

The Bridge Residents Handbook 2020/2021



Our Wi-Fi password for YMCA DLG is **47A1Gf9i**

Welcome to The Bridge

Hello!

Thank you for choosing to stay with us at The Bridge. **Please note that this guide was compiled prior to the outbreak of COVID-19 in the UK and that whilst we may mention dates, we will be guided by the UK government for any changes necessary.**

On behalf of all of us, welcome to The Bridge. Our team is comprised of the Accommodation Assistants and the Bridge Kitchen team. We hope you enjoy your stay here and we look forward to getting to know you as you make this your home. Please feel free to ask any questions about The Bridge, Guildford and the surrounding local area.

This handbook provides information about The Bridge, our facilities and the things that you will find helpful during your stay. If we haven't answered your question in here, please don't hesitate to ask at the reception desk which is staffed 24 hours a day.

We hope you enjoy settling in and wish you every success in your studies. Rebecca is here to support you during your stay with everything from first week nerves to rent queries and Marco looks after everything to do with catering – let him know if you have specific dietary needs.

We look forward to meeting you in person. *Rebecca* and *Marco*



Rebecca Walker
Student Accommodation Manager



Marco Di Michele
Catering Manager

Who's Who at The Bridge

The Accommodation Assistants



The Accommodation Assistants are here 24 hours a day, 365 days a year. You'll see them every day and they'll get to know you. When (not if!) you lock yourself out of your room, when you pay rent, if you need help with laundry, whatever it is, the team are here for you.



The Maintenance Team



Occasionally things get broken. When this happens, let us know and the Maintenance Team (Steve and Ian) will pop up to fix it. You may not be in when they do this.



The Bridge Kitchen Team



In the Bridge Kitchen, breakfast and dinner are served daily. It is open to the public 7am – 3pm during the week, so why not meet your friends for coffee or lunch? As a resident you'll also receive a generous discount off the lunchtime menu as well as drinks. The delicious Bridge Kitchen food is freshly made every day by our team of chefs.

Also working here



On Fridays, our official Positive Placements dog Billie comes in for cuddles. Sometimes you'll see Paul Naphthine, Head of Operations Guildford (we don't recommend cuddling him).



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Our History

The Bridge, student only accommodation, is part of the YMCA Downslink Group, a charity that has been serving the local community since before 1870. Each year we support over 10,000 children, young people and families across Surrey and Sussex in areas such as accommodation, health and wellbeing with advice, support, training and education. For more information on our work, please visit www.ymcadlg.org.

The Bridge

Formerly called YMCA Guildford and still part of the DownsLink Group, The Bridge has worked with young people in Guildford for over 160 years. Our building is home to not just student residents but also a mentoring program called Positive Placements, the Academy of Contemporary Music (ACM) students union, their library and educational guidance centre. We rent out meeting rooms to many other charities too, so there's always lots of people around.

How we differ from other student accommodation offers?

Just like other student accommodation organisations we also have cinema rooms, a secure bike shed and music room. We provide the food as we know how hard it can be to move away and to cook for yourself. Breakfast alone will fill you up for the day.

We also care. Being part of the YMCA, we understand young people. We will ask you for rent, we may ask you to sometimes keep the noise down, but we will also check you're ok. We understand the pressure you're under with coursework, getting a job, relationships and being away from home. You can come and talk to us anytime about anything. We can't promise a confidence if we believe you're not safe, but we are here for you. And that sets us apart. Simply put, we are the only accommodation provider who does this.

Your Room

Your room has a single bed, wardrobe, desk and chair, easy chair and for standard study bedrooms, a sink with mirror. Study en suite bedrooms don't have the sink as they contain a shower pod, with shower, sink and toilet. For suggestions on what to pack, as well as a few items you shouldn't, see the back of this pack.

What to bring

- Bedding – sheets / duvets / pillows
- Coat hangers
- Towels

- Kettle / mug (you may bring a small fridge if you like but there's one in the kitchenette) We can't allow toasters or microwaves for fire reasons.

