



Paragon

*touareg*

**Student Resident Handbook 2007-2008**

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## Welcome to Paragon

**We are delighted that you are interested in living in Paragon. Along with the Licence Agreement, this booklet will provide important information to help you decide whether life in Paragon Student Accommodation will suit you.**

If you do decide to apply and accept an offer of accommodation, you should keep this booklet to hand, as you will need to refer to it in future.

### What is Touareg?

Touareg is the organisation that manages the student accommodation at Paragon. We aim to offer you an excellent level of service and ensure that Paragon is a pleasant place to live for all residents. We are a subsidiary of Presentation – a housing association committed to building thriving communities. You can find out more about our work at our website: [www.presentation-sia.org.uk](http://www.presentation-sia.org.uk).

Presentation developed the Paragon scheme with Thames Valley University and we continue to work together to improve residence life for students from TVU and other colleges and universities.

### Principles of community life

We recognise that your accommodation is an important part of your university experience both socially and academically. We aim to provide you with high quality homes and an efficient, friendly service during your stay with us.

A large community of over 800 students presents challenges and opportunities for everyone. The interests of the larger community may sometimes restrict individual freedoms and prospective residents should be very clear that they can accept this and take a responsible attitude for the benefit of the whole community. We expect all our residents to make a positive contribution to the community by following the regulations and being helpful and courteous to other residents and staff. **One important point to note is that all Paragon Student Accommodation is non-smoking.**

When you sign your Acceptance Form, you are agreeing to comply with your responsibilities as listed in the Licence and with the guidelines given in this booklet. Breaches of our conditions and guidelines and all forms of Anti-social behaviour will be viewed very seriously and action will be taken up to and including eviction and referral to the disciplinary procedures of your University or College.

## Postal address, contact details and transport

Paragon is situated at the south end of Boston Park Road, near to the A4, Great West Road. It is in Brentford in the London Borough of Hounslow. Your address will depend on the postcode assigned to your Block. For example:

(Block and Flat Number)	Block C postcode: TW8 9RR
Paragon	Block D postcode: TW8 9RT
Boston Park Road	Block E postcode: TW8 9RW
Brentford	Block F postcode: TW8 9QW
Middlesex	
(Postcode)	

The office address is: Paragon Office, Boston Park Road, Brentford, Middlesex, TW8 9QW. The Reception telephone number is 020 8560 1561 and the main email address is [info@touareg.org.uk](mailto:info@touareg.org.uk)

### **Tube**

Boston Manor (Piccadilly line) is approximately 20 minutes walk to the north (on Boston Manor Road). Direct access to central London and Heathrow airport.

### **Trains**

Brentford Station is approximately 5 minutes walk to the south, with a 20-minute journey into central London.

### **Bus**

E2 to Greenford and Brentford

E8 to Ealing Broadway and Brentford

65 to TVU St Mary's Road site; Richmond and Kingston

H91 Hounslow West to Hammersmith

More details of public transport in London can be found at the Transport for London website: [www.tfl.gov.uk](http://www.tfl.gov.uk)

## Paragon staff

Paragon has a dedicated management team who work on site in offices within Reception in F Block. At the time of printing this booklet, the staff included:

Paragon Manager	Rachel Wilson
Assistant Manager	Maxwell Ashworth
Residence Officer (Finance)	Robert Mowatt
Residence Officer	Justine Kelliher
Residence Officer	Christine Nicholson
Reception Services Officer	Munawar Ahmed
Site Supervisor	Paul Moriarty

An up-to-date staff list is posted at Reception. Office hours are normally Monday to Friday 8 am to 6 pm and Saturdays and Sundays 8 am to 4 pm. Touareg staff are available to help and advise you on all matters related to your accommodation. Contact Reception to speak to a staff member.

## Reception and security

Reception, at the entrance to Paragon, is staffed at all times. Overnight and at weekends, Security Officers are based here, monitoring access and undertaking patrols of the site. Residents with any immediate queries or concerns outside office hours should contact Security at Reception.

## Student wardens

Student Wardens are senior members of the student community, employed by Paragon to provide assistance and support to residents. Each Warden is primarily responsible for a particular section of the accommodation and all residents are invited to get to know their own Warden. In addition, Wardens are available outside office hours and can be contacted through Reception.

