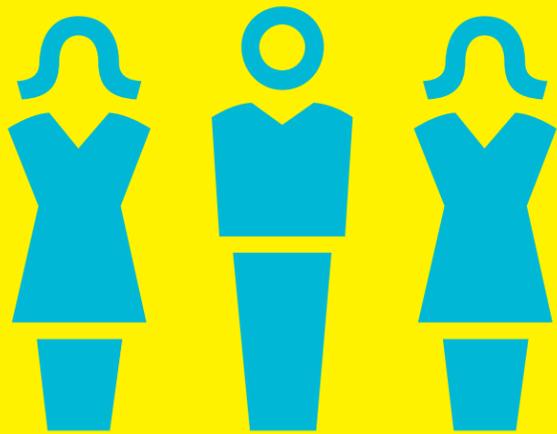


WELCOME ↓↓ TO

AMNIS HOUSE

THIS BOOKLET

IS HERE



TO MAKE

THINGS EASY

 **FOR YOU.**

UNINEST
STUDENT
RESIDENCES

Before we introduce ourselves, here are a few things you should do as soon as possible.



Make sure you know how to contact the reception to report any problems to your residence team.



Follow us on Facebook, Twitter and Instagram. We might not be reporting on breaking world news, but we can keep you up to date with events in your residence.



Introduce yourself to your neighbours. Living with other people is much easier if everyone is friendly.

Contents

- ➔ Useful information
- ➔ What we will do for you
- ➔ Our promises
- ➔ What to do when things go wrong
- ➔ The serious bit
- ➔ How to stay green
- ➔ What you can do for your residence
- ➔ Being safe and comfortable
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- ➔ The Good, the Bad & the Ugly
- ➔ Bucket List
- ➔ Monday to Sunday

Useful Information



Reception Opening Hours

Monday to Friday 9am-5.30pm
Saturday closed
Sunday closed

amnishouse@unineststudents.ie



Your Student Portal

To access your student portal go online at: <https://unineststudents.ie/login/>

You can find your log in details in the email sent to you by your residence when you booked. If you cannot find your details just ask and the residence team will be more than happy to help.



Follow Us

-  Uninest Ireland
-  @UninestIreland
-  uninestireland

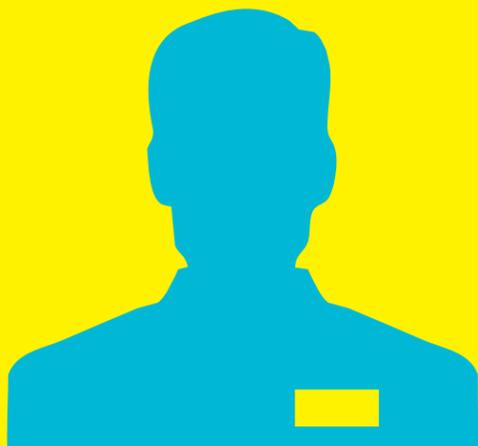


What We Will Do for You

We are Uninest Student Residences and we manage your residence. Our goal is to have our buildings close to multiple Irish Universities.

We want to change the way accommodation is provided for students, raising people's expectations about service, quality and communication. We want you to find paying for one of our rooms incredibly easy and we want you to feel safe, comfortable and looked after. We want your parents to have peace of mind and we want you to recommend us to other people.

From our plain-speaking name to our friendly staff, we want to make everything we do as clear and upfront as possible.



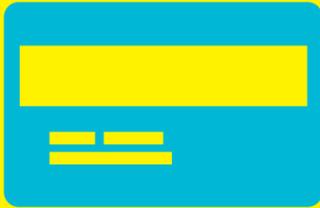
Our Promises

We make 5 promises to our customers that we think reflect the quality of our accommodation. They won't tell you how to survive Freshers' Week, but they will give you a good indication of what to expect from our high standard of service.

If you don't receive this standard of service you can tell us by filling in a yellow card at reception, and we'll do everything we can to put things right.

