true STUDENT

GUEST HANDBOOK









WELCOME TO TRUE

At the heart of your experience at true student, is team true. Our team go above and beyond to ensure a great experience for our guests. Feeling safe at home is vitally important to us, which is why our friendly and welcoming team are available to respond to your needs 24 hours a day. You will find a member of our team at the welcome hub.

We are here to ensure your true living experience is as comfortable, fun and safe as possible. Our team are there to respond to any issues, answer any questions, offer advice and ensure a friendly face is there to greet you every day.

While most students settle into living away from home quickly, we understand it can take a little longer for others. Wellbeing lies at the heart of what we do and with this in mind, our team are trained to offer advice that helps our guests to overcome a range of issues so please come and speak to us If you have any concerns at any time.



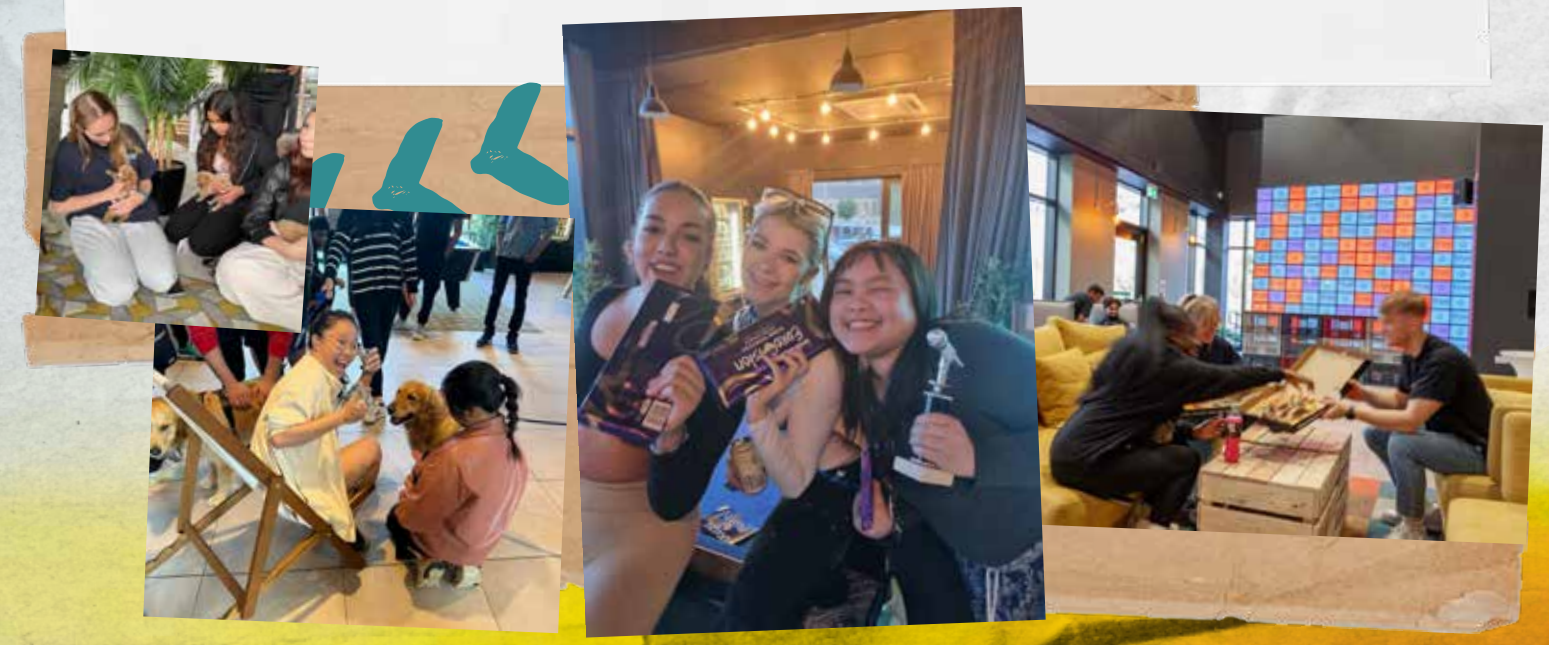
YOUR UNIVERSITY LIFE ISN'T JUST ABOUT STUDYING...

