

Norton Student Living

Residents' Handbook 2026/27

Fresh.

This is Student Living.

Welcome to your new student home with Fresh

Thank you for booking your accommodation with us!

We appreciate that choosing where to live and call your home is a massive decision, especially if this is going to be your first time living away from family and friends. We want you to know that we will be here to support and help you every step of the way!

It goes without saying that we will do our very best to ensure that you have a fantastic stay. Our teams are already busy preparing your accommodation, and we are really looking forward to welcoming you.

We've put together this Residents' Handbook so you can find out more about the place you'll be calling home for the next academic year. If you will be living with us for the first time, we know you have a lot to take in, but please take some time to read through this handbook as it contains lots of information about your new home and the services we provide.

Of course, if you are returning to us for a 2nd or 3rd year, you already know your way around, but it's important that you also know what's new.

If we've missed anything, please give us a call or send an email — we are happy to answer any questions you may have.

Please opt in to notifications and follow us on Facebook and Instagram so we can fill you in on the latest information and keep you up to date with events and perks.

We will be in touch to let you know when it's time to complete your induction and book your move-in slot so please watch out for our emails!

We look forward to meeting you very soon!



Contents

04. The Essentials	4
05. The Fresh App	5
06. Before you Arrive	6
07. On Arrival	8
08. Our Expectations for You	9
09. Finding your Feet	13
10. Building Safety Act & Resident Engagement	14
11. Safety Matters	15
12. Living With Fresh	17
13. Fresh Facilities	20
14. Be Wellbeing	22
15. Future is Fresh	23
16. Appliance Instructions	24
17. Fresh House Rules	25
18. Your Welfare	26
19. Your Health	28
20. The Financial Bit	29
21. Fee Schedule	30
21A. Replacement Costs	31
22. Your Tenancy	32
23. Maintenance & Repairs	33
24. Your Feedback	34
25. Moving Out	35
26. Experience Renting With Fresh	36



4. The Essentials

We sometimes need to leave Reception to help other residents, so if the desk is not staffed during normal opening hours, please call us on our property mobile number:

07918 984649

To Contact Our Emergency Out Of Hours Arrangements:

0330 002 0904

In the event of an emergency outside of office hours please contact our emergency out of hours arrangements.

Please also save this number on your mobile phone.

The Residents' Team

Our team is available to ensure you enjoy your stay. They can offer support, provide advice, or just be on the other end of the phone to chat with. The details for the team are available on our noticeboard.

Our General Managers are available during normal office opening hours – please call our Reception if you would like to set up a meeting.

Opening Hours

The Residents' Team are available:

Monday to Thursday
8:30am to 5:00pm

Friday
8:30am - 4:00pm

Our emergency out of hours arrangements are available outside of these hours and all weekend.

How To Find Us

We're located on At the top of Montrose Terrace, to the side of Abbey Hill.

Scan the QR code for our Google Map link.

Your New Address

Your Room Number,
Norton Student Living,
11 Montrose Terrace, Edinburgh EH7 5AF

Local Journey Times

University of Edinburgh: 31 mins walk.
Holyrood Park: 16 mins walk
Lidl: 9 mins walk
Brunton Place Surgery: 4 mins walk
Edinburgh Waverly Station: 20 mins walk.
Medow Bank Shopping Centre - 7 min walk

What3words

You can also find us at Hired. Buns. Humid via the what3words app.

The Fresh Residents' App

Stay on top of your life admin with the Fresh Residents' App.

Designed with all the tools and features to make living with us as easy as possible, you can check your account balance, make secure online rent instalment payments, log and track maintenance requests, and keep in touch with us – all through the app!

And that's not all. With the Residents' App you can even keep up with Fresh announcements, exclusive discounts and events - so make sure you're opted in to notifications.

To download the app visit your app store and search 'Fresh Resident', click one of the buttons below, or scan the QR codes to the right.

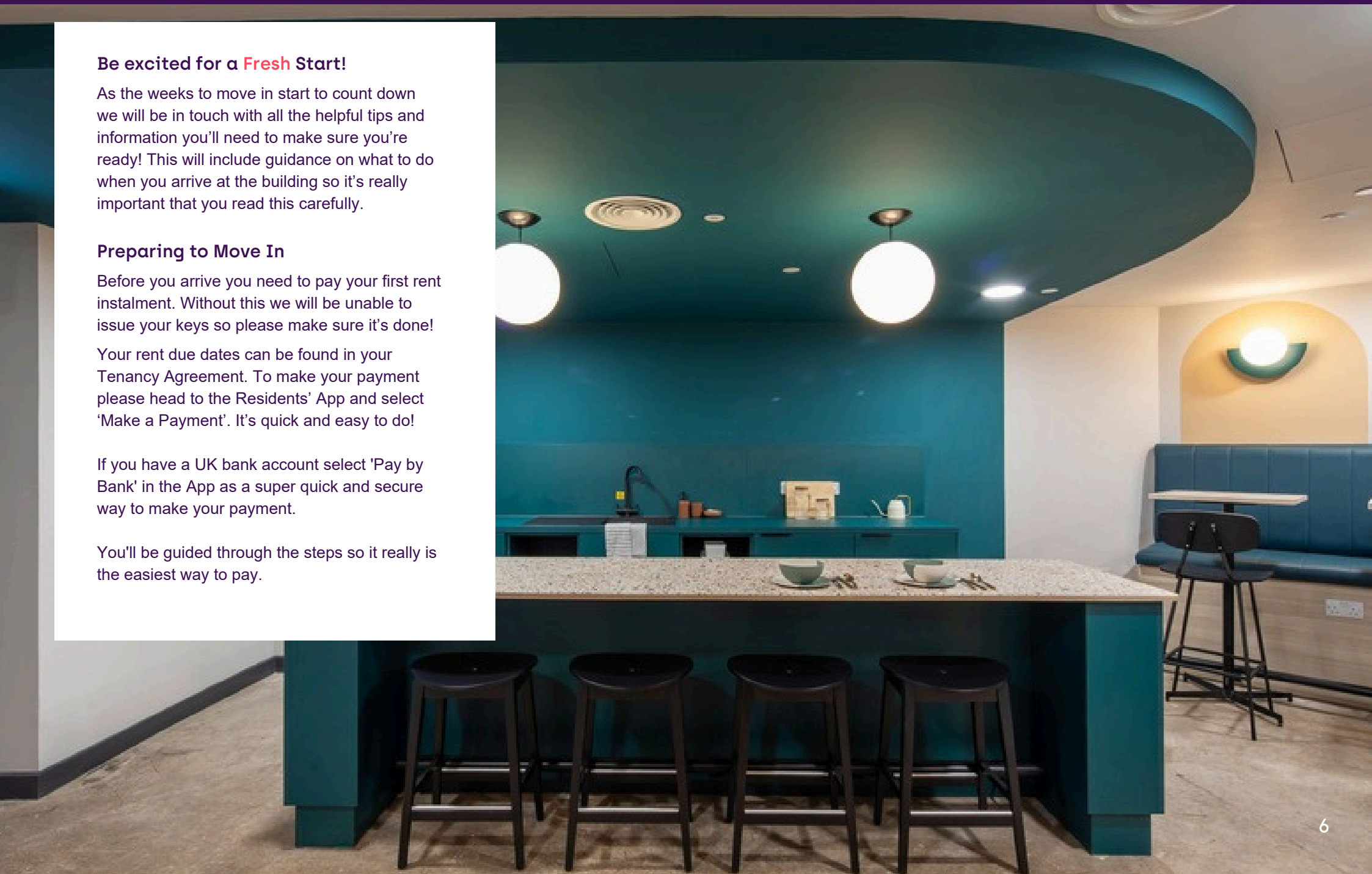
GET IT ON Google Play

Download on the App Store



For details of our privacy policy, click here.

6. Before You Arrive



Be excited for a Fresh Start!

As the weeks to move in start to count down we will be in touch with all the helpful tips and information you'll need to make sure you're ready! This will include guidance on what to do when you arrive at the building so it's really important that you read this carefully.

Preparing to Move In

Before you arrive you need to pay your first rent instalment. Without this we will be unable to issue your keys so please make sure it's done!

Your rent due dates can be found in your Tenancy Agreement. To make your payment please head to the Residents' App and select 'Make a Payment'. It's quick and easy to do!

If you have a UK bank account select 'Pay by Bank' in the App as a super quick and secure way to make your payment.

You'll be guided through the steps so it really is the easiest way to pay.

