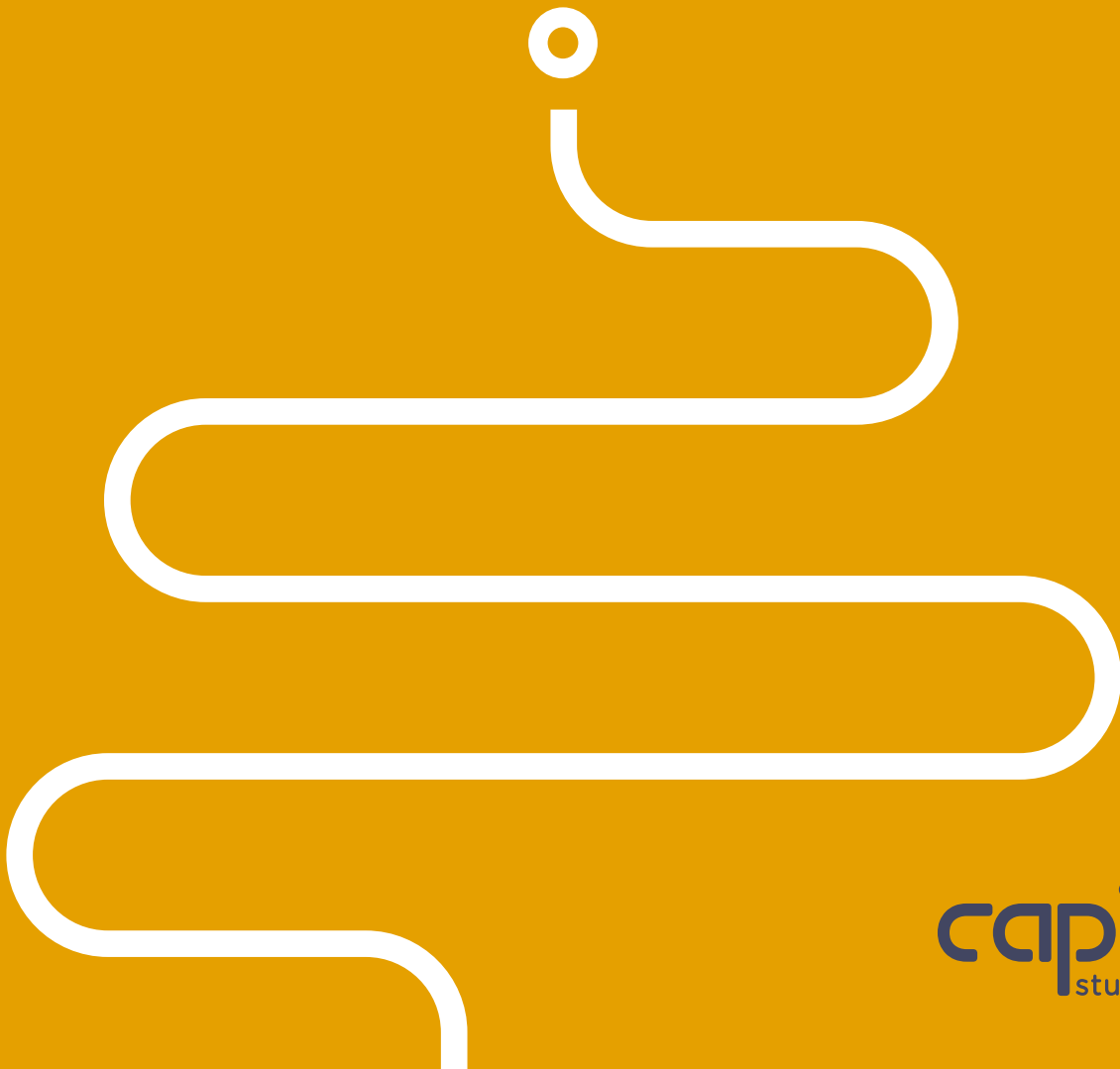


YOUR JOURNEY BEGINS HERE

Tips, tricks and things to know when
living at Pablo Fanque House

LET'S EXPLORE





Start here. Go far.

From the moment you turned the key, your new journey began in somewhere you can live, grow, and thrive.

Excited? Nervous? All first steps can feel big. But we're here to walk beside you whenever you need, helping you to settle in, find your path, make friends, and feel at home so you can focus on what matters: enjoying your university experience.

