



StudentLiving

NEW RESIDENTS GUIDE



Scan here for a link to the electronic version of this guide that you can download and keep on your phone or laptop.



poblstudentliving@poblgroup.co.uk



[@poblstudentliving](https://www.instagram.com/poblstudentliving)





THE BASICS

DOOR ACCESS SYSTEM

CLARENDON:

You will be given two fobs on arrival. To access your building, hold this fob against the door entry system, and wait for it to green – the door will now be unlocked. **These doors lock automatically behind you, so be careful not to get locked out!**

To access your flat and bedroom, use the same method: hold your fob to the reader above the door handle, wait until it flashes green, and then turn the dial to open your door. You use the same method to lock your door.

ALL OTHER BUILDINGS:

You will be given two fobs on arrival. To access your building, hold this fob against the door entry system, and wait for it to green – the door will now be unlocked. **These doors lock automatically behind you, so be careful not to get locked out!**

To access your flat, hold the fob against the reader above the door handle until you hear it click. The flat door will self-lock as you leave.

To access your bedroom, hold the fob against the reader above the door handle until you hear it click. Turn the lock in the opposite direction to where the door handle is (i.e. if the handle is on the left of the door, turn the lock to the right) Keep turning the lock until you hear two clicks.

To lock your door from the inside, turn the lock below the handle until you hear it click. Turn it in the opposite direction to unlock again.

To lock your bedroom door from the outside, hold the fob against the reader above the door handle until you hear it click. Turn the lock in the opposite direction to where the door handle is (i.e., if the handle is on the left of the door, turn the lock to the right). Keep turning the lock until you hear two clicks.



WHAT TO DO IF YOU ARE LOCKED OUT

If you are locked out during office hours (9am – 4.30pm) come to the office and one of the team will help you if they are available. However, the maintenance team may be out on site, so if the office is shut, please call the emergency number. If you are locked out outside of these hours, please call our emergency number: **0330 175 9726**. Our contractor will get to you as soon as they can. Please note there will be a £35 charge for this service.

WINDOWS

If you have a seafront apartment with bay windows, you will be provided with a long wooden pole with a hook on the end of it. You use this pole to reach the latch on the windows, and then pull down to open, or push up to close the window.

The windows are fitted with restrictors for your safety and will only open part way: please do not tamper with these restrictors.

Please ensure windows are closed and locked before you go out.



HEATING

The central heating for your flat is controlled by a timer, and will be on at the following times:

WINTER:

6am-10am
12pm-3pm
5pm-1am

SUMMER:

6am-10am
5pm-1am

(In warm weather the heating will be turned off)

To adjust the temperatures of individual radiators in your room, simply turn the valve on the bottom. Please note: turn the valve to '0' not '*' to turn the radiator off.

Covering radiators with clothes or laundry will reduce their effectiveness, so please keep them clear!

The Wi-Fi in our buildings is provided by an external supplier (G5), so if you experience any issues with it, please contact them directly rather than the Student Lettings team, as we won't be able to help with this, sorry!

**You can contact their 24/7 support team at:
01224 443896 / helpdesk@g5tech.com / @g5tech**

The Wi-Fi in our buildings is secure and legally compliant. There is no time limit or download cap with the Wi-Fi, but a fair use policy does apply.

Connecting to the Wi-Fi

- 1) On your device, detect and join the Wi-Fi network 'G5Zone'. You will then be taken to a login page where you fill out your details to register.
- 2) If your registration has been successful, a confirmation screen is displayed, and you can start browsing. You will receive an email confirmation with your username, and you should be kept logged in automatically.

3) Time Out: once you have registered, you may find that you will be asked to log in again if you have been disconnected from the network for a period of time. The reason that G5 ask you to do this is to keep your account secure and ensure that others aren't using it without your permission.

If you are having trouble connecting to the network, please try these steps before getting in touch:

- Try browsing: if you can view the login page and have filled out your details but get an error that says, 'cannot display the page', try entering any web address into the browser
- Force the login page: if your device connects to G5Zone but does not display the login page, try opening a browser and typing 1.1.1.1 in the address bar. This should force the login page to appear.
- Restart your device: try turning your device off and switching it back on again. We know it's an IT cliché, but this can solve loads of problems, so give it a shot!
- Forget the Wi-Fi network: Try 'forgetting' the Wi-Fi network that your device is connected to and re-joining G5Zone.

