

Accommodation Services

Residents Guide 2011-2012

INCORPORATING THE CONDITIONS OF RESIDENCE



The inventory
for your room is in the
middle of this booklet.
Please return it to your
Couri Reception within
5 days of arrival.

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1. Introduction

Dear Resident,

We would like to welcome you to your Accommodation at the University of Surrey.

During your time here you are supported by a full team of professional services. Please inform us of any issues you may have so we can work with you to overcome any problems quickly and easily.

Staying in University accommodation will play a big part in your student life whilst at Surrey. You will be sharing with students not only taking different courses, but also coming from many different parts of the world, introducing you to some great friends and making unforgettable memories. This Guide will provide you with all the information you need to know during your stay with us.

In the middle of this handbook, there is an inventory for you to fill in and return to your Court Reception or Accommodation Services. Please do this within five days of moving in so you are not held liable for any pre-existing damage.

All our accommodation is managed in accordance with the UUK Code of Practice for the Management of Student Housing. Further details relating to the code can be found at www.uukcode.info

We hope you have an enjoyable and successful stay in your accommodation and we look forward to meeting you!

With Best Wishes,

Accommodation Services



2. Management

Your accommodation is managed by a University-wide team to ensure you receive a professional service in all areas of your accommodation experience.

Accommodation Services

Accommodation Services takes overall responsibility for your accommodation, so if you are unsure of whom to talk to or have feedback relating to your experience in accommodation please contact us. The Accommodation Office is open Mon to Fri 10am to 5pm.

Accommodation Services has day to day responsibility for:

- Receiving all accommodation applications, the allocation of rooms and room transfers
- Invoicing you for your accommodation
- Providing information on renting in the private sector including hosting Housing Awareness Week in February, providing up to date information on houses/rooms available in the private sector via www.surreystudentpad.co.uk
- Management of 100 houses in the private sector as part of the Property Managed Scheme

Estates and Facilities Management

Estates and Facilities Management (E&FM) are responsible for the management of Court Receptions, delivery of mail (see Mail & Parcels in A-Z Information for further details) cleaning services* and all maintenance* (*except in Bellerby Court, International House & Millennium House where your Housing Association will be responsible for these services). For all queries relating to these services please contact your Court Reception in the first instance.

E&FM also undertake the upkeep of all areas of campus including grounds, walkways and other non-residential buildings.

Cleaning

Cleaning is carried out in the communal areas of the Courts e.g. stairwells, corridors, shared kitchens and shared bathrooms. The cleaning schedule will be displayed in your kitchen. Any queries relating to this service should be made to your Court Reception in the first instance.

Court Reception

The Reception is the centre for most Courts. This is where you can

- Collect post and parcels
- Report faults/repairs that need to be carried out in your accommodation
- Report any issues relating to your cleaning service
- Seek support for ResNet or your Freewire phone via a ResNet Advisor
- Make general enquires in relation to your accommodation

Receptions are open Monday to Friday 8am - 7pm and Saturday from 8am - 12 Noon. In addition, Battersea Court Reception is open every evening 7 days per week until 11pm and will help campus residents from any Courts. If you have an urgent matter to report outside of these times please contact Security - details can be found in the Security information below.

Maintenance

Maintenance is carried out by University staff or approved contractors used to working in the Courts. Requests for repairs can be made online (see Repairs for further details) or to your Court Reception (for Hazel Farm, at Accommodation Services and for Bellerby Court to the A2 Dominion Housing Association Office). If your Court Reception/or the appropriate office is closed, urgent requests can be made to the 24 Hr. Security Office in Senate House. Details can be found in the Security information below.

Security

There are Security staff on duty 24 hours a day at the main Campus Security Office on the ground floor of Senate House. Manor Park also has a Security Officer on duty 24 hours, based at the Reception located near to the site entrance. Hazel Farm has regular vehicle and foot patrols.

Our Security Team's main purpose is to ensure the security and safety of students, staff and buildings, therefore regular patrols are carried out. If you need help at any time you can contact Security by going to their office or by calling the numbers detailed below. Outside of normal opening hours, Security also deal with urgent requests for maintenance and will help you with any other enquiries you may have.

If you have an emergency while on campus, call 3333 from any fixed line phone. This will connect you to the Security Office in Senate House which is open 24 hours a day. From a mobile phone you can dial +44 (0)1483 683333. **Please remember that this line is for emergencies only.**

Non-urgent calls to the 24-hour Security Office should be made to extension 2002 (2019 2002 from Freewire phones in study bedrooms or +44 (0)1483 682002 from a mobile phone).

Finance

The Accounts Receivable section of the Finance Department are responsible for the collection of your rent. Staff in the Accounts Receivable Office will deal with collection of your monthly direct debit payment, and also provide guidance should you experience difficulty in making payments. The office is open from 9am to 5.30pm during the semester. If you need to speak to someone about your rent or any other fees due, it is advisable to make an appointment by emailing student-receivables@surrey.ac.uk.

IT Services

- Manage the broadband (ResNet) service within your accommodation.
- Maintain the infrastructure for ResNet and the phone service (FreeWire) within your accommodation.
- Provide support for all of the above with ResNet Advisors who can be booked via your Court Reception.

