



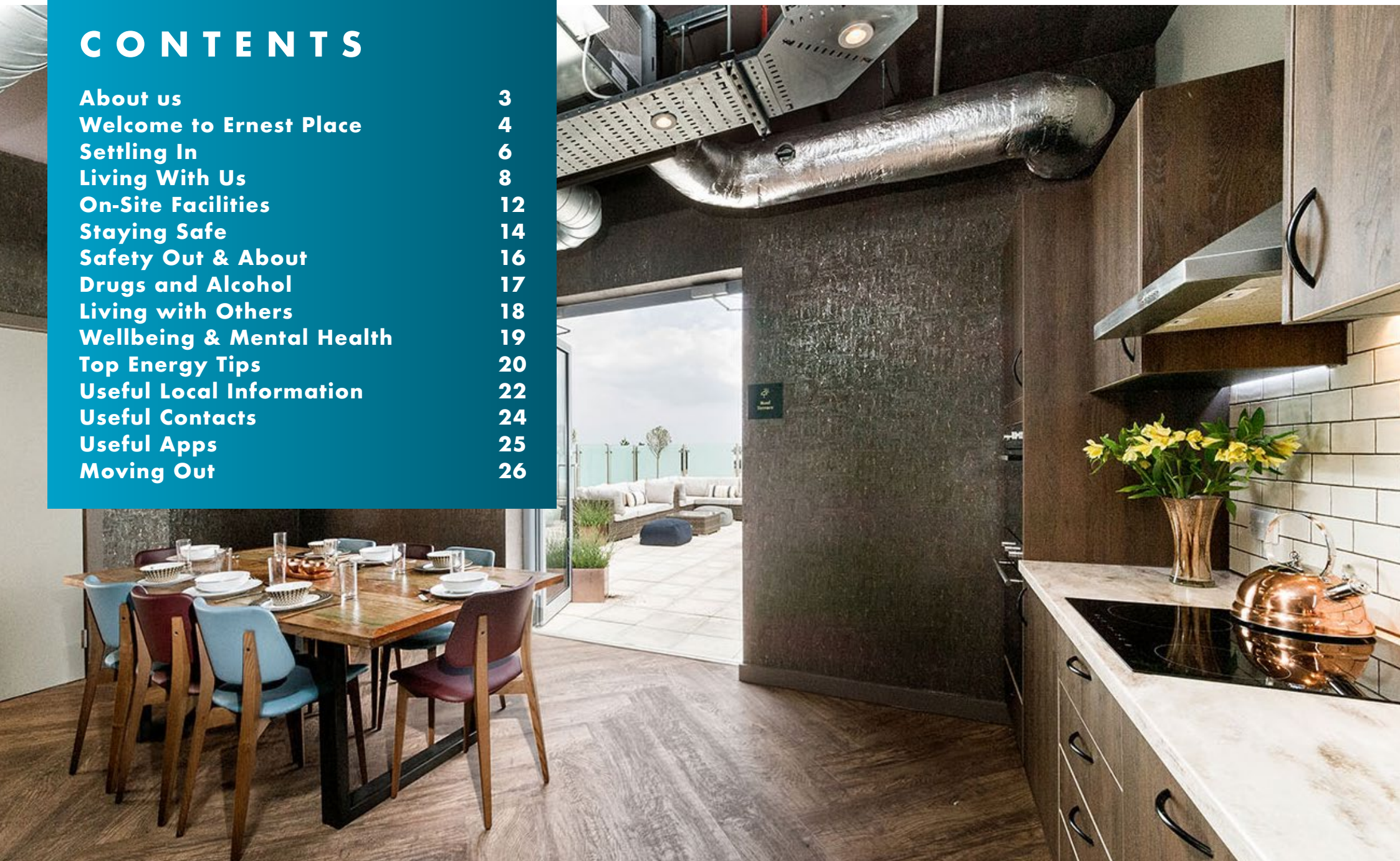
Residents Handbook 2025/26

Ernest Place
Durham



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ABOUT US

Located in prime locations throughout the UK, we've welcomed over **45,000** students over the past 17 years. From Dundee to Nottingham our range of accommodation is designed with student needs in mind contributing to a truly memorable experience whatever stage your at in your university journey.

