



CANVAS COVENTRY CITY CLUB RESIDENT HANDBOOK





HELLO

**and welcome to Canvas
Coventry City Club**

We're excited to welcome you to your new home and for you to start your journey with Canvas.

Please note that the contents of this handbook do not constitute a complete legal document. This information, whilst accurate, does not cover every aspect of your contractual obligations as a resident of Canvas. It's designed to offer helpful advice and information on the most important aspects of living here, but as a Canvas resident, you will be legally bound to all the terms set out in your signed tenancy agreement.

We understand that your University years should be memorable for all the right reasons and we're here to support you. We've put together this handy guide for everything you need to know about your home at Canvas Coventry City Club.

GET READY TO MAKE YOUR MARK.



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WELCOME TO CANVAS COVENTRY CITY CLUB

Neil is the Senior Community Manager here at Canvas Coventry City Club.

If you see Neil and team around the building, please do say hi. They'll be happy to answer any questions you might have or just have a chat.

Get in touch

Call: **02476 013 310**

Or email:

coventrycityclub@canvas-student.com

Follow us

Don't forget to follow us on social media for Canvas news and updates and to share your experience of life at Canvas.



CanvasStudentUK



@Canvas_studentuk

Reception

Our reception is open 24 hours a day, 7 days a week.

Our reception team are available between the following hours:

Monday to Friday 8am - 6pm
Saturday 8am - 5pm

Your team are always here to support and help you so please do let us know if you need anything.

If there's an emergency, please do call 999.

Access to the building

You will be issued with a key fob to enter the building and the amenity spaces and a metal room key.

ANUK code

Canvas is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection.

The code also provides a complaints service if things go wrong and are not addressed properly by us. Full details of the code can be found at

www.nationalcode.org.