Student Care Services

Student Care Services brings together a range of support services to help you throughout your time at University.

More details about Student Care Services can be found at <http://portal.surrey.ac.uk/scs/>

- Warden and Mentoring Teams, who take an active role in accommodation, see below for more details
- The Guildowns University Medical Practice, located in University Court, provides medical consultations and advice. When you arrive, arrangements will be made for you to register with a doctor.
- Student Health Care, located in University Court, provides information and advice on all issues affecting your health & wellbeing.
- The Centre for Wellbeing located in University Court.
- The Student Advice Service located in Surrey Court.
- The Chaplaincy Service located in Surrey Court.

Mentoring

Mentors are students living in the residences who are there to advise you about anything relating to University life that you may need to know. They are all friendly and helpful individuals with experience of living in student accommodation before who understand University life. They can assist you if you are experiencing welfare or communal living difficulties. The Mentors also organise social activities which are a great way of meeting new people.

You'll find a poster in your kitchen and Court Reception with details of your allocated Mentor's name. They will visit you in your first week after you move in; further details can be found online at www.surrey.ac.uk/courtlife

Wardens

Wardens are members of University staff who live permanently in the residences with their families to help support the residential community.

Wardens are here to help you get the most out of your student life at Surrey. Your Warden is a good point of contact if you need some help or advice about any aspect of life in your Court. Wardens are also here to ensure all residents maintain reasonable behaviour. You can contact your Warden at their flat or house during the surgery hours displayed at your Court Reception. If you have an urgent need to contact a Warden outside of these times please contact your Court Reception or Security.

Housing Associations

Bellerby Court, Millennium House and International House are cleaned and maintained by the Housing Associations who manage these buildings. If you require further details please contact Accommodation Services.

Broadband (ResNet)

ResNet is free, always on and it's your connection to the Internet. You need a login and password to connect. You can obtain these by using an open access PC in the Austin Pearce Building or the Library and go to <http://activate.surrey.ac.uk>.

All bedrooms have free broadband access. The service is subject to an Acceptable Use Policy which can be viewed at www.surrey.ac.uk/resnet. If you have any problems with this service please contact your Court Reception.

CCTV

CCTV is installed in some areas of the Residences for your security and safety. This is carefully managed by the University Security Department to ensure the privacy of residents.

Childcare

The University provides the Campus Kids Day Nursery, which is a professionally-run facility located on the Manor Park Campus.

For more information see http://portal.surrey.ac.uk/humanresources/employment_info/child

Energy Efficiency

The University has an Energy Management Policy. Residents are urged to be responsible in their consumption of energy and water by switching off electric lights and appliances and by turning off taps and showers after use.

Heating

In most buildings, controls for hot water and heating are automatic. If your room is too warm please turn the control valve on your radiator down (clockwise) to reduce the heat. In a few buildings residents have control of their heating and hot water. In these cases instructions are posted near the boiler or controls.

In order to conserve energy and reduce carbon emissions it is University Policy to maintain a normal maximum temperature for any residence at 21 degrees Celsius during the day and evening. This can be increased in exceptional circumstances if requested by the residents. In most buildings heating is switched off during the night from approximately 2am - 6.30am. Central heating is normally operated from 1 October to 1 May when the external daytime temperature is below 18 degrees Celsius.

Insurance

The University accepts no liability for any loss of or damage to your personal belongings. Your belongings will be covered by a block insurance policy provided by Endsleigh Insurance. This provides limited cover for loss or damage to your belongings. You are advised to check the policy at www.endsleigh.co.uk to ensure that the cover provided is adequate for your needs.

Kitchen Equipment

A fridge, freezer, electric kettle, cooker, microwave, toaster and iron are provided in each kitchen but you must provide your own cooking utensils, crockery and cutlery. We recommend that you bring a suitable food container to use in the refrigerator.

All cooking appliances (cookers, hobs, microwave ovens, toasters and kettles) are electric. Cookers and hobs have rotary knobs for the radiant rings, grill and oven. Please ensure you switch off when you have finished using the cooker or hob. When you clean the cooker or hob always ensure you isolate the electrical supply by using the nearby switch.

Laundry Facilities

Self-service laundrettes for residents are provided at:

- Campus Laundrette on the ground floor of AA building
- Hazel Farm, Hamilton Drive
- Hazel Farm, Hamilton Close
- Bellerby Court, in Wealden House (externally provided and cash operated)
- Manor Park near Reception and at 71-77 Ronald Ross Road

One wash costs £1.80 to £2.20 and to dry an average load costs approximately 60p. All machines are operated by a 'top up card' system. Cards are available from machines located at the laundrettes or from the Reception at Manor Park. For more information please visit www.circuitgroup.com.

With the exception of Bellerby Court, all laundrettes are operated for the University by Circuit Laundrette Services. In the event of breakdown or faults these can be reported direct to Circuit on 0800 092 4068. Instructions for use of the laundrette are displayed at each location.

Linen and Bedding

Bedding (duvet and pillows), bed linen and towels are not provided. You can either:

- Bring with you a duvet, duvet cover, pillows, pillowcases and sheets to fit a single bed approximately 190cm x 90cm.
- Purchase a bedding pack from the University prior to your arrival which includes all the items listed above and will be delivered by us to your room ready for your arrival.
- Packs can be purchased at: <http://store.surrey.ac.uk>

Litter Clearance

The paths, steps and grounds around the residences are routinely swept and litter removed. Residents are expected to behave responsibly and avoid dropping litter.

