

Paragon

Student Lets



Welcome
handbook
for residents





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Welcome to Paragon Student Lets

Hello!

For those of you who haven't been to this part of west London before, I'd like to give you a very special welcome, especially those who have travelled long distances and are away from home for the first time.

The Paragon team wants to make sure you enjoy living here, so we will do everything we can to make you feel at home while you are studying at the University of West London (UWL).

This booklet includes important information about living at Paragon as well as guidance on how to make the most of your time here.

We've also included information on some of the more practical things you'll need to know to make it easier for everyone to live in a pleasant environment. It's really important that you read it in full as it works in conjunction with the licence agreement that you have signed.

The Paragon community is home to 839 residents and I'm sure you'll get to know lots of people who will become good friends. We run a number of events throughout the year, so keep an eye on the noticeboard for more details.

We work hard to make everyone feel welcome and safe, so it's important that we all get along. That's why you need to be aware of your obligations highlighted in this handbook.

If you do have any questions, our team are here to help. I look forward to meeting you at some stage.

I hope you have a great year!

Kind regards,

Rob Hodgson
Accommodation Manager



Meet the team

We have a dedicated team of staff who work in the offices beside the main reception. Office hours are Monday to Friday, 9am to 5pm (except bank holidays). We are available to help and advise on all matters relating to your accommodation.

Paragon day staff



Rob Hodgson
Accommodation Manager



Benek Zengin-Nicholl
Business Manager



Michelle Mascoll
Residence Officer



Ashni James
Residence Officer



Derek Osafo
Residence Officer



Chichi Ekemezuma
Receptionist

Maintenance and cleaning staff



Sam Nyako
Site Supervisor (MITIE)



Navin Heerah
Cleaning Supervisor



Angos
Maintenance Officer



Jerzy
Maintenance Officer



Matt
Maintenance Officer



Jaroslaw
Maintenance Officer

Contact us

To contact any member of the team, please email paragon@nhhg.org.uk.

Professional membership

Paragon Student Lets is part of the Accreditation Network UK (ANUK) code of practice which monitors good practice in student accommodation across the country to ensure high standards are maintained. For more information visit www.anuk.org.uk.

Who we are

We are part of Notting Hill Genesis (NHG). NHG is one of the largest housing associations in London and the south east, providing homes for around 170,000 people in some 55,000 properties across the capital and a further 9,000 in the home counties and East Anglia.

We are a new organisation, but our roots reach back to the 1960s when our legacy organisations were established by local people who shared a similar vision – to house west London’s working poor, providing them with a home from which to build themselves and their families a secure future.

Our growth over the decades has given tens of thousands of people a place to call home, and Notting Hill Genesis is committed to giving future generations the same opportunities. Combining a commercial outlook with a clear social purpose means that we can reinvest surpluses to build around 2,700 new homes every year in places where people want to live and do our bit to tackle the housing crisis in London and the south-east.

We have more than 2,000 colleagues, most of whom work at the heart of our communities, building relationships with residents that go beyond bricks and mortar. We strive to be the best we can, and are committed to working with our residents to ensure that everyone has a safe, secure and good quality home, and access to high standard services delivered in the way that suits them best – whether that’s online or face-to-face.





Out and about

Travel, transport and the local area

Paragon is situated at the south end of Boston Manor Road, Brentford, in the London Borough of Hounslow. It is near the A4, Great West Road and junction 1 of the M4. It's ideally located for studying at UWL with excellent transport links.

Students are eligible for discounts on local services so it is well worth getting a student Oyster card. These cost just £5 and can save you up to 30% on your travel expenses.

Tube

Boston Manor (Piccadilly line) is a 15-minute walk to the north, on Boston Manor Road. This provides direct access to central London and Heathrow Airport.

Bus

The 195 bus runs from Brentford to Hayes via Southall and the E8 runs from Brentford to Ealing. Both run regularly and stop on Boston Manor Road, directly outside the Paragon entrance.

More details of public transport in London can be found on the Transport for London website: www.tfl.gov.uk.

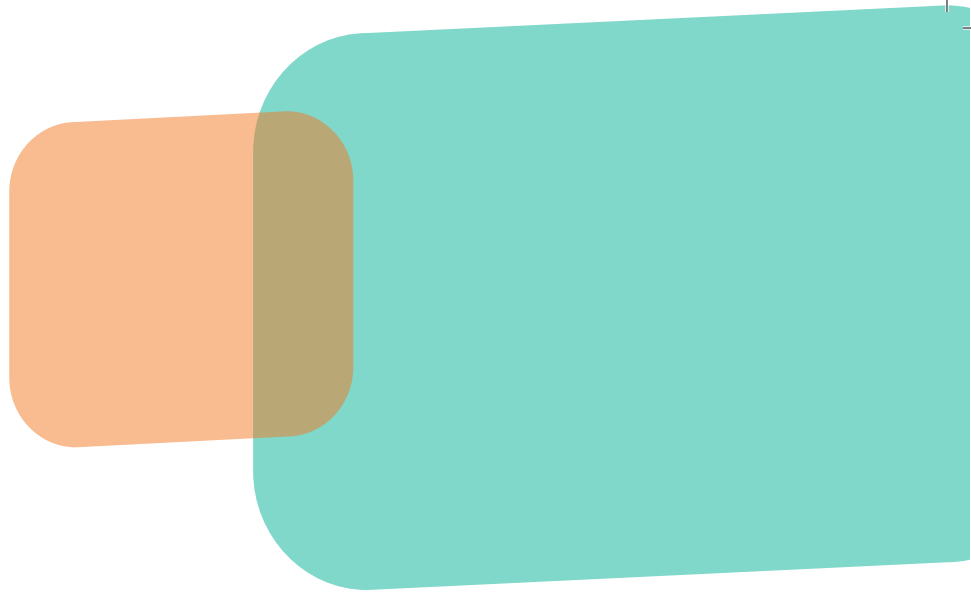
Trains

Brentford Station is just a five-minute walk to the south and it takes 30 minutes to get to London Waterloo.



