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 outside interests. It’s a great opportunity to make new friends, expand your horizons and create unforgettable memories.

During your time here, you’ll be supported 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 them quickly and easily.

All our accommodation is managed in accordance with the UUK Code of Practice for the management of student housing. You can find further information about this at: thesac.org.uk

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

The Accommodation Services team
Our vision is to ensure students, staff and visitors to the University are accommodated in safe, secure premises across a range of budgets.

**Aims**

We provide a friendly and approachable service, actively listening 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 Court Receptions and in all of our correspondence
- Allocate accommodation in accordance with the current Residential Accommodation Allocation Policy
- Assist with resolving any issues you have involving 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, please call our Security Office on +44 (0)1483 683333 or extension 3333.

**A comfortable room**

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

**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 between cleans.

**How you can help**

To help us provide the best possible service, we ask that you:

- Inform us of any issues you’re encountering as soon as possible
- Contact us first by email or through a personal visit
- Quote your student or staff number in all correspondence with us
- 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.
HERE TO HELP

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’re unsure of who to talk to or have feedback relating to your experience of staying with us, please get in contact.
accommodation@surrey.ac.uk
surrey.ac.uk/accommodation

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.

Reception

Receptions are located on our campuses. This is where you can:

- Make general enquiries in relation to your accommodation
- At Manor Park, collect all post and parcels
- Report any issues relating to your cleaning service
- Seek support for ResNet with a ResNet adviser.

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

Cleaning

Cleaning is carried out in communal areas including stairwells, corridors, shared bathrooms and shared kitchens. The cleaning schedule will be displayed in the kitchen and the service does not include washing up personal cookware. Any queries relating to this service should be made to your Court Reception in the first instance.

Housing Associations

Some of our buildings are managed by a housing association instead of an in-house team. Bellerby Court is cleaned and maintained by A2 Dominion and International House is managed by the Metropolitan Thames Valley Housing Association (MTVHA). Millennium House, however, is maintained by MTVHA and cleaned by the University’s housekeeping team. If you’d like to find out more, please contact Accommodation Services.

Maintenance

Maintenance is carried out by University staff or approved contractors used to working in our courts of residence. Requests for repairs should be made online (see page 20 for further details).

If you have an emergency situation (i.e. flood, no power) please contact our Security Office on:

+44 (0)1483 683333 or extension 3333

Security

There are security staff on duty 24 hours a day. Our campus Security Team are located on the ground floor of Senate House. Manor Park also has a 24-hour security reception, which you can contact by calling the main Security Office on +44 (0)1483 682002.

Hazel Farm has regular mobile and foot patrols.

Our security team’s main responsibility 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 the team by going to the Security Office or by calling the telephone numbers detailed below. Out of normal opening hours, our security team also deal with urgent requests for maintenance and will help you with other enquiries you may have.

If you have an emergency, contact the Campus Security team 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 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 can be contacted by email at: student-receivables@surrey.ac.uk or by visiting MySurrey Hive.

IT Services

The IT Services team manage the broadband (ResNet) service within your accommodation. Support for any ResNet issues is provided by ResNet advisers who can be contacted through your Court Reception. ResNet advisors are available Monday to Friday, 5:00pm to 8:00pm.

Paulina Rosol, BSc Criminology and Sociology

I lived in halls in my first year. I’ve always loved meeting new people, and it was incredible to get to know and live with people from all walks of life, with different stories, experiences and aspirations. I became more independent, self-reliant and made friends for life; I wish I could go back and do it all again!

Dan Letch, BVMSci Veterinary Medicine and Science

I lived in Manor Park in my first year, and I really enjoyed it. It felt safe and secure, and the distance to the University was manageable. Guildford is a nice place to live, there is a lot to do here aside of studying. I spend a lot of time in the Library, and to take a break from studying me and my friends usually go out for lunch on campus to socialise.
Student Support Services
Student Support Services bring together a range of support services to help you throughout your time at University. Full details can be found at: my.surrey.ac.uk
Our wardens and Student Life Mentoring team are an important part of the residential support available.

Mentoring
Student life mentors are experienced students who are there to help you settle in, make friends, and act as an approachable and accessible welfare presence throughout your first year in University accommodation. Mentors are peer supporters who can answer any questions you may have about student life and provide you with helpful information. Mentors also organise social events throughout the year to help you get to know your flatmates and neighbours better.