Think of this handbook as your guide for the road ahead - quick answers to everyday questions, simple fixes when things aren't quite right, and tips for exploring your new city. Dip in whenever you need, and if something isn't covered, just ask. We're here to help, every step of the way.

Take a breath, unpack at your own pace, and welcome to your next journey.

NO PLACE LIKE HOME:

Pablo Fanque House,
30 All Saints Green,
Norwich, NR1 3NA

pablofanquehouse@capitolstudents.com
03307 890 944

NEED HELP?

We're here at reception
Monday to Friday, 9am - 5.30pm

But don't worry, security are
always available in an emergency.
Just call 01603 740 623.

What you need to know.

INSIDE YOUR HOME.

Features and highlights
of your space. >

Cars and bikes. >

Post and parcels. >

When something's not right:
The maintenance team. >

Stay safe: fire safety, alarm testing
and evacuation points. >

Want to invite a friend round?
Our guest, visitor and noise policy. >

Where to find recycling
and waste points. >

Your cleaning responsibilities
(don't worry, it's easy!). >

Protect yourself:
Our wellbeing support program. >

Protect your belongings:
The importance of insurance. >

OUTSIDE: A WORLD TO EXPLORE.

Things to see. >

Places to eat or drink. >

The closest supermarkets. >

How to get to university. >

Where to find a doctor. >

STAY IN THE LOOP.

Be the first to hear about
events, promotions and
perks, plus connect with
your fellow residents!

There's a notice board
in the main reception
or to be the first to hear,
follow us on [instagram](#).

Inside your home.



Ultra-fast
WiFi



Bike
storage



Secured
property



Games
area



Laundry
area



Common
area



○ **LAUNDRY.**

The laundry room is located on the ground floor in A block of the building.

You need to download the Circuit app and topup as required. More information or guides are available in the laundry room.

[DOWNLOAD FOR IOS \(APPLE\)](#)

[DOWNLOAD FOR ANDROID \(GOOGLE PLAY\)](#)

○ **THE STUDY ROOM.**

Our study rooms are open and ready whenever you need a distraction-free space to work, revise, or collaborate. To book a room, just pop down and have a chat with our friendly team at reception to find out how - they're always happy to help!

**CAR
PARKING.**

We do not have parking available onsite. Like any major city, parking is very limited and comes with additional cost, so we would not recommend bringing your car with you. However, if you do wish to bring your car with you, please [click here](#) to find local parking options.

[FIND PARKING OPTIONS](#)

**BIKE
STORAGE.**

Cycling is a great way to exercise and get around the city. You can bring your bicycle to Capitol Students but please be aware that you cannot bring any e-scooters or e-bicycles inside the building or bike store, as these pose a significant fire risk. If found, these will be removed and you may incur a charge for removal.

Bicycle racks are provided within the facility for you to put your bike in; however, you will need to bring your own locks to ensure that it is secured. Please note: we can't take responsibility for any loss or damage to bicycles left in the storage area. If there is a problem, please notify the police and the team.



○ MAILBOXES.

Where are they?

Mailboxes are located on the ground floor in the main reception area, to the left of the poetry wall. If the items received are too large for the mailbox, the items will be kept at reception. When ordering a parcel, please ensure the following information is clearly stated:



Full name

(as it appears on your booking)

Room number

Property address

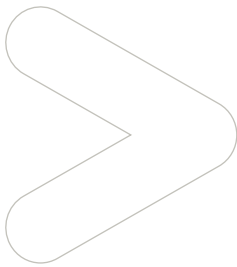
When a parcel's delivered?

You will receive an email notification from our team alerting you that your parcel is ready to be collected. Please bring your photo ID to reception to pick up your parcel. You are not allowed to pick up parcels for other residents. Please only come to collect your parcel once you have received an email notification, as we may still be sorting through large deliveries.

Please note, we cannot accept any responsibility for any packages or parcels dropped off at reception. You will need to collect your parcel within 48 hours of receiving the email notification, if you are not available then please send the reception an email to advise when you will be able to come and collect.

Ordered food?

When ordering fresh food such as Hello Fresh, takeaways, or grocery deliveries you will need to meet the driver at reception to collect this from them directly. We are unable to accept any fresh food on your behalf and cannot keep any food refrigerated.