When you live with us, you become part of our true family and we want you to feel at home from the moment you arrive. At true, we create an environment that helps build a sense of community and allows you the opportunity to form meaningful relationships with our team and meet new friends.

Making new friends is not always easy, so we set about making it a little bit easier.

true student is more than just a room...! As well as offering a range of different social spaces, onsite gym and study zones, we run a jam packed calendar of monthly 'trueLife' events to encourage you to really experience university life and make some new friends. From pamper nights and puppy yoga to weekly fitness classes and extravagant parties, there is always something going on. Knowing that you're never bored, never lonely and always have someone around to talk to, is what makes us smile and we encourage you to join our events, particularly in the first few weeks after move in.

true Life™ Events



HOW TO LIVE YOUR trueLife™

Our true life events are tailored around key areas that are important to you -

HEALTH



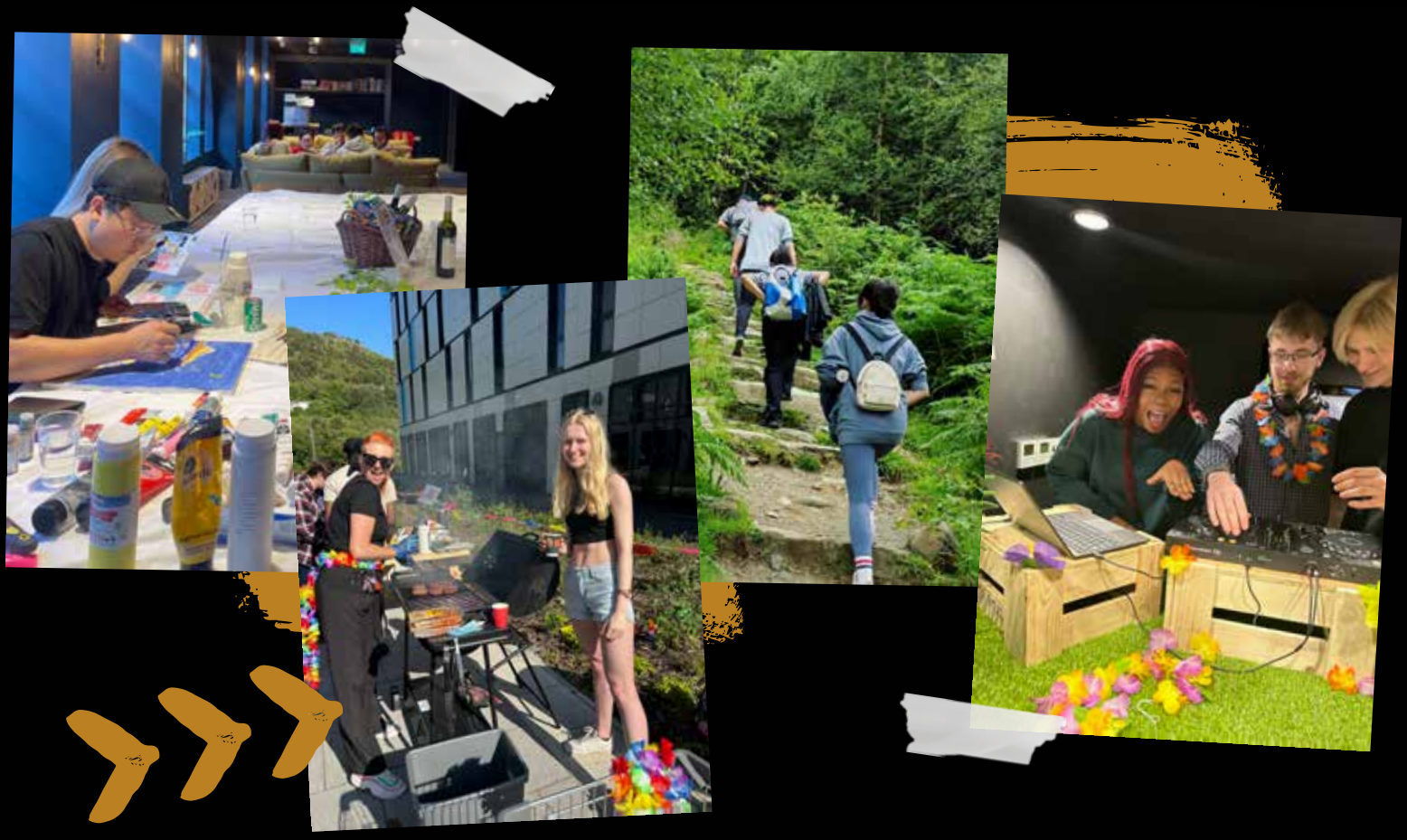
COMMUNITY



EXPERIENCE



Download true student+, check out the exciting range of events available and start signing up!



