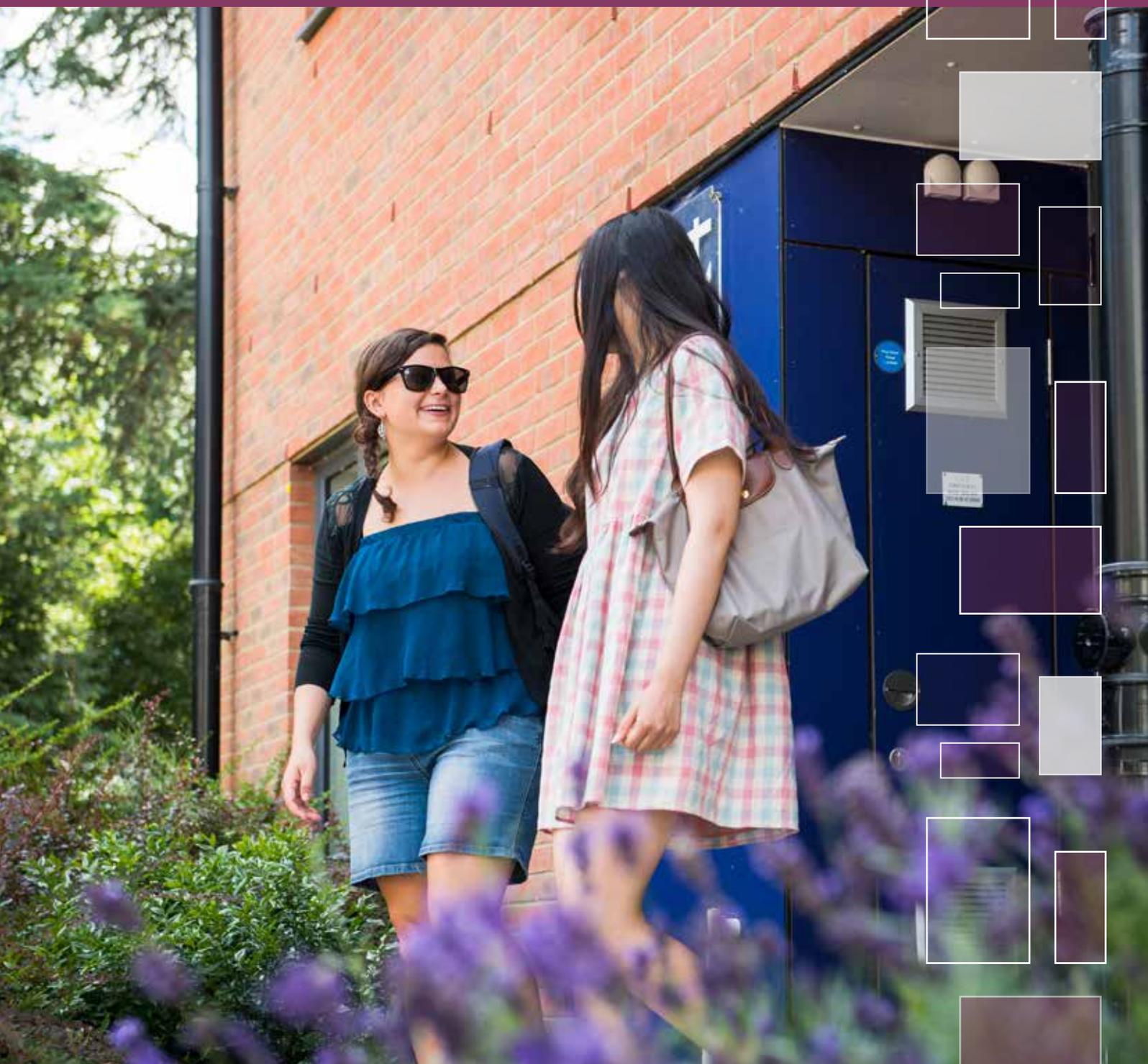


UNIVERSITY living

University living – Residents' Handbook 2017/18





Welcome

Campus Services staff, our partners and the Residences Life Team hope you will enjoy your stay. We look forward to meeting you upon arrival at Exeter.

Please **read this document before you accept your accommodation agreement** because it contains information and guidance about the terms and conditions that will apply to your residence in accommodation and the regulations applicable to University residences that form part of the accommodation agreement. Keep it for reference throughout the year – it is available on our web-site or can be printed off.

This document also contains information we believe will help to make your stay at the University of Exeter as easy and as pleasant as possible. Although the information it contains is not exhaustive, it may provide the answers to some questions you have regarding your accommodation.

As a student at the University of Exeter you will, of course, also be bound by the University's regulations and the regulations will form part of the accommodation agreement. In this booklet we emphasise certain points in the regulations concerning your wellbeing and that of your fellow students, but a full copy of the regulations can be found in the University calendar: www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/residences

Many of the residences at Exeter are owned and managed by the University however; some residences are either owned or managed by carefully selected partners (or Third Party Providers).

Please read this document carefully, it contains guidance about terms and conditions of residence and important information that you will need to refer to throughout the year.

Make sure you read this **before** accepting your accommodation agreement as it forms part of the accommodation agreement.

This information booklet is available in large print. Please contact the Student Information Desk via sid@exeter.ac.uk or 0300 555 0444, if you require a copy.

These partners will usually employ their own staff to carry out services such as reception, cleaning and maintenance. Your accommodation agreement will be formed with the University.

The University Accommodation Office is managed by staff employed by the University.

We also work very closely with a number of other support services from within and outside of the University.

Wherever you are living our aim is to provide a professional and efficient service.

Visit www.exeter.ac.uk/accommodation/students/currentstudents/residents

Residents Information section for lots more information about living with us including

- Your residence
- What is provided in your room and communal areas
- Post
- Catering services
- IT provision
- Recycling

We will provide updates about these and other matters during your stay with us by posting information on our blog and Facebook page throughout the year.

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Before you arrive

Review your accommodation agreement

Please read the offer of accommodation available at <https://accommodation.exeter.ac.uk/Student> (including the accommodation agreement), the Residential Regulations, this Resident's Handbook and our Resident Information section on the web carefully, as they contain important information regarding your application for accommodation at the University of Exeter.

