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SAFEST UNIVERSITY IN THE UK AND TOP 10 FOR STUDENT EXPERIENCE IN THE 2018 HIGHER EDUCATION STUDENT EXPERIENCE SURVEY
Welcome

WELCOME TO YOUR NEW HOME!

Staying in university accommodation is a great start to your life at Surrey. You’ll be living with students from different backgrounds and from different parts of the world, studying different courses and with different interests outside their studies. It’s a great opportunity to make new friends, expand your horizons and create unforgettable memories.

You’ll be supported during your time here by a full team of professionals from across the University. Please inform us of any issues you may have so we can work with you to overcome any problems quickly and easily.

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: thesac.org.uk

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

The Accommodation Services team
ACCOMMODATION SERVICES

customer charter

THE ACCOMMODATION SERVICES TEAM ARE HERE TO HELP YOU AND OFFER ADVICE ON ALL RESIDENTIAL ACCOMMODATION MATTERS. WE ARE COMMITTED TO ENSURING YOU RECEIVE AN EXCELLENT LEVEL OF SERVICE AND TO RESPONDING POSITIVELY TO YOUR FEEDBACK.

VISION
To ensure students, staff and visitors to the University are accommodated in safe, secure premises across a range of budgets.

AIM
We aim to provide a friendly and approachable service, actively listening to you and working with you to create a service based on mutual respect and understanding. We will apply the University’s Accommodation Allocation Policy fairly and consistently, and will work with all the appropriate University departments to promote a positive living environment.

WHAT YOU SHOULD EXPECT FROM US:
As our customer you can expect Accommodation Services to:

- Provide a confidential, friendly and efficient service
- Offer accurate and up-to-date information on our website, at our Receptions and in all of our correspondence
- Allocate accommodation in accordance with the current Residential Accommodation Allocation Policy
- Assist with resolving any issue you have in relation to your University accommodation
- Provide support and guidance if you encounter problems with accommodation in the private sector
- Signpost other services which may be of use to you during your stay in University accommodation

IN PROVIDING OUR SERVICES WE VALUE:
- Meeting the needs of our community
- The diversity and individuality of people
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

A PROMPT MAINTENANCE AND REPAIR SERVICE
We’ll deal with maintenance issues promptly and efficiently. Every job will be allocated a status according to its severity. All maintenance requests need to be reported online at surrey.ac.uk/reportrepair. In the event of an emergency call Security on +44 (0) 1483 683333 or extension 3333.

WHAT YOU SHOULD EXPECT FROM US:
As our customer you can expect Accommodation Services to:

- Provide a confidential, friendly and efficient service
- Offer accurate and up-to-date information on our website, at our Receptions and in all of our correspondence
- Allocate accommodation in accordance with the current Residential Accommodation Allocation Policy
- Assist with resolving any issue you have in relation to your University accommodation
- Provide support and guidance if you encounter problems with accommodation in the private sector
- Signpost other services which may be of use to you during your stay in University accommodation

A COMFORTABLE ROOM
All rooms have either carpet or vinyl flooring with a bed, desk, chair, shelves, wardrobe and curtains. Most standard rooms have a wash basin. En suite rooms have their own toilet, shower and wash basin. All rooms benefit from our free ResNet service which provides fast and efficient broadband.

A WELL-EQUIPPED COOKING AREA
In your cooking area, you’ll have a cooker, fridge, freezer, microwave, kettle, toaster, sink, storage space, table and chairs.

A CLEAN PLACE TO LIVE
We will clean all communal areas at least weekly, we will also provide you with a vacuum cleaner, mop, bucket, dustpan and brush to use during the intervening period.

HOW YOU, THE CUSTOMER, CAN HELP US MEET OUR SERVICE STANDARDS:
To help us provide the best possible service, we suggest the following:

- Inform us as soon as possible of any issues you may be encountering
- Contact us by email or through a personal visit in the first instance
- In all correspondence quote your student or staff number
- Give as much information as possible regarding your situation and requirements
- Read and understand your responsibilities under the Conditions of Residence in this guide
- Update us with any changes in your status that may affect your accommodation needs or requirements
- Be respectful of your fellow residents
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 Monday to Friday from 10am to 5pm and is located in the Philip Marchant Building, Stag Hill campus.

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 at surrey.ac.uk/lettings
- Management of houses in the Head Leasing Scheme
- Management of the Reception at Manor Park

ESTATES AND FACILITIES MANAGEMENT

Estates and Facilities Management (E&FM) are responsible for:
- Maintenance
- Security
- The management of Court Receptions on Stag Hill campus
- Central Distribution management
- Cleaning services
- Grounds management
- Pest control

For all queries relating to these services, please contact your Court Reception. If you live in Bellerby Court, International or Millennium House, your Housing Association will be responsible for these services but you can still contact the Court Receptions with any queries. If you are living in private accommodation, contact your landlord for maintenance issues.

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

Cleaning (Estate Services)

Cleaning is carried out in communal residences areas including stairwells, corridors, shared bathrooms and shared kitchens. This service does not include washing up personal cooking equipment. 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:
- On Stag Hill campus, collect your Royal Mail parcels and post (courier parcels are collected from Central Distribution)
- At Manor Park campus, collect all post and parcels
- Report any issues relating to your cleaning service
- Seek support for ResNet with a ResNet Advisor
- Make general enquiries in relation to your accommodation

Please see the back of this booklet for contact details and opening times.