Locks and Keys

On arrival you will be given a key to the door of your floor or flat and for your bedroom. For your security and safety always lock the door of your bedroom when you go out. You should also be sure to lock your floor/flat front door to keep your home secure.

Mail and Parcels

Incoming mail is security scanned and then delivered to Campus and Manor Park Receptions during the morning Monday to Friday. It is normally available for collection by residents, by 11am. A list of parcels and secure post is displayed at each Reception. If your name appears on the list you will need to show your student ID card and sign for the item on collection. Court Receptions are normally open from 8am - 7pm Monday to Friday and 8am - 12 Noon on Saturday. At Hazel Farm and Bellerby Court mail is delivered direct to the houses by Royal Mail. No mail is delivered to the University on Saturday, Sunday, public holidays and University closure days.

After students have left University accommodation any uncollected mail will be returned to sender.

Envelopes containing valuables may be vulnerable to being stolen from post racks. If you intend to have such items delivered we strongly advise that you arrange for them to be sent by recorded delivery.

Large parcels and other bulky items are normally delivered to the University Central Distribution Office opposite International House. You will be advised when such an item arrives and should collect it from the Central Distribution Office.

- Manor Park residents' mail should be addressed to Manor Park Student Village, Alexander Fleming Road, Guildford GU2 7YW.
- Bellerby Court residents' mail should be addressed with the Flat Number, Name of House, Rosalind Franklin Close, Guildford GU2 7XR.

- Campus residents' mail should be addressed with the name of your Court, followed by University of Surrey, Guildford and the following postcode:
Battersea Court, GU2 7JQ,
Cathedral Court, GU2 7JH,
Guildford Court, GU2 7JL,
International, GU2 7JL,
Millennium, GU2 7JN,
Stag Hill Court, GU2 7JG,
Surrey Court, GU2 7JW,
Twyford Court, GU2 7JP,
University Court, GU2 7JN.
- Hazel Farm residents' mail should be addressed with the House Number, Road Name, Worplesdon, Guildford, and the following postcodes:
Hamilton Drive, GU2 9PL,
Hamilton Place, GU2 9GX,
Hamilton Close, GU2 9GU,
Oregano Way, GU2 9YT.

Noise

We know that students like to work hard and play hard and we understand that you need to relax and fully enjoy your student life whilst living at Surrey. However, we ask that you conduct yourself in a responsible and safe manner at all times and maintain a sensible level of noise.

Between the hours of 11pm and 8am please be as quiet as possible; you may not have an early start but your neighbours might!

Within any large organisation on occasion there will be events, incidents or works that may cause disruption to other members of the organisation. Whilst the University will seek to minimise these occurrences and to inform residents whenever possible, there may be times where disruption is unavoidable.

Personal Belongings

Residents are reminded that other people's belongings (including food and kitchen utensils) should only be used or borrowed with prior permission.

Refuse Collection and Recycling

In most residences, except those detailed below, refuse is removed from kitchens daily, Monday to Friday. At weekends residents may deposit refuse in the large blue waste bins provided at each Court.

If you live in family flats, shared student flats and Hazel Farm houses you are responsible for removing your refuse to the collection points. Recycling bins for paper, cardboard, glass and tins are provided at central points outside residence buildings.

Religious Texts

In a number of our rooms you will find a gift of a bible given by the Gideons International, if you do not have a copy and would like one please contact the Chaplains on chaplains@surrey.ac.uk. Alternatively if you would like to return your copy please hand it in at your Court Reception.

If you wish to discuss any religious matters further or are interested in reading other religious texts please contact the Chaplains, further details can be found at www.surrey.ac.uk/chaplaincy

Repairs

Faults can be reported at your Court Reception, or via the online E&FM help desk. Out of hours emergency repairs must be notified to Security, contact details can be found at the back of this booklet.

If you report a fault in your accommodation, you give permission for Maintenance Staff to enter to rectify the fault.

We endeavor to carry out planned inspections and maintenance of buildings so as to minimise inconvenience to residents. We will normally give notice of any planned work approximately a week before it is carried out. In an emergency, for example a fire or flood, we may need to enter your accommodation without giving notice.

Maintenance staff prioritise work and aim to complete jobs in a timely manner. These are the target response times.

	Typical fault	Response Target
Priority 1	Health and Safety related repairs i.e. gas leak, dangerous electrical fault, lift entrapment	1 Hour
Priority 2	Urgent repairs i.e. glazing repairs, water leaks, failure of heating/water/electrical systems, lock failure	4 hours
Priority 3	Routine repairs i.e. dripping tap, sticking door, light flickering	3 Days
Priority 4	Non urgent repairs i.e. decoration, minor paving issues, furniture repairs	20 days

Please note that refunds of rent for maintenance failures are only made in exceptional circumstances when the fault has not been rectified in a timely fashion. Refunds are not made where the fault / delay is beyond the University's control, for example, a power cut or difficulty in obtaining spare parts.

