UNIVERSITY OF SURREY

RESIDENTS' GUIDE 2016–2017

Incorporating the Conditions of Residence

CONTENTS

Welcome 4

Customer Charter 6

Management 8
Accommodation Services 8
Estates and Facilities Management 8
Cleaning 8
Court Reception 9
Maintenance 9
Security 9
Finance 10
IT Services 10
Student Support Services 10
Mentoring 10
Wardens 10
Housing Associations (Bellerby Court, International House & Millennium House only) 11

A–Z Information 12
Broadband (ResNet) 12
CCTV 12
Childcare 12
Energy Efficiency 12
Heating 12
Insurance 12
Kitchen Equipment 13
Laundry Facilities 13
Linen and Bedding 13
Litter Clearance 13
Locks and Keys 13
Mail and Parcels 14
Personal Belongings 14
Refuse Collection and Recycling 15
Religious Texts 15
Snow/Ice Clearance 15
Repairs 16

Security, Health and Safety 17
Emergencies 17
Electrical Safety 18
Fire Safety 18
Gas Safety 18
General Health and Safety 19

AMONG THE **TOP 10 UNIVERSITIES IN THE 2016** GUARDIAN LEAGUE TABLE, THE UNIVERSITY OF SURREY IS THE **SECOND-CHEAPEST PLACE TO LIVE** AND **OFFERS THE MOST AFFORDABLE SINGLE ROOMS**

Policies 20
Accommodation for Students with Disabilities 20
Allocation Policy 21
Application Procedure 21
Complaints 21
Contractual Relationship 21

Paying for your room 22

Conditions of Residence 24
Abandoned Property 24
Access to Your Accommodation 24
Arrival 24
Bicycles 24
Business Use 24
Cleaning 24
Council Tax 25
Damage 25
Data Protection 25
Departure and Giving Notice to Leave Early 26
Deposits 26
Drug Misuse 26
Electoral Registration 27
Electrical Appliances 27
Furniture 27
Guests 27
Health and Safety 27
Inventory 27
Keys and Locks 27
Misconduct 28
Noise 28
Parking 30
Parties 30
Pets 30
Posters 30
Rent 30
Room Changes 31
Security of Rooms and Property 31
Single Sex flats/floors 31
Smoking 31
Sub-letting of Rooms 31
Summer Vacation Residence 31
Television 31

Useful Contacts 32

WELCOME

Dear Resident,
Welcome to your new home!

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

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

All our accommodation is managed in accordance with the UUK Code of Practice for the Management of Student Housing. Further details relating to the code can be found at:
www.uukcode.info

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

The Accommodation Services team

residential support

YOUR RIGHT TO A QUALITY HOME

THE STUDENT ACCOMMODATION CODE

ACCOMMODATION SERVICES CUSTOMER CHARTER

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

Vision

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

Aim

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

What you should expect from us:

As our customer you can expect Accommodation Services to:

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

In providing our services we value:

- Meeting the needs of our community
- The diversity and individuality of people
- The professionalism of our staff
- Effective communication, including your feedback on our services
- Our approachability

A comfortable room

All rooms are carpeted with a bed, desk, chair, shelves, wardrobe and curtains. Most standard rooms have a wash basin. En suite rooms have their own toilet, shower and wash basin. All rooms benefit from our free ResNet service which provides fast and efficient broadband.

A well-equipped cooking area

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

A clean place to live

We'll clean all communal areas weekly. And we'll provide you with a vacuum cleaner, mop and bucket and dustpan and brush to use in the intervening period, if you need to.

A prompt maintenance and repair service

We'll deal with maintenance issues promptly and efficiently. Every job will be allocated emergency, urgent or routine status according to its severity. All faults can be reported online.

How you the customer can help us meet our service standards:

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

- Inform us as soon as possible of any issues you may be encountering – reporting faults online
- Contact us by email or through a personal visit in the first instance
- In all correspondence quote your Student/ Staff number
- Give as much information as possible regarding your situation and requirements.
- Read and understand your responsibilities under the terms and conditions of The Residents' Guide
- Update us with any changes in your status that may affect your accommodation needs/ requirements
- Be respectful of your fellow residents

MANAGEMENT

Your accommodation is managed by a University-wide team to ensure you receive a professional service in all areas of your accommodation experience.

Accommodation Services

» Accommodation Services takes overall responsibility for your accommodation, so if you are unsure of whom to talk to or have feedback relating to your experience in accommodation, please contact us. The Accommodation Office is open Monday to Friday from 10am to 5pm and is located in the Philip Marchant Building, Stag Hill campus.