To confirm your acceptance of this offer for university accommodation, please accept the accommodation agreement via the on-line process and pay the deposit by the expiry date shown online.

Please note a legally binding contract will not be formed when you confirm your acceptance. The contract will come into existence when the University issues to you a Contract Formation email confirming that the contract has been formed.

Absence from Exeter due to course commitment

If you decide to leave Exeter for teaching practice, placement, fieldwork or for any other reason during the period of residence stated in your offer, you will be liable to pay the residence charges during your absence, unless you have made prior arrangements with the Accommodation Team and we have given you written confirmation of any remission of fees.

Type of room

All rooms are for one person to occupy **EXCEPT FOR:**

- **Self-catering** accommodation in a **double/twin** room or studio which two people may share by prior arrangement with the Accommodation Office Team (prices for single or double occupancy are shown on our website).
- **Catered** accommodation in a **shared/twin** room where there will be two occupants.
- Self-catering accommodation in Clydesdale Court or King Edward Court with the maximum occupancy for each flat being shown on the Accommodation Agreement.

In **catered accommodation only**, where a room is suitable for occupation by two students, those students who share are entitled to a discount of £12.25 per week in standard accommodation which is applied to the residence charge stated in the offer. If one of the sharing students leaves or such accommodation is allocated to a single student, the residence charge will revert to the appropriate single rate. A remaining student or sole occupying student will not be charged higher than the appropriate single rate, even though they will have a larger than average room to themselves.

If a remaining student or sole occupying student does not wish to pay the single rate, the University will advertise the vacancy in the shared room, but will not be under any obligation to transfer a student who is already in university accommodation. The remaining student or sole occupying student may terminate their accommodation agreement as an alternative to paying the single rate.

Accept your accommodation agreement

If you have not accepted your accommodation agreement and/or paid a deposit before you arrive, a contract will not have been formed and we will not issue keys or a fob to you.

Once we process your accommodation agreement and have received the deposit, we will issue a Contract Formation email. At this point a legally binding contract is formed and you are legally bound to its terms so please ensure you want the accommodation before you complete the process.

Pay a deposit

You must pay your deposit of £300 when you complete the online process for accepting your accommodation agreement to guarantee your room. For details of how to pay the deposit please refer to www.exeter.ac.uk/students/finance/howtopay

The deposit will be used towards your residence charge payable in term two and three and the residence charge will be reduced by £150 in term two and three.

Therefore, please remember to reduce your term two and three accommodation payments by £150 per term.

The deposit may, however, be used in satisfaction of any breach of a student's obligations in their accommodation agreement if the student has failed to pay the University's invoice for that breach. Any student who objects to this use or deduction may use the Student Complaints Procedure at: www.exeter.ac.uk/staff/policies/calendar/part1/otherregs

Your right to cancel

We will cancel your contract if you give us written notice (by email or post as detailed at www.exeter.ac.uk/accommodation/contact/other) that you wish to cancel the contract within five working days, beginning on the day after the date the agreement becomes binding. The agreement is binding on the date when you receive an email entitled Stage 7: Contract Formation email from the University confirming that the contract has been formed.

If you have already paid a deposit, it will be refunded in full in line with the University's Student Finance Regulations as shown at www.exeter.ac.uk/staff/policies/calendar/part2/finance

If you fail to notify us within the five working day period, you can only terminate the accommodation agreement in accordance with the procedure set out in the accommodation agreement.

Complete the induction

You will be asked to complete our online induction before your arrival to gain further useful information about your accommodation. The aim of the induction is to answer many of your immediate questions. When the site is available you will receive an email to ask you to log on to complete the induction and it will take approximately 30 minutes to complete.

Book your arrival time

Arrivals period – 15 to 17 September 2017

Due to the large number of students who will be arriving in Exeter over the Welcome Weekend a timed arrival system will be in place for **all** arrivals. This is due to the very limited number of parking spaces within the grounds of our residences. You will receive notification when the on-line system opens, which is usually in early September, so that you can log onto the system and book an arrival time.

If you do not intend to arrive by the start of the period of residence (17 September 2017), please contact the Accommodation Office so that we can ensure that your accommodation is held for you. **It is essential that you notify us immediately if you expect to arrive late otherwise we may terminate the accommodation agreement upon service of notice.**

Arrivals after 18 September 2017

All keys must be collected from the residence reception and signed for by you, the tenant. During opening hours you should arrive at your residence reception. If you plan to arrive outside of opening hours you should contact your residence reception to confirm the details for collecting your keys.

For opening times and contact details for our residence receptions please visit www.exeter.ac.uk/accommodation/contact/residencereceptions



General information



Accreditation – Student Accommodation Code

The University of Exeter is part of the Student Accommodation Code for university owned and managed properties.

This accreditation has been designed to protect your rights to safe, good quality university accommodation, wherever you are studying, and to make sure you get the best out of your time living in university residences.

It outlines everything you should expect from your university-managed accommodation, as well as your responsibilities as tenants.

The Code protects your rights to:

- a healthy, safe environment
- timely repairs and maintenance
- a clean, pleasant living environment
- a formal, contractual relationship with your landlord
- access to health and wellbeing services
- a living environment free from anti-social behaviour.

Full details of the code can be found on the Universities UK website, at www.universitiesuk.ac.uk/acop

Building works

The University of Exeter constantly invests in its properties to provide new facilities and upgrade existing ones. Work is carefully programmed so as to avoid disruption to students, particularly during exams and the period leading up to them. However, from time to time, there will be some unavoidable disturbance or inconvenience to students. The University will take all reasonable steps to keep this to a minimum, and does not give any rent rebates or compensation in such circumstances. Students who consider that disruption is excessive should follow the University's Student Complaints Procedure www.exeter.ac.uk/students/administration/complaintsandappeals/complaints/

We will notify you in advance of any significant building works which are in close proximity to our residence and further details will be made available on our website. If you are concerned about any building works which may be scheduled to take place near your accommodation, please contact the Accommodation Office for information.