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

Wardens
Wardens are members of University staff who live permanently in University residences to help support the residential community. They are here to help you get the most out of your student life at Surrey, and are good point of contact if you need some help or advice about any aspect of your residence. Wardens also 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 warden team immediately.

Further details can be found online at: accommodation.surrey.ac.uk/living-halls-residence/welfare-and-support

University of Surrey Lettings
University of Surrey Lettings (USL) is a not-for-profit lettings agency which provides comprehensive advice and support to students renting off campus. The USL partnership includes 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

MySurrey Hive
MySurrey Hive provides access to immediate support, advice on student life related queries and somewhere to meet friends for informal study and to socialise. It is a central location for all queries related to your student life including:

- Finance
- Accommodation
- Careers and employability
- Transport
- Visa enquiries.

MySurrey Hive is located at the centre of Stag Hill campus, next to the Lecture Theatre Block.

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

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

The best thing about living in University accommodation was its location. Campus has everything you need including a post office, a mini supermarket and a bank. It’s also great to be so close to the town and train station, both only a 15-minute walk away.

Billie James, BSc Psychology
A–Z INFORMATION

Broadband (ResNet)
ResNet provides fast and convenient internet access direct to your University accommodation, 24 hours a day. To connect, complete your online course registration at: sits.surrey.ac.uk. Once the course registration has been completed, you’ll be able to connect to the internet.

All bedrooms have free broadband access. This 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: transport.surrey.ac.uk/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.

Childcare
The University offers professionally-run childcare facilities at Bright Horizons Day Nursery, located at Manor Park.

For more information, visit: brighthorizons.co.uk/our-nurseries/guildford-day-nursery-and-preschool

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

Heating
Controls for heating and hot water are automatic. It is the University’s policy not to heat rooms beyond 22°C. You will be able to make some adjustments to the temperature in your room depending on the building you are in. The thermostat (wall mounted or radiator valve) for each radiator can be used to control heat. Some valves require a coin to turn the valve towards the thick blue line to cool and towards the thinner blue line for more heat.

In most buildings, heating is switched off overnight from approximately 2:00am – 6:00am to provide a more comfortable temperature for sleeping. In older buildings the heating remains on overnight at a lower temperature to achieve the same result. Heating is operated when the external daytime temperature is below 16°C. In older buildings, this temperature may be higher in order to achieve the same result.

The use of your own portable radiators or cooling systems is prohibited. These can cause the building heating systems to not function correctly and they also represent a general health and safety risk. If you feel that your room is too hot or too cold, please report this to the Estates and Facilities Helpdesk using the details at the back of this booklet on page 43.

Insurance
The University accepts no liability for any loss of, or damage to, your personal belongings. However, content insurance is included in your rent. 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

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 personal cooking equipment (see page 24).

All cooking appliances (cookers, hobs, microwave ovens, toasters and kettles) are electric. Some cookers are fitted with a stove guard device, to ensure safe cooking methods. Information is displayed in the kitchens.

Please do not leave your cooking unattended at any time and ensure that you switch everything off when you have finished. When you clean the cooker or hob, always ensure you turn off the electrical supply by using the nearby red switch.
Laundry facilities
Self-service launderettes for residents are provided at:
- Stag Hill, on the ground floor of the AA building and Cathedral Court
- Hazel Farm, Hamilton Drive
- Hazel Farm, Hamilton Place
- Bellerby Court, in Wealden House (externally provided)
- Manor Park, near Reception in Block R, and at 71-77 Ronald Ross Road

Launderettes are operated by Circuit Launderette Services and overseen by the University. The only exception is Bellerby Court which is overseen by A2 Dominion.

A wash service costs £2.20 to £3.20 and to dry an average load the cost is around £1.20 to £1.50.

You will need your campus card to access the laundrettes where all machines are operated by a mobile app or top-up card system. Card dispensers are located in some laundrettes and at Manor Park Reception. To set up the mobile app visit: circuit.co.uk/mobile-app

Instructions for use of the laundrette are displayed at each location. Breakdowns or faults can be reported directly to Circuit on 0800 092 4068. 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 your own duvet, duvet cover, pillows, pillowcases and sheets with you (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 which are 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 is 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 ensure your floor or flat’s front door is locked 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 buy one for £20 from Accommodation Services or at Manor Park Reception. During 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 of our sites 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

Letters are sorted into pigeon holes, which can be collected at any point. If you intend to receive letters with valuables, we strongly advise that you arrange a recorded delivery.