PETERSON HALL - Dundee

MOSS COURT - Manchester

CITY EDGE - Manchester

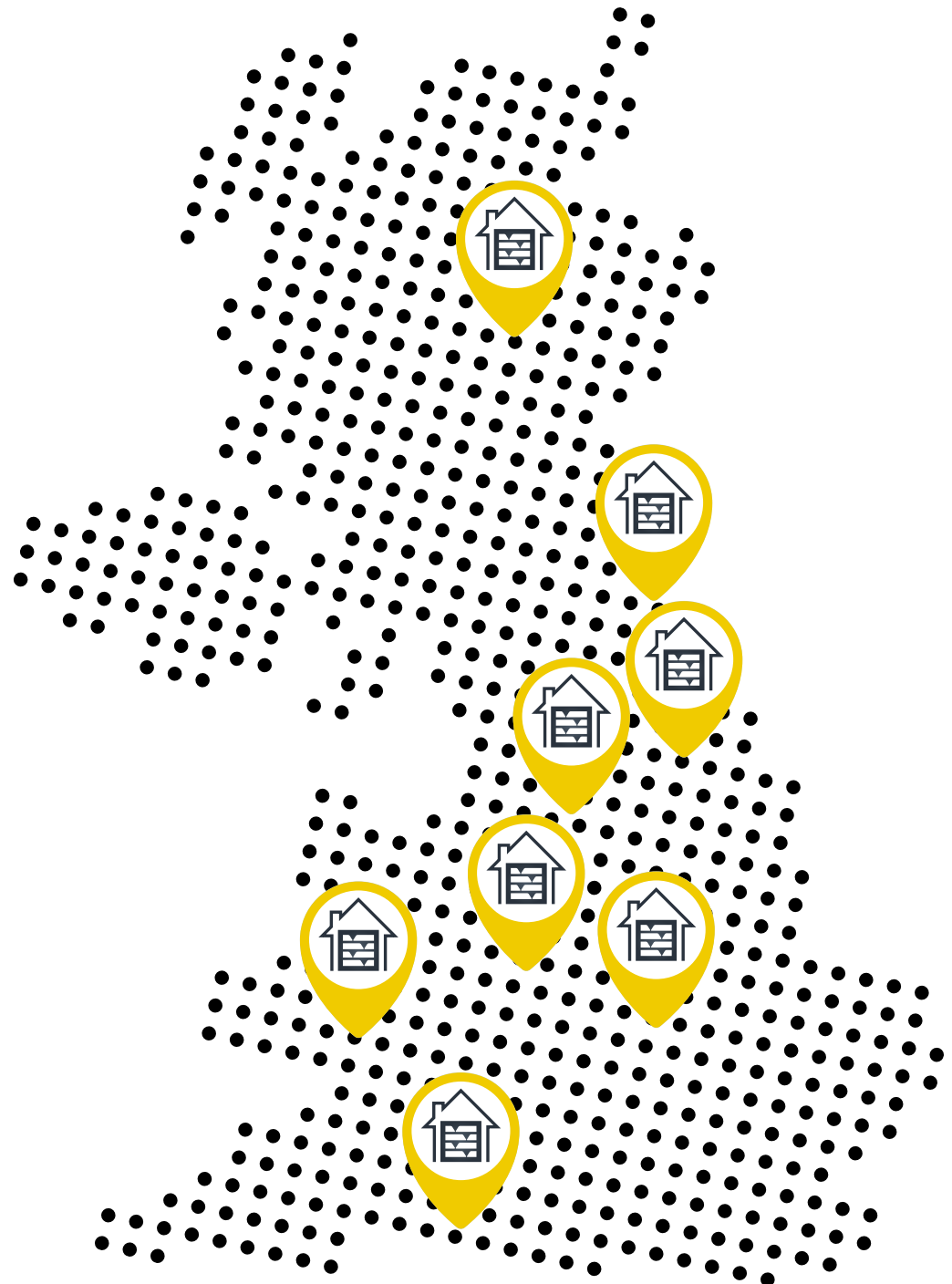
SINGER HALL - Coventry

ERNEST PLACE - Durham

WOODHOUSE FLATS - Leeds

AUSTIN HALL - Leeds

ASQUITH HOUSE - Leeds



WELCOME TO ERNEST PLACE, DURHAM

“ We encourage everyone to take part in welcome week. It’s the best way to meet new people and settle into university life. ”



**Dionne
Eltringham**
Hospitality Manager



**Shona
Watson**
Hospitality Assistant



**Colin
Sims**
Facilities Assistant



**Agnes
Jakrewska**
Housekeeping Assistant

**A warm welcome
from your hospitality
team at Ernest Place.**

We’re delighted that you have secured your accommodation with us at Ernest Place, Durham for the 2025/26 academic year.

Your residents handbook includes everything you need to know to help you settle into your new home, from living with us, staying safe together with useful local contacts and information.

HOSPITALITY TEAM

As your dedicated hospitality team, we’re very much looking forward to welcoming you to your new home in a few weeks’ time. Whatever stage you’re at in your university journey, we are here to help and support you throughout your stay with us.

We value the small gestures that make such a difference to your university life, so if you need a friendly chat to discuss any issue whether it be personal, financial, or medical, please don’t be afraid to speak to a member of the team. We liaise and work closely with the Student Service departments at all universities and if we are unable to help, we will certainly know who to ask.

We’re delighted to be partnered with Student Minds – the UK’s student mental health charity to provide all our residents with the support and guidance during their stay with us at Ernest Place.

SETTLING IN

If you’re new to the area or this is the first time away from home, we’ll help you settle in providing you with information on how to get around the city and details on events which are being held at the university during fresher’s week. Your university and student union social platforms will keep you up to date on events which will be running and we also have information boards positioned in each block to keep you up to date of any events.

During the first few weeks, we’ll be in contact to make sure you’re settling in, check that you have all the check-in information and that you understand what to do in an emergency procedure.

FOLLOW US ON SOCIAL

Follow us on our Ernest Place Instagram account, find out about events, special offers and general information about the property. Like and comment on our posts!

[View Ernest Place Instagram](#)

We hope that you enjoy your time staying with us and we look forward to meeting you soon!!

Dionne, Shona, Colin & Agnes.



ERNEST PLACE

Renny's Lane, Gilesgate, Durham DH1 2GY
T: 0191 337 1186

E: ernestplace@mansionstudent.co.uk

SETTLING IN

HOSPITALITY OFFICE - 0191 337 1186

The Hospitality Team is on site from 9.00am - 5.30pm, Monday – Friday, except bank holidays.

SECURITY

For out of hour's emergency assistance, our state-of-the-art access system is supported by security guards and video intercoms. The system helps keep the site safe, whilst making sure you can easily access all areas of your property. Security is available onsite at Reception between **10pm and 8am Monday to Friday** and between **10pm and 9am on Saturday, Sunday** and on bank holidays by calling **07874 869 983**.

RESIDENT STUDENT WARDENS - 07874 869 983

Resident Student Wardens (RSWs) act as an out of hours point of contact and they can be contacted by using the call point intercom. They will assist with situations such as false fire alarm activations and lock outs between **5.30pm and 10pm on Monday to Friday** and between **9am and 10pm on Saturday, Sunday and on bank holidays**. The onsite security would then take over and assist you via the call point. The RSWs can also help to manage anti-social behaviour between **5.30pm and 9am**.

EMERGENCY SERVICES - FIRE, POLICE & AMBULANCE - 999

If there is an immediate danger to welfare or life, call the emergency services.

CHECK-IN INSPECTION RECORD

On your arrival you will be sent the "Check in Inspection report" which must be completed within 7 days of collecting your keys and checking in to your accommodation. It gives you the opportunity to provide details of the condition of your accommodation at the time of check-in. Please check the information carefully.

WIFI

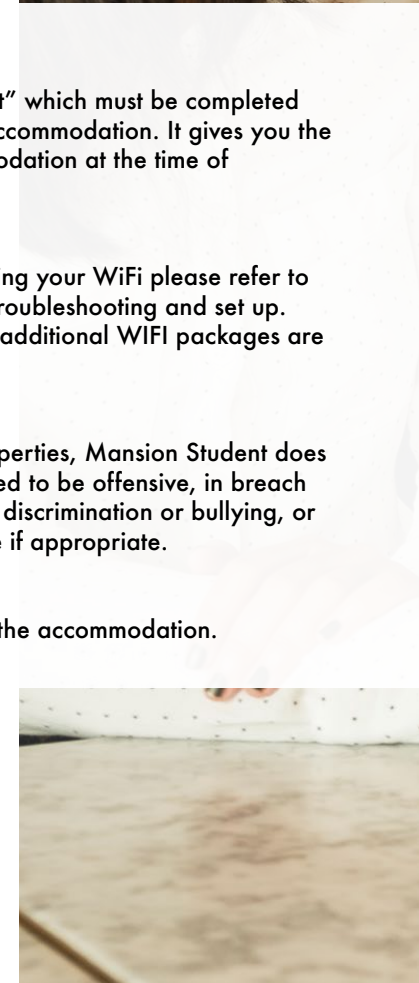
WiFi is provided by ASK4. If you are having problems connecting your WiFi please refer to the leaflet given to you on check-in which has more details on troubleshooting and set up. Or visit the ASK4 website www.support.ask4.com. Please note additional WiFi packages are available through the provider at additional costs.

