University of Hertfordshire UH

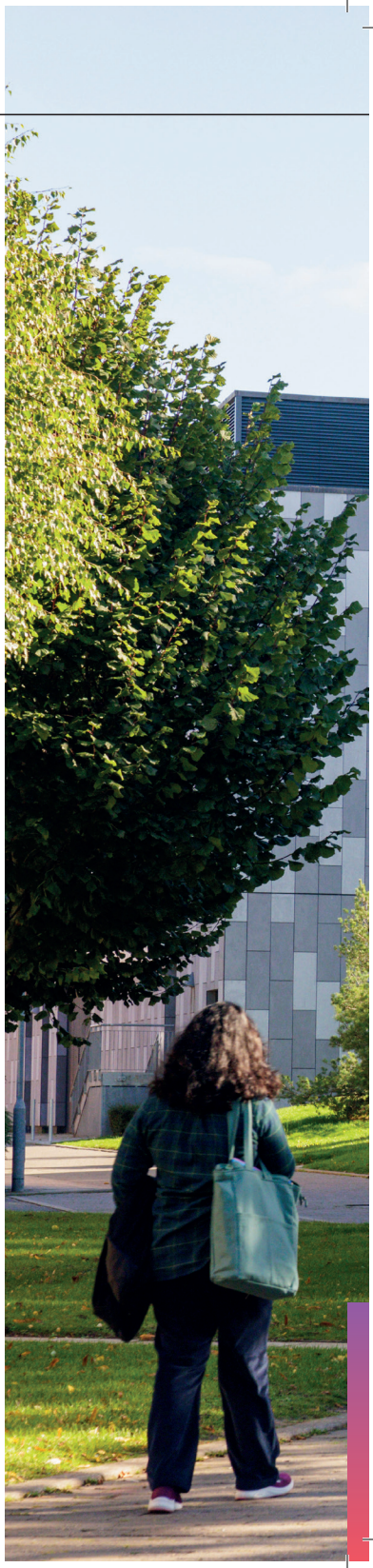


Your ResLife guide to living on campus

de Havilland Campus

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Welcome to Herts

On behalf of your ResLife Team.



We hope that you will be happy with your accommodation and enjoy living with other students. This booklet provides useful information about living in university accommodation.

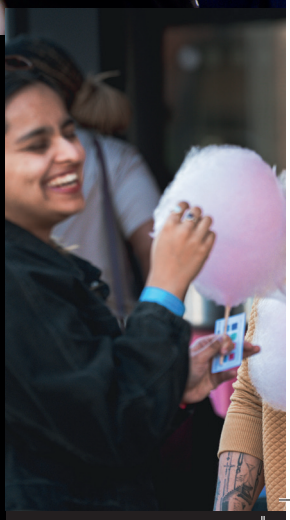
Take time to read this booklet and your Licence Agreement carefully. If you are not sure about anything, please ask and we can help you.

At College Lane Campus, Uliving run the Helpdesk and provide services in the halls. At de Havilland Campus, Pinnacle FM Ltd run the Helpdesk and provide services in the halls. At both sites, University staff are responsible for student support and there are out-of-hours staff who can be contacted if help is needed.

You will find more information about the service in this booklet. Please remember that the key to enjoyable communal living is to show consideration for your neighbours. The rules relating to residences support this.

Life in University accommodation is very different from living at home and you will meet new challenges and experiences. Most students manage the change extremely well - but, should any problems occur, please do not hesitate to ask for help.

With best wishes for a happy and successful year in accommodation and with your studies.





Residence Life Officers

You'll find a dedicated team of Residence Life Officers on both campuses who are responsible for the welfare, pastoral care and discipline of all students living on campus. They work daily in halls offering support and advice for our residential students. They love meeting students and will always make time to talk through any concerns that you may have about residential life. These officers have extensive training and will be able to provide expert help on a wide range of issues, including mental health concerns. The Residence Life and Safeguarding Team are based at the accommodation helpdesk on de Havilland or in B440 in Hutton Hub on College Lane.



Out of hours support

As well as the Residence Life Officers, there's a team of Resident Assistants (also known as RAs) on each campus that live in residences to provide a familiar face and peer support for fellow students as well as playing a key role in the community. The RAs work on a rota system and provide support outside of office hours 365 days of the year. Our RAs have been trained to a high standard and can provide help and support with most problems that may arise. They are visible and approachable and if you are unsure about anything you can talk to an RA in confidence.

Support on campus

Residence Life Team

The Residence Life team are located in the Residential Services Office, de Havilland Campus.

+44 (0) 1707 284062

Monday – Thursday,
08.30–17.00
Friday, 08.30–16.00

reslife@herts.ac.uk

Residence Assistants (RAs)

+44 (0) 1707 281010

Security

+44 (0) 1707 281010

+44 (0) 1707 285555
(emergency)

Accommodation and residential allocations support

Repairs and maintenance

+44 (0) 1707 808281

helpdesk.uoh@pinnaclegroup.co.uk

Residential allocations

Contact the Allocations Team for any queries about changes to the terms and conditions of your licence agreement.

accommodation@herts.ac.uk

+44 (0) 1707 284800

Hutton Hub

Monday – Thursday,
09.00–17.00
Friday, 09.00–16.00



Programme of events

The Residence Life Team host a programme of events throughout your stay with us which provides opportunities to enhance life skills, make new lasting friendships and help your wellbeing to support your learning experience.

We work in partnership with other services in Dean of Students to increase your opportunities to engage with your peers and learn more about the support available. Our Wellbeing Team offer some great sessions throughout the year to improve your mental health and to help reduce the impact of when life is more challenging.

Some of the events include:

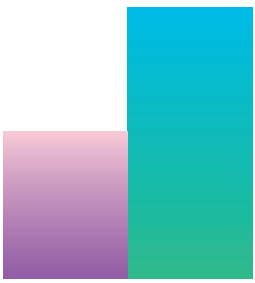
- Craft club
- Gaming
- Pet therapy
- Sports sessions
- Seasonal events.

For students living in halls, our events are free to attend.

For most of our events, simply arrive at the designated location at the advertised date and time. Some of the events may be ticketed, please secure your place by registering through the provided links.

Our events are to increase opportunities for students to make and build healthy friendships and relationships is important in the earliest stages.

Keep updated with all the latest information on our events programme which can be found around the accommodation, common rooms, helpdesks, and on our Instagram and TikTok.



Postal addresses

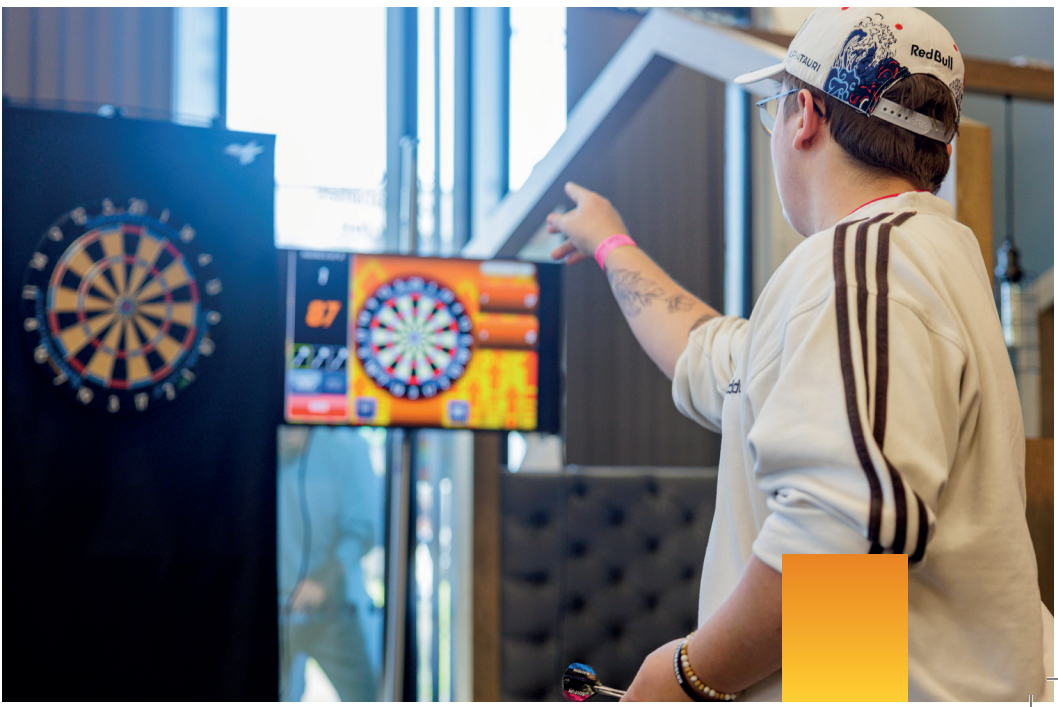
When sending post to your halls, use the templates below as delivery may be delayed if the University is mentioned in the address.