Snow/Ice Clearance

When winter weather conditions require the paths and steps round the residences will be gritted and where necessary, snow and ice cleared, normally by 10am. The University Estates and Facilities Management Department are responsible for dealing with snow and ice clearance.

If there is significant snowfall, announcements will be made on the University's website i to inform you of any special arrangements.

Telephones (Freewire)

The residences telephone service is provided by Freewire. For more information see www.freewiretv.com. Residents are not able to install private telephone lines in their rooms.

You can use the phone in your room to make free calls over the Internet to anywhere in the world.

You can also make cheap calls to landlines and free calls within the University. Instructions for the Freewire service are included in the envelope with your keys and Residents Guide. You can get another copy from your Court Reception or see the instructions at www.freewiretv.com

Whilst you are living in your accommodation, it is important to remember your own safety and not to do anything that might put you, or your friends, in any danger.

You are required to conduct yourself responsibly and in a safe manner that is compatible with the health, safety and wellbeing of your fellow residents and the buildings in which you live. It is an offence in law to interfere with or misuse anything provided in the interests of health and safety including fire detection systems, fire alarms and fire fighting equipment. The University will take disciplinary action against any resident found to be endangering the welfare of other residents / members of the University Community.

A copy of the University Health and Safety Policy can be viewed at www.surrey.ac.uk/hsd/

Emergencies

3333 is the emergency number from all bedroom and internal phones or +44 (0)1483 683333 from mobile phones). This number connects callers to the University Security Office that is open 24/7.

On Campus / Manor Park residents in an emergency (medical, fire, assault etc) always telephone 3333. The Security Team will then come directly to the incident and will also contact the Emergency Services for you.

At Hazel Farm and Bellerby Court please call 999 for the Ambulance Service, Fire Brigade or Police. As soon as possible afterwards contact University Security on 3333 to inform them that the Emergency Services have been called.

Electrical Safety

All electrical supplies in the Residences operate at 240 volts and if used incorrectly can give fatal electric shocks. Faulty or damaged electrical equipment can also cause fires.

The electrical equipment provided by the University is routinely checked to ensure it is safe. If you bring electrical equipment into the residences it must be in good condition and be fitted with a UK three pin plug with a fuse. Continental two/three pin plugs and adaptors should not be used. The University

reserves the right to remove, without warning, unsafe electrical appliances or appliance leads that are not CE or BS kite marked.

For your own safety and that of your fellow residents, you must stop using equipment immediately if you notice the following danger signs

- plugs or wall sockets which are overheating or are scorched or cracked
- cables or wires which are loose, exposed or fraying
- a burning smell when appliances are switched on
- fuses which blow frequently.

If you are concerned about any of the electrical installations or appliances in your Residence, please speak to your Court Reception.

Fire Safety

If you find a fire, sound the alarm immediately by hitting the nearest alarm call point – they are usually near the entrance to your flat/floor. When you hear a loud electronic siren anywhere in the University this means a fire evacuation and you and any guests you may have must leave the building immediately and go to your designated assembly point. In most residences this is at your Court Reception and you must only return to the building when a Fire Officer or Security Officer instructs you to do so.

The fire-fighting apparatus is supplied for use only in an emergency. Tampering with any fire safety equipment, e.g. malicious fire alarms, unnecessarily discharging fire extinguishers, propping open fire doors or capping smoke detectors is a serious offence. Any resident found misusing safety equipment will be fined and may be required to leave residence and could be reported to the Police for Criminal Investigation.

Fire evacuation practices are arranged during the First Semester. You are required to co-operate with the instructions of University staff during practice evacuations. If you have a disability the University Fire Safety Officer will advise you about

safe evacuation in the event of a fire. Please note that fire escapes/exits should only be used in emergencies.

Nearly all the fires in student housing start in the kitchen and most involve frying or grilling. If you have been drinking alcohol or taking prescription drugs, please take extra care when cooking.

Cooking Safely

- If you are called away from the cooker take pans off the heat, remove the grill pan and turn off the heat.
- Don't be distracted while cooking
- Always clean the grill pan after use
- Turn saucepan handles so they don't stick out (and aren't over another ring)
- Keep the oven door shut
- Don't put tea towels or oven gloves down on the cooker after you have used them.

Frying Safely

- Oven chips are safer and easier than frying in oil
- Never fill a chip pan or any other pan more than a third full of oil
- Dry food before putting it into oil – water can cause oil to explode
- Don't leave frying unattended
- Smoking oil means DANGER - turn off the heat, cover with lid and leave for at least 30 minutes
- If there are flames, raise the alarm using the 'break glass panel', use a fire blanket (if you consider it safe to do so) and if you can do so safely switch off the power.
NEVER THROW WATER ON TO OIL.
- Barbeques are not allowed on University property unless prior permission has been granted via the Wardens and all safety procedures are adhered to.

Gas Safety

If you smell gas report this to University Security by dialling 3333 from any internal phone or

+44 (0)1483 683333 from mobile phones. Gas appliances in the Residences are serviced and

safety checked annually by 'Gas Safe' qualified contractors. Landlords Gas Safety Certificates are displayed in relevant buildings and are also available to view at the Accommodation Office.

