

# CONDITIONS OF RESIDENCE

2025/26



UNIVERSITY OF  
**SURREY**



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# Accommodation Services Customer Charter

The accommodation services team are here to help you and offer advice on all residential accommodation matters. We are committed to ensuring you receive an excellent level of service and to responding positively to your feedback.

## Vision

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

## Aim

We aim to provide a friendly and approachable service, actively listening to you and working with you to create a service based on mutual respect and understanding. We will apply the University's Accommodation Allocation Document 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 and our correspondence
- Allocate accommodation in accordance with the current Accommodation Allocation Document
- Assist with resolving any issue you have in relation to your University accommodation
- 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 a bed, desk, chair, shelves, wardrobe and curtains. Most budget rooms have a wash basin. En suite rooms have their own toilet, shower and wash basin. All rooms benefit from fast and efficient broadband.

## A well-equipped cooking area

In your cooking area, you'll have a cooker, fridge, freezer, microwave, kettle, toaster, sink, storage space, table and chairs.

## A clean place to live

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

## 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.

## How you can help us meet our service standards

To help us provide the best possible service, we suggest the following:

- Inform us as soon as possible of any issues you may be encountering
- In all correspondence quote your student or staff number
- Give as much information as possible regarding your situation and requirements.
- Read and understand your responsibilities under the Conditions of Residence
- Update us with any changes in your status that may affect your accommodation needs or requirements
- Be respectful of your fellow residents

# Conditions of Residence

The Conditions of Residence are the rules and policies of your residence. When you accept your accommodation, you agree to abide by them. They are an important part of your license agreement of tenancy. The University reserves the right to introduce changes to the conditions of residence as may be necessary or desirable.

## Access to your accommodation

By reporting a fault in your residence, you are giving permission for our staff or contractors to enter. If we need access for routine maintenance or inspections, we will normally give you seven days' notice. In an emergency, for example a fire alert or flood, we may enter your accommodation without notice.

We can enter residences if we have reasonable grounds to suspect a breach of 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.

## Accommodation fees

Accommodation fees are reviewed annually by the University and normally increase in September for the following academic year.

Accommodation fees are payable for the whole of your accommodation agreement. No rebate is given if you arrive late or leave before the end of the agreement. You can pay in full for the year or in instalments. You are encouraged to use the University online payment system to make payments.

If you have not paid within 28 days of taking up residence, your licence to occupy may be terminated. If you are having difficulties paying your rent, contact the Student Finance team ASAP. Contact details can be found on your invoice.

Accommodation Services reserves the right to withhold University accommodation from a student if they owe accommodation fees.

The Student Finance team collects your rent and provides guidance if you have difficulty paying. Visit the MySurrey Hive or email [student-receivables@surrey.ac.uk](mailto:student-receivables@surrey.ac.uk)

## Accommodation for students with disabilities

There are study bedrooms designed for disabled students within most of our courts of residence.

We recognise that some disabled students will not be able to attend university unless they are provided with suitable university accommodation. If you have any requirements, before or during your stay in Accommodation, please contact the Disability and Neuroinclusion team to discuss your needs: [disability@surrey.ac.uk](mailto:disability@surrey.ac.uk)

Accommodation Services will consider the recommendations made by the Disability and Neuroinclusion team in accordance with University policies and subject to suitable accommodation being available.

We also have access guides which you can view here: [accessible.co.uk/university-of-surrey](https://accessible.co.uk/university-of-surrey)

## Accommodation management

All our accommodation is managed in accordance with the UUK Code of Practice for the management of student housing. For more information on the UUK Code of Practice, visit: [thesac.org.uk](https://thesac.org.uk)



## Advanced rent payment

All residents are required to pay an advanced rent payment of £250 which is credited to your rent invoice once you move in. If you do not move in, we retain the advance payment to offset the loss.

