



Homes
for Students®



YOUR
PROPERTY
WELCOME
BOOKLET

WELCOME TO POLHILL PARK



@polhill_park_hfs

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PROPERTY INFO

Polhill Park
Polhill Avenue
Bedford
MK41 9BD

01234 481373

polhillpark@wearehomesforstudents.com

HELLO

On behalf of everyone at Polhill Park, we are delighted to welcome you to your new home. We know how important choosing the right accommodation is for you and we will do everything we can to make it the best possible experience.

Inside this booklet, you will find everything you need to know about whilst living with us. Please take a few minutes to read through this as it contains essential information such as details on how to connect to the WiFi, how to report maintenance issues and much more inside.

If you have any issues, please do not hesitate to contact us using the details found on this page or pop down to reception.

Thank you, Polhill Park

OFFICE OPENING TIMES

9.00am to 5.30pm

Monday to Friday

BANK HOLIDAY OPENING TIMES

Closed

Closed



SECURITY

Your safety and security are extremely important to us. Our buildings are designed with security in mind to keep you safe and secure throughout your stay, containing various features such as secure access and CCTV. However, security is everyone's responsibility. There are some easy steps you should take to keep yourself and others safe.

Important Contact Information:

Please store these important contact numbers in your phone so you can contact us quickly with any security concerns:

01234 481373: This is the property number which will take you through to the team during working hours. During out of hours, this number will be redirected to our out of hours team who will be able to assist with emergency situations.

07928 505395: We also have on-site security here to assist if you are locked out of your room or need further support.

In a life-threatening situation, always call 999 without delay to speak with the emergency services (police, ambulance, fire service).

Keeping safe:

Be mindful of people trying to tailgate behind you into the main entrances to the property.

If you see anything suspicious, alert the property team or out of hours team or Security (outside office hours) immediately.

Please ensure all doors close securely behind you.

Always lock your bedroom/studio door, even if only leaving the room for a few minutes. If you have left the property and think you may have left your door unlocked, contact the property team and we can check for you.

Ensure windows are closed when leaving your room. This is particularly important if you are on a room on a lower floor to prevent intruders.

Keep any valuables locked in your room, rather than leaving them in any communal areas within the flat/building.

It is your responsibility to ensure all items, such as bicycles, laptops or anything you consider valuable, are safely secured. We do not accept responsibility for damaged or stolen property.

Please inform the property team if you are taking an extended break away from the building over seven days, such as holidays. This is important for our records during fire evacuations.

Come speak to us at reception if you want a confidential chat about anything concerning you.

Keys and fobs:

Always keep your keys [and fobs] on your person. Do not lend them to other tenants/visitors or leave them in communal areas, such as kitchens. Please do not write your room number on a keyring in case the keys are lost.

If you believe you have lost your keys or fobs or they are damaged, please let the team know as soon as possible, via the property number, so we can issue you with replacements.

You may be subject to a small admin fee which will be applied to your online account.



EMERGENCY ISSUES OUTSIDE OF HOURS

In the event of an emergency outside of our opening hours, please call the property number on: 01234 481373. You can also contact the on-site security team at 07928 505395.

Emergency scenarios may include:

- Locked out of your flat/bedroom*
- Urgent maintenance issues affecting your room
- Conducting a welfare check on a resident

*In some circumstances, you may be subject to a small admin fee applied to your online account.



DOCTORS & PHARMACY

Don't leave it until you're sick, make sure to sign up with your local doctor's surgery today. Your nearest GP surgery is: Goldington Avenue Surgery, 85 Goldington Ave, Bedford, MK40 3DB.

There's also a local pharmacy where you can collect and purchase medicine over the counter.

Their address is: 141-143 Castle Rd, Bedford, MK40 3DB. For any non-medical emergencies, you can also use the local walk-in centre. The address is 85 Goldington Ave, Bedford MK40 3DB - 01234 349531.

