

LIVING IN HALLS

Your Guide to making
Surrey your Home
including Conditions
of Residence

2023/24



UNIVERSITY OF
SURREY

This is **MySurrey.**

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Welcome to your new home



Staying in university accommodation is a great start to your life at Surrey. You'll be living in an inclusive environment with students from all over the world, who study different courses and with diverse interests. It's a great opportunity to make new friends, expand your horizons and create unforgettable memories.

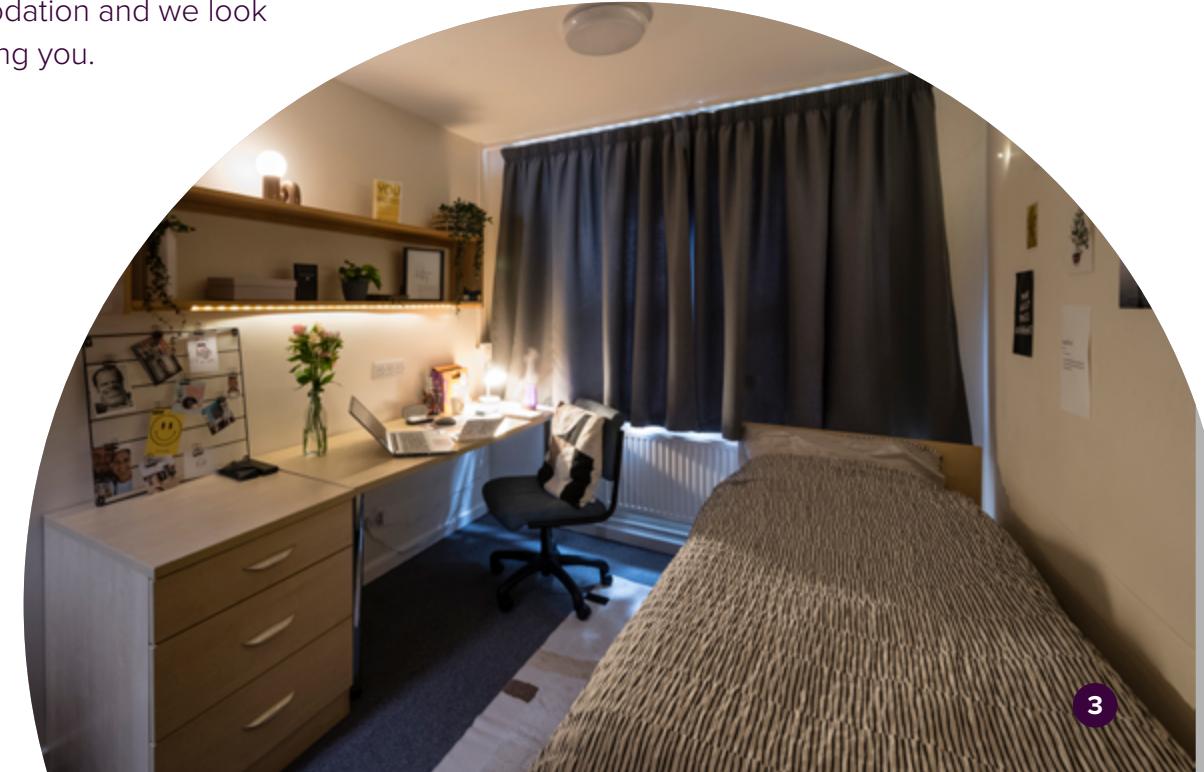
During your time here, you'll be supported by a full team of professionals from across the University. We hope that your time at Surrey will be smooth sailing but just in case it isn't, please reach out to any of our support services and we will work with you to help find a solution. At Surrey, no problem is too big or too small. We are here for you.

All our accommodation is managed in accordance with the UUK Code of Practice for the management of student housing.

We are delighted that you have chosen Surrey to be your new home.

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



Accommodation Services

Customer charter



The Accommodation Services team are here to help you and offer advice on 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 Document fairly and consistently
- Work with all the appropriate university departments to promote a positive living environment.

