

WELCOME ↓↓ TO

**NEW MILL & THE TANNERY**

**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.

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# Useful Information



## Reception

### Opening Hours

Monday to Friday ..... 8.30am - 7pm

Saturday ..... closed

Sunday ..... closed

Phone ..... + 353 1 5631598

24 hours ..... + 353 85 833 8612

[newmill@unineststudents.ie](mailto:newmill@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 semester. 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. Don't forget to lock your bike when you store it.



## 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 they 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.

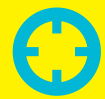


Fire alarm tests are held weekly so familiarise yourself with when this is: Wednesdays at 1pm.

## 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.



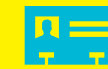
Be aware of your personal safety, particularly in relation to letting anyone you don't know into the residence. It is better to be safe than to give access to someone who could cause problems. Don't allow anyone to tailgate in behind you through a gate or door.



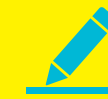
Don't make excessive noise, especially late at night. Many of our residents will be studying in the evening or early morning. Please also be conscious of neighbours around us when you are leaving or coming home at night.



# 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](http://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](http://www.circuit.co.uk)

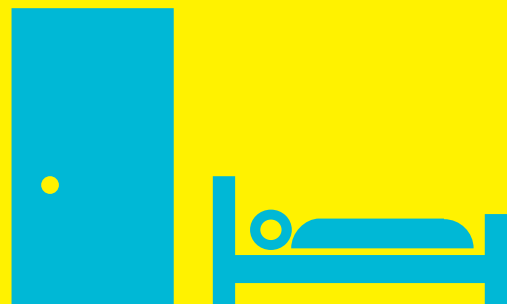
## TV, IPTV & Internet



All communal kitchens and Studios have TVs which are wifi enabled. Remember to get your TV license at [www.tvlicence.ie](http://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](mailto: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 New Mill & The Tannery 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 both New Mill & The Tannery.



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.dublinbus.ie](http://www.dublinbus.ie) with Route planner and real-time bus arrivals or download the app.

**Train :** [www.irishrail.ie](http://www.irishrail.ie) Timetables and real time arrivals to get you around Dublin and the country or download the app. The two main train stations are **Connolly Station** (Dublin 1) and Heuston Station (Dublin 8).

**Tram** [www.luas.ie](http://www.luas.ie) There are two lines (Red and Green) that cross the city and take you out to some of the suburbs. The closest stop to New Mill & The Tannery is at St Stephen's Green. Download the app online.

**Bike:** [www.dublinbikes.ie](http://www.dublinbikes.ie) with info on bike stations and how to sign up

**Post Office:** There is post office info online at [www.anpost.ie](http://www.anpost.ie)

The closest to New Mill & The Tannery is in Spar on New Street, just around the corner.

**Your closest supermarkets are:**

**Lidl:** Cork street, Dublin 8 [www.lidl.ie](http://www.lidl.ie)

**Tesco:** Express store on Thomas Street. [www.tesco.ie](http://www.tesco.ie)

**Dunnes:** St Stephen's Green shopping centre  
[www.dunnesstores.com](http://www.dunnesstores.com)

**Cinema:** Check out time and locations of cinemas around the city on [www.entertainment.ie](http://www.entertainment.ie)



# Useful Contacts

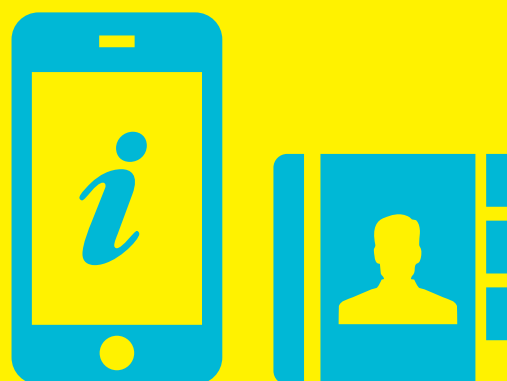
## City Contacts

Emergency Services (Gardai, Ambulance, Fire Service & Coats Guards) ..... 999 or 112  
Taxis ..... Mytaxi app or Uber apps.  
Discover Ireland ..... [www.discoverireland.ie](http://www.discoverireland.ie)  
Samartians Ireland ..... [jo@samartians.ie](mailto: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](http://www.aware.ie)  
Gay Switchboard Dublin Helpline ..... 01 8721055  
Dublin Rape Crisis Centre ..... 1800 778888  
TENI (Trans Equality Network Ireland) ..... [www.teni.ie](http://www.teni.ie)  
Women's Aid ..... 1800 341900  
Niteline (Student support line) ..... 1800 793793  
[www.niteline.ie](http://www.niteline.ie)

## University & College Contacts

Trinity College Dublin ..... +353 1 896 1000  
[www.tcd.ie](http://www.tcd.ie)  
Dublin City University ..... + 353 1 700 5000  
[www.dcu.ie](http://www.dcu.ie)