Parcels go to the Central Distribution building. You will be able to collect your parcel from there approximately an hour after you have received your delivery confirmation email from your courier.

You will need to provide your student ID card to collect any parcels. For more information please visit Central Distribution – their contact details can be found on page 42.

my.surrey.ac.uk/help/central-distribution-or-your-court-reception

Manor Park
All mail should have your full name, block letter, room and flat number, as well as the street address, 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

For Bellerby Court, all mail should have your full name, room and flat number, house name, as well as the street address, Rosalind Franklin Close, Guildford, GU2 7XR.

For Hazel Farm, all mail should be addressed with your full name, room and house number, road name 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 our Amazon lockers. These are self-service kiosks available 24 hours which can be found outside the Students’ Union (Piper), Teaching Block (Class), inside the Austin Pearce Building (Quek), as well as Manor Park (Clark) and Hazel Farm (Clown). There is also a Post Office located on the ground floor of the Library and Resource Centre within the Simply Fresh shop. For more details please visit: campus.surrey.ac.uk/post-and-deliveries

Refuse collection and recycling

In your kitchen you will find three different bins which are designated for food waste, glass waste and everything else (general waste and recycling). Bins will be collected daily, Monday to Friday. During weekends or University closure dates, you are responsible for taking waste to the disposal sites located outside residences.

If you live in a self-contained flat, studio or family flat, you are responsible for disposing of all waste in the disposal sites outside residences. Please note that general waste and recycling is collected in the same bin because they are segregated off-site to ensure all recyclable items are recycled.

Religious texts

In a number of our rooms you’ll find a bible gifted 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: campus.surrey.ac.uk/faith-and-spirituality
Repairs
Faults must be reported as outlined in the table opposite.
If you report a fault in your accommodation, you give permission for EFCS 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 depending 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 Court Reception, or email it to: efmenquiries@surrey.ac.uk
We endeavour to carry out planned inspections and maintenance of buildings in order to minimise inconvenience to residents. We will normally give at least 48 hours prior notice of any planned work. 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.

Snow and Ice Clearance
The University’s EFCS department is responsible for dealing with snow and ice clearance.
In winter weather conditions, the paths and steps around 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.

<table>
<thead>
<tr>
<th>Type of Fault</th>
<th>Reporting Method</th>
<th>Response Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergency</strong></td>
<td>Notify your Court Reception or call the Maintenance Helpdesk on +44 (0)1483 689230 or extension 9230</td>
<td>We will provide an initial response within one hour.*</td>
</tr>
<tr>
<td><strong>Urgent</strong></td>
<td>Notify your Court Reception or call the Maintenance Helpdesk on +44 (0)1483 689230 or extension 9230</td>
<td>We will respond within a maximum period of 24 hours to fix or implement a temporary solution. A permanent fix may take up to seven days.*</td>
</tr>
<tr>
<td><strong>Non-Urgent</strong></td>
<td>Log online at: <a href="surrey.ac.uk/reportrepair">surrey.ac.uk/reportrepair</a></td>
<td>We will aim to respond within three working days to fix or implement a temporary solution. A permanent fix may take up to 14 days.*</td>
</tr>
<tr>
<td><strong>Decoration</strong></td>
<td>Log online at: <a href="surrey.ac.uk/reportrepair">surrey.ac.uk/reportrepair</a></td>
<td>We will aim to respond within 20 working days and resolve the fault in line with our established routine maintenance programme.*</td>
</tr>
<tr>
<td><strong>Grounds</strong></td>
<td>Log online at: <a href="surrey.ac.uk/reportrepair">surrey.ac.uk/reportrepair</a></td>
<td>We will aim to respond within three working days and resolve the fault within 20 working days.*</td>
</tr>
</tbody>
</table>

*Please note that response times for residences managed by housing associations (Bellerby Court, International and Millennium House) may vary. To find out more, contact Accommodation Services.
SUSTAINABILITY

The University is committed to reducing its environmental impact and improving its resource efficiency. You play a vital part in this and the University runs campaigns throughout the year focusing on reducing energy, water and waste. The campaigns include competitions between the University residences, quizzes, swap shops and more. There are also opportunities to train as a student sustainability ambassador.