Shuttle bus

For UWL students there is a regular UWL shuttle bus service linking the west London campuses of Ealing and Brentford. Please see the timetable on the main notice board in reception.



The local area

Nearest supermarket

A Co-operative supermarket is located at the entrance to Paragon and is open 7am–11pm every day.

Local shops

Ealing is the nearest town centre for your main shopping, but there is a Morrisons in Brentford and a large Tesco in Syon Lane, both around 15 minutes walk away.

Local restaurants

There are plenty of good restaurants in the centre of Ealing and you can choose from many cuisines including Japanese, Nepalese, Italian, Thai and Indian

Nightlife

Ealing is just 20 minutes from the centre of London so it's great for nights out.

The last underground trains leave the city around 12.30am. Alternatively there are 24-hour buses if you choose to stay out. Always check travel updates online before you leave as engineering works and technical faults can cause severe delays.

The Night Tube also runs on the Piccadilly line on Friday and Saturday nights. Trains run on average every 10 minutes between Cockfosters and Heathrow Terminal 5. No service on the Terminal 4 loop, or between Acton Town and Uxbridge.

For more details: tfl.gov.uk/campaign/tube-improvements/what-we-are-doing/night-tube



A-Z of living at Paragon

A

Abuse of staff

Abuse of staff will not be tolerated and will result in disciplinary action. Our staff work hard to provide the services to you and we will not accept abuse of any kind.

We've covered some of the things that would result in disciplinary action in this guide. **Copies of this procedure are available at reception.**

B

Bicycle storage and security

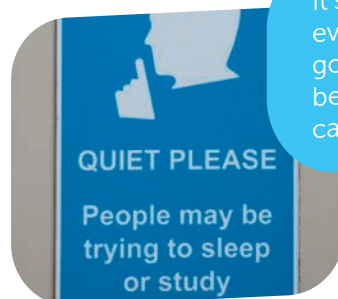
The fastest way to reach the UWL Ealing campus is by bike and it's a great way to see parts of the city too. We have a designated area with cycle racks directly outside the main entrances where you can keep your bike while you are living at Paragon. This means bikes are kept in one area away from entrances and hallways.

We know some people are very attached to their bikes, but it's not possible to keep them in hallways or bedrooms due to fire regulations.

Like most places around London, it's really important that you don't chain your bike to railings or lampposts as it may be removed.

Although we have CCTV and security staff on site, we suggest that you invest in a heavy duty lock for your bike and don't forget to insure it. We have a number of secure lockable bike racks available in the courtyard for hire. Please ask a residence officer for details.

Cycling around London can be challenging, so you're a novice or would like to be a



It's really important that everyone who lives here is a good neighbour and doesn't behave in a way that would cause upset to others.

more confident cyclist, you can get lessons from the lovely people at Cycle Experience.

You can book online by visiting www.cycleexperience.co.uk or by calling 0845 434 8451.

Breaches of the License Agreement

We work hard to make Paragon a place where our residents love to live. It's really important that everyone who lives here is a good neighbour and doesn't behave in a way that could cause upset to others.

When you signed your license agreement (available via your Paragon account), you agreed to abide by our regulations that have been set out to make life easy for everyone. Sometimes, it is necessary to take disciplinary action and, depending on the nature of the issue, we may need to inform UWL. If you are served with disciplinary action this could also result in you not being permitted to apply to live in Paragon in the future.

C

Car parking

Car Parking is not permitted unless loading or unloading. If you are dropping off or removing belongings, you'll need a permit from reception, which you should display on your dashboard. If you park without a permit, it's likely you will get a parking ticket.

Cleaning

A full cleaning service is provided to all external and internal communal areas. This includes the courtyard, entrances, staircases, lobbies and corridors and

the common area known as The Hub (see page 14). Cleaners visit each flat during the week to remove rubbish and recycling, and to clean the kitchen area. Our cleaning staff can do a much better job if surfaces are kept clear of clutter, so please help them by removing all items before they clean.

We must also remind residents that the responsibility for kitchen and flat cleaning is that of the residents. The cleaning service does not absolve you of your responsibilities.

Your bedroom and shower room are your personal areas so it's up to you to keep them clean. You'll also need to clean the shared kitchen and communal hallway areas, including floors and work surfaces. Waste bins, dustpan and brush, mop and bucket, and a vacuum cleaner are provided in each flat.

Here's a list of the kind of jobs you'll need to do to keep your flat tidy:

- Washing up and clearing away
- Cleaning the oven, grill, hot plates, fridges and microwave cooker
- Take your rubbish & recycling to the courtyard
- Taking joint responsibility for the common areas of the flat
- Keeping your own room clean

Keep an eye on the noticeboard in your kitchen as the cleaners will leave an update to let you know when they'll clean your kitchen.



Communication

As your student life gets busier, we won't always get to see you every day. That's why email is the best way for us to communicate important news and updates to you.

We will use the email address you supplied when you applied to live at Paragon, so let us know if this has changed otherwise you may miss out on important updates and invites! Please also ensure you add a UK phone number to your Paragon account so we can contact you.

We also post important updates about events and planned works on our screen and noticeboard in reception, so remember to check them regularly.

Complaints procedure

If you're not happy with the service you receive, please email paragon@nhhg.org.uk. If you require a copy of the Complaints Procedure please ask for one at reception.

Condensation

Winter can bring wind, rain, ice and condensation. Here are a few tips to help you avoid getting condensation in your flat:

- Don't dry clothes over the heater (this is also a fire hazard)
- Remember to open your window when taking a shower
- Do not cover the ventilation system in your shower room.

Your kitchen can also be prone to condensation with so much cooking and washing. Make sure the ventilation switch is on which will extract the moisture through the fan system – you can find the switch on the wall.

D

Drugs

We have a zero tolerance approach on the use or possession of any controlled drugs.

We will ask you to leave if you use or possess drugs, or if they are used in your room or flat. We will also consider informing your university or college and the matter may be referred to the police. Any guests using or in possession of drugs will also be asked to leave and will be banned from re-entering Paragon.