Accommodation Services has day to day responsibility for:

» Receiving all accommodation applications, the allocation of rooms and room transfers
» Invoicing you for your accommodation
» Providing information on renting in the private sector, providing up-to-date information on houses/rooms available in the private sector via **surreystudentpad.co.uk**
» Management of houses in the Property Managed Scheme
» Management of the Reception at Manor Park

Estates and Facilities Management

Estates and Facilities Management (E&FM) are responsible for the management of Court Receptions on Stag Hill Campus, delivery of mail (see A-Z Information for further details), cleaning services and all maintenance.If you live in Bellerby Court, International House or Millennium House your Housing Association will be responsible for these services. For all queries relating to these services, please contact your Court Reception. If you are in private accommodation, please contact your landlord directly.

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

Cleaning
Cleaning is carried out in the communal areas of the Courts, e.g. stairwells, corridors, shared kitchens and shared bathrooms. The cleaning schedule will be displayed in your kitchen. Any queries relating to this service should be made to your Court Reception in the first instance.

“It wasn’t the beautiful campus that impressed me the most about Surrey, nor was it the breathtaking landscapes that surround it or the proximity to London ... what really drew me in was that no matter how culturally diverse or scarily new it all was, Surrey felt like home.”

Em Bollon
Former President, Students’ Union

Court Reception
The Reception is the centre for most Courts. This is where you can:

» Collect post and parcels. On stag Hill Campus courier parcels will be delivered to Central Distribution for residents to collect. At Hazel Farm and Bellerby Court post and parcels will be delivered directly to your accommodation
» Report any issues relating to your cleaning service
» Seek support for ResNet via a ResNet Advisor
» Make general enquiries in relation to your accommodation

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

Maintenance
Maintenance is carried out by University staff or approved contractors used to working in the Courts. Requests for repairs should be made online (see Repairs for further details). If you have an emergency situation (i.e. flood, no power) please contact your Court Reception; if they are closed requests can be made to the 24-hour Security Office in Senate House.

Security
There are Security staff on duty 24 hours a day at the main Campus Security Team on the ground floor of Senate House. Manor Park also has a Security Team on duty 24 hours, that can be contacted by calling the main campus office on 2002. Hazel Farm has regular mobile and foot patrols.

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

If you have an emergency the Security team can be contacted by phoning:
+44 (0)1483 683333.

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

Non-urgent calls to the 24-hour Security Office should be made to:
+44 (0)1483 682002.

Finance

The Student Finance Team are responsible for the collection of your rent. They also provide guidance should you experience difficulty in making payments. They are located within the Student Services Centre and can be contacted via email: **student-receivables@surrey.ac.uk**

IT Services

» Manage the broadband (ResNet) service within your accommodation
» Provide support for all of the above via ResNet Advisors who can be booked via your Court Reception

Student Support Services

Student Support Services bring together a range of support services to help you throughout your time at University. Full details can be found at:
surrey.ac.uk/currentstudents

Our Warden and Mentoring Teams are a key part of the residential support available.

> Given the high placement in the league tables and excellent travel links to London, the University of Surrey halls of residence really is value for money. With all the bills included, it really is a huge worry off your mind, allowing you to enjoy the full university experience.

Lauren Whatley
BSc Accounting and Finance

Mentoring

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

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

On the accommodation poster in your kitchen you'll find details of who your Mentor is and how to contact them. You can also find out more and request a visit by contacting the Student Life team via **surrey.ac.uk/mentoring**. See page 33 of this guide for further contact details.

Wardens

Wardens are members of University staff who live permanently in the residences with their families to help support the residential community. Wardens are here to help you get the most out of your student life at Surrey. Your Warden is a good point of contact if you need some help or advice about any aspect of life in your Court. Wardens are also here to ensure all residents maintain reasonable behaviour.

For non-urgent issues you can arrange to meet your Warden by emailing the Wardens' court address (see page 32 for your court's email address). For any urgent matters, please contact Security. They will contact a member of the Wardening team immediately. Further details can be found online at:
surrey.ac.uk/wardens

Other Support Services

Student Services Centre,
Student Information Desk
01483 68 68 68
surrey.ac.uk/ask
facebook.com/surreystudent
twitter.com/surreystudent

The Centre, located in Hall Complex opposite Senate House, is your first-stop shop for information, advice and guidance on the matters below:

» Student Registry
General administration and support

» Student Money
Scholarships/bursaries, funding problems/ delays, budgeting, discretionary hardship funds

» International Student Support
Support & visa issues

» Finance Receivables
Problems with paying for fees/accommodation

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

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

The Chaplaincy Service
Located in Surrey Court.

Housing Associations

Bellerby Court, Millennium House and International House are cleaned and maintained by the Housing Associations who manage these buildings. If you require further details please contact Accommodation Services.

David Carey, Senior Warden, shares his experiences:

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

A–Z INFORMATION

Broadband (ResNet)

ResNet your free connection to the Internet, 24 hours a day. To connect via any laptop or PC with web access, use your log-in (your University number) and password (your date of birth in the format dd/mm/yyyy) at: **http://activate.surrey.ac.uk**

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

If you have any problems with this service please contact your Court Reception.

