Residents’ guide
Incorporating the conditions of residence
2020-2021
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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. 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.

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

For more information on the UUK Code of Practice, visit: thesac.org.uk

For information on how we’re managing Covid-19 safety, teaching and student support, visit: surrey.ac.uk/coronavirus
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
Our vision is to ensure you’re accommodated in safe, secure premises across a range of budgets.

We aim to:

• Provide a friendly and approachable service, actively listening and working with you to create a service based on mutual respect and understanding
• Apply the University’s Accommodation Allocation Policy fairly and consistently
• Work with all the appropriate university departments to promote a positive living environment.

What you should expect from us:
As a Surrey student, 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 Stag Hill and Manor Park receptions, and in all of our correspondence
• Allocate accommodation in accordance with the current 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 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, iron and ironing board, and table and chairs.

A clean place to live
We’ll clean all communal areas at least once a week. We also provide you with a vacuum cleaner, mop, bucket, dustpan and brush to use between cleans.

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 facilities helpdesk on: +44 (0)1483 689230.

Excellent transport options
We’re partnered with Nextbike UK, providing a network of 50 bikes and eight docking stations across Stag Hill and Manor Park, helping you get between campuses quicker.

Our Nextbike scheme offers:
• Access to affordable bikes to hire or purchase
• Discounted membership for you as a Surrey student
• Designated cycle routes between university sites.

For more information, visit: transport.surrey.ac.uk/cycle
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 visit the MySurrey Hive
- 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.
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

**Accommodation Services has day-to-day responsibility for:**
- Receiving all accommodation applications, the allocation of rooms and room transfers
- Invoicing you for your accommodation

**Reception**
Receptions are located on our Stag Hill and Manor Park 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 through: surrey.ac.uk/reportrepair

- For ResNet support from a ResNet adviser you will need to complete a ResNet Form online at: surrey.ac.uk/form/resnet-support-form or alternatively call +44 (0)1483 689898 to complete a form over the phone.

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

**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 17 for further details).

If you have an emergency situation (i.e. flood, no power) call our Facilities Helpdesk on: +44 (0)1483 689230.
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 doesn’t include washing up personal cookware. Any queries relating to this service should be made to the Housekeeping team at: houseres@ surrey.ac.uk.

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 and Millennium House are managed by the Metropolitan Thames Valley Housing Association. If you’d like to find out more, please contact Accommodation Services.

Security
There are Security staff on duty 24 hours a day who regularly patrol all of our campuses.

You can contact them on: +44 (0)1483 682002.

Our Security team’s main responsibility is to ensure the safety and security 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 calling the telephone numbers detailed on this page. 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 team by phoning: +44 (0)1483 683333

This will connect you to the security control which is available 24 hours a day. Please remember that this line is for emergencies only.

Non-urgent calls to the 24-hour Security team 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: student-receivables@surrey.ac.uk or by visiting the MySurrey Hive.

IT Services
The IT Services team manage the broadband (ResNet) service within your accommodation. Broadband support is provided by ResNet advisers who can be contacted through an online form: surrey.ac.uk/form/resnet-support-form.

“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
Peer Supporters
Peer Supporters are experienced students who can help you settle in, make friends, and act as an approachable and accessible wellbeing presence throughout your first year in university accommodation. They can answer any questions you may have about student life and provide you with helpful information.

You'll find details of who your Peer Supporter is and how to contact them on the poster in your kitchen. You can also find out more and request a visit by contacting the peer support team at: surrey.ac.uk/peersupport.

Contact details can be found at the back of this guide.

Wardens
Wardens are members of staff who live permanently in university accommodation to help support the residential community. They're here to help you get the most out of your student life at Surrey, and are a 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 email (contact details are on the back of this guide). For any urgent matters, please contact Security.

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

Wellbeing
To help you throughout your time at university, a range of support services are available. Full details can be found at: my.surrey.ac.uk

Our wardens and peer support team are an important part of the residential support available.

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 Experience Directorate. More information on the USL-managed conditions of residence can be found online at: accommodation.surrey.ac.uk/usl
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. We are staffed Monday to Friday, from 8:30am to 9pm for you to come and talk to about any issues you may be experiencing.

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

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

“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
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 safety of residents.

Bus passes
All residents can purchase a discounted student travel card. A charge of £20 will be made to replace lost or damaged bus passes. Further details can be found at: transport.surrey.ac.uk/bus

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 2am to 6am 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 Facilities Helpdesk using the contact details on page 39.