INTERNET USAGE POLICY

Whilst we provide you with internet access and WiFi in our properties, Mansion Student does not permit misuse of the internet. Any activity which is considered to be offensive, in breach of policies on equal opportunities, harassment, sexual or racial discrimination or bullying, or used for sexually explicit material, will be referred to the police if appropriate.

PETS

With the exception of Assistance Dogs, no pets are allowed at the accommodation.





OUR PARTNERS

CONTENTS INSURANCE

Contents Insurance with Howdens is provided for all students. You can take a look at the cover that is provided for you at Howdens by clicking [HERE](#).

It's important for you to check this cover to ensure that you fully understand the protection provided. You may need to extend your cover to protect all your possessions, both inside and outside of your accommodation.

HOWDEN

UNIKITOUT

Offering a range of student packs delivered straight to your room Unikitout provide bedroom, kitchen and bathroom packs from just £95. From a range of items including bedroom must haves such as duvets and bed covers, kitchen essentials such as crockery and utensils and everything you need for a fully stocked bathroom. For an exclusive 10% discount and the full details of packs [CLICK HERE](#).

LIVING WITH US



USING HEATING, HOT WATER AND APPLIANCES IN YOUR FLAT

The heating and lighting in your accommodation are included in your rent, however we would ask you to be as energy efficient as possible. **See our Top Energy Tips later in the residents handbook.**

HOT WATER CONTROLS

Hot water is available 24 hours a day, 7 days a week. The shower is controlled by two dials, one on either end of the control bar. The far-right dial turns the shower on/off and controls the water pressure. The left-hand dial adjusts the water temperature. A safety button on the control bar stops the hot water from being accidentally turned up too high. If you want hotter water, simply press and hold down this button whilst turning the temperature control.

HEATING CONTROLS

All apartments are supplied with electric heating which you can control, please contact the Hospitality Team for assistance.

MAINTENANCE

To report a fault in your flat, email: ernestplace@mansionstudent.co.uk. All requests will be dealt with in order of priority.

DOOR ACCESS & KEY CARDS

When you check in you will be given a key card that will enable you to gain entry to the main entrance doors, your flat and your bedroom. The main entrance doors have a call point on them which enables you to talk to the monitoring centre if you need help. There is also a help point in the reception area.

LOST KEYS AND FOBs

If you lock yourself out during office hours, the Hospitality Team will open your flat/room for you. If you lose/damage your key, or find yourself locked out between **5.30pm and 10pm, Monday to Friday** or between **9am and 10pm on Saturday and Sunday**, contact the Resident Student Warden for assistance, using the call points; no call out charges will apply. Outside of these hours security will be available at Reception or by calling **07874 869 983**. A call out charge may apply.

MAIL & PARCELS

Your mail will be delivered during office working hours to your post box in the main reception area on the ground floor; a post box key will be given to each resident at check in. Large parcels need to be collected from Reception. The Hospitality Team email you if a parcel arrives for you; please bring photo ID to collect it. Please make your own arrangements for packages being delivered at the weekend. Remember to correctly address your deliveries with your name, room number, and full address, otherwise the parcel may be rejected.

LAUNDRY FACILITIES

The laundry room is located on the ground floor towards the back of the Residents Lounge. We will provide you with the Laundry app for your phone to pay for the facilities. Login to www.circuit.co.uk where you can find more information, including videos on how to use the machines; if you are unsure please pop into reception. If a machine breaks down, call Circuit on **01422 820040 / 0800 0926068**. Please ensure you remove all your clothes when the cycle has finished so that other residents can use the machines.



WASTE COLLECTION

The bin store is located on the ground floor. You must ensure all rubbish goes into the general waste bins; any rubbish not in bins is chargeable. Do not leave lids open as it encourages pests. Check all bins as the ones at the back may be empty. Do not dump rubbish around the site or in hallways. Recycling bins for glass & general recycling are located at the front of the building, by the vehicle entrance gate; please break down boxes before putting them in the bins.

WATER LEAKS OR FLOODS

Water leaks can be extremely damaging. If water is leaking into electrical fittings, this can be very dangerous. If you spot a leak, call the Hospitality Team immediately. Try and catch the water in a container to avoid further damage and do not touch electrical sockets or devices. If the water to your flat or building has been turned off, check that all taps are switched off and the plugs are removed from all sinks.

LIVING WITH US

(CONTINUED)

ELECTRICAL FAILURE

If you have an electrical failure, check to see if it is affecting the other flats, the entire building or the whole street. If the entire street is in blackout then the situation is out of our control; power cuts of this nature usually last a maximum of 2 hours. All power failures in the accommodation should be reported to the Hospitality Team and they will investigate.

CLEANING

Residents are responsible for keeping the flat and their own rooms clean and tidy. Vacuum cleaners are available in Reception. We advise residents to discuss putting a cleaning rota in place to ensure everyone living in the flat contributes.

DAMAGES AND CHARGES

Your Hospitality Team regularly carries out site inspections, checking both individual rooms and communal areas. We will give you the opportunity to rectify any issues, however charges may be applied to your account if your flat or room require cleaning, repair or replacement.

SMOKING

All Mansion Student properties are non-smoking. It is illegal to smoke anywhere on the premises, including e-cigarettes, except in the designated smoking area. If you smoke anywhere else, you may be charged for fumigation and/or redecoration.

SECURE ON-SITE CAR PARKING

Spaces in the car park are limited and on a first come, first served basis. Please enquire with the Hospitality Team who will be able to advise availability and charges. Mansion Student will not accept liability for any damage or loss incurred.

BIKE STORE

Bike storage bars are available at the entrance to each block and are available on a first come first served basis. You must ensure that your bike is securely stored as we cannot accept liability for any bikes using this facility. On no account are bikes to be stored anywhere inside the building. Bikes are stored at the owner's risk. Mansion Student will not accept liability for any damage or loss incurred. Please ensure your bike is insured.