CCTV

CCTV is installed in some areas of the Residences for your security and safety. This is carefully managed by the University Security Department to ensure the privacy of residents.

Childcare

The University provides the Campus Kids Day Nursery, a professionally-run facility located on the Manor Park Campus.

For more information, see: **kidsunlimited.co.uk/nurseries/campus-kids-guildford/**

Energy Efficiency

The University takes energy efficiency and environmental issues very seriously. Residents are urged to be responsible in their consumption of energy and water by switching off lights and electrical appliances and by turning off taps and showers after use.

Heating

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

In order to conserve energy and reduce carbon emissions it is University Policy to maintain a normal maximum temperature for any residence at 21 degrees Celsius during the day and evening. In most buildings heating is switched off during the night from approximately 2am – 6.30am. Central heating is normally operated from 1 October to 1 May when the external daytime temperature is below 18 degrees Celsius.

Insurance

The University accepts no liability for any loss of or damage to your personal belongings. Your belongings will be covered by a block insurance policy provided by Endsleigh Insurance. This provides limited cover for loss or damage to your belongings if you have taken reasonable steps to keep them secure. You are advised to check the policy to ensure that the cover provided is adequate for your needs: **www.endsleigh.co.uk**

Kitchen Equipment

A fridge, freezer (or fridge-freezer), electric kettle, cooker, microwave, toaster and iron are provided in each kitchen but you must provide your own cooking utensils, crockery and cutlery. Please note the regulations for any personal cooking equipment (see page 18).

All cooking appliances (cookers, hobs, microwave ovens, toasters and kettles) are electric. Cookers and hobs have rotary knobs for the radiant rings, grill and oven. Please ensure that you switch off when you have finished using the cooker or hob. When you clean the cooker or hob always ensure you turn off the electrical supply by using the nearby red switch.

Laundry Facilities

Self-service launderettes for residents are provided at:

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

A wash costs £2.10 to £3 and to dry an average load costs approximately £1.10 to £1.50. All of the machines are operated by a 'top up card' system. Cards are available from machines located at the launderettes and the reception at Manor Park. For more information please visit: **circuitgroup.com**.

All launderettes are operated by Circuit Launderette Services. Breakdowns or faults can be reported direct to Circuit on **0800 092 4068**. Instructions for use of the launderette are displayed at each location.

Linen and Bedding

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

- Bring with you a duvet, duvet cover, pillows, pillowcases and sheets to fit a single bed (approximately 190cm x 90cm for all single rooms)
- Purchase a bedding pack from the University prior to your arrival (which includes all the items listed above and will be delivered to your room before you move in)

Packs can be purchased at: **http://store.surrey.ac.uk**

Litter Clearance

The paths, steps and grounds around the residences are routinely swept and litter removed. Residents are expected to behave responsibly and avoid dropping litter. Cigarette butts should be disposed of in the cigarette bins.

Locks and Keys

On arrival you will be given a key to the door of your floor or flat, and for your bedroom. For your security and safety, always lock the door of your bedroom when you go out. You should also be sure to lock your floor/flat front door to keep your home secure. Your key must never be given out to anyone.

If you lock yourself out or lose your keys, please report to your Court Reception (or Security if they are closed). Please note, there is cost of £20 for lost or broken keys and key fobs. The university expects no more than three lockouts requiring assistance in any academic year.

Bus Passes

Bus passes are issued free of charge to students living at Hazel Farm. A charge of £20 will be made for lost or damaged Bus passes.

Mail and Parcels

Stag Hill Campus Residents
Royal Mail items are delivered to Court receptions during the morning, Monday to Friday, and are available for collection by residents in the afternoon. Courier items are delivered to Central Distribution.

Manor Park
All mail items are delivered to Manor Park Reception, Monday to Friday. Emails will be sent to residents when post is ready for collection.

Hazel Farm and Bellerby Court residents
All mail items are delivered direct to houses.

General
No mail is delivered to the University on Saturday, Sunday, Public Holidays and University closure days.

If your Court Reception receives an item requiring a signature, you will receive an email to your University account advising you to go to your Reception with your student ID card to collect the item.

After students have left University accommodation, any uncollected mail will be returned to sender (where possible). When leaving University accommodation, we recommend you set up a mail redirection to your new address online:

royal mail.com/personal/receiving-mail/redirection

Envelopes containing valuables may be liable to being stolen from Court reception post racks. If you intend to have such items delivered, we strongly advise that you arrange for them to be sent by recorded delivery.

We would recommend the use of your student number to ensure mail reaches you in a timely fashion.