Complaints procedure

We hope that during your stay in our accommodation you will be happy with the service you receive from our staff. However, should you feel the service has not met your expectations and you wish to make a complaint, you should in the first instance contact the Residence Manager via the relevant reception.

We value your opinions as they will help us plan for the future and continually develop our services.

For further details please refer to the Students' Complaints procedure at www.exeter.ac.uk/students/administration/complaintsandappeals/complaints/

Data protection

Personal information held about you is protected by the Data Protection Act 1998. This means that we only hold information which is relevant to your studies and residence at the University, and we only disclose personal information about you to staff within the University on a need to know basis. We do not divulge this information to anyone else other than you. This also means that we do not communicate with residents' parents or agents without the student's written authority, except as permitted by the Data Protection Act (usually only in life or death situations).

Contact information

<h3>Residence Reception</h3> <p>For contact details see www.exeter.ac.uk/accommodation/contact/residencereceptions</p> <ul style="list-style-type: none"> • Post and parcel collection • Key and fob replacements • Maintenance fault reports – damage; equipment failure and the general fabric of the accommodation • Cleaning services • Customer queries and concerns 	<h3>University Security</h3> <p>Estate Patrol 01392 72 3999 (24hrs per day every day of the year)</p> <p>Urgent out of hours contact for</p> <ul style="list-style-type: none"> • Maintenance problems • Security concerns • Noise or similar issues
<h3>Accommodation Team</h3> <p>Contact via SID www.exeter.ac.uk/students/services/sid</p> <p>For queries relating to your accommodation contract or room allocation including requesting a room move.</p>	<h3>Residence Life Team</h3> <p>For contact details see www.exeter.ac.uk/accommodation/contact/residencelifeteam</p> <p>For matters relating to any personal concerns affecting your time in residence.</p>

For full details of all contacts please see www.exeter.ac.uk/accommodation/contact/other

General information

Under 18 policy

If you are under 18 when the period of residence starts please refer to the University policy on Under 18s available at: www.exeter.ac.uk/undergraduate/applications/policy/under18

Keep it green; Keep it clean – litter clearance policy

We would like to enable all campus users to enjoy this unique environment by asking that you always dispose of litter/rubbish/garbage using bins provided or, if you cannot find one, take the rubbish with you and dispose of it in your residence where general waste bins and recycling facilities are available.

The grounds of the University of Exeter are recognised as one of the best gardened campuses in the UK. They have National Botanic Garden Status and contain plants from every continent of the world. They also contain a wealth of habitats for wildlife and biodiversity. The campus was awarded a 'Green Flag', an international recognition of open space excellence.

For information and advice about recycling of waste and about our 'Moving On' scheme to help you dispose of unwanted items at the end of your contract, please see our website at www.exeter.ac.uk/accommodation/residences/recyclingandwaste/

Smoking

All University owned or managed residences, including student bedrooms and balconies where applicable, are non-smoking. There is also a restriction on smoking within five metres of any University building throughout the campus so smoking is not permitted within a five metre boundary of the exterior of all residential buildings. The University smoking policy also prohibits the use of electronic cigarettes, Shisha pipes and any other product or substance that produces vapour or smoke as a byproduct. The full policy is available at www.exeter.ac.uk/staff/wellbeing/safety/guidance/smokingpolicy

Snow and ice clearance policy

The University's ground staff have a policy of alleviating the worst effects of ice, snow, leaves and algae on paths and roads. Residents should take extra care when the weather is bad, and any residents with disabilities who may need extra help during such conditions should contact the reception. In adverse weather conditions the University will issue regular communications to advise of any changes. For residence specific information please contact the reception in your residence.

Wellbeing in residence

Harassment

We believe that all individuals should be treated with dignity and respect whether at work, at study, or at home. Staff and students have an important role to play in creating an environment where harassment is unacceptable.

Living in university accommodation is very different from living at home. The people you live with will come from varied backgrounds and may have very different outlooks and expectations. Please remember:

- Something which is inoffensive to one person can be deeply offensive and intimidating to another.
- Unintentional or misinterpreted behaviour may cause feelings of harassment.

The University has a network of dignity and respect advisors who can provide support and advice to anyone who has concerns about bullying or harassment – details are available at www.exeter.ac.uk/staff/equality/dignity

Residence Life Team

Living away from home in a new city (or country), perhaps for the first time, can bring new challenges. Every student living in our accommodation is assigned a Residence Life Mentor, who will visit regularly during term time to answer questions, help with any problems, and keep you up-to-date with what's going on. Mentors all have experience of student life and knowledge of the wide range of support and wellbeing services on offer within the University, and you can speak to them confidentially about whatever's on your mind.

During term time, Residence Life Team Leaders hold drop-in sessions every evening to help you address any worries or concerns. The team also provides support during University vacations. You can get in touch via email: residencelife@exeter.ac.uk



Cleaning, inspections and inventory

Room inventory/condition

Your accommodation should be clean, tidy and in good repair. However, if you have any queries about your room or the communal areas, please contact staff via the relevant Reception. You will receive by email, or on arrival, a room condition form to complete and return within seven days of your arrival. We strongly recommend that you take a few minutes to fill this in as it is a record of the way the room was found at the beginning of your contract. If there is any damage when you leave, you may find it difficult to prove that it was there when you moved in if you didn't return your completed inventory at the start of the tenancy.

Cleaning

Primary responsibility for keeping your room (and ensuite facility if you have one) clean and tidy day-to-day lies with you. In self-catered residences the primary responsibility for keeping the communal kitchen and other areas clean and tidy on a day-to-day basis falls to all the residents of the flat. Please do not put pictures or posters anywhere other than on the notice boards. You will be charged for damage to the paintwork caused by nails, pins, Blu Tack™ or Sellotape™.

If a flat is reported by cleaners to be consistently inaccessible, or if standards of day-to-day cleanliness are below a reasonably acceptable level, the University may serve notice on the residents, requiring improvement by a specified date. If the required standard has not been met by the time of the follow-up inspection, the University may close the facility temporarily while it is professionally cleaned. The reasonable and properly incurred cost of such cleaning will be divided amongst the residents in the flat as an additional charge.