## Residents' Association

This is a format that can be initiated and developed by students in Paragon in 2007-08. Student Wardens and Paragon staff will help residents who want to set up a group to represent residents and, ideally, organise events to promote a community spirit.

## Security

Touareg seeks to provide a safe and secure environment for all residents. We have equipment and procedures in place to facilitate this. However, it is equally important that all residents take their obligations to each other seriously and assist staff by not infringing or seeking to avoid security measures and by reporting any concerns as soon as possible.

On arrival, you will be issued with a swipe card that allows you to gain access to the main entrance and your particular block. Residents should never try to force doors open as this could damage the magnetic locks, making the door less secure. You will also be issued with a key that opens your flat door and individual room door only. Always lock both of these doors behind you! Keep your key and swipe card with you at all times. Lost keys or suspected theft should be reported to Reception immediately. You should also ensure any communal entrances are properly secured when you enter or leave the building.

Never allow access to anyone you do not know. Refer unknown visitors to Reception. If you suspect that someone on site is an intruder, contact Reception immediately.

If you lose your key or card, a fee for replacements will be charged (key: £20; card: £10) and a £90 locksmith call out charge may also be applied. Providing admittance to rooms for residents who have lost their keys will not be seen as a priority and you will be required to wait until staff have no other matters to attend to.

A CCTV system operates at Paragon for your added security.

## Fire safety

Fire is the main hazard in residential accommodation. Most people underestimate the speed at which a fire or smoke spreads in a building. Fires and smoke can cause death or severe injury and damage to property. The following precautions will reduce the likelihood of fires starting and will protect against its consequences:

### **1 Read important notices**

Read the notice on the back of your flat door detailing what you should do in the event of a fire or emergency. Contact Reception if you do not understand or if the notice is missing.

### **2 Make yourself familiar with the emergency escape routes from your flat and other areas that you visit**

Your nearest emergency exit route may not be the same as the normal route you take in and out of the building. Fire Exits routes are marked by green exit signs above doors. Familiarise yourself with the location of assembly points.

**3 Do not tamper with, obstruct or remove any notice or equipment provided for fire safety – it is a criminal offence to do so**

For your protection, the residence has a comprehensive fire safety system, including smoke detectors and sounders, smoke extraction risers, fire extinguishers and fire blankets. All equipment is inspected and tested regularly. Any person who knowingly or recklessly misuses the fire safety equipment or who sets off any fire alarm without due cause will be subject to disciplinary procedures. Such irresponsibility could endanger lives; it could also lead to criminal proceedings against any individuals involved.

**4 Keep fire doors closed**

Fire doors prevent the spread of fire and smoke. Fire doors (bedroom, kitchen and flat doors) must never be wedged or propped open. Make sure they are kept closed and are not obstructed.

**5 Do not obstruct fire routes or doors**

If you find these blocked in any way inform Reception immediately. Do not leave rubbish, shoes or belongings outside your bedroom door as all corridors are fire routes and any items could easily become trip hazards in poor visibility.

**6 Exercise care – carelessness could cause a full-scale alarm!**

The smoke detection system is very sensitive. Detectors can be accidentally activated if exposed to steam from showers, steam or smoke from cooking, and any aerosol sprays. Extractor fans are installed in each kitchen and they should be used to prevent smoke or fumes from collecting. Keep kitchen and bedroom doors closed to restrict the flow of smoke or steam. Smoking anywhere inside the building is strictly prohibited.

**7 The burning of any substance and/or use of a naked flame represents a fire hazard and is not permitted**

Candles, incense, oil burners, hookah pipes and similar items are strictly banned at Paragon and, if found, will be confiscated without warning.

**8 Non-essential electrical appliances should be switched off at the mains and unplugged after use**

Remember to unplug all electrical appliances before you leave the room. Multi-plug electrical socket adaptors must not be used.

**9 Do not leave any cooking appliance, toaster, kettle, iron, etc unattended whilst switched on**

Hot plates, cookers, grills and microwaves, etc, must be attended at all times whilst in use. Always ensure they are switched off when you have finished cooking. Chip pans and other deep-frying utensils are not permitted. Cooking appliances (including toasters, kettles, coffee-makers and rice cookers) must not be used in bedrooms.

