



Nido
Student
Haigh Court

WELCOME BOOK

Everything you need to know
about your Nido

www.nidostudent.com



CONTENTS

03 WE ARE NIDO

04 MEET THE TEAM

05 YOUR NEIGHBOURHOOD

06 FACILITIES

07 GET CONNECTED

08 ABOUT YOUR NIDO ROOM

11 MAINTENANCE

12 THE NIDO DIFFERENCE

13 EVENTS

14 BRAND PARTNERS

15 SAFETY TO WELLBEING

16 POLICY OVERVIEW

18 CONTACT

WE ARE NIDO

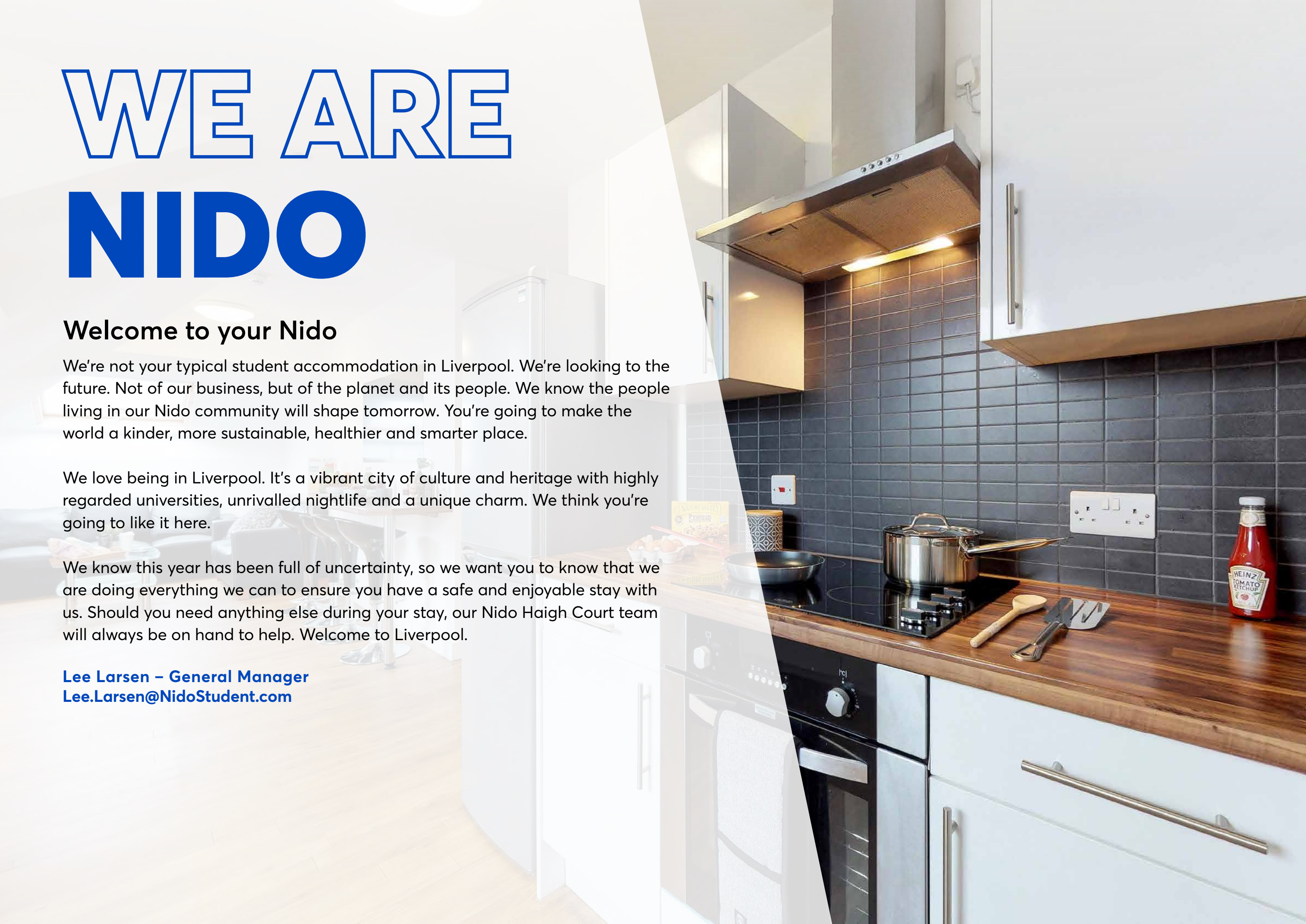
Welcome to your Nido

We're not your typical student accommodation in Liverpool. We're looking to the future. Not of our business, but of the planet and its people. We know the people living in our Nido community will shape tomorrow. You're going to make the world a kinder, more sustainable, healthier and smarter place.

We love being in Liverpool. It's a vibrant city of culture and heritage with highly regarded universities, unrivalled nightlife and a unique charm. We think you're going to like it here.

We know this year has been full of uncertainty, so we want you to know that we are doing everything we can to ensure you have a safe and enjoyable stay with us. Should you need anything else during your stay, our Nido Haigh Court team will always be on hand to help. Welcome to Liverpool.

Lee Larsen – General Manager
Lee.Larsen@NidoStudent.com





MEET THE TEAM



Lee Larsen
General Manager

Running the show is our General Manager, Lee. He works across both our Liverpool residences and will be on hand to ensure you have the best possible experience with us.