To help reduce your carbon footprint while living in University accommodation you can:

- Switch lights and appliances off when you leave a room
- Turn taps off after you’ve used them
- Control heating using the radiator valve (instead of opening windows)
- Separate your waste (see the ‘refuse’ section.)

SECURITY, HEALTH AND SAFETY

You are required to conduct yourself responsibly and in a manner that ensures the health, safety and wellbeing of your fellow residents and the buildings you live in.

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/staff-services/health-safety

Emergencies

In case of an emergency please contact Security Services 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 sites, in an emergency (medical, fire, assault etc) always contact Security. They will then come directly to the incident and will contact the emergency services for you, directing them to the precise location of the incident.

A copy of the University Health and Safety Policy can be viewed at: surrey.ac.uk/staff-services/health-safety

At Hazel Farm, Bellerby Court and other offsite properties (Varsity, Manor Farm and Blackwell cottages), please call 999 for the emergency services (ambulance, fire or police). Afterwards, please contact the University’s security team as soon as possible to inform them that the emergency services have been contacted.
Electrical safety

All electrical supplies found in University accommodation operate at 230 volts, and if used incorrectly can result in 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 so on) is a serious offence. Any resident found misusing safety equipment will be fined, may be removed from the building when a Fire Officer or Security Officer instructs you to do so. The University considers a failure to evacuate safely a disciplinary offence.

For your own safety and that of your fellow residents, you must immediately stop using equipment 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 go to your Court Reception.

Fire safety

If you encounter a fire, sound the alarm immediately by hitting the nearest red alarm call point – they are usually near the entrance to your flat or 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 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 missing safety equipment will be fined, may be required to leave the residence and could be reported to the police for criminal investigation.

Fire-evacuation practices are arranged during your first semester. You are required to cooperate with the instructions of University staff during practice evacuations. If you have a disability, the University’s 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 fires in student housing start in the kitchen, and most are caused by cooking. Some kitchens have been installed with stove guards 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 – 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 you can also arrange to view them at the Accommodation Office.

General health and safety

- 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 under no circumstances ever be left alone.
- 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.

- 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
- If you have an accident, a near miss or spot a safety hazard, you should report this to your Reception, Accommodation Services or to the University’s 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
- Babies and toddlers should under no circumstance ever be left alone.
- 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.

- Be especially cautious if under the influence of alcohol or any medication.
POLICIES

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, suffer from mental-health disability or severe medical impairment cannot attend University unless they are offered University accommodation. Accommodation Services will consider applicants recommended by the Additional Learning Support team in accordance with University policies and subject to suitable accommodation being available.

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

Allocation policy

We review our accommodation allocation policy every year in cooperation with the Students’ Union. Our executive board normally decide on changes every December.

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

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 offer and made the course deposit payment are confirmed a place during August and September.

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

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

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

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 not satisfied with the outcome, you may make a written complaint to Accommodation Services. You will normally receive a response within five working days.

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/office-student-complaints-appeal-and-regulation/complaints

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 our conditions of residence carefully – you can find them on pages 30 to 41 of this guide.
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 guide).

How to pay residence fees

When you receive your invoice, read it all carefully as this will have all the information you need to pay.

Method 1:

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

Method 2:

If you are staying for more than 16 weeks, you will be offered the option of paying 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.

Please see the back of this guide for contact information.
The conditions of residence are the rules and policies of your residence. When you accept your accommodation, you agree to abide by these conditions and they form an important part of your license of agreement or tenancy (see policies > contractual relationship). The University reserves the right to introduce changes to the conditions of residence as may be necessary or desirable.

Abandoned property
You may not leave personal property behind anywhere in our accommodation after vacating your room. If any personal property is found in or around your room after you have left (including possessions left in or around any other part of the University, such as bicycles in our accommodation cycle sheds) then we may dispose of them in the manner we find appropriate.

Access to your accommodation
If you report a fault inside your bedroom or flat, this means you’re also giving permission for our staff or contractors to enter your residence and fix it. If we need access to your accommodation to carry out routine maintenance or inspections, for example annual testing of electrical equipment, 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 room search.

Arrival
Instructions for your arrival 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.