What you should expect from us:

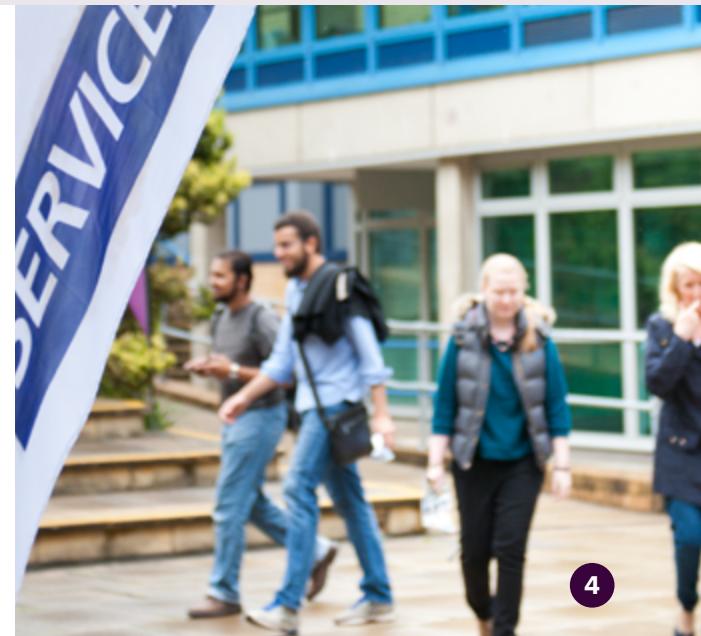
As a Surrey student, you can expect Accommodation Services to:

- 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 Document
- Assist with resolving any issues you have involving 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.



Accommodation Services

Customer charter



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, ironing board, a 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**.

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 MySurrey Hive
- Quote your student 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 and staff.

Accommodation Services

Customer charter



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



Management

Here to help



Reception

Receptions are located on our Stag Hill and Manor Park campuses. This is where you can:

- Collect and return the keys to your accommodation
- Make general enquiries in relation to your accommodation
- At Manor Park, collect all post and parcels

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: **housekeeping@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. 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

Management

Here to help



Finance

The Student Finance team are responsible for the collection of your accommodation fees. 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

Wellbeing

The Wellbeing Service offers Counselling and Mental Health Practitioner support, enabling students to find a way to live a meaningful life at University and beyond.

The Centre for Wellbeing is Open Monday to Friday 8am to 5pm.

For more information full details can be found at:

<https://wellbeing.surrey.ac.uk/>

Peer Support Service

The Peer Support Service offers students the opportunity to speak with another Surrey student about any aspect of student life. Peer Supporters offer non-judgemental listening; helping students find relevant activities and services.

For more information please visit:
surrey.ac.uk/peersupport

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



Management

Here to help



Residential Life Team

The Residential Life team are made up of members of University staff who provide advice and support to all students living in on-campus accommodation at Stag Hill, Manor Park and Hazel Farm.

We want you to feel at home in your student accommodation and our Residential Life team are here to support your wellbeing and welfare, to ensure that your residence is a great place to live.

The team work alongside our Peer Support team who help new students settle in and feel at home.

Please be assured that the Residential Life team offers accessible, impartial and non-judgmental one-to-one advice and guidance. It is a 'safe space' to discuss any issues of concern.

The team are available from 11am to 10pm on weekdays and 2pm to 10pm on

weekends and can be contacted by emailing:

reslife@surrey.ac.uk

Further details can be found online at:

surrey.ac.uk/reslife

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

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. Open for social and study use everyday day from 8.30am - 11pm. We are staffed Monday to Friday, from 8:30am to 5pm for you to come and talk to about any issues you may be experiencing.

Centre for Wellbeing

The Centre for Wellbeing is there if you would like to talk through a personal, emotional or psychological issue.

wellbeing.surrey.ac.uk/centre-for-wellbeing

Centre for Religious Life and Belief

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. More details can be found at: campus surrey.ac.uk/faith-and-spirituality/meet-chaplains

Conditions of Residence



A

Abandoned property

You may not leave personal property behind anywhere in our accommodation after vacating your room. House keeping can not take responsibility for items left behind after rooms are vacated. 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 7 days' 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 accommodation fee

We do not collect deposits, however all residents are required to pay an advanced accommodation fee of £250. This will be credited to your accommodation fee invoice after you move in. If you do not move in, the advance accommodation fee payment will be

used to offset any loss of accommodation fee 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.

B

Broadband (ResNet)

ResNet provides fast and convenient internet access direct to your university accommodation, 24 hours a day.

To connect, complete your online course registration at: sits.surrey.ac.uk.

Once the course registration has been completed, you'll be able to connect to the internet.