Laura Campbell
Administrator

Laura can be found manning the front desk from Monday to Friday. Laura is at your every service, making sure that any problems or questions are answered.



Abby Humphreys
Administrator

Abby can be found alongside Laura on the front desk. She will be there to answer any questions you have.



Michelle Lee
Housekeeping

Michelle is part of our Housekeeping team onsite. She will make sure all our facilities are in the cleanest of conditions.



Mitie
Night Concierge

Mitie is our on call keyholding service. They will be there to assist you if you lose your keys or you get locked out of room after hours. Mitie aims to get to you within the hour.



Michael Broadhurst, Bethel Moyo, Daniel Chan, Alicia Shanahan
Night Concierge

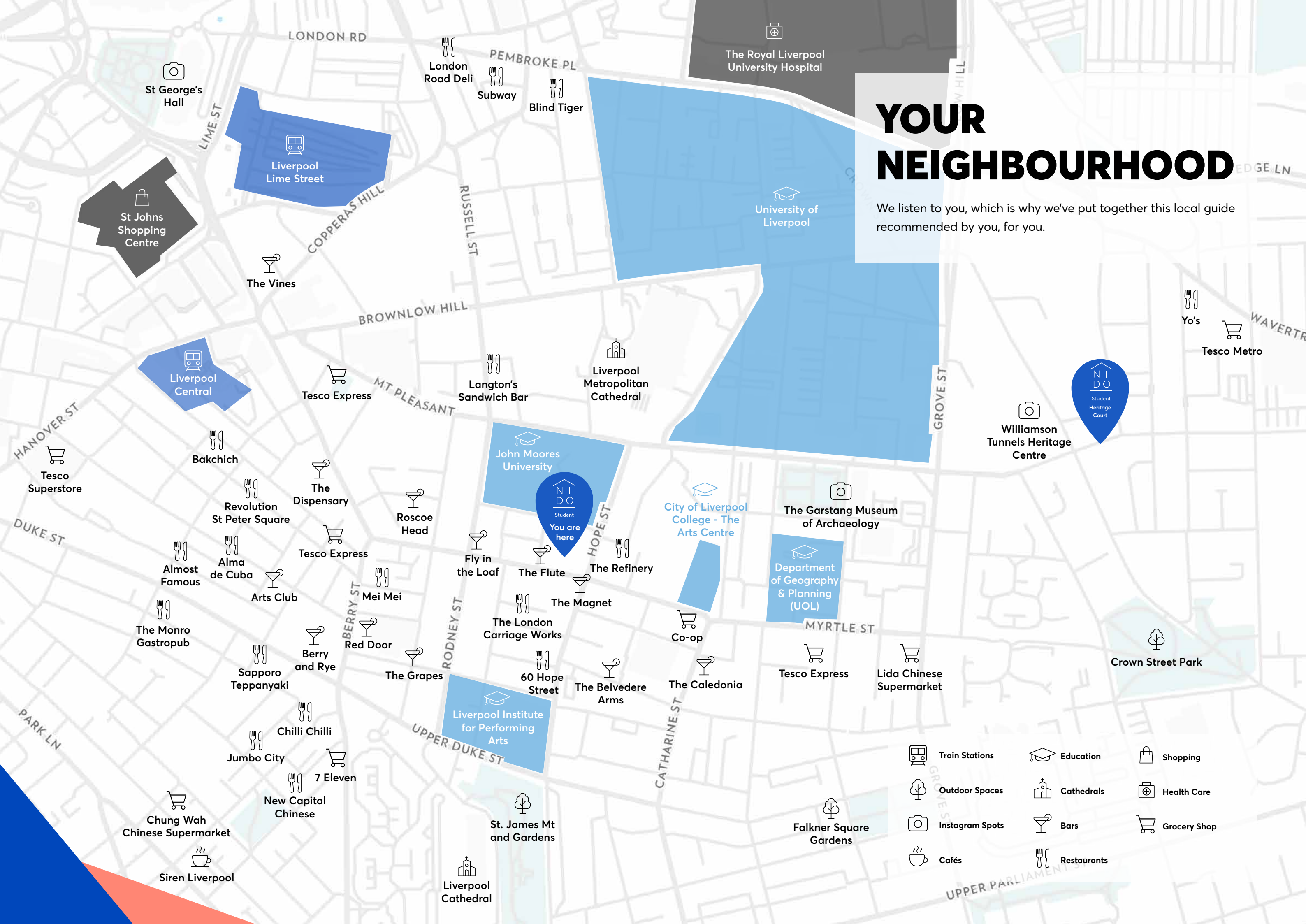
As part of our night concierge team at Nido Liverpool, you'll find Michael, Bethel, Daniel and Alicia. They'll be there to assist you with any questions after hours.



Peter Frear
Maintenance Technician

We aim to keep any maintenance problems at a minimum at Nido, but if there are any in your time with us, Peter is here to help.

We listen to you, which is why we've put together this local guide recommended by you, for you.



FACILITIES



Fire Alarm

In the event of a fire alarm, please follow the green running man exit signs. Do not use the lifts or stop to collect personal items. Please immediately evacuate the building by the nearest exit, go to the fire assembly point outside the Hope & Anchor Public House and wait for further instructions. Residents and staff may not re-enter until instructed to do so by the proper authorities. The building's fire alarm system is tested every **Wednesday between 11am - 2pm**.