### **If you discover a fire:**

- Inform Reception/Security staff and warn others nearby
- Only attempt to fight a fire if it is small and there is no immediate danger to yourself and others, and only if you have a clear escape route to safety away from the fire.
- If you cannot extinguish the fire or if your escape route is threatened, immediately leave the room, closing the door behind you; make sure that no one is left behind.
- Leave the building by the nearest emergency exit route and report the location of the fire to the person in charge or a Fire Brigade Officer.

Do not re-enter the building until instructed to do so

Details of the location of the nearest assembly point are posted on your bedroom door.

### **If the alarm sounds:**

- Stop whatever you are doing **immediately**
- Switch off any cooking equipment and close the door of your flat behind you
- Leave immediately by the nearest emergency escape exit and go to the assembly point
- Do not call Reception, or stop for personal belongings
- Do not use the lifts and do not run
- Leave the building in an orderly manner and by the nearest exit route
- If you have a visitor, make sure you bring him/her with you
- Do not re-enter the building until instructed to do so

It should only take a few minutes to leave the building – you may face disciplinary action if staff consider you have delayed your evacuation.

### **Do not use the lifts**

In the event of a fire alarm you must not use the lifts. Residents (and guests) who have difficulties using stairs, should make themselves known to the Paragon team upon arrival so that additional assistance can be provided in the event of an evacuation of the building.

### Fire extinguishers

- Use a **WATER** extinguisher (**red**) for fires involving paper, wood, fabrics, plasters (do not use on electrical fires or liquid fires, such as oil)
- A **FOAM** extinguisher (**cream** band of colour on a red extinguisher) can be used for most fires including liquid. Do not use foam extinguishers on fires involving electrical equipment
- A **DRY POWDER** extinguisher (**blue** band of colour on a red extinguisher) can be used for most fires including liquids and electrical equipment
- Use a **CARBON DIOXIDE** or **CO<sub>2</sub>** extinguisher (**black** band of colour on a red extinguisher) only for fires involving electrical equipment.

### Fire alarm testing and drills

It is a legal requirement that the fire alarm is tested frequently. The fire alarm will usually be tested every Tuesday morning at 10.30am – this will consist of three rings. You do not have to evacuate the building when the alarm is tested. We are also obliged to test each detector on an annual basis. You will be notified in advance that engineers will be visiting your bedroom/flat to conduct this test.

Fire drills will also be conducted regularly. These are vital for the safety of the occupants of the building and it is imperative that drills are adhered to.

**Tests and drills are essential in order to safeguard the well-being of residents. The consequences of breaching fire safety regulations can include a fine of up to £10,000 from the London Fire Authority. We would have no hesitation in passing costs incurred on to residents if the actions of residents placed Touareg in breach of these rules.**

## Accidents and emergencies

In the case of a medical emergency or accident please call 999 and ask for an ambulance. If you are in any doubt about the medical condition of a fellow student, you should call an ambulance immediately. Inform Reception so they can assist you directly or contact the Duty Warden on your behalf. The majority of Security staff and Student Wardens have Emergency First Aid training.

Please report all accidents or Health and Safety incidents to Reception as they must be logged in the Accident Book.

### Lifts

In the event of a lift failure, please remain calm and push the alarm button to summon help. Give the operator your name, your location and then wait patiently until you can be evacuated or are given further instructions. The Operator will alert Paragon staff who will try to talk to you and keep you informed from outside the lift car. If at any time you require further additional assistance, please push the alarm button again and speak to the operator.

## Health

You should register with a Doctor who will make home visits to the Paragon site as soon as possible. All students whose course of study exceeds six months may register with a doctor regardless of whether they are citizens of the UK. Once registered, complete the Doctor's Details form and return it to your Residence Officer to place in your file in case of future emergencies.

### Meningitis

Students in residence halls live closely together and therefore the risk of acquiring and spreading disease is higher than in the general population. One such disease is meningococcal meningitis and therefore the meningitis vaccine is recommended for students living in residence halls

You are strongly encouraged to obtain information on vaccinations from your Doctor or your College/University Student Welfare Office. Or contact the Meningitis Trust on [www.meningitis-trust.org](http://www.meningitis-trust.org)

## Mumps

Due to an increase in the number of cases of mumps being reported in UK Universities, the Health Protection Agency and Department of Health advise that all potential students aged 16 to 25 should check that they have received two doses of the MMR vaccine. If this is not the case, or you are unsure, please consult your Doctor and have a further dose of the above vaccine prior to commencing your course.