TRUE STUDENT+

The essential true student tool, this app will be your go-to for anything true-related. You can meet and chat with your neighbours, quickly sort out maintenance, sign-up to trueLife™ events, (the list goes on).

- Download the true+ app and start connecting with your neighbours
- Check out the upcoming events scheduled for September and book your place
- Join our community chats and find some like minded friends
- Find out more about your true accommodation and the local area
- Read our latest blogs

Download true student+





HOME FROM HOME

We believe true should feel like a home away from home, and you will play a crucial part in that experience for yourself and others. If you have any queries or have trouble settling in, you can always get in touch with your team. Meanwhile, here are a few things to think about to ensure you and your fellow students can live in a clean, safe and enjoyable environment.

Understanding

We ask you to be respectful and considerate of other people within your living space. The diverse mix of age, background and culture is what makes university life so rewarding, and so tolerance and understanding will ensure that everyone gets the most out of the shared living experience.

Noise

Please be respectful when playing music and having fun with friends. You might not have an early start, but your neighbour might. We ask that you keep noise to a minimum between the hours of 11pm - 7am. Please bear in mind that loud noise and disturbance outside of these hours is a breach of your tenancy agreement.

Access

Please note we will not permit access to visitors unless you are present. While we love you having friends over, we ask that they treat true with as much respect as you do. Guest misbehaviour will be your responsibility. Please don't let anybody into the property you don't know.



Clean and Tidy

Keeping your room and communal areas clean and tidy ensures that you live in safe and hygienic conditions. We recommend creating a cleaning rota for the kitchen so that everyone knows what they need to do to contribute to keeping things clean. Residents should keep their shower head clean and report any mildew or build-up as a maintenance repair. It is your responsibility to be a good neighbour and empty your bins regularly. Do not let your bin overflow as this can cause unwanted smells and attract pests.

Damage

Accidents happen, but any damage to true student property will result in costs being passed on to residents. The cost to remedy any damage to communal areas will result in equal charges if no one accepts responsibility. Any malicious damage that compromises the fire life safety equipment within the building will not be tolerated. true student will, in conjunction with your university, the emergency services, and the Building Regulator address incidents where malicious damage occurs, which may result in eviction from our property, university course, and possible legal action.

Problems with a resident

If you're unhappy about the behaviour of another resident, it's always a good idea to try and talk to them about the impact they are having on your experience, and let them know what would help. However, if you don't feel comfortable doing this, please come and speak to us in confidence, or email the site team directly.

Conduct towards true student Team

At true student we aim to create a safe and comfortable environment for both residents and our team. As such we go to great lengths to protect our teams from violence, threatening behaviour or abusive language. Our staff are provided with devices to monitor and record incidents where they feel intimidated or their personal safety is at risk. Audio recordings obtained through these devices may be used to support any action taken against offenders, and may be used in criminal or civil proceedings.



SETTLING IN...

INTERNET

WiFi, including unlimited uploads and downloads, is accessible in your room and throughout the building at no extra charge. The speed of wireless connectivity is up to 50Mbp per device, and up to 100Mbp for wired connectivity. To connect to the WiFi join the true student network. To ensure there are no inactive devices connected to the network, the system will require you to reconnect every 30 days.

If you need help connecting a device, please contact the team for support.

TV

Where TVs are provided in communal spaces, they already have a TV licence. But if there is one installed in your room, you will need to buy a TV Licence yourself. This is also the case if there is a TV in your shared kitchen, in which case you and your flatmates will need to arrange this. You require a TV Licence if you:

- Watch or record programmes as they're being shown on TV, on any channel
- Watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.)
- Download or watch any BBC programmes on BBC iPlayer

This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

If you're planning to use a phone, tablet or a laptop to watch TV, you are a UK citizen and your parents have a licence at home, you do not need to buy an additional TV Licence.