Maintenance

Maintenance is carried out by University staff or approved contractors used to working in the Courts. Requests for repairs should be made online (see Repairs on page 20 for further details). If you have an emergency situation (e.g. flood, no power) contact Security on:

+44 (0)1483 683333 or extension 3333

Security

There are Security staff on duty 24 hours a day at the main Campus Security Team on the ground floor of Senate House. Manor Park also has a Security Team on duty 24 hours, that can be contacted by calling the main campus office on +44 (0)1483682002. Hazel Farm has regular mobile and foot patrols.

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

If you have an emergency the Security team can be contacted by phoning:

+44 (0)1483 683333

This will connect you to the Security Office in Senate House which is open 24 hours a day. Please remember that this line is for emergencies only.

Non-urgent calls to the 24-hour Security Office should be made to:

+44 (0)1483 682002
FINANCE
The Student Finance team are responsible for the collection of your rent. They also provide guidance should you experience difficulty in making payments. They are located within the Student Services Centre and can be contacted with email: student-receivables@surrey.ac.uk

HOUSING ASSOCIATIONS
Bellerby Court and International House are maintained and cleaned by the Housing Association that manage the buildings. Millennium House is maintained by the Housing Association but is cleaned by the University’s housekeeping team. If you require further details, please contact Accommodation Services.

IT SERVICES
The IT Services team manage the broadband (ResNet) service within your accommodation. Support for any ResNet issues is provided by ResNet Advisors who can be contacted through your Court Reception. ResNet Advisors are available Monday to Friday 5 – 8pm.

“IT WASN’T THE BEAUTIFUL CAMPUS THAT IMPRESSED ME THE MOST ABOUT SURREY, NOR WAS IT THE BREATHTAKING LANDSCAPES THAT SURROUND IT OR THE PROXIMITY TO LONDON … WHAT REALLY DREW ME IN WAS THAT NO MATTER HOW CULTURALLY DIVERSE OR SCARILY NEW IT ALL WAS, SURREY FELT LIKE HOME.”

Em Bollon Former President, Students’ Union

“As Residential Wardens, we live among you in the courts of residence to support your welfare needs and maintain discipline. All of the Wardens have day jobs in a variety of departments right across the University, so our wide-ranging combined experience of the University as a whole means that we are often the first port-of-call for information. If we can’t provide exactly what you need, we will certainly know who to put you in touch with in order to help. We hope you enjoy your time in residences.”

Dr. David Carey, Senior Warden, shares his experiences.
Student Support Services bring together a range of support services to help you throughout your time at University. Full details can be found at: surrey.ac.uk/currentstudents

Our Warden and Mentoring Teams are an important part of the residential support available.

Mentoring
Student Life Mentors are current students who are on hand to support new students through their first year in accommodation. They visit residences regularly to help with everything from settling in and finding your way around campus to dealing with conflict in flats and any wellbeing issues you may face.

Mentors are well informed about the support services available across campus and can draw on their own experience to act as an approachable and easily accessible welfare presence throughout the year. They also organise social events such as movie nights, quizzes, ice-skating trips and sushi making, providing you with an opportunity to get to know your flatmates and neighbours better.

On the accommodation poster in your kitchen you’ll find details of who your Mentor is and how to contact them. You can also find out more and request a visit by contacting the Student Life team at surrey.ac.uk/mentoring. See contact details at the back of this guide.

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.

For non-urgent issues you can arrange to meet your Warden by emailing the Wardens’ court address (contact details are on the back of this guide). For any urgent matters, please contact Security. They will contact a member of the Wardening team immediately. Further details can be found online at: surrey.ac.uk/currentstudents/accommodation/wardens/

UNIVERSITY OF SURREY LETTINGS
The University of Surrey Lettings (USL) is a not-for-profit lettings agency which provides comprehensive advice and support service to students renting off campus. The USL partnership incorporates the Students’ Union and Student Support Services Centre. More information on the USL-managed conditions of residence can be found online at: surrey.ac.uk/lettings

OTHER SUPPORT SERVICES
The Student Services Centre is your first-stop shop for information, advice and guidance on the matters below:

- Student Registry
  General administration and support
- Student Money
  Scholarships and bursaries, funding problems or delays, budgeting, discretionary hardship funds
- International Student Support
  Support and visa issues
- Finance Receivables
  Problems with paying for fees or accommodation

The Centre is located in the University Hall opposite Senate House and their contact details are at the back of this guide.

Centre for Wellbeing
Located in University Court, the Centre provides information and advice on all issues affecting your health and wellbeing.

The Guildowns University Medical Practice
Located in University Court, the GP practice provides medical consultations and advice. When you arrive, arrangements will be made for you to register with a doctor.

The Chaplaincy Service
The University is a multi-faith and multi-cultural community. The Chaplaincy, located in the Quiet Centre, provides support on faith and belief aspects of life.

GIVEN THE HIGH PLACEMENT IN THE LEAGUE TABLES AND EXCELLENT TRAVEL LINKS TO LONDON, THE UNIVERSITY OF SURREY HALLS OF RESIDENCE REALLY IS VALUE FOR MONEY. WITH ALL THE BILLS INCLUDED, IT REALLY IS A HUGE WORRY OFF YOUR MIND, ALLOWING YOU TO ENJOY THE FULL UNIVERSITY EXPERIENCE.

Lauren Whatley
BSc Accounting and Finance
BROADBAND (RESNET)
ResNet is your free connection to the internet, 24 hours a day. To connect, complete your online course registration at sits.surrey.ac.uk. Once the course registration has been completed it will be possible to connect to the Internet.
All bedrooms have free broadband access. The service is subject to an Acceptable Use Policy, which can be viewed at surrey.ac.uk/currentstudents/it/resnet/
If you have any problems with this service please contact your Court Reception.