» Stag Hill campus residents' mail should be addressed with the name of your Court, flat and room number, followed by University of Surrey, Guildford and the following postcode:

Battersea Court	GU2 7JQ
Cathedral Court	GU2 7JH
Guildford Court	GU2 7JL
International	GU2 7JL
Millennium	GU2 7JN
Stag Hill Court	GU2 7JG
Surrey Court	GU2 7JW
Twyford Court	GU2 7JP
University Court	GU2 7JN

» Manor Park residents' mail should be addressed to your full name, flat, room number, road name and block name Manor Park Student Village, Guildford GU2 7YW

» Hazel Farm residents' mail should be addressed with the house and room number, road name, Worplesdon, Guildford, and the following postcodes:

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

» Bellerby Court residents' mail should be addressed with the flat and room Number, Name of House, Rosalind Franklin Close, Guildford GU2 7XR

Residents are advised not to use the University postcode (GU2 7XH) for personal mail.

Personal Belongings

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

Refuse Collection and Recycling

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

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

If you live in a family flat, you are responsible for removing your refuse to the collection points. Recycling bins for paper, cardboard, glass and tins are provided at central points outside residence buildings.

Religious Texts

In a number of our rooms you'll find a gift of a bible given by Gideons International. If you do not have a copy and would like one, please contact the Chaplains: **chaplaincy@surrey.ac.uk**.

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

If you wish to discuss any religious matters or are interested in reading other religious texts, please contact the Chaplains: **surrey.ac.uk/chaplaincy**

Snow/Ice Clearance

The University Estates and Facilities Management Department is responsible for dealing with snow and ice clearance.

In winter weather conditions, the paths and steps round the residences will be gritted and snow and ice cleared, if necessary and possible.

If there is significant snowfall, announcements will be made on the University's website to inform you of any special arrangements: **surrey.ac.uk/alert**.

Repairs

Faults must be reported as outlined in the table below.

If you report a fault in your accommodation, you give permission for Maintenance Staff to enter to rectify the fault and you do not need to be present when they attend.

As outlined in the table below, Maintenance Staff prioritise work according to its Repair Response Classification and always aim to resolve faults in a timely manner.

A Maintenance Calling Card will be left by Maintenance Staff once work has been completed. If you feel the reported fault has not been resolved to your satisfaction, you can add your comment to the card and leave it at your residence reception, or email it to: **efmenquiries@surrey.ac.uk**

We endeavour to carry out planned inspections and maintenance of buildings so as to minimise inconvenience to residents. We will normally give notice of any planned work approximately a week before it is carried out. In an emergency, for example a fire or flood, we may need to enter your accommodation without giving notice.

TYPE OF FAULT	REPORTING METHOD	REPAIR RESPONSE CLASSIFICATION
Gas Leak, dangerous electrical equipment/ installation, lift entrapment etc.	In person at: **Your residence reception** or when reception is closed By phone to: **Security on 01483 683333 (3333)** Lift Entrapment: **Use alarm/phone in lift.**	These faults are classified as **EMERGENCY** to ensure they are resolved with a minimum of delay. **We aim to respond and, where necessary, 'make safe' within 12 hours and resolve the fault within 3 days.**
Water leak, blocked drains, loss of heating/hot water, loss of electrical power/lighting, key/ lock failure, broken glass/glazing etc.	In person at: **Your residence reception**. Or when reception is closed By phone to: **Security on 01483 682002 (2002)**	Although these faults are not classified as emergency their classification as **URGENT** will ensure they are resolved as quickly as possible. **We aim to respond within 24 hours and resolve the fault within 7 days.**
Faulty showers, toilets, taps, lighting, electrical appliances, doors and windows, and noisy heating systems etc.	Online at: **surrey.ac.ukreportrepair**	Although these faults are classified as **NON-URGENT** investigation and resolution will take place as quickly as possible. **We aim to respond within 3 working days and resolve the fault within 10 working days.**
Decoration, fixtures and fittings/furniture repairs, uneven paths/ roads, structural defects etc.	Online at: **surrey.ac.ukreportrepair**	These faults are classified as **ROUTINE**. **We aim to respond within 20 working days and resolve the fault in line with our established routine maintenance programme.**

SECURITY, HEALTH AND SAFETY

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

It is an offence in law to interfere with or misuse anything provided in the interests of health and safety, including fire-detection systems, fire alarms and fire-fighting equipment. The University will take disciplinary action against any resident found to be endangering the welfare of other residents or members of the University community.

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

Emergencies

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

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

At Hazel Farm and Bellerby Court please call **999** for the Ambulance Service, Fire Brigade or Police. As soon as possible afterwards, please contact University Security to inform them that the Emergency Services have been called.

Electrical Safety

All electrical supplies in the Residences operate at 230 volts and if used incorrectly can give fatal electric shocks. Faulty or damaged electrical equipment can also cause fires.