## Allocation document

We review our Accommodation Allocation Document every year in cooperation with the Students' Union and the Executive Board. The current policy can be viewed at: [accommodation.surrey.ac.uk](https://accommodation.surrey.ac.uk)

## Alterations, additions and painting

You are not allowed to make alterations or additions to or within any residential areas. This includes but is not limited to fitting hoses to taps, attaching aerials, installing any large electrical appliances, affixing any items directly to walls, such as LED lights or painting any part of the room.

Residents are not permitted to fit hose attachments or bidets to any faucets or pipework as this in many instances causes damage to our plumbing systems and contravenes WRAS regulations 1999 prevention of the risk of backflow in water systems.

You will be charged for the cost of the works required to bring the room back to its original state.

## Batteries

What to do with unsafe or smoking batteries/electrical equipment?

If you suspect something is unsafe or if a battery starts to smoke:

1. Stop using it immediately. If safe to do so turn off the equipment and unplug the battery or charger.
2. Isolate the battery/equipment and put it in a safe and controlled space:
  - Behind a fire door with appropriate fire detection (e.g. in a kitchen or bedroom); or if safe to do so move it outside on to a concrete surface, away from flammable materials.
  - Get the unsafe equipment or battery collected, do this either by:
    - During normal working hours (8am to 6pm), contact the Estates & Facilities Helpdesk on +44 (0)1483 689230
    - For incidents outside working hours (6pm-8am), contact the Campus Safety Team on +44 (0)1483 683333
3. If the battery is smoking, leave the battery where it is, close the fire door behind you and activate the nearest fire alarm call point and evacuate the building.
4. When safe contact the Campus Safety Team on +44 (0)1483 683333 or inform the Campus Safety Team when they arrive at your accommodation, on where the battery/electrical equipment is located.

Please only call these numbers if you believe there is an immediate safety or fire risk. In all cases trained staff will respond promptly to assist and remove the unsafe battery or equipment.

## Bicycles

You are welcome to bring a bicycle with you. You must only store it in designated areas. Your campus reception will provide you with a key to your nearest bicycle storage point. In communal storage points, personal bike locks are advised.

Bicycles may not be brought into residence buildings or stored in communal areas, corridors or stairwells.

E-bikes and their chargers pose a fire risk and are not permitted in accommodation.

## Bus passes

All residents can order discounted student bus passes through the Stagecoach app. Further details can be found at: transport.[surrey.ac.uk/bus](https://surrey.ac.uk/bus)

## Business use

You are not allowed to operate a business in, or from, university accommodation.

Students can seek advice and support from Surrey Student Enterprise.

[Student Enterprise | University of Surrey](https://surrey.ac.uk/student-enterprise)

## Campus safety

The Campus Safety team is on duty 24 hours a day. They regularly patrol all our campuses. You can contact them on 01483 68 2002 or via email on [campus-safety@surrey.ac.uk](mailto:campus-safety@surrey.ac.uk).

## CCTV

CCTV is installed around the residences for your security and safety. This is carefully managed by our Campus Safety team to ensure the safety of residents and in line with the Surveillance Camera System Procedure.

It is prohibited for residents to install any recording devices in or around residential areas. Capturing content or filming others without their consent is strictly prohibited.

The university reserve the right to photograph the facilities for the purpose of evidencing fault reporting or misconduct.

## Changing your room

You may not change rooms without the agreement of Accommodation Services. Residents who swap rooms without prior permission may face disciplinary action.

Room swaps, where two residents agree to swap rooms with each other, are permitted with the agreement of the Accommodation Office.

If a student has the approval from the relevant support teams, a room change may be permitted, subject to availability and the Allocation Document.

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

## Childcare

University residences should be regarded as high-risk areas for young children. Babies and toddlers should under no circumstance ever be left alone.

Children are only permitted to stay in our designated family accommodation. If you have children, you are responsible for their safety while they are in a university building.

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).

Children are only permitted to stay in our designated family accommodation.

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](http://brighthorizons.co.uk/our-nurseries/guildford-day-nursery-and-preschool)

## Cleaning

You are expected to keep your room in a clean, tidy and hygienic condition. Communal areas are a shared responsibility and must be maintained by all residents of the flat. Communal spaces should always be kept clear, clean, and tidy for the comfort and safety of everyone. A vacuum cleaner, mop, bucket, dustpan and brush is provided for this purpose.

