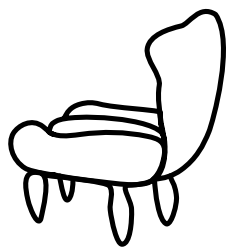
All communal areas and the exterior of the building are covered by extensive close circuit television for your safety and security.

### Departure Log

If you are due to be away for an extended period of time (more than 7 days), please let us know as we'll need to carry out health and safety related checks in your Studio in your absence.

### Window Restrictors

Window restrictors are installed on all windows for your safety and security and you should not tamper with these for any reason. If we find that the restrictors have been tampered with, you may be charged with their repair and may be subject to conduct action. If you become aware any issue with a window restrictor, please report this as a maintenance issue as soon as possible.



## Facilities

### Bicycle Storage

You have access to a bike store, located in the Middle Basement. If you'd like to make use of this facility, please speak to a member of staff.

If you have/use one, you are only permitted to bring a bicycle into the building for the express purpose of taking it to and from the bike store. You should not attach them to any railings or the exterior of the building or place bicycles in fire exit routes as this creates a serious safety hazard.

### Gym

An exercise area with gym equipment is available for residents. Please speak to reception staff for additional information on how to access this space.

### Insurance

We accept no liability for any loss or damage to your personal belongings. You are advised to take out an insurance policy to cover you for this.

### Internet Access

We work with ASK4 to provide you with Wi-Fi access designed with students in mind. You'll have access to a fast connection speed (up to 100mbps) across multiple devices such as smartphones, laptops, gaming consoles and smart TV plus unlimited downloads at no additional cost.

#### To connect to the network

1. Select the ASK4 Wireless network
2. A sign up page should automatically pop up but if it doesn't, open your preferred web browser
3. Complete the sign up process to get connected

ASK4 also offers some additional services (some chargeable) you might be interested in

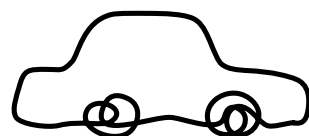
- > Cloud back up
- > 4Connect Plus

### Laundry Facilities

24-hour laundry facilities (washing machines and tumble driers) operated by WashStation and iron(s)/ ironing board(s) are available in the upper basement (UP). Payment is by a top-up laundry card, which can be purchased for £2 from a coin-operated vending machine in the laundry room and topped up online at [www.washstation.co.uk](http://www.washstation.co.uk).

### Parking

Due to restrictions on parking spaces and environmental concerns, we regret that there is no onsite parking available for residents or their visitors. Some public parking is available in the local area.



### Post and Packages

Any letters and small package delivered without confirmation of receipt will be placed in the letter box for the Studio. Any packages which do not fit in letter box as well as any letters and packages which need confirmation of receipt will be accepted and signed for by us, during opening hours. These items will need to be collected from Reception.

#### Any post and packages we accept delivery of, are covered by Post and Packages Terms and Conditions

- > You must not receive post for any other person at your address. Such mail will be returned to sender.
- > We are unable to forward mail when you vacate at the end of your Licence Agreement; any uncollected mail will be returned to sender. It is your responsibility to ensure that you have re-directed your mail in good time.
- > We will sign for mail as a courtesy and cannot be held liable for any lost and/or damaged mail.
- > If you order groceries and takeaways, you will need to be present to sign for these as we will not accept such deliveries on your behalf.
- > When travelling or posting items to the UK from outside the EU, it is illegal to bring back, or receive by post, meat and meat products, milk and milk products and potatoes. Bans and restrictions also apply to

vegetables, plants and fish.

> Items which arrive damaged, leaking or decomposing may be refused at reception.

During this academic year, we will be introducing an electronic post management system. Please refer to additional information posted in the building.

### TV Licence

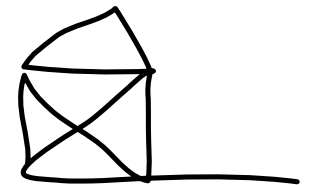
There are no aerial points in our Studios, so we recommend that you look at alternative ways of viewing TV such as laptops, tablets, mobile phones etc.

In the UK, you need a TV Licence to watch TV programmes live as they are being broadcast and to watch or download any BBC programmes on demand (using the iPlayer service) on any kind of device. You are responsible for obtaining your own TV Licence, should you need one.

Further information and guidelines can be found at: [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) or by calling: +44 (0)3007 906131.