If you are still having trouble connecting your device, please get in touch with the G5 team:

01224 443896 / helpdesk@g5tech.com



KITCHEN



HOW TO WORK THE HOBS

There are two types of hobs in our kitchens . . .

How to use Hob One

1. Check the power is on to the hob via the red COOKER switch situated on the wall
2. Press and hold the lock key until the LED extinguishes
3. Press the ON key and LEDs will light up for ring selection
4. Select appropriate ring and press + or – key to choose the heat setting
5. Press the clock symbol to select timer if required. Time can be adjusted via the + and – keys
6. When you are finished cooking, select the element you want to switch off by pressing the appropriate key ring and then reduce the setting to '0'.
7. If the cooking zone is hot, 'H' will be displayed instead of '0'.

Using the Key Lock

1. The key lock switches off the control panel. If the key lock indicator is lit, the lock has been activated.
2. The lock function is active if the key lock button is pressed for more than two seconds. This operation is acknowledged by a buzzer.
3. The lock function can be deactivated by pressing the key lock button for more than two seconds. The light will turn off and a buzzer will sound.

How to use Hob Two

1. Place the appropriate pan you are using on one of the hob rings
2. Turn the relevant hob dial to the temperature you need
3. When the food is cooked, turn off the heat and remove the pan.

Remember: an electric hob will take longer to warm up and cool down than a gas hob.

HOB SAFETY

- Never leave cooking unattended. Unattended cooking on a hob can be very dangerous and may result in a fire.
- If the surface is cracked, contact our maintenance team before your next use. Using an appliance with a cracked surface may result in electric shock.
- Metallic objects such as utensils and lids should not be placed on the hob surface.
- Always position pans over the centre of the cooking zone and turn the handles to a safe position so they cannot be knocked over.
- When cleaning the hobs, please don't use too much water, as this can sometimes trip the power.

HOW TO WORK THE OVEN

1. Check the oven is switched on at the wall
2. Select function (light, defrost fan, fan oven or grill)
3. Select temperature
4. Set the timer

OVEN SAFETY

- The oven door should remain OPEN when grilling

Cleaning the oven

- Do not use sharp, abrasive cleaners or sharp metal scrapers to clean the surface as this may result in damage to the surface
- Always turn the appliance off before cleaning.



HOW TO WORK THE FRIDGE FREEZER

1. Set the temperature control to the desired figure in the fridge section (MIN-1-2-3-4-5-6-MAX). MAX is the coldest position.
2. Ensure that the freezer is frost free and at a constant temperature
3. Know what you are searching for to minimise the time the door is open
4. Never obstruct the freezer fan guard to ensure that you obtain the best possible performance.

Top Tip: don't overfill your fridge. Cold air needs to circulate inside your fridge to keep the food chilled. If your fridge is full, the unit must work harder to circulate the air.

Cleaning your fridge freezer

- Soft rags and sponges are recommended – never use any sharp or abrasive instruments for cleaning as this may damage the appliance
- Clean the inside of the fridge with a cleaning solution, but avoid chemical cleaners with harsh odours as smells may be absorbed into food
- Recommended cleaning solutions include a solution of one teaspoon of bicarbonate of soda to one pint water or one part apple cider vinegar to three parts hot water.

HOW TO WORK THE KETTLE

- Press the lid lock to open the lid.
- Fill with at least 2 cups of water, but not above the max line.
- Close the lid and press down to lock.
- Plug the stand into the wall socket and place the kettle on the stand. Move the switch to 'I' – the light will glow, and the kettle will begin to heat up.
- The kettle will switch off automatically once the water has reached boiling point. To switch off manually, move the switch to 'O', or lift the kettle off the stand.

KETTLE SAFETY

- The kettle must be supervised when in use.
- Don't put the kettle, stand, cable, or plug near liquid, or near the edge of worktops.
- Only water should be heated in the kettle.
- Don't fill above the max line – overfilling may cause the kettle to spit boiling water.



Care and Maintenance

- Wipe the inside and outside of the kettle with a damp cloth. Keep all connectors and sockets dry. Descale regularly, using a descaler suitable for use in plastic products.
- To clean the filter, push the top of the filter down and back, into the kettle, to release the hooks on top of the filter from the mounts on the spout. Lift the filter out of the kettle and brush the filter under a running tap. Lower the filter back into the kettle and engage the slot at the bottom of the filter in the bottom of the spout. Press the filter down and towards you to force the hooks on the filter under the mounts on either side of the spout.