The Housekeeping team is responsible for periodic cleaning of communal areas including stairwells, corridors, and shared bathrooms. Kitchens are cleaned once a week.

This service does not include washing up personal cookware. Paths, steps and grounds around the residences are routinely swept and litter is removed. Any queries relating to this service should be made to [efcshelpdesk@surrey.ac.uk](mailto:efcshelpdesk@surrey.ac.uk).

Upon departure, return your room and bathroom to their original condition - clean, tidy, and free from personal belongings and rubbish. The University reserves the right to charge for additional cleaning if hygiene standards are not met. Accommodation is regularly inspected, and a final inspection will be conducted before you leave.

## Complaints

If you have a complaint about your accommodation, you should first try to resolve it informally with the relevant team. If you are unsure of whom to contact, please ask 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/oscar](http://surrey.ac.uk/oscar)



## Content insurance

The University accepts no liability for any loss of, or damage to, your personal belongings. However, limited contents insurance is included in your accommodation fees provided by Cover4Insurance. Check the policy to ensure the cover provided is adequate for your needs. Extra cover can be purchased: [cover4insurance.com/insurance-products/block-halls/surrey-university](https://cover4insurance.com/insurance-products/block-halls/surrey-university)

## Contractual relationship

Students living in university-owned or managed accommodation are licensees. Your licence is granted because you are studying at the University. If you stop your course of study, you will be required to leave your residence.

Your contractual agreement is for a fixed period. If you leave before the end, arrive after the start, or vacate for a time during your licence, you will still pay accommodation fees for the full duration of the licence.

The conditions of residence are an important part of your licence that you agree to when applying. Please read our Conditions of Residence carefully.

## Cooking safety

Nearly all fires in student housing start in the kitchen caused by cooking. 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 keep tea towels in the vicinity of the hob
- Do not hang tea towels next to cookers
- Fat fryers are not allowed in residences
- Cooking equipment is only permitted in kitchens
- Be especially cautious if under the influence of alcohol or any medication.

You are prohibited from using naked flames, candles, joss or incense sticks, fat fryers, etc in residences or near windows.

## Council tax

If you are a full-time student living in university accommodation, you are exempt from Council Tax. Residents of family accommodation are liable to pay Council Tax which is collected by the University with, and in addition to, rent. The amount of Council Tax depends on the size of the flat and circumstances of the family.







## Damage

You are responsible for any damage in your room beyond normal wear and tear. Keep communal areas secure by locking outer doors when you leave. Rooms are inspected regularly, and you will be charged for any damage you cause. Damage in communal areas is the responsibility of all tenants on the floor or house.

You will be charged for lost or unreturned keys, replacing furniture or fittings, repairs and any cleaning required.

## Disciplinary procedures

Full details of the University's disciplinary procedures can be found on the University website: [surrey.ac.uk/oscar](https://surrey.ac.uk/oscar)

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

An offence may lead to a warning or further penalties, depending on the seriousness of the offence.

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

## Drug misuse

The possession of illegal drugs is a criminal offence and **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 penalty such as a final warning, removal from residences or expulsion from the University.

Student details are also passed to the police if they are found in possession of drugs. If the student's behaviour also indicates that they are unsuited to communal living, they may be required to leave the residence (see Disciplinary Procedures).

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.



## E-bikes and e-scooters

E-bikes, e-scooter and their batteries are not permitted on campus or inside residential buildings.

It is strictly prohibited to charge e-scooters and e-bikes inside residential buildings. This includes plugging them in directly or charging the batteries.

## Electoral registration

If you are living in University accommodation in mid-October, your details will be shared with Guildford Borough Council for the electoral roll. You should also register to vote at 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 non-UK 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.





## 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.

Stop using equipment immediately and report it, 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](https://surrey.ac.uk/reportrepair)

## Emergencies

In case of an emergency please contact Campus Safety on 01483 68 3333.