### Waste Management

You are responsible for removing waste from your Studio; waste must not be allowed to accumulate as this may cause a safety hazard and attract unwanted pests. All waste must be placed in the Bin Store (Upper Basement) in secured bin bags.



## Living with Us

This is an A to Z of what we expect from you during your stay with us and what you can expect from us, in addition to your booking terms and conditions. If we required, we may provide additional materials.

The violation of any 'policy' laid out by us to you may result in conduct action. Depending on the nature and severity of the violation, this action includes, but is not limited to:

- > A meeting with the Community Manager
- > A formal or informal warning
- > Fines to recuperate costs
- > Being asked to leave your accommodation





**Alcohol**

Excessive alcohol consumption can endanger your health and safety and the safety of those around you. The general drinking age in the UK is 18, however, under 18's may consume alcohol under certain circumstances. **Please remember to drink responsibly.**

**Anti-Social Behaviour**

You are always expected to show respect for other residents and users of the building as well as members of the local community, including but not limited to

- > Not violating any of the 'policies' laid out in this handbook, your terms and conditions and other materials provided by us.
- > Behaving with respect and consideration towards others. This includes not damaging the belongings of others and not using foul language.
- > Not harassing, threatening or using violence towards others.

**Cleaning (Your Responsibility)**

You are responsible for keeping your Studio clean and tidy. The following summarises the standards we expect.

**Kitchenettes**

- > Keep all work surfaces and sinks clear.
- > Immediately wipe up any spillages on tables, work surfaces, appliances or floor as they occur or when it is safe to do so.
- > Store all food items in cupboards, fridges and freezers as appropriate ensuring all surfaces are left clear.
- > Wash up and put away all crockery, cutlery, pots, pans, utensils etc after use.
- > Do not leave dirty dishes in the sink.
- > Defrost your fridge regularly.

**Shower rooms**

- > Rinse the shower and wash basins after each use, ensuring plugholes are free from hair and other debris.
- > Place all waste, including sanitary

items in the bins provided.

- > Mop up any spillages immediately after they occur.
- > Toilets should be cleaned using a specific toilet cleaning chemical in addition to the brush provided.
- > Basins, taps, tiles, walls and floors should be cleaned using a multi-purpose bathroom cleaner and a soft dry cloth.
- > Walls must be maintained clean and free of mould.

**Sleeping areas**

- > Rubbish from rooms is to be taken to the refuse area – not left in kitchens.
- > Keep the floor tidy and vacuumed or swept regularly.
- > Immediately mop up any spills immediately.
- > Ensure the mattress covers are used correctly and laundered regularly with other bed linen. Always maintain the room in a clean and tidy condition, where clothing and trailing wires do not present trip hazards or a danger. If you fail to meet these standards, you may be issued with a warning and a request that these standards be met. If you have repeated warnings or these standards are not met after a request has been made, you might have to pay for professional cleaning staff to clean the affected areas.

**Cleaning Appliances**

We have a vacuum cleaner and mop and bucket available for you to borrow from Reception, but you will need to provide your own cleaning consumables.

**Cleaning Service**

If you'd like a little help with keeping your Studio clean, you arrange for an ad hoc or routine cleaning service at an additional cost. If you're interested in this, please speak to a member of staff.

**Cleaning (Our Responsibility)**

Our cleaning staff will clean communal areas in the building daily, however, if you use communal areas we will expect you clean up after yourself. If you have any concerns about the standard of our cleaning, please let your Community Manager know.



**Council Tax**

Students in full time education are exempt from Council Tax. If you are eligible for this, please provide us with a Certificate of Exemption for Council Tax within 6 weeks of registering with your university or college or 6 weeks of your Licence Start Date (whichever is the sooner).

**Damages**

If you are found to have caused damage to any Stay Club property, you will be charged a fine to cover the costs of replacing/repairing such property as well as any applicable administrative costs.

**Drinking Water**

Drinking water is supplied to all kitchens.

**Drugs and Other Controlled Substances**

We have a responsibility to ensure that our residences are not used for illegal drug activities. If you or your guests are involved in illegal drug activities, you could be reported to the police. This extends to the use and storage of 'legal high' substances. We will take a particularly serious view of anyone involved in the distribution of illegal substances; this includes giving them to your friends. Remember that the possession and use of marijuana is illegal in the UK. The

possession and use of medications and/or other controlled substance without a valid prescription or the misuse of prescribed medication is prohibited. You are to obey UK laws regarding the use, possession, sale and distribution of controlled substances.