What to Bring with You:

Your room is fully furnished but you will need to bring your own:

- Duvet, pillows, sheets etc.
- PC or laptop
- Towels
- Coat hangers
- Toiletries
- Toilet paper

Tip

If you're living in a shared apartment, we recommend that you wait until you arrive to buy some items so you can spread the cost with your flatmates.

This includes items such as pots, pans, plates, glasses, cutlery, toaster, and kettle.

You can pick up all your essentials from our Fresh shop.

From bedding and laundry items to kitchen supplies and cleaning essentials, you can order online and have them delivered straight to your room ready for your arrival.

FRESH SHOP

thisisfresh.com/student/fresh-shop



For Fire Safety Reasons, Please Don't Bring:

- Any appliance with an exposed heating element, including portable heaters
- Any electrical appliance purchased somewhere other than the UK (all furniture and electrical equipment must comply with current British Standards and statutory regulations and be CE marked)
- Candles, incense, wax burners, oil burners or any item with an open flame
- Hookahs/shisha pipes
- Portable fridges
- Extension cords with multiple plugs (with the exception of high-quality individually switched extension strips with built-in surge protectors)
- Cooking devices of any kind, except small appliances such as a toaster. These are permitted in your kitchen only.
- Door stops
- Large pieces of furniture

7. On Arrival

When You Arrive

When you first arrive, please come to Reception where your key will be waiting along with all the information you need to move in to your room. Our team will of course be on hand to help.

Please make sure:

- You have paid your first rent instalment.
- You bring proof of being a student (e.g. a confirmation letter from your university, college or language school)
- You have your photo ID (passport or driver's licence) ready for us to check.

Once you arrive at your room, please familiarise yourself with the location of your nearest fire exit, which will be shown on the back of your apartment door.

Out of Hours Arrival

If you know you will be arriving outside of office hours, please let us know so we can make arrangements to ensure that you get your key.

Completing your Room Inventory

Before you start to unpack, it's a good idea to check your Room Inventory which our Residents' Team will explain to you.

You must let us know, in writing within 48 hours of moving in, if you disagree with anything on the inventory and have 7 days to complete the full review which is the official record of the condition of your room when you arrived.

It's really important to complete it as accurately as possible as it will be used as a comparison when you leave. Please check the condition of every item in your room and communal areas to record anything that is missing or damaged.

We have, of course, checked everything but we are only human and do sometimes miss things, so this is your opportunity to let us know!

If you do not confirm the inventory, we will assume that everything is present and in perfect condition, meaning you will be charged for any missing or damaged items at the end of the tenancy.

If anything in your room is not working, please register this on the maintenance section of the Residents' App or you can report it by calling our Residents' Team.

Council Tax

You will need to contact Edinburgh Council to fill in a Council Tax exemption form.

As a full time student you will not be required to pay Council Tax, however some councils may charge residents outside of term time.

It is your responsibility to ensure you meet the local student exemption criteria and let the council know of your student status. You will also need to check if you will be charged should you stay at the property during the holiday periods.



8. Our Expectations for You

Fresh are committed to providing a safe and secure environment within the properties we manage and expect all residents to behave considerately and respectfully. We will take all acts of anti-social behaviour seriously. Residents are reminded to familiarise themselves with their Tenancy Agreement which contains clauses relating to anti-social behaviour. Anti-social behaviour and the use of illegal drugs and highs will not be tolerated.

Please visit our website for more information.

Noise and Anti-Social Behaviour

We want you to enjoy living with us but ask that you respect other residents and keep noise to a minimum, especially between our 'Quiet Hours' of 11pm - 8am and during exam periods. During these times, no noise should be audible from outside the room in which it is occurring, including kitchen/lounge areas. This will enable us to make our building a pleasant and enjoyable place for everyone. Outside of these times, we ask that general noise levels should be kept at a reasonable level. You have the right to ask other residents to keep the noise level down and all residents will be expected to act upon such requests without retort. Our 24-hour emergency number can also be contacted if you experience noise disturbance.

If you are having minor problems with the behaviour of other residents, we encourage you to first try to resolve the issue on your own. Issues often arise from misunderstandings so the best starting point is approaching the other resident to discuss the matter in a relaxed manner.

This approach often provides an immediate solution and helps to build new friendships. If you don't find this helps, you can also call our Residents' Team for advice.

Depending on the situation, we may recommend a meeting takes place between those affected by the behaviour, e.g. in the case of some flatmates not taking their turn to clean the kitchen, a full apartment meeting may be appropriate which a member of our team will facilitate.

If the anti-social behaviour is of a more serious nature, the Fresh Anti-Social Behaviour Policy will be followed which will initially result in a face to face meeting between the General Manager and person displaying the behaviour, with future occurrences carrying the outcome of the university/college and/or Guarantor being informed.

Harassment and Discrimination

Fresh strive to provide a community free of harassment, discrimination or assaulting behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality or disability.

Harassment and/or discrimination in all forms is expressly prohibited. We are committed to taking action against all forms of harassment. Incidents of alleged harassment or discrimination should be reported to the General Manager so an Incident Report can be completed. We may also report this to your university/college and/or the appropriate authorities.



Social Media and Anti-Social Behaviour

Residents are expected to behave responsibly when using social media or other online platforms. This includes posts, messages, images, videos, or comments shared publicly or privately that relate to the accommodation, other residents, staff, visitors, or the building itself.

Activity on social media may be treated as anti-social behaviour where it is considered harmful to other residents, staff, or visitors, or where it may negatively affect the reputation of the building or its management.

Examples could include online harassment or bullying of other residents, sharing content intended to intimidate or upset others in the building, or posting material that misrepresents or damages the reputation of the accommodation. Where such behaviour is identified, it may be investigated and managed in accordance with our Anti-Social Behaviour Policy. Any action taken will be proportionate to the circumstances but may affect your tenancy.

Residents are therefore encouraged to use social media respectfully and consider the impact that online activity may have on others within the community.

Your Guests

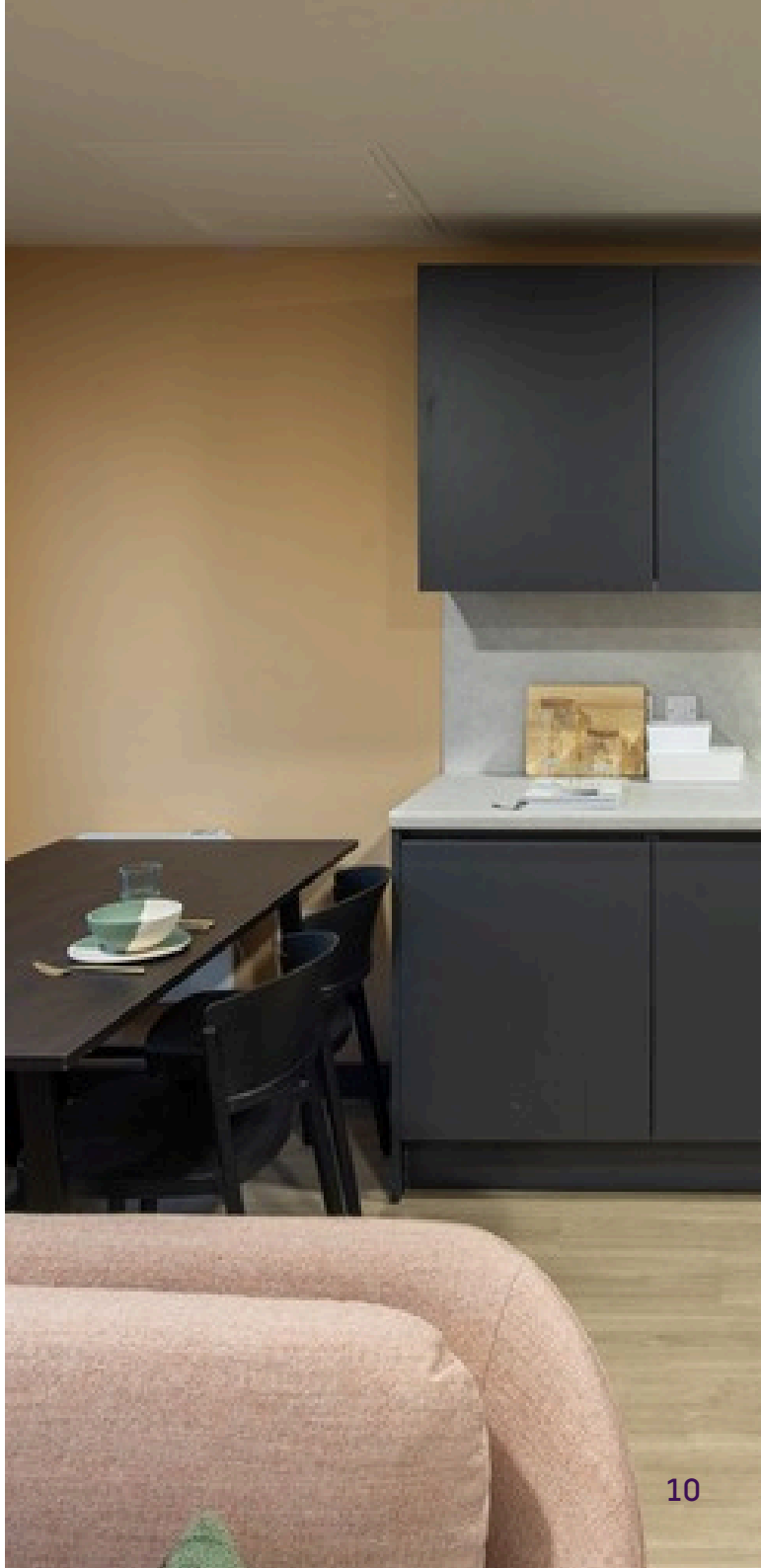
We understand that from time to time you may want to have guests. If you are living in a shared apartment, it's really important you discuss this with your flatmates. Please do not invite someone to stay for more than three consecutive nights.