Insurance
The University accepts no liability for any loss of, or damage to, your personal belongings. However, contents insurance is included in your rent. Your belongings will be covered by a block insurance policy provided by Cover4Insurance. 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: cover4insurance.com/insurance-products/block-halls/surrey-university

Kitchen equipment
A fridge, freezer or fridge-freezer (shelf space divided between residents), 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 on page 21.

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 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 laundrettes for residents are provided at:

**Stag Hill**
- AA Building (ground floor)
- Cathedral Court

**Hazel Farm**
- Hamilton Drive
- Hamilton Place

**Manor Park**
- Bellerby Court (Wealden House - managed by A2 Dominion Housing)
- Block C Alexander Fleming Road
- Block E James Black Road
- Block R Daphne Jackson Road

Laundrettes are operated by Circuit Laundrette and WashCo and overseen by the University. The only exception is Bellerby Court which is overseen by A2 Dominion. A wash service costs £2.30 to £3.20 and to dry an average load, the cost is around £1.30 to £1.50.

You will need your campus card to access the laundrettes. Machines are operated either by a mobile app, top-up card system or contactless payment (for WashCo). Card dispensers are located on the ground floor of the library (outside Simply Fresh), at Manor Park Reception and at Hamilton Drive, Hazel Farm.

To set up the mobile app visit: [circuit.co.uk/mobile-app](http://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 +44 (0)8000 924068 and WashCo on +44 (0)8000 546546. For more information please visit: [circuit.co.uk](http://circuit.co.uk) or [washco.co.uk](http://washco.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](http://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, cans and food waste, as this will encourage vermin.

**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. Some bedroom doors lock automatically as soon as they are closed, it is therefore advised you carry your keys on you at all times.

If you need a replacement key, card or security fob, you can buy one for £20 from Stag Hill Reception Senate House or Manor Park Reception. During out of office hours, 24-hour Security support is available from both Stag Hill and Manor Park receptions. Call points are available at the main entrance of both receptions.
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
- International GU2 7JL
- Millennium House 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 Battersea Court post area between 8:30am and 3:30pm Monday to Friday, and 10am to 2pm on Saturdays. 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 two hours 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 39.

accommodation.surrey.ac.uk/post

Manor Park
All mail should have your full name, 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. You will be able to collect your parcel from there approximately two hours after you have received your delivery confirmation email from your courier.

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, Bellerby Court, 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 post

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 (Quiek), as well as Manor Park (Clark) and Hazel Farm (Clown). There is also a Post Office located on the ground floor of the Library 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 ensure all rubbish is disposed of within the wheelie bins, and not left on the floor of the bin store. 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 Manor Park Reception or Stag Hill 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 service support 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.

If you would like an update on the status of your request, please contact our Facilities Helpdesk: efcshelpdesk@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.

### TYPE OF FAULT
### REPORTING METHOD
### RESPONSE CLASSIFICATION

**EMERGENCY**
Matters giving rise to an immediate risk to health and safety, building integrity or an unacceptable security risk
- e.g. gas leak, flood, dangerous electrical equipment, lift entrapment, access system failure.

- Notify the Facilities Helpdesk on: +44 (0)1483 689230.
  - This line is monitored 24/7.
  - In the event of lift entrapment, please use the alarm phone located in the lift.

- We will provide an initial response within one hour* during the hours of 8am to 4pm, Monday to Friday.
  - Outside these hours we will provide an initial response with two hours.*

**URGENT**
Matters that prevent students, staff or the University from conducting core operational activity
- e.g. loss of utilities, including cooker, fridge, water and heating.

- Notify the Facilities Helpdesk on: +44 (0)1483 689230.
  - This line is monitored 24/7.

- We will respond within a maximum period of 24 hours to fix and implement a temporary solution.
  - A permanent fix may take longer.*

**ESSENTIAL**
Routine matters that affect proper working use of facilities
- e.g. faulty showers, taps, toilets, lighting, fixtures and fittings.

- Log online at: surrey.ac.uk/reportrepair
  - (connect to the eduroam wireless network first)

- We aim to respond within one week to fix and implement a temporary solution.
  - A permanent fix may take longer.*

**ROUTINE**
Routine matters relating to the condition of buildings and external areas
- e.g. repairs to fixtures, fittings, furniture and external spaces.