Use the eduroam network (campus wide wi-fi) for your mobile phone and laptop to ensure uninterrupted connectivity when you move between your university accommodation and campus.

In your university accommodation please use RESNET_WIFI to connect your games consoles and smart devices.

Set up instructions are here:
it.surrey.ac.uk/connecting-internet.

All bedrooms have free broadband access. This service is subject to an Acceptable Use Policy, which can be viewed at:
accommodation.surrey.ac.uk/resnet

If you have any problems with this service please complete the ResNet support form:
surrey.ac.uk/form/resnet-support-form

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

Bicycles

You are welcome to bring a bicycle with you. There are lockable bicycle stores available in each court of residence. The campus Receptions can provide you with a key to the bicycle storage points. In communal storage points, personal bike locks are advised. It is not allowed for bicycles to be stored inside accommodation buildings.

E-scooters are not permitted on campus or inside residential buildings.

Business use

Whilst we love to hear about our students having entrepreneurial spirit, please note you are not allowed to operate your business in, or from, your accommodation.

This is carefully managed by our Security team to ensure the safety of residents.

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.

So once a week, give the floor a hoover and your sides a wipe. Maybe even consider an air freshener!

C

CCTV

CCTV is installed in some areas of the residences for your security and safety.

Council Tax

Good News! If you're a full-time student living in university accommodation, you're exempt from Council Tax. Residents of family and studio accommodation may be liable to pay council tax depending on the size of the accommodation and the circumstances of the family. If council tax is payable it will be charged with your accommodation fees. For more information on council tax see our website: surrey.ac.uk/accommodation/prices-and-payment/council-tax

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

D

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 may not install any of your own fixtures and fittings in any area of your residence. Items such as adhesive backed coat hooks, mirrors and LED light strips cause damage to paintwork and furniture, you will be charged for making good of any damage caused as a result.

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. If you do not return your key by 12 noon, you may continue to be charged accommodation fees until you do. 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 Friday 2nd December 2022, you can advise Accommodation Services of your intentions. Please note that you will be liable for the payment of your room accommodation fees up to Saturday 28th January 2023 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 Friday 2nd December 2022, 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 Friday 2nd December 2022.

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 accommodation fees 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 drugs (such as illegal drugs, psychoactive substances, legal highs and nitrous oxide cannisters) in student residences.

Students found to be using or in possession of any illegal drug, including cannabis, psychoactive substances (legal highs) and nitrous oxide cannisters, or who allow illegal drugs into their rooms, will be subject to disciplinary action. This may include 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 residence (see Misconduct).

The University will inform the police and pass on details of any student suspected of any involvement in possessing or dealing drugs. Students found guilty of dealing 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

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.

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.

Energy efficiency

The University has a target to be net zero carbon in scope 1 + 2 emissions by 2030. The Sustainability Team is actively working to improve the University's energy efficiency to meet this target. Please support us in our goal by switching off lighting and turning off taps and showers after use.

F

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.

G

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. 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.

You can also book guest rooms with Accommodation Services.

H

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. You are not permitted to access out-of-bounds areas such as a roof areas.

Heating

Controls for heating and hot water are automatic. To ensure a comfortable room temperature, rooms will not be heated beyond 22°C. You will have the ability to make some adjustments to the temperature in your

room depending on the building by using a thermostat or the valve on each radiator. 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 the heating is switched off overnight between 10 pm and 6 am to provide a more comfortable temperature for sleeping. In some of our older buildings, the heating will be kept on but at a lower temperature to achieve the same result.

As the daytime temperatures increase in late spring, the room heating will be disabled if the outside temperature is above a predefined limit. The system will automatically turn on should the temperature be unseasonably cold.

During the colder months, the heating is affected by these limits.

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 health and safety risk. If you feel that your room is too hot or too cold, please report this to the Estates and Facilities Helpdesk using the details at the back of this booklet on page 35.

I

Insurance

The University accepts no liability for any loss of, or damage to, your personal belongings. However, contents insurance is included in your accommodation fees. 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](http://cover4insurance.com/insurance-products/block-halls/surrey-university)

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.



K

Keys, locks and lockouts

You will be charged if you lose or damage your room key, or if you fail to return it when you vacate your room.

A charge of £75 will be made if a lock change is necessary. Residents must not change locks or add locks or alarms to their room or buildings.

If you need a replacement key please visit either Stag Hill Reception 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 against residents for repeated lockouts.