The electrical equipment provided by the University is routinely checked to ensure it is safe. If you bring electrical equipment into the residences it must be in good condition and be fitted with a UK 3-pin plug with a fuse. Continental two or three-pin plugs and adaptors should not be used. The University reserves the right to remove, without warning, electrical appliances it deems to be unsafe or appliance leads that are not CE or BS kite-marked.

For your own safety and that of your fellow residents, you must stop using equipment immediately if you notice the following danger signs:

- Plugs or wall sockets which are overheating or are scorched or cracked
- Cables or wires which are loose, exposed or fraying
- A burning smell when appliances are switched on
- Fuses which blow frequently.

If you are concerned about any of the electrical installations or appliances in your Residence, please speak to your Court Reception.

Fire Safety

If you find a fire, sound the alarm immediately by hitting the nearest red alarm call point - they are usually near the entrance to your flat/floor.

A loud continuous electronic siren **anywhere in the University** triggers a fire evacuation, you and any guests must leave the building immediately and go to your designated assembly point or Court Reception if directed to do so. You must only return to the building when a Fire Officer or Security Officer instructs you to do so. The University considers a failure to evacuate satisfactorily to be a disciplinary offence.

The fire-fighting apparatus is supplied for use only in an emergency. If you do have to use this equipment, please report this to your Court Reception as soon as possible so it can be replaced. Tampering with any fire-safety equipment (misuse of fire alarms, propping open fire doors, covering smoke detectors, and so on) is a serious offence. Any resident found misusing safety equipment will be fined, may be required to leave the residence and could be reported to the police for criminal investigation.

Fire-evacuation practices are arranged during the First Semester. You are required to co-operate with the instructions of University staff during practice evacuations. If you have a disability, the University Fire Safety Officer will advise you about safe evacuation in the event of a fire. Please note that fire escapes/exits should only be used in emergencies.

Nearly all the fires in student housing start in the kitchen, and most involve cooking. 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 other medication

Gas Safety

If you smell gas, report it immediately to University Security. Dial: **3333** (from any University phone) or **+44 (0)1483 683333** (from external lines and mobile phones)

Gas appliances in the Residences are serviced and safety checked annually by 'Gas Safe' qualified contractors. Landlords Gas Safety Certificates are displayed in relevant buildings and are also available to view by prior arrangement at the Accommodation Office.

General Health and Safety

- If you have an accident, a 'near miss' or you spot a safety hazard, you should report this to your Court Reception or to Accommodation Services or University 24-hour Security Office
- All accidents must be formally reported on a University Incident Report Form
- Bicycles, additional furniture or other large items may not be brought into Residence buildings; they must not be stored externally where they obstruct access to doors or stairs
- You must not obstruct doors, corridors, stairs or communal areas
- You may not burn candles, joss sticks or use naked flames or 'hookah' pipes in Residences
- The use of candles or other naked flames in University accommodation is prohibited
- Residents are not allowed to bring into the Courts any substance or equipment which might be hazardous to health or safety, (such as petrol, solvents, Nitric Oxide Synthase (NOS), so-called legal highs, laboratory equipment, etc)
- You may not bring weapons or replica weapons into the Courts, including guns, air guns, swords and knives

Residents who have children are responsible for their safety whilst in University buildings. English Law does not specify a particular age at which a child can be left unsupervised, but parents may be prosecuted if they leave a child alone 'in a manner which is likely to cause unnecessary suffering or injury to health' (Children and Young Persons Act 1933).

University residences should be regarded as high-risk areas for young children. Babies and toddlers should never be left alone in any circumstances.

University staff have the right to carry out their duties without fear of intimidation and abuse. Such behaviour, directed at staff, is a very serious offence and will lead to disciplinary action.

POLICIES

Policy for Accommodating Students with Disabilities

There are study bedrooms designed for students with disabilities and other special needs within most of the Courts of Residence. These include rooms for wheelchair users, deaf students and for students whose disability requires additional space for special equipment.

The University recognises that in exceptional cases students who are severely disabled or suffer from mental-health disability or severe medical impairment could not attend University unless they are offered University accommodation. Accommodation Services will consider applicants recommended by Centre of Wellbeing or the Disability Coordinator in accordance with University policies and subject to suitable accommodation being available.

Students with significant special needs are advised to visit our campus prior to arrival to discuss their requirements and view the type of facilities available.

The existence or pre-existence of disorders that are well controlled and have responded to medical treatment, even though there is a continuation of medical treatment, does not necessarily constitute grounds for University accommodation. Examples of conditions not normally considered are urinary tract infections, irritable bowel syndrome, asthma, dyslexia, eczema, well-managed diabetes or epilepsy.

Allocation Policy

The 'Accommodation Allocation Policy' is reviewed annually by the University in conjunction with the Students' Union. Changes of the policy are recommended to the Executive Board which normally decides the policy in December.