The test can be identified by a short burst of the alarm. This is the **ONLY** time you do not need to evacuate the building. If you can hear the alarm in the corridor but not in your room, please notify the team of this right away. Remember: Tampering with or impeding the equipment puts all residents lives at risk. Repairs and call out charges will be charged to the student's concerned. Please remember You are responsible for your guest's actions within the building. Costs may reach up to (but are not limited to) **£1,000**.



First Aid

If you have injured yourself or are feeling unwell, please notify the team. We will be happy to help or advise you. Please inform someone and do not suffer alone. Please register with the NHS health service before you need medical advice. Visit: bit.ly/NIDONHS.

Call **111** when you need medical help fast but it's not an emergency. For urgent and emergency care services in Scotland dial **999**.

We understand things can feel overwhelming or concerning in relation to many things including Covid-19, studying, relationships etc. We are here to support you at all times, if you are feeling unwell or think your mental health is in jeopardy please speak to a member of our residence team as we are here to help and can put you in touch with the right person to speak with further.



Room Keys

There is a replacement charge of **£25** for lost, misplaced or broken keys and fobs. If you are locked out and require a replacement key (during office hours,) you will be asked to show a photo ID. This is for the protection of yourselves and fellow residents. If you lock yourself out of your room, speak to the team at Nido Haigh Court to re-gain access to your room. During out of office hours, you will need to contact Mitie. Please note there then is a £60 call out fee which will be added to your account and is payable within 7 days of the lock out.



Mailboxes & Post

All letters and parcels are delivered to Haigh Court. Letters will be sorted according to room numbers and placed into the letterboxes in reception. These can be collected at anytime using your mailbox key. The team will email or text you if there is a package waiting for you. Parcels can be collected between 9am - 5pm. If you need a parcel to be collected by a delivery company it is your responsibility to bring it to reception in time for the collection.

GET CONNECTED TO OUR WIFI

Logging on

So you have arrived at Nido, checked in to your new room and want to get onto the internet to tell your friends and family that you are safe and sound.

Here is how to set up your internet:

1. Enable your Wi-Fi connection on your device and connect to ASK4 Wireless.
2. Open your browser window and you will automatically be taken to the ASK4 broadband sign-up page.
3. Follow the registration process - add your email as the username and follow the sign-up wizard.

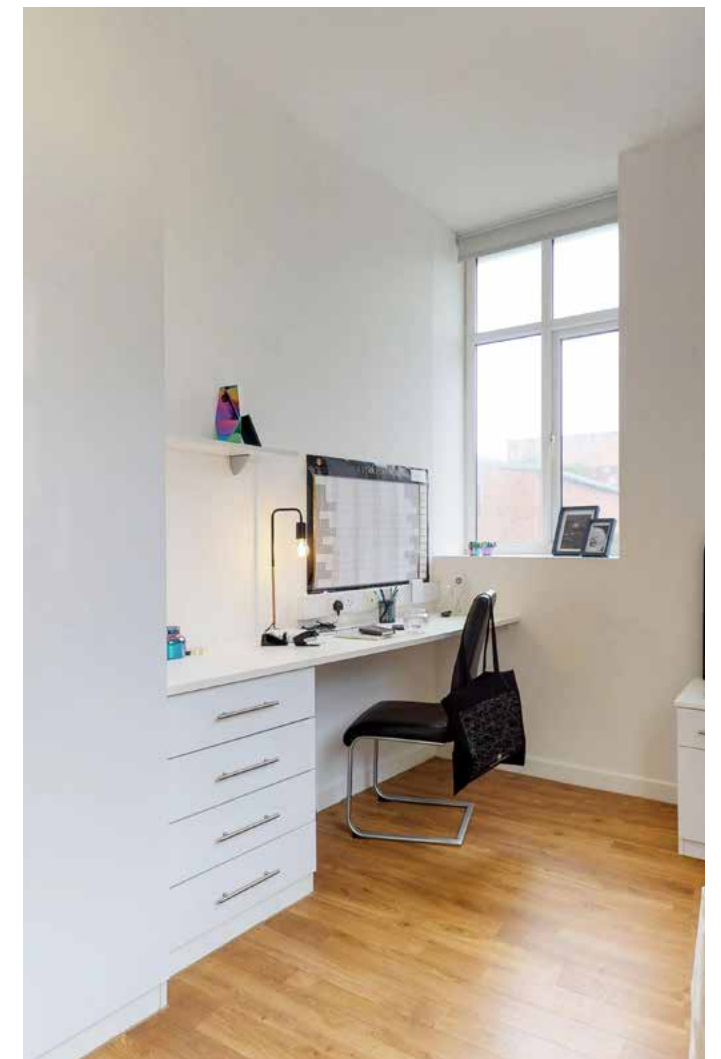
Should you wish for upgrades or any additional equipment, this can be opted for during the registration process. Check out ASK4 to see what is on offer. In order to use the Wi-Fi in common areas, you will need your login details. Just select the ASK4 connection and log on.

Our WiFi speed is 200 Mbps which can be accessed

anywhere the building, and you can also connect up to 6 devices at a time.