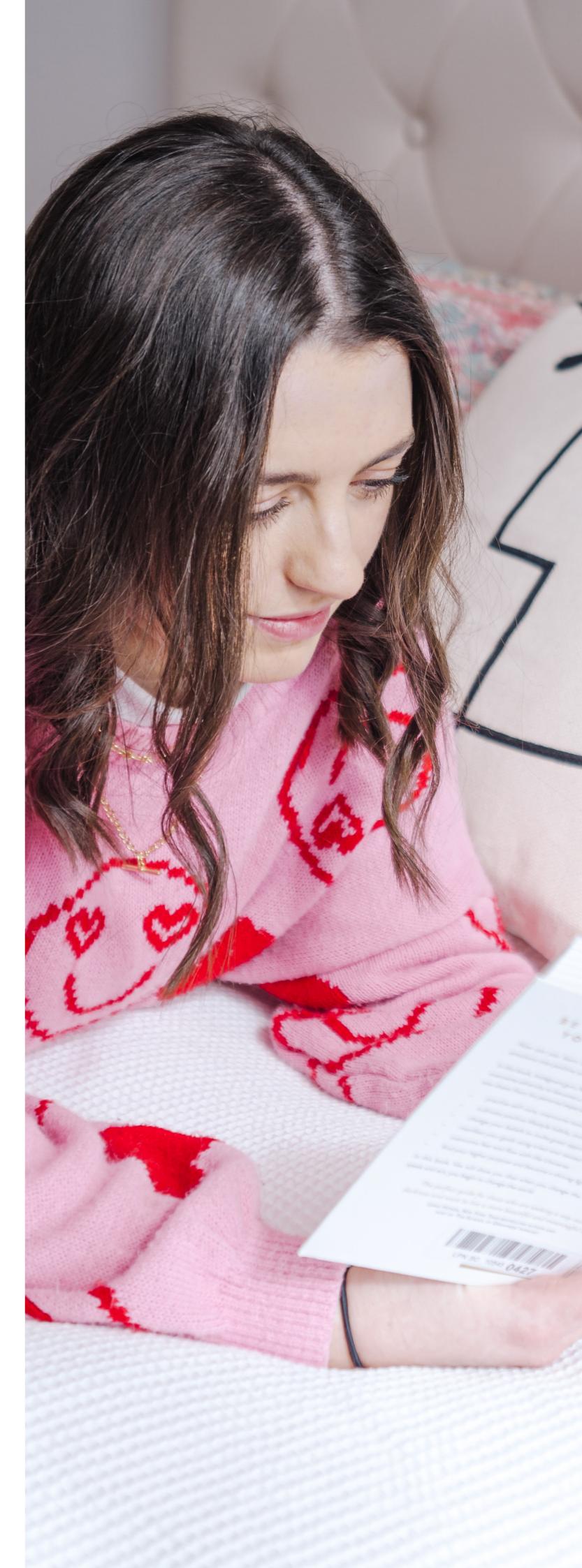
Canvas members code

As your Landlord we provide you with a home away from home while you are at university. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in Coventry and with that in mind we have created the Canvas Members' Code.

While you are living with us, you and your guests must observe the Canvas Members' Code. The full Canvas Members' Code is in Appendix A of this guide or you can view a copy at Reception.

Council tax exemption

You will be given a council tax exemption form during your first week at University. You will need to fill this form out and follow the instructions regarding sending it back to the local authorities.



YOUR APARTMENT

Now you're all checked in, it's time to move-in to your new apartment. Your apartment is your sanctuary, so it's up to you to keep it clean and report any maintenance problems.

On arrival, if your apartment is furnished, you will be provided with an inventory form that lists all the items in your room, kitchen and bathroom. Please make time to complete it correctly – ideally within seven days of moving in. When you check out, you need to return your apartment in the same condition that you found it and reported through the inventory form.

Here is a basic guide to your room.

Kitchen area

You'll find the below handy guide for some of the essentials in your kitchen area but please do come and see us if you need any further guidance or to review any manuals.

Please do make sure that whilst you're cooking, you always remain in your room or kitchen area to keep an eye on things.

Oven hob

1. Turn on the power switch located on the wall.
2. Touch the panel to adjust the temperature

Things to remember

- Make sure that you don't leave the hob unattended while in use.
- Don't lean over the hob when it is on and never store anything on top of it, or drape tea towels etc over it.
- Make sure you clean down after use as this is a common cause of fires and fire alarm activation.

Convection oven

To use the grill in your kitchen area, follow these steps:

1. Press the Grill/Conve button to select the required temperature by cycling through the options and press Start.
2. The oven will beep twice when preheating is complete.
3. Press the Grill/Conve button to select the required temperature.
4. Set the cooking time using the Time Setting knob.
5. Press Start.

Microwave

To use the microwave in your kitchen area, follow these steps:

1. Press the Micro button.
 2. Turn the time setting knob to the desired cooking time. Turn right to increase and left to decrease.
 3. The oven will pause cooking half way through so that you can turn your food over.
 4. Resume cooking by pressing Start.
- Don't place objects on top of the microwave to avoid covering the ventilation slots.
 - Don't place anything metallic in the microwave (containers, wire ties, foil or crockery with metal decoration).
 - Don't put flammable material into the microwave. Remove packaging from ready meals in accordance with instructions.
 - Only use cling film suitable for use in the microwave.
 - Make sure that the inside of the microwave is cleaned frequently.

Rice cooker

Always keep rice cookers on the kitchen worktop. Rice cookers left on the floor can cause fires, attract pests or cause mess. Please only use British standard rice cookers.

Dishwasher

Every Apartment has its own Dishwasher.

Washing machine

Every City Club Apartment has its own washing machine.

Bathroom

The shower temperature can be adjusted by moving the dial towards you for warmer water and away from you for colder. If your shower drain is blocked, it is your responsibility to check the shower tray for hair and rinse it out.

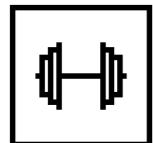
Hot water

All taps in the kitchens and bathrooms are colour coded for cold (blue) and hot (red). Some are mixer taps so will need turning to the left or right but again these are colour coded.

Apartment checks

To comply with health and safety regulations, your apartment and any shared kitchen will be checked intermittently. Don't worry – you will be given advanced warning of any apartment checks. If your apartment doesn't match up to the cleanliness and order levels expected by the team, you will be given 24 hours to rectify this.

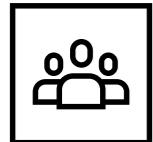
COMMUNAL AREAS, FACILITIES & AMENITIES



On-site gym

You can enjoy our resident on-site gym 7am - 11pm. With the latest exercise machines and plenty of space, our gym is the perfect place to de-stress and get your heart rate pumping.