The behaviour of your guest is ultimately your responsibility. You'll be held accountable if there are any complaints from your flatmates, if any damage is caused or if they do not follow our control measures, so make sure they behave as well as you do!

Shared Kitchens

The kitchen is a very important communal area and everyone should feel comfortable using it. Make sure you follow the kitchen safety guide as displayed in each kitchen and wash/wipe up after yourself to keep the cooking area and sink clean, and clear for your flatmates.

You should always leave it as you would like to find it. We recommend you agree a cleaning and bin emptying rota – it will save any arguments later.



Your Front Door Key

Your safety and security is of utmost importance to us. You will be given a key card or fob to access the building, your shared apartment and your own bedroom or studio. You will also have access to the social spaces with the same key card or fob. Please do not let anyone in that you don't know or recognise.

Don't be tempted to let anyone tailgate you into the building — if the person is a resident, they will have their own fob to let themselves in, and if they have forgotten it, they can call the Residents' Team.

We advise this for everybody's safety and security. If you damage or lose your key/access fob, you will be responsible for the replacement cost for corresponding locks, new keys, and/or replacement of the fob. If your fob or key is lost or stolen, you must notify Reception immediately to prevent unauthorised access to the building and your room.

It is also important to always think about who you are inviting back to your room, especially after a night out. Whilst this may seem a good idea at the time, it can lead to difficulties if you want the person to leave or, a party gets out of hand when non-residents have been invited. Make sure you always have our emergency contact number stored in your phone.

Smoking

It is against the law to smoke in any place in the UK and Ireland that is used by the public or as a workplace. The building is therefore a smoke free zone. This includes your bedroom, bathroom and kitchen, as well as any communal area and outside/underneath windows, or on the roads, paths or pavements immediately outside the building. The ban applies to all substances which can be smoked including but not limited to cigarettes, vapes, rollups, pipes, hookahs/shisha pipes and cigars.

Nitrous Oxide (Laughing Gas)

We appreciate that living away from home, especially for the first time can offer opportunities to try new experiences. Whilst most of these are likely to be positive, its not unusual to feel a desire to fit in with a new group of people and sometimes do things that you wouldn't normally.

If this happens, we want you to know that there are places you can get advice – after all, one of the pillars of our Be program is 'Be Supported' so we think its really important that we let you have the information to make informed choices about your life.

You may think Nitrous Oxide (Laughing Gas) is a harmless substance, but we want to make you aware of the side effects which can occur with use.

These can include causing you to:

- Faint / feel dizzy
- Lose consciousness
- Suffocate
- Sweat excessively
- Feel nauseous / vomit
- Feel fatigued

More significantly, there have also been cases where people have died or suffered paralysis as a result of taking the substance.

The safety and welfare of our residents is important to us. As part of our commitment to ensure we manage the building responsibly, we have therefore taken the decision to ban the use of Nitrous Oxide in the communal spaces of our buildings and ask our Residents' Team to refuse delivery of any package we believe to include the cannisters.

We have a zero-tolerance to drug taking and will always report occurrences to the Police. If illegal drugs or drugs paraphernalia are found, we will report this to the police and fully cooperate with their investigations which may result in prosecution.

We certainly don't want to scare anyone, but we think it's important you are aware of the potential dangers, so if you have any questions about Laughing Gas (or any other substance).

Or if you are struggling with any sort of addiction/dependency,
here are some experts you can speak to in confidence:

www.talktofrank.com/drug/nitrous-oxide

Call FRANK anytime on 0300 123 6600

The Mix - Offers online information and helpline support to under-25s about anything that's troubling you.

Email support is available via the online contact form,

Free 1-2-1 webchat service and telephone helpline available. Opening times:4pm - 11pm, seven days a week 0808 808 4994

DAN 24/70808 808 2234 - Free telephone helpline for anyone in Wales wanting further information or help relating to drugs or alcohol, including families and carers.

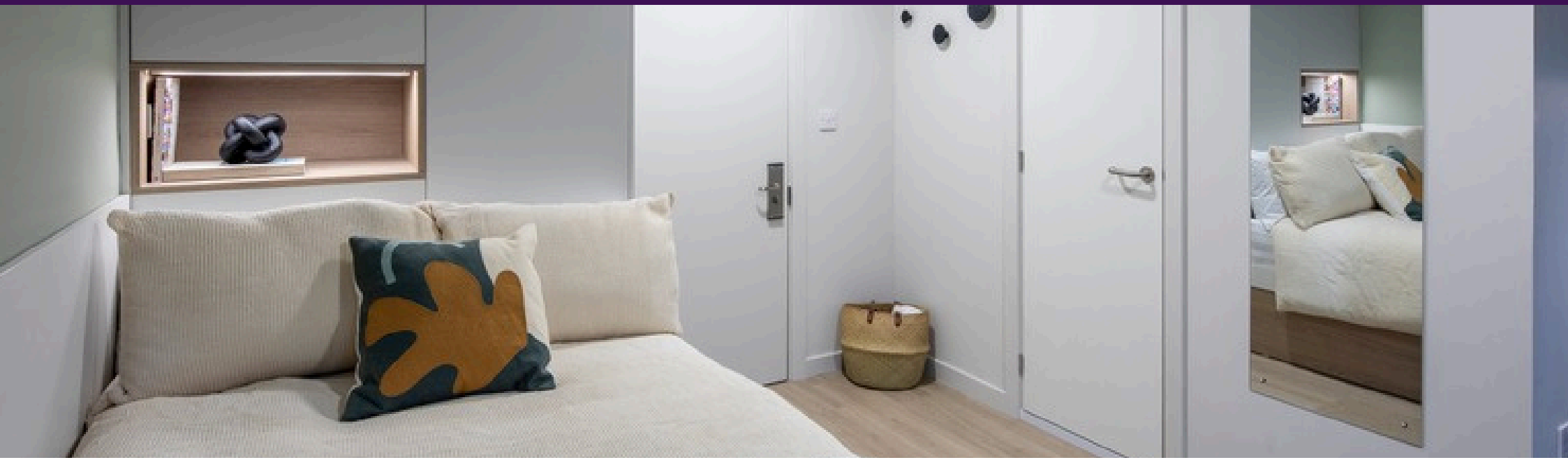
HSE Drugs and Alcohol helpline - Freephone helpline on 1800 459 459 from Monday to Friday between 9:30am and 5:30pm or email any time on helpline@hse.ie

Narcotics Anonymous - Provides information for anyone who needs support and advice about drug addiction.

Opening times: 10am - midnight, seven days a week, 0300 999 1212



9. Finding your Feet



Getting On with Your Flatmates

We want everyone to enjoy living with us, so please bear these simple tips in mind as you all get to know each other to ensure a good apartment-sharing experience for everyone!

Have a Chat

If there is something causing a problem between you and your flatmates, the best solution is to have a chat. Don't send messages, put notices up or stick post-its everywhere.