If you are having any issues with drugs or know someone who is, help is available at Talk To Frank at [0300 123 6600](tel:03001236600) for confidential advice.

Legal Highs

What was previously known as Legal High's are now illegal and as such they are not permitted in Paragon and will be dealt with as a disciplinary offence if caught.

E

Electrical equipment

The standard UK supply voltage is 220/240 volts. Your room has 13 amp sockets.

All electrical items provided to you have been PAT (portable appliance test) tested by our appointed contractors.

Throughout the year we will continue to check electrical appliances and will remove any equipment that isn't safe.

Extending your stay

If you've enjoyed your time at Paragon and would like to stay a little longer than the date on your license you may be able to extend your stay. E-mail us at paragon@nhhg.org.uk to find out more.

F

Finance

For any rent account queries please contact UWL Finance on [0208 280 0283](tel:02082800283) during office hours or e-mail financehelp@uwl.ac.uk

Fridges

It's not possible to have a fridge in your bedroom. Each flat has a fridge-freezer in the kitchen for residents.

If you have specific medical reasons for needing a fridge in your room, you must put your request in writing to the accommodation manager.

If permission is granted, you will have to pay a non-refundable charge of £50. You will also be responsible for removing the fridge before you move out, otherwise we'll need to hire someone to remove it and you will be charged for any costs incurred.

As with all electrical goods for your room, your fridge must have a valid PAT test certificate. If it's not safe, it won't be possible to keep it.

H

Heating – operating the heater in your bedroom

Every room has its own heater. These can be tricky to use at first, so here's a quick guide:

Getting started

1. Switch the heater on using the switch on the right-hand side. A green light should appear. You can set the temperature using the control button.
2. When the green indicator is visible, this means the heater will operate in economy mode, which will give you a pre-set background temperature.



Not warm enough?

If you are feeling cold, you can get more heat by pressing the boost timer button and hold for a couple of seconds until the red light illuminates. E & F Block residents will have new heater modules as per the right hand picture. Separate instructions will be provided for those residents.



3. When the thermostat needs more heat, the amber indicator will also appear. Remember, the thermostat will change the temperature as needed to maintain the room temperature, so you'll notice the amber light goes on and off frequently.

4. When the "boost timer" button (see above photo) is pressed the heater will change from economy mode to comfort. The green indicator will go off and the red indicator will come on. At the end of the timed period the heater will go back to economy mode. If you're struggling to set the heater speak to a member of staff.

Inspections

We regularly inspect the communal areas of your flat to ensure they are being cleaned and looked after properly. Bedrooms will normally be inspected once a term and we will give you advance notice of this.

Sometimes we bring in trained sniffer dogs who can help us with our inspections as part of our zero tolerance drugs policy.

If there is anything we notice during the inspections, such as damage to furniture, we will speak to you if possible or email regarding our concerns.

We may give you the opportunity to put things right before any charges are administered. If you fail to do this, we will

do the work and a charge will be applied to your account.

There may be times when the safety of the site is at risk. **On these occasions, we will need immediate access to your room.** If you are not present, then our staff (including security, maintenance or cleaning) have permission to enter using the master key. Bedrooms will always be locked when we leave the room.

Internet

Our internet service is provided by Optify. You'll find a router your room along with full instructions on how to connect. We will also pop a leaflet in your welcome pack.

A wi-fi connection with speeds up to 500Mb is available in bedrooms and kitchens; this provision is included in the weekly rent. For each user account, up to ten devices can be connected with four discreet MAC addresses (PC, Mac, games console such as Xbox, IP phone) with the limit of two devices being used concurrently at any one time.

You will have the option of upgrading this service for an extra fee.

If you require any assistance please contact them by phone on **0333 308 0000** or alternatively by e-mail at care@optifyourworld.com. For further details please ask for a leaflet at reception.



Remember...

For security reasons you must keep your keys on you at all times and not give them to anyone else. If we find someone else has your keys we will hold onto them until we can return them to you and disciplinary action may follow.

K

Keys and access fob

When you arrive you will be given an access fob, which will give you access to the main entrance and to your block. You will also get a key that opens the flat communal door, kitchen cupboard, your bedroom door and mailbox. Always lock both of these doors behind you. Keep your keys and access fob with you at all times. Lost keys or suspected theft should be reported to reception.

Be careful who you let into your flat. Refer any unknown visitors to reception. If you suspect that someone on site could be an intruder, contact reception immediately.

If you lose your keys or access fob, report this to reception and you will be able to buy a replacement. If this is outside of working hours, security officers will be able to lock and unlock your door for you (once they have verified your ID) until the office re-opens. All keys and access fobs are chargeable regardless of circumstances so please look after them and never hand your keys out to anyone else!

CCTV operates across our site for your added security. Conversations held within the reception area are also recorded for training and security purposes.

Kitchen equipment

We've kitted out each kitchen with all the essential equipment you'll need, including a cooker, fridge-freezer, microwave, iron and ironing board, toaster and kettle. The only difference in studio flats is a conventional oven. We don't supply crockery or cutlery, so you'll need to bring your own although we do have cutlery packs available from reception.

You'll find a manual for all kitchen appliances and equipment on your noticeboard. If they are missing please ask for copies at reception.

L

Licence Takeovers

If you would like to leave the accommodation before the licence end date, you are bound by the terms and conditions of the licence agreement. It is therefore your responsibility to find a suitable licensee to take over the licence. Only once the new resident has paid and moved in to your room will you be released from the license. The new licensee must be a student (though not necessarily University of West London).

Some residents have found students looking for accommodation by placing posters on the notice boards or advertising your room on social media sites such as Facebook, Gumtree or SpareRoom..

Once you have found a student you would both need to send an email stating that you would like sell your licence and that the person would like to take over your licence from the date you have both agreed upon. They would then have to create an account. There are few steps which must be completed online by them in order to apply. Please contact a Residence Officer for further details on how to go about this.

Launderette

We have a pay-as-you-go laundry run by Circuit Laundry which works via contactless debit card. You can also download the Circuit app for more benefits. Circuit staff regularly visit to check and maintain machines. You can report faults directly to Circuit Laundry by using their freephone fault line: **0800 0924 068**.