Kitchen equipment

A fridge, freezer or fridge-freezer (shelf space divided between residents, not one shelf per student), electric kettle, cooker, microwave, toaster, 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.

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 overseen by the University. The only exception is Bellerby Court which is overseen by A2 Dominion. A wash service costs £2.50 and to dry an average load, the cost is £1.50 for 60 minutes.

You will need your campus card to access the laundrettes. Machines are operated either by a mobile app or top-up card system. A card dispenser is located on the ground floor of the library (outside Simply Fresh).

To set up the mobile app visit:
circuit.co.uk/mobile-app

Instructions for use of the laundrette are displayed at each location. Breakdowns or faults can be reported directly to Circuit on **+44 (0)8000 924068**. For more information please visit: circuit.co.uk

L

Laundry facilities

Self-service laundrettes for residents are provided at:

Stag Hill

- AA Building (ground floor)
- Cathedral Court

Hazel Farm

- Hamilton Drive
- Hamilton Place

Linen and bedding

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

- Bring your own duvet, duvet cover, pillows, pillowcases and sheets with you (approximately 190cm by 90cm for all single rooms)
- Buy a bedding pack from the University prior to your arrival (which includes all the items listed above which are delivered to your room before you move in).

Packs can be purchased at:

store.surrey.ac.uk

Litter clearance

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

M

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 OSCAR and Security staff.

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.

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 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

N

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

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.

P

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 unless you have been approved for a parking permit, by the Disability and Neurodiversity team, on disability or medical grounds

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

Only ADUK registered dogs are allowed.

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.

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**
- Millennium House **GU2 7JN**
- Stag Hill Court **GU2 7JG**
- Surrey Court **GU2 7JW**
- Twyford Court **GU2 7JP**
- University Court **GU2 7JN**

General letters are sorted and put into the post boxes in the Post Room at Central Distribution. These letters can be collected between 8am and 5pm, Monday to Friday. If you intend to receive letters with valuables, we strongly advise that you arrange a recorded delivery.

Parcels go to the Post Room at 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 35.

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) or live animals (such as meal worms).

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. At Stag Hill they can be found outside the Students' Union (Piper), Teaching Block (Class) and inside the Austin Pearce Building (Quek). At Manor Park they are outside block B (Chicory), block Q (Clark) and block R (Conting). At Hazel Farm on Hamilton Drive (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

R

Recycling and waste collection

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 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.

Please note that general waste and recycling is collected in the same bin because they are SEPERATED off site to ensure all recyclable items are recycled.

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

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 next page, our **The University is committed to reducing its environmental impact and improving its resource efficiency.**

S

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 and communal areas.

Smoking and vaping is only permitted in designated areas and these are clearly labelled on our sites.

campus.surrey.ac.uk/smoking-campus

Social gatherings

University residences and surrounding areas aren't suitable for large social gatherings, including parties.

Why not look at some of our catering spaces for large parties?

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, this includes letting others live with you. Failure to comply with this regulation will result in disciplinary action being taken. Please see the 'misconduct' section for more details.

Summer vacation residence

You can apply for residence during the summer vacation. Applications can be made online from early May. Further details can be found at: surrey.ac.uk/accommodation/summer-vacation-rooms

Holiday periods

Your accommodation fees include any holiday periods that fall during your licence agreement, for example a standard undergraduate licence includes the winter and spring vacations. Whilst this means we do not offer reduced accommodation fees during these vacations it also means you have the choice of where you spend your vacation time.

T

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.



Security, health and safety



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

It is against the law to interfere with or misuse anything provided in the interests of health and safety, including fire detection systems, fire alarms and 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.



Security, health and safety



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. 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 and if safe to do so. 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.

Security, health and safety



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 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 practices are arranged during your first semester. You are required to cooperate with the instructions of university staff during practice evacuations.

If you are disabled or have a medical condition that could affect your ability to safely evacuate the building, please contact the Disability and Neurodiversity team at disability@surrey.ac.uk and ask about arranging a Personal Emergency Evacuation Plan (PEEP).

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 records are displayed in relevant buildings, if you require an individual copy, please email the Accommodation Office.