You'll need to complete an induction form before using the gym, ask at reception for more details.



Social spaces

Whether you're looking to relax and take some time out or catch up and socialise with friends, Canvas Coventry City Club has plenty of cosy areas located next to our on-site gym on the ground floor.



Bicycle storage

We encourage our residents to go green and cycle across to the city and free of charge bicycle storage is available. Please ensure that you lock up your bike securely.



Internet

You will have your own router in your apartment, plus access to up to 200MB of WiFi throughout the building.

The service throughout the building is provided by Glide, our internet partners, and you will need to sign up to access.

If you are having trouble connecting to the WiFi, Glide can be contacted on
+44 [0] 3331 230 115
studentsupport@glide.co.uk



TV

To use the TV in your apartment, or if you want to watch or record live programmes as they are being shown on any other device, such as a mobile phone, tablet or computer, you'll need a TV License. You can get one at the Post Office or online at www.tvlicensing.co.uk.

Failure to have a valid licence for your flat/bedroom is against the law and can result in a heavy fine.

You can watch a wide range of online TV channels through the broadband service. Just ask the team at Reception if you need help



Post

Please collect all post and parcels from Reception at Canvas Coventry City Point, adjacent to Canvas Coventry City Club.

Your Name

Flat/Room Number

Canvas Coventry City Club

1 Gas Street

Coventry

CV1 4GJ

Any items delivered by courier that are too large to fit in the post box or that are recorded/special delivery will be signed for by the team at Reception.

All the parcels will be logged and you will receive a QR code by parcel tracker. You will need to provide proof id ID or QR code before we are able to hand over your parcels. We do not accept food

deliveries on your behalf. If you have ordered food, you will need to make your way to Reception to pick it up.

In providing this service, we cannot take any responsibility for loss or damage to any packages. If you're not happy for us to accept your post, please ask the Post Office to retain it on your behalf.



Parking

There is no parking available for residents. Fines will occur if you park in front of the apartment.



Bin storage

Your waste disposal room will be clearly marked and is located on the ground floor.

This has separate bins for general waste and recycling.

As a Resident, it is your responsibility to empty your bin regularly and we ask that you put your rubbish in the correct bin provided, as this will prevent pest infestations.

We encourage all of our residents to recycle and for more information on what you can and cannot recycle, please speak with the team at Reception.



HOUSEKEEPING & MAINTENANCE

General housekeeping rules

You will be required to clean your apartment to ensure you are living in safe and hygienic conditions. Whilst you are cleaning, please:

- Do not use abrasive cleaning products that can damage surfaces.
- Do not use hair or clothes dye in your en suite or kitchen.
- Do not put any pictures, posters or strip lights on your walls as this will damage the paint and could result in additional charges as per Appendix C of this handbook.

We will clean the community spaces (i.e. gym etc) on a regular basis but ask you to be considerate of other residents. You must clean up any rubbish after using these areas.

Your Canvas resident app offers paid cleaning services year-round which can be booked via the app. For more information please refer to pages 30–31 of this handbook.

Maintenance

Accidents do happen and there are times when things can't be helped but please let us know if you require maintenance assistance and we will get things fixed as soon as possible.

From Monday–Friday between 9am and 5pm, we have a maintenance team on site who will try to sort out any issues as

soon as they are reported. On weekends there is a team on standby for emergency situations. In some instances, we do have to prioritise repairs depending on their urgency; however, we aim to get all emergency issues resolved within 24 hours.

If you have any maintenance issues in your apartment, please report them via your Resident Portal or contact the team at Reception.

Be eco-friendly

Being green is very important to us at Canvas and you can join us in being eco-friendly by following these easy tips while you live with us:

- Recycle your rubbish. If you're not sure what goes in the recycling bin, please check with your reception team.
- Turn off lights and appliances when you go out.
- Unplug electrical items from the outlets when you aren't using them.
- Switch off taps and only boil as much water as you need.
- Use your radiator sparingly and remember to close the windows when the heater is on.
- Turn off heaters before going out.
- Don't wash clothes in the shower.
- Keep doors closed.