The easiest solution is to talk over a coffee and you'll often find the problem can be resolved.
Treat your flatmates how you would want to be treated yourself and we are sure you will all get on fine!

Your Room

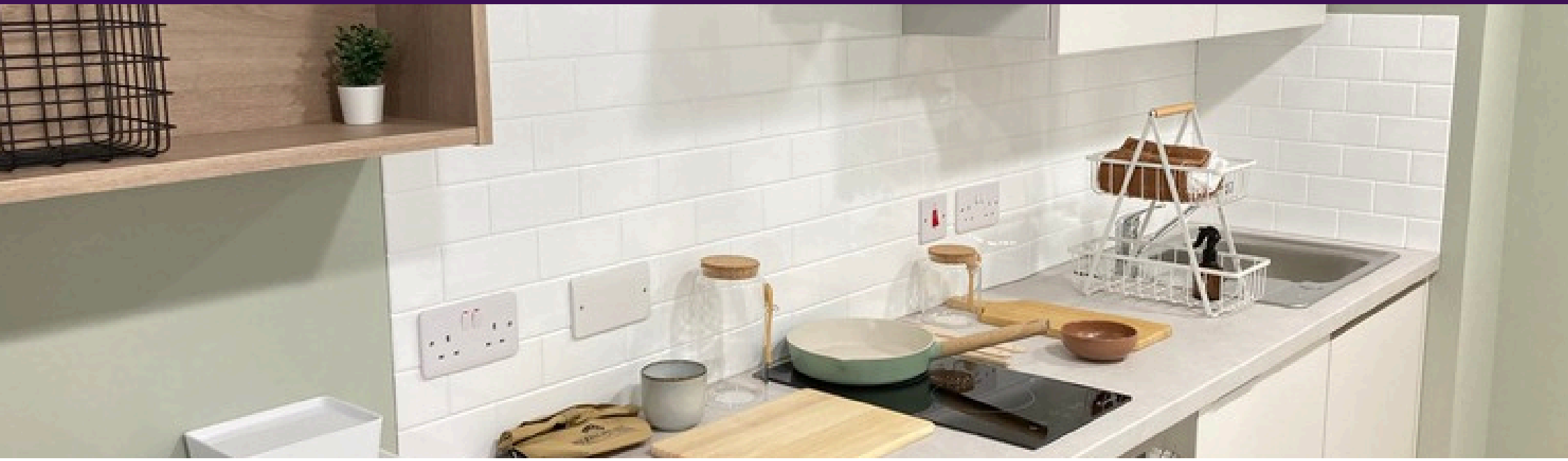
It's time to settle in! We want you to feel at home but please don't use sticky tape, 'blu-tack' or similar adhesive, stick pins, nails or screws into the walls as this may lead to charges if any damage is caused. There is plenty of room on your noticeboard for posters and photos.

Your Neighbours

If you're in a shared apartment, it's usually a good idea to take some time to introduce yourself to your new flatmates.

Everyone is new, so don't be shy and make sure you look out for our social events on our Residents' App, Facebook and Instagram – that way you can keep up to date with what's going on.

10. Building Safety Act & Resident Engagement



Resident Engagement – Why It Matters

Resident engagement is a key part of building safety. Through regular updates and engagement sessions, we aim to:

- Keep you informed and involved
- Build trust between residents and building managers
- Help identify and resolve safety concerns early
- Ensure your voice is heard in decisions that impact your home

Your General Manager will host engagement sessions throughout the year, and we encourage everyone to take part. These are your opportunity to ask questions, share feedback, and help shape how your building is managed.

Further information on our resident engagement strategy can be found here.

Have a Concern About Building Safety?

If you're concerned about any aspect of building safety:

Speak with your General Manager – they are your first point of contact.

To formally raise a concern, please complete our complaints form (available online).

Click here

11. Safety Matters

What to Do in an Emergency

Hopefully, you'll never need it, but below is a quick guide on what to do in an emergency. Some of the information may be particularly useful to our International Students, but everyone should take a look and if you have any questions, please speak to the Residents' Team.

Ambulance

If someone has had a serious accident, call 999 and ask for an ambulance. Ensure that someone is designated to meet the ambulance at the entrance of the building and to escort them to the injured person.

Situations when an ambulance should be called are if someone is:

- unconscious or has slipped in and out of consciousness
- bleeding heavily or has a deep wound or you suspect broken bones
- has difficulty breathing
- has severe burns
- has a severe allergic reaction

NHS 111

The NHS 111 service is available 24 hours a day. You can call 111 when you need medical help fast but it's not a 999 emergency.

You can call them from any phone by dialling 111. For more details visit 111.nhs.uk or nhs.uk



Fire Service

If you discover a fire, call 999 and ask for the Fire Service. If the fire alarm is activated in your location you must evacuate the building. On hearing the alarm you must leave the building and go straight to the assembly point.

Do not run or stop to collect your belongings. Do not use the lift.

Assembly Point

The assembly point in the event of a fire is the side of Montrose Terrace.



Fire Alarm Tests

We test the fire alarms every Thursday between 1pm and 1:30pm.

You may hear the alarm numerous times, but you do not need to react. The test can be recognised as a long burst of the fire alarm sirens. This is the only time evacuation is not mandatory.

To ensure all residents know how to use fire escape routes and find the fire assembly point, we hold a fire drill each term. This will not be announced in advance and the full cooperation of residents is expected as if it were a real alarm. During an evacuation, no resident may re-enter the building until the all clear has been given by the General Manager.

How Can I Report a Fire Safety Concern?

If you have any serious concerns with fire safety in the building, we ask that you raise these with the General Manager at the earliest opportunity, or fill in the Fresh Complaints Form.

Click here

Fire Prevention

Our building has been designed for your safety in the event of a fire. Every resident has a responsibility to ensure that they familiarise themselves with their buildings safety features, exits and evacuation procedures as soon as possible after moving in. Fire blankets are available in each shared kitchen.

Room Fire Doors

Each room is fitted with a fire door which acts as fire safety protection for at least 30 minutes. Interference with the automatic door closer or attaching anything to your room door, e.g. an over door hanger is prohibited as it will compromise the fire resistance. All room doors are to be kept shut at all times to maintain fire safety and personal security in the building. Should a fault occur with this door or any fire door in your accommodation, it should be brought to the attention of Reception immediately.

False Alarms

'False' alarms waste the valuable time of the Fire Service and can also endanger lives.

Any resident(s) found activating the fire alarm maliciously or as a result of not following our rules will be required to meet with the General Manager and may face financial recharges that are levied by the Fire Service.

To Avoid Activating the Fire Alarm:

- Please do not dry anything on the heaters.
- Always make sure your shower room door is closed when showering.
- Always use the extractor fan when cooking with the hob or oven, and open windows.
- Never wedge any door open, especially a kitchen door.
- Never leave cooking unattended.
- Do not deep fry food - deep fat dryers are not permitted.
- Do not use deodorant or other sprays adjacent to fire alarm detectors.
- Do not direct hairdryers or fans directly at the fire alarm detectors.

Tampering with Fire Equipment

Fire equipment such as smoke alarms and door closers are in place throughout the building for everyone's safety.

Tampering with this equipment puts everyone's lives at risk. Should a resident (or guest) tamper with the fire equipment, an engineer will immediately be called to check the equipment is working correctly and carry out any repairs resulting from the damage.

All such repairs and call-out costs will be charged to the resident(s) concerned. If any incident appears to be a criminal offence, we will also refer the matter to the Police.

Electrical Safety

Please remember that all appliances which generate heat such as curling tongs, hair dryers, air fryers, toasters and clothes irons must be plugged directly into a wall socket.

Cooking

Please do not cook in your bedroom. Rice cookers, toasters, kettles or other cooking equipment cannot be used in your room as they create a fire risk. False alarms caused as a result of cooking in your room may incur a charge levied by the Fire and Rescue Service.

12. Living With Fresh

Out of Hours Cover

When the Residents' Team are not on duty the property is covered by emergency out of hours arrangements. They can be contacted via the out of hours emergency number on 0330 002 0904.

It's important that if you experience an emergency outside of our normal working hours when our team are not on duty that you contact our out of hours helpdesk on 0330 002 0904 so they can provide an immediate response.

Please do not call or email individual team members or the property inbox at these times - these emails are not monitored when the team are not at the property and will result in a delay to assistance being provided.

ANUK Code

Fresh is proud to be a member of the National Code of Standards for Larger Student Accommodation.