Food storage tips

- Keep raw meat and poultry below cooked food and dairy products
- Wrap raw meat and poultry loosely in polythene or aluminium foil to prevent it from drying
- Wrap cheese in greaseproof paper and then in a polythene bag excluding as much air as possible
- Take off any unusable leaves on vegetables and wipe off any soil
- Use a cool bag when purchasing chilled or frozen foods and get them home quickly

HOW TO WORK THE MICROWAVE

1. After placing the food in a suitable container, put the container on the glass tray and shut the microwave door.
2. Set the variable power control to the desired power level
3. Set the operating time by turning the timer control. Once stopped, the microwave cooking starts
4. The microwave will turn off automatically when the timer reaches 'OFF'.



⚠️ MICROWAVE SAFETY ⚠️

- Only use the microwave for food preparation. Do not use the microwave for other tasks such as drying clothes, paper, or any other non-food items or for sterilising purposes.
- Do not use the microwave empty (this damages the appliance)
- Do not use the top of the microwave for storage
- If smoke is observed, switch off or unplug the microwave and keep the door closed to stifle any flames.

Cleaning the microwave

- Turn off prior to cleaning
- Wipe splatters with a damp cloth after they happen to avoid solidifying. Mild detergent may be used.
- The outside microwave surface should be cleaned with soap and water and dried with a soft cloth. Water should not be allowed to seep into the ventilation openings.
- Wash the glass tray in warm sudsy water or in a dishwasher.
- Roller guides and microwave cavity floor should be cleaned regularly using mild detergent or window cleaner.

Remember: microwaves utilise energy whether in use or not. Unplug them when not in use to help conserve energy.

HOW TO WORK THE TOASTER

1. Sit the toaster upright on a stable surface and plug the cable into the wall socket.
2. Put the bread into the toaster and turn the browning control to the preferred level (1 = light, 6 = dark).
3. Press the handle down fully to start toasting.
4. When the toast cycle has completed, the toast will pop up and the appliance will turn off.

⚠️ TOASTER SAFETY ⚠️

- Do not leave the appliance unattended when operating
- Do not put your toaster in or near liquid
- Keep the toaster on a level, heat-resistant surface
- If bread is caught in the toasting cycle, do not try to release it. Switch the appliance off and unplug the toaster. Leave it to cool before carefully removing the bread.
- Unplug the toaster after use and let it cool before cleaning.

Cleaning the toaster

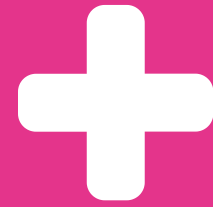
- Clean the crumbs out of the toaster frequently to avoid a build-up of crumbs. This is unhygienic and could create a fire hazard.
- To clean the crumbs, pull the crumb tray from underneath the rear of the toaster and empty them. Wipe with a damp clean cloth, dry and replace.
- To clean the outside of the toaster, wipe with a damp clean cloth.
- Do not put the appliance in water or any other liquid and do not use harsh or abrasive cleaning agents or solvents.

HOW TO WORK THE TV



1. The TVs in your kitchen have a remote – simply press the power button on this remote to turn them on.
2. To access the smart TV services, you will need to connect the TV to the internet. For a guide on how to do this, scan here:





CLEANING

VACUUM CLEANER

There is a 'Henry' vacuum cleaner in every flat. Please use this to keep your floors neat and tidy, and don't forget to empty the bag regularly.

DO NOT USE THE VACUUM CLEANER TO CLEAN UP LIQUIDS -

there is a mop and bucket in your flat for this purpose!

1. To operate the vacuum cleaner:
2. plug the appliance into the wall
3. Connect the handles firmly until you hear a click. Turn the hose clockwise into the base.
4. Press the green 'start' button to begin cleaning.
5. To increase power, press the red 'Hi-Power' button.
6. Press the lever on the head of the vacuum to engage or disengage the brush mechanism.

If you need a new filter bag for your vacuum cleaner, contact the Student Lettings team.

To change the filter, unclick the top of the vacuum and remove the filter holder: close the filter lid and throw away the used filter bag. Attach a new filter big to the house, replace the filter holder and re-snap the top of the vacuum.

LAUNDRY

There are two laundry rooms in our seafront buildings: one on the ground floor of the Clarendon building (for Clarendon residents only), and one in the basement of the Pumlumon building for our other seafront buildings.