Hadham, Kimpton, Lemsford, Sandridge and Welwyn Flats
[Student name]
[Building, flat and room number]
de Havilland Campus
Hatfield
Herts
AL10 9BL

eg Hadham, Flat 1, Room 6

Aldenham, Ashwell, Redbourn, Sarratt, Shenley and Watton Flats
[Student name]
[Building, flat and room number]
de Havilland Campus
Hatfield
Herts
AL10 9UF

eg Watton, Flat 1, Room 6



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Absence

While there is no question of you having to ask permission to go away, it is important that you inform your flatmates so you can be accounted for in an emergency such as a fire alarm.

This is particularly important if you are going away for hospital treatment. Please ensure you lock your door when leaving.

Access to students' rooms

From time to time it may be necessary for a member of staff to enter your room when you are not there. Examples include replacing light bulbs, inspecting and carrying out repairs, checking that the room is occupied, carrying out room inspections, checking your wellbeing or whereabouts in an emergency situation. If a member of staff has to enter your room in your absence, they will try to leave a card confirming the nature of their visit. For room inspections, notice will be given of their timing so that you can arrange to be in your room if you prefer.

Following the visit, a report will be left in your room confirming the outcome of the inspection and any follow-up action required. If you have any concerns about staff access to your room, please discuss these with any member of the Residence Life Team.

We will try to notify you in advance for any pre-planned maintenance which requires access to your room. This does not include reported repairs.

Additional needs

The University has an invaluable Accessibility Team. If you need additional support in your academic and personal life then please get in touch:

+44 (0) 1707 284453

accessibility@herts.ac.uk

There are also Residence Life Officers who you can speak to about your requirements in accommodation. They work closely with the University's Accessibility Team and the Facilities Management Company to ensure you have all you need for a happy, comfortable stay in halls.

reslife@herts.ac.uk

Advice and Support Centre, Herts SU

If you need help and advice during the day on academic matters or on health, family or benefit issues, please contact the Advice and Support Centre:

Monday to Friday, 10.00–16.00

+44 (0) 1707 285022

advice@hertssu.com

Barbecues

Students who wish to use disposable barbecues (BBQs) in the grounds must request permission from Residence Life at least 24 hours in advance. Students must complete a form at the Helpdesk to give details about the proposed location, time, etc, and to be made aware of the regulations.

BBQ should only be used in the designated BBQ areas as advised by the Helpdesk. Please do not light BBQs in other areas such as between the buildings or on grass as this could cause accidental damage to the campus or disturbance to other residents. If you light a BBQ outside of the authorised areas, or do not have a permit, we may ask you to extinguish it so please ensure that you follow this guidance to avoid any disappointment.

Once your BBQ has finished, please ensure that you clear up the area afterwards – you may need to allow the BBQ to cool down before you remove this for disposal. Please do not place hot coals or disposable BBQs in any of the bins until they have completely cooled or been extinguished.

Bicycle storage

Bicycle racks are provided throughout the residential areas at all campuses but you will need to provide a chain and padlock. On de Havilland Campus there is a bicycle rack outside each hall. On College Lane Campus there are bike sheds/lockable bike sheds. If you would like access to a lockable bike shed please visit the helpdesk or email Uliving@herts.ac.uk. Under no circumstances can you keep your bicycle in your room or in any internal area of the halls of residence. Bicycles left in hallways etc are a hazard and will be removed by staff.

Please remember not to leave valuables with the bicycle when it is unattended. The University, Uliving and Pinnacle FM Ltd cannot accept liability for the removal of bicycles or parts of bicycles without the owner's permission.

Bus services and shuttle bus

The University has its own bus company (Uno) which serves a large number of destinations around Hertfordshire and North London. For information on routes and fairs contact Uno:


+44 (0) 1707 255764


unobus.info

Our university shuttle service runs between the Park and Ride in South Hatfield, College Lane Campus and de Havilland Campus during term time. There is a charge of £1.00 for the bus from Park and Ride but the shuttle bus between College Lane and de Havilland campuses is free of charge.

Bullying and harassment

The University has a policy to prevent and deal with harassment and bullying. Details of the Harassment and Bullying policy EQ10 are available on our website.

Car parking (residences)

For students living on de Havilland Campus, it is a condition of occupation that you do not bring a car onto the campus or into the adjacent residential areas. Failure to comply will lead to action being taken against you which could result in you having to leave your accommodation.

The car park is not intended for day visitors. Exceptions to this will be considered on application to the Reslife Officers and will only be granted in extenuating circumstances. A permit will be issued for visitors. If you have

a visitor, they will be allowed to park onsite on weekdays between 19.00 and 08.00 and all day on weekends. Please ensure they leave on time to avoid receiving penalties. There is no entry onto campus after midnight.

Catering facilities

All the residences are self-catered and each have kitchens so you can prepare your own meals. In addition, there are restaurant/café facilities at de Havilland and College Lane Campuses. There is storage space for food and crockery; kitchens also have lockable food cupboards. You need to supply your own crockery, cutlery, food, cooking utensils and detergents. Tables and chairs are provided in the dining areas.

Checklist/inventory

Rooms

You will receive a copy of the inventory in your room. Please check that all items on the checklist are in your room and in good working order. Please check to see that the lights work and the taps run hot and cold! If anything is wrong, or does not function correctly, please report this to the Helpdesk.

Please take a photograph of your approved inventory form and email the Helpdesk within two weeks of moving in. You might also want to take photographs of your room and flat. This will help with the return of your deposit at the end of your licence period.

Communal Areas

Please ensure that the checklist for your communal area is completed and emailed over. Every effort has been taken to ensure all appliances are in working order, but we ask that you carry out your own checks report issues on the checklist to ensure they are rectified as soon as possible. If possible, obtain more than one signature from the flat and send photos of any concerns to the accommodation Helpdesk:

 helpdesk.uoh@pinnaclegroup.co.uk

Cleaning responsibilities

Rooms

When you arrive, your room will have been cleaned; after that, you are responsible for keeping it clean and tidy for the duration of your stay. For students with en-suite rooms, it is especially important to keep your toilet, shower and wash-hand basin clean at all times. Please read the 'en-suite' information provided separately about the care of this sanitary ware.

A vacuum cleaner is provided for student use in each of the flats. Members of staff will carry out room checks in order to ensure that your rooms are being kept clean and that health and safety guidelines are being followed. Where rooms are found to be of an unacceptable standard, residents will be given 24 hours' notice to clean the room. Failure to do so will result in housekeeping staff having to rectify the problem with the cost being passed on to the student.