Security, health and safety



General 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
- If your room has been vacant for a while (e.g. after a holiday), we recommend you run any taps and your shower for around 2 minutes. This will flush through any stagnant water in the system.
- You must not access roof or other out-of-bounds areas.
- Bicycles, e-scooters, additional furniture or other large items may not be brought into residence buildings; items must not be stored in communal areas, corridors or stairwells as they obstruct access or egress 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 (e.g. nitrous oxide cannisters), New Psychoactive Substances, formerly called legal highs, laboratory equipment, any explosive materials, fireworks, shisha or hookah pipes.
- If you are unsure whether an item is prohibited, please contact the Accommodation team to check before bringing it onto campus.
- You may not bring weapons, 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 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.

Policies



Accommodation for disabled students

There are study bedrooms designed for disabled students within most of our courts of residence. These include rooms for wheelchair users, deaf students and for students who require additional space for disability-related or medical equipment.

Some students will also require a room in a particular location or with certain features, such as an en-suite bathroom, due to a disability or medical condition.

We recognise that some disabled students will not be able to attend university unless they are provided with suitable university accommodation. Accommodation Services will consider applicants recommended by the Disability and Neurodiversity team in accordance with university policies and subject to suitable accommodation being available.

If you have significant requirements, we recommend you contact the Disability and Neurodiversity team to discuss your needs and to arrange a visit to view the facilities before you move in. We also have access guides which you can view on the **AccessAble website**.

Phone: **+44 (0)1483 689609**
Email: **disability@surrey.ac.uk**

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



Policies



Application procedure

You can apply for accommodation from February each year via ams.surrey.ac.uk.

New undergraduate students can expect to receive the outcome of their application in late August. Returning students will be informed by mid-March.

Postgraduate students that have firmly accepted their offer and made the course deposit payment are confirmed a place during August and September.

Further details can be found on:
accommodation.surrey.ac.uk

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/oscar

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 accommodation fees 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.

Please read our Conditions of Residence carefully – you can find them on pages 10 to 20 of this guide.

Paying for your room



When you need to pay

We will send your invoice for accommodation fees to your University of Surrey email account within 14 days of your arrival. The invoice will show the total due for your stay and if you are staying more than 15 weeks it will show you the instalments you pay in and the pay by date for each instalment.

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 accommodation 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:

Paying by instalments.

Your invoice will show the instalment amounts and pay-by dates.

Contact Accommodation Services if you have not received your invoice within 14 days of arrival, or have a query regarding the accommodation fees 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.

Useful contacts

Accommodation Services

MySurrey Hive
E: accommodation@surrey.ac.uk
T: +44 (0)1483 682466

facebook.com/SurreyResidenceExperience
Twitter: @LifeAtSurreyUni

Central Distribution

For postal and parcel enquiries
E: central-distribution@surrey.ac.uk
T: +44 (0)1483 689095

Open Monday to Friday (8am - 5pm)

Finance

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

Facilities Helpdesk

For reporting maintenance issues
and requesting repairs
surrey.ac.uk/reportrepair

For housekeeping enquiries
E: housekeeping@surrey.ac.uk

For maintenance queries
E: ecfshelpdesk@surrey.ac.uk

Open Monday to Friday 7am to 5pm

In case of an emergency contact
our facilities helpdesk on:
+44 (0)1483 689230.

Disability and Neurodiversity team

Support service for disabled
students, neurodivergent students
and students with long-term medical
conditions

E: disability@surrey.ac.uk
T: +44 (0)1483 689609

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: ITServiceDesk@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 for social and study use
everyday day from 8.30am - 11pm.

Please note, MySurrey Hive is
staffed Monday - Friday, 8.30am -
5pm or contact us directly through
our Live Chat: my.surrey.ac.uk/hive

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 8pm.
Saturday from 9am to 5pm.
Closed on Sunday. (24-hour
Security presence)

Manor Park Reception

Manor Park, Bellerby Court
E: manorpark.reception@surrey.ac.uk
T: +44 (0)1483 686995/6993

Open Monday to Friday 8am to 8pm.
Saturday from 10am to 6pm.
Closed on Sunday. (24-hour
Security presence)

Hazel Farm

Accommodation Services
E: staghill.reception@surrey.ac.uk
T: +44 (0) 1483 300800

Peer Support Service

E: peersupport@surrey.ac.uk
surrey.ac.uk/peersupport

Report + Support

reportandsupport.surrey.ac.uk

Security

Available everyday 24/7.
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/report

Residential Life Service

E: reslife@surrey.ac.uk
surrey.ac.uk/reslife

Centre for Wellbeing

E: centreforwellbeing@surrey.ac.uk
T: +44 (0)1483 689498
surrey.ac.uk/wellbeing