General Health and Safety

- If you have an accident or a 'near miss' accident or you spot a safety hazard you should report this to your Court Reception or to Accommodation Services or University 24 Hour Security Office. All accidents must be formally reported on a University Incident Report Form.
- Bicycles and shopping trolleys may not be brought into Residence buildings or stored where they obstruct access to doors or stairs.
- You must not obstruct doors, corridors, stairs or communal areas.
- You may not burn candles, joss sticks or use naked flames or 'hookah' pipes in Residences. The use of candles or other naked flames in bedrooms is prohibited.
- Residents are not allowed to bring into the Courts any substance or equipment which might be hazardous to health or safety, e.g. petrol, solvents, laboratory equipment etc.
- You may not bring weapons or replica weapons into the Courts including, but not limited to, guns, air guns, swords, knives etc.
- Residents who have children are responsible for their safety whilst in University buildings. English Law does not specify a particular age at which a child can be left unsupervised. However, parents may be prosecuted if they leave a child alone 'in a manner which is likely to cause unnecessary suffering or injury to health' (Children and Young Persons Act 1933). University residences should be regarded as high risk areas for young children. Babies and toddlers should never be left alone in any circumstances.
- University staff have the right to carry out their duties without fear of intimidation and abuse. Such behaviour, directed at staff, is a very serious offence and will lead to disciplinary action.

Policy for Accommodating Students with Disabilities

There are study bedrooms designed for students with disabilities and other special needs within most of the Courts of Residence. These include rooms for wheelchair users, for deaf students and for students whose disability requires additional space for special equipment.

The University recognises that in exceptional cases students who are severely disabled or suffer from mental health disability or severe medical impairment could not attend University unless they are offered University accommodation. Accommodation Services will consider applicants recommended by Student Health Care, or the Disability Coordinator in accordance with University policies and subject to suitable accommodation being available.

Students with significant special needs are advised to visit our campus prior to arrival (if it is possible), to discuss their requirements and view the type of facilities available.

The existence or pre-existence of disorders that are well controlled and have responded to medical treatment, even though there is a continuation of medical treatment, does not necessarily constitute grounds for University accommodation. Examples of conditions not normally considered are – urinary tract infections, irritable bowel syndrome, asthma, dyslexia, eczema, well-managed diabetes or epilepsy.

Allocation Policy

The 'Accommodation Allocation Policy' is reviewed annually by the Warden's Group with the President and Vice President Welfare of the Students' Union. Changes of the policy are recommended to the Commercial Affairs Committee who normally decides the policy in November.

The current policy can be viewed at www.surrey.ac.uk/accommodation

Application Procedure

Continuing students are invited to apply for accommodation via an email sent to your University of Surrey email address in November. This email will contain details of when applications will open and the relevant closing date. You will be informed if you have been successful in the first instance by the end February.

New students are invited to apply for accommodation from March each year. Undergraduate students have places confirmed during August and September. Postgraduate students have places confirmed, after the University receives an agreed proportion of their course fees, usually during August and September.

The majority of applications are made using an on-line system and confirmations of allocation are emailed to you. Prospective applicants who do not have access to email can write to Accommodation Services for an application form.

Complaints

If you have a complaint you should first try to resolve it informally. Please see the front of this Guide for details of which area to contact. If you are unsure please contact Accommodation Services.

If you are not satisfied with the outcome you may make a written complaint to Accommodation Services, a response will normally be given in five working days.

If you are unhappy about the way that your complaint has been dealt with then you may escalate the complaint. Details can be given via Accommodation Services.

Contractual Relationship

Students living in University owned accommodation are licensees. Your licence is granted because of your intention to follow a course of study at the University. If you cease to follow a course of study at the University you will be required to leave residence. Students living in Accommodation managed for the University by Housing Associations (Bellerby Court, Millennium House and International House) are required to sign a separate tenancy agreement. Details about this will be sent to students allocated these residences.

Your contractual agreement is for a fixed period and there are financial penalties if you decide to leave residence before the end of that fixed period.

When you apply for accommodation you have to agree to abide by the 'Conditions of Residence' set out below. These are an important part of your licence agreement or tenancy and we would ask you to read them carefully.

7. Conditions of Residence

The Conditions of Residence are the rules and policies of residence. When you apply for accommodation you have to agree to abide by the Conditions of Residence, these are an important part of your licence agreement or tenancy (see Policies/Contractual Relationship).

The University reserves the right to introduce such changes to the Conditions of Residence as may be necessary or desirable.

Abandoned Property

You may not leave property behind anywhere in the Court after you vacate your room. If any property is found in or about your room after you have left (including property left in or around any other part of the University e.g. cycles in Court cycle sheds), the University may dispose of such property in the manner it finds appropriate.

Access to Your Accommodation

If you report a fault inside your bedroom or flat you give permission for maintenance staff to enter and rectify the fault. If we need access to your accommodation to carry out routine maintenance or inspections, for example annual electrical equipment testing, we will give you at least 48 hours notice of when this is due to happen. In an emergency, for example a fire alert or flood, we may enter your accommodation without giving notice.

The University reserves the right to enter your accommodation if they have reasonable grounds to suspect that there is a breach of the Conditions of Residence or that the welfare of any residents is at risk.