The code provides guidance and minimum standards that code members are expected to attain, and these standards are checked regularly via site inspections.

The code also provides a complaints service for when things go wrong and have not been addressed properly by us.

Full details of the code can be found at the National Code website.

A copy of our membership certificate is also displayed on our Reception noticeboard and more information can be found on our website.

Global Student Living Index Survey

Your feedback is incredibly important to us and twice a year we will ask you to complete the GSLI survey.

Our Residents' Team will hold lots of events to promote the survey and will tell you when it's time so please take a moment to fill it in and tell everyone how much you enjoy living with Fresh!



Contents Insurance

Contents Insurance with Howdens Insurance is provided for all residents.

The policy number is HH1819.

You can access the cover, policy documentation and make a claim via the Howdens app. It is important for you to check this cover, so please take a look on their website to ensure that you fully understand the protection provided.

You can review this here, or by scanning the QR Code below.

You can:

- Check what is covered
- Check how to make a claim
- Extend and personalise your cover

You may find that you need to extend your cover to protect all of your possessions both inside and outside of your home.

What to Do if a Circuit Breaker Goes in your Room or Apartment

If your electricity goes off, please check the electrical consumer unit in your studio/flat. If your kitchen is affected, please contact Reception.

If any of the circuit breaker switches are in the 'off' position, You MUST unplug and or turn off any electrical item connected to the circuit affected before attempting to reset the circuit breaker. If the circuit breaker resets then plug in/turn on appliances one at a time to identify what caused the circuit breaker to operate.

If you cannot identify a faulty appliance or the trip switch will not reset, please report this fault to Reception as soon as possible or contact the 24-hour emergency number if it's outside of office hours.

Room Swaps

From time to time there may be reasons a resident wants to consider swapping rooms with another resident in the building. We recommend that you speak to the Residents' Team about your reasons for wanting to swap before taking any further steps.

They may be able to help with whatever it is that's causing you to want to swap.

Swapping rooms is dependent on us being able to find somebody for you to swap rooms with, and is subject to the approval of the General Manager. Residents must ensure that the room is left in a suitable condition for the swap to take place.

Locked Out?

It is your responsibility to ensure you have your key with you at all times to enter the building. If you are locked out during the night, please call our emergency number. Please be aware that we will need to check your ID and there may be a cost associated with this service.

Room and Apartment Inspections

We will carry out full room and apartment inspections at least three times during your tenancy where we will check for cleanliness, damage and missing items. This will cover your bedroom, en suite and any communal area within your apartment, e.g. kitchen and hallway.

If the condition of your room/communal areas is deemed unacceptable, we will give you a week to tidy up.

If the area is still not to the required standard when we re-inspect, we will arrange for our Housekeepers and/or Maintenance Technician to fix the problems and charge you for the work. At each inspection you will be informed if there will be a charge for repairs. Damage charges should be paid immediately whilst any charges for cleaning will be invoiced at the end of the tenancy.

Our Replacement Costs containing cleaning, damages and missing items recharges can be found in this handbook. We strongly suggest that you do not use hair dye in the bathroom as this can cause staining.

Occasionally, Fresh staff or contractors may take photographs inside bedrooms/en suites/communal areas to evidence maintenance or cleanliness issues. Images will be taken, stored and disposed of in line with our data processing approach.

Preventing Legionnaires

If you plan to be away from your accommodation from more than 7 days, please let our Residents' Team know so that we can take care of flushing through the water systems, (taps, showers and so on) to reduce the risk from legionella bacteria.

We also ask that to ensure our water systems are maintained to a high standard, your shower head and taps are kept clean. Please report any significant scaling on the Residents' App.

Preventing Condensation

Please do not wash any clothes in your room.
If you are drying washing, please ensure your bedroom window is open to prevent condensation.
If there is condensation you must wipe it down and clean any surfaces to prevent mould.

If you have any concerns about condensation or mould please speak with a member of the Resident's Team.

Drainage

Drains can become blocked by food and hair. Avoid using chemicals to fix these issues, as it may worsen drainage problems. Instead, please submit a maintenance request to the Residents Team.

Damages

Accidents do happen but please let us know ASAP so that we can get things fixed. Damage to our property may result in a charge and certain cases may be deemed a breach of our Tenancy Agreement. Damage to communal areas will result in equal charges if no one accepts responsibility.

Keep It Clean

Avoid the Creepy Crawlies! Please keep your room, shared kitchen and corridor clean hygienic at all times. Leftover food, rubbish, and dirty dishes can quickly attract unwanted guests like maggots, flies, and even cockroaches.

If an infestation occurs due to poor cleanliness, you may be charged for the treatment. A quick wipe-down and regular bin emptying go a long way!

Bugs Love to Travel Too

Bed bugs and other pests can easily hitch a ride in your luggage when travelling.

If you think you've brought something into the accommodation, let us know straight away.

Moving to another room without proper treatment can spread the problem, so we'll work with you to tackle it carefully. You may be responsible for treatment costs, so early reporting is essential—don't delay!

13. Fresh Facilities

Cycle Store

The Cycle Store is located xxxx. You will need to make sure you bring a lock or other method of securing your bicycle to the rack provided. Bikes are left at the owner's own risk and we cannot take any responsibility for loss or damage.

Bikes are not permitted to be stored in rooms or hallways. Bikes found in these areas will be removed. Residents must register their bikes with the Residents' Team and adhere to the etiquette rules at all times. Bikes will not be included under the standard contents insurance policy. Additional cover is available if you contact Howdens Insurance.

E-bikes and e-scooters -

E-scooters and e-bikes are not permitted to be used anywhere on site, including external areas. They must not be brought onto the premises or stored within the building or its facilities.



Car Parking

There is no parking on site, however there is payable on street on Regent Road. Please note we cannot accept any responsibility for vehicles parked on the premises.

Laundry

The Laundry Room is located floor -1. A wash costs £4 and the dry costs £2.60.

Instructions on how to use the machines can be found in the Laundry Room, if you are unsure please do not hesitate to ask one of the team.

Fresh will not be responsible for items that may be lost, stolen or damaged whilst using the facilities.

Video Guides

You can also find some useful tips and 'How To' videos on the Circuit Laundry website.

Click here to find out more

Contacting Circuit Laundry

If the Circuit Laundry's FAQ's page doesn't answer your query, then you can get in touch with them using their online form or by calling them on 01422 820360 or 0800 032 0070 (8.30 - 17.00 Monday – Friday).

If you notice a fault with the machines, you can report this on the Circuit website or by calling their service helpline on 01422 820026. Alternatively please let your Residents' Team know.



Wi-Fi

Your room is equipped with Broadband and Wi-Fi, which you can access throughout the building at no extra charge.

You can find the most up-to-date information on our website under ‘Booking Info’.

Your TV

You will need a TV licence to:

Watch or record TV on any channel on any TV service (like Sky, Virgin Media and Freeview).

Watch live on streaming services (like ITVX, All 4, YouTube and Amazon Prime Video).

Use BBC iPlayer.

This applies to any device, including a TV, computer, laptop, phone, tablet, games console or digital box.

Food Deliveries

We are sorry that we are unable to accept food deliveries at Reception, including supermarket deliveries and takeaway meals as we do not have storage facilities to keep these items at the appropriate temperature.

Residents wishing to order food items should ensure they are in the building at the time of delivery and that the delivery person has their contact details.



Parcel Deliveries

Post is delivered directly to Reception. If you have received a letter, we will pop this in your post box. The post boxes are located on ground floor at the main entry door. You will be given your personal post box key when you move in.

If you have been sent a parcel, we will accept it on your behalf.

Parcels will be kept for 30 days. If you do not collect the item during this time, or we do not hear from you to advise that collection will be delayed, the parcel will be returned to the sender. If you are waiting on the delivery of an important parcel/letter we recommend that you arrange with the courier to be present to accept the item.

Whilst we are happy to accept parcels on your behalf, we cannot be held responsible for any losses. At the end of your tenancy you will need to inform all your contacts of your new postal address as we are unable to forward any mail received after your tenancy has ended. Don’t worry though, we will remind you nearer the time!

14. Be Wellbeing Programme

Be a part of a community that thrives.