When reporting a problem remember to quote the following:

- 401420 (this is our site code for reference)
- Let them know you are calling from Paragon
- The number of the faulty machine
- Basic details of the fault
- Your name and room number

M

Mail and deliveries

Your address will depend on the postcode assigned to your block:

- Block C: TW8 9RR
- Block D: TW8 9RT
- Block E: TW8 9RW
- Block F: TW8 9QW

Correspondence to your flat should be addressed to one of the above blocks as follows:

(Block, flat number and room)
Paragon
Boston Park Road
Brentford
(Postcode)

Post is delivered to the main reception every day from Monday to Saturday. There is a post book for all inbound parcels and letters kept at paragon reception. It is your responsibility to check the post book daily for any incoming post you may have.

We are currently in the process of upgrading our mail systems and will have more information as this progresses.

You'll need to check your post regularly. We advise that you don't allow anyone else to pick up your post as this has sometimes resulted in post going missing. If you would like someone to collect post on your behalf you will need to send an e-mail to paragon stating their full name.

Here are some important points:

- Residents should use the correct postal address on any correspondence, including room number, flat number and postcode.
- Residents are not permitted to operate businesses from the premises.
- We are unable to forward mail for any resident. Please contact Royal Mail directly if you would like to set up this service.
- We are unable to accept letters or parcels for residents who have moved out of Paragon. These items will be returned to sender.
- Residents must make their own arrangements for the collection of larger mailed items directly with the sender. We will call your intercom when the courier arrives. If you are not in, we will look after your parcel, but only if we have enough room.

- We look after your mail on your behalf in good faith, but we can't be held liable for the loss or damage of any post. If you are expecting a valuable or important package or mail, please be available in person to sign for your parcel.

Please email paragon@nhhg.org.uk if you do not want us to accept any mail for you.

Moving out

Before you move out at the end of the year, you will need to do a few important things:

- Remove all personal items and rubbish, and make sure that all areas of your accommodation are left clean and in good condition. This includes common areas.
- Check that all items on the original inventory are not missing and are in good working condition.
- Return all keys and access fobs to reception on the morning of departure and sign the departure folder. Remember, you will still be liable for the rent until you return your keys.
- You'll need to be ready to leave by 10am on your scheduled departure date.
- Remember, charges will apply if repairs or cleaning are required or if any thing needs to be replaced.

N

Noise

We have dedicated "quiet hours" from 11pm to 8am, where noise is kept to a minimum to allow residents the chance to study or sleep.

We have many talented music residents

The Hub

The Hub is the centre for events throughout the year. These are organised by our residence officers.



in our building who need to practise their musical instruments. To help them, we have dedicated a two-hour period between 2pm and 4pm where they are free to practise without any interruptions or complaints.

P

Pets and pest control

Pets are not permitted at Paragon, even for short periods of time. This doesn't apply to trained guide dogs.

Our pest control contractors are often on site carrying out routine inspections and to deal with any issues that arise.

Plumbing

We all know that today's plumbing systems struggle with things like baby wipes, sanitary products and other things that people might flush down the toilet.

Our plumbing system can only deal with toilet paper. Everything else must go into a bin. This includes cardboard, paper towels, tampons and sanitary towels. The latter must be hygienically wrapped and disposed of in your normal rubbish. One of the biggest causes of our shower drain blockage is hair; help us to keep the plumbing in good working order by removing it from plug holes.

Posters

There's nothing like a few posters on your walls to make you feel at home. Please avoid using sellotape, pins and nails, and please avoid putting any posters on windows. If any residue is left on the wall and it needs to be repainted, charges may apply.

R

Recycling

We provide recycling bins for paper, glass and aluminium cans in the courtyard. We're really passionate about doing our bit for the environment, so please play your part and recycle as much waste as you can.

Repairs and maintenance

If something is broken or you've spotted something that needs attention, please let staff at reception know. Your request will be logged and we'll get someone to take a look as quickly as possible.

It's not safe to do repairs yourself – leave it to the experts who have all the necessary equipment to fix, repair, alter and decorate.

We aim to deal with all maintenance requests within one working day, however depending on the nature of the problem, we may not be able to fix it straight away if, for example, we need to order parts. During busy times it may also take us a little longer to attend, so do bear with us!

Repairs

If something is broken or you've spotted something that needs attention, please let our staff on reception know.



S

Smoking

Like all student accommodation across the UK, Paragon is a non-smoking residence. You'll find the designated smoking area between D and E blocks.

You are not permitted to smoke anywhere inside the building. This is a fire risk that could endanger life and if caught will be issued with Notice to Vacate, giving you 28 days to vacate Paragon.

Do the right thing and smoke in the smokers shelter.



Smokers

Paragon is a non-smoking residence. You'll find the designated smoking area between D and E blocks.

Social gatherings

Enjoying time with friends is all part of the student experience, that's why we have created The Hub – a communal area where residents can socialise. Having parties in your communal kitchen is problematic for a number of reasons; not least the high possibility of breaching fire regulations, but also the likelihood of disturbing your flat mates who may want to sleep or study.

The Hub is the centre for parties and events throughout the year. These are organised by our Residence Officers in conjunction with residents and the UWL Students Union so keep an eye on posters and e-mails for details. Keep an eye on posters and email for details. Feel free to contact the residence officers if you would like to hold an event which may be of interest to the Paragon community.

T

Televisions

There is a TV aerial socket in each bedroom and a shared socket in the kitchen/diner. Anyone with a TV in their bedroom or shared kitchen area is required to get a TV licence(s). Further details are available at: www.tvlicensing.co.uk.

W

Windows

Our buildings are all double glazed and the windows can be tilted open using a hinge at the bottom of the frame. These have been set this way for your safety, so they won't open any other way.