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

Application Procedure

New students are invited to apply for accommodation from March each year. Undergraduate students have places confirmed during August and September. Postgraduate students have places confirmed after the University receives an agreed proportion of your course fees, usually during August and September.

The majority of applications are made using an on-line system and confirmations of allocation are emailed to you.

Eligible returning students are able to apply for accommodation online during March. Details can be found online at:
surrey.ac.uk/accommodation

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

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. A response will normally be given in 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/currentstudents/study/complaints_appeals/

Contractual Relationship

Students living in University-owned / managed accommodation are licensees. Your licence is granted because of your intention to follow a course of study at the University. If you cease to follow a course of study at the University you will be required to leave your residence.

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

When you apply for accommodation you have to agree to abide by the 'Conditions of Residence' set out below. These are an important part of your licence agreement or tenancy.

Please read the Conditions of Residence carefully, pages 24 to 31 of this guide.

PAYING FOR YOUR ROOM

When do I need to pay for my room?

We will send you an invoice by email to your University Email Account within 14 days of arrival. This will show your Pay-by date.

What should I do if I do not 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 the Accommodation Services (details are at the back of this booklet).

How do I pay my Residence Fees?

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

Method 1:
Pay in full by the "Pay by" date shown on page 1 of your invoice by card on our website: **surrey.ac.uk/accommodation/payment**

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

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

Please see the back of this booklet for contact information.

CONDITIONS OF RESIDENCE

The Conditions of Residence are the rules and policies of residence. When you accept your accommodation you agree to abide by the Conditions of Residence and these are an important part of your licence agreement or tenancy (see Policies/Contractual Relationship).

The University reserves the right to introduce such changes to the Conditions of Residence as may be necessary or desirable.

Abandoned Property

You may not leave property behind anywhere in the Court after you vacate your room. If any property is found in or about your room after you have left (including property left in or around any other part of the University, such as cycles in Court cycle sheds) then the University may dispose of such property in the manner it finds appropriate.

Access to Your Accommodation

If you report a fault inside your bedroom or flat, you give permission for maintenance staff to enter and rectify the fault. If we need access to your accommodation to carry out routine maintenance or inspections, for example annual electrical-equipment testing, we'll give you at least 48 hours' notice of when this is due to happen. In an emergency, for example a fire alert or flood, we may enter your accommodation without giving notice.

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

Arrival

Arrival instructions will be sent to you via 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 International Orientation Programme.

Bicycles

Bicycles may not be brought into Residence buildings. There are lockable bicycle stores available in each Court of Residence.

Business Use

Residents may not operate a business in or from University accommodation.

Cleaning

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

Residents of family flats are responsible for removing waste to external collection points.

The University reserves the right to charge residents for excess cleaning if hygiene and cleanliness fall below a reasonable standard in bedrooms and/or communal areas. The accommodation is inspected prior to departure and residents will be charged for excess cleaning.

Council Tax

Full-time students living in University residences 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'll be held responsible for damage in your room beyond fair wear and tear. Rooms are inspected prior to departure and you'll be invoiced for the cost of repairing any damage. You are expected to maintain the security of communal areas by locking outer doors when you go in or out. Damage in communal areas is the responsibility of the whole floor or house and will be charged accordingly.

Residents will be charged for non-return or loss of keys, for the need to return furniture to its original position and for deterioration of furniture, fittings or structure of the room or communal areas not due to fair wear and tear, and any additional cleaning required. Rooms/flats are inspected at intervals throughout the year, and before departure. Any charges due will be invoiced.

Data Protection

Personal data collected on your accommodation application will be held on the University database for administrative purposes. It will be processed in accordance with the statutory Data Protection Principles and the University's registration under the Data Protection Acts 1984 & 1998. The University is required to disclose your name and campus address to Guildford Borough Council to enable the electoral roll to be updated.

Departure and Giving Notice to Leave Early

You are required to vacate your accommodation and return keys by midday on the end date stated in your Acceptance Email or Accommodation Agreement. There are no on campus storage facilities for residents' belongings, but Accommodation Services can supply details of local storage companies.

If you decide to move out of residence before the end date of your licence or tenancy you must give notice to leave by letter, email or by using a Withdrawal Form available at Accommodation Services.

Residents may give notice to leave their residence at the end of the First Semester. Notice must be received in writing no later than 2 December 2017 and you must vacate your room by 28 January 2017.

If you wish to vacate your room earlier than 28 January you can advise Accommodation Services of your intentions. Please note that you may be liable for the payment of your room rent up to 28 January 2017 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 tenant moves in.

If notice is not received on or before 2 December 2017, 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 2 December 2017. If you leave before the end of your licence or tenancy you'll be required to continue paying until your account is cleared in full.