BUS PASSES
Bus passes are issued free of charge to students living at Hazel Farm. A charge of £20 will be made to replace lost or damaged bus passes. All other residents can purchase a discounted student travel card. Further details can be found at surrey.ac.uk/currentstudents/campus/transport/bus/

CCTV
CCTV is installed in some areas of the residences for your security and safety. This is carefully managed by our Security team to ensure the privacy of residents.

CHILD CARE
The University provides the Campus Kids Day Nursery, a professionally-run facility located on the Manor Park Campus.
For more information, see: brighthorizons.co.uk/our-nurseries/guildford-day-nursery-and-preschool

ENERGY EFFICIENCY
The University is committed to energy efficiency and environmental issues. Please be responsible in your consumption of energy and water by switching off lights and electrical appliances and by turning off taps and showers after use.

HEATING
Controls for hot water and heating are automatic. If your room is too warm or too cold, some limited temperature adjustment is possible using the control valve on your radiator. Please note, on many radiators this requires the use of a coin to turn the valve towards the thick blue line to cool the room, and towards the thinner blue line for more heat. Please refrain from using additional electric radiators, heaters or cooling systems. If your room remains too hot or too cold please report online to the Estates and Facilities Helpdesk using the details at the back of this booklet on page 43.

It's our policy to maintain a normal maximum temperature for any residence of 21C during the day and evening. In most buildings heating is switched off during the night from approximately 2am – 6:30am. Central heating is normally operated from when the external daytime temperature is below 18C.

KITCHEN EQUIPMENT
A fridge, freezer (or fridge-freezer), electric kettle, cooker, microwave, toaster, iron and ironing board are provided in each communal kitchen, but you must provide your own cooking utensils, crockery and cutlery. Please note the regulations for any personal cooking equipment (see page 24).
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. Some cookers are fitted with a StoveGuard device, to ensure safe cooking methods. Information is displayed in the kitchens.
Please ensure that you switch off when you have finished using the cooker or hob. When you clean the cooker or hob always ensure you turn off the electrical supply by using the nearby red switch.

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 if you have taken reasonable steps to keep them secure. You are advised to check the policy to ensure that the cover provided is adequate for your needs:
endsleigh.co.uk
LAUNDRY FACILITIES
Self-service launderettes for residents are provided at:

- Stag Hill campus, on the ground floor of the AA building
- Hazel Farm, Hamilton Drive
- Hazel Farm, Hamilton Place
- Bellerby Court, in Wealden House (externally provided)
- Manor Park near Reception and at 71-77 Ronald Ross Road

Swipe access is required to access the launderette. A wash costs £2.20 to £3.20 and to dry an average load costs approximately £1.10 to £1.50. All machines are operated by a mobile app or top-up card system. Card dispensers are located in the launderettes and Manor Park reception. To set up the mobile app visit circuit.co.uk/mobile-app.

For more information please visit:
circuit.co.uk.

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 by 90cm for all single rooms)
- Buy a bedding pack from the University prior to your arrival (which includes all the items listed above and will be delivered to your room before you move in)

Packs can be purchased at:

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 including bottles and cans.

LOCKS AND KEYS
On arrival you will be given a key or keycard 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 or flat front door to keep your home secure. Your key must never be given out to anyone.

If you need a replacement key, card or security fob, you can obtain this, on payment of £20, from Accommodation Services or at Manor Park Reception. Out of office hours you should go to your Court Reception. When they are closed, the 24-hour Security Office in Senate House will assist you, usually by letting you into your room.

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

POSTAL AND PARCEL SERVICES
The University receives a high volume of mail and each campus processes it differently.

Stag Hill Campus
All mail should be addressed with your full name, room number, flat number, house name, court name and the relevant post code:

- 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

Items sent by Royal Mail are delivered directly to Court Receptions. Parcels will be processed, then an email is sent to your University account advising you to collect your parcel at your Court Reception. You will need to provide your student ID card to collect any parcels.

Letters are sorted into pigeon holes at reception, which you are advised to check regularly. If you intend to receive letters with valuables, we strongly advise that you arrange a recorded delivery.

Parcels delivered by courier companies (such as DPD, DHL, Amazon, and so on) go to Central Distribution. You will be able to collect your parcel from Central Distribution approximately an hour after your delivery confirmation email. You will need to provide your student ID card to collect any parcels. For more information please visit Central Distribution, their contact details are on page 42.

Manor Park Campus
All mail should be addressed with your full name, block letter, room number, flat number, road name, Manor Park Student Village, Guildford, GU2 7YW.

Mail and parcels are delivered directly to Manor Park Reception. An email will be sent to residents when parcels are ready for collection.

Letters are sorted into the pigeon holes at reception, which you are advised to check regularly. If you intend to receive letters with valuables, we strongly advise that you arrange a recorded delivery.
Bellerby Court and Hazel Farm Campus

For Bellerby, all mail should be addressed with your full name, room number, flat number, house name, Rosalind Franklin Close, Guildford, GU2 7XR.

For Hazel Farm all mail should be addressed with your full name, room number, house number, road name, Worplesdon, Guildford, and the relevant postcode for your road:

- Hamilton Drive GU2 9PL
- Hamilton Place GU2 9GX
- Hamilton Close GU2 9GU
- Oregano Way GU2 9YT

All mail items are delivered directly to houses.