General Information: A-Z

Useful information for your stay:

ACM Facilities with The Bridge

On the ground floor you will find the ACM Library and Education Guidance office, for use by Academy of Contemporary Music Students – for opening times please see ACM Library staff.

The Green Room is for residents use after 5.30pm weekdays and the weekend. ACM students may use the Green Room Monday to Friday 8am – 5pm as the student's union.

Alcohol

If you are aged 18 and over, you may have a reasonable amount of alcohol in your room. However, this may **not** be shared with residents under the age of 18.

Animals

Residents are not allowed to bring pets in the building, with the exception of assistance animals which are by prior agreement only.

Behaviour and House Rules

With so many people living in the same building it is necessary to have boundaries to help everyone enjoy their time here. We have House Rules that form part of your Excluded Licence Agreement, which you agree to, as well as a warnings system to help ensure that appropriate levels of behaviour are adhered to. Ultimately your residency may be at risk if you break the rules or terms of your licence agreement; enjoy yourselves, but don't go overboard!

The Bridge Kitchen

If you have any special dietary requirements, please ask to Marco. You will also find vending machines in reception. We use special software that flags any intolerances or allergies to serving staff

Breakfast is served 7am-9.30am (Monday-Friday) and 8am-10am (weekends), Dinner 5.30pm-7.30pm (everyday). Weekend breakfast is continental.

The chefs provide a servery evening meal everyday from fish & chips to roasts, curries, BBQ, fajitas and other treats. Squash, coffee and tea are always available at mealtimes as well as a small salad bar Monday – Friday. Dinner includes dessert.

Christmas Opening

The Bridge Kitchen will be closed from 3pm 24 December until 4 January. Residents staying during this period will receive a simple meal in the evening and cereal for breakfast.

Cleaning and Rubbish

Your room is your own responsibility (and the en suite if taken); however communal areas and shared bathrooms will be managed by our team. Room checks will be carried out regularly to ensure there are no maintenance or safety issues. If your room is not kept to a satisfactory standard, you may be charged for cleaning. Vacuum cleaners are available. **Please dispose of your rubbish in the outside bin, located in the fenced area in car park** (please ask if you wish to be shown where this is). Rubbish must not be left overnight in corridors due to fire risk.

Doctors and Dentists

We recommend you register with a local doctor. The closest surgeries to us are:

Dapdune House Surgery Wharf Road, Guildford, Surrey, GU1 4RP 0844 477 8900	Farnham Road Dental Practice 30 Farnham Road, Guildford, Surrey, GU2 4JN 01483 562641
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Fire Safety

If you hear the fire alarm sound you **must** evacuate the building. The main meeting point is on Bridge Street. Please familiarise yourselves with the route from your room. The fire alarms are tested each Friday at 3pm, during which you will not need to leave the building. Tampering with your fire and heat sensor – including covering it – is a health and safety risk, and a serious breach of house rules. There will be 2 building evacuation drills during your stay.

Part of the Fire Evacuation Plan includes the tablet. **Accordingly, it is vital you check-in and -out via the tablet at reception.** If you would like to volunteer as a fire marshal, please let Rebecca and the team know.

Guests

You may have guests in your room providing they are 16 years and older – this applies to family too. They need to be signed in for fire purposes.

Overnight guests are permitted; they must be 18 years and older. They may stay for 3 nights per week provided you have booked them in at least 24-hours in advance with photo ID. They need to pay for breakfast and supper.

Maintenance

If you have any problems within your room, or bathroom, please report the issue to the Front of House team as soon as possible. This will then be recorded on our system, and our maintenance team will have a look at it as soon as they can, possibly while you're out of the building. Some maintenance issues will have a higher priority than others, but if the problem has not been resolved after one week of the initial report please email Rebecca.