Check our Instagram for a video guide of how to find the laundries:



IRON AND IRONING BOARD

To operate the iron:

- Fill with water – be sure to unplug the iron prior to filling the reservoir with water. Be careful not to fill over the 'MAX' line on the water tank.

Using as a steam iron:

- Turn the selector switch to minimum and stand the iron on its heel rest
- Plug in the iron and set the dial to the required temperature. The pilot light will illuminate. In this setting, the iron can be used as a steam iron when the pilot light goes out. The lamp will illuminate and go out regularly during ironing as an indication that the temperature control is working properly.
- Slide the steam controlled to the desired position to create required steam. Steaming will stop when the iron is placed on the heel rest.

Using as a dry iron:

- Stand the iron on its heel rest and then plug it in.
- Turn the steam control knob to 'MIN' and adjust the dial to the proper temperature control (synthetics, silk / wool, or linen / cotton). Then the pilot light goes out, it indicates the iron has reached the required temperature.

Using the steam burst button:

- Using the iron horizontally, lift the iron and press the steam burst button. You may need to press the button a few times after filling to activate the pump. The burst facility can only be used when ironing at high temperatures.
- The burst button can also be used vertically to remove creases from hanging clothes, curtains etc.

Using the spray button: you can use the spray button at any temperature on both steam and dry settings, if there is water in the tank. To activate, press the button several times.



IRON SAFETY



- Do not use for any purposes other than the appliance's intended use
- Do not use if the appliance or cord is damaged (please report this to the student lettings managers)
- The iron should always be turned off before plugging or unplugging from the mains
- Do not leave the iron unattended while connected or on the ironing board

Ironing care and usage tips

- Check the inside seam of the garment to find ironing instructions. Test a small area (seam or inside hem) before ironing. When in doubt, start at a low heat.
- Avoid ironing over zippers, rivets, or jeans as they will scratch the soleplate.
- To store, first empty the remaining water. Store the iron in an upright position so that any moisture remaining will evaporate. Let the iron cool completely before storing.



In your flat, there is a general waste bin, a recycling bin, a food waste caddy, and a glass waste tub. You will be provided with the first roll of food waste and recycling bags when you move in, but you will need to provide your own general waste bags.

When your bins are full, they should be taken to the bin store (each building has its own). Put the bags into the large containers: please don't leave them on the floor. You don't need to worry about putting the large containers out on the street on collection day, as our maintenance staff will take care of this.

To get more recycling and food waste bags when you run out, call into the Tourist Information Centre (Terrace Road), Mona Lisa (Great Darkgate Street), or Aberystwyth Public Library, where you will be able to collect them for free.



BATHROOM



HOW TO USE THE SHOWER

Adjustable showers - how to use:

- Turn the dial to the required temperature
- Turn the dial to switch the water on
- Leave the water to run for a few minutes to allow the hot water to reach the shower
- Adjust the temperature as necessary
- Adjust the height as necessary
- Enter the shower cubicle and pull the shower curtain across ensuring the shower curtain is inside the cubicle – or close the shower door
- Turn the dial to switch the water off when you have finished

Fixed showers – how to use:

- Turn the dial to the required temperature
- Turn the dial to switch the water on
- Leave the water to run for a few minutes to allow the hot water to reach the shower
- Adjust the temperature as necessary
- Enter the shower cubicle and pull the shower curtain across ensuring the shower curtain is inside the cubicle – or close the shower door
- Turn the dial to switch the water off when you have finished
- The overflow pipe may run for a few minutes to clear the water from the pipes

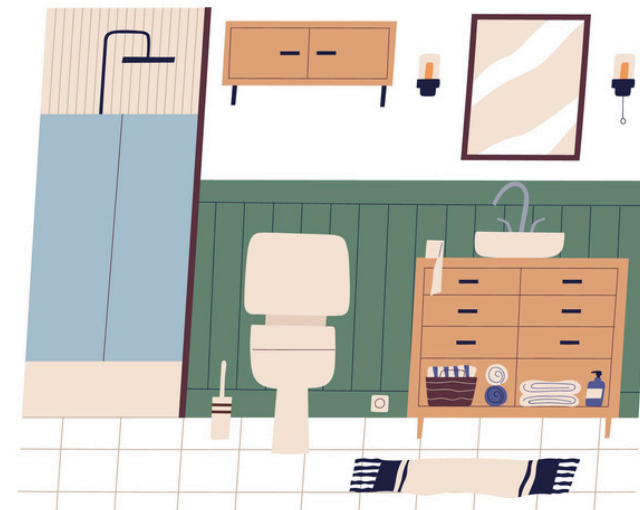
Passive vents

In the bathrooms, the extractor fan will come on automatically when the light is on – you don't need to do anything to activate it.