E-BIKES AND E-SCOOTERS

Due to health and safety e-bikes and e-scooters are not permitted to be kept in the building or your room.

BUS SERVICE

Full details on the bus service are available from the Hospitality Team. The bus ticket is included in the accommodation at Ernest Place.

STUDENT SATISFACTION RESEARCH

To improve our service to you and potential residents we may ask you to complete a survey to let us know what you think about living with us; let us know what we do well and where we can improve. Your input is appreciated so please do take the time to complete this.

REGISTER WITH A GP PRACTICE

It is important that you register with a local GP Practice as soon as possible after you have moved in. Click on this link for more information on how to do this - www.nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice/

ANUK/Unipol National Code of Standards

Mansion Student is a member of the ANUK/Unipol National Code of Standards for Student Accommodation. Living in student accommodation covered by these Codes provides you with the reassurance that the property is safe and well managed. For more information visit www.nationalcode.org.



Great location, really friendly staff and great facilities. People at reception are always willing to help and any maintenance requests dealt with quickly.

5/5 ★★★★★

STUDENTCROWD



ON-SITE FACILITIES

When using any of the facilities on offer to you at Ernest Place, please be considerate of others and ensure the equipment is not misused or damaged in any way. Check everything is switched off when you finish and leave the room clean and tidy, as you would wish to find it.

If you have problems with any of the equipment please let the Hospitality Team know as soon as possible.

RESIDENTS LOUNGE

On arrival to Ernest Place you will walk into our Residents Lounge, where you will find a pool table and a vending machine. This space is great for you and your friends to sit down, enjoy a coffee and catch up together.

SKY LOUNGE

Our Sky Lounge is on the 4th floor and is designed specifically with luxurious student living in mind, it offers that extra wow factor with amazing views across Durham.

PRIVATE DINNER PARTY ROOMS

There are two dinner party rooms on the 4th floor, either side of the sky lounge that can be personally booked out for you. The dining rooms have fully fitted kitchens for you and your friends to cook and enjoy an evening dinner overlooking views of Durham. Contact your Hospitality Team if you would like to book one of the rooms.

CINEMA ROOM

The cinema room is on the 4th floor and has the latest state-of-the-art, high quality audio visual equipment, including a large screen, Blu-ray DVD player and accessories, so you can hook your laptop up. Recline in style for one of our movie nights or settle down in comfort to watch a sporting event. Contact your Hospitality Team if you would like to book the cinema.

GYM

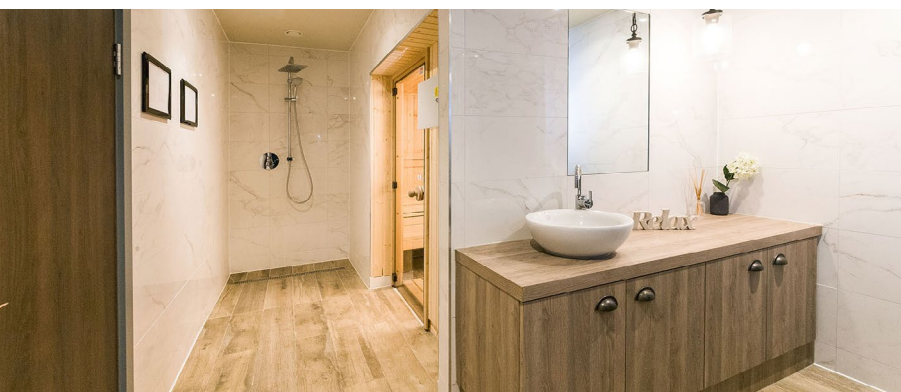
Our private on-site gym located on the 4th floor, has the latest exercise equipment and is for the exclusive use of our residents. The gym is open 24/7, although the management reserves the right to close the facility at any time, should the need arise. Please remember that when working out, your safety is your responsibility.

SAUNA

There is a fabulous sauna available on the fourth floor; this is a great facility to use after a long day studying or a hard session in the gym. A waiver must be signed before your first use of the sauna. Please follow the instructions provided for the safe use of the sauna; remember your safety is your responsibility. Contact your Hospitality Team if you would like to book the sauna.

STUDY ROOM

The study room on the 4th floor is available 24/7; it is your space to study flexibly with your fellow residents to meet your needs. Please remember that others might like to work quietly while you are using the workrooms, so be aware and respectful of others while you are using this facility. Contact your Hospitality Team if you would like to book the study room.



SOPHISTICATED LIVING

STAYING SAFE

FIRE SAFETY

Fire is the main hazard in any residential accommodation. The greatest risk of fire in most student kitchens comes from dirty kitchen appliances. The build-up of excess grease and fat coats the inside of your oven, grill or hob and is highly flammable.

Most people underestimate the speed with which fire or smoke spreads in a building. Click on the link for information about fire safety; always follow the rules: **FIRE SAFETY**. **Please Note:** For your safety we carry out weekly fire alarm checks, more information can be obtained from the notice boards on site or your hospitality team.

Please Note: There should be no hot works undertaken on the external walls of the building from the inside or the outside.

ELECTRICAL SAFETY

All portable electrical appliances provided by the landlord in your accommodation are regularly tested and comply with industry standards. Report any faults immediately to your Hospitality Team.

Full User Guides for all appliances provided by Mansion Student are available at Reception.

Click on the link for instruction for the safe use of all electrical appliances:
SAFE USE OF ALL ELECTRICAL APPLIANCES

ADAPTORS / PLUGS

- If you have travelled from abroad, please note you may require a travel adaptor that complies with British Standards to use any appliances purchased outside the UK.
- Please do not overload adaptors or extension leads as this is a fire hazard
- International Plugs fitted to chargers on products bought online from other countries may not be suitable for use in the UK; they may cause shock or fire. If in doubt, take your charger and lead to the Hospitality Team to check it for you.



WHEN TO CALL AN AMBULANCE

If someone has had a serious accident, call 999 and ask for an Ambulance. Ensure that someone meets the ambulance at the entrance of the building to take them to the injured person. Examples of situations when an ambulance should be called are if someone: is unconscious, is bleeding heavily, has a deep wound, has difficulty breathing, has severe burns, has a severe allergic reaction, or you suspect they have broken bones.

Where an incident is not serious contact the First Aider at Reception during office hours. At all other times dial the NHS helpline - 111 for assistance.

