





THE STAY CLUB
LONDON STUDENT ACCOMMODATION

Welcome to Kentish Town


Residents Handbook 2021/22


Visit us
 [thestayclub.com](https://www.thestayclub.com)

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 info@thestayclub.com

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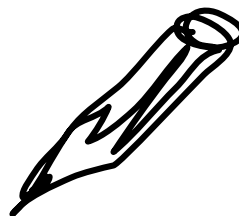
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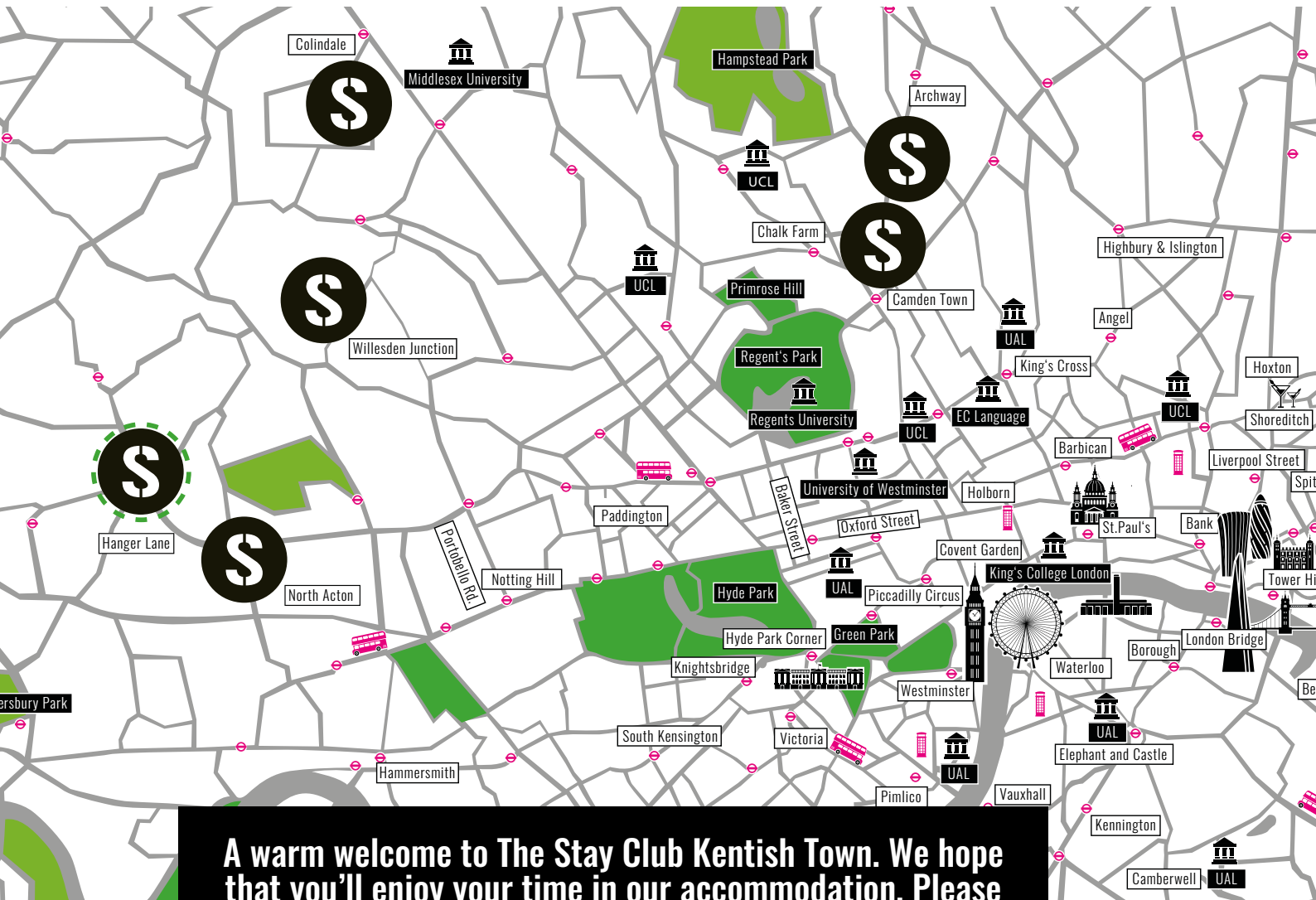
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A warm welcome to The Stay Club Kentish Town. We hope that you'll enjoy your time in our accommodation. Please take the time to read through this handbook as it contains information that you will find useful during your stay.

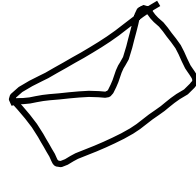
Welcome

This property is approved by the National Code for Large Student Developments, which aims to ensure transparent and professional management of purpose-built student accommodation.