If you are concerned about your own, another resident or a guest's drug use, please contact a member of staff or the advice and counselling or welfare department at your university.



**Emergencies**

In case of emergency, call 999 or 112 to request the police and ambulance or the fire brigade. This is free service. Please ensure that you answer all questions clearly and exactly, including the building address which is:

Your location in the building  
**The Stay Club Kentish Town,  
 65 Holmes Road London  
 NW5 3AN**

Ensure that you also contact the staff at Reception as soon as possible on +44 (0) 203 848 8280 so that they know to expect the emergency service and provide appropriate assistance.

**Guests**

The privilege of hosting guests is based on the principles of mutual respect and balance; on resident's right to hosts guests should not supersede other residents' rights to privacy, their wellbeing or reasonable enjoyment of their accommodation. We reserve the right to refuse entry into the Residence by any non-resident at any time or to require them to

leave the premises. **Guests must not be left in the accommodation unaccompanied and as a host, you are responsible for any damages or behavioural problems caused by your guest.** All guests must sign in and out at Reception.

**Daytime Guests**

You can host up to 4 guests at a time during the hours of 07:00 and 22:00.

**Overnight Guests**

You have a monthly allowance of 6, free overnight guests stays and can host up to 2 overnight guests at once. Thereafter, a charge of £10 per guest per night is payable at reception when your guest signs in.

**Health & Medical Arrangements**

The NHS provides treatment at no cost to full-time UK and EU students in full time education as well as to international students who are in full-time education and resident in the UK for at least 6 months. International students who are here for shorter periods may be eligible for some NHS services. Emergency treatment is always free.

For additional information on getting NHS medical care, including services and registering with a local general practitioner, please refer to the [NHS website](#) for visitors or the NHS Services website. We strongly recommend that you register with a general practitioner as soon as possible after arriving in the UK as the process can take some time. If you experience emotional or psychological problems, please seek advice from your general practitioner or the advice and counselling or wellness department at your university. There are also several options available for private medical treatment.

## Inspections

Inspections may be conducted each semester and as your check out date approaches. The inspections will assess the condition of your Studio and will enable staff to identify issues which may require attention. Further inspections may be conducted as needed.

### Maintenance

All maintenance issues must be reported to us as soon as possible after you notice them; you should not assume that someone else will report a fault.

Emergency maintenance issues (ie anything that poses a safety or security risk or the loss of essential services eg electricity and water) should always be reported directly to Reception. Most maintenance requests will be attended and completed within 24 hours, however during busy periods non-emergency maintenance requests may take up to 5 working days to complete and certain categories of maintenance requests can take up to 28 working days to complete.

We will always try to update you as appropriate.

During this academic year, we will be introducing an electronic maintenance reporting system. Please refer to additional information posted in the building.

### Noise

Noise must always be kept to a reasonable level and should not cause a nuisance at any time (if it does, it is excessive) and you should comply with requests to reduce sound levels that are excessive or intrusive. Please be considerate of fellow residents and neighbours when leaving or arriving to the Residence or using communal areas and corridors, particularly during quiet hours (between 22:00 and 08:00). This includes thinking about among other things the volume of your music and/or speech and pulling doors shut rather than allowing them to slam shut. During quiet hours, any noise made inside

your Studio should not be audible outside your Studio.



### Pets

0 Pets, including but not limited to birds, insects or reptiles are not permitted. If you or a guest require the assistance of a service animal, please arrange this in advance of the arrival of the animal with your Community Manager.

### Residence Exteriors and Prohibited Areas

All roof areas, parapets and ledges are out of bounds. There are several potentially hazardous areas in the Residence that into which entry is prohibited. You are not permitted to enter rooms such as boiler rooms, electrical intake/riser cupboards, lift motor rooms and commercial kitchens (to name a few).

### Additionally, you shall not:

> Display any notices, posters and/or signs on the outside of the Studio or Residence, or inside the Studio or Residence so that they are visible from outside.

> You must not throw or drop items from windows or doors of the Residence.

### Smoking

Any form of smoking including the use of cigarettes, cigars, pipes, hookahs, shishas or devices such as electronic cigarettes or vaporisers is prohibited in all areas of the building in the interest of the health and wellbeing of all users of the building. Furthermore, smoking may not occur within close proximity to the residence (excluding the designated smoking area) or cause the obstruction of any entrance, covered walkway or ventilation system. In the interest of fire safety, hookahs, shishas and similar smoking devices are not permitted in the building and may be disposed if found.