SAFETY TIPS

- Please be aware that any spills on the floor will make it a slippery surface. Clean up all spills immediately.
- Do not trail cables under floor rugs or across walkways. They are a trip hazard and a possible fire risk. Do not wrap cables around any equipment when it is still warm.
- Many burglaries happen when a door or window has been left open. It's simple, lock up every time you go out and make sure that all your flatmates do the same.
- Do not leave expensive items on display especially in ground floor rooms. Your window may be fitted with a restricting device. If fitted it is there for your safety, it is not an anti-theft device. If the restrictor becomes damaged for any reason you must report it immediately to your Hospitality Team. It is your responsibility to ensure that windows are not tampered with in any way, including the removal of window stickers.
- Use a light-timer. They are inexpensive and will ensure a light comes on whilst you're out helping to make the property look occupied.
- Be very careful who you let into the building, the access systems are there for everyone's safety. If you don't know who you're letting in then you could be risking not just your own safety, but those of your fellow residents.
- Make sure you close the door behind you, do not let anyone follow you into the building.
- Do not label your keys with your address.



SAFETY OUT AND ABOUT

- Do not make yourself an easy target. Walk and travel in groups at night, travel only by licensed taxi and pre-book if you can. Alternatively stay overnight with friends if you are left stranded.
- Public transport – try to stay away from isolated bus stops, especially after dark. On empty buses always sit near to the driver and on trains try to sit in a compartment where there are several other people. Make sure you know where the exits and emergency alarms are located.
- If you do find yourself in a situation where you are walking alone, avoid short-cuts and deserted areas like car parks. If you feel that you may be in danger, walk to the nearest garage/shop. It may be worth investing in a personal attack alarm; they are inexpensive and could scare off a potential attacker.
- Alcohol – if you do drink, make sure you are in a safe environment as being under the influence of alcohol can affect the choices you make. Think about your journey home, before you drink.
- To prevent drink spiking do not leave your drinks unattended or accept drinks from strangers.
- Be vigilant at cash machines; always try and use these facilities during daylight hours when it is busy. Put your card and cash away quickly and never write your PIN down. Do not carry large amounts of cash on you at any time.
- Carry your wallet in an inside pocket. If someone bumps into you in a crowd, check you still have your wallet or purse.
- If your cards are stolen, tell your card issuer immediately. Keep the number handy to avoid delay when reporting the crime.
- Avoid using any personal device, for example your mobile phone, as you walk down the street as it will affect your awareness and you may be less vigilant. If your mobile is stolen, contact your network provider so they can block your phone straight away.
- Carry your flat keys in your pocket, not in a handbag. If someone attempts to steal your bag let them take it rather than risk your personal safety.

DRUGS AND ALCOHOL

DRUGS

Mansion Student has a zero-tolerance approach to the use, possession or supply of any illegal drugs.

Drug abuse is a criminal offence and it is against Mansion Student's regulations for any resident / guest to produce, use or supply any illegal drug in any of its premises. Any breach of this regulation is viewed as a very serious offence and disciplinary actions will be taken which could result in immediate termination of your Tenancy Agreement.

Section 8 of the Misuse of Drugs Act 1971 places legal responsibility on the managers of property in respect of the unlawful production, supply or use of controlled substances. A manager is therefore required to take appropriate action if he/she suspects that drugs such as cannabis are being used on the property and will not hesitate to refer offenders to the police if appropriate.

ALCOHOL

Whilst we want you to have fun during your stay with us, many disciplinary matters arise as a result of too much alcohol and Mansion Student will not hesitate to enforce an appropriate penalty in these instances.

Do not be afraid to ask for help or advice if you have any questions about drink or drugs.



LIVING WITH OTHERS



Moving away from home is a big step! You will now have your own independence to do what you want whenever you want. Living away from home and adapting to a new lifestyle can be difficult, so we've put together some useful hint and tips to help you get settled into your home away from home:

COMMUNICATE – talk to each other. This helps to solve problems and can even stop them from occurring.

BE UNDERSTANDING – we all have bad days! Try to be understanding and supportive.

ASK FOR HELP IF YOU NEED IT – if university life isn't everything you hoped, and you are feeling unhappy, don't let it get on top of you – talk to a member of our team. They will be able to advise you on how to get help and advice when you need it.

PERSONAL SPACE – everyone likes a little quiet time. Make sure you take time to find yours and also respect others.

BE AWARE OF YOUR NEIGHBOURS – not seen someone for a while? Check on them, they may be lonely or homesick. If you are worried speak to your Hospitality Team who will be happy to look into it.

NOISE – there will always be a level of unavoidable background noise, but what is acceptable to one may not be acceptable to others. Between 11.00pm and 8.30am noise should be minimal. If you can be heard outside your bedroom, it's probably too loud.

If you are disturbed by noise and talking to those involved has not helped, please speak to your Resident Student Warden or your Hospitality Team.

VISITORS/GUESTS - we do allow guests on site, however unaccompanied guests/visitors are not permitted. If you are expecting a guest, you must always come to the main gate and/or front door to collect them. You are responsible for their conduct whilst they are on the premises and will be liable for any charges which arise as a result of their behaviour.

DISPUTES - If at any time you are in dispute with another student, we always advise that you try and resolve the issue amicably. If this is not possible you can always contact a member of your Hospitality Team for help.

If the dispute cannot be resolved reasonably, we reserve the right to move any party to alternative accommodation. If asked to leave you will still be expected to meet the costs of your Mansion Student accommodation.

FLATMATE AGREEMENT

To help stop disputes starting we provide a 'Flatmate Agreement' which can help establish "house rules". This is a great way to get to know new people and can even be fun!

WELLBEING AND MENTAL HEALTH

At Mansion Student we understand that mental health is incredibly important. University can be a stressful time, adjusting to a different lifestyle, living away from home, budgeting and becoming an independent adult all can have an effect on your mental health.

If you're looking for support for yourself or a friend, then our onsite hospitality teams are a key point of contact for you. As part of our commitment, we've partnered with Student Minds – the UK's student mental health charity, offering you the mental health support throughout your stay. There is a vast amount of support available through the Student Space platform – from mental health and wellbeing, preparing for university, friendship and social life, advice and practical tips on money, and adapting to university if you have a disability or long-term health condition.

[FIND OUT MORE](#)

**student
minds**



TOP ENERGY TIPS



We're committed to making our sites as energy efficient as possible, but we need your help as residents. Just making these small changes will make such a difference, switching off lights, heating, laptops when you don't need them and recycling rubbish and items.