Arrival

Arrival instructions will be sent to you with your room Allocation Letter. You will normally be allocated a room from the day before your course starts. Please check your Allocation Letter to confirm your arrival date. International students may be admitted up to three days earlier if they are participating in the International Orientation. Continuing students who decide not to take up a room must notify Accommodation Services, in writing, by 17 June 2011 or they will be liable to pay rent until a suitable replacement can be found. If you are a new student and decide not to take up the room allocated to you, you must notify Accommodation Services in writing as soon as possible. Failure to do so will result in you be held liable for the rent on your room until a suitable replacement can be found.

Bicycles

Bicycles may not be brought into Residence buildings. There are lockable bicycle stores available in each Court of Residence.

Business Use

Residents may not operate a business in or from University accommodation.

Cleaning

You are expected to keep your room and communal areas in a clean, tidy and hygienic condition; equipment is provided for this. Most communal areas are, in addition, cleaned periodically by Residences staff. When you depart you should leave your room (and shower room where applicable) clean and tidy and empty of rubbish.

Residents of shared flats and Hazel Farm houses are responsible for removing waste to external collection points.

The University reserves the right to charge residents for excess cleaning if hygiene and cleanliness fall below a reasonable standard in bedrooms and/or communal areas. The accommodation is inspected prior to departure and residents may be charged for excess cleaning at the end of their stay.

Council Tax

Full time students living in University residences are exempt from Council Tax. Residents of family accommodation are liable to pay Council Tax which is collected by the University with, and in addition to, rent. The amount of Council Tax depends on the size of the flat and circumstances of the family.

Damage

You will be held responsible for damage in your room beyond fair wear and tear. Rooms are inspected prior to departure and you will be invoiced for the cost of repairing damage. You are expected to maintain the security of communal areas by locking outer doors when you go in or out. Damage in communal areas is the joint responsibility of the whole floor or house and will be charged accordingly.

Data Protection

Personal data collected on your accommodation application will be held on the University database for administrative purposes. It will be processed in accordance with the statutory Data Protection Principles and the University's registration under the Data Protection Acts 1984 & 1998. The University is required to disclose your name and campus address to Guildford Borough Council to enable the electoral roll to be updated.

Departure and Giving Notice to Leave Early

You are required to vacate your accommodation and return keys by Noon on the end date stated in your Allocation Letter or tenancy. There are no on campus storage facilities for residents' belongings, however Accommodation Services can supply details of local storage companies.

If you decide to move out of residence before the end date of your licence or tenancy you must give notice to leave in writing by letter, email or by using a Withdrawal Form available at Accommodation Services.

Residents may give notice to leave their residence at the end of the First Semester. Notice must be received in writing no later than 2nd December 2011 and you must vacate your room by 28th January 2012.

7. Conditions of Residence

If you wish to vacate your room earlier than 28th January you can advise Accommodation Services of your intentions. Please note that you may be liable for the payment of your room rent up to 28th January 2012 unless we are able to re-let your room earlier. In the event that we are able to arrange a re-let, you need only pay until the date that the new tenant moves in.

If notice is not received on or before 2nd December 2011 no rebate of rent will be given if you decide to leave before the end date specified in your allocation letter unless we are able to re-let your room. If you leave before the end of your licence or tenancy you will be required to continue installment payments until your account is cleared in full.

If you cease to be a student, because you withdraw from your course or the University terminates your course, your licence to occupy University Accommodation and therefore your liability for rent ceases when you move out and return the key.

Deposits

Deposits are only charged for family accommodation. Residents are responsible to pay for non-return or loss of keys, for returning furniture to its original position and for deterioration of furniture, fittings or structure of the room, or communal areas not due to fair wear and tear and any additional cleaning required. Rooms/flats are inspected before departure and any charges due will be invoiced.

Residents of family accommodation are required to pay a reservation deposit of £200 when the offer of a flat/town house is accepted. This reservation deposit will be credited to your rent invoice after you move in. If you do not move in the reservation deposit will not be refunded.

Drug Misuse

The possession of illegal drugs is a criminal offence and possession with intent to supply is a more serious offence. It is also an offence to allow drugs to be used on owned and/or managed premises and so the University would be breaking the law if it permitted the use of illegal drugs on its property.

It is therefore the policy of the University not to tolerate the use of illegal drugs in student residences. Students found to be using or in the possession of any illegal drug, including cannabis, or who allow illegal drugs to be used in their study bedroom, will receive a substantial fine, a final warning, and instructions to cease their illegal activities immediately. If the students' behaviour also indicates that they are unsuited to communal living, they may be asked to leave residences (see Misconduct).

The University will inform the Police of any student suspected of dealing in drugs. The University also reserves the right to provide information to the Police about students found to be using or in possession of illegal drugs.

Electoral Registration

Students in residence on 15 October 2011 will be included on a return made to Guildford Borough Council, which is used to prepare the Electoral Roll. We recommend that you also register to vote at your home address in case an election occurs during a vacation.

Electrical Appliances

Residents may not install or use any heater, kettle, fridge, freezer, washing machine, microwave or other cooking equipment in their bedroom. Under no circumstances should electrical outlets or appliances be interfered with or overloaded. Multi-socket adapters should be CE or BS kite-marked and have a fuse and 'on' indicator light. Kitchen appliances must have a 3-pin UK fused plug. Un-fused continental plugs and adapters are not permitted. The University reserves the right to remove, without warning, unsafe electrical appliances or non-UK standard appliance leads that are not CE or BS kite marked.