Alternatively, you can call 111 anytime to speak with a medical professional who can advise on your next steps.



FIRE EVACUATION & FIRE ALARMS

Your health, safety and wellbeing is paramount to us and to ensure your safety and that of your fellow residents please take the time to read and understand the fire procedure/s for your building which can be found on the back of your door.

Additional support: We aim to ensure that every resident, including students with disabilities or access requirements, can evacuate the accommodation safely in an emergency. Support is available to meet individual needs. Please contact the accommodation team if you require assistance during an evacuation.

Here at (insert property name) we operate a Full Evacuation policy throughout the whole building. Upon hearing the fire alarm, you are required to exit the building immediately, via the nearest fire exit. This includes all areas such as common rooms, student facilities and management areas.

If you discover a fire please raise the alarm immediately at the nearest Manual Call Point (MCP), leave the building ensuring all fire doors are closed behind you, call 999, and notify a member of the team.

Your fire alarm is tested every **Friday at 12pm (midday)**

Fire drills will also take place each term throughout the year. During these periodic tests the alarm will sound in your flat and we expect every student to comply with the fire evacuation procedure during these tests.

This is to ensure that those responsible for your safety maintain the correct amount of experience in managing the evacuation process and identify any potential improvements to the procedure.

FIRE SAFETY RULES

The following Fire Policy and Fire Safety Rules are in place to ensure the safety of yourself and other users of the building including students and friends, staff, and the local fire rescue service.

Please ensure that you fully read and understand the following requirements. Ensure you are familiar with fire safety instructions detailed on notices in your halls.

- **Keep fire doors closed at all times** (this includes flat doors, kitchen doors and shared flat doors) as they can help to contain a fire and prevent the spread of smoke. Residents have an important role to play in ensuring that, if there is a fire in their flat, the flat entrance door is an effective barrier to the spread of fire and smoke into the common parts.
- Barbecues are not allowed in any of the outdoor areas of the properties.
- Never interfere with fire safety equipment such as smoke detectors and fire extinguishers – **it is a criminal offence to do so.**
- Do not block corridors and stairwells with rubbish or personal possessions.
- **E-Scooters and E-Bikes are strictly prohibited** within your building. This will be monitored by the property teams.
- Smoking, including e-cigarettes, vapes and shisha pipes, is strictly prohibited in your halls, as are candles and incense sticks. Please also ensure you are using UK plugs and not an international plug as the power output varies. **Using an incorrect plug can cause fires!**
- All halls are designated non-smoking buildings by UK law. If you discover a fire please raise the alarm immediately (by using the red call point), call 999 and notify a member of the team.
- Make sure to **turn off any electronic devices when not in use**, especially heat emitting devices such as hair straighteners and clothes irons.
- Never leave cooking unattended and do not use prohibited items in your kitchen. **Deep fat fryers or chip pans are not allowed.**



OUR KLIQ APP KEEP IN THE KNOW

Download the KLIQ app when you check in to the building. It is available on both Apple and Android devices.

Do not download the app before check in, as your account will not be live.

KLIQ is your one stop shop for parcels, events (both in-house and within your city), bookings for social spaces, communications between your building and much more!

Please download the app from Google Play or the App Store after check in

Access your account

1. Log in with your email
2. Password: welcomehome
3. Change your password once logged in
4. Please complete your personal profile (accessed from the menu)



Parcels – When a parcel is delivered (during office hours) we will send you a unique code to collect your parcel. Simply open the app and show staff the code to collect your parcel. Please note we are not liable for your parcels should they be lost, damaged or stolen.



Events – Stay up to date with all the events happening in and around your property. View your buildings events calendar and book on (if required). Also give feedback on the event and ideas for future.



Booking social space (if applicable to your building) – Quickly and easily book a social space for you and your friends to enjoy some time together.



Announcements – receive announcements from your property team for important information throughout the year. Access your account - View information about your booking, including how to make payment and rebook for next year.