The Code ensures that our 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 www.nationalcode.org/.



Contact Info



Staff Contact Details

Our residential staff are responsible for the day to day operations of your accommodation. They can help you with any aspect of life in and around the building before you arrive and throughout your stay.

Please feel free to get in touch with them using the details below:

Reception Desk

The staff at reception are your contact for day to day issues and emergency maintenance issues. They are available 24/7 and can be reached via

- email
kentishtown@thestayclub.com
- call
+44 (0) 203 848 8280

Key Staff

Please confirm current working hours with reception staff.

- Community Manager
Robert Dan
robert.dan@thestayclub.com
- Duty Manager
Haifa Daud
haifa@thestayclub.com

Your Address

Your full name
Your studio No
The Stay Club Kentish Town
65 Holmes Road
London
NW5 3AN

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 is your responsibly. To help with this, we have provided information about general fire safety below and in Fire Action Notices displayed in corridors and in the Studios.

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 a Fire

- If not already activated, immediately raise the alarm by operating the nearest call point
- Follow the instructions 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 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 14:00, when the alarm will sound for 15 to 30 seconds. You do not need to evacuate at this time. If alarm sounds longer than this or if it sounds at any other time, you must evacuate the building and go the emergency meeting point.

Fire Drills

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



Fire Safety Equipment

Fire Detection

The building has an automatic fire alarm system to help keep you safe. This includes fire detection devices on ceilings that can be activated by heat and smoke.

You should take the following precautions to avoid accidentally setting off the detectors:

- Only cook in the kitchenette area
- If your studio fills with smoke, open the window - avoid opening the door
- Do not use aerosols under or near detectors
- Do not use hair dryers or hair straighteners under or near detectors and ensure that they are unplugged when not in use
- Be careful with the positioning of combustible materials near sockets
- Do not smoke anywhere in the building, including the roof terrace
- Do not bring any prohibited items into the building
- Only use appliances for their intended purpose
- Turn on the shower fan when taking a shower

Fire Doors

Fire doors are fitted with door closers and seals to limit the spread of fire and smoke.

The doors to your studio, in corridors and stairs are fire doors. You must

- Keep all fire doors closed unless they are designed to stay open
- Not obstruct, wedge or prop doors open
- Not tamper with fire doors or their fittings
- Report all faults with fire doors to Reception immediately

Firefighting Equipment

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.

Fire blankets provided in kitchenettes should be used (according to the instructions on the casing) to smother small cooking fires, if it is safe to do so.

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

Means of Escape

Corridors, lobbies, stairs and fire doors form escape routes in case of fire. Please do not obstruct these with bicycles, personal belongings or rubbish.

Prohibited Items

If you decide to buy additional cooking appliances, you must ensure that these are only used in the kitchenette - the

use of cooking appliances anywhere else in the studio is prohibited. Any such appliance found plugged in in any other area of a studio will be assumed to be in use and may be confiscated.

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

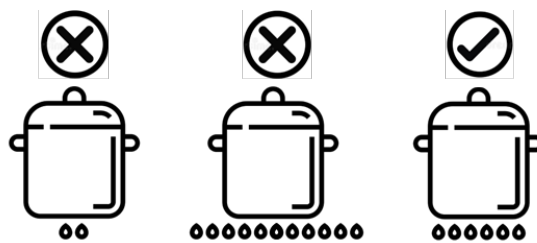
- Flammable decorations
- Portable heaters
- Fairy/Christmas tree lights
- Halogen heating equipment
- Candles, incense, oil lamps, outdoor grills or any equipment with an open flame or open coil
- Explosives, firearms, fireworks or ammunition
- Woks and deep fat fryers
- Hookah and shisha pipes

This list is not exhaustive and is subject to change.

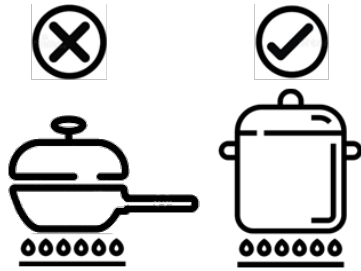
Safe Cooking Tips

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

- Only cook in the kitchenette
- 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 objects in the microwave
- Keep tea towels and cloths away from cooking surfaces
- Use a pot that is a similar size to



- the cooking area
- Make sure that the base of your cookware is smooth and sits flat against the stove top



- Double check that cooking appliances have been turned off once you've finished cooking

Electrical Safety

The UK electrical supply is 230 Volts (not 110 Volts). You should only use electrical appliances purchased from a reputable UK retailer as far as possible. If you need to use appliances with a different voltage, you must use an appropriate converter.