Cleaning

Ensure you clean and remove any hair build-up from the shower trap to prevent the drain from blocking and overflowing.

Please keep bathroom doors closed when they are in use: the steam from the showers will set the fire alarms off!





FIRE SAFETY

FIRE PROCEDURES

If you discover a fire:

- Break the glass of the nearest fire alarm point.
- Dial 999 to call the fire brigade.
- If possible, tackle the fire using the appliances provided, but do not endanger yourself or others by doing so.

If you hear the fire alarm:

- Leave the building by the nearest available exit.
- Close all windows and doors behind you.
- Report to the person in charge of the assembly point.

DO NOT stop to collect personal belongings.

DO NOT run.

DO NOT re-enter the premises until authorised to do so.

Your assembly point is on the promenade.

Tests and drills:

Fire alarms are tested every week on Wednesdays. The bell will ring for a few seconds, and there is no need to evacuate. There will be a full fire drill once per semester. We do not announce these in advance, to make it as realistic a practice as possible.

Please DO NOT store any items in the corridors: these could prevent people from escaping in an emergency.

If staff see items in corridors they will be removed.

FIRE BLANKETS AND FIRE DOORS

A fire blanket is a highly flame-resistant blanket that can be used to extinguish small fires or to protect someone when exiting a burning building. The blanket's special material cuts off the fire's oxygen supply and smothers the fire.

A fire blanket is provided in every kitchen, in a clearly marked red box mounted on the wall.

If the fire is larger than the blanket, do not attempt to put it out using the blanket – use an extinguisher or get out and call the fire brigade immediately.

How to use the fire blanket:

1. Pull tabs downwards and outwards
2. Cover burning material completely
3. Switch off heat and leave covered until cool
4. For use on clothing fires: use the blanket to smother the flames and seek medical assistance.

Fire doors:

Every door in our buildings is a fire door, designed to help keep you safe in the event of a fire. DO NOT prop doors open – they only work as fire doors if they are closed.



MANAGING YOUR TENANCY



INVENTORY

You will be provided with an inventory when you collect your keys and move-in. Please complete and return to the Student Living office within seven days.

HOW TO PAY YOUR RENT



Scan here for a link to the portal where you can view your account balance and make a payment.

DAMAGES AND RECHARGES

if you break items during your tenancy, please report to the Student Lettings Managers as soon as possible. You may be recharged for damage you are responsible for.

HOW TO REPORT A REPAIR

Report routine repairs through the student portal – scan here for a link:

Or you can call the Pobl customer service team on 0330 175 9726 (opening hours: Monday to Thursday: 9am – 5pm, Friday: 9am – 4:30pm)



For emergency repairs outside of these hours, please call the same number and you will be transferred to the out of hours team – but please note, you may be charged for this service if your request is not deemed to be an emergency.

If the office is open, then you can also pop in to speak to us if it's an urgent issue, but otherwise, requesting a repair online is the best way to let us know about an issue.

We aim to attend repair jobs within the following timescales:

- EMERGENCY: within 24 hours
- URGENT (e.g., fridge not working): 2 working days
- ROUTINE (e.g., loose hinge): 15 working days

We will attend sooner if we can, but this is the maximum.



**KEEPING
SAFE**



PERSONAL SAFETY

Aberystwyth is a safe place to live – but you still need to take care of yourself and your belongings.

If you are going out, always remember to lock your doors and windows; securing your room is the easiest way to help prevent your property being stolen.

If you are going out after dark, think ahead: stick to well-lit areas, don't flash your cash or mobile, and stick with your friends when walking or getting a taxi.

Report any suspicious behaviour to the police: in an emergency dial 999, or for non-emergencies, it's 101.

STORMS AND ADVERSE WEATHER

Living on the seafront can be spectacular, but occasionally it can also be dangerous. In the event of a storm being forecast, then our maintenance team may deem it necessary to lock the front facing entrances – you should use the rear doors instead. Make sure that your windows are securely fastened, and we would advise that you move your car from Victoria / Marine Terrace too, if it is parked there.

'Storm chasing' and / or going out to try and photograph the waves during a storm is extremely dangerous. Please respect the water and enjoy the spectacle from a safe distance.