# Care of accommodation, cleaning and maintenance

## What is provided

The kitchen of each shared flat or studio flat is equipped with adequate cookers, fridge/freezers, microwaves, toasters and kettles. No crockery or cutlery is provided. Each bed is provided with a mattress protector. No other linen or bedding is provided.

## Cleaning

A full cleaning service is provided to all external and internal communal areas of the site. This includes the courtyard, block entrances, staircases, lobbies and corridors and the Common Room. Cleaners will visit each flat daily Monday to Friday to remove rubbish/recycling. Once a week, cleaners will clean the floors and surfaces of the kitchen/diners, provided these areas are clear. They will not clean white goods or wash up.

Residents are responsible for cleaning their bedrooms and shower rooms and jointly for cleaning the shared kitchen and hallway in their flats, including floors and work surfaces. Waste bins, dustpan and brush, mop and bucket and a vacuum cleaner are provided in each flat.

All residents are required:

- To do your own washing up and clearing away
- To clean the oven, grill, hot plates and microwave cooker
- You bring your rubbish to the kitchen and sort it according to type for daily collection by the cleaners
- To take joint responsibility for the common areas of the flat
- To keep your own room clean.

## Inspections

The communal areas of your flat will be inspected every week to ensure that they are being cleaned and maintained properly. Bedrooms will normally be inspected once each term and 24 hours notice is normally given. Any problems will be brought to your attention for you to resolve. If you do not remedy the problem, Touareg will carry out the works and recharge you.

## Recycling

There is provision for recycling paper, glass and aluminium cans on the site. Please recycle as much of your rubbish as possible.

## Repairs and damage

Requests for repairs or maintenance should be reported promptly to Reception. They will be logged in the Maintenance Folder and will be attended to as soon as possible.

You are not permitted to carry out repairs yourself, even if you have caused the damage. You must not make any alterations to your room or flat (including decoration).

## Electrical equipment

International students in particular are reminded that the standard UK supply voltage is 220/240 volts. Your room is provided with 13 amp sockets.

Electrical appliances brought into your accommodation must be approved as being safe to use. Testing can be arranged at Reception. (A charge is made for this service).

Touareg reserve the right to carry out random checks of electrical appliances, and to remove any defective or potentially dangerous equipment until it is repaired.

## Plumbing

Please note that the plumbing system allows toilet paper to be flushed down the toilet, but not cardboard, paper towels, tampons or sanitary towels. The latter must be disposed of (hygienically wrapped) in normal rubbish.

Prevent shower drains from blocking by keeping your shower trays free of hairs and debris and regularly inspecting and cleaning the outlet plug.

## Condensation

Please avoid condensation in your flat (which can be hazardous to health and damage the property) by taking the following precautions:

- Do not dry clothes over the heater (additional fire hazard)
- Keep your room as well ventilated as possible
- Do not tamper with the ventilation system in your shower room
- If your shower drain is blocked, report it immediately. Do not allow water to flow out of the shower cubicle.

## Windows

Bedrooms in Paragon are provided with double glazed, large, heavy windows that tilt open inwards from a hinge at the bottom of the frame. For your safety, this is the only way that you are permitted to use them. Any attempt to tamper with the window mechanism or open it beyond the tilt position will be seen as a serious breach of Paragon regulations. Damages to the locking mechanism, window or window frame are invariably expensive and the full cost will be passed to any residents who caused them.

## Fridges in bedrooms

If you wish to have your own small fridge in your bedroom, you must obtain the written agreement of the Paragon Manager beforehand. You will be charged a service charge of £50 in addition to your rent. The fridge must have a valid PAT (Portable Appliance Test) safety certificate (electrical safety test) or you will be asked to remove it or repair it. Failure to do this will result in Touareg disposing of the fridge and recharging you the full costs.

You are entirely responsible for the upkeep and cleaning of your own fridge in your bedroom. It should be regularly defrosted. The repair of any damage to walls or floors caused by the fridge will be charged to you. You must remove your fridge when you leave the residence, otherwise Touareg will dispose of it and charge you accordingly (including any environmental levy).