Communal areas

The cleaning of communal areas including the corridor, is the responsibility of those residing in the flat. You must wash and put away your own crockery and cutlery and keep the kitchen clean and tidy at all times. Kitchens will be inspected weekly during term-time. If the kitchen is in an acceptable condition it will be given a



green card, however there may still be items that need attention. If the kitchen is unacceptable then it will be given a red card. Residents will then have 24 hours to clean and tidy the kitchen and return it to an acceptable condition. The kitchen will then be inspected again, if the kitchen and communal areas have not improved then a member of the Residence Life Team will write to all residents requesting further action be taken. This may result in the kitchen being cleaned on behalf of residents, the cost of this would be forwarded on to all residents. Continued failure to keep communal areas clean and tidy may result in fines and chargesformal warnings being issued to all residents, in line with the Code of Conduct.

Vacuum cleaners

Please ensure that vacuum cleaners are returned to the kitchen after use. The vacuum cleaners are not to be used for liquid spillages as they are not designed for wet vacuuming and doing so will corrode the motor within the machine. Misuse of the vacuum may result in charges for repair/replacement.

Code of Conduct

Your licence agreement is in accordance with the University's Code of Conduct and will be strictly enforced. Students in a flat are responsible for the damage caused within it. Any offence listed is also a breach of your terms and conditions for your accommodation contract. Any damage where the

perpetrator cannot be identified will be charged to all students within the flat. The full Code of Conduct can be found in your kitchen on a QR code or at:

go.herts.ac.uk/code-of-conduct

Code of Standards for Educational Establishments

The University of Hertfordshire are responsible for ensuring your accommodation complies with the ANUK codes of practice for student accommodation. The Code outlines best practice and provides benchmarks for the management and quality of student housing in the Higher Education sector. Members of the Codes are independently audited to ensure that halls of residence meet specified standards. More information on the Codes can be found at:

nationalcode.org

Complaints

Pinnacle FM Ltd mission is to provide the best campus life experience in the sector. Together with its partners, the company is committed to providing a student first approach in all that they do. From time-to time things may go wrong and students may not receive the high levels of service they are entitled to.

At this point they should provide ways for our students to raise concerns and spur them into action. The following process is provided supported by a five step approach to handling each enquiry.

Their five step approach is to:

1. Understand and investigate the facts
2. Determine the best solution
3. Reach agreement with the student
4. Take action quickly
5. Always follow up

Informal complaints

Contact the Helpdesk within your concern in person or via email or phone:

+44 (0)1707 808281/808282

helpdesk.uoh@pinnaclegroup.co.uk

Formal complaints

Contact the Helpdesk and ensure there is a written formal complaint, this will prompt immediate escalation to the Soft Services Manager for response to resolve the issue or agree a new timeframe.

Complaint to Pinnacle FM Ltd

If the matter hasn't been resolved within agreed timescales, it will be escalated to the General Manager, who will then inform the student explaining what further action will be taken and the timescales involved.

Appeal to the University

If you cannot accept the decision then the General Manager is to provide necessary support and information on the University's complaints procedure (UPR SA16). The General Manager will follow up with you to check (a) if any further support is required and (b) to get your view on areas for improvement or lessons learned.

General complaints

If you have a complaint which is not related to your accommodation then

please contact the Residence Life Team. If emailing, you should receive a response within five working days unless your query is deemed urgent.

Deposit and damages

When you accepted your accommodation, you paid a security deposit which is held for the duration of your licence, to cover any rent arrears, damages and additional charges* you may have incurred.

You will receive a inventory form when you arrive that you need to complete and return via email within two weeks of your arrival. This will help the process at the end of the licence period should there be any dispute. Any items missing or damage visible within your room should be photographed and emailed to Helpdesk. This will provide you with the dated evidence of what you have reported. Your room, kitchen and corridor, should be in the same condition it was at the start of the licence period, allowing for 'fair wear and tear'. When you leave your accommodation, you must hand in your key to the Helpdesk.

Your accommodation will be checked for any missing items or damage. Any items not listed will incur and separate charge, this will include a cost for labour and materials (a breakdown can be provided). Deposits will be refunded within 28 days after your contract end date, as long as there are no deductions to be made. If, however, there are charges raised as a result of damage or missing items, you will be notified.

Please be mindful you may have outstanding charges added to your account in relation to loss of keys/key cards/fobs or amendments to your agreement. You would have already received notification of these at the time. Charges will be deducted and the remaining amount refunded to your account within eight weeks after your contract end date.

Please note that there is a minimum charge of £10.00 to cover the University's costs for processing charges and subsequent transactions. Where possible the payment will be made back to the card used to make the deposit payment. Please be assured, this is not a final decision and you have the right to appeal should you feel any charges are unjust. The University is committed to ensuring that students receive money from deposits promptly and any charges made are fair and justified.

Should you wish to appeal, you must do so within 10 working days of receiving notification of the charges by emailing your reasons and supporting statement to:

accomdamage@herts.ac.uk

We will investigate to assist in a quick resolution. Should no appeal be received within the period then the charges will be taken as accepted.

*These may be related to loss of key card and amendments to your agreement, for example room change requests etc; as stated within your licence agreement and within this guide.

Charges

Item	Estimate
Cleaning charge per hour	£24.00–£30.00
Smoke detector	£45.00–£70.00
Window frame, vent & glass	£140.00
Window handle/ restraint	£26.00–£100.00
Window restrainer sticker	£10.00–£35.00
Carpet tiles	£30.00–£600.00
Walls redecorated	£50.00
Blinds and/or fittings	£115.00–£260.00
Full length mirror	£100.00–£105.00
Desk chair / upholstered chair	£105.00–£150.00
Mattress protector	£15.00–£20.00
Mattress	£140.00–£210.00
Toilet seat	£50.00–£70.00
Water fire extinguisher	£70.00–£100.00
Fire blanket	£45.00–£50.00
CO2 fire extinguisher	£70.00–£100.00
Living room sofa seating	£295.00
TV and bracket	£330.00–£400.00
Notice board	£105.00–£160.00
Hob unit	£360.00–£500.00
Extractor fan	£110.00–£200.00
Fridge/freezer	£230.00–£500.00
Ironing board and cover	£32.00–£55.00
Toaster	£27.00–£60.00
Microwave	£95.00–£150.00
Dining table	£125.00–£600.00
Dining chairs	£50.00–£450.00
Vacuum	£100.00–£180.00
Waste bins	£15.00–£55.00

Drugs

The University will not tolerate the use, possession of, or dealing in drugs. This includes psychoactive substances 'legal highs'.

In situations where use, possession or dealing are suspected, the University may:

- carry out a room check without prior notification to the student
- notify the police and give access to a student's room without prior notification
- confiscate any illegal substances found and forward them to the police.

Suspected use, possession or dealing will be reported to the police and the University will take the following action:

- for use/possession the student will be fined and receive a final warning or dismissal, depending on the circumstances
- without exception, dealing in drugs will result in exclusion from the University and dismissal from the residence.

E-Scooter

E-Scooters are banned on campus. Any deliveries of e-scooters received will be declined by the post room. E-scooters found with in Halls of Residences will be removed. People found using or storing E-Scooters may be subject to disciplinary action.

E-Scooters can only be used on private land with the landowner's permission. If you are found using an e-scooter on campus or anywhere in Hertfordshire you are breaking the law. If you are caught riding an e-scooter on a public highway, pavement or cycle lane it could be seized by the police. You could then be reported for driving offences which would lead to significant penalty points and a fine.

Electoral register

If your post is delivered direct to your flat then you will receive electoral roll information direct from the local authority.