Cleaning, including vacuuming, takes place during the day. Residents who choose to sleep during the day should keep in mind that some noise in the communal areas is unavoidable.

You will need to provide your own cleaning products.

At Clydesdale Court, Exeter One, James Owen Court, Nancherrow and in all studios, there is no cleaning service provided within the room and flat.

The University will clean communal stairwells and corridors only in these residences.

For more information and advice about cleaning, please refer to www.exeter.ac.uk/accommodation/students/currentstudents/residents

- Cleaning Guide
- Cleaning video
- Cleaning rota in communal areas
- Kitchen Equipment Guide

Housekeeping Team

Staff normally work at varying times between the hours of 9.00am to 3.00pm Monday to Friday.

Cleaning services will not be provided at weekends, bank holidays or University closure days.

Please note – it may not always be possible to maintain the normal service level standards when staff are on training courses, annual leave or absent due to illness. Campus Services will notify residents and will endeavour to maintain a service in the event of any absence.

Charges for cleaning

A resident has a responsibility for keeping their bedroom and other communal areas clean and tidy. Residents will be advised in writing if, on inspection, their rooms have not been left in an acceptable condition and will be given the opportunity to remedy the situation within a given timescale.

The charges indicated below are a guideline only and this list is not exhaustive. Where necessary additional cleaning will be charged at £16.00 per hour (includes administration charge). Charges will be imposed if no/inadequate attempts to clean by residents have been made or if communal areas have been wilfully left in a mess.

Bedroom	£35.00
Ensuite facility/shower/bathroom clean	£35.00

Bedroom carpet clean	£45.00
Complete kitchen clean	£110.00
Entrance/corridor clean	£35.00
Removal of bottles (build up)	£0.50 per bottle
Internal clean of microwave	£10.00
Removal of graffiti	£35.00 – £100.00
Fridge clean	£25.00
Defrost and clean freezer	£45.00
Oven	£45.00
Hob/grill clean	£35.00
Cleaning of bodily fluids	£30.00
Removal of rubbish	£10.00 per bag/box
Removal of stickers/posters/ drapes/blue tack/fairy lights/ other small items	£10.00

Charges for the removal of items (that should not be in University accommodation)

Where necessary the following charges will apply if items have not been removed from your bedroom/flat following a written request from Campus Services staff to do so.

Removal of small electric appliances	£10.00
Removal of fridge	£20.00
Removal of furniture	£20.00
Removal of candles	£10.00
Removal of bicycle from residence or bike shed	£20.00
Reset safe code	£16.00

All charges will include an administration charge and VAT where applicable. Please note that the University will only be able to store small items. You will need to arrange for storage of larger items with a private company.

Cleaning in catered residences

The accommodation is cleaned on a regular basis. However, please note that patterns of service may vary in some circumstances (e.g. if staff are off work unwell or undergoing essential training). We will notify residents if there is a change to the service.

All bathrooms, toilets and showers will be cleaned in standard accommodation on

the cleaning days and weekly in ensuite accommodation.

We will aim to give your room a thorough clean once every two weeks. We will provide information on your notice board at the start of term telling you which day of the week your room will be cleaned and by whom. However, staff may change during the term.

You must ensure that on your cleaning day:

a) You are out of bed and dressed in good time.

b) All belongings are tidied up off the floor and the desk, and the sink area is left tidy for it to be cleaned. If this is not done we will not clean your room and we will not come back to do it later. We will not give any rent rebates if you have not had your room cleaned.

Cleaning equipment can be found in the utility rooms. If you have any queries concerning the cleaning of your room please contact the residence reception.

Keeping your catered accommodation clean and tidy

What you can expect from us	What we can expect from you
<ul style="list-style-type: none"> ✓ Provide a safe and clean environment for you to live in. ✓ Check regularly all corridors and stairwells to ensure they are kept clear of furniture and student belongings at all times as they are a means of escape in the event of a fire. ✓ Provide and maintain by the Housekeeping staff cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, rubbish bags and vacuum bags and ensure they are in the nominated storage space. ✓ Provide cleaning products for use by University employees only, which must be kept locked away. ✓ Clean utility/kitchen areas four times a week, wiping down surfaces, microwaves, sinks, and sweeping and mopping floors. ✓ Clean communal toilets, showers and bathrooms four times a week, cleaning toilets, basin, showers/baths mopping floors. ✓ Clean your en-suite shower/bathroom facilities weekly, cleaning toilets, basins, showers/baths and mopping floors. ✓ Clean communal area, stairs and corridors four times a week, cleaning furniture, fittings, glass and vacuuming and mopping floors. ✓ Clean your bedroom fortnightly; please see notice boards for your cleaning day. ✓ Provide recycling and bin stores in a convenient location on site. ✓ Clean windows periodically externally and internally. Notification will be given. This is normally carried out in vacation. ✓ Your accommodation will be checked from time to time by a Manager or Supervisor after it has been cleaned to ensure standards are maintained. 	<ul style="list-style-type: none"> ✓ Ensure that your bedrooms, communal areas and kitchens are kept in a clean, tidy and safe condition. If it is found to be in an unacceptable condition on your cleaning day you may incur costs for cleaning or damage charges. ✓ Ensure the communal floor areas are clear of your personal belongings so that a thorough clean can be undertaken by the housekeeping staff ✓ Keep corridors and stairwells clear, these are your FIRE EXITS. Do NOT tamper with fire equipment. ✓ Note cleaning equipment, supplied by the University, must be used solely for the use for which it is intended. Kindly return to the storage area after use to allow other residents access to the equipment. Do not use the vacuum to pick up liquids. ✓ Keep your bedroom clean and tidy at all times. On cleaning days, please pick up belongings and ensure desks and other surfaces are cleared for cleaning. Kindly take out your waste and recycling to the external bins. ✓ Keep your en-suite facilities clean and tidy at all times. On cleaning days please pick up belongings and ensure sinks and showers/baths are cleared for cleaning. ✓ In communal toilets, showers and bathrooms, kindly remove personal belongings after use and wipe surfaces of baths/showers and remove hair etc. from plug holes. ✓ In kitchen/utility areas wash and put away all of your crockery and cooking utensils, ensure the sink, table and draining boards are clear to allow the housekeeping staff to access these areas on your cleaning day. ✓ Wipe the microwave, after use. Kindly clean up any spillages immediately after use to allow others to use these facilities. ✓ Take out from your kitchen/utility/communal areas waste and recycling on a daily basis to the recycling and bin stores provided on site. Bottles and cans should not be collected in the kitchen/utility area. Kindly place broken crockery in the separate bin provided in the kitchen. ✓ Reports any faults or damage to the residence reception as soon as possible.