General

Please do not use the University postcode (GU2 7XH) for personal mail. Please note that we’re not able to accept delivery of perishable goods (such as fruit or vegetables).

No mail or parcels are delivered to the University on weekends, public holidays and University closure days. On these days you can arrange to collect or return goods using Amazon lockers. These are self-service kiosks available 24/7 which can be found outside the Student’s Union (Piper), inside the Austin Pearce Building (Quek), Manor Park campus (Clark) and Hazel Farm (Clown).

The University only accepts mail for current residents. After you leave university accommodation, any uncollected mail will be returned to sender (where possible) by Royal Mail. When leaving university accommodation, you can set up a mail redirection to a new address on:

royalmail.com/personal/receiving-mail/redirection

REFUSE COLLECTION AND RECYCLING

In student residences, refuse is removed from kitchens daily, Monday to Friday. Three types of refuse are collected. These should be kept separated using facilities provided: general waste, dry mixed recycling and glass.

In some kitchens a fourth recycling bin is available for food waste (which should otherwise be disposed of with general waste). This is also collected daily, Monday to Friday. At weekends all refuse should be deposited in the bins provided at waste disposal sites outside residence buildings. Further information regarding recycling is displayed in the kitchens and Court Reception can advice as required.

If you live in a self-contained flat, studio or family flat, 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’ll find a gift of a bible given by Gideons International. If you do not have a copy and would like one, please contact the Chaplaincy:

chaplaincy@surrey.ac.uk.

If you would like to return your copy please hand it in at your Court Reception.

If you wish to discuss any religious matters or are interested in reading other religious texts, you can find out more from our Chaplaincy team:

surrey.ac.uk/currentstudents/wellbeing/faith/
REPAIRS
Faults must be reported as outlined in the table opposite.
If you report a fault in your accommodation, you give permission for Estates and Facilities staff or contractors to enter to rectify the fault and you do not need to be present when they attend.
As shown in the table on the opposite page, our maintenance team prioritise work based on the type of fault. We always aim to resolve faults as quickly as we can.
Our maintenance team will leave a calling card once work has been completed. If you feel the reported fault has not been resolved to your satisfaction, you can add your comment to the card and leave it at your residence Reception, or email it to: efmenquiries@surrey.ac.uk
We endeavour 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 at least 48 hours before it is carried out. In an emergency, for example a fire or flood, we may need to enter your accommodation without giving notice.

SMOKING
According to our Smoking Policy, smoking or vaping inside any University building is strictly prohibited. Smoking is only permitted in the designated smoking shelters. Electronic cigarette or vape users do not have a designated area and can use these devices in external areas.

SNOW AND ICE CLEARANCE
The University’s Estates and Facilities Management Department is responsible for dealing with snow and ice clearance.
In winter weather conditions, the paths and steps round the residences will be gritted and snow and ice cleared as required.
If there is significant snowfall, announcements will be made on the University website to inform you of any special arrangements: surrey.ac.uk/alert.

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<table>
<thead>
<tr>
<th>TYPE OF FAULT</th>
<th>REPORTING METHOD</th>
<th>RESPONSE CLASSIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY</td>
<td>Notify your Court reception or call the Estates Helpdesk on +44(0)1483 689230 or extension 9230</td>
<td>We will respond within one hour Outside of normal opening hours we will respond within two hours</td>
</tr>
<tr>
<td></td>
<td>This line is monitored 24/7. Lift entrapment, please use the alarm phone in the lift</td>
<td></td>
</tr>
<tr>
<td>URGENT</td>
<td>Notify your Court reception or call the Estates Helpdesk on +44(0)1483 689230 or extension 9230</td>
<td>We will respond within a maximum of 24 hours either fixing or implementing a temporary solution. A permanent fix may take up to seven days.</td>
</tr>
<tr>
<td></td>
<td>This line is monitored 24/7.</td>
<td></td>
</tr>
<tr>
<td>NON URGENT</td>
<td>Log online at: surrey.ac.uk/reportrepair</td>
<td>Aim to respond within three working days either fixing or implementing with a temporary solution. A permanent fix may take up to 14 days.</td>
</tr>
<tr>
<td>DECORATION</td>
<td>Log online at: surrey.ac.uk/reportrepair</td>
<td>Aim to respond within 20 working days and resolve the fault in line with our established routine maintenance programme.</td>
</tr>
<tr>
<td>GROUNDS</td>
<td>Log online at: surrey.ac.uk/reportrepair</td>
<td>Aim to respond within three working days and resolve the fault within 20 working days.</td>
</tr>
</tbody>
</table>
It is against the 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 or members of the University community.

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

EMERGENCIES

In case of an emergency please contact Security on extension 3333 (from a University telephone) or +44 (0)1483 683333 (from external lines and mobile phones).

On our Stag Hill and Manor Park campuses, in an emergency (medical, fire, assault etc) always contact Security. They will then come directly to the incident and will also contact the emergency services for you, directing them to the precise location of the incident.

At Hazel Farm, Bellerby Court and offsite properties (Varsity, Manor Farm and Blackwell cottages), please call 999 for an ambulance, or for fire or police. As soon as possible afterwards, please contact University Security to inform them that the emergency services have been called.

Security, health and safety

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.

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.
ELECTRICAL SAFETY

All electrical supplies in the residences operate at 230 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 3-pin plug with a fuse. Continental two or three-pin plugs and adaptors should not be used. The University reserves the right to confiscate, without warning, electrical appliances it deems to be unsafe 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, 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 red alarm call point - they are usually near the entrance to your flat/floor. A loud continuous electronic siren anywhere in the University triggers a fire evacuation. You and any guests must leave the building immediately and go to your designated assembly point or Court Reception if directed to do so. You must only return to the building when a Fire Officer or Security Officer instructs you to do so. The University considers a failure to evacuate satisfactorily to be a disciplinary offence.