Electrical appliances and furniture

All items of equipment and furniture supplied by the University comply with health and safety regulations. You are not permitted to have electrical items such as heaters, air conditioners, washing machines, fridges, freezers, kettles, cookers, microwaves or rice cookers in your bedroom (with the exception of the fridge supplied by Uliving on College Lane Pinnacle FM Ltd on de Havilland) rice cookers and air fryers are permitted in kitchens.

It is recommended that all non-University electrical items are given a Portable Appliance Test (PAT) by an approved electrical contractor. We offer PAT testing at the Helpdesk. The owner of a non-University appliance will be responsible for any damage caused to University property or equipment as a result of their faulty appliance. If you use your own or your friends' furniture and/or equipment you do so at your own risk. The University reserves the right to request the removal of any item which they consider poses a health and safety threat to other occupants.
All rooms have four double sockets



so use of extension leads etc should be minimal. If you do need to use an extension lead you may use one, BS approved, four outlet running block with a 13-amp fuse. Each appliance must be fitted with a correct fuse (rating 5 amps) and only one appliance must be wired to each plug. You will be required to remove faulty fittings and dangerous wiring and it is possible that a charge will be made. Under no circumstances should plug adaptors be used.

In kitchens, no extension leads of any kind should be used. This is a health and safety issue.

Emergencies in residences

In an emergency, please contact Security by calling them on your mobile phone. Please tell them who you are, where you are and what the problem is, and they will advise you what to do next.

You can also contact Security by visiting the Oval Helpdesk.

+44 (0) 1707 281010

+44 (0) 1707 285555 (emergency)

End of term arrangements - vacating your room

Information about end of term and summer vacation period arrangements will be emailed to you towards the end of your contract. If students have not applied for a summer vacation booking, they are not permitted to stay past the end of their license. There is a deadline for response which must be adhered to. It is important that you lock your room whenever you leave it and that you keep your keys/fob in your personal safekeeping at all times, including during the Christmas and Easter vacations. Under no circumstances should you hand your keys/fob to another person. At the end of your time in residence you must hand them in to the Helpdesk. Failure to return keys/fobs will result in a charge being made. At the end of the summer term rooms must be vacated by 10.00 on the expected day of departure.

Rooms should be left clean and tidy and all belongings should be removed and taken home. All rubbish must be removed.

Any personal items found in the rooms will be kept at the Helpdesk for a period of no more than four weeks. You will be notified of this and sent a reminder. Should you fail to respond on both occasions the items will be disposed of. You will be charged for any items listed on the room inventory which are damaged or missing.

En-suite facilities

It is important that these facilities are kept clean for hygiene reasons. Supplies for cleaning can be purchased from the shop on site or local supermarkets.

Door/interior cleaning

Use soapy water without any abrasive product, use a sponge with no abrasive component.

Toilet cleaning

Standard cleaning products can be used. Clean carefully inside the toilet lid. Do not use any product containing ammonia.

Shower curtain

After showering, please pull your shower curtain across the shower rail to allow it to dry. This will help to prevent the build-up of mould on your shower curtain.

In case of obstruction of the drain pipes, do not use any products containing acid, this could damage the plastic piping. Do not use any product containing chlorine or bleach to clean the seals of the basin and bath. Please report any blockages to the Helpdesk for maintenance to attend to.

Feminine hygiene

Students can request a bin for their own bathroom which will be emptied regularly by feminine hygiene specialists – please contact the Helpdesk to arrange this.

Financial advice

The University understands the financial constraints of student life and adopts a caring attitude towards students who find themselves with potential problems.

Support with financial hardship is available from the Student Funding and Financial Support Team, who have several hardship funds to assist students with living costs during their time at University. For queries regarding hardship support, contact:

financial-support@herts.ac.uk

The Student Funding and Financial Support team also assist with any queries regarding funding from the Student Loans Company (Student Finance England).

For any queries regarding SFE funding, contact:

funding@herts.ac.uk

The Student Account Management (Tuition) can assist students with any queries regarding tuition fee payments including how to pay your fees, different payment methods and finding out your balance. For queries regarding this, contact:

finance-tuition@herts.ac.uk.

The Student Account Management (Accommodation) team is here to support students with any queries relating to accommodation fee payments. This includes guidance on payment deadlines, instalment plans, outstanding balances, and accommodation deposits. For queries regarding this, contact:

finance-accomm@herts.ac.uk.

Financial advice

The University understands the financial constraints of student life and adopts a caring attitude towards students who find themselves with potential problems. Guidance and support is available from the Student Funding and Finance Team. The team are able to assist with queries relating to your tuition fees, student loans, NHS Bursaries, financial hardship, budgeting and other finance issues.

The Student Account Management Team, can help with your accommodation payment queries. These services are located in the Hutton Hub, College Lane Campus.

+44 (0)1707 284800

support@herts.ac.uk

Fire saftey

General

Residents should study the fire regulations posters at various points in the buildings. If the alarm is sounding, leave the building by the nearest available exit, checking first that neighbours on both sides of your room (or in the toilets, bathroom or kitchen, if appropriate) have heard the alarm, and assemble at the appropriate fire assembly point. These instructions are summarised on noticeboards and there is a copy in each study-bedroom. The fire alarm systems at College Lane Campus will be tested every Tuesday between 09.30 and 14.00. The alarm will sound for a short time only.

In the event of small kitchen fires, fire blankets and extinguishers are provided in all kitchens. Instructions for their use are provided on the equipment.

Points to note

- Room, flat, kitchen, stair and corridor doors must not be propped open as they are designed to reduce fire risks.
- We ask for the co-operation of residents to prevent the abuse of extinguishers and alarm systems.
- Tampering with fire safety equipment causes disturbance and compromises safety in residences. Therefore, these are regarded as serious offences for which fines and penalties are imposed. Please report to the Residence Life Team or Helpdesk immediately if you think any item of safety equipment is defective or has been used.
- The cooking of food in your room is strictly prohibited.
- Smoking is not permitted in any residence or on either campus unless at least 10 metres away from all buildings, this includes shishas, bongs and e-cigarettes.
- E-Scooters are not permitted on campus. Bikes are not allowed to be stored in the following locations: corridors, hallways, stairwells, bedrooms or kitchens. Please see separate section relating to Bicycle storage.
- You are not allowed to let off or store fireworks at any time.
- Kitchen and bedroom fire doors must never be propped open. In townhouses, propping open kitchen doors will trigger a continuous alarm until the door is shut.
- The pin and tag in a fire extinguisher is the indicator for the extinguisher having been discharged. If this pin is broken or missing you will be charged.
- The misuse of fire systems or equipment is a criminal offence and may result in dismissal.

Avoiding smoke detector activation

- Do not use hair dryers or aerosol sprays directly underneath the detector.
- Keep your room well-ventilated, especially when showering.

Failure to evacuate

There is no such thing as a “false alarm”. Failure to evacuate during a fire alarm may result in disciplinary action and/or fines being issued. This includes



re-entering a building before the alarm has stopped and Security or the Fire Marshal(s)/Warden(s) have confirmed it is safe to re-enter.

Fire detection systems

All residences on the College Lane Campus have fire alarm systems comprising heat detectors in the kitchens and smoke detectors in all bedrooms, corridors and stairwells. Do not cover the detectors. Care must be taken to keep kitchen doors closed whilst cooking, to close shower doors during and after use, and to ventilate flats by opening windows.

When the alarm sounds in your bedroom or any communal areas you must evacuate the building.

Fire drills

Held once in each semester. It is your responsibility to make sure you know the location of the fire assembly point for your accommodation, and to leave the building immediately when you hear the bell ring. Fire procedure instructions are located in each individual student room. Anyone failing to evacuate, or re-entering a building during a drill when the alarm is sounding may be subject to disciplinary action and/or a fine.