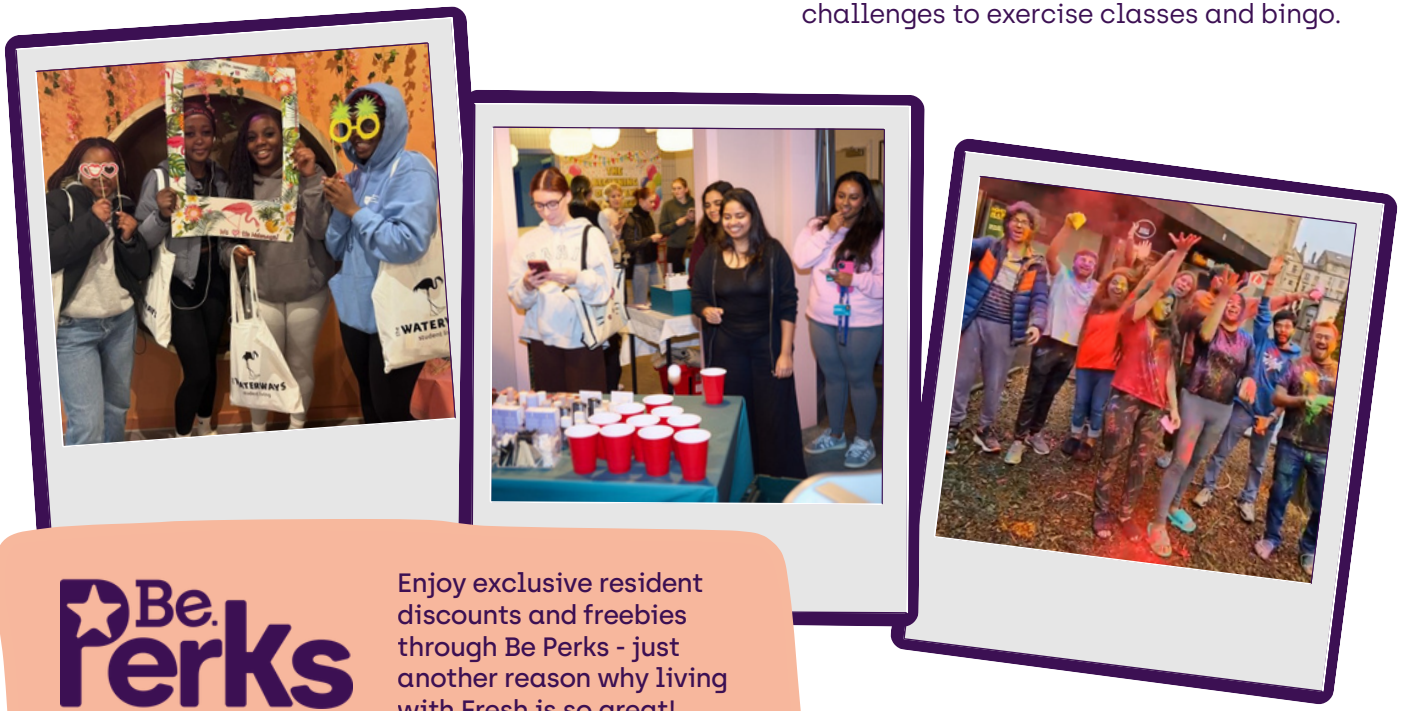
Our wellbeing and lifestyle programme Be Wellbeing, puts you, our resident, at the heart.

Creating a community that thrives and cares for each other, and supports your wellbeing, Be Wellbeing will equip you with everything from helping you to settle in, to opportunities to make new friends and ensuring you love your time with us.

We run a variety of social events every month from quizzes, and baking challenges to exercise classes and bingo.

During the 'Welcome Week' at the start of term, we will be hosting events to help you settle in and make new friends. When you move in you'll receive some more information about what to expect through the year!

Check out our events calendar on the noticeboard, and follow our Facebook and Instagram pages so that you don't miss anything!





Find out more about Be Wellbeing

Click here

Be Perks

Enjoy exclusive resident discounts and freebies through Be Perks - just another reason why living with Fresh is so great!

Important: If you have any allergies, we ask you to check the suitability of any food provided at our events with our team.

15. Future is Fresh

Planet. People. Places.

Fresh are dedicated to having a positive social and environmental impact, adding long-term value to the local communities we work in, investing in the people we work with and choosing sustainable initiatives that have a positive, lasting result on our planet for future generations.

The Future is Fresh When We Work Together

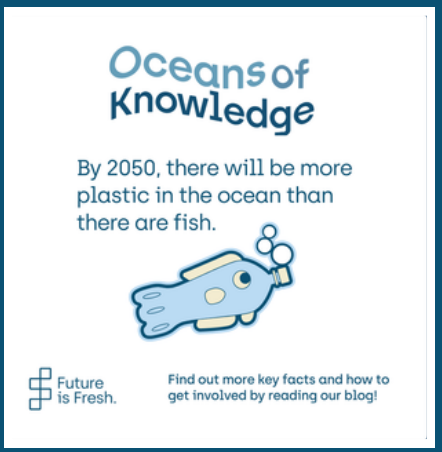
We each have a responsibility to do our bit to benefit the generations that come after us. Fresh as a company are working towards ambitious plans for sector-leading environmental, social and governance impact. However, we need your help too! You, as our resident can help us by living sustainably, choosing greener alternatives, and raising awareness to your friends, family and neighbours.

Get involved in our sustainable activities throughout the year including sustainable challenges, giving back to our local communities and participating in eco-friendly initiatives to make a positive impact on the environment.

Learn how to live an eco-friendly life that is considerate to our planet by reading our Sustainable Living Guide and visiting our website.











We are committed to a sustainable future.

16. Appliance Instructions

If you are unsure of how to use any of the appliances please view the Residents' App or ask at Reception.

Energy Performance Certificate

A copy of the EPC (Energy Performance Certificate) for your room has been emailed to you.

Heating

Each bedroom has its own heater. You can control the heater using the thermostat on the side of it. Please contact Reception if you need any help.

Hot Water

The hot water will be automatically provided to your bathroom/kitchen. In the event of any concerns please contact Reception or log a job on the Residents' Portal.

Kitchen Extractor Fan

Whenever you cook, the extractor fan should always be on. To activate this there are 2 switches on the cooker hood. It will take around 30 seconds to come on. Please do not try to open the fan yourself.

Microwave

Each shared apartment has a microwave. If you are unsure how to work the microwave in your apartment, please see Reception for a guide. Also, please remember, when using the microwave function not to use it with any metal. Each studio has a microwave grill.

Oven

Each shared apartment has its own oven and a separate hob.

Hob

First make sure that the switch on the wall above the worktop is turned on. You can then use one of the four dials to control the relevant ring on the hob. When you are finished cooking, please remember to turn off your hob.

Lights

We ask you to be environmentally responsible and turn off your bedroom lights whenever you are not in the room. The switch is found near your bedroom door. For the bathroom, kitchen and hallway lights, these lights all operate on sensors and will be set to go off after a certain period of time if no movement is detected. If the light goes off too quickly/stays on too long let us know and we can adjust it.



17. Fresh House Rules

We think we're pretty easygoing, but there are a few rules that we ask you to stick to, for your own safety and the comfort of others.

Window Restrictors

These are installed on our windows to prevent them opening fully. This is a safety feature for your own protection. You must not tamper with or remove the restrictors. If we have to reinstate a window restrictor there may be a recharge to you.

Pets

Pets or other animals will not be permitted without the prior written consent of the Landlord.

Fireworks

Please remember, it's an offence to throw or set off any firework (including sparklers) in or into any road, street, thoroughfare or public space.

Alcohol

Alcohol consumption is allowed within designated areas provided all containers are properly recycled and/or placed in the refuse and the area is left clean and free of spills. Bulk containers such as kegs (or similar) are prohibited.

Residents found violating UK laws concerning alcohol (sharing with under 18's or public intoxication) will be asked to attend a meeting with the General Manager and referred to the relevant authorities.

Refuse and Recycling

Residents must bag and tie rubbish from their room. Separate bins are provided for general refuse and recycling. Residents will need to provide their own bin bags.

Leaving rubbish in hallways is not only unsightly but is also a fire risk. Residents must not leave rubbish anywhere other than the designated refuse area.

If your kitchen has been supplied by a food caddy you must use them to dispose of all food waste and then empty into the larger identified food bins found in the bin stores.

To ensure your kitchen maintains a clean environment and does attract pests (ants, cockroaches, flies, mice, rats and wasps etc.) you are required to empty your Caddy twice weekly and suggest a rota is agreed with your flat mates.

Liners will be provided and kept in Reception so please request these as required.