Cleaning in self-catered residences

No cleaning service is provided in your study bedroom. You will be expected to clean your bedroom (and ensuite facility if you have one) yourself.

A limited cleaning service is provided within the self-catering flats which includes the cleaning of communal areas, kitchens, corridors, entrances, stairwells, communal

toilets, bathrooms and shower rooms on a regular basis. It is the residents' responsibility to wash up and remove rubbish. The cleaners will not carry out their duties if they are obstructed from doing so by dirty dishes, pans etc.

Cleaning equipment can be found in the kitchen/lounge area. This consists of bin liners, a vacuum cleaner, a mop and bucket, and a dustpan and brush.

If you have any queries concerning your cleaning responsibilities or the service provided in your communal areas please contact the residence reception.

For James Owen Court, Nancherrow, Exeter One, Clydesdale Court and King Edward Court, residents will be expected to keep the communal areas in the flat clean as well as the bedroom and bathroom themselves as there is no cleaning service provided.

Keeping your self-catered accommodation clean and tidy

What you can expect from us	What we can expect from you
<ul style="list-style-type: none"> ✓ Provide a safe and clean environment for you to live in. ✓ Check regularly all corridors and stairwells to ensure they are kept clear of furniture and student belongings at all times as they are a means of escape in the event of a fire. ✓ Provide and maintain by the Housekeeping staff cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, rubbish bags and vacuum bags and ensure they are in the nominated storage space. ✓ Provide cleaning products for use by University employees only, which must be kept locked away. ✓ Clean your kitchen and lounge area at least once a week. Sweep and mop the kitchen floor, vacuum the lounge. Wash out the kitchen bin and lid. ✓ Clean all work surfaces that we are able to access. We shall clean the draining boards, sink and taps. ✓ Clean the oven, hob and microwave inside and out. ✓ Clean the outside of the fridges and freezers and wipe off the kitchen table and chairs. ✓ In residences where there are shared shower/toilet facilities, these will be cleaned four times a week, except in Birks Grange Village Townhouses where they will be cleaned twice per week and Lafrowda Cottage, where communal areas are cleaned once per week. ✓ Provide recycling and bin stores in a convenient location on site. ✓ Clean windows periodically externally and internally. Notification will be given. This is normally carried out in vacation. ✓ Your accommodation will be checked from time to time by a Manager or Supervisor after it has been cleaned to ensure standards are maintained. 	<ul style="list-style-type: none"> ✓ Ensure that your bedrooms, communal areas and kitchens are kept in a clean, tidy and safe condition. If it is found to be in an unacceptable condition on your cleaning day, you may incur costs for cleaning or damage charges. ✓ Ensure the communal floor areas are clear of your personal belongings so that a thorough clean can be undertaken by the housekeeping staff. ✓ Keep corridors and stairwells clear, these are your FIRE EXITS. Do NOT tamper with fire equipment. ✓ Note cleaning equipment, supplied by the University, must be used solely for the use for which it is intended. Kindly return to the storage area after use to allow other residents access to the equipment. Do not the use vacuum to pick up liquids. ✓ In communal toilets, showers and bathrooms, kindly remove personal belongings after use and wipe surfaces of baths/showers and remove hair etc. from plug holes. ✓ Note when your kitchen cleaning day is as listed on the poster on the notice board in your kitchen. ✓ Wash and put away all of your crockery and cooking utensils, ensure the sink, table and draining boards are clear to allow the housekeeping staff to access these areas on your cleaning day. ✓ Wipe the microwave, hob and grill pan after use. When cooking in the oven always use a baking tray – try using tin foil where possible to make cleaning up easier for you. Kindly clean up any spillages immediately after use to allow others to use these facilities. ✓ Keep fridge-freezers clean and tidy. Wipe out once a week of food debris and excess water. Ensure the drainage is clear. Defrost as required. Please ask at receptions for a defrost kit. ✓ Take out your kitchen waste, recycling and shopping crates on a daily basis to the recycling and bin stores provided on site. Bottles and cans should not be collected in the kitchen, dining room or lounge areas. Kindly place broken crockery in the separate bin provided in the kitchen. ✓ Reports any faults or damage to the residence reception as soon as possible.

Keeping your self-catered accommodation clean and tidy where no cleaning service provided (Clydesdale Court, Exeter One, James Owen, King Edward Court, Nancherrow and all studios)

What you can expect from us	What we can expect from you
<ul style="list-style-type: none"> ✓ Provide a safe environment for you to live in. ✓ Check regularly all corridors and stairwells to ensure they are kept clear of furniture and student belongings at all times as they are a means of escape in the event of a fire. ✓ Provide and maintain by the Housekeeping staff cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, rubbish bags and vacuum bags and ensure they are in the nominated storage space. ✓ Provide cleaning products for use by University employees only, which must be kept locked away. ✓ Provide recycling and bin stores in a convenient location on site. ✓ Clean windows periodically externally and internally. Notification will be given. This is normally carried out in vacation. ✓ Your accommodation will be checked from time to time by a Manager or Supervisor after it has been cleaned to ensure standards are maintained. 	<ul style="list-style-type: none"> ✓ Ensure that your bedrooms, communal areas and kitchens are kept in a clean, tidy and safe condition. If it is found to be in an unacceptable condition, you may incur costs for cleaning or damage charges. ✓ Ensure you remove all personal belongings from the floors when you undertake a thorough clean of these areas. ✓ Keep corridors and stairwells clear, these are your FIRE EXITS. Do NOT tamper with fire equipment. ✓ Note cleaning equipment, supplied by the University, must be used solely for the use for which it is intended. Kindly return to the storage area after use to allow other residents access to the equipment. Do not use the vacuum to pick up liquids. ✓ Wash and put away all of your crockery and cooking utensils, ensure the sink, table and draining boards are clear. Cupboards and tiles are wiped clean of grease and marks. ✓ Wipe the microwave, hob and grill pan after use. When cooking in the oven always use a baking tray – try using tin foil where possible to make cleaning up easier for you. Kindly clean up any spillages immediately after use to allow others to use these facilities. If your Studio flat has a combination oven, ensure you use microwave trays. ✓ Keep fridge-freezers clean and tidy. Wipe out once a week of food debris and excess water. Ensure the drainage is clear. Defrost as required. Please ask at receptions for a defrost kit. ✓ Take out your kitchen waste, recycling and shopping crates on a daily basis to the recycling and bin stores provided on site. Bottles and cans should not be collected in the kitchen, dining room or lounge areas. Kindly place broken crockery in the separate bin provided in the kitchen. ✓ Reports any faults or damage to the residence reception as soon as possible.