Food cupboards

Lockable food cupboards are provided in most residences. The individual food cupboards provided require a padlock and key to be purchased privately. The padlock needs to have a maximum length of 30mm and a maximum staple diameter of 5mm.

Fridges

You are provided with a mini fridge, do not overfill it and keep the door closed. Remember that the mini fridge will only chill food: it will not freeze them. Freezers are provided in the kitchen of each flat/house. At the end of the summer term, please ensure the fridge is emptied and cleaned. Any items left in the fridge will be disposed of.each flat/house. At the end of the summer term, please ensure the fridge is emptied and cleaned. Any items left in the fridge will be disposed of.

Interference with fire safety equipment

Interference with any fire safety equipment, including tampering with fire extinguishers and covering smoke detectors is strictly prohibited. Tampering with any fire safety equipment places the lives of residents in danger and will therefore not be tolerated. Anyone found to be doing so, will be subject to disciplinary action in accordance with the University Code of Conduct for accommodation.

Plug-in air freshnersfresheners, candles, insenseincense wax and oil burners

Plug-in air fresheners, candles, incense, wax and oil burners are not permitted in accommodation on campus as they pose a potential fire hazard risk. If any of these items are found on campus they will be removed, and you may be subject to disciplinary action and/or fines.

Guests/visitors

Please ensure at all times that you obtain a visitor's permit from the

Helpdesk prior to their arrival. Any visitor found not to have a permit may be perceived as trespassing and escorted off campus.

Please note the following points:

- as a resident, you are responsible for the behaviour of your visitors and will be held liable for any damage or disturbance caused by them
- persistent use of facilities by non-residents is not permitted - eg, it is not intended that friends of residents visit daily and use washing and cooking facilities
- visitors not staying overnight should not be in the buildings between 01.00–08.00
- it is strictly prohibited for guests to remain in halls of residence when the resident student is not present. Specifically, you must not give your key card to anyone else, including your guests.

Guests may stay overnight during term time as follows:

- You may have one adult guest in your room overnight for a maximum of 48 consecutive hours and any such visit must not be repeated for at least seven clear days after a guest's departure. The purpose of this provision is to allow you the privilege of inviting your friends to stay on an occasional basis. It does not permit you to have a visitor to stay each weekend.
- Unauthorised multiple occupancy is in breach of the conditions of the Licence Agreement and any resident permitting this may be asked to leave.

The Residence Life Team reserves the right to refuse non-residents admission to the site. Failure to comply will result in University disciplinary action.

The Code of Conduct applies to guests and should be adhered to. No individual may spend more than 48 hours out of any nine days as a guest in the residences, whether or not they are staying with different hosts

If it is brought to the attention of the Residence Life Team that visitors are causing problems to other students in the residences and staying over and above the two days out of nine that are permitted, further action will be taken and the guest removed from the halls of residence.

In the event of a pandemic, for the safety of students and staff, the Residence Life Team have the right to enforce a no guest policy in halls.

Health and medical services

Whilst living on campus you are strongly advised to register with the University Medical Centre or with another local GP. The Medical Centre is on the ground floor of the Hutton Hub, College Lane. The University Medical Centre provides a full range of medical and nursing services for its patients.

Term time opening hours

Monday–Friday, 09.00–17.00.

During vacation opening hours

Monday–Friday, 09.00 and 12.30.
You are advised not to put a 'DO NOT DISTURB' notice on your bedroom

door when ill. Any deterioration in your condition could go unnoticed under these circumstances.

If you require a doctor or nurse please contact the Medical Centre where an appointment can be arranged for you.

+44 (0) 1707 284444

If you are ill during the day, contact the Medical Centre. If you are ill at night or at a weekend, contact the duty Resident Assistant or Security. If you require a doctor, one is available outside of office hours for emergencies only and may be contacted on the above number. If you have not registered with the University Medical Centre the doctor can still see you in an emergency.

Insurance of your possessions

The University cannot accept liability for any loss, damage, injury or accident sustained by residents on the premises or elsewhere.

The University has taken out a block insurance policy which is free for students as part of the licence agreement. Full details of the policy can be found on our website. However, please note that certain items (eg bikes, mobile phones) must be insured separately as they are not covered under the block insurance policy. It is important that you read the insurance information on the University of Hertfordshire website for full details of the insurance arrangements made and in order to make arrangements to take out any extra insurance you may require. It is important that you do not leave valuable belongings in your room if you are away for any period.

Internet and Wi-Fi

After you've registered (during registration week) free Wi-Fi will be available across the campuses.

getconnected.herts.ac.uk

Ethernet (wired) connections are also available in the residences. Plug in to a network socket to get started.

Need to connect a smart device such as a TV or gaming console? Plug your device into the data point in your room or select UHWifi and your device should connect automatically. If you are unable to connect, please contact the LCS Helpdesk with your device's MAC address (usually found on the device label or under 'device information' in the settings menu).

Still need help?
Contact the LCS Helpdesk

+44 (0)1707 284678

helpdesk@herts.ac.uk

Keys, key cards and fobs

Please carry your key/fob with you at all times. Remember to lock your room even when going to the kitchen and bathroom. Students at Telford Court will be issued with a key. All other residents at College Lane will be issued with a fob. If you vacate your room before the end of your Licence Agreement, it is your responsibility to ensure that your key/fob and post key are returned. Failure to do so will result in a £25 fine being imposed for a room key or fob



and a £10 fine for a post key or Telford access pass. All buildings are fitted with electronic card entrance systems.

Kitchen appliances

Each kitchen is equipped with the following kitchen appliances:

Microwaves

Ensure that metallic objects do not come into contact with the interior of the appliance during operation.

Toaster

Ensure that toasters are frequently cleared of breadcrumbs.

Kettle

Ensure kettle is filled with water before switching on. The heating of an empty kettle will cause it to break. It cannot be repaired and will have to be replaced.

Oven

Electric cookers are provided. Please ensure that ovens are kept clean and food items are removed after cooking.

Hobs

In Bellingham, Spalding, Maclean, Newton and Schofield Court, the hobs are induction hobs and you will therefore need to ensure your saucepans are compatible.

Grill

Provided with each cooker. Ensure that the grill pan handle is not closed inside

grill compartment during use, as the heat will cause it to melt!

Freezer
Ensure that freezers are kept closed for best care of food. All freezers will be defrosted at the end of the summer term. Please ensure that all food is removed at this time as any items found inside freezers will be disposed of.

Fridges
Ensure that fridges are kept closed for best care of food. At the end of summer term please ensure that all food is removed as any items found inside fridges will be disposed of. Please wipe up any spills inside fridges as soon as possible throughout the year.

Please note: The replacement or repair of any equipment as a result of misuse will be charged to residents of the flat or kitchen concerned.

Laundry services

Machines are card-operated laundries in each of the courtyard's common rooms - these are open 07.00 – 23.00. The machines are card operated. Once you have purchased a card, you will need to register it online:

 circuit.co.uk

Full details are in each laundry room. An ironing board is provided in each kitchen. Students need to bring their own irons. Students are advised not to dry clothes in their bedroom to help prevent mould growth. Do not dry on your heater as this is a serious fire risk.

Leaving your accommodation

Students who wish to leave before the end of their contract will need to login to their accommodation account and select 'request to depart early' and follow the instructions from there. You will need to be aware however that you will be held liable for the accommodation unless we can reallocate the room to another student, whilst we will do all that we can, we cannot offer a guarantee.

Should you wish to read the full terms and conditions again you can find them on Ask Herts.

You must leave the room in a clean condition and remove all personal items. Any items left behind this will result in a disposal and a charge. If the room has not been left in a clean condition, you will be charged appropriately.