The fire-fighting apparatus is supplied for use only in an emergency. If you do have to use this equipment, please report this to your Court Reception as soon as possible so it can be replaced. Tampering with any fire-safety equipment (misuse of fire alarms, propping open fire doors, covering smoke detectors, and so on) is a serious offence. Any resident found misusing safety equipment will be fined, may be required to return to the building when a Fire Officer or Security Officer instructs you to do so. The University considers a failure to evacuate satisfactorily to be a disciplinary offence.

Fire-evacuation practices are arranged during your 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 and exits should only be used in emergencies.

Nearly all the fires in student housing start in the kitchen, and most involve cooking. Some kitchen have been installed with StoveGuards to ensure safe cooking methods. You must take reasonable steps to prevent a kitchen fire:

- Never leave cooking unattended
- Never fill a pan more than one-third full of oil
- Keep grill pans clean
- Do not put tea towels on a hob directly after use
- Be especially cautious if under the influence of alcohol or any medication

GAS SAFETY

If you smell gas, report it immediately to University Security. Dial 3333 (from any University phone) or +44 (0)1483 683333 (from external lines and 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 by prior arrangement at the Accommodation Office.

GENERAL HEALTH AND SAFETY

If you have an accident, a ‘near miss’ 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.

You must not obstruct doors, corridors, stairs or communal areas.

Bicycles, additional furniture or other large items may not be brought into residence buildings; they must not be stored in communal areas where they obstruct access to doors or stairs.

You are prohibited from using naked flames, candles, joss or incense sticks, smoking or vaping in residences. Cooking equipment is only permitted in kitchens.

You are not allowed to bring into our accommodation any substance or equipment which might be hazardous to health or safety. (such as petrol, solvents, Nitric Oxide Synthas, so-called legal highs, laboratory equipment, and so on)

You may not bring weapons or replica weapons into our accommodation, including guns, air guns, swords and knives.

If you have children, you are responsible for their safety while they’re in University buildings. English Law does not specify a particular age at which a child can be left unsupervised, but 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 our courts of residence. These include rooms for wheelchair users, deaf students and for students whose disability requires additional space for special equipment.

We recognise 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 Additional Learning Support in accordance with University policies and subject to suitable accommodation being available.

If you have significant special needs, we recommend you visit us before you move in so we can discuss your requirements and so you can view the type of facilities available. We also have access guides which you can view on the DisabledGo website.

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.

APPLICATION PROCEDURE

If you’re a new student, you can apply for accommodation from February each year. Undergraduate students have places confirmed during August and September. Postgraduate students that have firmly accepted their academic offer and made the course deposit payment, are confirmed a place during August and September.

Applications are made using an online system and confirmations of allocation are emailed to you.

If you’re an eligible returning student, you can apply for accommodation online during March. Details can be found online at: surrey.ac.uk/accommodation

Returning applicants will be informed if they have been successful by mid May.

CONTRACTUAL RELATIONSHIP

Students living in University-owned or managed 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 your residence.

Your contractual agreement is for a fixed period and if you decide to leave your residence before the end of that fixed period you will still be required to pay rent for the full duration.

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.

Please read the Conditions of Residence carefully, on pages 30 to 41 of this guide.

COMPLAINTS

If you have a complaint about your accommodation, 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 unhappy about the way your complaint has been dealt with you may submit a formal University complaint. Details of this process can be found online at: surrey.ac.uk/currentstudents/study/complaints_appeals/

ALLOCATION POLICY

We review our accommodation allocation policy every year in co-operation with the Students’ Union. Our Executive Board normally agrees any changes each December.

The current policy can be viewed at: surrey.ac.uk/accommodation
Paying for your room

WHEN YOU NEED TO PAY
We will send an invoice to your University Email Account within 14 days of arrival. This will show your pay-by date.

IF YOU DON’T RECEIVE AN INVOICE
Wait for 14 days after you have arrived and re-check your University email account. If the invoice has still not been emailed to you, contact Accommodation Services (details are at the back of this booklet).

HOW TO PAY RESIDENCE FEES
When you receive your invoice, read both pages of the invoice carefully as these will have all the information you need to pay.

Method 1:
Pay in full by the ‘pay by’ date shown on page one of your invoice by card on our website: surrey.ac.uk/accommodation/prices-and-payment

Method 2:
If you are staying for more than 16 weeks you will be offered the chance to pay in instalments. See page two of your invoice for details.

Contact Accommodation Services if you have not received your invoice within 14 days of arrival, or have a query regarding the rent you have been charged. If you have concerns about your ability to pay please contact the Student Finance team in the Student Services Centre.

Please see the back of this booklet for contact information.
Conditions of Residence

The conditions of residence are the rules and policies of residence. When you accept your accommodation you agree to abide by the conditions of residence and 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 our accommodation 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, such as bicycles in our accommodation cycle sheds) then we may dispose of such property in the manner we find appropriate.

Access to Your Accommodation
If you report a fault inside your bedroom or flat, that means you’re also giving us permission for our staff or contractors to enter to fix it. If we need access to your accommodation to carry out routine maintenance or inspections, for example annual electrical equipment testing, we’ll 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 have to enter your accommodation without giving notice.