Each flat has a fridge/freezer in the kitchen, for the use of all the residents.

## Additional furniture

You may not bring any additional furniture or furnishings into the accommodation. Any items that are found will be removed and the cost of removal recharged to you.

## Televisions

There is a TV aerial socket in each bedroom and shared kitchen/diner. It is your responsibility to purchase your own television license(s) for televisions in your bedroom or in the shared areas of the flats.

## Posters

You may put up posters in your room using Blu-Tac, but you must remove them at the end of your tenancy. You will be charged for the removal of posters and Blu-Tac by staff. Do not put up posters using sellotape, pins or nails and do not put posters on windows. Any damage caused by putting up posters will be recharged to you.

## Pets and pest control

No pets are permitted at Paragon, even for a short period of time. The only exception to this relates to trained guide dogs for which permission has been granted in advance by the Paragon Manager.

Residents may see pest control technicians on site, making routine inspections to ensure that no vermin gain access to or settle in the residence. You can help us control this risk by keeping kitchens clean and tidy and not keeping any opened food items in bedrooms.

## Other services and facilities

### Post deliveries

Post is delivered to the main office daily from Monday to Saturday. Letters will be sorted into a secure box for each flat, located in Reception. It is your responsibility to collect your own post regularly.

Please note the following in relation to post:

- Residents should use the correct postal address on any correspondence, including the room number, flat number and postcode
- Residents are not permitted to operate businesses from the premises
- Touareg will not accept letters or parcels for students who have moved out of Paragon. These items will be returned to sender.
- Students must make their own arrangements for the collection of larger mailed items directly with the sender. Touareg will not store such items and will return them to sender.

## Telephone and Internet service

A BT payphone is located in the reception area of each block and in the common room.

A broadband connection is included in your rent. This is provided by a third party, Digital Village, through Catalyst Management. You will have the option of upgrading for an extra fee. Full details on how to get connected and use this service will be provided separately by the service provider.

## Launderette

There is a pay launderette on site, located behind the Common Room. It is operated on behalf of Touareg by Circuit Laundry who regularly visit to check and maintain the machines. However, in the event of a problem you are encouraged to report faults directly to Circuit Laundry by using their Freephone Fault Line: 0880 0924 068. When reporting a problem please quote:

- Paragon
- The faulty machine number
- Basic details of the fault
- Your name and room number.

## Vending machines

Vending machines selling chilled drinks and snacks are available in some blocks and the Common Room.

## Bicycle storage

There are bicycle racks outside the entrance to Paragon. They are covered by CCTV but you are strongly advised to ensure that your bicycle is adequately insured and that you have one or two heavy duty locking systems. Bicycles must not be chained to any railings or lampposts – any bicycle found stored in any area other than the bicycle racks will be removed. Under no circumstances whatsoever will bicycles be allowed inside the residence.

## Car parking

There is very limited car parking on the Paragon site for students who are registered disabled and have booked a space in advance. No other on site parking is provided for residents or their visitors.

## Guest policies

Guests are permitted at Paragon but, as their host, you are responsible for their conduct and behaviour at all times. All guests must be met and signed in by their host at Reception. They must leave a form of photographic identification (ID) at Reception for the duration of their visit, so you should ensure that they bring something suitable with them. (This should not be a passport). Unaccompanied guests or guests without photo ID will not be permitted on site. Residents must accompany their guests on departure and ensure they have signed out and collected their ID.

Residents must remain with their guests for the entire time that the guest is on site, whether in your room or outside. Unaccompanied guests will be asked to leave. Residents must not allow their room to be used by others for any period when they are not on site.

If you are inviting guests to stay overnight or share the common spaces in your flat, you must obtain the agreement of your flatmates beforehand.

All guests and visitors are permitted on site at the Manager's discretion. Touareg reserves the right to refuse access or require a guest to leave site without explanation. Residents who are under disciplinary investigation, prohibition or behind with fee payments may expect their guest privileges to be withdrawn.

### Day visitors

You may have up to three short term guests. They must leave site by 11.00 pm on the day of arrival or be re-registered as Overnight Guests.