Inspections of accommodation in all residences

Regular inspections of bedrooms, kitchens and communal areas will take place to ensure standards of cleanliness are being maintained. At least 24 hours' notice will be given of these inspections. Where the levels of cleanliness are not acceptable you will be advised on what steps you should take and the date for the re-inspection.

If inspections reveal a breach of your accommodation agreement you will normally be given a reasonable opportunity to put things right.

If you fail to rectify matters that have been drawn to your attention, or if the level of cleanliness is persistently not of an acceptable standard, staff may be employed to provide a cleaning service or put right other breaches, and the reasonable and proper cost incurred will be charged to you. Any costs will be added to your student account and throughout the year you can check your recent transactions and balance with the University of Exeter by accessing your online statement. This can be done by logging into your iExeter account and clicking on the 'Student Record' and 'Finance' tabs.

You will be expected to arrange a room inspection prior to the end of the period of residence. During this visit, any charges for damage or cleaning will may incurred will be confirmed to you.



Equipment

Electrical equipment

Please refer to the Regulations Applicable to University Residences (**See page 21** – section two) for a list of permitted electrical items.

All electrical supplies in the residences operate at 240 volts and if used incorrectly can give a fatal electric shock.

For this reason all residents' electrical equipment must be safe and in particular: be CE marked; have sound mains lead and plug; be correctly rated for fuses fitted for the appliance; and not be used in a combination which overloads the electricity supply. Please note that high voltage hairdryers may overload the electrical supply and may not be able to be used in the residences.

International residents should be aware that voltages in the United Kingdom may differ from their own country and they should check for this before using electrical equipment. They should also note that in the UK electric is supplied via a 3-pin plug, not 2-pin.

Further advice can be sought from the residence reception.

Electrical items – disposal

Legislation (the WEE directive) dictates that electric items may not be disposed of in the normal rubbish systems. When purchasing new electric items the shop selling the goods should advise you on how and where to dispose of your old electrical equipment. Please do not dispose of old electrical equipment with normal rubbish in the landfill bins. You will be expected to take all electric items away from the campus when you leave.

Gas and electrical testing

The gas and electrical equipment provided by the University or third party provider is routinely checked, in line with statutory requirements, to ensure it is safe. However, should you have any concerns about a particular item please contact the reception.

This includes all food preparation electrical equipment in communal kitchens. In the interest of safety no deep fat fryers are permitted anywhere in the residences and no cooking apparatus of any kind is permitted in bedrooms.

Any items brought in by the student may be required a portable appliance test at the student's expense. Equipment which the University reasonably considers to be unsafe or a fire or health and safety risk may be removed at the resident's expense and returned only at the termination of the accommodation agreement. In the case of electrical equipment residents may be given the option of having it tested at their own expense and be allowed to keep it if the test result is satisfactory.

Health, safety, emergency, fire and security information

Emergency

999 or **112** is the number to call for the Emergency Services – **please do not use this number unless it is a genuine emergency.** False calls to the emergency services can be traced and callers will be prosecuted.

From an external line the University Security Estate Patrol can be contacted on (01392) 723999.

To call Police with a non-emergency please dial 101.

Fire and safety precautions

In an emergency the fire bells/sirens sound and everyone – without exception – is required to evacuate the residence. When the bells/sirens ring residents must proceed to the designated assembly point. It should normally be possible for all residents to vacate the premises within two and a half minutes. If you discover a fire activate the nearest alarm, leave the building and call the fire brigade immediately. When calling the fire brigade always remember to identify your residence by road and city (e.g. Lydford, St German's Road, Exeter, EX4 6TJ). Details of the fire evacuation procedure are displayed in your room.

The University Security Estate Patrol should also be called in all cases where emergency services are required in order to guide them to the incident. From an external line the University Security Estate Patrol can be contacted on (01392) 723999.

In the event of accidental activation the normal evacuation procedure should still be followed, but please make a member of staff aware that it is a false alarm as soon as possible. Your main responsibility is to ensure your own safety. Residents with a disability, who may require assistance during fire evacuations, should ensure that they contact the Residence Manager when they arrive at University so that a personal evacuation plan can be drawn up. Residents with hearing difficulties who need a visual alarm should contact the Accommodation Office Team when returning their accommodation agreement so that a suitable room can be allocated.

There will be a fire practice during the early part of the academic year and your participation is essential for health and safety reasons. If not carried out correctly the practice will have to be repeated. Anyone who does not vacate the building within two and a half minutes on the occasion of any alarm, practice or not, is liable to disciplinary action. We may undertake further fire evacuation practices throughout the period of residence.

Fire alarms are tested in some residences on weekdays between 9.00am – 1pm, it is not necessary to evacuate the building during tests. Notices will be displayed in your room/kitchen to inform you of these times.

Do not leave fire doors open; do not tamper with alarms, hoses, extinguishers or with smoke detectors in your rooms. Improper use of fire prevention or fire detection equipment is a serious breach of your accommodation agreement, which could lead to it being terminated and a serious offence under the University's disciplinary regulations. Most fires are the result of carelessness: **do not overload power points and take care not to obstruct exit routes with furniture and belongings.** Staff have the authority to check electrical apparatus for safety – a charge will be levied for such a test.