The University reserves the right to enter your accommodation if we have reasonable grounds to suspect that there is a breach of the Conditions of Residence or that the welfare of any resident is at risk. In exceptional circumstances the University may conduct a search of a room.

Arrival
Arrival instructions will be sent to you by email. You’ll normally be allocated a room from the weekend before your course starts. Please check your acceptance email to confirm your arrival date. International students may be admitted up to four days earlier, if they are participating in the Meet and Greet or International Orientation Programme.

Council Tax
If you’re a full-time student living in University accommodation, you’re 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.

Bicycles
You’re not allowed to bring bicycles into our accommodation buildings. There are lockable bicycle stores available in each Court of Residence.

Business Use
You’re not allowed to operate a business in, or from, our accommodation.

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

Residents of self-contained flats, studios or family flats 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 periodically checked and a full inspection is made prior to departure. Residents will be charged for excess cleaning.

Damage
You’ll be held responsible for damage in your room beyond fair wear and tear. Rooms are inspected prior to departure and you’ll be invoiced for the cost of repairing any 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 responsibility of the whole floor or house and will be charged accordingly.

You will be charged for non-return or loss of keys, for the need to return 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 at intervals throughout the year, and before departure. We’ll send you an invoice for any charges due.
DEPARTURE AND GIVING NOTICE TO LEAVE EARLY

You are required to vacate your accommodation and return keys by midday on the end date stated in your acceptance email or Accommodation Agreement. There are no on-campus storage facilities for residents’ belongings, but 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 by letter, email or by using a Withdrawal Form available at Accommodation Services. University staff may enter your room from 12 noon on the agreed end date of your withdrawal form or licence end date.

Residents may give notice to leave their residence at the end of the First Semester. Notice must be received in writing no later than 1 December 2018 and you must vacate your room by 26 January 2019.

If you wish to vacate your room earlier than 26 January 2019 you can advise Accommodation Services of your intentions. Please note that you may be liable for the payment of your room rent up to 26 January 2019 unless we are able to re-let your room. This applies even if your move-in date is after 1 December 2018. If you leave before the end of your licence or tenancy you’ll be required to continue paying 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 are no longer enrolled on your course, have vacated your accommodation and returned your key to your court Reception. Please ensure you notify Accommodation Services in writing of your intended move-out date so all necessary arrangements can be made.

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 for the University to allow drugs to be used in premises it owns or manages. As such, we do not tolerate the use of illegal drugs in student residences. Students found to be using or in possession of any illegal drug, including cannabis, or who allow illegal drugs into their rooms will be subject to disciplinary action. This may include a substantial fine, a final warning and instructions to cease their illegal activities immediately. If the student’s behaviour also indicates that they are unsuited to communal living, they may be required to leave residences (see Misconduct).

FURNITURE

Items should be kept in the room in which they are provided. You are expected to return all furniture to its original position when you vacate your accommodation. You’re not allowed to bring their own furniture.

ELECTRICITY APPLIANCES

You may not install or use additional electrical appliances such as heaters, washing machines, dishwashers, satellite dishes or cooking equipment in their bedroom or family flat. 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. Unfused continental plugs and adaptors are not permitted. The University reserves the right to remove, without warning, any of the appliances listed above, unsafe electrical appliances or non-UK standard appliance leads that are not CE or BS kite-marked.

ELECTORAL REGISTRATION

Students in residence in the middle of October will be included on an annual return made to Guildford Borough Council, which is used to prepare the Electoral Roll. You need to also register to vote at both the University and your home address in case an election occurs during a vacation.

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 8am. Disciplinary action may be taken against you as a result of the conduct of your guests. You can book guest rooms with Accommodation Services.

HEALTH AND SAFETY

You’re required to conduct yourself in a responsible and safe manner at all times. The instructions and guidance in the ‘Security and Health and Safety section of the ‘Residents Guide’ form part of the ‘Conditions of Residence’.

INVENTORY

An inventory form will be emailed to you and you are advised to record the condition of the room and furniture when you arrive. The inventory can either be emailed to Accommodation Services or returned to your Court Reception.
PARKING

There is no parking for residents on Stag Hill or Manor Park.

It’s a condition of living in our accommodation that you are not allowed to bring a car or other four-wheeled motor vehicle on to the University grounds (except at Hazel Farm). You are also not allowed to keep a vehicle on public roads within Guildford.

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

Student residents may park a motorcycle on any University campus if it is registered with Security and is parked within a marked motorcycle bay.

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

NOISE

There is a level of noise associated with living in a communal environment, but 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 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 (usually a member of the Wardenining Team or Security Department) noise is deemed to be excessive and/or intrusive, the level of noise must 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 headphones are used for listening to music and other audio output during quiet hours, and that residents consider their use if they wish to listen to items at high volume at any time. Subwoofers should not be used at any time.

Within any large organisation there will on occasion 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.

KEYS, LOCKS AND LOCKOUTS

A charge of £20 will be made if you fail to return your room key or security fob when you vacate your room. If keys or security fobs are lost or broken, a charge of £20 is made for replacements. An additional charge of £75 is made if a lock change is necessary. Residents may not change locks or add locks or alarms to their rooms.

If you need a replacement key or security fob, you can obtain this, on payment of £20, at Accommodation Services or at Manor Park Reception. Out of office hours you should go to your Court Reception. When they are closed, the 24-hour Security Office in Senate House will assist you, usually by letting you into your room.

The University expects no more than three lockouts requiring assistance in any academic year. The University reserves the right to take disciplinary action (including fines) against residents for repeated lockouts.