Phones and Wi-Fi

There is an internal telephone for you to contact reception and receive calls. To speak to reception, dial 0. You need a TV licence if you have a TV, use BBC iPlayer or watch live TV on your laptop/device.

We have wi-fi across the building. Network: **YMCADLG**, Password: **47A1Gf9i**

Room Checks

Our team will carry out a check of your room on a regular basis. We often spot minor maintenance issues which we can fix for you. You don't have to be in for these visits – and we will always knock on your door first. If your room is awful, Rebecca will have your room cleaned by the contracted housekeepers and charge you the full cost. You have been warned! En suite shower rooms need to be cleaned too.

Room Keys

Your room key is your responsibility. Lost keys may incur a charge.

Rubbish

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Please consider your fellow residents and dispose of your rubbish regularly in the outside bins.

Security and Leaving the Building

Whenever you leave the building **please sign out** at the Front Desk. This allows us to know who is in the building in the event of a fire.

The doors are locked at 10.30pm. Ring the bell and one of the team will let you in. If you see someone who you do not think should be in the building, please report it to a member of staff – you can do this discretely by calling 0 from your room phone.

Smoking and Vaping

Smoking and Vaping within the building is not permitted.

Visitors

Two visitors 16 years and older may be signed at any time. Guest must leave by 10.30pm.

Washing and Laundry

There is a laundry room with three machines where you provide your own detergent at £4 for a wash and dry. An iron and ironing board is kept at reception.

House Rules

With so many people living in the same building boundaries are necessary for everyone to enjoy their time here. Here are the House Rules again that you personally signed up to agree to follow when you sign your Excluded Licence Agreement, so it is your responsibility to ensure you keep them.

1. **Staff may enter a room** without warning. Where life isn't deemed at risk, but where a reason for entering a room is held, staff will knock and announce themselves (either as 'Reception', 'Management' or 'Maintenance') three times. When they enter a room, they will announce your name along with the words "I am entering your room" as they open the door ajar.
2. Abuse towards staff, in any form, will not be tolerated and could lead to NOTL.
3. Any room that produces a **repugnant odour** in the corridor is subject to being entered by a member of The Bridge team to ascertain the reason. Reason include, but are not limited to; poor hygiene, poor housekeeping, smoking or drug use. Rooms that persistently produce a repugnant odour may receive a warning letter and will be cleaned at your own expense. Rooms will be **inspected** three-times per year. The dates of these will be advertised to all residents at least one-week in advance. Warning letters will be received for rooms that are deemed in poor condition

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beyond usual daily use. The decision of a room deemed in poor condition will be decided by The Bridge management.

4. **Alcohol** may be kept and consumed in resident's rooms aged 18 and older. **Drugs and drug paraphernalia** must not be brought into the building by residents or their guests for either storage or consumption.
5. **Smoking (including e-cigarettes)** is not permitted in any part of the building- including standard, en suite or twin rooms or any communal areas.
6. In communal areas residents must be **suitably dressed**, for example not in nightwear, and footwear must always be worn in public areas, including the Bridge Kitchen.
7. **You MUST sign yourself and guests in and out** of the tablet at the reception. **Up to two visitors** (aged 16+) are allowed in your room at any one time. If we think your guest looks under 16, we reserve the right to request their ID. Guests are expected to be accompanied by you at all times when in the building. If your visitor wishes to go to another resident's room, that person must come to the desk with yourself and the other resident will then sign the visitor in under their room number. All visitors must vacate the building by 10.30pm. You are responsible for the behaviour of your visitors at all times. For 18 years+ residents, overnight guests must be 18+ too, booked in 24 hours in advance **with photo ID**. They may stay for 3 nights per week (Monday to Sunday). They must pay for breakfast (as per the menu) and £5 for supper.
8. In respect to other residents, **noise levels** should not exceed any more than 55 decibels after 10pm throughout the building. Due to health and safety reasons, the decibel levels should be kept lower than 65 decibels throughout the day.
9. **Do not throw** anything out of windows or hang bags or other items from your window.
10. **Food may not** be taken from The Bridge Kitchen for consumption elsewhere. Crockery and cutlery must not be removed from The Bridge Kitchen. Food may only be consumed on the patio at the discretion of the Catering Manager or the Kitchen Supervisor.
11. Please leave **bathrooms** and **shared shower rooms** in a clean and tidy condition.
12. **Kitchenettes** must keep clean and tidy. The **fridge** in the kitchenettes will be cleared out weekly. Label your goods if you wish to keep them during clean out. Wash up after yourselves or dirty crockery will be removed.
13. To comply with **Fire Regulations**, it is strictly forbidden for residents to spend the night in rooms other than their own, or to burn candles or incense in the building. Residents must familiarise themselves with the fire instructions and position of the fire exits. If the fire alarm is activated and a continuous siren is heard, residents must evacuate the building immediately. Residents must co-operate with the staff when fire drills are held. **Smoke detectors** must not be covered. Any found covered will result in residents receiving a warning letter.
14. Please hand **lost property** in at reception. If unclaimed after 4 weeks, items will be disposed. Residents are advised not to leave personal possessions in shared areas such as washrooms and kitchenettes.