THE INTERNET

If you are having problems connecting your Wi-Fi then please refer to the booklet given to you on check in which has more details on troubleshooting and set up.

Your internet is managed by Glide for internet issues please call them on 0333 1230115.



EVENTS

We hold regular student events over the course of the year, all of which are free of charge and a great way to make new friends.

Our events programme will be promoted on KLIQ and displayed in reception, so make sure you don't miss out and come and join in the fun. Any feedback or ideas for future events are always welcome, so please share these with the property team. We look forward to seeing you at our next event!



FOLLOW US ON SOCIAL MEDIA

@polhill_park_hfs

@polhill_park_hfs







LIVING SUSTAINABLY IN YOUR NEW HOME

At Homes for Students, we're working towards **Net Zero by 2040** and sustainability is part of how we operate and support our communities and our future. Your everyday habits play an important role in our shared future. Small changes, multiplied by thousands of students, make a big difference.

Here's how you can live more sustainably while you're staying here:

Energy: Use Less, Waste Less

Energy use is one of the biggest contributors to climate change, but it's also one of the easiest things you can control.

Top tips:

- Turn lights, TVs and appliances off when you leave the room
- Unplug chargers when not in use, standby power still uses energy
- Make the most of natural daylight
- Only heat your room to a comfortable level and keep windows closed when heating is on

Saving energy helps reduce carbon emissions and reduces environmental impact.

Water: Every Drop Counts

Water is a precious resource, and most of us use more than we realise. Did you know? A 5 minute shower uses around 40–45 litres of water.

Simple ways to save:

- Take shorter showers
- Turn taps off while brushing teeth or washing up
- Run dishwashers or washing machines with a full load
- Report dripping taps or leaks to your property team

Waste & Recycling: Get It Right

Recycling only works if it's done properly. Incorrect items can contaminate entire loads and send recyclable materials to landfill.

Keep it simple:

- Follow bin signage, if you're unsure, ask your property team
- Keep recycling loose, no plastic bags
- Rinse food containers before recycling
- If in doubt, leave it out (avoid "wishcycling")
- Flatten boxes to save space



BIN COLLECTION

The large bins are located ground floor block 8. There are 2 types of bins; general waste and recycle waste.

You must ensure all the rubbish is segregated and is disposed of in the correct bins.

Go Greener Together

Look out for our GoGreener campaign (on KLIQ), along with events and tips throughout the year. From donation points for unwanted items to seasonal sustainability challenges, there are plenty of ways to get involved.

Your choices matter. Thanks for doing your part to help create a more sustainable community.



YOU'VE GOT MAIL!

You will be notified of parcel deliveries via the KLIQ app, with a unique code. Please present this to reception when collecting your parcel. General mail will be put into your post box, large parcels and signed for letters must be collected from Reception.

If you need items to be collected by a delivery company it is your responsibility to bring them to Reception in time for the collection

Please make sure to check your mailbox regularly.



LAUNDRY

The laundry is located in block 6 and is for the use of residents only. One wash is £5.60 and a full drying cycle is £2.80, payment instructions are located on the machines and you can pay online via the app.

Our Housekeeper cleans this area daily, but it is up to residents to ensure the machines and the area is kept clean and tidy after use.





OTHER PROPERTY INFORMATION

Due to its campus location, you'll find the Student Union bar, The Hub, right on your doorstep. It's the place to go to take a break from your studies, socialise, and watch live sports on TV.

Off campus, you'll find restaurants and cafés for a bite to eat and a drink. The vibrant town centre is under 20 minutes away, or for a stroll, try Bedford Park, Bowhill Park, or Priory Park. These are all green spaces within walking distance, great with friends or solo! Bedford Park also hosts the annual Bedford Summer Sessions festival each July, with past line-ups featuring major artists including Deacon Blue, UB40, Tom Grennan, and Paul Weller, so there's always something exciting happening close to home. Down at the town centre embankment, enjoy a lovely riverside walk past a great choice of restaurants and cafés, plus annual events like the Bedford River Festival and the Sunday afternoon Music in the Meadows bandstand concerts.