Please note that additional charges will be incurred if you have not left your room by 10.00 on the expected date of departure. Under the Licence Agreement, you are liable for the charges for your room until the end of the contract.

If you wish to move out before that date then the following applies:

in the case of students withdrawing from the University, the liability will be no longer than four weeks.
students not leaving the University but moving to non-University accommodation are liable for the charges for their room until the room is let to another student. For full details please refer to your Licence Agreement.

Left/abandoned property

The definition of 'left/abandoned property' are personal belongings left behind in a student room or kitchen after a student has vacated their room at the end of the contract or upon an occupancy change.

All items that are left in a bedroom or kitchen that are non-perishable must be classed as lost/left property. These items are likely to include: clothes (clean), crockery (clean), electrical items (including kitchen equipment), books, jewellery or watches.

All rubbish, soiled and perishable/ consumable items such as open food items, toiletries, cleaning products and dirty crockery left behind must be classed as rubbish and are disposed of immediately. This also includes any bedding for hygiene purposes.

All items classed as left/abandoned property will be stored for a maximum of 28 days from the end of your contract period. The student will be notified by a member of the Pinnacle FM Ltd and advised to collect these items. Items must be collected by the deadline given. Students must respond to this email and inform the team of their plans for collection. Failure to respond or collect the items will result in them being disposed of.

Licence fee

You are required to pay the deposit and licence fee for your room in advance. If you do not pay or do not make acceptable payment arrangements with the Student Finance Team, then you will be asked to leave your accommodation. Therefore, if you have any difficulties in making payments it is essential that you get in contact as soon as possible.

Light bulbs

All light bulbs must be replaced by engineering staff. Please report any bulbs that need changing to the Helpdesk on the appropriate campus.

Lockouts

For security reasons it is important to keep your door and communal entrance doors locked shut at all times. This includes if you are using the kitchen. Please take care not to lock yourself out of your room. Many halls have bedroom doors which lock automatically when they shut, making it very important that you always take your card or key fob with you when you leave your room.

Lost property

All lost property found is to be handed in at the Helpdesk during advertised opening hours. Outside opening hours, lost property may be handed to Security staff who will log all items and pass them to the Helpdesk. Security staff will not accept lost property whilst the Helpdesk is open. Owners of identifiable property will be notified by the Helpdesk for collection during opening hours. All lost property will be held at the Helpdesk for two weeks. After this time it will be disposed of. Serious losses should be reported to the police.

Noise

Experience has shown that noise can be a major problem. Please be considerate of other residents when playing music, games or watching films at a high volume. Noise must not be audible from outside your room at any time. Those who like playing music, games or watching films at high volume must use a pair of headphones. It is important that you show understanding to those living within the same communal environment in respect of noise.

Students living in buildings adjacent to local residents are asked not to make too much noise. Also, people entering and leaving the buildings, particularly late at night, are asked not to sing, shout, slam car doors, rev cars or motorcycle engines, etc, in the interests of maintaining a quiet neighbourhood. During examination periods, local rules may be imposed by the Residence Life Team to ensure that there is minimum disturbance at this important time.

Notices

Information and notices for students will be placed on the noticeboard in your kitchen. It is your responsibility to ensure that you check the noticeboard regularly so that you are aware of anything important. For example, you will be notified by this method when room checks are to be carried out.

Out-of-hours and security services

Emergencies

Examples of emergency situations where you should contact Security are:

to report an emergency repair:

- if you are feeling unwell or very depressed
- if you are being threatened or harassed
- if you have seen or suspect drug misuse
- if you wish to make a serious noise complaint
- if you are locked in or out of your room.

Parties

Organisers of parties must complete a party permit form. To request a form, please email:


reslife@herts.ac.uk

Organisers of a party are responsible for the actions of their guests. It is the responsibility of the organisers to prevent disturbance to other residents and neighbours caused by excessive noise, to ensure that the party finishes and visitors leave quietly at the appropriate time and to clear up afterwards. The party organiser will affirm at the time of booking that he/she intends to comply with the above. Parties must be finished by midnight Sunday to Thursday and by 01.00 on Friday and Saturday. Music must be inaudible outside kitchens/rooms one hour before these times. Parties are not allowed on the last night of any term. The maximum number of parties per term per kitchen is two. Parties must be confined to kitchens only. An inspection will take place the day after a party to make sure that no damage has been done and that everything has been cleaned up satisfactorily.

Private parties in bedrooms or common rooms are not permitted.

Pets

No animal, bird, fish, reptile, insect, or pet of any kind may be kept in university accommodation. Student who own assistance dogs must liaise with the Accessibility Team on application for accommodation and discuss their needs.

Post and parcels

Postal deliveries will be made to post boxes at the entrance to each building. The key for this post box will be attached to your room keys/fob when you collect them – you may wish to separate these keys to avoid paying for both to be replaced if you lose them during your stay.
All items received at The Oval will be booked into our system and you will receive a notification email to advise of it's arrival and availability for collection. Post collection times are included on the notification emails and are on display in The Oval.

Post received for students temporarily absent will be held by the Helpdesk for a maximum of two weeks. Under no circumstances will the Helpdesk pay any charges due on post or parcels. Post and parcels held at the Helpdesk that are not collected within two weeks will be liable for a handling charge and may be returned to sender.

When you leave your accommodation, it is your responsibility to arrange for post to be redirected. Mail will not be accepted for students who have left their accommodation.



Posters and wall decoration

Noticeboards are provided in communal areas and student rooms for display of work and general information. Posters, etc may be put up on bare wall surfaces with 'Whitetack' only. The use of sticky tape on walls or any other surface is strictly forbidden.

Damage to the walls caused by other adhesive materials being used (sticky tape, pins, etc) will be charged to the room or flat where the damage has occurred.

It is recommended that if you are installing LED lights or fairy lights that they are not directly attached to the wall using anything that will damage the wall when taken down. Please also ensure that they carry the British Safety Standard Kitemark for Fire safety.

Please note:
Sexually explicit posters, postcards and notices are not acceptable in any public area ie kitchens, bathrooms, lounges, corridors and outside bedroom doors. Students displaying such posters will receive a final warning and will be asked to remove the posters at once.

Refuse disposal

General

The University wishes to promote the environmentally effective disposal and recycling of waste materials and to streamline the waste disposal process within the halls of residence.

In all kitchens there are three separate and clearly marked areas for disposing of refuse: mixed recycling, general waste and a box for glass. You are expected to remove all rubbish from your bedroom and dispose of it in the appropriate containers.

- Please ensure that you rinse all bins regularly to avoid pest issues.
- Bin liners/trash bags must be used at all times
- Do not dispose of food in the sinks

To find out more about environmental management at the University visit:

go.herts.ac.uk/sustainability

Your responsibilities

By 09.00 each morning, all bin bags must be deposited in the refuse compounds.

At College Lane Campus you must ensure all your waste is placed within the correct designated bins in the refuse compound (general waste and mixed recycling). It is important that the bins are emptied on a regular basis to avoid health hazards. To aid this process a bin rota will be provided for your kitchen. There will be regular inspections of the kitchens to check that there is no accumulation of waste which can be a health hazard. Where bins have not been emptied, a warning notice will be left for the person(s) responsible on the rota and the matter will be reported to the Residence Life Team. Those responsible may be charged. If the bins need to be emptied urgently by staff because they are causing a health hazard, a charge may be levied against each student using the kitchen. If you have any concerns about the operation of this environmentally friendly waste

disposal system, please contact the Helpdesk.

Repairs

Please report repairs needed or request light bulbs to the Helpdesk as early as possible. Do not attempt any repairs yourself. It is very important that you let us know as soon as possible when you identify that a repair is required.