You can buy a TV Licence at the Post Office or online at tvlicensing.co.uk.





HEATING

The heating in your room is fully adjustable. In the summer we recommend a room temperature between 17˚C to 19˚C and 18˚C to 21˚C in the winter months. If you notice anything wrong with your heating, contact the team at the welcome hub or report the problem via the true app as soon as possible.

Do not obstruct your heater or use it to dry clothes – it may cause a fire. We do not allow convector or fan heaters at our properties. If you are feeling cold, please contact our site team and they will assess the heating within your room.

INDUCTION HOBS

Some true student locations have induction hobs so you will need to make sure you use saucepans which are compatible with these. Induction hobs may take some time to warm up, and many operate a timer to avoid cooking being left abandoned, so be sure to keep an eye on your cooking at all times. Never leave cooking unattended as this is a **serious fire risk**.

HOUSEKEEPING

Team true make every effort to ensure the accommodation is exceptionally clean, well presented and well maintained. We ask that you take the same level of care to maintain good levels of cleanliness in your bedroom and kitchens. If we find poor cleanliness that may impact the condition of the property, or is causing discomfort to flatmates, then you will be given notice to clean up, or true student will arrange to clean it at your cost.

Tips to keep it clean:

- Keep kitchen surfaces and floors clean.
- Empty bins every day to avoid a build-up of rubbish.
- Don’t use abrasive cleaning products that can damage surfaces.
- Don’t use hair or clothes dye in your en suite bathroom or kitchen.
- Don’t put any pictures or posters on walls - use the pin boards provided.
- If sharing a kitchen with flatmates, consider using the use of a cleaning rota

Remember that if you don’t keep your flat clean you may attract vermin, especially in kitchen areas.

TENANCY INSPECTIONS

We complete room inspections to inspect the condition of the room and the shared items at least once in every calander month. We will send out written communication giving notice of when the inspections will be undertaken. The inspections are complete to ensure everything in your room is working as it should do and to ensure the room condition meets the standard detailed within the house rules that form part of your contractual obligations. Should there be any maintenance that is required to be undertaken in your room, or if there is any action required to be taken by the resident – you will be notified via email following the visit.

SEMESTER ROOM CLEAN

We provide a complimentary semester room clean. As part of the complimentary clean, all bedroom, bathroom and floor surfaces will be cleaned. We will not move any of your personal belongings, we will simply clean around them. Semester room cleaning will be undertaken between the end of semester one and before semester two begins and should be booked direct with the onsite team in advance.

Should you require regular cleaning of your room or a fancy a one off deep clean, our onsite housekeeping team will be happy to help. Discuss with team true what cleaning packages are available to you!

VISITORS/OVERNIGHT GUESTS

true is your home, so you can have visitors over to visit or have overnight guests stay over from time to time, but we do ask you to let the onsite team know and for health and safety reasons all visitors, including overnight guests need to be signed in at the welcome hub.

Overnight guests can stay no longer than 2 consecutive nights per week. If you have longer term requests, please discuss this with the accommodations General Manager. If you are residing in a shared apartment, please consult with your flat mates to ensure they have no objections.

We ask that you respect your fellow residents as you are responsible for the behaviour of any guests you bring to true. Vistors should be accompanied by yourself throughout their visit.

ENDSLEIGH CONTENTS INSURANCE

It’s easy to underestimate the value of your possessions, and we're not just talking about your laptop and phone. Items such as your clothes, hairdryers and other smaller gadgets, like Fitbits and watches can all add up. Should something happen to your most important possessions, you'll likely want them replaced - and as soon as possible. Endsleigh can help with this.

The great news is that true student include free contents insurance for all the students who live with us, by partnering with Endsleigh, the No.1 student insurance provider.

Not only are your personal belongings taken care of, but through Endseligh our guests also have access to wellbeing support with a 24 hour, confidential helpline that includes:

- **24/7 access** – The confidential helpline is available to access 24 hours a day, 7 days a week, 365 days a year.
- **Support** – Unlimited calls to help you deal with a host of issues including emotional problems, stress, anxiety, education pressures, relationships and addiction
- **Bereavement Support** – Experienced counsellors who can help with grief and related stress
- **Medical Information** – Qualified nurses are on hand to offer advise on a range of medical or health related issues such as sexual health and substance misuse. They can’t diagnose but can offer a sympathetic ear and practical information and advice.