HEALTH AND SAFETY

General safety tips

- All gates and entrances are self-closing and may be activated using your key fob.
- Don't prop doors open (especially fire doors).
- Be aware of strangers on the premises and report any unusual behaviour to a member of the team at Reception.
- If you see anything suspicious, report it to the team at Reception as soon as possible.

If you are worried about the safety of any equipment in your room or shared areas, speak with the team at Reception.

First aid

If you have an accident at Canvas Coventry City Club, please report it to the team at Reception. The office keeps a first aid box, but it does not issue medications of any description.

999 is the UK number for all emergency services, which includes ambulance, police and fire services. You will be asked what assistance you need when you get through to the operator. Please only call the emergency services if it is an actual emergency.

For non-emergency situations the UK number to call is **101**.

FIRE SAFETY

Now that you're sharing a living space with others, it's vital that you know how to prevent a fire, and what to do if one occurs. Please read the information below – it outlines general fire prevention, fire alarms and the evacuation procedure. You are required to take part in fire drills. If the fire alarm sounds, you must evacuate the building and go to your designated assembly point.

Our meeting point is opposite Belgrade Theatre, at the fountain.

Fire exits and evacuation

Know your escape route and equipment.

- Make sure you know where the nearest fire exit is located.
- Read the fire notices dotted around the building and on your apartment door.
- Know where the evacuation point is and how to get there.
- Only use fire-fighting equipment if it is safe to do so. Do not put yourself in danger.

Keep access to fire exits clear

If you notice any obstructions to fire exits, please let Reception know. Your room doors are there for your safety. Please ensure they are closed at all times. If you notice the fire door to your room is damaged please report it via maintenance. Bikes must not be kept in your room or in the way of an escape route. If you do have a bike, please keep it in the secure bike store.

Know what to do if a fire alarm sounds.

- Leave the building immediately – don't stop to collect your belongings.
- Stay calm and make your way to the nearest fire exit.
- Make your way to the evacuation assembly point.
- Do not attempt to re-enter the building until it is deemed safe by a member of staff or the fire brigade.
- Do not tamper with the fire safety equipment.

Fire alarm test

Every Thursday at 11:00am.

This is the only time you will hear the alarm and should not prepare to evacuate the building.

Heat and smoke detectors

Your room and communal corridors are equipped with heat and smoke detectors. Do not tamper with any fire detection systems and devices within the building. Tampering with the fire alarm system is a breach of the Canvas Members' Code (refer to Appendix A).

If it is found that the fire alarm systems or equipment have been tampered with, an administrative cost will be charged plus any cost incurred. If your smoke detector sounds intermittently, it may need a new battery. Please contact the team at Reception immediately.

How to avoid false fire alarms

Most false alarms are caused by fire doors being left open when people are cooking. This is a large inconvenience for everyone concerned (not least the fire brigade). Smoking is not allowed in your room or in the building.

There are designated smoking areas outside of Canvas Coventry City Club. Please refer to Appendix A for more details on our no smoking policy.

Electrical safety

We want you to stay safe whilst living with us at Canvas. Therefore, we ask the following:

- Don't overload sockets.
- Switch off and unplug appliances when not in use.
- Follow instructions when using electrical items.

- Don't try to force European or US plugs into UK electrical sockets. The team at Reception can advise you on where to purchase an adaptor should you require one.

Kitchen safety

We also want you to stay safe when cooking in your kitchen. Therefore, we ask the following:

- Don't leave cookers unattended when in use as this may cause a fire and can result in significant damage, putting you and other residents at risk.
- Keep the grill clean (dirty pans can catch fire very easily).
- Your kitchen door is a fire door. Please ensure it is closed at all times (especially when cooking).
- Switch on the extractor fan when cooking.
- Chip pans and deep fat fryers are not permitted.





FEEDBACK & COMPLAINTS

We do everything we can to ensure that you have the best time possible at Canvas Coventry City Club. We value your feedback and want to make sure that we keep in touch with you. At points throughout your time with us, we will send you a survey to complete about your stay. We would appreciate it if you could complete these and send them back to us.

If you're unhappy about anything during your time with us, please come and speak to us at Reception. If you don't feel comfortable speaking to us directly, please write down your concerns and email coventrycityclub@canvas-student.com.