You can report repairs by contacting Helpdesk:

+44 (0)1707 808281

helpdesk.uoh@pinnaclegroup.co.uk

Repairs: response times

Priority one – emergencies
To respond within one hour of fault being reported to make safe and to rectify the problem within four hours.

Emergencies include but are not limited to:
- floods, incl drains, burst pipes, etc
- power outages
- water outage
- lift entrapment
- fire alarm activation/fault
- ceiling falling down
- broken windows
- cleaning health and safety issue
- any health and safety issue which affects life or property.

Priority two – urgent
To respond within four working hours of fault being reported to make safe and to rectify the problem within one working day.

Urgent jobs include but are not limited to:
- lift broken down (no entrapment)
- blocked toilet (if only one available)
- light out in office/class affecting users
- broken furniture
- failure of non-essential equipment .

Priority three – non-urgent
To respond within one working day of fault being reported to make safe and to rectify the problem within five working days.

Non urgent jobs include but are not limited to:
- temperature complaints too hot/cold
- failure of duplicate equipment such as toilets
- dripping taps
- broken furniture (unless severely affecting use of facilities)
- normal Service requests, which if left unattended do not impact the use of the facilities
- light out (non-urgent)
- cleaning (unless health and safety)
- blinds.

Priority four – planned
To respond within five working days of fault being reported and to rectify the problem within one month.

Planned jobs include but not limited to:
- normal service requests, which if left unattended do not impact the productivity of the facility user PM (Planned Maintenance) or non-urgent works.
- basic fabric jobs required when University is closed – Easter, summer vacation breaks, etc.

Repair response times

Outside office hours, emergency repairs should be reported to Security. These members of staff will have a procedure for determining what constitutes an emergency repair. However, if you are in any doubt, you should report the repair and the Team will decide on the level of urgency.

As a guideline:
examples of urgent repairs are: broken window allowing water to come in/ security risk, serious leak or flood, student locked out of room, student locked in room, toilet blocked/not flushing (if only one is available in flat).
examples of situations which are not emergencies are: broken kettle (use pan instead), bedroom ceiling bulb not working (use desk lamp until next working day), toilet blocked/not flushing (if other toilets are available).

If you need help outside office hours, you should contact Security. Security will then contact the Duty Resident Assistant(s) who will come to your assistance. The following details give information on the services provided - by both the Residence Life Team and Security - for students outside office hours. The intention is to ensure that all students are fully aware of the services available to them and know how to use them.

Residence Life, out-of-hours service

At each campus there is a Team of Resident Assistants (also known as RAs) who live throughout the halls.

The RAs are led by out-of-hours Coordinators (OHCs). There will be opportunities to meet the team at the start of term.

The duty rota

The OHCs and RAs take part in a duty rota which means that at all times outside office hours there is someone available on each campus. The Duty RA can assist with any difficulties which may arise - emergencies or otherwise. In order to contact whoever is on duty all you need to do is to telephone Security.

RAs can help with any problems

As well as being responsible for dealing with emergencies outside office hours, RAs can help with many other problems you may have. These include neighbour disputes, illness, accidents, if you are feeling anxious or depressed (about exams, your course, personal relationships etc), or if you are being threatened or harassed or, anything you are unsure about. When you talk to an RA in confidence, they will advise on the type of help available. They also host a programme of events throughout your stay with us, which provides opportunities to enhance life skills, make lasting friendships and help your wellbeing to support your learning experience. The important thing to remember is that they are available to help - all you need to do is contact them via Security. The intention is for RAs to become generally familiar to all students in residence and not just appear when there is an emergency.

What happens when you contact an RA?

The RA will visit and discuss the



situation with you in confidence. If you have a noise complaint, the RA will speak to the students involved and remind them of the Code of Conduct. On the next working day, the RA will communicate with the Student Support Officers who will take all necessary follow-up action.

If you feel you are being threatened, harassed or are having difficulties with your housemates, the RA will discuss the situation with you in confidence and will provide any possible immediate assistance; at all times taking into account your preferred outcome. Immediate assistance may include a temporary move to alleviate the situation. On the next working day, the RA will liaise with Reslife Officers who will carry out a full investigation taking into account your wishes in respect of confidentiality to ensure a satisfactory outcome. If you feel ill or depressed the RA will visit you, call a doctor or ambulance if necessary and ensure that you receive any help you need including from your housemates. The RA will discuss your feelings with you and you will decide together on a course of action. This may include referral to other University services - eg the Counselling Service. These are just some examples of occasions when you may need help.

The ‘golden rule’ is that you should contact an RA if in doubt about anything. They are there to help!

Residence Life Team

On both campuses there is a dedicated Team for Residence Life. Their contact details are listed in full on page 7. Residence Life Officers are responsible for the welfare, pastoral care and discipline of all students living in accommodation. If you are having

any difficulties in accommodation, they should be your first point of call. You will receive numerous emails from them throughout the year that include important information. Please make sure that you read these carefully and that your email address is updated on your Student Record. Please feel free to approach them when they are visiting accommodation during the day. You are also welcome to visit them at the Hutton Hub in B440, or request a member of staff at the Oval Helpdesk contacts us on your behalf. You can also email or phone during office hours.

Monday–Thursday, 08.30–17.00
Friday, 08.30–16.00

If the office is closed and you need to speak to somebody, please contact a Resident Assistant. Additional student support services The Medical Centre, Chaplaincy, Day Nursery and the Community are the responsibility of the Office of the Dean of Students. Further information on the services available can be found on Ask Herts:

ask.herts.ac.uk

Room changes/room swaps

At both campuses, room changes and swaps are not permitted. They will only be considered in very exceptional circumstances - for example, where there is a threat to life or limb.

Room inspections

Inspections will be carried out during the academic year to check that there are no health and safety risks and that there is a reasonable standard of cleanliness. In accordance with the Licence Agreement, at least two days' notice will be given. If you would like to be present for the inspection, please contact the person sending out the letter to make the necessary arrangements.

Secure living

You are strongly advised to keep your room locked when unoccupied to avoid thefts. The same applies to the front door of your residence. Windows must also be fully secured when you are away from your room, even if only for a short time. These measures are even more essential if accommodation is on the ground floor.

Loss of keys, fobs or cards should be reported your accommodation helpdesk. A charge will be made for replacements. Access to the grounds does not imply access to the residences, which is restricted to residents and their guests. If you discover persons who are apparently trespassing please report any such incident to the Residence Life Team and/or Security. You may be asked by a member of the Residence Life Team or Security staff to produce identification (University ID card). Please co-operate over this: it is not an infringement of privacy, but it is in the interests of all resident students that intruders are deterred from coming onto campus.

Security services

The University's Security department has a control room at de Havilland Campus. Security should be the first point of call in any emergency situation. Security staff will have procedures for

dealing with all types of situation. In many cases they will call the Duty RA in addition to any other services such as ambulance, police, fire brigade, etc.

Security staff and the Residence Life Team will not put themselves at risk in any situation, so they will not intervene in a fight other than trying to reason with those who are fighting. However, in situations where there is any violence they will call the police and work closely with them to resolve the situation.

Smoking

College Lane and de Havilland Campuses are entirely non-smoking. Smoking is not permitted in any of the residential buildings. This includes the use of e-cigarettes, shishas and bongs.

Please note: smoking is not permitted within 10 metres of any building on either campus.

Student Damage

Please complete your inventory form upon arrival and note any missing items or damage. If any damage, either accidental or malicious, is found you may be charged for the cost of replacement or repair. This includes the interference or removal with plastic fire extinguisher tags. In the case of communal damage if those responsible do not come forward, all residents of the flat, house or kitchen will be charged in line with the Code of Conduct which forms a part of your licence fee agreement.