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 and flats are inspected at intervals throughout the year and before departure. We’ll send you an invoice for any charges due.

Departure 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 residential communal areas will be cleaned periodically by the housekeeping team. Residents of self-contained flats, studios or family flats are responsible for removing waste to external collection points.

When you depart, your room must be returned to a similar condition in which it was found. Before leaving, please check that your room and shower room (where applicable) is clean, tidy and empty of personal belongings and rubbish.
**Departure and giving notice to leave early**

You are required to vacate your accommodation and return your keys by 12 noon 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 on 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 2019 and you must vacate your room by 26 January 2020. If you wish to vacate your room earlier than 26 January 2020 you can advise Accommodation Services of your intentions. Please note that you may be liable for the payment of your room supply details of local storage companies.

If notice is not received on or before 1 December 2019, no rebate of rent will be given if you decide to leave before the end date specified in your acceptance email unless we are able to re-let your room. This applies even if your move-in date is after 1 December 2019. 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 on 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 removal from residences or expulsion from the University. If the student’s behaviour also indicates that they are unsuited to communal living, they may be required 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 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.

**Electrical appliances**

You may not install or use additional electrical appliances such as heaters, washing machines, dishwashers, satellite dishes or cooking equipment in your bedroom or flat. Under no circumstances should electrical outlets or appliances be interfered with or overloaded. Multi-socket adapters should be CE or BS kite-marked, have a fuse and an ‘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.

**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 permitted to bring your own furniture.

**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 University accommodation between 11:00pm and 8:00am. 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 this guide forms part of the conditions of residence.

**Inventory**

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

Parking is not permitted for Stag Hill or Manor Park residents. It’s a condition of living in our accommodation that you are not allowed to bring a car or other four-wheeled motor vehicle onto University grounds (except at Hazel Farm). You are also not allowed to keep a vehicle on public roads within Guildford.

Students living 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 parking spaces for students living at Bellerby Court. You 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 the University’s Security Services and is parked within a marked motorcycle bay.

*Full details of the University’s parking regulations can be found at: transport.surrey.ac.uk/parking*

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 11:00pm and 8:00am (quiet hours).

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

- Has a complaint been received?
- What is the possible impact on other residents and members of the University and local community?
- What level of noise is being created and at what time of day?
- Have previous complaints been made?

If a member of University staff (usually a member of the warden team or security department) deems noise to be excessive 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 anything at high volume at any time. Subwoofers are not permitted to be used.

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

Misconduct

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

Misconduct relating to incidents in or around University accommodation 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. 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 that they are not suited to communal living, they will be required to leave the residence. If a penalty is issued, a provision for appeal exists.

Keys, locks and lockouts

You will be charged £20 if you fail to return your room key or security fob when you vacate your room. If you lose or break your key or security fob, you’ll be charged £20 for a replacement. An additional charge of £15 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 buy one for £20 at Accommodation Services or at Manor Park Reception. During 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.
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 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 University residences and surrounding areas are not suitable for large parties. If you wish to hold a party for a small group of friends within or outside your court, you must first obtain permission from your warden one week in advance. They 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) on your windows or in any other part of your residence 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 at: store.surrey.ac.uk/product-catalogue/accommodation-services

No reduction of rent is given for periods spent away from the University on vacations. Normal conditions of residence apply to vacation periods.

Television
There are TV rooms in our University accommodation, 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.

Rent
You will receive an email to your University email account from Accommodation Services containing your rent invoice. The invoice includes details of how to go online and make a payment. If you don’t get this email within 14 days of moving in, please contact Accommodation Services. Contact details can be found at the back of this guide.

Rent is 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 you 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 can be found at the back of this guide.

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, if it has been established they owe 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 the Student Money and Housing team, 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.

Securities 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, to ensure security for everyone. The University accepts no liability for any loss of, or damage to, your personal belongings.

Single sex flats and floors
Students occupying rooms in single-sex flats or floors may not have visitors of the opposite sex after 10:00pm 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.

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General

Please be considerate to your neighbours. Any 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 before entering your residence.

If you need to raise a complaint or grievance, please write to us at: usl@surrey.ac.uk. If you are unhappy with our response, you can raise a formal University complaint through our Office of Student Complaints, Appeals and Regulation.

Any student in USL managed accommodation is subject to disciplinary action where a breach of the licence agreement or terms of the Residents’ Guide is not adhered to.