The accommodation agreement and the University's regulations both stipulate that you must not cause a fire hazard. Drapes and candles are a fire hazard, for example, and are not permitted. Breaches of fire safety are always considered serious and could result in your accommodation agreement being terminated and/or disciplinary action being taken.

Please review our fire safety video at www.exeter.ac.uk/accommodation/students/currentstudents/residents/



Illness, accidents and first aid

The Student Health Centre is situated at Reed Mews. All residents should register there or with another doctor in the Exeter area. Residents near the St Luke's Campus should register with Heavitree Health Centre.

The opening times for the Student Health Centre can be found at www.exeterstudenthealthcentre.co.uk
The telephone number for the Centre is (01392) 676606.

You have an obligation to report to the Residence Management team, via the residence reception, any accident causing injury, in which you are involved or any incident that could have resulted in injury and may indicate a need for some adjustment to facilities or procedures. You may be asked to complete an accident/incident report form.

Residents need to complete a self-certification of illness form (available from the relevant college office) if they are absent from lectures or classes for more than three days, and return it to the college office on completion. If the illness persists for seven days or longer the student will need to see a doctor and get a sick note, which should be sent to the college office. If a student misses an examination because of sickness the student must get a note from their doctor and send it to the college office. Residents registered with the University Doctors are not charged for sick notes however, should you choose to register with another practice, you may be charged for the production of a note.

If a student needs to go home for health reasons, they must notify the reception or Residence Manager and their college. The University may request further medical certification, but will not act unreasonably in asking for proof where absence is connected to a disability of which the University was already aware. If you have recently been in contact with any infectious disease please make your Residence Manager aware of this. The University has a policy on Meningitis, available at www.exeter.ac.uk/staff/wellbeing/safety/guidance/meningitis

Lists of First Aiders are displayed in each residence.

Keys

Never lend your key, fobs or cards to anyone, not even your friends. Key codes should not be given to people who do not have right of access and your keys should not be copied. Lending or copying keys, and giving out key codes, are breaches of your accommodation agreement.

Access will only be given to the student(s) allocated to the room. Please do not ask staff to let someone else into your room as they are not permitted to do this.

In many residential buildings access to your residence is via your University ID card and we recommend that you ensure that you have collected this before or soon after your arrival. For details please visit www.exeter.ac.uk/newstudents

Lost keys, fobs and access cards

Lost keys, fobs or cards should be reported immediately to the relevant reception as you will remain responsible for them until they are registered as lost. You will also be liable for the replacement charge – this can be expensive if we have to change the locks, which we may have to do if you lose your keys with any personal details. Residents are permitted one set of keys to their room at any one time and if you subsequently find your original keys you will need to return one set to the relevant reception. If you have lost your keys or card and require access to your room, please contact the residence's reception or, out of working hours, the University Security Estate Patrol.

Returning your keys at the end of contract including end of term

- Your offer of accommodation will indicate the date by which you should vacate your accommodation; (for catered residences, this includes each of the tenancy periods: Christmas and Easter vacations).
- Keys must be returned to the reception and
- Please clear and vacate your room by 10am on this day.

Before you vacate your accommodation, please read our moving out information available at www.exeter.ac.uk/accommodation/students/currentstudents/movingout

The University will charge you for a replacement if any item is not returned or missing after 10am on your day of departure.

Security and CCTV

Study bedrooms are easy targets for thieves hence you should shut your windows, especially in ground floor rooms, and lock your doors whenever you leave your room unattended, even if away for only a few minutes. Flat doors should be kept locked at all times.

Don't let strangers into the buildings. Ask for people's ID if you do not recognise them and challenge intruders, if you think it is safe to do so, by asking "Can I help you?" for example. Report any suspicions to a member of Campus Services staff or University Security Estate Patrol on (01392) 723999.

As at most universities there have been incidents of occasional prowlers in the grounds, and now and again cars have been broken into during the night. Residences and grounds are strictly private property and we do what we reasonably can to keep them secure. However, we do ask for residents' vigilance and co-operation in trying to ensure that temptations and opportunities for intruders are kept to a minimum.

Room Entry

The University's accommodation agreement reserves the right for the University to enter students' rooms for the purposes of inspection, maintenance and repair.

Maintenance

Maintenance guidelines for student accommodation

What should you do if you find a fault or maintenance problem within your residence?

Report the problem immediately to the residence reception either in person, by email or by using the telephone. Please provide as much detail as possible when making a report.

What will happen then?

Depending on the nature and urgency of the problem the fault will either be passed to Maintenance Service, or to an external contractor. Once you have reported a fault an authorised person will enter your room to access/carry out a repair. Please note that no prior notice will be given and you should allow access to the room in order to avoid the repair being delayed.

Maintenance Service staff work Monday to Friday between 8am and 8pm and usually only emergency repairs will be carried out over the weekends and bank holidays.

(Please note that some of our residences are managed by partners who employ their own staff.)

Who will undertake the work?

Work will be carried out by one of the following:

Maintenance Service staff or staff working for our partners

e.g. emergency work, most other routine maintenance.

Outside contractors

e.g. reglazing, repair to a fridge, freezer, carpet repairs.

How will I know who they are and when they have been?

All staff employed by the University or by our partners wear a uniform and a name badge and will carry identification. Outside contractors will also be asked to carry identification and they will have written paperwork detailing the nature of the job that needs to be carried out.

You may ask to see this identification at any time and if you are not sure that the person should be entering your room please call the reception. When somebody has entered your room to carry out a repair a **'job done' slip** will be left indicating whether the work has been completed or if they need to return.

How long will the repair take?

Work across the campus is prioritised and staff will endeavor to respond to within the following guidelines however, this can not be guaranteed. If there are problems accessing your room, or if new parts are required to complete the repair, there may be a delay.

If the problem is of a serious nature we will endeavour to offer you alternative accommodation in accordance with the accommodation agreement.