MISCONDUCT

Full details of the University’s disciplinary procedures may be found on the University website: surrey.ac.uk/quality_enhancement/regulations

Misconduct relating to incidents in or around the Residences is dealt with through an escalating system of penalties issued by the Wardens and Security staff.

An offence may lead to a warning and may be accompanied by a fine of up to £200 per offence, depending on the seriousness of the offence. The Wardens also have the authority to move a student to alternative accommodation with immediate effect.

If, through an act of serious misconduct or through repeated misconduct, a student demonstrates they are not suited to communal living, they will be required to leave residence. If a penalty is issued, there exists a provision for appeal.

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

UNIVERSITY OF SURREY

SURREY.AC.UK

CONDITIONS OF RESIDENCE
PREPAYMENTS
We do not collect deposits, however all residents are required to pay an advanced payment of £250. This prepayment will be credited to your rent invoice after you move in. If you do not move in, the advanced payment will be used to offset any loss of rent until a replacement tenant is found (including an administration fee).

PRIVACY
We collect personal data when you make an application for accommodation. In some circumstances this might include information relating to disability and health which is sensitive personal information of a special category. The information you give us is added to by data we collect from your student record. All personal data we collect is used only in relation to managing your accommodation in ways explained in our Accommodation Privacy Notice. We may share personal data with third parties to meet our statutory obligations, for example we will share your name and campus address with Guildford Borough Council to enable the electoral roll to be confirmed. All personal data is handled in accordance with the University’s Data Protection Policy and applicable data protection legislation. Further details about what data we use about you, the reasons we do this and the rights you have in relation to this can be found on the Accommodation Privacy Notice.

PARTIES
The Residences and surrounding areas are not suitable for large parties. If you wish to hold a party within or outside 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 such as accepting liability for any charges resulting from the party. Parties are allowed on Friday or Saturday nights only, outside of designated exam periods. A full copy of the party regulations is available from the wardens’ website.

PETS
You may not keep pets in your residence. Guide dogs and hearing dogs are permitted if the University is notified in advance.

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.
SUMMER VACATION RESIDENCE
You can apply for residence during the summer vacation. Applications can be made through the online store after the Easter vacation. Further details can be found on the Accommodation web pages. 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, with Bellerby residents able to use facilities at Manor Park. If you own or operate a television in your room you must have your own TV licence. A TV licence is also required if you watch BBC iPlayer or live TV. You are not allowed to attach aerials or satellite dishes internally or externally to any residence buildings.

SINGLE SEX FLATS AND FLOORS
Students occupying rooms in single-sex flats or floors may not have visitors of the opposite sex after 10pm on any night of the week (please note that staff or contractors entering the flats may be of the opposite sex).

SMOKING
Any persons staying in our accommodation may not smoke or use an electronic cigarette on University grounds or inside or near any University buildings, this includes Residents bedrooms. Smoking is only permitted in designated areas and these are clearly labelled on our sites.

SUB-LETTING OF ROOMS
Accommodation is available for the exclusive use of the person we’ve let it to while they are a full-time registered student of the University. You may not sub-let or allow anyone else to use your room. Failure to comply with this regulation will result in disciplinary action that could include a fine or exclusion from accommodation in future years. Room swaps, where two residents agree to swap rooms with each other, are permitted with the agreement of the Accommodation Office from late October. Further details will be emailed to residents, or you can contact Accommodation Services. An administration fee of £50 is charged to each resident for a room swap.

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.

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 make payment. If you don’t get this email within 14 days of moving in, please contact Accommodation Services. Contact details are at the back of this handbook.

Rents are payable for the whole period specified in your Accommodation agreement. No rebate is given if you arrive late or leave before the end of the period specified in your Accommodation agreement.

Rent may be paid in full for the year or in instalments. You are encouraged to use the University online payment system to make payments.

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 Student Finance Team as soon as possible. Contact details are at the back of this booklet.

Rents are reviewed annually by the University 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.

ROOM CHANGES AND SWAPS
You may not change rooms without the agreement of Accommodation Services. Residents who swap rooms without prior permission will face disciplinary action that could include a fine or exclusion from accommodation in future years. Room swaps, where two residents agree to swap rooms with each other, are permitted with the agreement of the Accommodation Office from late October. Further details will be emailed to residents, or you can contact Accommodation Services. An administration fee of £50 is charged to each resident for a room swap.

In exceptional circumstances, with support from Additional Learning Support or Student Money, 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.

UNIVERSITY OF SURREY
UNIVERSITY OF SURREY LETTINGS ADDITIONAL ACCOMMODATION REGULATIONS

Please take note of additional regulations in relation to living in a USL managed property.

- You are responsible to report any maintenance or faults promptly to USL at surreystudentpad.co.uk and emergency maintenance should be reported by calling +44 (0) 1483 681111 Monday – Friday 9am – 5pm. Out of hours emergencies should be reported to security +44 (0) 1483 682002. Any maintenance which goes unreported and causes damage to the property may be charged to all the occupants.
- Where maintenance is reported, USL have right of access to enter the property to carry out the repair without providing the household with prior notice.
- You must keep your room clean and you are jointly responsible with your co-sharers for cleaning communal areas, you may incur a cost if this is not adhered to.
- You are responsible for the behaviour of your guests and any damage they may cause. Please note overnight guests are not permitted and guest must leave the property by 11pm.
- You are not allowed to keep pets. Pets or animals are not permitted in any USL managed properties.
- USL do not provide locks on bedroom doors and you are not permitted to install a lock.