The Student Energy Project

What is The Student Energy Project (TSEP):

TSEP is in operation at Paragon Student Lets to reward students for reducing their energy and water consumption. By being involved in TSEP, students can earn vouchers for popular brands and build on their understanding of how to improve their eco-behaviours which they can use throughout their life. TSEP is designed to be fun and relevant and with that in mind, run regular competitions for students to benefit from as well as various opportunities for students to enhance their CV with free e-learning courses and job opportunities.

How to get involved:

It's simple, register your room at www.studentenergyproject.com/register, here you can check out what rewards are available and ways to get involved in the project from competitions to job opportunities. To be sure not to miss out, follow us on social media where we will keep you updated on all the latest ways to benefit with TSEP -

Facebook: [@TheStudentEnergyProject](https://www.facebook.com/TheStudentEnergyProject)

Twitter: [@StudentEnergyP](https://twitter.com/StudentEnergyP)

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



Fire safety guide

Fire poses the greatest danger in residential accommodation due to the number of people living in close proximity. Most people underestimate the speed at which fire and smoke spreads in a building and the damage they can cause.

We work in partnership with the London Fire Brigade to make our buildings safe, improve fire safety practices and provide the right information to our residents about staying safe.

Here are some tips to help reduce the likelihood of a fire starting and help you in the event of an evacuation:

1. Read important notices in your flat.

We've placed important notices about fire safety on the back of your flat door. This outlines what you must do in the event of a fire or emergency. Contact reception if you have any questions or if the notice is missing.

2. Familiarise yourself with the emergency escape routes from your flat and other areas you visit.

Your nearest emergency exit route may not be the same as the normal route you take in and out of the building. Fire exit routes are marked with green exit signs above doors. Take note of the location of fire assembly points and always evacuate via the nearest exit.

3. Do not tamper with, obstruct, remove or cover up any notice or equipment provided for fire safety.

For your protection, the residence has a comprehensive fire safety system, including smoke detectors and sounders, smoke extraction risers, fire extinguishers and fire blankets. All equipment is inspected and tested regularly. Anyone who knowingly or recklessly misuses the fire safety equipment or who sets off any fire alarm unnecessarily will be subject to disciplinary procedures.



4. Keep fire doors closed.

One of the biggest risks of fire and smoke spreading is from doors being left open. Fire doors help prevent the spread of fire and smoke through the building. Every door in your flat is a fire door (bedroom, kitchen flat doors and exit doors) and must never be wedged or propped open.

5. Do not obstruct fire routes or doors.

Please let reception staff know immediately if fire routes or doors are blocked. Do not leave rubbish, shoes or belongings outside your bedroom door – all corridors are fire routes and need to be kept clear at all times.

6. Carelessness can cause a full-scale alarm.

The smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking, hair straighteners and aerosol sprays. Extractor fans are installed in kitchens and should be used when you are cooking to prevent smoke or fumes from collecting. Keep kitchen and bedroom doors closed to restrict the flow of smoke or steam. Smoking anywhere inside the building is strictly prohibited. Remember, the fire brigade will be called if the alarms are set off.

7. No naked flames allowed.

Candles, incense, oil burners, hookah pipes and similar items have been associated with more than 2,000 fires in university residences around the UK. They are not permitted under any circumstances and

will be removed if found and subject to disciplinary procedures.

8. Non-essential electrical appliances must be switched off at the mains and unplugged after use.

Hairdryers and straighteners are particularly hazardous so always double check that you have unplugged them.

9. Do not leave any cooking appliance unattended (toaster, kettle, hotplate, cooker, grill, microwave etc).

Always ensure they are switched off when you have finished cooking. Chip pans and other deep-frying utensils are not permitted. Cooking appliances (including toasters, kettles, coffee-makers and rice cookers) must not be used in bedrooms.

Never cook if you have been drinking alcohol or if you are tired as this increases the risk of fires. Reference guides for kitchen appliances can be found in every kitchen and are available upon request from reception.

10. Tell us if you need assistance in the event of an evacuation.

If you have an injury or a disability that may prevent you evacuating safely, please let staff know so we can complete a Personal Emergency Evacuation Plan (PEEP). Also let a friends know where you are and where you'll be waiting. Designated Refuge Areas are located on each stairwell landing.



Fire alarm – what to do

Fire alarm testing and drills

It is a legal requirement to regularly test fire alarms. The fire alarm will usually be tested every Tuesday morning at 10.30am, when you will hear three rings. You do not have to evacuate the building when the alarm is tested. We are also obliged to test each detector on an annual basis. You will be notified in advance when engineers will be visiting your bedroom or flat to conduct this test.

Fire drills will also be conducted regularly. These are vital for the safety of everyone and it is very important for you to take all drills seriously and respond as if there is a real fire.

If the alarm sounds

- Switch off any cooking equipment and close the door of your flat behind you
- Leave immediately by the nearest emergency exit and go to the assembly point
- Do not stop for personal belongings
- The lifts will be automatically disabled, so please follow the fire exit signs to the stairs
- Do not re-enter the building until instructed to do so

Fire extinguishers

Use a **WATER** extinguisher (red) for fires involving paper, wood, fabrics and plasters (do not use on electrical fires or liquid fires, such as oil).

A **FIRE BLANKET** is located within the kitchen of each flat and should be used to smother fires.

Use a **CARBON DIOXIDE** or **CO2** extinguisher (black band of colour on a red extinguisher) only for fires involving electrical equipment.

If you discover a fire

- Evacuate the building to your evacuation point. Do not put yourself at risk.
- Only attempt to fight a fire if it's small, you have the right equipment and have had fire training. (See more under fire extinguishers.)
- If you attempt to put out the fire, you should first make sure there is no immediate danger to yourself and others, and that you have a clear escape route to safety.
- If you cannot extinguish the fire, or if your escape route is threatened, leave the room. Close the door behind you – make sure that no one is left behind.
- Leave the building by the nearest emergency exit and report the location of the fire to the person in charge.
- Locations of the nearest assembly points are posted on your bedroom door.
- Do not re-enter the building until instructed to do so.

Wellbeing and security

Accidents and emergencies

If the condition is not life-threatening, please call the NHS Direct on 111 for advice and further assistance.