On our Stag Hill and Manor Park sites, in an emergency (medical, fire, assault, etc.) always contact Campus Safety. 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 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 Campus Safety team (see details above) as soon as possible to inform them that the emergency services have been contacted.

## Energy efficiency

The University has a net zero carbon emissions by 2030 target and is actively working to improve its energy efficiency. Please support us in our goal by switching off lights and turning off taps and showers after use.

If you have any ideas on how the university can save energy please share them with the Sustainability team at [sustainability@surrey.ac.uk](mailto:sustainability@surrey.ac.uk)

## Extensions

You can apply for residence during the summer vacation. More information and the application form can be found at:

[Summer vacation rooms | University of Surrey](#)



### **Fire action procedure**

If you encounter a fire, press 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. You must only return to the building when a Fire Officer or Campus Safety Officer instructs you to do so. Failure to fire-evacuate satisfactorily is a disciplinary offence.

The firefighting apparatus is supplied for emergency use only and if safe to use. If you 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: [efcshelpdesk@surrey.ac.uk](mailto:efcshelpdesk@surrey.ac.uk).

Tampering with any fire safety equipment (such as covering smoke detectors, misuse of fire alarms, propping open fire doors) is a serious offence. Any resident found misusing safety equipment will be subject to disciplinary action, may be required to leave the residence and could be reported to the police for criminal investigation.

Fire alarms in residential areas are tested weekly. Fire evacuation drills are arranged within your first 6 weeks of residence. 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.

### **Fire exits and evacuation routes**

Keep fire evacuation routes clear. Don't block doors, stairs, or corridors with items in communal areas. We regularly check for obstructions and may remove items that pose a fire hazard. Fire escapes and exits are only for emergencies.

Repeated instances of blocking access ways may result in disciplinary action being taken.

### **Furniture**

All rooms have carpet or vinyl flooring with a bed, desk, chair, shelves, wardrobe and curtains. Most budget rooms have a wash basin. En-suite rooms have private toilet, shower and wash basin.

Ensure furniture is in the same place when you move out as it was when you moved in. Do not bring extra furniture or other large items into residence buildings.



## Gas safety

If you smell gas, report it immediately on 01483 68 3333.

Gas appliances in the residences are serviced and safety checked annually by 'Gas Safe' qualified contractors. Landlords' gas safety records are displayed in relevant buildings, if you require an individual copy, please email the Accommodation Office.

## GDPR

We collect personal information when you apply for accommodation, potentially including sensitive personal information about disability and health. This is added to data we collect from your student record.

All personal data is used only to manage your accommodation and is only shared with third parties to fulfil legal obligations, for instance, confirmation of electoral roll.

Personal data is handled in accordance with data protection laws. For more information, please see the Accommodation Privacy Notice.

## Guests

The term 'guest' applies to any person who is not named on the licence agreement for the room or flat. 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 subject to these Conditions of Residence. Disciplinary action may be taken against you as a result of the conduct of your guests. We also suggest letting your flatmates know if you plan to have a guest.

Be mindful of the length of stay of your guest, as it is only the licence holder who is permitted to reside in university accommodation. Should you need it, please remember you may book guest rooms with Accommodation Services.

For security reasons, you must not give your key or key card to anyone else, in particular any guests. If you are away from your room or flat you may not grant permission for any guests to stay.

## 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.

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](https://policies.surrey.ac.uk)

## Heating

Heating and hot water are controlled automatically. Rooms are heated to a maximum of 22°C. You can adjust the temperature using the thermostat or radiator valves. Overnight heating is switched off or lowered between 10 pm and 6 am. The heating system is disabled when the outside temperature is too high. It will be turned on again if the temperature drops too low. Do not use personal portable radiators or cooling systems as they can interfere with the building's heating systems and pose a

safety hazard. If you are uncomfortable with the room's temperature, please report it: [surrey.ac.uk/reportrepair](https://surrey.ac.uk/reportrepair)

## 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. Some processes may be different with different management.

## Internet

All bedrooms have free broadband access through the Residential Network (ResNet). This service is subject to an Acceptable Use Policy: [accommodation.surrey.ac.uk/resnet](https://accommodation.surrey.ac.uk/resnet)

If you have any problems with this service, please complete the support form: [surrey.ac.uk/form/resnet-support-form](https://surrey.ac.uk/form/resnet-support-form)

## Inventory

Please ensure you record the condition of your room and furniture when you arrive on the inventory form we email you.