We know we can't get **EVERYTHING RIGHT**  all of the time, **SO** here at **UNINEST STUDENT RESIDENCES**

 **we'll** read *and* consider **ALL** of **YOUR SUGGESTIONS** on how to **improve our service.**

 WE'LL BE **UPFRONT** *about ALL the COSTS* YOU'LL FACE **WHEN LIVING** *with us* 

If things **BREAK** **OR** go wrong in our **BUILDINGS**   **WE'LL FIX THEM** *QUICKLY AND CHEERFULLY* 

WE'LL ACTIVELY **SEEK**  **STUDENT INVOLVEMENT**  in our **COMPANY** through **PLACEMENTS** *so we make sure our offer is being SHAPED by actual* **STUDENTS.**

 The **PEOPLE** who work in *your* building have been  **HIRED** for their **INTEGRITY,** *FRIENDLINESS AND WILLINGNESS* **TO GO THAT**  *bit* **FURTHER**

What to Do When Things Go Wrong

When things go wrong in our building we will fix them quickly and cheerfully.

'Things' means...

...anything we supply to you as part of the fixtures and fittings of the building.

'Quickly' means...

Priority One (Emergency Repairs) are completed within 24 hours of being reported. These are repairs required to ensure the health and safety of residents, or prevent damage to buildings and belongings.

Priority Two (urgent repairs) are completed within five working days of report. These would be any repairs that materially affect the comfort or convenience of the residents.

Priority Three (non-urgent repairs) are completed within 28 days of report. These would be any repairs not falling into the above categories.

'Cheerfully' means...

...we are happy to do so and hope that you will find our maintenance team happy to help you.

If you do wish to report a problem or need something fixed, please call your residence team or visit reception.



The Serious Bit



At Uninest Student Residences we take the behaviour of our residents very seriously.



House inspections take place every second month. We do not clear up after you but we will help and offer friendly advice – please remember that if cleaning is regularly ignored we may appoint contract cleaners to tidy up at your expense.



A list of common charges for damage to items can be found in your Home User Guide. Please remember that guests are your responsibility at all times. Please also remember that smoking is not permitted in your room, communal areas or corridors. There is a designated smoking area in the courtyard.



It is your joint responsibility to ensure that communal areas are kept clean and tidy to an acceptable standard.



Please remember to pay your fee on time. You can pay online through your student portal or by coming to see us at reception. Your student portal web address is:

<http://unineststudents.ie/login/>



If you are having financial problems please contact reception as there are charges for late payments.

How to Stay Green



Switch it off

Please switch off all lights and other electrical gear not being used, don't just leave it on stand-by. You wouldn't believe how much energy this saves. In fact, every time you do this Leonardo DiCaprio hugs a puppy.



Keep a lid on it

Keeping a lid on your pan makes your food cook quicker and conserves energy. It also helps keep your hob clean.



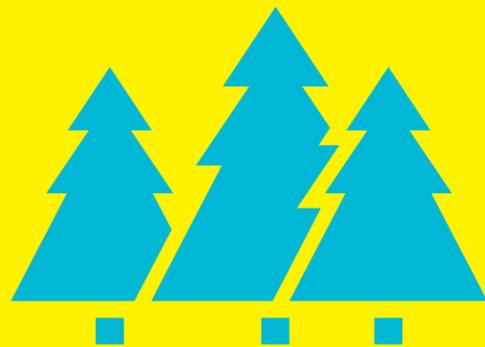
Bike storage

We have secure bike storage so be green and bring your bike with you.