We've put together some useful hint and tips.

ENERGY

- **Turn off your appliances:** reduce energy consumption by turning off your computer, laptop and TV rather than leaving them on standby.
- **Mobiles:** charging a phone all night will still draw power once it's fully charged. This can affect the performance of your battery, which means you will have to charge more often and use more energy.
- **Lights:** always switch off lights when not in use or during the day.
- **Heating:** don't leave the heating on AND your window open at the same time as this wastes heat. Switch the heating to a lower setting if you are going out.
- **Cooking:** use the microwave instead of the oven. Putting a lid on your saucepan reduces the amount of energy required to cook your food by up to 90% AND cooks your food quicker.

For more tips on how to save energy, visit www.energysavingtrust.org.uk.

WATER

- **Report leaks:** report any dripping taps or leaks to the Hospitality Team as soon as possible.
- **Showers:** spend less time in the shower, every minute less spent in the shower, saves up to 9 litres of water.
- **Taps:** turn off the tap while brushing your teeth to conserve water.
- **Kettles:** Don't overfill the kettle; 200ml is plenty of water for a single cup and it'll boil in no time.

For more tips on how to save water, visit www.waterwise.org.uk

RECYCLE AND REUSE

- **Recycle:** recycle as many waste items as you can, such as glass, plastics and cardboard, by using the recycling bins on site. Freecycle groups match people who have things they want to get rid of with people who can use them. Find your nearest freecycle group at: www.freecycle.org.
- **Reuse:** Where possible re-use items such as bags, bottles and containers or find alternative uses for them.
- **Book swap:** you can re-use other people's textbooks and let them use yours for free on sites such as www.PaperBackSwap.com; or buy second hand books from Amazon www.amazon.co.uk.

For more tips on how to reduce your waste, visit: www.recycling-guide.org.uk



USEFUL LOCAL INFORMATION



We've put together some basic contact information about local facilities. Please note, Mansion Student does not endorse these and is not responsible or associated with them.

BANKS:

All major Banks and Building Societies are located in Durham City Centre.

CASH MACHINE:

The nearest Cash Machine is located at Tesco, within 1 minutes' walk.

CINEMAS / THEATRES:

[Gala Theatre & Cinema](#), 1 Millennium Place, DH1 1WA; 0300 026 6600.

[Odeon Luxe](#), Millburngate, Unit 15, The Riverwalk, DH1 4SL; 0333 014 4501.

CHEMIST / PHARMACY:

Tesco Pharmacy, Dragonville Industrial Estate, Dragon Lane, DH1 2XH

Boots, Rennys Lane, DH1 2RS; 0191 374 0664. 0345 677 9201.

LIBRARY:

[Durham University Library](#) (Bill Bryson Library, Queen's Campus Library, Palace Green Library, Leazes Road Library, Durham University Business School Library).

GROCERY STORES & OTHERS:

Tesco, Aldi, Iceland, Lidl, The Range, B&M, Argos, TK Maxx, Matalan, Greggs, Dominoes, KFC, Pizza Hut and more within a 5 min walk.

HOSPITALS:

University Hospital of North Durham, North Road, DH1 5TW; 0191 333 2333.

DENTISTS:

Belmont Dentist Practice, 2 Newlands Road, DH1 1AP; 0191 384 9491.

Oasis Dental Care, 2A Maynard's Row, DH1 1QF; 0191 384 4433.

Claypath Dental Practice, 71 Claypath, DH1 1QT; 0191 386 5375.

DOCTORS SURGERIES / HEALTH CENTRES:

Gilesgate Medical Centre, Sunderland Road, Glue Garth, DH1 2QQ; 0191 386 4242.

Cheveley Park Medical Centre, The Links, DH1 2UW; 0191 386 4285.

Claypath & University Medical Group University Health Centre, Green Lane, DH1 3JX; 0191 386 5081.

[NHS England](#): 0300 311 22 33 can be contacted for health advice.

SEXUAL HEALTH CENTRE:

Contraception and Sexual Health (CaSH) Clinics - Central Appointment Booking Line, M - F, 9am-5pm; 0191 372 8700.

LAUNDRY SERVICE:

Old Cinema Launderette; provides laundry services for our students.

Full details and a price list are available from Reception.

TAXIS:

Galaxy - 0773 374 7699.

BM TAXI - 0773 374 7699.

Further numbers are available at Reception.

POST OFFICE:

Unit 4, Cheveley Park Shopping Centre, Belmont, Durham, DH1 2AA, Tel. 0191 384 8480

PUBLIC TRANSPORT:

[Durham Buses](#).

Durham Train Station, Station Approach, Durham DH1 4RB.

[Booking train tickets](#).

SHOPPING CENTRES:

Prince Bishops Shopping Centre, Metro Centre & Arnison Centre. Further details are available from Reception.



USEFUL CONTACTS



STUDENT MINDS

www.studentminds.org.uk

STUDENT DEBT ADVICE

www.debtadvicefoundation.org/education/student-debt-guide

NATIONAL ASSOCIATION OF STUDENT MONEY ADVISERS

www.nasma.org.uk

GOV.UK STUDENT FINANCE

0300 100 0607

www.gov.uk/student-finance

STUDENT LOANS COMPANY

www.slc.co.uk

ANOREXIA AND BULIMIA CARE

www.talk-ed.org.uk

BROOK (SEXUAL HEALTH ADVICE)

0808 802 1234

www.brook.org.uk

LGBT FOUNDATION

0345 330 3030

www.lgbt.foundation

NIGHTLINE

Confidential listening and support for students

www.nightline.ac.uk

SAMARITANS 24 HOURS

0845 790 9090

www.samaritans.org

DRUGS ADVICE & HELPLINE

0300 123 6600

www.talktofrank.com

DRINKAWARE

0207 766 9900

www.drinkaware.co.uk

COUNCIL TAX EXEMPTION

www.gov.uk/council-tax/discounts-for-full-time-students

VICTIM SUPPORT

0845 30 30 900

www.victimsupport.org.uk

BRITISH PREGNANCY ADVISORY

03457 30 40 30

www.bpas.org

IMMOBILISE (UK National Property Register)

www.immobilise.com

LOG A MAINTENANCE REQUEST

Log into the StuRents App

USEFUL APPS

We've put together a list of some useful apps which might be helpful to you during your stay with us.

MOOVIT - Public transport schedules and tracker that allows you to get your bus, train or plane on time.

VOUCHERCODES - Make a saving with exclusive discounts on a range of sites and stores.