○ **MAINTENANCE.** If there is a maintenance issue?

Things break - it's just part of life. But we want you to feel that your home is always in the best condition, so if something isn't working quite as it should, simply report the problem.

If you have a maintenance concern or issue in your room, you can quickly submit a request through your resident app. Simply download the app using the link below, then click on 'request maintenance' and provide the details. Our friendly maintenance team will respond within 24 hours (or within 48 hours for requests logged over the weekend).

DOWNLOAD THE APP

If you would like to be present during the maintenance works then please make sure to specify a time when logging the request. Our maintenance team will always knock on the door before entering a bedroom and if you're not in, they'll leave a card to let you know if they've been into your room.

Is it urgent? Call 01603 740 623.

If you have an emergency maintenance issue, such as a broken window or burst pipe and it is outside of normal working hours, you can report it to our out-of-hours service who will immediately contact the appropriate person to rectify the problem.

If the electricity goes off...

Please contact reception or, if out of hours, call the emergency number: 01603 740 623 and a member of staff will have keys to access the fuse box to turn the electricity back on.

If the electricity does not turn back on, it could be due to a faulty electrical item such as a hairdryer or toaster, so unplug any electrical items you were using when the electricity went off and make sure everything you bring with you has been PAT tested and has the CE approved mark. If you cannot identify a faulty appliance or the trip switch will not reset, we will log this on our system and send maintenance as soon as possible to come and look into this further.

If there's a leak?

Water leaks and flooding can quickly cause a lot of damage and be very inconvenient for your neighbours. If water is coming into contact with electrical fittings, it's important to address it promptly, as it could pose a safety risk.

If you spot a leak:

Call reception or the out of hours number immediately.

Try and catch the water in a container to avoid further damage.

Do not touch electrical sockets or devices.

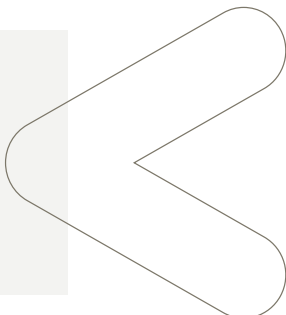
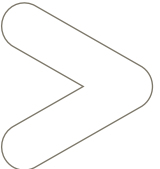


FIRE SAFETY.

It's essential you know how to prevent fires from taking place and what you need to do if one occurs. You can find further guidance on this in 'The Serious Stuff' section of your Linktree / Support Hub. Please make sure to familiarise yourself with this on arrival.

Your fire evacuation assembly point.

If the fire alarm sounds, you must immediately evacuate the building. Please do not run, do not use the lifts, and make sure to familiarise yourself with the fire assembly location. You **MUST** evacuate the building regardless of time of day and proceed immediately to the fire evacuation assembly point. Do not attempt to re-enter the building until a member of the team or fire brigade has given you permission to do so.



Your assembly point:
Opposite the building under
the John Lewis sheltered area.

Fire alarm tests.

The fire alarm system is tested weekly, every Friday at 2pm. Test alarms last for a short period of time. If the alarm sounds for longer than two minutes, please follow the evacuation procedure detailed on the back of your door.

Know your escape route.

This is shown on the fire evacuation procedure notices distributed around the building, detailing your escape route from wherever you are. When you arrive, make sure you know where the nearest fire exit is. If you notice any obstruction to any fire exits, let a member of staff know.

○ **GUESTS.**

You are more than welcome to have guests and visitors during your time at Capitol Students; however, it is important for anybody that you bring on site to be mindful and respectful of other residents, as well as Capitol Students staff and property. Please register your guests at reception, make your flatmates aware that you are having someone to stay and bear in mind that you are responsible for any guests that you bring on-site, they must also be respectful of the site, your flatmates, and your living environment.



Guests are only able to stay for 3 days maximum per month.

We want to ensure that everybody living with us feels safe and secure. As a result, we ask that you strictly don't give out your key to anybody, and you always accompany your guest when they are on-site.

○ **NOISE.**

We want you to enjoy living at Student Castle, but we request that you respect fellow residents and try to keep noise to a minimum, between the hours of 11pm – 8am and during exam periods, so that we can make the building a pleasant and enjoyable place for everyone.



○ **RECYCLING AND WASTE.**

The bin store for general waste and recycling is located outside on the lower ground floor in A block.