Any issues with the internet connection or speed? Report them directly to ASK4:

Telephone: 0114 303 3232
Email: support@ask4.com



ABOUT YOUR NIDO ROOM

Great, now that you are moved in and getting settled into your room, please make sure you fill in the inventory as we will refer back to this when you move out.



Kitchenette area

We do not provide kitchen items as standard, however if you do wish to purchase kitchen items, just visit www.unikitout.com, where you'll find essential student packs that can be delivered straight to your Nido.

- ✓ Always leave all kitchen equipment and utensils clean and tidy for others after you've finished using them.
- ✓ Make sure that while cooking, you always remain in your room/kitchenette area and keep an eye on the kitchen.



Oven Hob

1. Turn on the power switch located on the wall.
 2. Turn the knob to adjust the ring temperatures.
- ✗ 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.

- ✓ Clean after use as this is the most common cause of fire alarm activation and fires.



Convection Oven

To help you cook safely, you'll find some instructions below on how to use the oven and the microwave.

1. Choose the preferable setting:
 - a. Top and bottom heat
 - b. Hot air cooking
 - c. Top heat
 - d. Grill
 - e. Hot air grilling

2. Use the temperature knob to choose the preferable temperature.
3. Set cooking time using time setting buttons.
4. The oven starts heating up automatically.



Microwave

1. Choose the preferable electrical power.
2. Turn the time setting knob to desired cooking time. Turn right to increase and left to decrease.

CLASSIC ENSUITE



SHARED KITCHEN





3. Close the door gently.
4. Press the Start button once to start cooking.

- ✓ 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

Rice cookers should **NOT** be kept on the floor as they can cause fires, invite pests and make a mess; any damages resulting will be chargeable. Always keep them on the kitchen worktops. Only use British standard rice cookers.

Rubbish removal

Residents are expected to bag and tie rubbish from their room before bringing it to the designated refuse area. Separate bins are provided for general refuse and recycling. **You'll need to provide your own bin bags.**

Leaving rubbish in hallways is not only unsightly but a dangerous violation of our Fire Safety Policy. Residents identified as leaving rubbish in any common areas may be fined for the removal of set rubbish.

Bathroom

The shower temperature can be adjusted by turning the knob to the left for warmer water or right for colder. If your shower drain is blocked, it is your responsibility to check the shower tray for hair and rinse it out. Should you prefer to have this done for you, a cleaning charge will apply.

Hot water

The hot water is controlled by an immersion water boiler. The boiler heats up throughout the night and the water level inside will lower as it is being used. Once all the water has been used you will need to wait for at least an hour for the boiler to refill and get hot. Please note the immersion switch needs to be left on at all times. Some flats have a booster switch which gives you the option to heat the water for a 0.5 hour, 1 hour or 2 hour boost. We recommend using the 2 hour boost as this will keep a steady flow of hot water throughout the day. 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.

International plugs

Products brought from China are usually fitted with international plugs. They are not suitable for use in the UK, it has no fuse and may cause a shock when removed from the socket. If in doubt, please go to reception and we will check it for you. This is **VERY IMPORTANT** as you may be aware that they have caused fires previously.

Heating

To operate the heater, turn the dial clockwise to open; the heater will then give off heat. Please be aware that if you open them too much, the heat will be used up more quickly. Storage heaters can be found in the communal areas. All heaters in the bedrooms are on timers which can be overridden and controlled:

Hand Sign: You can switch the heater to this and manually control it

Clock Timer: You can set the timers yourself by taking it off the hand sign and choosing what time you would like the heating to come on and go off.

Washing & drying

All machines operate using a cashless system. One wash is **£3**, and dryers cost **£3.30** per cycle*, so you'll want to make sure you have enough credit on your laundry card before using it. Cards are available using the card machine in the laundry room. You can top-up by following the instructions on:

www.circuitcardtopup.com

1. Open the door.
2. Load washer/dryer.
3. Add detergent/powder directly into the washing machine drum with your clothes.
4. Close washer/dryer door.
5. Put your laundry card into the reader on the machine.
6. Choose a wash/dry program on the options screen and press the button.
7. Press start button when the green light is flashing.

**Laundry prices subject to change*

UniKitOut

You can purchase additional items for your room, kitchen and bathroom from one of our brand partners, UniKitOut.

Choose from one of their essential student packs and get everything delivered directly to your Nido.



MAINTENANCE

Maintenance service

We have a lovely maintenance team on-site to help you with any problems. You can log a maintenance task via your online Nido portal Log. Simply log onto the portal, click on "maintenance" at the top of the screen, and follow the steps. Our on-site maintenance technician will attend your room as soon as possible to resolve the issue. If the problem continues, please notify the team.

Cleaning service

Cleaning services are available to you all year round and can be booked at the Reception. Payment is made at the time of booking using a debit/credit card and must be made at least 48-hours in advance. Cleaning services are subject to availability.

Ahead of the scheduled cleaning time, please ensure all personal belongings have been removed or put away from the surfaces you wish to be cleaned, prior to the start time. The cleaning team will not remove any personal belongings to clean and no refunds will be provided for the cleaning service if the team are unable to clean due to items being on surfaces.

The cleaning team will leave a note upon completion of the clean and ensure all doors are locked behind them. We offer a variety of cleaning packages, please speak to a member of our team for more information should you wish to book.

- ✓ Don't leave any personal belongings in the common areas (common rooms, hallways or stairwells) as they may be disposed of.