EXAM TIME - Notes, study guides and quizzes all in one app.

AROUND ME - Allows you to quickly find about your surroundings, including locations of the nearest cash machine, bar, coffee shop, petrol station, hospital, cinema, taxi rank etc.

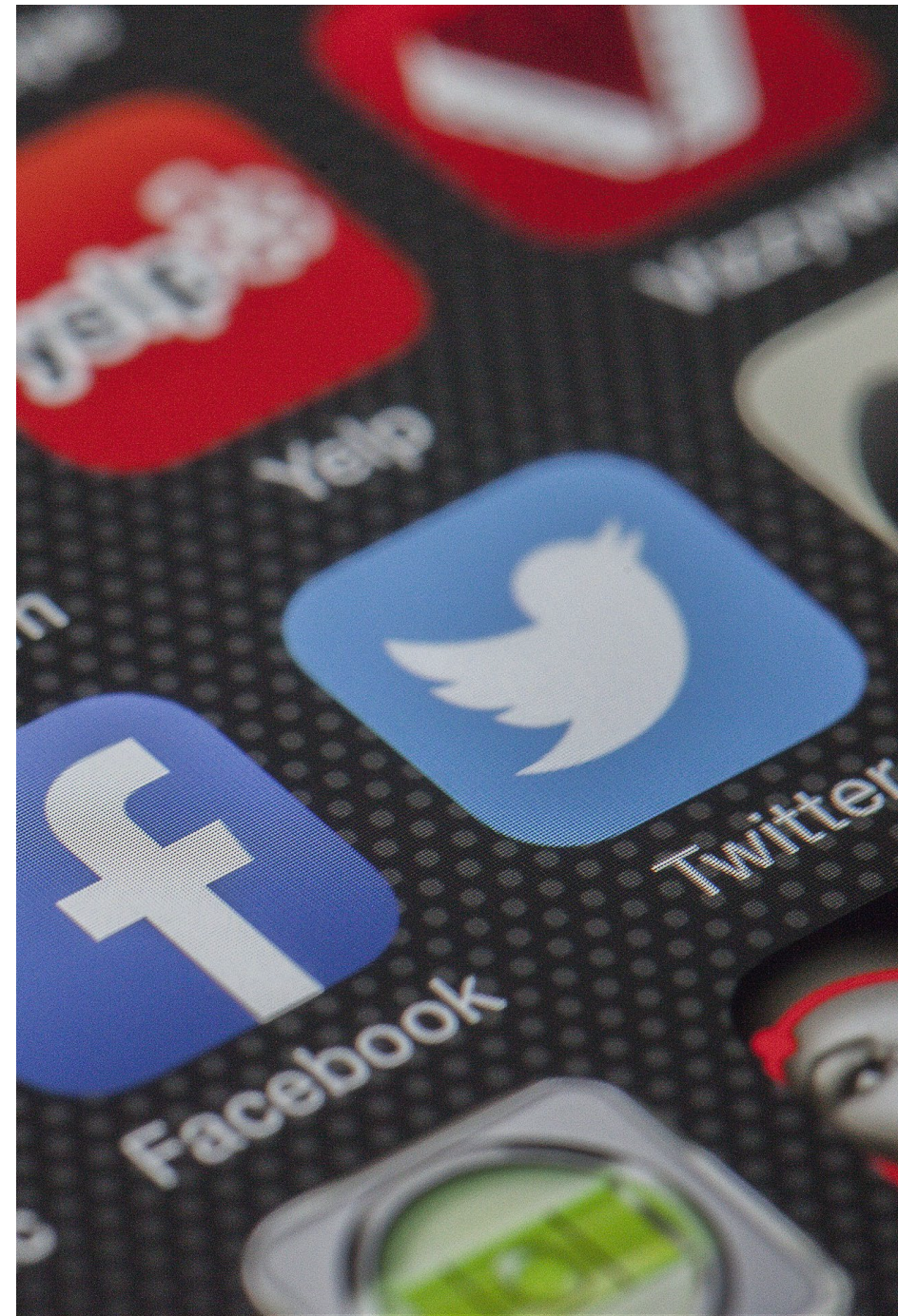
SOUNDNOTE - Acts as a notepad and audio recorder, so you can store an entire lecture in both visual and audio form.

EXAM COUNTDOWN - Keeps track of the days until each of your exams.

TIMETABLE - Saves your timetable and all tasks from assignments to exams.

MY CLASS SCHEDULE - Keeps your student life organized, showing your schedule for any particular day or week.

MENINGITIS NOW - The life-saving app includes the common signs and symptoms of meningitis, what to do if you suspect meningitis and how you can get support if you have experienced meningitis.



MOVING OUT AT THE END OF YOUR TENANCY

When it is time to checkout of Ernest Place you can either make a checkout appointment for a room inspection with the Hospitality team or, you can leave your keys at a designated location, and we will inspect your room after your departure. Please ensure that you complete the Checkout Inspection form before you leave.

EXTRA CHARGES FOR DAMAGE / CLEANING

Please remember to leave your accommodation in the same condition as it was when you checked-in; clean and rubbish free, or charges may apply. Details of charges for any damage to items, or additional cleaning necessary due to a tenant's behaviour are detailed here.

This list is not exhaustive, and you may be charged for any damages not considered to be due to reasonable wear and tear.

SHARED KITCHEN	PRICE
Extractor fan (above stove)	£73
Corian worktop	£1,459
Integrated dishwasher	£261
Integrated under counter freezer	£279
Integrated tall fridge	£321
Built in full oven	£170
Integrated combination oven	£429
Two, four ring induction hobs	£160
Two Chimney hood extraction	£139
Kitchen table	£726
Kitchen chairs	£112
Fire extinguisher	£59
Fire blanket	£10
Kitchen door and fittings	£851
Lights and fittings	£50
Smoke detector	£86
Bin	£20

SHARED LOUNGE	PRICE
40" Television	£382
40" Television bracket	£13
Three-seater sofa	£783
Two-seater sofa and arm chair	£654
Arm chair	£452
Coffee table	£73
Vinyl floor	£22 per square meter
Redecorate walls	£50
Redecorate ceiling	£50
General damage to walls	£50
Blinds	£194
Window	£811
Juliet balcony	£2,671