Rent and utilities
- You are required to make a payment of £120 including VAT at the end of your contract towards the cost of having the property professionally cleaned. You will receive this invoice two weeks before the end of your contract.
- You must pay the occupation charges from the start till the end date shown on your Licence Agreement even if you choose to move out before the end date, unless you can find a suitable replacement and prior authorisation is received from USL.
- The cost of your reasonable use of utilities (water, heating and electricity) is included in the fees of your room, please refer to the Fair Usage Policy 2018/19.
- You will be responsible with your co-sharers to ensure that the utilities are used reasonably, see the Fair Usage Policy if there is excessive use, you will have to pay a proportion of the excess cost.
- Internet is not included in your rent and this must be obtained and paid by the residents.

Damages
- You must pay for any damage to your room, you are jointly responsible with your co-sharers for communal areas.
- If damage is caused in communal areas, the University will try to find out who caused the damage, in which case only that person will be charged the cost of repair. If the person responsible cannot be easily identified, you will be required to pay a proportion of the cost.
- Blu-tack or sellotape must not be used as these damage paintwork and you will be charged for the cost of the repair.

Making changes
- If you want to find someone to replace you in the accommodation. Please note that you will have to continue to pay the cost of your accommodation until the University has agreed to accept a suitable replacement and until that person has moved in. It is for the University to decide whether a proposed replacement is acceptable.
- You are changing the layout of the property by moving or replacing furniture.

General
- Please be considerate to your neighbours and aware that excessive noise or anti-social behaviour will not be tolerated by the university.
- The university has unrestricted rights of access to your room and to the house in which you live, although we endeavour to provide prior notice.
- If you need to raise a complaint or grievance, please write to us at usl@surrey.ac.uk setting out your concerns. If you are unhappy with our response, you can raise a formal University complaint through our Office of Student Complaints, Appeals and Regulation.
**Useful contacts**

**ACCOMMODATION SERVICES**

Philip Marchant Building  
E: accommodation@surrey.ac.uk  
T: +44 (0)1483 682466  
Open Monday to Friday 10am to 5pm  
facebook.com/SurreyResidenceExperience  
Twitter: @LifeAtSurreyUni

**CENTRAL DISTRIBUTION**

For postal and parcel enquiries  
E: central-distribution@surrey.ac.uk  
T: +44 (0) 1483 689095  
Open Monday to Friday 7:30am to 4:30pm

**COURT RECEPTIONS**

Stag Hill Reception  
Stag Hill Court, University Court, Millenium House  
E: staghill.reception@surrey.ac.uk  
T: +44 (0)1483 689078  
Open Monday to Friday 8am to 7pm, and Saturday from 8am to 12 noon.

Battersea Reception  
Battersea Court, Surrey Court  
E: battersea.reception@surrey.ac.uk  
T: +44 (0)1483 682473  
Open Monday to Friday 8am to 11pm  
Saturday 8am to 12 noon and 6pm to 11pm  
Sunday 6pm to 11pm

Cathedral Reception  
Cathedral Court, Guildford Court, International House, Twyford Court  
E: cathedral.reception@surrey.ac.uk  
T: +44 (0)1483 682468  
Open Monday to Friday 8am to 7pm, and on Saturday from 8am to 12 noon.

Manor Park Reception  
Manor Park, Bellerby Court  
E: manorpark.reception@surrey.ac.uk  
T: +44 (0)1483 686993  
Open Monday to Friday 8am to 11pm, Saturday and Sunday from 10am to 4pm. (Security presence 24/7)

Hazel Farm Office  
Accommodation Services  
E: accommodation@surrey.ac.uk  
T: +44 (0)1483 682466

**ESTATES AND FACILITIES HELPDESK**

To report maintenance and request a repair  
surrey.ac.uk/reportrepair

For maintenance queries  
E: efmenquiries@surrey.ac.uk  
T: +44 (0) 1483 689230  
Open Monday to Friday 7am to 6pm  
In case of an emergency contact Security.

**FINANCE**

Student Receivables (rent payments)  
Student Services Centre  
E: student-receivables@surrey.ac.uk

**IT SERVICES**

(Room internet – Surrey ResNet)  
Contact your Court Reception to arrange a visit from a ResNet Advisor  
E: usersupport@surrey.ac.uk  
T: +44(0) 1483 689898

**SECURITY**

Ground Floor, Senate House  
E: security@surrey.ac.uk  
T: +44 (0)1483 682002  
Emergencies +44(0)1483 683333  
Emergencies (internal) 3333

Incidents can also be reported anonymously at:  
surrey.ac.uk/content/anonymous-reporting

**STUDENT LIFE**

Student Services Centre  
E: ask@surrey.ac.uk  
T: +44 (0)1483 686694  
surrey.ac.uk/mentoring

**UNIVERSITY OF SURREY LETTINGS**

Philip Marchant Building  
E: usl@surrey.ac.uk  
T: +44 (0)1483 681111  
Open Monday to Friday 10am to 5pm  
facebook.com/UniversityofSurreyLettings  
Twitter: @UoSLettings

**WARDENS**

Please see contact details posted within your accommodation or follow the link below to the wardens’ website:  
surrey.ac.uk/currentstudents/  
accommodation/wardens/

**USEFUL CONTACTS**
DISCLAIMER
We’ve made all reasonable efforts to ensure that the information in this publication was correct at the time of going to print in May 2018, but we can’t accept any liability for any inaccuracies in the information published, and the information might change from time to time without notice. For the latest at most up-to-date information, please visit our website at:
surrey.ac.uk