USEFUL CONTACTS

Emergency Services

Call 999

Police (non-emergency)

Call 101

Crime Stoppers

Visit www.crimestoppers-uk.org
Call 0800 555 111

National Health Service 24

Visit www.nhs24.com
Call 111

Student Minds

Visit studentminds.org.uk
Call 0113 343 8440

Samaritans

Visit samaritans.org
Call 020 7268 0200

Victim support

Visit victimsupport.org.uk
Call 0845 7909 090

Local doctors

Cheylesmore Surgery
51 Quinton Park
Coventry
CV3 5PZ
Visit crccg.cheylesmoresurgery@nhs.net
Call 02476 502 255

APPENDICES

APPENDIX A

CANVAS MEMBERS CODE

APPENDIX B

ANUK CODE

APPENDIX C

CHARGES GUIDE



APPENDIX A

CANVAS MEMBERS CODE

As your Landlord we provide you with a home away from home while you are at university. As a valued member of our community, we want you to enjoy your time with us. We are committed to providing a safe and secure environment so that you can get the most out of your time studying in Coventry and with that in mind we have created the Canvas Members' Code. While you are living with us or visiting any Canvas buildings (meaning any property managed by your Landlord's Agent), you and your guests must observe the Canvas Members' Code.

Respect

All residents, employees and visitors have a right to be treated, and must treat others, with respect. We strive to treat each resident with dignity, integrity and without judgment. We are committed to ensuring compliance with local equality laws. We subscribe to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation or gender identity. We will always speak to our residents and each other in a respectful way and you and your guests must do the same.

No smoking

Residents and their guests are obliged to observe the smoking policy. In accordance with UK regulations, smoking (including vapes) is permitted in designated outdoor areas only and never in your Room, Flat or within the Building.

Please be aware that smoking inside your Room, Flat or Building represents a breach of UK legislation and the terms of your Tenancy Agreement and may lead to its termination.

Similarly, tampering with fire detection equipment and fire extinguishers also poses a risk to the safety of everyone in the building, and constitutes a breach of your Tenancy Agreement that may result in the termination of your Tenancy Agreement.

No weapons

No weapons of any description may be brought into any Canvas building, including (but not limited to) pellet (BB) guns and air activated weapons, crossbows/longbows, catapults or non-domestic knives.

No illegal substances

Illegal substances are not permitted within any Canvas building. Any evidence of the use, distribution or possession of illegal substances will be reported to the police and may result in the termination of your Tenancy Agreement. We reserve the right to remove and dispose of any illegal substances or substances thought to be illegal. Any guests found to be in possession of illegal substances will be required to leave the Canvas building and may be denied access to all Canvas building in the future.

No pets

Pets are not allowed in any Canvas building.

Entering & leaving

All residents and guests must respect your fellow residents and neighbours and refrain from creating undue noise or disturbance when entering and leaving your Canvas building and surrounding area, particularly in the evening.

Anti-social behaviour

Excessive noise, damage to property, aggression, and physical or verbal violence against fellow residents, guests or Canvas team members will not be tolerated. Anti-social behaviour will be documented, with reimbursement sought for any damage caused and may result in the termination of your Tenancy Agreement.

Guests

You will ensure that any guests comply with the provisions of your tenancy agreement. You are responsible for their conduct; including their adherence to the Canvas Members' Code.

Canvas reserves the right, at our discretion, to refuse entry to the building of any guests, as well as eject any guests from the building if we consider their behaviour or conduct is causing, or is likely to cause damage, injury, nuisance or distress to others.

As stated in the Canvas Members' Code (which forms part of your tenancy agreement) guests will be required to show a valid form of personal identification on arrival. Your guests will also need to register on entering and

leaving any Canvas building, so that we can ensure the safety of everyone in the community.

In addition:

- Guests need to be accompanied by you at all times.
- You need to obtain prior consent for any guests under the age of 18.
- Your guests may be registered in advance via the Resident Portal.
- Access times for guests are not restricted throughout the day.

Overnight stays:

- Overnight guests are permitted in accordance with the terms of your tenancy agreement.
- Guests are welcome to stay for a reasonable number of nights in a calendar month without you needing to obtain prior agreement from your Community Team. Canvas reserves the right to use their discretion when considering these requests.
- Residents in studios, not shared with other residents, may have more than one guest per night.
- Residents in shared accommodation are limited to 1 overnight guest per night and must agree/inform other occupants of the shared apartment, of their overnight guest ahead of visits if possible.