Additionally, you should not

- Use non-UK plugs
- Use faulty electric equipment (eg with frayed or burnt cords)
- Use 'daisy chain' adaptors and extension cords or cubed adapters
- Plug items such as hairdryers or kettles into an extension lead
- Allow electrical cords to trail across floors
- Use un-fused appliances
- Exceed a load of 13 amps per socket. Use this this website to learn about the effect of plugging different combinations of electrical equipment into an extension lead www.twothirtyvolts.org.uk/socket-overload/
- Do not use appliances if you are unsure of their instructions. If you are unsure about how to use any appliance provided by us, please ask a member of staff for assistance.

24/7

Safety and Security

Access Key Card

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 guests.

If your key card is lost or stolen, please report it to Reception 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 Studio

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

- Responding to an emergency
- Responding to a complaint such as noise or misconduct
- Major health, safety or wellness concerns

Access for Maintenance

If you have submitted a maintenance request, you should expect a member of staff or a contractor to visit.

If we have identified an issue during an inspection, you will be notified if we require a member of staff or contractor

to visit your studio.

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

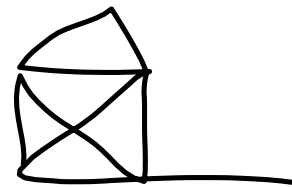
If you are due to be away for an extended period of time (more than 7 days), please let us know as we'll need to carry out health and safety related checks in your studio in your absence and account for you in case of emergency.

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 of any issues regarding the window restrictors, please report this as a maintenance issue as soon as possible.

Building Facilities



Bicycle Storage

You have access to a bike store, located in the Middle Basement - please speak to Reception for more information.

Bicycles may only be brought into the building for the express purpose of taking it to and from the bike store.

Insurance

You are advised to take out insurance to cover you for your personal belongings as we do not provide cover for personal belonging.

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.

Internet Access

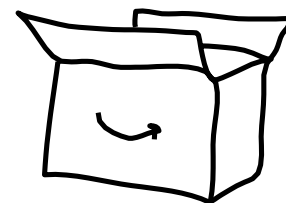
We work with Ask4 wireless to provide you with Wi-Fi access designed with students in mind.

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) which can be added to your account.



Laundry Facilities

24-hour laundry facilities (washing machines and tumble driers), subject to routine cleaning and maintenance, operated by WashStation and iron(s)/ironing board(s) are available in the Upper Basement .

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.

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 packages delivered without confirmation of receipt will be placed in the letterbox for the Studio. Any packages which do not fit in the letter box as well as packages and letters that require a signature will be accepted and signed for by reception.

We will store these items and let you know that something has arrived for you. These items will need to be collected from Reception.

Any post and packages we accept delivery of, are covered by the terms below.

- 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 take-aways, you will need to be present to accept these as we will not accept such deliveries on your behalf.
- When travelling or posting items to the UK from abroad, 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.

TV Licence

There is no aerial point in your studio. We recommend alternatives such as streaming services, BBC iPlayer and 4oD which can be accessed on laptops, smartphones/tablets and Smart TVs.

In the UK, you need a TV Licence to watch programmes live as they are being broadcast and to watch or download 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 or by calling: +44 (0)3007 906131.

Living with Us

This is a guide 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 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 in with the Community Manager
- A formal or informal warning
- Charges to recuperate costs
- Being asked to leave your accommodation



Alcohol

Responsible consumption of alcohol is permitted in the accommodation. Find out more at drinkaware.co.uk.

Anti-Social Behaviour

You are 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 washbasins 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 requests have been made, you might have to pay for professional cleaning staff to clean the affected areas.

Cleaning Appliances

A vacuum cleaner, mop and bucket are available for loan 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 can 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 to 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).

You are responsible for the payment of Council Tax if chargeable and you will

reimburse us for any Council Tax we are required to pay on your behalf.



Damages

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

Drinking Water

Drinking water is supplied to all kitchens.

Drugs and 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.

The possession and use of marijuana for non medical purposes (prescribed by a doctor) 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, ambulance or fire brigade - this is a free service. Please ensure that you answer all questions clearly and accurately, 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 residents right to host 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 will be responsible for any damages or behavioural problems caused by your guests.

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.

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 Reception 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 immediately.

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.

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

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 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 and the like.

Additionally, you must 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, you should not smoke within close proximity to the residence (excluding the designated smoking area) or cause the obstruction of any entrance, covered walkway or ventilation systems.

In the interest of fire safety, hookahs, shishas and similar smoking devices are not permitted in the building and may be disposed if found.

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.

How to Guide

Heating and Hot Water

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

1. Press the POWER button (a light will come on to indicate that the heater is on)
2. 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
3. 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.

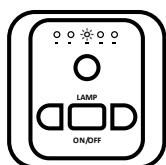
Hot water is accessible 24/7.

Lights and Ventilation

The switches close to your Studio door control the lights and fans in your Stud

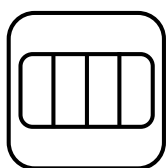


Key switch
To activate the main lights and some sockets, place your key in the the key slot.