PAYING YOUR RENT

It's important you pay your rent on time to avoid your account going into arrears. The payment dates and amounts can be found on your tenancy agreement and you can access this information via the 'Payment' section on your true student account portal. Where payment dates don't match your loan instalment dates, we will always try to reach a solution. Please get in touch with the site team ahead of your payment due dates and we will try to help where possible.

HOW TO PAY

Payment can be made by either credit or debit card or by international bank transfer. Simply log in to your true student account portal and select your chosen payment type.

- For card payments we'll need the long card number, expiry date and security code. We accept Visa, Visa Debit, Mastercard and Maestro.
- For international bank transfer you will be given a unique reference number and the bank details required to enable you to process a payment. The transfer normally completes within three to five business days so make sure you leave enough time before the due date

RENT ARREARS

We have a strict three stage arrears process so do let us know as soon as possible if you're experiencing financial difficulties. Outstanding debts after stage 3 will be issued a 'letter before action' and passed onto an external debt collection agency who will add their own charges and fees to recover the debt. Where rent becomes overdue, your guarantor will be included on reminders. It may be best to contact them first and ask for help and advice. It can also be helpful to contact your university finance team as they may be able to assist. For help and debt advice the following organisations are available for you to contact:

STUDENT LOANS HELPLINE WEBSITE: SLC.CO.UK

THE MONEY ADVICE SERVICE WEBSITE:

MONEYADVICESERVICE.ORG.UK

PHONE NUMBER: 0800 138 7777

DEBTLINE WEBSITE:

NATIONALDEBTLINE.ORG

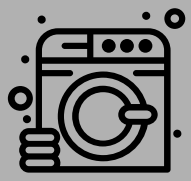
PHONE NUMBER: 0800 808 4000

OUR FACILITIES



BIKE STORE

We encourage the use of bikes and have secure bike storage available at the accomodation. We recommend that you register your bike with the local police and use a strong bicycle lock. We cannot be held liable for any loss or theft of bikes left in the bike store.



LAUNDRY

We know how much everyone looks forward to wash day...

Onsite laundry services are provided by Circuit and you need to pay for the use of the washers and dryers via the Circuit laundry app. Laundry payment cards are also available at some sites.

Should a machine break down or give you cause for concern you can contact the laundry provider using the contact details in the laundry or notify a member of the onsite team who will be happy to help.

Please don't use colour catchers in the washing machines as they can jam the filters and cause the machines to break down.

Be mindful and not leave damp laundry in your bedroom as this can cause moisture build-up and mould which can make you ill. Use the large dryers in the laundry and dry your clothes in no time.

MAIL/PARCELS

We are happy to accept your parcels. We use a system called Parcel Tracker and you will be notified by email when we have took delivery of a parcel for you. When you are placing orders for delivery to the accommodation, you must ensure the address includes your room number and the parcel is ordered in the name on your tenancy agreement. Once you have received the emailed QR code, we ask you to pop to the welcome desk to collect your parcel at the earliest opportunity.

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

true student reserves the right to refuse delivery of any parcels that may look or sound suspicious. We may accept delivery and open the parcel to deal with the contents appropriately. Please do not order illegal contraband, e.g. cigarettes from abroad on which duty has not been paid.

Post is delivered to the accommodation once per day and letters can be collected from the welcome desk.



SOCIAL SPACES

Festival Zone

The “Festival Zone” is the place to be if you want to hang out with friends, meet new people or just want time out from your room! The Festival Zone is central to life at true.

Pop down for a game of ping pong, listen to music, join in a “true life” event, watch TV, socialise or study...there’s plenty of space to enjoy!





Gym

To support positive health and mental wellbeing, our gyms are open 24/7. Only named tenants are permitted to use the facility. To ensure you understand how to use the equipment safely, you will have to complete a gym induction prior to access being granted. We will also require a Par-Q form to be complete in advance. We will then code your room key to permit access to the gym. Please discuss this with a true team member at the welcome desk.