Ground floor safety

Close the windows and lock the doors when you leave your room. Nido will not be responsible for items left unattended in communal areas.

Waste collection

The bins are located in the bin store opposite reception on the ground floor. Please break down boxes before putting them into the bins. You must ensure all rubbish goes into the bins; any rubbish not in bins is chargeable, do not dump rubbish around the site or in hallways.



THE NIDO DIFFERENCE

Nido Student owns places you can live in whilst at university. We're active on social media and we listen. We know that good locations, Wi-Fi and service are vital, but we also know that sustainable, wellbeing, design and community are just as relevant to you. So we focus on all of these things.

We celebrate the many different cultures and people who live with us. We actively listen to what you want and make the changes you request. Our actions as a business are guided by you. This is the Nido Difference.

WE FOCUS ON 4 THINGS:

- Wellbeing
- Community
- Design & Technology
- Sustainability

Everything we do as a business has these in mind. Nido is known for its exceptional student experience (if we do say so ourselves), so if you're looking for a social, creative and unforgettable student experience, you've come to the right place. We think a lot about how to bring people together in safe and happy ways.

From fundraising charity events, to bring your own dish dinners, we aim to give back to the community and bring the people who live with us together.

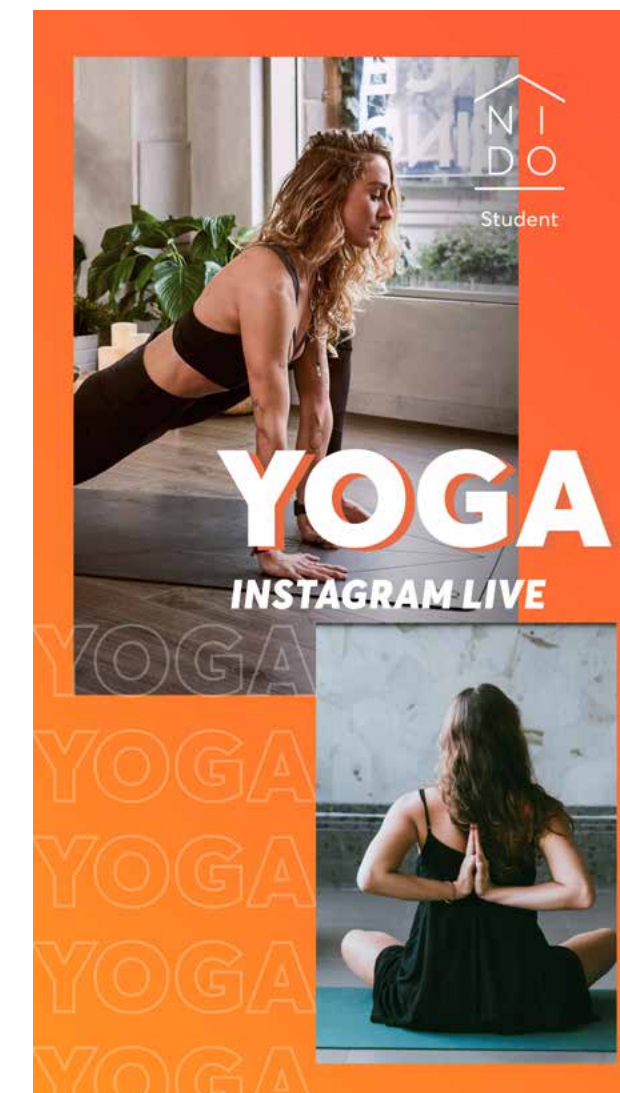
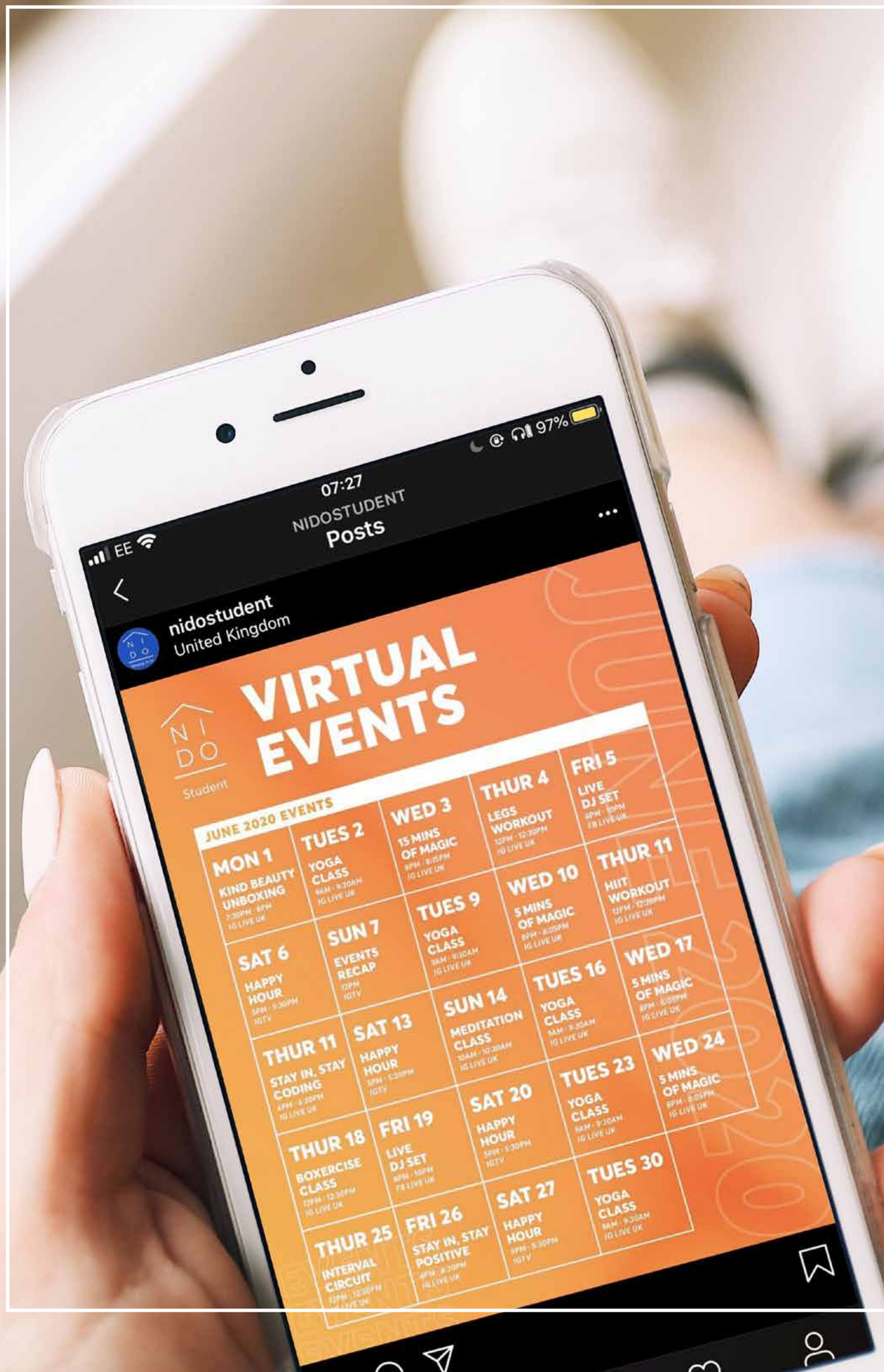