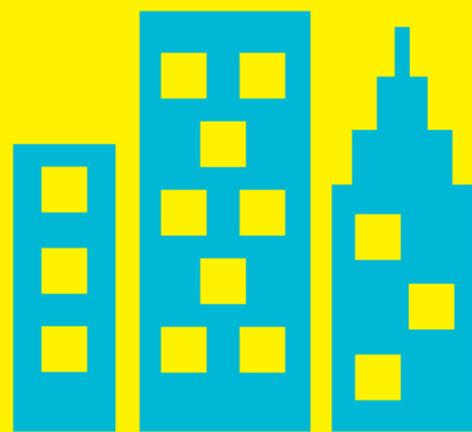


Recycling and rubbish

Please ensure that all rubbish is taken to the bin store. We operate a very simple recycling system in all of our kitchens. Please familiarise yourself with this and stick to it in an effort to keep our planet green.



What You Can Do for Your Residence



We expect you to...



Look after your flat, keeping it clean and tidy.



Keep noise to a minimum throughout the building and outside at night.



Allow us access to your room for inspections and to fix things.



Familiarise yourself with our rules and guidelines.

Cleaning up



Remember to regularly remove rubbish bags and place them in the correct bins provided.



Remember to wash all your dishes but be careful not to block the kitchen drain, particularly don't dispose of cooking oil or food down the drain.



Ensure all hair is removed from the shower to prevent it from causing unnecessary blockages. Don't flush facial or cleaning wipes down the toilet as it may cause blockages.



Make sure your shower head and sink taps are kept clear of any limescale build up.

Being Safe and Comfortable

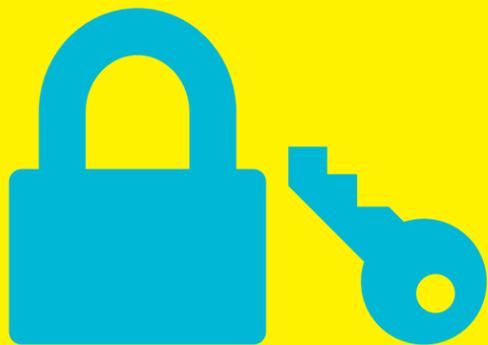
Fire Safety



Tampering with fire detection and safety equipment is a crime and may result in a fine or prosecution.



Take your time to familiarise yourself with the fire assembly point and the fire notices displayed. Make sure you know where your closest fire exit is.



On hearing a fire alarm activation, you must evacuate the building immediately. Do not stop to collect your belongings, don't run and do not use the lift.



Fire alarm tests are held weekly so familiarise yourself with when this is: Wednesdays at 1pm.

General Safety



Smoking, vaping and illegal substances are not allowed anywhere inside the building.



Student accommodation is often seen as a soft target for thieves. Always lock your windows and doors when you are not in.



Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems. Don't allow anyone to tailgate in behind you through a gate or door.



Don't make excessive noise, especially late at night. Many of our residents will be studying in the evening or early morning. Please also be conscious of neighbours around us when you are leaving or coming home at night.

Post and Parcels



All parcels go to reception. To pick them up you need to sign for them and show ID. Parcels can only be accepted at reception during office opening hours.



Please make sure all post is addressed correctly and includes your full name and your room number.



Post will be distributed into secure flat postboxes for your collection. A key to your postbox will be provided to you when you move in.



We will do our best to look after parcels, but in the unlikely event of something going wrong, we will not be liable for any damage or loss of a parcel you have authorised us to accept on your behalf.



If you need to find out the Eircode (post code) for your apartment, you can check it online at www.eircode.ie

What Your Room Fee Includes...

Laundry



Circuit Laundry operate these machines for us. To use the machines, you need a top up card. Money will be deducted from your card each time you use a machine.



You can set up an account online and check for machine availability by visiting: www.circuit.co.uk

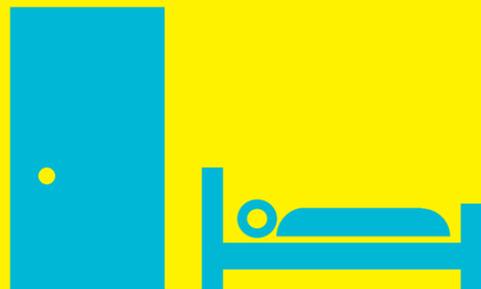
TV, IPTV & Internet



TV & Internet All communal kitchens have TVs which are wifi enabled. Remember to get your TV license at www.tvlicence.ie



There is 100Mb broadband with Wi-Fi throughout the residence. Internet is supplied by Virgin. If you are stuck, you can contact Virgin technical support by calling: 1850 248289 or emailing support@virginwifi.ie to log a ticket with an issue.