In the case of a medical emergency or accident, please call **999** and ask for an ambulance. If you are in any doubt about the medical condition of a fellow resident, you should call an ambulance immediately. Reception staff are there to help you, so please let them know when someone needs medical assistance.

Always report accidents or health and safety incidents to reception staff.

Health

Living alongside so many other people means germs can easily spread, particularly colds, coughs and influenza.

You will need to register with a doctor (GP) as soon as possible. Many residents wait until they are ill before registering and this results in delays. Don't be one of them – register as soon as you can.

All residents whose course of study exceeds six months may register with a doctor regardless of whether they are citizens of the UK.

You can also speak to UWL about other health services that they provide on site for students, such as counselling and advice.

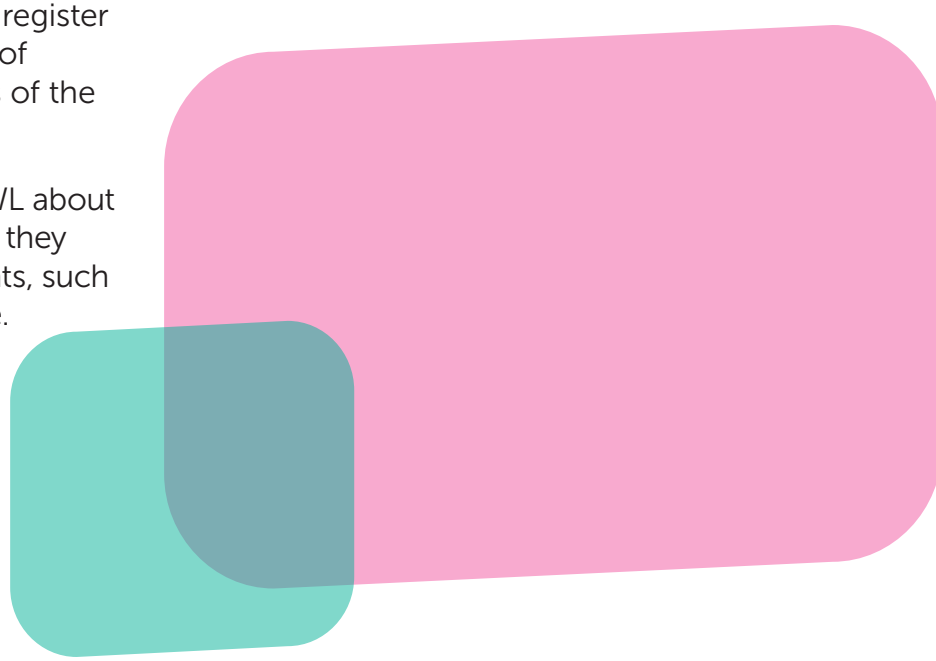
Overnight and weekend security

We always have staff working at reception 24/7. Security officers work overnight and at weekends, keeping an eye on things and patrolling the site for your safety. Residents with any immediate queries or concerns outside office hours should contact security officers. However, they will not be able to answer general questions, so you may have to pop back in the morning when the team are back on duty.

Lifts

If the lift breaks, it's important that you remain calm and push the alarm button to summon help. Give the operator your name, location and then wait until you can be evacuated or are given further instructions. The operator will alert Paragon staff who will talk to you and keep you updated on what's happening.

CCTV has been fitted to the lift cars so we can monitor things if the lift breaks down. It also means we can identify those who cause any damage to the lifts.



UWL Welfare

The UWL Welfare Team offers a safe and welcoming service to all students who are worried, anxious or in crisis over personal problems. We can provide impartial advice, support and information to you if you are concerned about issues such as; personal relationships, stress, sexual violence, conflict, homelessness, abuse or debt.

No matter what the problem is the UWL Welfare Team will listen, help you cope and if you wish, guide you to UWLs specialist team or external organisations.

No matter what the issue is, we are here for you.

Monday – Friday 9am-5pm
Find us at Student Services – St Mary’s Road

or

studentwelfare@uwl.ac.uk
020 231 2313 / 2959



Friend in distress: how to help



Protecting your own safety and wellbeing - Recognising the limits of what you can and can't do:

In dealing with a distressed person, your own safety and wellbeing are just as important as that of the person in distress. Recognising the limits of what you can and can't do to help someone else is a crucial part of this.

What you can do:

- Be genuinely concerned and supportive
- Be honest with yourself about how much time and effort you can afford to spend in helping
- Be aware of your own needs and seek support for yourself
- Maintain and respect healthy boundaries

What you can't do:

- Control how another person is going to respond to you
- Decide for another person whether or not they want help or want to change

After supporting the friend who is distressed you may find that some of your own emotions are triggered, this is normal and it is encouraged that you speak with friends and family and take time for yourself. You are also welcome to debrief with a member of the counselling team to review the situation and establish if there is anything further that should be done.

If you find that you continue to be emotionally affected please consider accessing support for yourself by contacting UWL Counselling Service on **020 8231 2218**

Useful contacts

INTERNAL

UWL Counselling Service

- Opening hours: 9am – 5pm
- Tel: 020 8231 2218

UWL Welfare Team

- Opening hours: 9am – 5pm
- Tel: 020 8231 2215

UWL Student Services

- Opening hours: 9am – 5pm
- Tel: 020 8231 2345

UWL Security

- St. Marys Rd (24hrs) – Tel: 020 8231 2572
- Paragon Site (6am – 9:30pm) – Tel: 020 8209 4057
- Emergencies only – Tel: ex.3333

UWL Disability/Mental Health Advice

- Opening hours: 9am – 5pm
- Tel: 020 8231 2739

EXTERNAL

Emergency Services

- Opening hours: 24Hrs
- Tel: 999

NHG Out of Hours

- Tel: 111

West London Mental Health Trust Helpline

- Opening hours: 24Hrs
- Tel: 0300 1234 244

Samaritans

- Opening hours: 24Hrs
- Tel: 116 123

Nightline (students there for students)

- Opening hours: 6pm – 8am (term time only)
- Tel: 020 7631 0101
- Text: 07717 989 900
- Email: listening@nightline.org.uk
- Skype: londonnightline



Guest and visitor information

Guest policy

Guests are welcome at Paragon, but as their host, you are responsible for their conduct and behaviour at all times. When your guest arrives, you'll need to meet them in reception to sign them in.