Our gym equipment is not permitted to be removed from the gym and we ask that you respect both the equipment and other gym users, whilst using the facility.

Come Dine Kitchen

Our Come Dine kitchen can be booked out for private use to cook, host a dinner party or celebrate with friends. You can also use this space if you just fancy a change from cooking in your room.

You are responsible for ensuring the kitchen is cleaned and all equipment is accounted for after use.

Visit the welcome desk to make a booking (subject to availability).





Lounges

Space is important! We believe you need space outside of your living area to unwind, socialise or study. Our lounges are communal spaces that can be used for a variety of different things. Your key will allow you access to these areas and the freedom to come and go as you please.

In some of our sites we also have Sky Lounges and roof terraces offering additional space to unwind but with the most spectacular views across the city!

You may be able to book these areas for private use (subject to availability). Visit the welcome desk to discuss your requirements.

Cinema Room

Grab the popcorn, we have our own onsite cinema room, complete with comfortable seating! Join us at one of our movie nights, binge watch the latest Netflix series or arrange a movie night with some friends...

You can also book the cinema for private use, visit the welcome desk to make a booking (subject to availability).







HOUSE RULES



Whilst we want you to feel at home when you live with us at true, we ask that you respect the house rules that form part of your contractual terms.

You can review the house rules **here.**

SAFETY & SECURITY

At true, we want to ensure that everyone who lives with us is kept safe and secure. Combined with a 24/7 onsite team, access-controlled door entry systems and CCTV, we aim to ensure you enjoy a high standard of security.

We ask that you take some simple steps to improve the security of the accommodation. If you are concerned or notice anything suspicious at any time, please let us know.



SECURITY TIPS

Keep it closed

Keep your door locked at all times and never give your keys to anyone else. If you don't lock your room and something goes missing you may not be able to claim on your contents insurance. Be sure to close windows when you head out. Ground floor are at a heightened risk. Do not remove/tamper with the window restrictor that is in place.

Keep it to yourself

To prevent anyone being in the building or rooms that shouldn't be, it is important to keep your key card on your person at all times and don't lend them to anyone else.

If you lose your key/fob

Report it to us as soon as possible to allow for it to be cancelled and a replacement issued. Replacements are charged at £15.

Keep it secure

Bringing a bike? Minimise the risk of it being stolen by keeping it securely locked in the designated bicycle storage with a quality lock.

Be Aware

Our front doors are accessed controlled, so you will require your key to gain entry to the accommodation. Watch out for people tailgating as you enter/exit the accomodation and be aware of strangers on the premises. If you're not sure who someone is, ask them or report any concerns to a member of the team.

Access

Do not permit anyone you do not know into the building. If they live here, they will have a key or they can contact the onsite team to allow access.

Emergency Exits

To be used only in the event of an emergency. Do not use them to enter/exit the building. Never prop doors open (including fire doors) or leave them unlocked.

Personal Safety

Be mindful of your personal safety. If you invite guests to stay the night and you find yourself in a difficult or compromising situation you weren't expecting, alert the Night Concierge as soon as possible.

Help keep yourself and others safe

Do not take recreational drugs or legal highs. If you become aware that drugs are being dealt around the site please speak to a member of the team.

Safety Concerns

If you are worried about the safety of any equipment in your room or shared areas, contact a member of the team at the welcome desk.



THINGS WE DON'T ALLOW

WEAPONS

Including pellet guns, air-activated weapons, crossbows, catapults and non-domestic knives.

DRUGS

Your tenancy agreement prohibits drugs, legal highs, nitrous oxide canisters and other substances being kept in your room. Should drugs be found within the property, the relevant services will be informed.

SMOKING AND VAPING

Smoking and vaping are not permitted inside our buildings, including on balconies. Smoking is only permitted in the designated smoking area.

COOKING AND BARBECUES IN ROOMS

Cooking is only permitted in kitchen areas. Rice cookers, and similar appliances are not permitted for use in rooms due to fire risk. Barbecues may not be used indoors or on balconies.

PETS

Pets are not allowed anywhere on the premises. If you require the assistance of a trained and registered Service or Assistance Dog, please get in touch with the onsite team.