*Please note, we may need to change the guest policy during the year to ensure we comply with Government regulations around Covid-19. Please check with your Canvas reception team.

APPENDIX A (CONT.)

CANVAS MEMBERS CODE

Socialising & noise

Please be respectful of your fellow residents and remember they may be studying or sleeping. You must endeavour to keep noise to a minimum, especially at night. You must observe the individual opening times for the communal amenities in your building.

Refuse & cleaning

We require that you keep your Room and Flat clean and tidy so that you live in safe and hygienic conditions. We know it can be tough when living with others, but if you work together to do little and often it really makes a difference. It is your responsibility to keep your Room, bathroom and communal area kitchen and living spaces clean and tidy.

We will check shared Flat Common Parts and Rooms regularly and will let you know if your Room or living space does not meet the required standard. If it isn't cleaned up within 24 hours, we reserve the right to arrange for cleaning at the expense of the residents of the Flat. We will clean the community amenities on a regular basis but ask for you to be considerate of other residents and you must clean up any rubbish after using these areas.

Bins within your Room and shared kitchens must be emptied regularly and taken to the bin stores provided on site. Please put recyclable materials in the recycling bins as directed in your building.

Maintenance

We try to keep everything in good working order but sometimes things will break or need the attention of our maintenance teams. If you report a maintenance request to us, we will work to fix it as soon as possible and this may require our team to enter your room.

Please let us know when you report your maintenance request if you would like to be present when we visit or if there are any times you would like us to avoid. In rare instances, we may need to access your room without notice to attend to emergencies or issues impacting health and safety. In such cases we will do our best to let you know as soon as possible and to keep disruption to a minimum.

Damage

Please refer to the damage charges schedule published in your building and on the website from time to time for information on charges for common damages and cleaning requirements.

Any damages, cleaning or call out fees relating to misuse will be based on the costs incurred in rectifying the issue and may vary based on the specific situation. Refer to Appendix C for a list of charges.

APPENDIX B

ANUK CODE

Canvas is a member of the National Code of Standards for Larger Student Halls. The code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection.

The code also provides a complaints service if things go wrong and are not addressed properly by us.

Full details of the code can be found at nationalcode.org.





APPENDIX C CHARGES GUIDE

These costs cover damage to items/cleaning of items (including VAT and labour). They are approximate and may vary depending on the situation and item.