## How to Guide

### How to Operate the Heating and Hot Water

There's an electric heater in each Studio. In order to turn the heater on, you need to

> Press the POWER bottom (a light will come on to indicate that the heater is on)

> To adjust the temperature, press the OK button

and then use the +/- buttons to select the desired temperature and the OK button again to set the temperature

> The heater can take up to 15 minutes to warm up

Please do not cover the heater (for example, with items of clothing) or bring any portable heating appliances into the residence as this is a fire hazard. Hot water is accessible 24/7.

### How to Operate the Lights

The main lights in your Studio are card activated. Simply place your key card in the designate slot (close to the front door) to activate the lights.

### How to Operate the Stove

1. Make sure there is power to the stove (you can find the switch in cupboard under the stove)

2. Press the ON/OFF button to turn the induction stove on

3. Select the cooking plate you'd like to use

4. Adjust the heat by using the +/- buttons

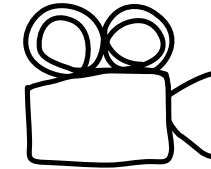
5. The number displayed next to the plate you've chosen indicates the selected heating level

6. You can also use the time selecting the 'clockface' button followed by the +/- buttons to adjust the time. When

they time's run out the stove will buzz to get your attention.

7. To turn the stove off, press the ON/OFF button. Note that if you are using both plates, this will turn them both off. If you would only like to turn on plate off, select the plate you want to turn off and use the +/- buttons until '0' is displayed as the heating level.

8. The plate will remain hot for a few minutes after it has been turned of



## Community Living

### Events and Activities

During the academic year, the events team will organise events and activities which will help you make the most of your stay with us. Keep an eye open for emails and posters around the building with more information on these.

### Online Community

If you're on social media, make sure you join our community, so you can be the first to find out what's going on and interact with other residents.



## Complaints Procedure

We want you to enjoy your time living with us however there may be times we don't get things right. If this happens, we'd like the chance to work on making them.

The complaints procedure below applies to all residents, potential residents and previous residents (for up to six months the end of your Licence Agreement), however Stage 3 of the Formal Complaints procedure (raising a complaint to the National Codes Administrator) is only applicable to students.

### Confidentiality

All necessary enquiries and disclosures will be made to investigate the complaint properly and to collect appropriate information from all the parties and witnesses involved. Except for that purpose, all parties to a complaint must treat the complaint and related documentation confidentially and in line with The Stay Club Privacy Notice.

### Informal Complaints

If you have a minor complaint, where appropriate, your first step should be to discuss your concern in person with a Reception member of staff to try and resolve the matter. While it isn't always possible for us to change processes, we will try to put things right for you and find the best possible solution.

If we cannot resolve your complaint immediately, we will aim to send you an initial response within 2 working days. If we feel we need more time or information to investigate your complaint, we will keep you informed.

### Formal Complaints

We hope that most complaints can be dealt with amicably and to your satisfaction using the informal

complaints procedure, as such, in the first instance, where appropriate, issue your complaint via the informal procedure. However, we understand that some complaints may be of a serious nature or cannot be appropriately raised to Reception staff. If this happens, please follow the Formal Complaints process below. **If you would like to escalate an informal complaint to a formal complaint, you should do this within 2 weeks of raising your informal complaint.**

### Stage 1

Please submit your complaint in writing to the relevant Community Manager of the residence you live in or are due to live in. Please note that Formal Complaints must be submitted in writing. Your complaint will be acknowledged within 2 working days and will be responded to fully within 5 working days of the receipt of the complaint. If we feel we need more time or information to investigate your complaint, we will keep you informed.

### Stage 2

If, after communicating with the relevant Community Manager, you feel that your complaint has not been resolved to a satisfactory level, you may request that your complaint is reviewed by a Stay Club Complaints Review Panel. This request must be sent in writing to the aforementioned Community Manager, who will then convene the panel. Your request will be acknowledged within 2 working days and will be responded to within 10 working days of the receipt of the request.

### Stage 3

If, once the decision made by the Complaints Review Panel has been given to you and you believe the complaint has not been dealt with fairly or remains unresolved, you can consider submitting your complaint to the National Codes Administrator. Full details of this process can be found at <http://www.nationalcode.org/>.