EVENTS

Our events have gone virtual due to the restrictions in place with Covid-19. This allowed us to continue to support and grow our community in a way that kept everyone safe. Our events will continue online via our social handles until we are safely allowed to conduct them face to face. We will keep you posted well in advance of any changes.

Virtual Events:

Our events aren't just for our residents, we have opened up our programme of over 70 events to your friends and family to take part. From Yoga to Guitar masterclasses, BBQ cook outs and floristry workshops we've got an event that's sure to pique your interest. Head to our Instagram account [@NidoStudent](#) to see our monthly calendar and information on how to join. What are you waiting for?



BRAND PARTNERS

We know things need to be wallet friendly whilst studying so we've done the hard work for you to secure discounts at a number of local and national partnerships exclusive to you as a Nido resident. Visit our website for full details and see below for our partners specific to Nido Liverpool.

OUR LIVERPOOL BRAND PARTNERS INCLUDE:

- Everyman Cinema and Playhouse
- Pure Gym
- Funky Lemon
- The Florist
- Thaikhun Street Bar



FROM SAFETY TO WELLBEING

WE'VE GOT YOU COVERED

Living through a global pandemic can be stressful. Luckily, your Nido team is here to make things a little easier! The health and wellbeing of all Nido residents and employees is our top priority which is why we have implemented some new measures to keep everyone safe and healthy:

- ✓ We will have disposable masks and gloves available at the building when you check-in as well as anti-bacterial wipes for trolleys.
- ✓ We will also be giving every resident a reusable Nido branded mask that you can use for the duration of your stay with us.
- ✓ Increased cleaning regimes have been put in place for all common areas and social spaces.
- ✓ You will find hand sanitiser dispensers dotted around the building which we encourage you to use as frequently as you can, especially when entering the building.
- ✓ There will be a number of floor markings in all communal areas to encourage social distancing at all times.
- ✓ Capacity in the lifts will be significantly reduced. Clear signage will be placed outside all lifts to enforce this.
- ✓ Our laundry rooms will also be open but will be limited to two people at a time. Residents are encouraged to use Laundry View in the first instance to book machines and check the status of their laundry.
- ✓ Reception hours will be reduced to limit the amount of people at reception at a time.
- ✓ Protective screens will be placed at reception to keep staff and residents safe.
- ✓ Mailbox and post collection times will be limited for the time being. Staff will be equipped with PPE when handling incoming mail.
- ✓ We will be continuing our virtual events until it is safe to resume our event programme.
- ✓ Emails will be sent out more regularly with the most up to date advice and guidance for the duration of your stay with us.

POLICY OVERVIEW

According to the license agreement, you agree to have read and comply with the Nido Student Handbook.

Reporting complaints

If you have a complaint, please speak to a member of our team on-site. They will be able to resolve the matter swiftly. However, if you feel uncomfortable please email our general manager Lee Larsen on haighcourt@nidostudent.com. Our full complaints procedure will be posted near reception or you can also ask a member of our team.

Payments

Details of your account including charges and payments, as well as outstanding amounts can all be found on your portal. Simply log onto your portal and click "account" at the top of the screen.