OTHER ITEMS

Candles, fireworks (including indoor fireworks and sparklers), Chinese lanterns, incense and incense burners, kerosene and petrol, LPG gas and LPG gas appliances, compressed gas and compressed gas appliances, electrical appliances not CE marked, shisha pipes, gas burners, oil burners, tea lamps, halogen heaters, exposed element heaters, fan heaters, real Christmas trees, mains voltage Christmas lights (LED lamps are permissible - provided CE marked), portable cooking stoves, deep fat fryers, fridges in rooms, washing machines are all not permitted at our sites.

LOW THINGS WE DON'T ALLOW THINGS WE DON'T ALLOW THINGS
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HEALTH & SAFETY

FIRST AID

If you have an accident at true student, please report it to the onsite team. Every member of our team have been trained in First Aid Awareness. In addition, we have team members trained in Emergency First Aid so If you need assistance, please let us know. We do not however, issue drugs of any description.

NHS 111 can help if you have an **urgent medical problem** and you're not sure what to do. NHS 111 is available 24 hours a day, 7 days a week. **Just dial 111**

Call 999 in the event of a medical emergency when someone is **seriously ill or injured and their life is at risk.**

Wellbeing lies at the heart of what we do and with this in mind, our team are trained to offer advice that helps our guests to overcome a range of issues. We also have team members specifically trained on Mental Health First Aid so If you need any help, support or just feel like a chat...pop by the welcome hub.

MENTAL HEALTH

Wellbeing lies at the heart of what we do and with this in mind, our team are trained to offer advice that helps our guests to overcome a range of issues. We have team members specifically trained on Mental Health First Aid so If you need support or just feel like a chat...come and speak with us.

If you are struggling with your mental health, we would encourage you to discuss any concern with your University who will have a range of mental health support available to you.

The charity Shout offers a free, confidential, 24/7 mental health support text line. Anyone struggling with issues such as stress, anxiety, loneliness, depression, relationships, substance use, or bullying can text **"SHOUT"** to **85258** to have a conversation with one of their trained volunteers. To use their service from anywhere at any time, all you need is a mobile phone and service from one of the major UK networks.

REGISTERING WITH A DOCTOR/DENTIST

It is very important that you register with a local doctors surgery, so that you can be seen by a Doctor If you need to be. If, like most students, you spend more weeks of the year at your university address than your family home, you need to register with a GP near your University or the accommodation as soon as possible.

That way you can receive emergency care if you need it, and access health services quickly and easily whilst you're away. This is especially important if you have an ongoing health condition, particularly any that require medication.

You can choose to register with any local GP. The health centre attached to your University is likely to be the most convenient, and the doctors working there will be experienced in the health needs of students.

Dental problems cannot be dealt with by doctors, so make sure you also register with a local dentist.



ELECTRICAL SAFETY

Your safety is of utmost importance to us at true student and electrical safety is very important within the accommodation. Electricity can kill or severely injure people as well as cause damage to the property and we ask you adhere to the following:

- You are responsible for ensuring that any equipment you bring to the accommodation is electrically safe and suitable for UK electrical systems. If electrical items are not new, we recommend having a qualified electrician test your appliance.
- Electrical items found to be placing an excessive load on the electrical system or deemed unsafe or unfit for use by team true will be removed and stored until the end of year.
- Do not overload sockets or connect up more than one electrical adaptor. Do not connect an extension lead to another extension lead
- Switch off and unplug appliances when they are not in use.
- Follow manufacturers instructions when using electrical items.
- Check electrical appliances regularly for dangerous wiring, hot plugs or scorching on plugs or sockets. Discontinue use immediately If any issues are identified.
- Only appliances with an EU ‘CE’ Safety mark should be used - if in any doubt speak to to a member of our team
- Don’t allow kettle leads to trail over a hob or hot surface.
- Don’t use any cooking equipment in your bedroom.
- Don't leave laptops or other electronics on your bed as blocking the fan can cause overheating
- Charging of electric scooters or bikes are not permitted in the accommodation



FIRE SAFETY

FIRE PREVENTION AND ALARMS

It is vital that you know how to prevent fire, and what to do if one happens. If the fire alarm sounds, you must evacuate the building and go to the designated assembly point. Do not stop to collect belongings. The designated assembly point is detailed on the back of your room door, in your kitchen or on the final door to your flat. We ask that you familiarise yourself with this information.