- Log online at: surrey.ac.uk/reportrepair
  - (connect to the eduroam wireless network first)

- We will aim to respond within one month and resolve the fault in line with our established routine maintenance programme.*

*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.
Smoking
Smoking or vaping inside any university building is strictly prohibited in line with our Smoking Policy. Smoking and vaping is only permitted in the designated smoking shelters (at least 2m away from any building or more).

Snow and ice clearance
The University’s Estates, Facilities and Commercial Services 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.

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).
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 firefighting 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 our Health and Safety Policy can be viewed at: policies.surrey.ac.uk

Emergencies

In case of an emergency please contact Security on +44 (0)1483 683333.

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.

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 (see details above) 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 that are not CE or BS kite-marked.

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 contact the Facilities Helpdesk or report it online: surrey.ac.uk/reportrepair

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 heard anywhere in the University signals a fire evacuation. You and any guests must leave the building immediately and go to your designated assembly point 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 firefighting apparatus is supplied for use only in an emergency. If you have to use this equipment, please report this to Stag Hill or Manor Park Reception as soon as possible so it can be replaced. It can also be reported to the Facilities Helpdesk, at: efcshelpdesk@surrey.ac.uk.
Fire safety

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 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 on +44 (0)1483 683333.

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, if you require an individual copy, please email the Accommodation Office.

Report + Support

Abuse, bullying, harassment, hate crime and sexual misconduct are never ok.

All students can report something anonymously or with their contact details.

For more information, visit: reportandsupport.surrey.ac.uk
General health and safety

- 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 team.
- 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, fat fryers, smoking or vaping in residences or near windows. 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 synthase, so-called legal highs, laboratory equipment, and etc.
- 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 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.
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 Disability and Neurodiversity Services 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: accommodation.surrey.ac.uk
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 February. Details can be found at: accommodation.surrey.ac.uk

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

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 26 to 38 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 2 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 contractual relationship on page 24). 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. A charge for disposal may be made.

Access to your accommodation
If you report a fault inside your bedroom or flat, this means you are 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 will give you at least 48 hours’ notice of when this is due to happen. In an emergency, for example a fire alert or flood, we may 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, such as suspected illegal drug possession, the University may conduct a room search.

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

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.
BBQs
BBQs can only be arranged for specific locations on Stag Hill, Manor Park and Hazel Farm. To see a list of BBQ locations and to book these, please visit: surreyac.sharepoint.com/sites/BBQHire

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.

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.

The University reserves the right to charge residents for excess cleaning if hygiene and cleanliness falls below a reasonable standard in bedrooms or communal areas. Accommodation is periodically checked and a full inspection will be made prior to your departure.

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.

Damage
You will 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 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 the MySurrey Hive. 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 4 December 2020 and you must vacate your room by 30 January 2021.

If you wish to vacate your room earlier than 30 January 2021 you can advise Accommodation Services of your intentions. Please note that you may be liable for the payment of your room rent up to 30 January 2021 unless we are able to re-let your room earlier. In the event that we are able to arrange a re-let, you need only pay until the date that the new resident moves in.

If notice is not received on or before 4 December 2020, 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 4 December 2020. 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 Stag Hill Reception or Manor Park 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 any involvement in dealing with drugs. Students found guilty of dealing in illegal drugs after a police or university investigation will normally be expelled. 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 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 advice and instructions 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 be emailed to Accommodation Services.

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, security fob or key card, you’ll be charged £20 for a replacement.

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, card or security fob, you can buy one for £20 from Stag Hill Reception, Senate House or Manor Park Reception. During out of office hours, 24-hour Security support is available from both Stag Hill and Manor Park Receptions. Call points are available at the main entrances to both Receptions.

The University expects no more than three lockouts per semester 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 can be found on the University website: surrey.ac.uk/oscar

Misconduct relating to incidents in or around University accommodation is dealt with through an escalating system of penalties issued by 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.

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?
- 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 Services) 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. Additional consideration will be made during exam periods to minimise noise and disruption to revision.
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 parking permits 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

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. Please adhere to the University poster policy: policies.surrey.ac.uk

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.
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 Disability and Neurodiversity Services or the Student Money and Housing team, a room change may be permitted. For further details and to collect the appropriate form, please visit MySurrey Hive.
- In exceptional circumstances, and with prior consultation, the University reserves the right to move residents to alternative accommodation.
Security of rooms and property
Whenever you leave your room you should lock your room door and the outside or staircase door. If your room is on the ground floor you should also latch your window closed, 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 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 and vaping is only permitted in designated areas and these are clearly labelled on our sites.