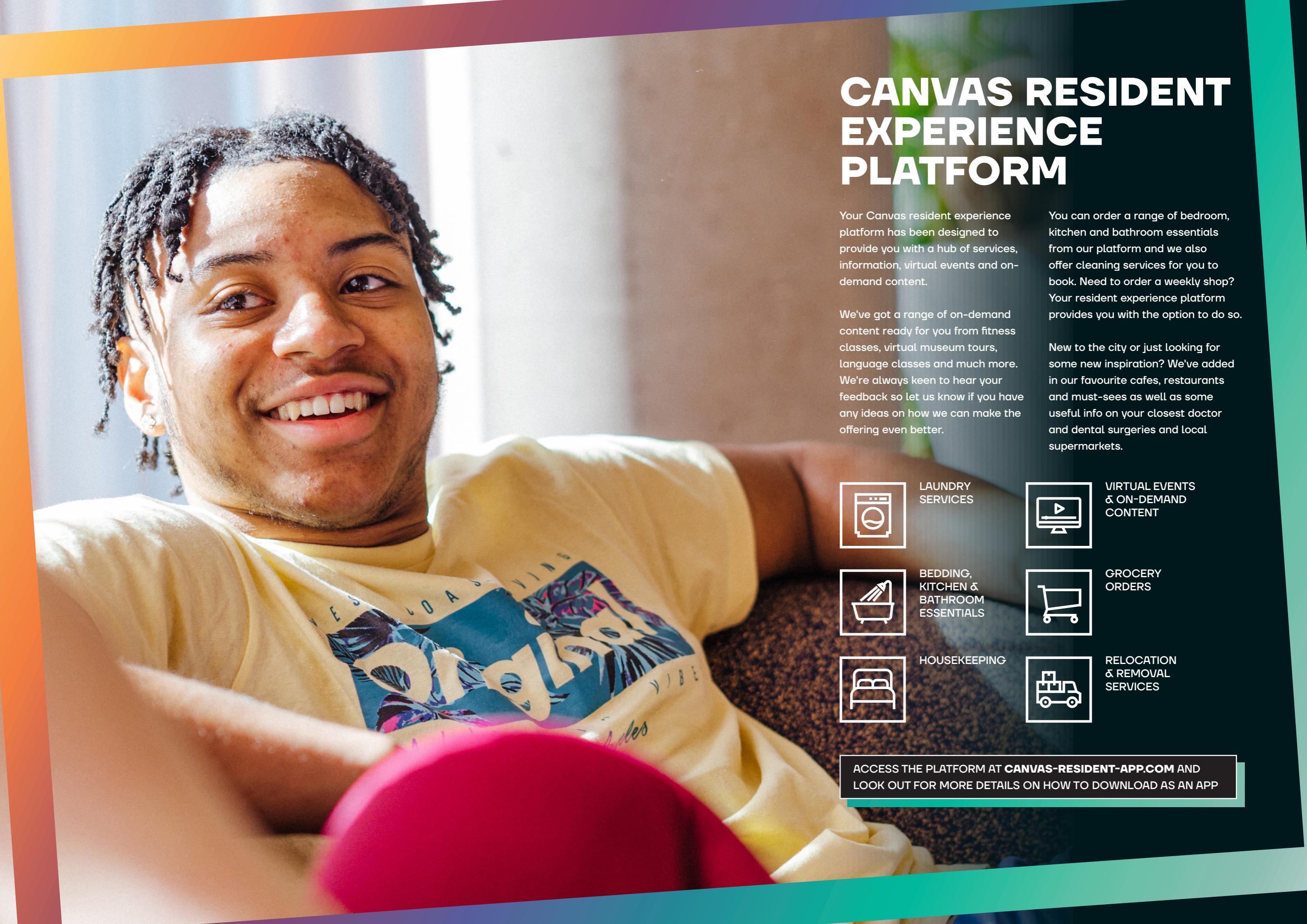
ITEM	COST (FROM)
ROOM TRANSFER	£50
TENANCY TAKE OVER	£50
REMOVAL OF RUBBISH	£10 (P/SACK)
DOOR LOCK	£350
KITCHEN CLEANING	£75 - £150

There will also be charges to cover damage and cleaning of your room. This includes, but is not limited to, the following items:

- Bed
- Wardrobe
- Shower tray and bath
- Mirror
- Microwave/combination oven
- Dining table or breakfast bar
- Vinyl flooring

- Ceiling
- Sofa (material)
- Wall heater
- Wall mounted TV
- Front door
- Dishwasher and Washing Machine

Prices will be charged per item, may vary on the situation and will be given to you upon application. For more information on the above, please speak with the team at Reception.



CANVAS RESIDENT EXPERIENCE PLATFORM

Your Canvas resident experience platform has been designed to provide you with a hub of services, information, virtual events and on-demand content.

We've got a range of on-demand content ready for you from fitness classes, virtual museum tours, language classes and much more. We're always keen to hear your feedback so let us know if you have any ideas on how we can make the offering even better.

You can order a range of bedroom, kitchen and bathroom essentials from our platform and we also offer cleaning services for you to book. Need to order a weekly shop? Your resident experience platform provides you with the option to do so.

New to the city or just looking for some new inspiration? We've added in our favourite cafes, restaurants and must-sees as well as some useful info on your closest doctor and dental surgeries and local supermarkets.



LAUNDRY SERVICES



VIRTUAL EVENTS & ON-DEMAND CONTENT



BEDDING,
KITCHEN &
BATHROOM
ESSENTIALS



GROCERY ORDERS



HOUSEKEEPING



RELOCATION &
REMOVAL
SERVICES

ACCESS THE PLATFORM AT **CANVAS-RESIDENT-APP.COM** AND
LOOK OUT FOR MORE DETAILS ON HOW TO DOWNLOAD AS AN APP

LIFE WORKS