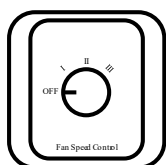


Bathroom switches
Turn the lights on and off with the top button.

Turn the shower fan on and off and turn the speed up and down with the three buttons on the bottom




Ceiling lights
Use the four switches to turn the light on and off.



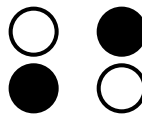
Room fan
Use the dial to turn the fan on and off and control the speed.

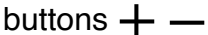
Operating the Stove

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 stove on 

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



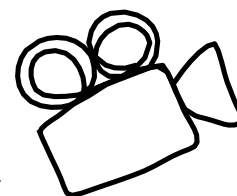
4. Adjust the heat by using the -/+ buttons 

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

6. You can put at timer on by selecting the 'clock face' 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

The events team will organise events for residents across all out buildings to help you meet other residents and make the most of of your stay with us.

Keep an eye open for emails and posters around the building for more information.

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.

Health and Wellbeing

COVID-19

We expect COVID-19 to remain in circulation for the foreseeable future. We will continue to ensure that we have appropriate measures in place to ensure the health, safety and welfare of members of our community.

Please visit our COVID-19 response web page (www.thestayclub.com/covid-19-updates/) and refer to notices around the building for current information.

Accessing NHS Healthcare

The National Health Service (NHS) is the UK's public healthcare system which provides a range of services including appointments with a doctor, hospital treatment and contraceptive services.

To get healthcare on the NHS, you can

- Call [NHS 111](tel:111) if you urgently need medical help or advice but it's not a life-threatening situation. You can also call [NHS 111](tel:111) if you're not sure which NHS service you need.
- Visit 111.nhs.uk for urgent medical advice for people aged 5 and over only.
- Call 999 if someone is seriously ill or injured and their life is at risk.
- Go to [a walk-in centre, minor injuries unit or urgent treatment centre](#), if you have a minor illness or injury (cuts, sprains or rashes) and it cannot wait until your GP surgery is open.
- Ask a local [pharmacist](#) for advice – a pharmacist can give you

advice about many common minor illnesses, such as diarrhoea, minor infections, headaches, sore throats, or travel health.

- Make an appointment with your [GP](#) if you're feeling unwell and it's not an emergency.
- Visit a [sexual health service](#) for testing for sexually transmitted infections and contraception advice.

Entitlement to NHS Care

Some treatment on the NHS is free for everyone who needs it. This includes

- accident and emergency services (but not follow-up treatment or admission into hospital)
- family planning services
- COVID-19 tests and vaccinations
- compulsory psychiatric care

Whether you can get can access other NHS services for free depends on the length and purpose of your stay not your nationality. Check if you are entitled to free NHS care on www.gov.uk/guidance/nhs-entitlements-migrant-health-guide

Registering With a Doctor

We strongly recommend that you register with a general practitioner as soon as possible after moving into your accommodation. If you become ill, you will need to be registered with a doctor before you can get an appointment and the process can take some time.

You can find information about your local doctors from www.nhs.uk/nhs-services/gps/how-to-register-with-a-gp-surgery/

Private Medical Insurance

You may wish to consider private medical insurance to cover the following health related costs

- Loss of fees if you are unable to complete your course
- Costs incurred returning to your home country for treatment
- Private medical treatment

If you already have medical insurance in your home country, you may wish to check whether this can be extended to cover your stay in the UK.

Mental Wellbeing

It can be difficult to know where to look for help if you're facing a challenging time or going through emotional distress or a feeling generally unsure about things.

The following organisations provide support and/or resources for staying and getting well.

Student Minds

Resources to support student mental health

Find out more www.studentminds.org.uk/findsupport.html

Student Space

COVID-19 specific support for students
Find out more <https://studentspace.org.uk/>

Samaritans

Support to anyone experiencing emotional distress or is struggling to cope

Phone: 116 123 (free 24-hour helpline)

Find out more www.samaritans.org.uk

NHS

Find out more www.nhs.uk/conditions/stress-anxiety-depression/

Nightline

A confidential listening, support and practical information service for students by students.

Find out more www.nightline.ac.uk/

Students Against Depression

Find out more www.studentsagainstdepression.org/

Mind

Mental health support and information to empower those struggling with poor mental health.

Phone: 0300 123 3393

Find out more www.mind.org.uk/information-support/tips-for-everyday-living/student-life/

You can also discuss mental health concerns with your general practitioner and most educational institutions have staff to help with mental health and welfare concerns. Private options are also available.



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 your feedback and an opportunity to make them right.

The complaints procedure below applies to all residents, potential residents and previous residents (for up to six months the end of your Licence Agreement).

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.