Furniture

You are expected to return all the furniture in your room to its original position when you vacate your room at the end of the semester or session.

Guests

You are responsible for the behaviour of your guests and must accompany them at all times ensuring that they comply with all relevant parts of these Conditions. Guests are not permitted in your accommodation between 11pm and 8 am. Guest rooms may be booked via Accommodation Services.

Health and Safety

Residents are required to conduct themselves in a responsible and safe manner at all times. The instructions and guidance in the 'Health and Safety' section of the 'Residents Guide' form part of the 'Conditions of Residence'.

Inventory

An inventory form is supplied and you are invited to record the condition of the room and furniture and to report any faults found when you arrive. The inventory should be returned to the Court Reception (Accommodation Services for Hazel Farm & Bellerby Court) where it will be held until departure.

Keys and Locks

A charge of £13.00 will be made if you fail to return your room key when you vacate your room. If keys are lost a charge of £13.00 is made for replacements. An additional charge of £25.00 is made if a lock change is necessary. Residents may not change locks or add locks or alarms to their rooms.

If you lose your key you can obtain a replacement, on payment of £13.00, at Accommodation Services or at Manor Park Court Reception. Out of office hours Court Receptions the 24 hour Security Office in Senate House will assist you, usually by letting you into your room.

Misconduct

Full details of the University's disciplinary procedures including the procedure for the hearing of the Panel, student representation and the student's right of appeal may be found on the Dean of Students web site www.surrey.ac.uk/dean

Misconduct relating to incidents in or around the Residences is dealt with through an escalating system of punishments issued by the Wardens acting on behalf of the Vice-Chancellor.

An offence may lead to a First Warning or a Final Warning and may be accompanied by a fine not exceeding £200, depending on the seriousness of the offence. Under some circumstances, the Warden may decide to suspend the fine in which case it only becomes payable if the student commits a further offence. If a fine is issued, there exists a provision for appeal through the Dean of Students (who may establish an Appeal Panel) whose decision is final and binding on all concerned. Copies of the full regulations are available on request from the Wardens.

If, through an act of serious misconduct or through repeated misconduct, a student demonstrates that they are not suited to communal living they will be required to leave residence.

The Warden has authority to move a student to alternative accommodation, with immediate effect, pending investigation of an alleged act of serious misconduct for a maximum period of 35 days.

Beyond 35 days a Disciplinary Panel acting on behalf of the Vice-Chancellor will decide if an extended or permanent move is required or if a student is unsuited to living in University accommodation (see above).

Under no circumstances may a student who has been required to leave a Court re-apply for University accommodation during that academic year further they may be excluded from applying for future years if deemed appropriate by a Disciplinary Panel.

Noise

There is a level of noise associated with living within a communal environment and noise can become an issue when many people live in close proximity to each other. You must not make excessive noise at any time of the day or night. In addition, there should be minimal noise audible outside the room you are in between 11pm and 8am (quiet hours).

When deciding if noise is excessive the following points will be considered

- Has a complaint(s) been received?
- Possible impact on other residents and members of the University/local community
- Level of noise being created and the time of day
- Have previous complaints been made?

If in the judgment of a member of University Staff (this will mainly be a member of the Wardening Team or Security Department) the noise is deemed to be excessive and/or intrusive then the level of noise will be required to be reduced immediately, the item creating the noise can be confiscated and further disciplinary action may be taken if appropriate.

To ensure that the above Conditions are met we recommend that musical instruments are only used in bedrooms when they are audible only through headphones.

Parking

There is no parking for residents on Campus and at Manor Park. There is parking for residents at Hazel Farm, Bellerby Court has limited residents parking.

As a condition of having a place in Residence, students who are resident in Campus Courts and Manor Park may not bring a car or other four-wheeled motor vehicle on to the University grounds and, while in residence, undertake not to keep one on the public roads within the 'exclusion zone' used for deciding eligibility for parking permits*.

Students resident at Hazel Farm may park free of charge, in designated spaces, but are not eligible for permits to park on campus during office hours. Students resident at Bellerby Court may apply for a parking permit from the contractor who is responsible for all parking matters in the vicinity of the Court.

* Full details of the University Parking Regulations can be found at www.surrey.ac.uk/transport

Parties

The Residences and surrounding areas are not suitable for large parties. If you wish to hold a party internally or externally to your Court for small groups of friends you must first obtain permission, one week in advance from your Warden who may grant permission, subject to rules which include the payment of a returnable deposit. Parties are allowed on Friday or Saturday nights only. A full copy of the party/barbeque regulations are available from your Warden.

Pets

You may not keep pets of any type in your residence.

Posters

You may not post notices, other than those for RAG publicity or student election campaigns, in your windows or in any other part of the Court except on notice boards.

Rent

You will receive an email to your University of Surrey email account from Accommodation Services containing your rent invoice. The invoice includes details of how to go online and set up a direct debit to make payment. If you don't get this email, please contact Accommodation Services. Contact details are at the back of this handbook.

Rents are payable for the whole period specified in your Allocation Letter. No rebate is given if you arrive late or leave before the end of the period specified in your Allocation Letter. An invoice for rent will be emailed to your University email account.