In an emergency dial 999 and ask for 'Coastguard'.

BUILDING SECURITY

Always ensure the outer doors to the buildings are closed after you use them: leaving them unlocked puts yourself and others at risk.



ELECTRICAL ITEMS

Any electrical items that you are bringing with you that are older than two years will need to be PAT tested for safety. PAT testing will be arranged near the start of the first semester: look out for the advertised date.

All equipment provided by Pobl Student Living in your flats (kettles, microwaves etc.) has already been PAT tested.



INSURANCE



CONTENTS INSURANCE

All personal belongings that you bring with you are left in your apartment at your own risk. We recommend that you purchase contents insurance to cover these items: sometimes you can add them to your parent or guardians' home insurance, or there are specific student insurers on the market such as Endsleigh. Make sure things like your laptop, mobile phone and bike are included.

BUILDINGS INSURANCE

Building insurance is covered by Pobl Student Living, but this is just for the fabric of the buildings and does not include any of your possessions: you must arrange your own contents insurance for these (see above).





**YOUR
FLATMATES**

Part of the university experience is meeting people from different backgrounds, interests, and cultures. If you're living in student accommodation, it's likely that your fellow residents have travelled from various countries around the world to pursue their academic goal.

Living with a new group of people is a great experience. But it goes without saying that everyone is different. However, sometimes this can cause problems or misunderstandings. But these things can often be avoided and resolved. Below are some helpful tips to getting along with your flatmates.

Be open minded:

When moving into your accommodation, you'll be meeting lots of new people for the first time. It's important not to judge a book by a cover or jump to conclusions about your flatmates. This could be based on information such as a profile photo, one conversation or what someone else has told you.

It can be easy to form opinions based on first impressions. But remember that moving to university can be a stressful time for some people and they may feel overwhelmed, nervous, or shy. So, spend some time getting to know your flatmates. Make one another feel welcome and comfortable before making any judgement. Remember, you're all in the same boat.

Not all flatmates will become your best mates, but you can still get along and have a civilised relationship.

Respect one another:

Sharing accommodation with others? Respect one another and remember that your living space is also their living space.

You should consider and discuss with your flatmates any details that are important to you such as noise, cleanliness, guests, sharing of items and anything else you feel relevant.

Remember living with others works both ways and you should also listen to the things that are important to your flatmates and be considerate of these whilst living together.

Talk to each other:

We hope that you will enjoy the diversity of university life and living with others. However, should you be unhappy it's worth spending some time talking to your flatmates to try to come to some mutually agreeable solutions. Talking to one another and a willingness to co-operate will help to build and maintain a good relationship with your flatmates.

It is important to remember that moving to university is a stressful time and initial teething problems are usually resolved within the first few weeks.

If you are experiencing issues with your flatmates please contact the Student Lettings Managers, and we will do our best to resolve the situation. If residents are found to be in breach of your tenancy, the situation will be escalated.



LIVING
HERE



PARKING

We have two carparks for our residents, at the rear of the Ty Gwerin and Glyndwr buildings. These parking spaces are reserved for residents of those buildings in the first instance, and you will be given the opportunity to register your registration plate with the parking company when you move in. Any remaining spaces can be applied for: please contact the Student Lettings Managers if you wish to do this.

Both of our car parks have ANPR cameras which will record number plates on entry. If you have not registered with us and been given a permit, then you will be fined by Parking Eye for unauthorised use of the carparks.

BIKE STORAGE

There are bike storage areas behind Clarendon, in the Pumlumon / Caerleon courtyard, in the Glyndwr car park and in the Ty Gwerin car park. Please make sure that you secure your bike with a lock. Pobl Student Living are not responsible for bikes left on our premises.

ELECTRIC VEHICLE CHARGING

We have an electric vehicle charging point in our Glyndwr carpark. If you wish to use this, please contact the team to arrange this.

PARCELS AND POST

We cannot accept parcels and post on your behalf as the office is not always staffed. Please ensure your name and full address is included on any deliveries that you arrange, and make sure that you or a flatmate are in to accept them.

Royal Mail have access to the front doors of buildings so can leave things in hallways, but no other couriers do not have this access, so if you have things arriving from providers such as DPD, Yodel. etc. you must make sure you are in when the delivery is expected, or use one of their alternatives (e.g., arranging for it to be delivered to a local delivery point, and collecting it from there.)