Social gatherings
University residences and surrounding areas aren’t suitable for large social gatherings, including parties. If you wish to book a common room for a small group of friends, 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 damages. Small social gatherings are allowed on Friday or Saturday nights only, outside of exam periods.

Find out more about how to book a common room: accommodation.surrey.ac.uk/living-halls-residence/communal-areas

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 being taken. Please see the ‘misconduct’ section for more details. Overnight guests should be booked into guest rooms. Please note that random spot-checks occur throughout the year to check the identity of residents.
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 TVs in some of our common rooms, with Bellerby Court 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.
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, 9am to 5pm. 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. To 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 and evidence suggests that this was due to the negligence of the resident/s the cost of repairs will apply. Where the University is unable to determine which resident is responsible, the cost will be divided among all residents within the property. Residents can appeal this decision through the Office of Student Complaints, Appeals and Regulation (OSCAR).

- Please note, overnight guests are not permitted and guests 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.

- 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 that person has moved in. It is for the University to decide whether a proposed replacement is acceptable.
Rent and utilities
• 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.

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, which is not permitted.
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 24 hours notice for all non-emergency visits. Notice is provided to the resident who reports the maintenance.
- As a full-time student, you will be exempt from Council Tax. In order to make the Council aware, please log into your Surrey self-service and tick the opt-in option to share your data. Please be aware that you will be charged Council Tax after the last day of your course, in your final year.

- 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 (OSCAR).
- 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.

Covid-19 safety

The wellbeing of our community is of paramount importance to us, and everybody has a role to play. As a resident in University accommodation, we ask you to:

- Read and abide by our Covid-19 Secure Policy, which gives guidance on how we can work, study, socialise and live on campus safely. We anticipate that, given the changing nature of the pandemic, the policy may be updated during the academic year in line with government advice and statutory requirements.
- Respect the safety of everyone living in and working around your accommodation, by making every reasonable effort to minimise the spread of Covid-19.
- Please follow any requests relating to living in your accommodation, which we’ll notify you about.

Thank you for helping keep our campus and each other safe.
Useful contacts

Accommodation Services
MySurrey Hive
E: accommodation@surrey.ac.uk
T: +44 (0)1483 682466
facebook.com/SurreyResidenceExperience
Twitter: @LifeAtSurreyUni

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

Central Distribution
For postal and parcel enquiries
E: central-distribution@surrey.ac.uk
T: +44 (0)1483 689095
Open Monday to Friday (7am - 5pm) and Saturday (10am - 2pm) during semester time.

IT Services
(Room internet – Surrey ResNet)
For ResNet support you will need to complete an online ResNet form
surrey.ac.uk/form/resnet-support-form
E: usersupport@surrey.ac.uk
T: +44 (0)1483 689898

MySurrey Hive
Philip Marchant Building
For support and advice on student-life related queries
E: hive@surrey.ac.uk
T: +44 (0)1483 686868
Open every day 8:30am to 11:30pm or contact us directly through our Live Chat: my.surrey.ac.uk/hive

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

Receptions
Stag Hill Reception, Senate House
All accommodation on Stag Hill and Hazel Farm
E: staghill.reception@surrey.ac.uk
T: +44 (0)1483 300800
Open Monday to Friday 8am to 9pm. Saturday and Sunday from 10am to 6pm. (24-hour Security presence)

Manor Park Reception
Manor Park, Bellerby Court
E: manorpark.reception@surrey.ac.uk
T: +44 (0)1483 686995
Open Monday to Friday 8am to 9pm, and Saturday and Sunday from 10am to 6pm. (24-hour Security presence)

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

Peer Supporters
E: peersupport@surrey.ac.uk
T: +44 (0)1483 686694
surrey.ac.uk/peersupport

Report + Support
reportandsupport.surrey.ac.uk

Security
Ground floor, Senate House
E: security@surrey.ac.uk
T: +44 (0)1483 682002
Emergencies
T: +44(0)1483 683333
Incidents can also be reported anonymously at: surrey.ac.uk/content/anonymous-reporting

University of Surrey Lettings
MySurrey Hive
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 university living quarters or follow the link below:
accommodation.surrey.ac.uk/living-halls-residence/welfare-and-support