What Your Room Fee Includes...



Common Room

The Common Rooms and other communal spaces in Amnis House are available for your relaxation and enjoyment.



You are welcome to plug in your DVD player, PlayStation, Wii etc. and make it your own.



The Common Room is your space for you to use as you wish, however if noise is disturbing the other students the room will be locked. Remember, you are part of a community, so please be considerate of others.



Keys

Access to your residence is by key fob, which gets you into the residence and all the way up to your room. Your key fob will also give you access to all communal areas (common rooms, gyms, study spaces etc) in Amnis House.



Flat and studio doors lock automatically, but bedroom doors do not. You must present the key to the door every time you leave your room, a bit like how you would lock a door with a normal key.



All communal doors lock automatically.



There is a charge to replace each key so please do not lose them.

Guests



You are welcome to have guests to stay with you in your apartment. We just ask that you sign them in (online link will be sent to you after you move in) for fire safety reasons. Please remember that guests must not be given a property fob and should be occasional, not every night, but they must be accompanied by the resident when in the residence.

Getting Around

Bus: www.buseireann.ie for route planning and timetables.

Train : Kent station in Cork city is the closest station.

Bike: You can rent bikes to get around Cork, visit www.bikeshare.ie for details.

Post Office: The Gate Cinema, North Main Street, in Costcutters, 16 Washington Street, Cork.

Your closest supermarkets are:

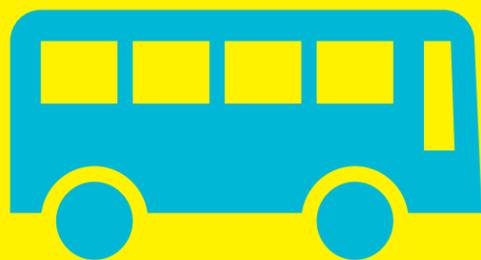
Lidl: Conrmarket Street www.lidl.ie

Tesco: Paul Street www.tesco.ie

Dunnes: Patrick's Street www.dunnesstores.com

Supervalu: Patrick's Street www.supervalu.ie

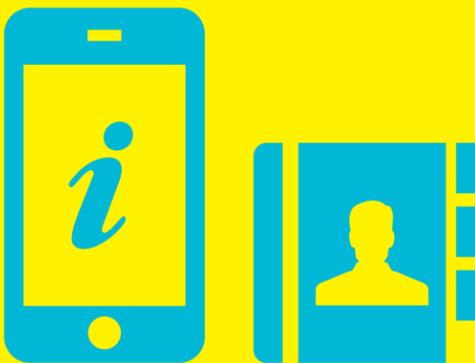
Cinema: Check out time and locations of cinemas around the city on: www.entertainment.ie



Useful Contacts

City Contacts

Emergency Services (Gardai, Ambulance, Fire Service & Coats Guards) 999 or 112
Mercy Hospital, Grenville place.
Taxis Mytaxi app
Discover Ireland www.discoverireland.ie
Samartians Ireland jo@samartians.ie
phone : 116 123, text 087 2609090
Bodywhys (Eating Disorders)..... 1890 200444
National Drugs & HIV Helpline..... 1800 459459
Aware (Depression) www.aware.ie
Gay Switchboard Dublin Helpine 01 8721055
Cork Rape Crisis Centre1800 496496
TENI (Trans Equality Network Ireland) www.teni.ie
Women's Aid 1800 341900
Niteline (Student support line)..... 1800 793793
www.niteline.ie