If you cease to be a student, because you withdraw from your course or the University terminates your course, your licence to occupy University Accommodation and therefore your liability for rent ceases when you are no longer enrolled on your course, have vacated your accommodation and returned your key to your court Reception. Please ensure you notify Accommodation Services in writing of your intended move-out date so all necessary arrangements can be made.

Deposits / Prepayments

Deposits are only required for those renting family properties or houses that are part of the Property Managed Scheme. All residents are required to pay an advanced payment of £250; this will be credited to your rent invoice after you move in. If you do not move in, the advanced payment will be used to offset any loss of rent until a replacement tenant is found (including an admin fee).

Drug Misuse

The possession of illegal drugs is a criminal offence and possession with intent to supply is a more serious offence. It is also an offence for the University to allow drugs to be used in premises it owns or manages. It is therefore the policy of the University not to tolerate the use of illegal drugs in student residences. Students found to be using or in the possession of any illegal drug, including cannabis, or who allow illegal drugs to be used in their study bedroom, will receive a substantial fine, a final warning, and instructions to cease their illegal activities immediately. If the student's behaviour also indicates that they are unsuited to communal living, they may be asked to leave residences (see Misconduct).

The University will inform the police of any student suspected of dealing in drugs. The University also reserves the right to provide information to the police about students found to be using or in possession of illegal drugs.

Electoral Registration

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

Electrical Appliances

Residents may not install or use any heater, iron, kettle, fridge, freezer, washing machine, microwave or other cooking equipment in their bedroom. Under no circumstances should electrical outlets or appliances be interfered with or overloaded. Multi-socket adapters should be CE or BS kite-marked and have a fuse and 'on' indicator light. Kitchen appliances must have a 3-pin UK fused plug. Unfused continental plugs and adaptors are not permitted. The University reserves the right to remove, without warning, any of the appliances listed above, unsafe electrical appliances or non-UK standard appliance leads that are not CE or BS kite-marked.

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. Students are not permitted to bring their own furniture.

Guests

You are responsible for the behaviour of your guests and must accompany them at all times, ensuring that they comply with all relevant parts of these Conditions. Guests are not permitted in your accommodation between 11pm and 8am. Guest rooms may be booked via Accommodation Services.

Health and Safety

Residents are required to conduct themselves in a responsible and safe manner at all times. The instructions and guidance in the 'Health and safety' section of the 'Residents Guide' form part of the 'Conditions of Residence'.

Inventory

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

Keys,Locks and Lockouts

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

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

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

Misconduct

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

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

An offence may lead to a Warning and may be accompanied by a fine up to £200 per offence, depending on the seriousness of the offence. The Wardens also have the authority to move a student to alternative accommodation, with immediate effect, pending investigation of an alleged act of serious misconduct.

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

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

Noise

There is a level of noise associated with living in a communal environment, but noise can become an issue when many people live in close proximity to each other. You must not make excessive noise at any time of the day or night. In addition, there should be minimal noise audible outside the room you are in between 11pm and 8am (quiet hours).

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

- Has a complaint been received?
- Possible impact on other residents and members of the University/local community
- Level of noise being created and the time of day
- Have previous complaints been made?

If in the judgment of a member of University staff (usually a member of the Wardening Team or Security Department) noise is deemed to be excessive and/or intrusive, the level of noise must be reduced immediately. The item creating the noise can be confiscated and further disciplinary action may be taken if appropriate.

To ensure that the above conditions are met, we recommend that headphones are used for listening to music and other audio output during quiet hours, and that residents consider their use if they wish to listen to items at high volume at any time. Sub-woofers should not be used.

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

Parking

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

As a condition of having a place in Residence, student residents in all Courts (except Hazel Farm) may not bring a car or other four-wheeled motor vehicle on to the University grounds and, while in residence, undertake not to keep one on the public roads within Guildford.

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

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

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

Parties

The Residences and surrounding areas are not suitable for large parties. If you wish to hold a party within or outside of your Court for small groups of friends you must first obtain permission one week in advance from your Warden, who may grant permission subject to rules such as accepting liability for any charges resulting from the party. Parties are allowed on Friday or Saturday nights only, outside of designated exam periods. A full copy of the party regulations is available from the Wardens' website.

Pets

You may not keep pets in your residence.

Posters

You may not post notices, other than those for RAG publicity or student election campaigns, in your windows or in any other part of the Court except on notice boards.

Rent

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

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

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

You are responsible for payment by the dates indicated on the invoice. If payment is not received within 28 days of your taking up residence, your licence to occupy may be terminated. If you are having difficulties paying your rent you must contact the Student Finance Team as soon as possible. Contact details are at the back of this booklet.

Rents are reviewed annually by the University and are confirmed by the Executive Board. Rents normally increase in September and are in force for the following academic year.

Accommodation Services reserves the right to withhold University accommodation from a student who, it has been established, owes rent to the University or a private landlord.