Diversity

You are a part of a very unique community. The residents and staff at every Nido are a multicultural community of individuals. We are of diverse racial, ethnic, class and national origins. We are unique in that we strive to work and live together, and we can learn from one another in an atmosphere of positive contact and mutual respect.

We are committed to providing safe and inclusive spaces for all Nido residents and ask all students to behave in a way that supports each other and is respectful of the differences within our community. We expect residents to respect the rights of others and to be effective citizens of the Nido community. These principles are referred to in the licence agreement that has been provided to, and signed by all residents upon acceptance of their accommodation. Nido's full Equality and Diversity Policy can be found on the Nido website:

www.nidostudent.com/help/equality-and-diversity-policy/

Respect for the rights of others

Residents living at Nido are expected to abide by standards of conduct. Respect and take into consideration others and their need to study and rest. At Nido, our team work hard to create an atmosphere conducive to study, enjoyment and learning how to live responsibly with other individuals. Every resident is expected to respond appropriately to requests from fellow students and staff concerning inappropriate or offensive behaviour.

Quiet/courtesy hours

Residents first and foremost have the right to study and to sleep at Nido. It is the responsibility of all residents and their guests to follow the quiet and courtesy hours policy in the building.

Courtesy hours are in effect 24-hours a day in all hallways, rooms and lounges and - this refers to general noise levels which should be 'within reason'.

Quiet hours are in effect from:

Sunday - Thursday between 10pm - 8am

Fridays - Saturdays between 11pm - 8am

During quiet hours, no noise from any source should be audible from outside the room in which it is occurring, this includes the lounges and the hallways.

Intoxication policy

Smoking is strictly prohibited anywhere inside the building. If you are found smoking in a prohibited area, any costs relating to cleaning/ redecoration required will be chargeable. Please remember you are also responsible for the behaviour of your guests when within Nido. Costs may exceed **£500**. Alcohol may be consumed in designated common areas

provided there are no violations of UK law (including public intoxication). The use, storage, distribution or possession of any illegal substance is a criminal offence and will be referred to the authorities. Engaging in such activity may result in early termination of the license agreement.