### Items left behind

You may not leave personal property behind anywhere in our accommodation after the end of your licence. We do not take responsibility for items left behind after rooms are vacated.

If any items are found in or around your room after the end of your licence (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 and charge you for this.

### Keys and locks

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, so always carry your keys or access card.

Fire exits should only be used in emergency, not as general access.

### Kitchen equipment

You will find a shared fridge, freezer, kettle, cooker, microwave, toaster, table, chairs, bins, sink, and ironing board in communal kitchens. You will need to bring your own cooking utensils, crockery, and cutlery. All cooking appliances are electric. Some cookers are fitted with a stove guard device for safety.

Keep all appliances in the kitchen and not in bedrooms. Only bring your own electrical appliances if they are safe to use (see page 9 for more detail). Never leave cooking unattended and turn off all appliances when you are finished.

### Laundry facilities

Self-service laundrettes are at central locations on all campuses, operated by Circuit Laundrette and overseen by the University. The exception is Bellerby Court which is overseen by A2 Dominion.

Breakdowns or faults can be reported to Circuit: [circuit.co.uk/contact-us/report-a-fault](https://circuit.co.uk/contact-us/report-a-fault).

### Linen and bedding

Bedding, bed linen and towels are not provided. You can either bring your own or buy a bedding pack from the University prior to your arrival, which we will deliver to your room before you move in: [store.surrey.ac.uk](https://store.surrey.ac.uk)

### Litter clearance

Dispose of all litter responsibly in designated bins. Do not litter residential areas.

### Lockouts

You will be charged for lost, damaged, or unreturned keys. A lock change fee of £75 will apply if necessary. Do not tamper with locks or install additional locks or alarms. For replacement keys, visit Stag Hill or Manor Park Reception during office hours. During off-hours, contact Campus Safety through call points at both Receptions. No more than three lockouts per semester are allowed.

Repeated lockouts will result in disciplinary action.



Maintenance

Maintenance and repair services are included with your accommodation fees. Report or request at: [surrey.ac.uk/reportrepair](https://surrey.ac.uk/reportrepair). In an emergency, call our facilities helpdesk: 01483 68 9230.

Moving out early

To terminate your tenancy at the end of the first semester, notify Accommodation Services in writing by Friday 5 December 2025. You may be liable for rent up to Saturday 24 January 2026 unless we successfully re-let your room, in which case you will be responsible for rent until the new resident takes possession.

If you leave before your end date, but we have not received notice by Friday Friday 5 December 2025, you will only get a rent rebate if your room is re-let. This applies even if your move-in date is after Friday 5 December 2025.

Moving out

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.

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.

TYPE OF FAULT	REPORTING METHOD	RESPONSE CLASSIFICATION
<b>EMERGENCY</b> 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 Senate or Manor Park reception or call the Maintenance Helpdesk on 01483 68 9230 or extension 9230. 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 within two hours.*
<b>URGENT</b> 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: 01483 68 9230.  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.*
<b>ESSENTIAL</b> Routine matters that affect proper working use of facilities e.g: faulty showers, taps, toilets, lighting, fixtures and fittings.	Log online at <a href="https://surrey.ac.uk/reportrepair">surrey.ac.uk/reportrepair</a>  Connect to the eduroam wireless network first and use Microsoft Edge as your browser.	We aim to respond within one week to fix and implement a temporary solution.  A permanent fix may take longer.*
<b>ROUTINE</b> Routine matters relating to decorations e.g. fixtures, fittings, furniture repair and uneven paths.	Log online at <a href="https://surrey.ac.uk/reportrepair">surrey.ac.uk/reportrepair</a>  Connect to the eduroam wireless network first and use Microsoft Edge as your browser.	We will aim to respond within one month and 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) may vary. To find out more, contact Accommodation Services.