A condition of entry to Paragon is that they need to show photographic ID which we will take a photograph of for security purposes. These images will be deleted after 14 days. Therefore if you are having visitors to site, please ensure they know to bring photographic ID with them otherwise they may be denied entry.

Residents must accompany their guests at all times and ensure they sign out when they leave the residence.

Residents cannot have more than one visitor to stay overnight at any one time and guests must stay in your room only. The maximum amount of time a visitor can stay without permission is three nights in any two-week period.

If you'd like your guest to stay longer than three nights (up to seven nights) you must email paragon@nhhg.org.uk at least 48 hours beforehand. Please include the following details: your name, your guest's name, block, flat, room number and arrival and departure dates.

For longer stays (up to 10 nights) you must get written permission from your flat mates and make the request via email giving the details stated above. A stay of this length is only allowed once per term/per resident/per guest. **Any unaccompanied guests found on site will be asked to leave.**

Sometimes we may limit overnight guests during exam periods and during the summer vacation. We reserve the right to refuse access. Residents who are under disciplinary investigation may have their guest privileges withdrawn.

Day visitors

You may have up to three short-term guests at any one time, but they must leave the site by 11pm on the day of arrival.

Consideration for all residents

Not everyone studies or sleeps at the same time, so it's important that we are aware of noise levels throughout the day and night.

If you are meeting friends for a gathering, please meet them in The Hub. We don't have facilities for ball games, skateboarding and skating, but Blondin Park is nearby, located on Boston Manor Road.

Your opinion counts

We want all our residents to love where they live so we run surveys throughout the year to get your feedback on living at Paragon. Capturing your feedback will help us make things better for everyone, so please do take part.

Over the past few years, based on feedback, we have improved a number of our services and facilities.



“The showers are not good and the pressure is often not enough to cover your whole body”

In the summer of 2018 we replaced all old-style static shower heads with new flexi-hoses to improve the pressure / temperature balance and enable residents to have a more comfortable shower.



Kitchen, sofas and tables

In the past year we replaced all tables in kitchens so residents can choose their own layout, and we also installed sofas in every kitchen to make them more comfortable.



Optify bandwidth

We know Wi-Fi is essential to our residents so we have boosted our Wi-Fi speed to 500mb/s! Wi-Fi hubs have also been installed in each kitchen so you can access the network from anywhere in your flat.

In addition to the above we have replaced all communal lighting with new, brighter energy saving alternatives and have fully painted every bedroom and kitchen within the past two years!



Replacement and damage charges

We know things sometimes get broken or damaged, but it's important that you leave the accommodation in the same condition that you found it. If at any time during your stay there is damage to any part of the accommodation, charges will apply.

Any damage within the bedroom will result in a charge. Damage within the shared kitchen will be applied equally to all residents of that flat, and damage within the main block areas will be applied to all members of that block. Living in communal accommodation means that everyone takes responsibility for the shared areas.

The only way we can amend charges is if an individual or individuals own up to the damage.

In the event that something needs to be replaced or cleaned, we will recharge the cost to you. A full breakdown of all charges can be obtained from reception.



Remember

You will be charged for any key replacements regardless of the reason they became lost so look after them!



Paragon Drugs, Smoking & Fire Safety Policy

Due to health & safety reasons Paragon is a non-smoking building and has a zero-tolerance approach to drugs and smoking, which is fully supported by the UWL.

By signing a License Agreement with us, you have agreed that you will not:

- use or possess drugs on the premises and will not use legal highs on the premises.
- smoke anywhere inside the accommodation.
- cover up the fire alarm detector, or burn candles or incense for any reason.

Any resident caught committing any of the above offences will be given notice to vacate Paragon.

If you are required to vacate the residence you will still be liable for the rent of Paragon until a replacement is found as it is your responsibility to find a replacement tenant and not that of Paragon.



More information

This handbook is available on our website – www.paragonlets.com – and will be updated when prices, policies and procedures are changed. Please check it regularly.

Translation service – if you need any of this information in large print, Braille, on audio CD or explained in your own language, please call **0207 091 9344**.

Arabic

إذا أردت الحصول على أي من هذه المعلومات بطباعة كبيرة أو بلغة برايل للمكفوفين، أو على قرص مضغوط سمعي، أو إذا أردت أن يتم شرحها بلغتك فالرجاء أن تتصل على الرقم المبين أدناه.

Hindi

यदि आपको इसमें से कोई भी जानकारी बड़े अक्षरों, ब्रेल, ऑडियो सीडी या अपनी भीषा में चाहिए तो कृपया नीचे दिखाए गए नंबर पर संपर्क करें।

Malaysian

Jika anda mahumana-manamaklumat didalam cetakan besar, braille, pada CD audio atau diterangkan dalam bahasa anda sendiri, sila hubungi nombor di bawah.