All cardboard boxes need to be broken down before placing them in the recycling bin. The large recycling bins are suitable for cardboard, glass, cans, paper and cardboard.

Please do not put plastic bags in these bins.



18. Your Welfare

Registering with a Local Doctor

We recommend that you register with a local GP (doctor) whilst living away from home. If you become ill, you will need to be registered with a doctor before you can get an appointment, so this will help prevent any delay in treatment. You can register by going to the doctor's surgery and filling out a form. Our Residents' Team will provide you with a list of local surgeries.

General Health Care Advice

Alternatively, you can visit a NHS Walk-In Centre where no appointment is necessary. Services are offered on a first come, first served basis. A range of services are provided and experienced nurses are available to treat minor illnesses and infections, as well as minor injuries like strains, sprains and cuts.

Walk-In Centres can also prescribe a wide range of medications, including the pill, painkillers and antihistamines.

The nearest Walk-In Centre is located Dears Pharmacy & Travel Clinic, 92-96 Easter Road , 3 minute walk away.

Late Night Transport

Always plan ahead and know how you are going to get back home. It's a good idea to carry a list of reputable taxi numbers in case you miss the last bus. Try to avoid walking home on your own after a night out.

Crime Stoppers

To report a crime anonymously (and in situations which are not an emergency), call Crime Stoppers on 0800 555 111.

CCTV

The building is covered by CCTV for your safety and peace of mind. The footage can only be viewed by trained and authorised staff.

Referral of Matters to the Police

We will offer support and advice to any resident regarding matters of criminal conduct which they feel should be reported to the Police. Where an offence has been committed against a resident or against Fresh itself, we will report the matter to the Police. Where the victim(s) of an alleged crime does not wish to report the matter to the Police, but the matter has been reported to our team, your General Manager will make a decision of whether or not to inform the Police on behalf of the resident. Only in exceptional circumstances will we report a matter to the Police against the wishes of the victim(s).

It is a legal requirement for incidents relating to the prevention of terrorism and the protection of children to be reported to the Police.

Welfare Concerns

We take our residents welfare seriously and will always take steps to confirm a residents well being when concerns are raised. This will mean we will attempt to contact you and where that is not possible we will visit you in your room. If we have a genuine concern, we will also inform the emergency services/ university/ guarantor as most appropriate.

This will be undertaken in accordance with our privacy policy.



Keeping Yourself Safe

Always lock your door (especially late at night) and when you leave your room. Be vigilant with items such as laptops, mobile phones, game devices and other high-value goods.

Never lend others your fob, as doing so puts you at risk of incurring charges if they lose it, or cause any damage, and we will not be held responsible if they take any items from your room.

Personal Emergency Evacuation Plan (PEEPs)

Any resident who feels they may need assistance to safely and quickly evacuate the building in the event of an emergency, should alert Reception at the beginning of their Tenancy.

Arrangements can be put in place to aid your safe exit from the building depending on your specific needs.

The PEEP will then be agreed with you within two weeks of arrival. For more information please contact the Residents' Team.

Safeguarding

We want Fresh residents to feel safe, comfortable, and secure during their stay.

Our dedicated Residents' Teams are on hand to support, and we have a firm safeguarding policy in place to support our residents' physical safety and emotional wellbeing.

Please refer to our safe guarding policy for more information.

Ground Floor Rooms

If you're in a ground floor room or room which is easily accessible from the ground, we recommend the following tips to maximise security:

- Keep your curtains/blinds drawn when you are out
- Ensure windows are locked closed when you are out
- The window restrictors will protect you when you're in the room
- Keep valuables out of sight and out of reach from the window



19. Your Health

Student Assistance Programme

We've partnered with Health Assured to offer our residents access to their Student assistance programme.

As a Fresh resident, you have access to their 24/7 helpline and Wisdom app.

The Student Assistance Programme is completely confidential, offering guidance whenever you need it most and there is no cost for using it.

You can reach out to the Student Assistance Programme for emotional support and practical guidance on stress, anxiety, financial wellbeing, family issues, exam worries and much more.

Your resident team will share your unique login code with you to access this service.



To download the app
Visit: wisdom.healthassured.org/login
Confidential helpline: 0800 028 3766

The Student Assistance Programme is a confidential service. Your information won't be shared with anyone at Fresh, other than in a critical emergency.

A small number of properties are not eligible to use the Student Assistance Programme, please check with your Residents' Team for more information, or for alternative resources

Click here

There is also lots of helpful advice and contact details on our website.

Need to Talk?

The wellbeing of our residents is our priority. We know that where you choose to live plays a massive role in your overall university/college experience, from offering opportunities to make friends to providing the right environment to cook, study and sleep.

Being away from home can make for a challenging time. If you are struggling to settle in to your new life, don't do it on your own.

Useful Contacts

Student Welfare
0131 650 9534

Disability Helpline
0131 650 6828

Samaritans
0845 790 90 90
samaritans.org

Young Minds
If you need urgent help text YM to 85258
youngminds.org.uk

Student Loans Company
0300 555 0505
slc.co.uk

Debtline
0808 808 40 00
nationaldebtline.org

Sexual Health
0131 536 1070
nhs.uk/live-well/sexual-health/

Chaplaincy and pastoral services
0131 650 2595

Students Union Advice Centre
0131 374 4581

Victim Support
0845 30 30 900
victimsupport.org.uk

Alcoholics Anonymous
0845 769 75 55
alcoholics-anonymous.org.uk

British Pregnancy Advisory
03457 30 40 30
bpas.org

Drugs Advice and Helpline
0800 77 66 00
talktofrank.com

20. The Financial Bit

Paying Your Rent

Your rent instalments will be due on the dates listed on your Tenancy Agreement so please make sure you meet these payment dates.

Paying Via the Residents' App

Paying your rent is simple and available 24/7. Just select ‘Make a Payment’ and follow the instructions – it’s as easy as that! If you hold a UK bank account you can also choose to Pay by Bank to take the payment directly from your bank account.

If you prefer to get it done before the due date we welcome early payments and remember, paying in full may save paying additional fees for each instalment if you are making an international payment.

Arrears

It is your responsibility to ensure you pay your rent on time.

Delays in payment will be dealt with using a 3 stage process:

1) Payment reminders to you

2) Letter to you and your guarantor

3) Debt is passed on to a debt collector

If you are struggling to pay your bills, please speak to a member of the team as early as possible.

Bank Transfer

If you plan to pay by bank transfer, our bank account details are below.
Account Name FPG NORTON STUDENT
Bank Account 29621798
Sort Code 56-00-03
BIC NWBKGB2L
IBAN GB43NWBK56000329621798

You will need to quote your full name and booking reference number (starting with an S) in the reference of all banks transfers. so we know who the payment has been made by.

Please ensure the amount paid covers all bank charges (you will be liable for any charges made by your and our bank) to ensure Fresh receive your full rent. You will need to allow at least 7 days for the payment to reach us so please do not wait until the payment is due.

Residents are advised to check which payment option is the best for them.

Setting Up a UK Bank Account

If you would like to set up a UK Bank Account when you arrive, the Residents’ Team will be able to provide you with the details of the local banking facilities, however, we suggest you check them out first to make sure that you choose the bank that suits you best.

You will need to make an appointment at the branch of your chosen bank and take some identification (ID) with you:

- Your passport
- Letter from university/college to prove you are a student
- A copy of your Tenancy Agreement. Your Residents’ Team can provide a copy or you can print one via your Residents’ App.

At the appointment, the bank will advise you on the best account, which should not have any charges. The bank will then send you your bank card and your pin number separately (keep them safe).