Rent may be paid in full for the year or in monthly instalments by direct debit from a UK bank account. You are encouraged to use the University on-line payment system to arrange this but you can also do so in person at the Cashiers Office.

You are responsible for payment by the dates indicated on the invoice. If payment is not received within 28 days of your taking up residence, your licence to occupy may be terminated. If you are having difficulties paying your rent you must contact the Finance Department (Accounts Receivable Office) as soon as possible, contact details are at the back of this booklet.

Rents are reviewed annually by the Commercial Affairs Committee and are confirmed by the Executive Board. Rents normally increase in September and are in force for the following academic year.

Accommodation Services reserves the right to withhold University accommodation from a student who, it has been established, owes rent to the University or a private landlord and has taken no action to repay the debt.

Room Changes / Swaps

You may not change rooms without the agreement of Accommodation Services. Room swaps, where two residents agree to rooms with each other, are permitted from late October, further details will be emailed to residents or you can contact Accommodation Services. A fee of £50 is charged per resident for a room swap.

In exceptional circumstances with support from Student Health Care or Student Advice a room change may be permitted. For further details and to collect the appropriate form please visit Accommodation Services.

In exceptional circumstances and with prior consultation the University reserves the right to move residents to alternative accommodation.

Security of Rooms and Property

Whenever you leave your room you should lock your room door and the outside or staircase door. If your room is on the ground floor you should also latch your window closed. This ensures security for everyone. The University accepts no liability for any loss of or damage to your personal belongings.

Single Sex flats/floors

Students occupying rooms in single sex flats or floors may not have visitors of the opposite sex after 10pm at night.

Smoking

Residents or their guests may not smoke inside any University building or in the entrance to or close to windows / vents of any building, including the Residences. This rule includes a ban on smoking within individual student bedrooms. Failure to comply with this regulation will result in disciplinary action being taken.

Sub-letting of Rooms

Accommodation is available for the exclusive use of the person to whom it is let whilst they are a full time registered student of the University. You may not sub-let or allow anyone else to use your room. Overnight guests should be booked into guest rooms.

Summer Vacation Residence

You can apply for residence during the summer vacation. Application can be made online after the Easter vacation, further details will be emailed to residents or are available from Accommodation Services. No reduction of rent is given for periods spent away from the University in vacations. Normal Conditions of Residence apply to vacation periods.

Television

There are TV rooms in the Residences except in Bellerby Court. If you own or operate a television in your room you must have your own TV licence. A TV licence is also normally required if you watch live television programmes on a computer.

You are not allowed to attach aerials or satellite dishes internally or externally to any residence buildings.

Accommodation Services

Philip Marchant Building

Email: Accommodation-Enq@surrey.ac.uk

Tel: +44 (0)1483 682466

Open Mon to Fri 10am to 5pm

Security

Ground Floor, Senate House

Tel: +44 (0)1483 682002

Emergencies (internal) 3333

Emergencies +44(0)1483 683333

Open 24/7

Court Receptions

Stag Hill Court Reception

Stag Hill Court, University Court, Millennium House

Email: staghill.reception@surrey.ac.uk

Tel: +44 (0)1483 689078

Open Mon to Fri 8am to 7pm
and Sat 8am to 12 Noon

Battersea Court Reception

Battersea Court, Surrey Court

Email: battersea.reception@surrey.ac.uk

Tel: +44 (0)1483 682473

Open Mon to Fri 8am to 11pm
and Sat 8am to 12 Noon

Cathedral Court Reception

Cathedral Court, International House,
Twyford Court

Email: cathedral.reception@surrey.ac.uk

Tel: +44 (0)1483 682468

Open Mon to Fri 8am to 7pm
and Sat 8am to 12 Noon

Manor Park Reception

Manor Park, Bellerby Court

Email: manorpark.reception@surrey.ac.uk

Tel: +44 (0)1483 683500

Open Mon to Fri 8am to 7pm
and Sat 8am to 12 Noon (security presence 24/7)

Hazel Farm Caretaker's Office

Hazel Farm

Tel (internal only) 58115

Open – see local information for details

Court Life Mentoring

Third Floor, Senate House (Room 17)

Email: courtlife@surrey.ac.uk

Tel: +44 (0)1483 68 3510 / 6694 / 4824

Estates and Facilities Helpdesk (online reporting of maintenance issues)

<http://archibus.surrey.ac.uk/helpdesk/index.cfm>

Finance - Accounts Receivable (rent payments)

1st Floor, Senate House

Email: student-receivables@surrey.ac.uk

IT Services (Room internet - Surrey ResNet)

Contact your Court Reception to arrange for a ResNet Advisor to visit

Non internet issues: usersupport@surrey.ac.uk

Room telephones (Service provided by Freewire)
Dial 150 from your phone or 0800 027 2175

Wardens

Please see contact details posted within your accommodation

University of Surrey
Accommodation Services
Guildford, Surrey GU2 7XH UK

T: +44 (0)1483 682466
F: +44 (0)1483 579266

www.surrey.ac.uk/accommodation



Every effort is made to ensure the accuracy of the information in this booklet at the time of going to press. The University reserves the right, however, to introduce changes to this information.