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15. **Bicycles** must not be brought into the building. A covered bike store is available.
16. We would kindly advise you that during your stay you **neither lend nor borrow** money or property from other residents. Please note that staff are not permitted to lend money to residents and therefore should not be asked.
17. No form of **gambling** is permitted in the building.
18. **Films** up to Certificate 15 rating only may be shown in the communal areas. Video games with violence or weapons must not be played in communal areas. The **cinema rooms** will be locked around midnight: staff will agree a time with residents who are watching a film to accommodate the film's ending time. However, films still showing after 10.30pm may be requested to turn the volume down so as not to disturb other residents. Residents who invite guests to watch a film must ensure the guest still leaves by 10.30pm whether the film has finished or not. There is no exception to this rule. Residents who fail to adhere to this rule regarding guests and films in the cinema rooms (and/or rec room) will receive a warning for behaviour and possibly a bar on the guest as staff have the final say.
19. There are no **parking** facilities (cars or motorcycles) for residents or their guests and we would therefore ask that no vehicles are parked either in staff parking spaces or in any of the loading bays. Limited parking is available for disabled badge holders by prior arrangement.
20. We reserve the right to amend the house rules at any time.

Student life

How to get involved

If you have feedback or suggestions at any time, you are welcome to:

- Use one of the suggestions slips at reception and leave it in the suggestion box provided.
- Email info@bridgerooms.org.uk
- Attend feedback opportunities - held throughout the year

What if something's wrong?

If you have an issue or concern, please speak to Rebecca and we will do our best to resolve it.

- To speak to reception, dial 0 from your room telephone. The external contact number is 01483 532 555.

- Please report any maintenance issues to reception where they will be listed in our maintenance system. This has a priority order, so if the issue is not resolved within a few days, please check back.
- For any tenancy related issues please speak to Rebecca
- For any welfare or support issues please see Rebecca
- If you wish to make a complaint, we have formal and informal options. There is a complaints procedure; please see a member of staff for details.

Welfare and Worries:

We work together with your education provider to support you if you have any concerns or worries during your stay here. If there is anything bothering you or that you feel you need help with, Rebecca is here to help you book with your college's Welfare Support Team. To contact Rebecca, please speak to her in person, leave a message at Front Desk, email Rebecca.Walker@ymcadlg.org,

Useful Tips

Student Websites & Numbers:

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- Student Finance England 0300 100 0607 www.gov.uk/student-finance
 - If you're an EU student, call Student Finance Services 0141 243 3570.

Wellbeing:

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- Samaritans <http://www.samaritans.org/> or call 116 124 (24h)
 - Oakleaf <https://www.oakleaf-enterprise.org/>
 - NHS www.nhs.uk or call 111 (24h)