21A. Replacement Costs

Item	Charge*
2 Seater Sofa	£320.00
3 Seater Sofa	£400.00
American Fridge Freezer	£900.00
Bed Frame	£340.00
Bedroom Bin	£10.00
Bedroom Door	£565.00
Bedroom Pin Board	£99.00
Bedside Table	£120.00
Bedside Light	£37.00
Coat Hooks	£15.00
Coffee Table	£120.00
Combination Microwave	£378.00
Desk Light	£50.00
Dining Chairs	£50.00
Dining Table	£135.00
Door Closer	£70.00
Door Lock	£210.00
Door Peep Hole	£15.00
Door Stop	£7.50
Drain Cover (Shower)	£15.00

Item	Charge*
Electrical Sockets/Switches	£25.00
En suite Door	£155.00
En suite Mirror	£80.00
En suite Sink	£150.00
Extractor Fan (En suite)	£79.00
Extractor Hood	£370.00
Fire Action Signage	£15.00
Smoke Alarm	£275.00
Fire Blanket	£25.00
Fire Door	£565.00
Fire Extinguisher	£145.00
Fridge (Under Counter)	£210.00
Fridge Freezer	£746.00
Full Length Mirror	£50.00
Fuse Box	£600.00
Hob (Ceramic)	£250.00
Hob (Induction)	£390.00
Kitchen Bin	£20.00
Kitchen Spot Light	£60.00

Item	Charge*
Mattress	£120.00
Microwave	£62.00
Oven	£385.00
Oven Shelves	£28.00
Oven Tray	£7.00
Robe Hook	£6.00
Rubbish Removal Per Bag	£5.00
Shaver Light	£30.00
Shower Head Holder	£20.00
Shower Head	£20.00
Sink Plug	£15.00
Stool	£50.00
Toilet Basin	£175.09
Toilet Seat	£37.00
Tub Chair	£205.00
Television Remote	£42.00
Wall Heater	£210.00
Wardrobe Rail	£20.00

*All prices are inclusive of VAT

22. Your Tenancy

Student Let Agreement

You have a Student Let Agreement.

This means you have the right to occupy your room or studio for the full agreed tenancy period, subject to complying with the terms of your agreement.

We cannot require you to leave without following the proper legal process which will normally require us to obtain a court order for possession.

By signing your agreement, you entered into a legally binding contract and agreed to meet the obligations set out within it.

We may seek possession of your accommodation if you fail to pay your rent or breach the terms of your agreement.

In such circumstances, you may remain liable for rent and other charges until the tenancy is lawfully ended.

Requests to End the Tenancy for any Other Reason

If you want to move out before the end of your fixed term, we may agree to an early surrender of the tenancy if you find a replacement student to transfer the tenancy to.

As the tenant, you are responsible for the payment of rent until another tenant is found and the surrender is agreed.

Please note, there is no obligation on the part of Fresh to agree the surrender– we reserve the right to decline the request and implement conditions where one is agreed.

Therefore, it is advised that you speak to our Residents' Team as soon as possible to discuss this.

We expect you to:

- Pay your rent at the agreed time.
- Look after your accommodation and keep all areas clean.
- Behave appropriately within the building and surrounding areas.
- Be respectful to other residents.

We will:

- Carry out repairs within the property and ensure it is a safe and secure place to live.
- Keep the communal areas clean.
- Carry out regular health and safety checks of the building.

23. Maintenance & Repairs

Reporting Repairs

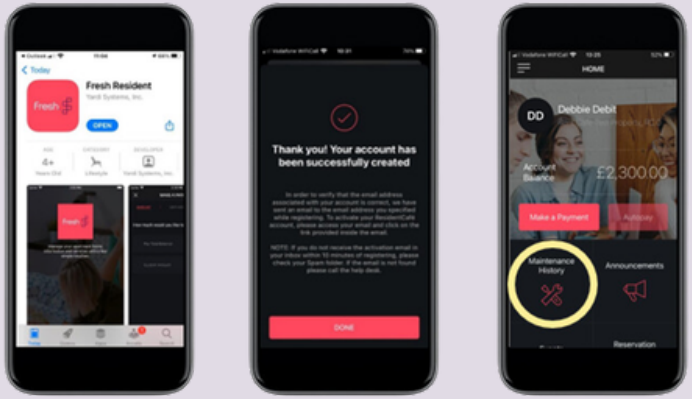
You can report any repairs via the Residents' App. This can be done from the comfort of your own room 24/7 or,

if you prefer, you can call us at Reception to report the repair to our Residents' Team.

Please note that in the case of emergencies, we may require immediate access to your accommodation.

Logging a Maintenance Request

1. Download the App from App Store or Google Play
2. Register your account
3. Log your maintenance request and we'll be round to sort it out



GET IT ON Google Play

Download on the App Store

We aim to assess requests within the following timescales:

- Emergency repairs within 24 hours of being reported. An emergency repair is any repair required to avoid danger to the health and safety of residents. E.g. No power supply, overflow of sewage.
- Urgent repairs within 5 working days of being reported. An urgent repair is any repair which materially affects the comfort or convenience of the resident e.g. broken handrails, faulty electrical fittings such as the microwave.
- General repairs within 28 days of being reported. A general repair is any repair not falling in to the two above categories. E.g. Single electric light or power point failure within room, sticking doors or windows. We normally provide you with a minimum of 24 hours' notice if we require access to your accommodation to carry out a repair.

Maintenance Feedback

After your reported maintenance repair has been completed you will be asked to score the service you have received. We appreciate your feedback and monitor these scores closely.

Electrical Failure

If you have an electrical failure, check to see who else has the same problem – is it other apartments, the entire building or the whole street? If the entire street is in blackout, this means that this situation is out of our control. Power cuts of this nature usually last a maximum of 2 hours.

For all other power failures, please let the Residents' Team or Out of Hours Emergency number know so that they can investigate.

Water Leaks or Floods

Water leaks can be extremely damaging. If water is leaking into electrical fittings, this can be very dangerous.

If you spot a leak:

- Call the Residents' Team immediately.
- Try and catch the water in a container to avoid further damage.
- Do not touch electrical sockets or devices.
- If the water to your apartment or building has been turned off, please check that you have closed all taps and ensure that the plug is not left in, in the sink in the kitchen or your en suite.

24. Your Feedback

We always want to hear feedback from our customers as we believe it’s the only way we can continue to improve our service.

Our commitment to you:

- We endeavour to provide a good service at all times, however we accept that on occasions we do not always get things right.
- We have a positive approach to complaints and regard them as an opportunity to receive feedback on our services.
- We will strive to resolve complaints at the earliest opportunity.
- We will respond to all queries and complaints in a professional and courteous manner.
- We will endeavour to reach a satisfactory conclusion for both parties.
- We will continually review the service we provide following feedback we receive, and we will make changes and improvements where necessary.
- We will carry out an annual customer satisfaction survey via a third party provider to establish satisfaction levels among our customers.

Complaints Procedure

We want you to love your time living with us, but there may be times when we don’t always get it 'right'. We take all complaints seriously, and will try our best to fix any issues first time.

If you need help and advice about how to complain or about our complaints procedure, please refer to our website.

Click here



25. Moving Out

Move Out Process

They will inspect the room against the initial inventory that you completed.

It's really important that you are present for this as if you don't attend, it will be very difficult for you to challenge any charges for damage or disposal of refuse/abandoned items.

Key Fobs

Your key fob has been programmed to the dates of your tenancy. After this time it will stop working and you will need to come to Reception to get the Fob reprogrammed and discuss your departure with us.

Property left in the room after you have vacated, or upon the expiry of the Tenancy Agreement, is considered abandoned and will be disposed of.

Due to limited space, we cannot store personal items left behind.

Requests for extended move out times may be made in advance and will be subject to the availability of the room.

Approval for an extended move out will be made at the sole discretion of the General Manager.

Staying with us Over Summer

Depending on the length of your tenancy you may want to make an additional booking to stay with us over the summer.

Please contact the Residents' Team to discuss availability in the building and the weekly rent.

For summer bookings, we will require payment in full prior to the booking commencing and you may need to move to a different room.

Please be aware it is the local councils' discretion if council tax is payable during the summer period.

There are a few requirements for your last day:

- Your room needs to be clear of all belongings by 10am.
- You must return all keys, cards and fobs to Reception.
- You must make sure your room is clear of all of your possessions.
- Your room must be clean before you leave.
  (You will be charged for cleaning if it isn't)



Experience renting with Fresh

Graduating this year? Did you know that Fresh Renting offers fully furnished homes to rent across the UK?

Perfect for postgrads and professionals, our fully furnished rental homes offer flexible tenancies, a friendly Residents' Team and the Belong Residents Club, providing you with clubs, experiences and additional resident perks.

Find out more on our website



We hope that you have a great year living with us, making friends and memories that will last a lifetime and we wish you the best of luck with your academic studies.

We look forward to welcoming you back again next year!

Handbook produced by Fresh for academic intake of 26/27. Information correct at time of production.

Please note that this guide does not constitute a complete legal document. This information is designed to offer helpful advice and information on the most important aspects of your student accommodation, but as a resident with Fresh you will be legally bound to all the terms set out in your signed Tenancy Agreement.

Copyright ©Fresh Property Group Limited 2026