YOUR JOURNEY BEGINS HERE

Tips, tricks and things to know when living at Central Quay

LET'S EXPLORE



capitol students



Welcome.

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:
Central Quay
33 Alma Street
Sheffield, S3 8RA

centralquay@capitolstudents.com
03303 410 626

NEED HELP?
We're here at reception
Monday to Saturday, 9am - 5pm

But don't worry, security are always available in an emergency. Just call 07866 128 222.

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
- 24/7 security
- Laundry area
- Common area
- Games area
- TV area
- Study area
- Outdoor courtyard
- On-site gym

USING THE GYM.

Our fully equipped on-site gym is open 24/7 and completely free to use. Whether you're fitting in a quick workout between lectures or going for a late-night session, you can train whenever it works best for you.

LAUNDRY.

The laundry room is located on the ground floor next to the gym. 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 reception area. 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 easily submit a request through your Student Portal. Simply log in using the link below, navigate to the maintenance section, and provide the details of your request. Our friendly maintenance team will respond within 24 hours (or within 48 hours for requests submitted over the weekend).

SUBMIT A REQUEST

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 07866 128 222.

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: 07866 128 222 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:
Outside in the Ampitheatre.

Fire alarm tests.
The fire alarm system is tested weekly, every Thursday between 12pm - 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.

Bin stores for general waste are located next to C block and E block, with recycling located in the courtyard.

Paper/cardboard, plastic and glass recycling bins can be found within the courtyard next to A and B block.Please take all your rubbish to the bin stores on a regular basis and ensure you place it within the relevant bins. The black bins are used for general waste only, the blue bins are for cardboard recycling only, and the green bins are for glass, metal and plastic recycling so there should be no black bags, cardboard, or textiles in the blue recycling bins.

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, vacuum cleaners can be found in each flat in the kitchen. Please return the vacuum cleaner to the cupboard after use so that your flatmates can use it too!

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.

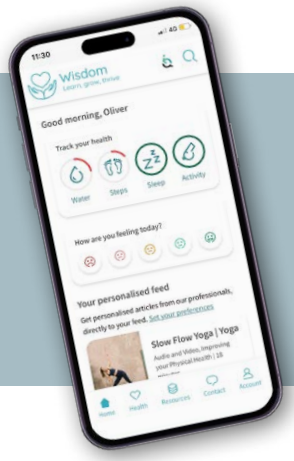
Your room.
It's your responsibility to keep your room and bathroom clean and tidy. Our quarterly inspections are to ensure that they meet standards. If they fall below standard, you'll have 24 hours to clean them up or risk a charge. Don't put posters up or affix anything to the walls – it marks the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



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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. Winter Garden and Millennium Gallery
2. Botanical Gardens
3. Valley Centretainment
4. Moor Market
5. Peak District day trip

SUPERMARKETS:

6. Tesco Express
7. Tesco Extra
8. Kelham Deli and Kitchen

PLACES TO EAT:

9. Isabellas
10. Groke Coffee
11. Riverside Kelham
12. Chop Shop Bar & Grill
13. Cambridge Street Collective

PLACES TO DRINK:

14. Sheffield Tap
15. The Gardeners Rest
16. Bath Hotel
17. Fat Cat & Kelham

NEED A DOCTOR?

18. Sheffield City GP Health Centre (15 minute walk)
    75 Broad Ln, S1 3PB
    01142 412 700
19. Royal Hallamshire Hospital (37 minute walk)
    Glossop Rd, Broomhall,
    Sheffield S10 2JF
    01142 711 900

UNI? IT'S JUST...

Sheffield Hallam:
17 minute walk.
13 minute by bus.

University of Sheffield:
16 minute walk.
13 minutes by tram.

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.

capitol students