University & College Contacts

University College Cork..... + 353 21 4903000
www.ucc.ie
Cork Institute of Technology..... + 353 21 4326100
www.cit.ie
Griffith College Cork + 353 21 4507027
www.griffith.ie
Cork College of Commerce..... + 353 21 4222100
www.corkcollegeofcommerce.ie
St John's College Cork..... + 353 21 4255500
www.stjohnscollege.ie

Freebies

It's hard to know where to start, so here are a few places we think you should take some time out to see, to immerse yourself into Cork culture:



University College Cork

Spend some time surrounded by beautiful buildings and architecture in the grounds of University College Cork.

Fitzgerald's Park

Only 2 seconds from Amnis House, Fitzgerald's Park is a great place to hang out, relax and destress.

Bishop Lucey Park

Know locally as The Peace Park, this is a lovely break from the hussel and bussel of the city.

Cork City Tour

Check out this website:
<http://www.corkcitytours.com/>
which has loads of useful information.

The Best of...

Café

Webworkhouse is the place to be, 24-hours a day if you are into gaming.

Bookshop

There are many wonderful bookshops in Cork, including the **Mainly Murder Bookshop, Vines & Scribes and Waterstones.**

3am Takeaway

Washington Street, at the end of Western Road, is the place to go when you're hungry in the am.

Bars

Try heading to Sober Lane, Barcadia or the Linen Weaver for a great night out!



Best Kept Secret...

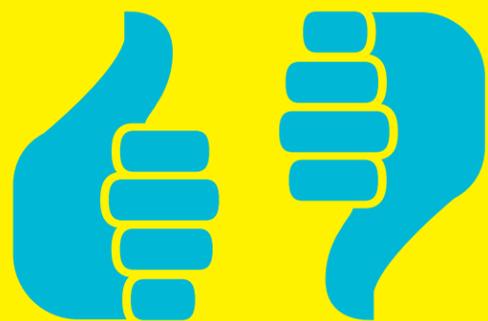
Nano Nagle Place is new to Cork - be one of the first to discover it!

Whether you are a cyclist, a runner, or you just want to see what beautiful scenery is on offer, head along the River Lee, if you love shopping head to the city centre for some unique items at The English Market.

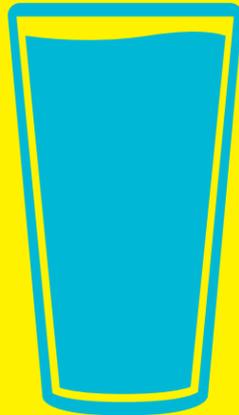
The Good, the Bad and the Ugly

Head to Patrick's Street to start your night out then head to the ironically named 'Sober Land' for great cocktails and a lot of fun.

The bad and ugly come when you are heading to your 9am lecture...



Bucket List



Visit **The English Market**, an enclosed market in the city centre that has been trading since 1788.



Ring the **Shandon Bells** at St Anne's Church and catch some fantastic views of the city.



Enjoy the sounds of Jazz at the annual **Cork Jazz Festival** which takes place in October each year.



Take a trip to Cobh and see **Spike Island**, Cork's own Alcatraz.



Take a tour to **Fota Island** and spend some time learning about some of the many wonderful animals living there.



Kiss the Blarney Stone at Blarney Castle
Try your hand at kissing the Blarney Stone and see if it gives you're the gift of the gab.

Monday to Sunday

Mondays

You have to study sometime!

Tuesdays

Chill out in our commons rooms with a game of pool, air hockey or electronic darts.

Wednesdays

Head to the movies or watch a film in one of our cinema rooms.



Thursdays

Head out for some late-night shopping down Merchant's Quay shopping centre.

Fridays

Head out to find some student deals on Washington Street or Oliver Plunkett Street.

Saturdays

Let's get active - head to the Mardyke Arena. Or challenge your friends to a game outside.

Sundays

Clear your schedule for some time to relax... it's Sunday.