Damages

- You must pay for any damage to your own room, and you and your co-sharers are jointly responsible 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 easily be identified, you will all be required to pay a proportion of the cost.
- Blu-tack or sellotape must not be used as these usually 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 your 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 the individual has moved in. It is for the University to decide whether a proposed replacement is acceptable.
- Please note, if you decide to move or replace any furniture, you will be changing the layout of the property.

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 until the end date shown on your licence agreement. This should be done 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. For more information, please refer to the Fair Usage Policy 2019-20.

- Along with your co-sharers, you will be responsible for ensuring that the utilities are used reasonably. If there is excessive use, you will have to pay a proportion of the excess cost.
- Internet is not included in your rent – this must be obtained and paid for by the residents.

University of Surrey Lettings (USL) additional accommodation regulations

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

- You are responsible for reporting any maintenance or faults promptly to USL at surreystudentpad.co.uk and emergency maintenance should be reported by calling +44 (0)1483 681111, Monday to Friday, 9:00am to 5:00pm. Out of hours emergencies should be reported to Security by calling +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, along with your co-sharers, you are jointly responsible 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 guests must leave the property by 11:00pm.

- 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.
USEFUL CONTACTS

Accommodation Services
MySurrey Hive
E: accommodation@surrey.ac.uk
T: +44 (0)1483 682466
Open Monday to Friday 10:00am to 5:00pm.
facebook.com/SurreyResidenceExperience
Twitter: @LifeAtSurreyUni

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

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

Facilities Helpdesk
For reporting maintenance issues and requesting repairs
surrey.ac.uk/reportrepair
For maintenance queries
E: efmenquiries@surrey.ac.uk
T: +44 (0)1483 689230
Open Monday to Friday 7:00am to 6:00pm. In case of an emergency contact Security.

Finance
MySurrey Hive
Student receivables (rent payments)
E: student-receivables@surrey.ac.uk

IT Services
(Room internet – Surrey ResNet)
Contact your Court Reception to arrange a visit from a ResNet Adviser
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 686868
facebook.com/surreystudent
Twitter: @surreystudent
Open Mondays, Tuesdays and Thursdays 8:30am to 5:30pm, Wednesday 10:00am to 5:30pm and Friday 8:30am to 5:00pm.

Student Life Mentoring
E: mentoring@surrey.ac.uk
T: +44 (0)1483 686694
surrey.ac.uk/mentoring

University of Surrey Lettings
MySurrey Hive
E: usl@surrey.ac.uk
T: +44 (0)1483 681111
Open Monday to Friday 10:00am to 5:00pm.
facebook.com/UniversityofSurreyLettings
Twitter: @UoSLettings

Receptions
Stag Hill Reception, Senate House
All accommodation on Stag Hill Campus
E: staghill.reception@surrey.ac.uk
T: +44 (0)1483 300800
Open Monday to Friday 8:00am to 10:00pm.
Saturday and Sunday from 10:00am to 6:00pm. (24-hour security presence)

Manor Park Reception
Manor Park, Bellerby Court
E: manorpark.reception@surrey.ac.uk
T: +44 (0)1483 686993
Open Monday to Friday 8:00am to 10:00pm, and Saturday and Sunday from 10:00am to 6:00pm. (24-hour security presence)

Wardens
Please see contact details posted within your accommodation or follow the link below to the wardens’ website:
accommodation.surrey.ac.uk/living-halls-residence/welfare-and-support

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 686868
facebook.com/surreystudent
Twitter: @surreystudent
Open Mondays, Tuesdays and Thursdays 8:30am to 5:30pm, Wednesday 10:00am to 5:30pm and Friday 8:30am to 5:00pm.

Student Life Mentoring
E: mentoring@surrey.ac.uk
T: +44 (0)1483 686694
surrey.ac.uk/mentoring

University of Surrey Lettings
MySurrey Hive
E: usl@surrey.ac.uk
T: +44 (0)1483 681111
Open Monday to Friday 10:00am to 5:00pm.
facebook.com/UniversityofSurreyLettings
Twitter: @UoSLettings

Wardens
Please see contact details posted within your accommodation or follow the link below to the wardens’ website:
accommodation.surrey.ac.uk/living-halls-residence/welfare-and-support
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 June 2019, 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