BEDROOM, STUDIO	PRICE
4ft 6 double bed	£568
4ft double bed	£238
Mattress	£147
Bedside cabinet (two in Luxury Studio)	£54
Bedside table lights	£26
Wallpaper feature wall	£46
32" Television	£262
32" Television Bracket	£13
40" Television	£382
40" Television Bracket	£13
Remote	£26
Double bean bag chairs	£231
Study chair	£105
Desk	£84
Wardrobe	£283
Book/folder shelves	£90
Low level and high-level shelving	£179
Notice board	£63
Plug sockets with USB ports	£28
Mirror	£53
Radiator/Wall heater	£264
Extractor fan (above stove)	£145
Integrated Combination/conventional oven	£247
Hob	£160
Corian worktop	£975
Integrated dishwasher	£261
Free standing microwave	£52
Integrated fridge with freezer tray	£214
Four ring induction hob	£160
Breakfast bar with two stools	£105
Vinyl floor	£30 per square meter
Redecorate walls	£50
Redecorate ceiling	£50
General damage to walls	£50
Blinds	£194
Window	£811
Bedroom door and fittings	£851

Lights and fittings	£50
Smoke detector	£86
Vacuum cleaner	£158
Bin	£20
Fire extinguisher	£59
Fire Blanket	£10
Sonos music system (Luxury Studios only)	£2,500

ENSUITE	PRICE
Shower	£65
Glass shower door	£145
Mirror and/or Shelf	£55
Shaving point	£10
Towel hook/rail	£4
Toilet roll holder	£11
Toilet	£85
Toilet seat	£14
Taps	£31
Wash hand basin	£36
Lights and fittings	£18
Door and fittings	£517

CLEANING YOUR ROOM - AFTER INSPECTION OR END OF TENANCY	PRICE
Bedroom - general clean	£50
Entire Studio inc bathroom	£65
Bedroom flooring	£30
Bathroom clean	£25
Shared kitchen (Split between all flatmates)	£110
Removal of rubbish (per black bin bag)	£15

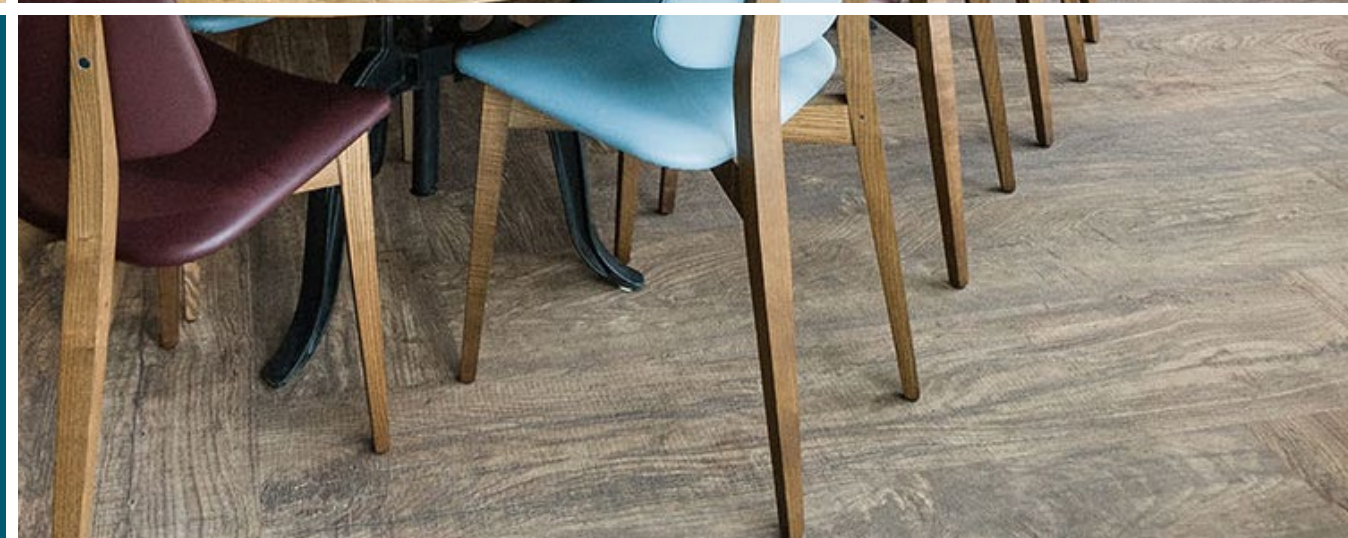
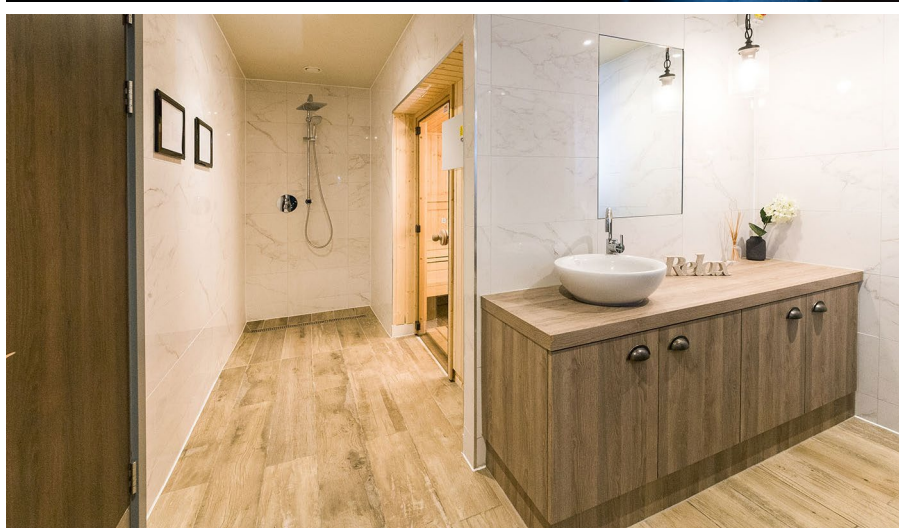
OTHER ITEMS	PRICE
Laundry card	£10
Replacement fob/key	£50
Replacement mailbox key	£10
Replacement mailbox lock	£60
Replacement bus pass	£25



**SOPHISTICATED STYLE
WITH MODERN DESIGN**



EPITOME OF LUXURY
ERNEST PLACE, DURHAM



THANK YOU FOR LIVING WITH
MANSION STUDENT. WE HOPE
YOU ENJOY YOUR STAY WITH US.



ERNEST PLACE

Renny's Lane, Gilesgate, Durham DH1 2GY

T: 0191 337 1186

www.mansionstudent.co.uk

Email: ernestplace@mansionstudent.co.uk

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