Russian

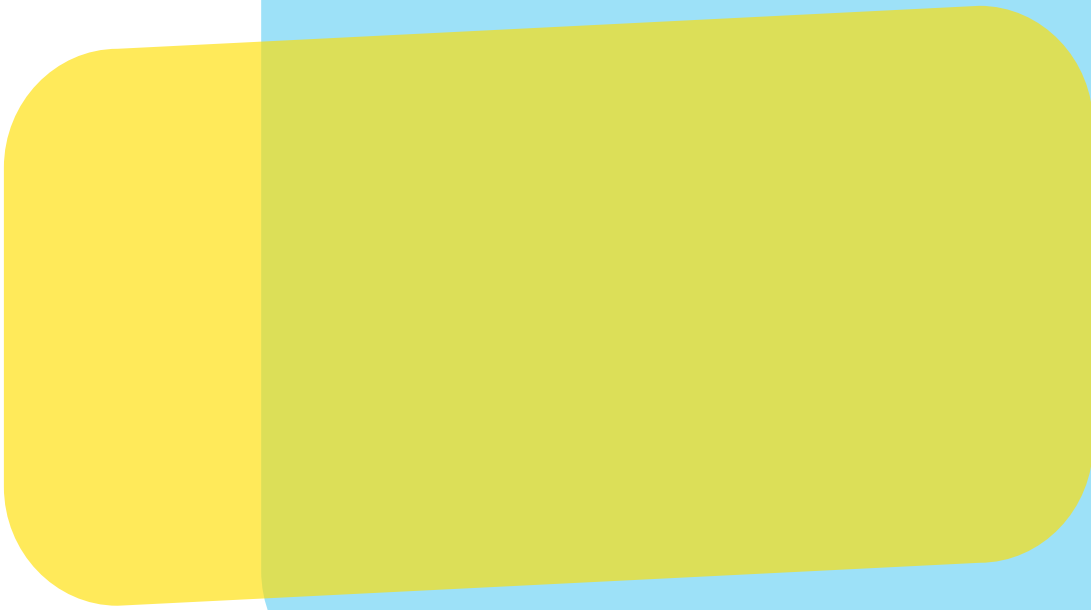
Если Вы желаете получить распечатку данного документа крупным шрифтом или в другом формате, таком как шрифт Брайля, либо на аудиокассете/диске, или в переводе на другой язык, пожалуйста свяжитесь с нами по указанному ниже номеру телефона.

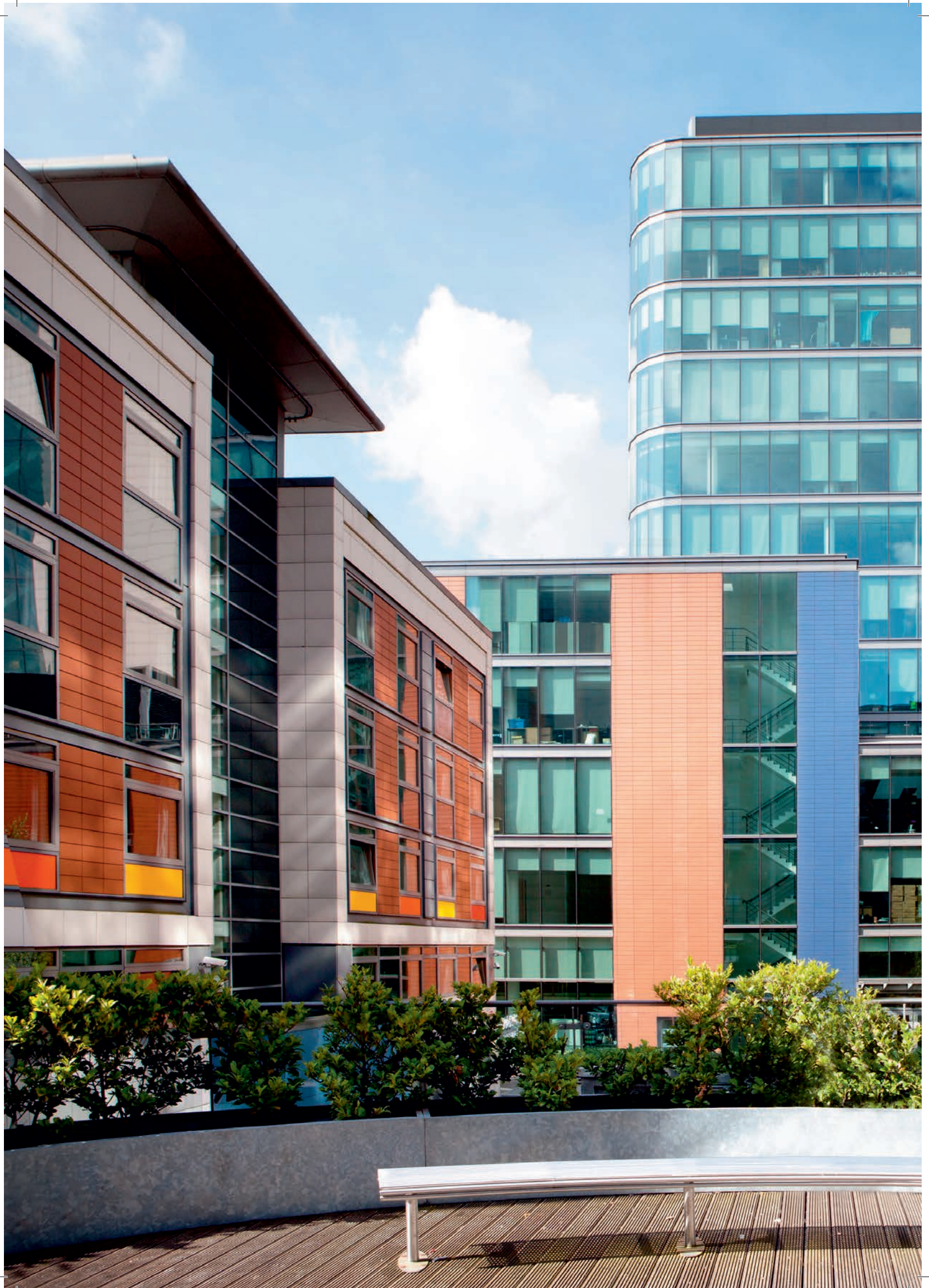
Chinese

如果您需要本信息的大体字，盲文版，音频CD，或用您自己的语言解释，请联络如下号码。

Thai

ถ้าคุณจำเป็นต้องการข้อมูลใด ๆ ในตัวอักษรตัวพิมพ์ขนาดใหญ่, ระบบการพิมพ์อักษรเบลล์สำหรับคนตาบอด, เทปบันทึกเสียงลงในแผ่น CD หรือคำอธิบายเป็นภาษาของคุณได้โปรดติดต่อกับหมายเลขข้างล่างนี้







Paragon

Student Lets



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TW8 9QW

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Email: paragon@nhhg.org.uk
Web: www.paragonlets.com