Room Changes / Swaps

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

In exceptional circumstances, with support from Centre of Wellbeing or Student Advice, a room change may be permitted. For further details and to collect the appropriate form, please visit Accommodation Services.

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

Security of Rooms and Property

Whenever you leave your room you should lock your room door and the outside or staircase door. If your room is on the ground floor you should also latch your window closed. This ensures security for everyone. The University accepts no liability for any loss of or damage to your personal belongings.

Single Sex flats/floors

Students occupying rooms in single-sex flats or floors may not have visitors of the opposite sex after 10pm on any night of the week.

Smoking

Residents or their guests may not smoke or use an electronic cigarette inside any University building or in the entrance to or close to windows or vents of any building, including the Residences. This rule includes a ban on smoking within individual student bedrooms. Failure to comply with this regulation will result in disciplinary action being taken.

Sub-letting of Rooms

Accommodation is available for the exclusive use of the person to whom it is let whilst they are a full-time registered student of the University. You may not sub-let or allow anyone else to use your room. Failure to comply with this regulation will result in disciplinary action being taken. Please see the Misconduct section for more details. Overnight guests should be booked into guest rooms. Please note that random spot-checks occur throughout the year to check the ID of residents.

Summer Vacation Residence

You can apply for residence during the summer vacation. Applications can be made through the online store after the Easter vacation. Further details can be found on the Accommodation web pages. No reduction of rent is given for periods spent away from the University in vacations. Normal Conditions of Residence apply to vacation periods.

Television

There are TV rooms in the Residences, with Bellerby residents able to use facilities at Manor Park. If you own or operate a television in your room you must have your own TV licence. A TV licence is also required if you watch live television on a computer.

You are not allowed to attach aerials or satellite dishes internally or externally to any residence buildings.

USEFUL CONTACTS

Accommodation Services

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

Security

Ground Floor, Senate House
T +44 (0)1483 682002
Emergencies (internal) 3333
Emergencies +44(0)1483 683333

Court Receptions

Stag Hill Reception
Stag Hill Court, University Court,
Millennium House
E: staghill.reception@surrey.ac.uk
T: +44 (0)1483 689078
Open Mon to Fri 8am to 7pm
and Sat 8am to 12 Noon

Battersea Reception
Battersea Court, Surrey Court
E: battersea.reception@surrey.ac.uk
T: +44 (0)1483 682473
Open Mon to Fri 8am to 11pm
and Sat 8am to 12 Noon

Cathedral Reception
Cathedral Court, International House,
Twyford Court
E: cathedral.reception@surrey.ac.uk
T: +44 (0)1483 682468
Open Mon to Fri 8am to 7pm
and Sat 8am to 12 Noon

Manor Park Reception
Manor Park, Bellerby Court
E: manorpark.reception@surrey.ac.uk
T: +44 (0)1483 686993
Open Mon to Fri 8am to 11pm,
Sat & Sun 10am to 2pm (Security presence 24/7)

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

Student Life

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

Estates and Facilities Helpdesk

(online reporting of maintenance issues)
surrey.ac.uk/reportrepair
Look for this button on the Accommodation Services website

Central Distribution

Parcel collection enquiries to:
centraldistribution@surrey.ac.uk

Finance

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

IT Services

(Room internet – Surrey ResNet)
Contact your Court Reception to arrange for a ResNet Advisor to visit
E: usersupport@surrey.ac.uk

Wardens

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

Wardens can also be contacted by the email addresses below:

Battersea Court and Surrey Court
battersea&surreywarden@surrey.ac.uk

Cathedral Court and Guildford Court
cathedral&guildfordwarden@surrey.ac.uk

International House and Twyford Court
inter&twyfordwarden@surrey.ac.uk

Manor Park and Bellerby Court
manorparkandbellerbywarden@surrey.ac.uk

Hazel Farm
hazelfarmwarden@surrey.ac.uk

facebook.com/SurreyResidenceExperience

Accommodation Services
Philip Marchant Building
University of Surrey
Guildford, Surrey GU2 7XH, UK

T: +44 (0)1483 682 466
E: accommodation@surrey.ac.uk

www.facebook.com/SurreyResidenceExperience

surrey.ac.uk/accommodation

Disclaimer

Every effort has been made to ensure the accuracy of the information contained in this brochure at the time of going to print (May 2016). The University takes reasonable steps to provide the educational and other services described in this brochure but reserve the right to introduce reasonable changes to the services including the way in which they are delivered. Should industrial action or circumstances beyond the control of the University interfere with its ability to provide any services, the University will use reasonable steps to minimise any resultant disruption. Please refer to the University website for updated information relating to any matters contained in this brochure. Where the information contained on the website differs from that in this brochure, the information on the website supersedes the information contained in this brochure. We advise all applicants to view the website prior to making any application.

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