Student Wellbeing

Based in the Hutton Hub on College Lane Campus, Student Wellbeing deliver a range of professional, specialist services to support you with emotional, mental health, disability and health related issues. To find out more or to book an appointment:

ask.herts.ac.uk

+44 (0)1707 284453

studentwellbeing@herts.ac.uk

Sustainability and environment

Our University is recognised as a leader in terms of environmental management and performance and is committed to embedding continuous environmental improvement into its business model and ethos. Please follow the simple tips to reduce your environmental impact on campus and help Herts in its race to zero carbon.
For more information on environment and sustainability at Herts visit:

go.herts.ac.uk/sustainability

Waste and recycling

Reduce the amount of waste you produce by purchasing items with less or recyclable packaging. Please ensure that you put the correct items in each bin.

Cooking oil or grease must not be disposed of down the sink. This can cause fats to build up which block drains and causes damage to local sewage systems. Please make sure when discarding small quantities of

cooking oil, soak it up with kitchen roll and only dispose of it in the general waste bin.

Only dispose of toilet tissue down the toilet. Never flush sanitary products, cotton buds, wipes or anything containing plastic down the toilet as they can block drains and pollute the environment. Instead, use sanitary bins and general waste bins provided.
Try purchasing sustainable, reusable alternatives to single-use items, such as food containers, sanitary products, and cotton buds.

Ways to reduce your energy use

Do not leave anything plugged in that is not being used and turn off all electrical appliances when you are not using them.
Remember to turn appliances off standby mode. Leaving a charger cable plugged into the wall, even if it is not connected to anything, can waste energy. Only fill up the kettle with the amount of water that you require. Boiling water that you do not need can waste both energy and water. If there is water left in the kettle, try re-using this water rather than pouring it away, for example to water plants.

Switch off lights when you are not using them. Air dry your laundry rather than tumble drying it to save energy.

Ways to reduce your water use

Wash your clothes on a lower temperature (30-40 degrees).

Heating the water accounts for the most amount of energy used in washing clothes. Wear warmer clothes and add a blanket to your bed to avoid using unnecessary heating in colder months. Turn the tap off when you are brushing your teeth or washing your face. Keep a jug of water in the fridge to avoid running the tap until it is cold enough to drink.

Sustainable travel and transport

Wherever possible, travel to, from and around our campuses by bicycle or walk. There are various bicycle racks located on both College Lane and de Havilland. Make the most of the University's Park and Ride Bus to reduce emissions associated with single occupancy vehicle travel.

Avoid producing food waste by meal planning. This means that you only purchase food that you need. Try freezing leftover meals in reusable containers, ensuring that you allow it to cool before freezing it.

Televisions

Television sockets are provided in each bedroom and kitchen. Televisions are also provided in the kitchens of the townhouses and communal flats throughout Bellingham, Spalding, Maclean, Newton and Schofield.

For rules and regulations about television licences, please visit:

tvlicensing.co.uk

The licence held by the University or by your parents does not cover you.

Vacation residence

Summer vacation

During the summer vacation some of the halls are used for conferences and short courses held at the University. Redecoration and maintenance are carried out over this period, so if you wish to stay for all or part of a summer vacation you will be accommodated in halls at the College Lane Campus (subject to availability). There is no vacation accommodation at the de Havilland Campus. Students wishing to stay on campus over summer need to apply for accommodation at College Lane. You will be notified by email shortly before your contract expires.

Christmas/Easter vacation

In the short vacations, on some occasions, the Residence Life Team may request that you move to a different hall or to the other campus for reasons of security, economy or to facilitate refurbishment works.

Welcome talks

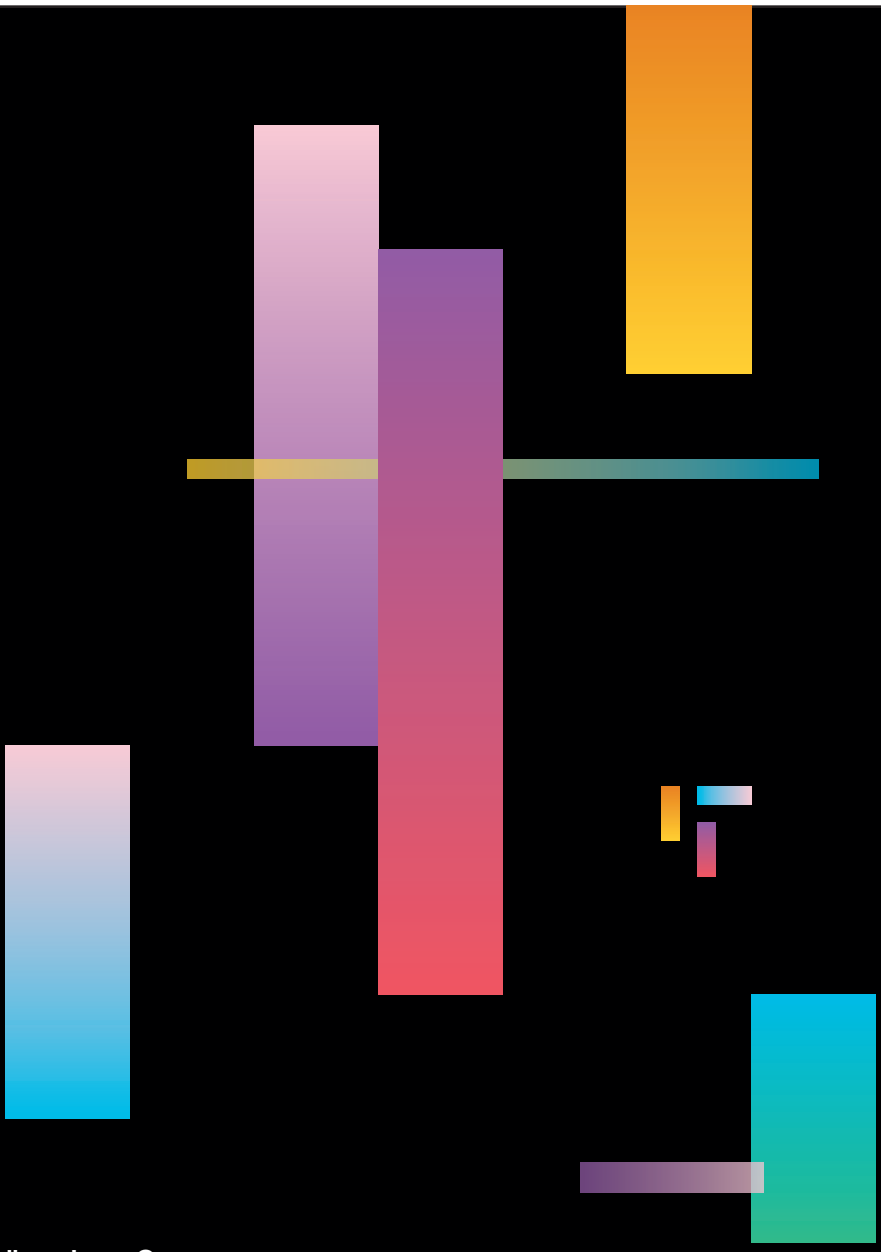
There will be welcome talks on the arrivals' weekends by the Residence Life Team. These provide valuable information about the support available and how to ensure your stay with us is an enjoyable one. They include vital information about how things work for example your kitchen audits. If you are unable to attend one of these meetings don't worry just contact a Resident Assistant and we can arrange to see you individually or a flat meeting.

Window restrainers

Please do not disconnect the window restrainer in your bedroom or kitchen. Regular checks are made and if the restrainer is found to be disconnected a fine will be issued.
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