University College Dublin ..... + 353 1 716 7777  
[www.ucd.ie](http://www.ucd.ie)  
Dublin Institute of Technology ..... + 353 1 402 3000  
[www.dit.ie](http://www.dit.ie)  
Royal College of Surgeons Ireland..... + 353 1 402 2100  
[www.rcsi.ie](http://www.rcsi.ie)  
Dublin Business School ..... + 353 1 417 7500  
[www.dbs.ie](http://www.dbs.ie)  
BIMM ..... 353 1 513 3666  
[www.bimm.ie](http://www.bimm.ie)  
Griffith College Dublin .....353 1 415 0400  
[www.griffith.ie](http://www.griffith.ie)  
NCAD .....353 1 636 4200  
[www.ncad.ie](http://www.ncad.ie)  
National College of Ireland ..... + 353 1850 221 721  
[www.ncirl.ie](http://www.ncirl.ie)  
Dorset College ..... + 353 1 830 9677  
[www.dorset-college.ie](http://www.dorset-college.ie)  
IBAT .....+ 353 1 807 5055  
[www.ibat.ie](http://www.ibat.ie)  
American College Dublin ..... + 353 1 676 8941  
[www.iamu.edu](http://www.iamu.edu)





# 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 Dublin culture:**

## **Walk Along the Grand Canal**

Take a walk through Dublin by following the Grand Canal, immortalised in many songs and poems.



## **Watch the Buskers on Grafton Street**

A hot spot for local talent, Grafton Street is the place to see loads of great musicians and local talent. And you can also do a spot of shopping while you are at it.

## **Explore the Parks of Dublin**

You can easily spend hours walking through the many parks in Dublin city. Visit Europe's largest walled city park, The Phoenix Park, or why not take a break in St Stephen's Green, Merrion Square or the Iveagh Gardens.

## **Glasnevin Cemetery**

A tour with a difference, you will get to experience a tour of the resting place of many men and women from Ireland's history as well as an insight into this Victorian burial ground.

## **Museums & Galleries**

Immerse yourself in art at The National Gallery of Ireland or visit The Natural History Museum.

# The Best of...

## Cocktails

Pygmalion at the Powerscourt Shopping Centre, does two for one offers on Cocktails, Sunday – Thursdays. Capitol bar on Aungier Street also does some good cocktail deals, particularly for students.

## Café

A very debatable subject, but Café Nero around Dublin is great place for a good cuppa.

## Bookshop

There are many brilliant bookshops in Dublin including **Hodges Figgis**, **Chapters** and the **Gutter Bookshop**.

## 3am takeaway

If you're looking for food at 4am, two of the best places to go are Zaytoon (in Temple bar and Camden Street) and Charlie's (5 locations across the city). A great feed to be had with choices for everyone!

## Bar

Dublin has so many amazing bars, but to keep it local and student friendly head to the SU to find out where everyone goes.



# Best Kept Secret...

The Iveagh Gardens near Harcourt Street is a hidden gem in Dublin. A beautiful walled park that is an oasis from the hustle and bustle of city life and is only a short journey away from you.

Dublin Bikes is a great way to see the Capital. You can sign up to rent bikes at multiple stations across the city. For more information and how to join, visit [www.dublinbikes.ie](http://www.dublinbikes.ie)

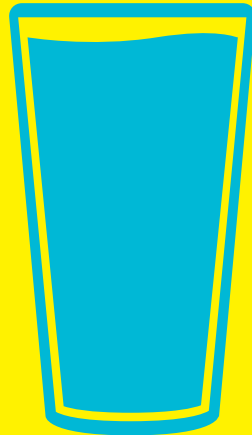
Whether you are a cyclist, a runner, or you just want to see what beautiful scenery is on offer, head along the Grand Canal or take a walk around Georgian Dublin and soak in some fabulous architecture. You can also visit the GPO on O'Connell St or Royal College of Surgeons at Stephen's Green, and see bullet holes in the walls from the 1916 rising.

# The Good, the Bad and the Ugly

There are many student's pubs and clubs all over Dublin. Many of them are around Harcourt Street, Camden Street, O'Connell Street or along the Quays. Be careful if you visit Temple Bar as the prices are often very high.



# Bucket List



Decide for yourself which tourist spot in Dublin is the best: **Dublin Zoo** or **The Guinness Storehouse**. Spend some time walking around the many enclosures and exhibits in the Zoo, just don't try and cuddle the animals! Or learn a bit about the history of Guinness and finish with a fantastic view of the city from the gravity bar.



Get to see some beautifully illustrated ancient texts by visiting the **Book of Kells** at **Trinity College Dublin**



See Dublin from land and water by taking a tour on the amphibious vehicles of **The Viking Splash Tours**.



See a different side to the capital with a visit to the **Little Museum of Dublin** on St Stephen's Green.



Dublin is by the sea so why don't you take a trip to the beach by visiting **Clontarf, Howth or Dollymount Strand** on the northside, or **Sandymount, Killiney, or Gretystone** on the southside. All of them are on DART routes.

# 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**

Late night shopping down Grafton Street or Henry Street or you could go to one of the many shopping centres along the Luas line, including the Dundrum Town Centre.



## **Fridays**

Firehouse Fridays: Get an extra discount on your buy one get one free from Firehouse Pizza. Just use your discount card that you get at check-in.

## **Saturdays**

Let's get active- hit the fitness centre or gyms on site. Or challenge your friends to a game outside.

## **Sundays**

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