### Overnight guests

In compliance with Fire Regulations, you are permitted only one overnight guest at a time. Guests must stay in your room, not in any common areas. Overnight guests are signed in at Reception and can stay for a maximum of three nights without the Manager's permission, provided that all your flatmates agree. If requested, you must provide written evidence from your flatmates that they agree to the guest staying.

Residents wishing to accommodate a guest for longer than three consecutive nights must seek written permission from the Paragon Manager at least 48 hours before the guest is expected to arrive. In general, the Paragon Manager will only grant permission for guests to stay for a maximum of six nights in any month. The Manager may also limit overnight guests during exam periods and during the summer vacation.

Any guest found to have stayed longer than three nights without written permission may be required to leave the premises immediately and may be excluded from future visits.

## Consideration for all residents

All residents and guests are expected to be quiet and considerate when in the courtyard or any communal areas, particularly late at night. Private parties are not permitted anywhere within the residence. If you are meeting friends from elsewhere, please do so in the Common Room, showing due consideration for other users.

Ball games, skateboards and skates are strictly prohibited anywhere on site.

## Departure procedure

The following procedures should be carefully followed when you leave Paragon:

1. Remove all personal items and effects from your accommodation. Anything left behind may be disposed of without further notice and the costs of disposal recharged to you.
2. Ensure that all areas of your accommodation are left clean and in good condition. This includes common areas. Failure to maintain the property in good order will result in charges for cleaning, repair or redecoration being incurred.
3. Remove all refuse/rubbish and unwanted items from the accommodation. Charges will be raised for extra rubbish removal.
4. Check that all items on the original inventory are present and in an acceptable working condition. Any item found in an unsuitable condition for future use will be replaced and a charge will be incurred.
5. You may wish to arrange in advance to meet with your Residence Officer to undertake an inventory check before you leave. Otherwise Paragon staff will conduct the check in your absence, using the original inventory as a guide and point of reference.
6. Return all keys and swipe cards to Reception on the morning of departure and sign the Departure File. Note that if you leave and fail to hand in your keys, you remain liable for the rent until Touareg gains possession of the accommodation.
7. Leave a self-addressed envelope for the return of your deposit cheque to your next address. Cheques will be issued 2-3 weeks after your departure.

## Replacements and damage charges

In the event of damage requiring replacement or cleaning, we will recharge the cost to you. The list below is not exhaustive and is indicative only – actual costs may vary. Charges are subject to change without notice. All charges are subject to VAT (at 17.5%) which will be added to the bill.

<b>Item</b>	<b>Cost</b> (excl. VAT)
Repaint one wall	£70.00
Clean one wall	£15.00
Replace bedroom or hallway carpet	£500.00
Clean bedroom or hallway carpet	£40.00
Replace kitchen vinyl flooring	£500.00
Replace bedroom or bathroom door	£150.00
Replace ceiling tile	£15.00
Refill fire extinguisher- water	£25.00
Refill fire extinguisher – CO <sub>2</sub>	£40.00
Replace fire blanket	£22.00
Clean complete study bedroom	£50.00
Clean complete bathroom	£40.00
Replace heater control module	£40.00
Replace mattress	£70.00
Replace dining or bedroom chair	£80.00
Replace WC seat	£30.00
Replace towel rail	£25.00
Replace bathroom mirror	£30.00
Replace sink plug and chain	£5.00
Clean kitchen/diner (excluding white goods)	£60.00
Clean oven or fridge/freezer	£25.00 each
Replace microwave	£50.00
Replace cooker hob	£100.00
Replace grill handle	£25.00
Replace cooker control knob	£7.00

Replace door key	£20.00
Replace lock	£45.00
Call out charge for lockout	£90.00
Replace swipe card	£10.00
Replace mailbox or kitchen cupboard key	£5.00 each
Replace intercom handset	£50.00

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### Translation service

This document can be provided in translation or in other formats such as braille or audio on request. Please call 020 7091 9344 for this service.

### Improving our service

We are always striving to improve our service and we want to hear about your suggestions and your complaints. Forms are available from Reception to provide your feedback. Alternatively talk to a member of the Paragon team. We will also discuss feedback at regular meetings hosted by the residents association or our Student Wardens in the Common Room.

### Head office

This leaflet is published by Touareg a subsidiary of Presentation SIA whose head office address is:

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