Homes for Students has voluntarily signed up to the National Code for Large Student Developments, (which aim to ensure transparent and professional management of purpose-built student accommodation), as a way of demonstrating their commitment to provide you with a first-class housing service.

This means that you can expect:

- A building that meets with, or exceeds, required health and safety standards.
- Effective day-to-day management and completion of any repairs within agreed timescales.
- Detailed procedures for dealing with any complaints and/or disputes that may arise during your tenancy.

Our properties in England are fully signed up to the recent changes with the Renters' Right Act 2025



REPORTING ISSUES

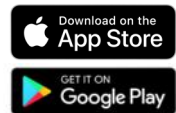


The **MM Helpdesk app** allows you to log issues on your mobile phone rather than calling the Helpdesk or going to reception.

The app is designed to make logging issues easy and simple and to also keep you updated on the progress of the repair.

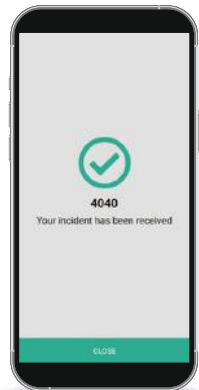
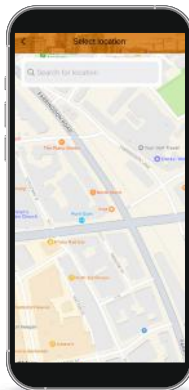
Failure to report an issue through the app may result in a delay to your repair or risk the issue not being brought to the attention of the property team in good time to resolve the issue.

You can access the MM Helpdesk app via the KLIQ app. Download KLIQ from Google Play or the App Store.



Step 1: When in KLIQ, there is a 'report' tab at the top of the screen, this will redirect you to MM Helpdesk.

Step 2: When opening the app for the first time you will see the following screen requesting an app key. Please enter HFS171.



Step 3: The issue screen will be shown after login, which will show any issues you have previously raised and their status. To register a new or additional issue press the green plus button at the bottom right corner.

Step 4: The next page will be the “Select Location” page, there is a search bar where you can start typing your designated room.

The app will give you relevant choices to select as you do. Once complete, select the green arrow in the bottom right to proceed.

Step 5: This will bring you to the final page before submission, which allows you to add a full description and any images you wish.

Once completed, press save and the issue will be logged into the Helpdesk with a reference number. The log will update as the issue is handled by the Property Team.



REPAIR RESPONSE TIMES

PRIORITY ONE EMERGENCY REPAIRS

Repairs that are a risk to the safety of residents or could cause serious damage to the building/residents belongings are categorised as **Priority One**. E.g. A major leak or boiler failure resulting in loss of hot water/heating.

Priority One repairs are completed, and or made safe within 24 hours of a report of a defect.

PRIORITY TWO URGENT REPAIRS

Repairs which materially affect the comfort or convenience of the residents are categorised as **Priority Two**. E.g. A blocked sink or broken piece of furniture such as a bed base.

Priority Two repairs are completed within five working days of report of the defect.

PRIORITY THREE NON-URGENT REPAIRS

Repairs which do not fall within the above categories are **Priority Three**. E.g. A light bulb that requires replacing.

Priority Three repairs are completed within 28 working days of report of the defect.



MENTAL HEALTH & WELLBEING

It is important to look after your mental health as well as physical health and stay connected.

If you feel you need extra support, please contact your University wellbeing teams , call the charity **Mind** (Mental Health) on **0300 123 3393** or visit **Student Minds** for advice, tips and guidance from dealing with finance, student life, relationships and dealing with your mental health.

Visit: www.studentminds.org.uk.

Please speak to the property team who can confidentially signpost you to the right people.

Download the Wisdom App, you will see QR codes around Polhill Park for this and these will display the unique code to give you access.





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