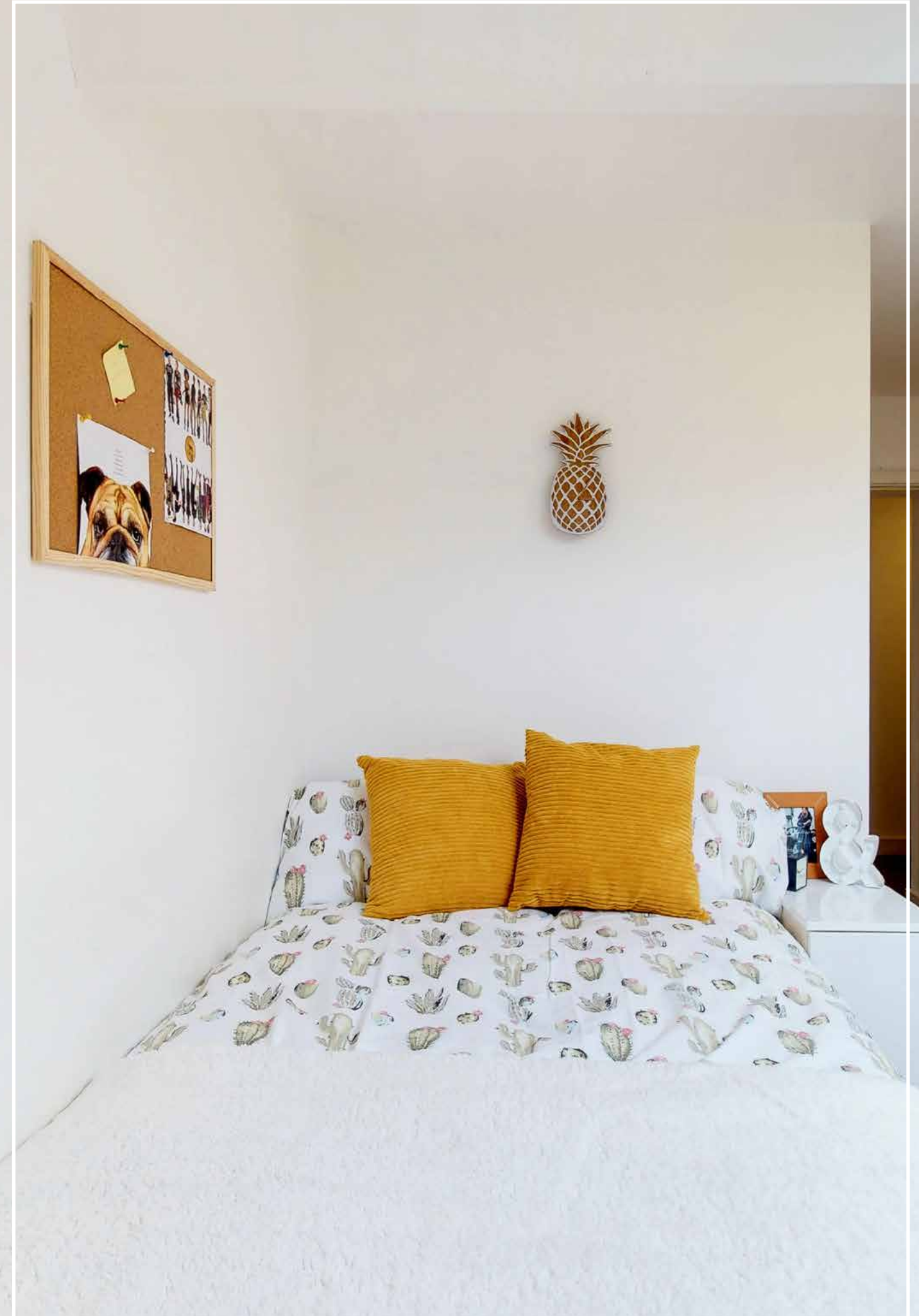
Visitation policy

You are responsible for your guest's behaviour whilst they are within the building and ensure all your guests follow Nido policies. Guests must always be accompanied and are not permitted in the building unescorted and do not have access rights to a resident's room. Management reserves the rights to charge the resident for any damage caused by their guests. As well as unlimited guests during the day, residents are also able to have one overnight guest per night. The same overnight guest cannot stay for more than 3 consecutive nights. If you are staying in a twin room or cluster flat, you will need to obtain permission from all your flat mates before allowing a guest to stay.

Checking out

We are sad to see you go and hope you've enjoyed your stay with us. We hope you choose to rebook with us if you are continuing your studies but if not, we wish you the best in your next chapter.

Upon check out you will be required to leave your room by 10am on the check out date which is stated on your license agreement. Any private property or belongings left after vacating or upon the expiration of the license agreement will be considered abandoned and will be disposed of at the expense and risk of the resident. Further checkout instructions can be obtained from the team.



CONTACT



TRANSPORT

Buses routes to your university / college

Booking train tickets -

www.thetrainline.com

Full Bus Timetable -

www.stagecoach.co.uk



CHEMIST AND PHARMACY

EURO CHEMIST

16 Berry Street,
Liverpool, L1 4JF

Mon - Fri: 9am - 6pm



DENTISTS

EMERGENCY OUT OF HOURS DENTIST LIVERPOOL DENTAL HOSPITAL

Pembroke Place,
Liverpool L3 5PS

Telephone: 0151 706 2000



POST OFFICE

2 Sherriff Road,
London NW6 2AR

Mon - Sat: 8am - 6pm



GROCERY STORES

2 Sherriff Road,
London NW6 2AR

Mon - Sat: 8am - 6pm

Sun: 10am - 5pm



CINEMAS / THEATRES

LIVERPOOL ONE

Wall Street, Liverpool, L1 8JQ

Mon - Fri: 9am - 8pm

Sat: 9am - 7pm

Sun: 11am - 5pm

Telephone: 0151 232 3100

Email: info@liverpool-one.com



LIBRARY

William Brown St, Liverpool,
Merseyside L3 8EW,

Mon - Fri: 9am - 8pm

Sat: 9am - 5pm

Sun 10am - 5pm



GYMS

EASY GYM

Clayton Square Shopping
Centre, (Entrance 18/20 Great
Charlotte St),

Liverpool, L1 1QR.

Website / Membership:

www.easygym.co.uk



BANKS & CASH MACHINES

All major banks and building societies are located in the town centre. The nearest cash machine is located at the bottom of Hardman Street outside of Sainsburys.



DOCTORS SURGERIES / HEALTH CENTRES

STUDENT HEALTH CENTRE

University of Liverpool, Peach
Street, Liverpool L69 7ZL

Telephone: 0151 285 4578

Website: www.brownlowhealth.co.uk



POLICE STATION

St Anne St, Liverpool, L3 3HJ

Telephone: 0151 709 6010

Non-emergency dial: 101



HOSPITAL

THE ROYAL LIVERPOOL UNIVERSITY HOSPITAL

Prescot Street,

Liverpool L7 8XP

Non-emergency NHS

HELPLINE: Dial 111



EMERGENCIES

Dial 999



FINANCIAL ADVICE FOR STUDENT

INTERNATIONAL STUDENT CALCULATOR

To work out how to manage your money and build a budget for living and studying in the UK: www.sruc.ac.uk/info/120088/international_students/403/international_students_tuition_fees/2

UKCISA is the UK Council for International Student Affairs. It provides information

and advice to international students in the UK or planning to visit the UK: www.ukcisa.org.uk

BRITISH COUNCIL is the UK's official organization for educational opportunities and cultural relations: www.britishcouncil.org

UK VISAS is a UK government website that provides advice on applying for a UK visa: www.gov.uk/browse/visas-immigration



COUNSELLING FOR STUDENTS

STUDENTS STRESS - LIVE WELL - NHS

www.nhs.uk/Livewell/studenthealth



COUNSELLING AT UNIVERSITIES

LIVERPOOL COUNSELLING PSYCHOLOGICAL SERVICES

Drop in to: 14 Oxford Street,
Liverpool, L7 7BL.

or visit: www.liverpool.ac.uk/studentssupport

JOHN MOORES UNIVERSITY

Offers a health & well being programme and has counselling services available. For more information visit: www.ljmu.ac.uk/students/supporting-your-study/health-and-wellbeing



Student
Haigh Court

South Hunter St,
Liverpool L1 9JG

HaighCourt@NidoStudent.com

+44 (0) 151 318 7083

nidostudent.com

Follow us on:

 Nido Student

 @NidoStudent

 @Nido_Student