## Noise

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 (or Security Services) deems noise to be excessive or intrusive, the noise must be reduced immediately. The item creating the noise can be confiscated and further disciplinary action may be taken.

We recommend headphones are used for listening to music and other audio output during quiet hours, and if residents wish to listen to anything at high volume at any time. Subwoofers are not permitted.

We are a large organisation and occasionally there will be events, incidents or works that may cause disruption. While we aim to minimise these occurrences and to inform residents whenever possible, there may be times where disruption is unavoidable.

During exam periods Quiet Times are extended to 24 hours a day. Neighbouring residents may be revising or taking exams therefore excessive noise must be kept to a minimum at all times.

## Parking

Parking is not permitted for Stag Hill or Manor Park residents and you are not allowed to bring a car or other four-wheeled motor vehicles onto University grounds.

You are not allowed to keep a vehicle on public roads in Guildford unless you have been approved for a parking permit by the Disability and Neuroinclusion team.

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 Campus Safety team 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](https://transport.surrey.ac.uk/parking)

## Period of occupancy

There is no reduction of accommodation fees for late arrivals or periods spent away from the University residences or early departures.

Normal conditions of residence apply to vacation periods.

If you withdraw from your course or the University terminates your enrolment, your tenancy ends when you withdraw from your studies, vacate your room, and return your key to Reception at Stag Hill or Manor Park. Please inform Accommodation Services of your move-out date so they can facilitate the process.



## Personal belongings

Other people's belongings (including food and kitchen utensils) must not be used or borrowed without permission.

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

## Personal Data

We collect personal information when you apply for accommodation, potentially including sensitive personal information about disability and health. This is added to data we collect from your student record.

All personal data is used only to manage your accommodation and is only shared with third parties to fulfil legal obligations, for instance, confirmation of electoral roll

Personal data is handled in accordance with data protection laws. For more information, please see the Accommodation Privacy Notice:

[surrey.ac.uk/accommodation-privacy-notice](https://surrey.ac.uk/accommodation-privacy-notice)

## Pests

Whilst we try to ensure a pest free environment, insects and rodents will always be attracted to areas with a high density of people. If you live in university accommodation and notice any pests such as mice, bedbugs, cockroaches or other insects, please report this to our accommodation maintenance team via the **Estates and Facilities Helpdesk System**.

Once a pest issue is reported we will begin our process with either our estates team or an external pest controller. In instances where pests are found in a room we will not move the current occupant to prevent the risk of spreading the issue to a different flat/house.

There are steps you can take to reduce the risk of these unwanted visitors. Particularly in the colder months rodents and other pests will look for warm secure places to live, with access to food and water.

To discourage them from making your flats and houses their home over winter can we please ask that you place all food items in sealed containers as follows:

- Opt for metal, glass, or heavy-duty hard plastic containers
- Secure lids are essential for the ultimate food protection
- Avoid leaving food on worktops or in accessible areas in your room
- Regularly clear up any remnants of food and crumbs in your living areas







## Pets

Only ADUK registered dogs are allowed. Owners are responsible for the behavior and welfare of their assistance animal at all times.

## Planned maintenance

We endeavour to carry out planned inspections and maintenance of buildings in order to minimise inconvenience to residents. We will normally give up to seven days' 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

## Postal and parcel services

The University receives a high volume of mail and each of our sites processes it differently. Make sure that your post and parcels have your full name and complete address of your room. Parcels that do not have an identifiable name or address will be returned to sender.

All post is first processed by the University, therefore you may collect your parcel from the relevant collection points approximately 24 hours after you have received your delivery confirmation email from your courier.

## Post Collection locations:

- Main Campus residents:  
Central Distribution
- Manor Park residents:  
Manor Park Reception building

You must present a physical photographic ID to collect any parcels. A photograph of an ID on a mobile phone will not be accepted.

No mail or parcels are delivered to the University on weekends, public holidays and university closure days.

If you intend to receive letters with valuables, we strongly advise that you arrange a recorded delivery. The University is not responsible for any lost or damaged post.