Please remember to take your rubbish to the bin store regularly and place it in the correct bins. The grey bin is for general waste only, and the green bin is for recycling only—please ensure no black bags or textiles are placed in the green recycling bin.

There are lots of small actions we can take that make a big difference. Let's think before we bin! Making changes to what we do with our waste can save energy, reduce emissions and minimise the use of natural resources.

CLEANING.

Keeping your room clean is your responsibility. To assist, each flat is supplied with a vacuum cleaner, which can be found in the kitchen area. In studio rooms, vacuums are located in the designated vacuum location on each floor. Please remember to return the vacuum cleaner to its designated area when you're finished.

Kitchen.

It's important for hygiene reasons that your kitchen is kept clean. We conduct a monthly kitchen inspection as part of our routine checks (we provide advance notice, so you won't be caught off guard). If your kitchen does not meet the required standard, you will be informed and given 24 hours to clean it. If the kitchen is not cleaned within this time frame, a cleaning charge of approximately £100 will be applied. This charge will be equally divided among the students in your flat.

Bathroom.

Please don't use hair dye in the bathroom or abrasive cleaning products in kitchens or bathrooms. If you are in any doubt, consult the team.

Your room.

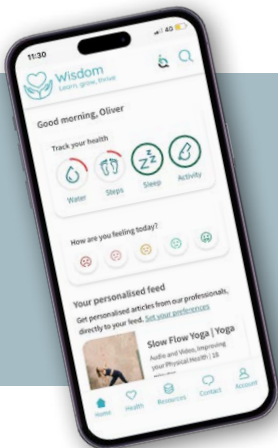
It's your responsibility to keep your room and bathroom clean and tidy. Our quarterly inspections are to ensure that they meet standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge. Don't put posters up or affix anything to the walls – it marks the walls which will need to be repainted.

STUDENT ASSISTANCE PROGRAMME.

We've partnered with Health Assured to offer you 24/7 access to the Student Assistance Programme. This will provide you with constant support through the Wisdom Wellbeing Support app, including: counselling, healthy recipes, exercise videos, medical guidance, live chat support and so much more! You can download the app using the link below, along with our unique access code: **MHA334136**, and start accessing support whenever you need it.

For more details about this service, you'll also find helpful information in the Mental Health & Wellbeing Support section of your Linktree Support Hub.

Please know: by using this service, you agree that the property team may be contacted if there's an emergency or if there's a genuine concern for your safety.



[DOWNLOAD FOR IOS \(APPLE\)](#)

[DOWNLOAD FOR ANDROID \(GOOGLE PLAY\)](#)

CONTENTS INSURANCE.

We have partnered with Howdens to provide you with insurance for your possessions whilst living with us. To confirm your cover, please download the 'Howden for Students' app by clicking the link below. Please note your cover will not be valid until confirmed via the app.

[DOWNLOAD FOR IOS \(APPLE\)](#)

[DOWNLOAD FOR ANDROID \(GOOGLE PLAY\)](#)





Our top spots in your new city.

THINGS TO SEE:

- 1 Norwich Cathedral
- 2 Norwich Castle Museum & Art Gallery
- 3 The Norwich Lanes
- 4 Strangers Hall Museum
- 5 Earlham Park

SUPERMARKETS:

- 6 Sainsburys
- 7 Tesco
- 8 Iceland
- 9 The Feed

PLACES TO EAT:

- 10 MyMakan
- 11 The Kimchi
- 12 Ciscoe's Pan Asian & Sushi
- 13 Chopstix
- 14 Jorge's Restaurant

PLACES TO DRINK:

- 15 Gonzo's Tea Room
- 16 The Birdcage
- 17 Fat Cat
- 18 Black Horse

NEED A DOCTOR?

- 19 Norwich Practices Health Centre (15 minute walk), Rouen House, Rouen Road, Norwich, NR1 1RB
01603 670 670
- 20 Lionwood Medical Practice (20 minute walk), 30a Wellesley Avenue North, Norwich, NR1 4NU
01603 437 559

UNI? IT'S JUST...

18 minutes by bus.
You can use your free
UEA 15-20 bus pass!

We're here to help.

Right here.

If you have any additional questions our friendly staff are always here to help. Pop down to reception, give us a call or send an email.

Welcome home.