Tips to avoid false fire alarms

False alarms are an inconvenience for everyone, not least the fire brigade. You can help avoid false alarms by:

- Keeping fire doors closed at all times – they are there to stop the spread of fire should one occur.
- Do not tamper with the fire doors or the intumescent seal around each door. Fire Doors are labelled with a blue circle with “Fire Door Keep Shut” written in white.
- Most fire alarm activations are caused when people are cooking. Ensure the kitchen/room is well ventilated and the extraction is used when you are cooking.
- All true student buildings are non-smoking. Smoking/vaping is only permitted in external designated smoking areas.

Fire safety heat and smoke detectors

Shared kitchens and communal corridors are equipped with heat and smoke detectors. Your room/ studio is also fitted with a smoke detector. Most fires start in the kitchen so do not leave cooking unattended at any point.

Damage to fire safety equipment

If you notice any damage to the fire safety equipment in your accommodation please report this immediately to the site team and we will see to it right away

Fire exits and evacuation

- Make sure you know where the nearest fire exit is, and find your secondary exit point, so you can easily exit the building if your normal fire exit is blocked.
- Read the fire notices placed around the building.
- Know where the evacuation point is and how to get there.

IF YOU DISCOVER A FIRE

- Sound the alarm by activating the nearest, 'Break Glass' point or raise the alarm with a member of the team immediately.
- If you are unable to sound the alarm, leave the building and call 999. If it is safe to do so, switch off the cooking equipment in use.
- Close the door behind you – this will help contain the fire and prevent it from spreading.
- You must evacuate the building immediately on hearing the alarm – do not stop to collect your things.
- Do not use the lifts.

FIRE AND SAFETY EQUIPMENT

We have several safety features designed to protect our residents in the event of a fire. These include smoke detectors in bedrooms and common areas, smoke and heat detectors in kitchens, emergency lights, fire extinguishers, fire blankets and full fire alarm systems.

Life safety equipment is fully tested and serviced at appropriate intervals in accordance with British Standards by competent engineers under contract. These are our principal safeguards to keep you safe. Fire safety equipment such as manual press-to-operate call points, smoke detectors, sounders, fire extinguishers, fire doors, smoke vents and fire safety signage are situated around the property. These items are in place to protect and guide you safely from the building in the event of a fire. Tampering with this equipment is not only dangerous, but is illegal and may result in prosecution. If you are found to have done this, you will be charged for the costs of repair or inspection.





COOKING

You can help prevent fires in the accommodation by following these tips for safe cooking:

- DON'T leave cookers unattended when in use, as this may cause a fire and can result in significant damage. It also puts you and other residents at risk.
- KEEP your cooker, hob and grill CLEAN. Any grease or dirt can catch fire easily when heated.
- Your kitchen door is a fire door, please ensure it is closed at all times (especially when cooking).
- SWITCH ON the extractor fan when cooking.
- NO chip pans and or deep-fat fryers are permitted, and will be confiscated.
- Oil can quickly overheat and ignite. If you must fry food then use a low-fat fryer with integrated lid.
- DO NOT use any cooking equipment in your bedrooms, including rice cookers. Only use these in kitchens.







COMPLAINT HANDLING AND CODE OF STANDARDS

Our Brand Promise

true is committed to delivering great service at all times. However, we accept that there may be times when we don't get things right first time. We therefore take a positive and constructive approach to complaints, and regularly review our service and accommodation to ensure it meets the standards our guests expect. true will always endeavour to resolve any complaints in the shortest possible timeframe, in a professional manner, and with the view of reaching a satisfactory conclusion for both parties. As a result of any complaints, true may review and make changes and improvements accordingly. Our complaints procedure is open to anyone who is affected by our operations. This includes residents, neighbours and other service users.

You can review the true student complaint policy **here**

ANUK

NATIONAL CODE
assured accommodation

true student is a member of the National Code of Standards for Larger Student Accommodation. The Code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection. The code also provides a complaints service for when things go wrong and have not been addressed properly by us. Full details of the code can be found **here**

We really hope you enjoy your time at true and we look forward to seeing you soon. Please keep in touch regularly so we can make sure you're getting the most out of your stay!



true STUDENT