We will not accept post or parcels past the end date on your licence agreement. You can set up a redirection with Royal Mail.

[campus.surrey.ac.uk/post-and-deliveries](https://campus.surrey.ac.uk/post-and-deliveries)

## 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's Poster Display and Standards Guidelines:

[policies.surrey.ac.uk](https://policies.surrey.ac.uk)



## Prohibited items

Do not bring any substance or equipment which might be hazardous to health or safety into our accommodation. Examples of these are petrol, solvents, nitric oxide synthase (e.g. nitrous oxide cannisters), New Psychoactive Substances, formerly called legal highs, laboratory equipment, any explosive materials, fireworks, shisha or hookah pipes.

You may not bring real, replica or decommissioned weapons into our accommodation, even if you hold a permit. This includes guns, air guns, swords, knives and butterfly knives.

If you are unsure whether an item is prohibited, please contact the Accommodation team to check before bringing it onto campus.

The University reserves the right to remove without warning any item classed as prohibited.

## Recycling and waste collection

In your kitchen, you will find four different bins which are designated for food waste, glass waste, dry mixed recycling and everything else (general waste). Bins will be collected three times a week, 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 waste is disposed of within the wheelie bins and not left on the floor of the bin store.

## Repairs

Maintenance and repair services are included with your accommodation fees.

By reporting 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.

Our maintenance team prioritises work depending on the type of fault as shown in the table on page 14.

Request a repair from [surrey.ac.uk/reportrepair](https://surrey.ac.uk/reportrepair).

In an emergency, call our facilities helpdesk: 01483 68 9230. If you would like an update on the status of your request, please contact our Facilities Helpdesk: [efcshelpdesk@surrey.ac.uk](mailto:efcshelpdesk@surrey.ac.uk)

## Reporting health and safety

If you have an accident, a near miss or spot a safety hazard, you should report it online. A link to the Health and Safety Incident Management can be found on [my.surrey.ac.uk/report](https://my.surrey.ac.uk/report).

## Restricted areas

You must not access roofs, ledges, mechanical/electrical rooms or other out-of-bounds areas.

## Safeguarding

Abuse, bullying, harassment, hate crime and sexual misconduct are never ok. You can report something anonymously or with your contact details. For more information, visit: [reportandsupport.surrey.ac.uk](https://reportandsupport.surrey.ac.uk)

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.



## 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 accommodation

Students living in single-sex accommodation may not have overnight guests of the opposite sex. Please note that staff or contractors entering the flats may be of the opposite sex.

## Smoking

Smoking or vaping inside any University building, including bedrooms and flats, is strictly prohibited. Smoking is only permitted in designated shelters which are shown here: [campus.surrey.ac.uk/smoking-campus](https://campus.surrey.ac.uk/smoking-campus).

Cigarette butts must be disposed in the external bins provided.

## Snow and ice clearance

The Estates team is responsible for our campus ground, including 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](https://surrey.ac.uk/alert).







**Social gatherings**

University residences and surrounding areas aren't suitable for large social gatherings, including parties. You may face disciplinary action if found to be hosting a large social gathering that may directly impact other residents around you. We suggest using the communal or BBQ areas:  
[surrey.ac.uk/communal-areas](http://surrey.ac.uk/communal-areas)

**Sub-letting of rooms**

You may not sub-let or allow anyone else to reside in your room. Accommodation is available for the exclusive use of the person named on the licence agreement and they are a full-time registered student of the University. Your licence cannot be given or passed on to anyone else.

**Television licence**

You need a TV Licence to watch or record any programmes as they are being shown on TV or streamed live on an online TV service. You are not covered by a communal licence. To get a TV licence please visit: [tvlicensing.co.uk](http://tvlicensing.co.uk). Do not attach aerials or satellite dishes internally or externally to any residence buildings.

**Wellbeing**

To help you throughout your time at university, a range of support services are available. Full details can be found at: [wellbeing.surrey.ac.uk](http://wellbeing.surrey.ac.uk) or call 01483 68 9898.