Please see the next section for response timescales and note that these timescales are based on the time the fault is received by the Maintenance Service helpdesk (of either the University or Third Party Providers).

A time delay will occur when a fault is reported late in the day, at weekends or during bank holidays and closure periods. If you report the fault to someone other than the residence reception there may be a delay in communicating your request to the Maintenance Service helpdesk.

What should I do if this does not happen?

If your problem has not been resolved within the guidelines stated above, and you have not been notified that there is a delay, please contact the residence reception. Staff will endeavour to find out what is happening on your behalf. The **'job done' slip** left in your room should indicate if the work was not completed.

Planned maintenance

Throughout the year it is necessary to schedule and carry out planned maintenance works within the residences (e.g. testing of portable electrical appliances, gas safety checks etc.). Usually you will be given at least seven days advance notice by email. This planned maintenance will also take place during the vacations when you may not be in residence.



Reporting repairs and maintenance

It is your responsibility to report faults and damage promptly to the residence reception. Delay in reporting a fault, or failure to follow the correct reporting procedure, usually means a delay in getting the work carried out.

The matters are then reported to Maintenance Service (of either the University or third party providers) for remedial attention (please note that some of our residences are managed by partners who employ their own staff). They are dealt with at varying speeds depending on the importance and the need for prioritisation of

work based on urgency for the tradespersons involved. Please bear with us in this respect as we do endeavour to have work carried out within the response time below.

If a member of staff finds a fault during the course of their duties, they will report it and the maintenance team will undertake a repair. These repairs will also take place during the vacations when you may not be in residence.

Out of office hours genuine emergencies can be dealt with via a report to the reception who will inform the Duty Manager. Non-urgent repairs reported on a Saturday and Sunday will not be dealt with until Monday the following week.

Reporting of pest infestations

Should you be concerned about any pests in your residence, please report it to Residence Reception promptly.

Serious emergencies

For fire, flood or other serious emergencies contact the Emergency Services on 999 and the University Security Estate Patrol the emergency telephone number (01392) 722222. In other cases, you should follow the procedures on page 14.

Repair response times

This table outlines our completion time however, repairs may not be completed on the first visit.

1 – 4 Hours Emergency	1 Working Day	Within 5 Working Days Routine	Within 30 Working Days or by agreed date
<ul style="list-style-type: none"> • Immediate danger to personal safety • Serious damage to building fabric or equipment • Bomb warnings • Gas leaks • Major faults and loss of gas, water or electrical power to whole building/flat • Serious flooding inside buildings • Lifts – general failure • Major heating or hot water failure to whole building/flat • Fire alarm system faults 	<ul style="list-style-type: none"> • Communal doors – lock faults or break in • Bedroom doors – lock faults or break in • Secure and protect broken windows (may exclude replacement of glass) • Repairs to light fittings or replace light bulbs, where only one light within the room and causing a safety hazard • Unblock toilets or urinal (if this is the only facility locally available) • Clear main drainage blockages • Temporary repair to flooring that is a trip hazard • Temporary repair to carpet that is a trip hazard • Faults in ensuite facilities or shared shower • Oven and hob • Loss of hot water/electric power in bedroom/kitchen • Adjustment to temperature of heating or hot water • Firefighting equipment • Severe pest infestations 	<ul style="list-style-type: none"> • Defective air conditioning units and ventilation fans • Unblock toilet or urinal (if this is not the only facility locally available) • Replace or repair door closers • Replacement of glass to windows, doors and partitions (Where access is limited this may be at an agreed date) • Plumbing repairs • Removal of graffiti • Works necessary to maintain operational use of the building • Laundrette equipment • Loss of heating (temporary provision provided) • Commencement treatment of other pest infestations. 	<ul style="list-style-type: none"> • Replace sanitary fittings • Tiling repairs to shower and bathroom areas • Fence repairs • Joinery repairs • Repairs to window frames • Repairs requiring special parts • General roof repairs that are not urgent • Repairs to roof gutters and pipes • Minor repairs to building fabric • Repair or replacement of flooring that is not a trip hazard • Repair or replacement of carpets that is not a trip hazard

The following areas will be dealt with by agreed dates only:

- Electrical, mechanical or structural works required for a planned event.
- Turning heating and ventilation on or off for a planned event.
- Planned preventative maintenance.



Damage and misconduct

It is only fair that those who damage property, or create a serious nuisance, either through malicious or irresponsible acts, should expect to pay for their misdeeds. Designated members of Campus Services staff have the authority, under the regulations, to fine residents in appropriate cases.

Serious or persistent damage is not only a disciplinary offence (www.exeter.ac.uk/staff/policies/calendar/part1/otherregs), but it may also lead to your accommodation agreement being terminated, and you will not then be eligible for a place in University accommodation. The University will report criminal damage to the police where appropriate.

Damage is considered to be any deterioration of the residence which is over and above normal fair wear and tear. Some damage can be easily identified e.g. broken items, but others are less obvious, for instance cigarette burns in carpets. By completing your room condition report on arrival you will record the condition of your room at the start of your contract.

Charges are made for damage as there is no allowance in the accommodation charges for any damage to the accommodation, accidental or otherwise.

Damage should be reported immediately to the Residence Team via the residence reception who will arrange for the repair. The costs will be passed to those responsible. Residents are responsible for any damage that occurs in their room (unless caused by an insured risk, in which case they may still be liable to pay a contribution towards the cost). Where damage occurs in shared areas of residence, the Residence Team will try to ascertain who is responsible so that charges can be made accordingly. It is expected that the residents will comply with requests made by the Residence Team during the process of damage investigation.

If the Residence Team is unable to identify the person responsible:

- in communal areas of a flat/house the cost will be charged equally to all residents of the flat/house;
- in communal areas of a residence, outside a flat, the cost will be charged equally to all residents who have access to the area.

The charge will be added to your student account and throughout the year you can check your recent transactions and balance with the University of Exeter by accessing your online statement. This can be done by logging into your iExeter account and clicking on the 'Student Record' and 'Finance' tabs.

If you disagree with any charge for damage you have a right of appeal through our Complaints Procedure. Details available at www.exeter.ac.uk/students/administration/complaintsandappeals/complaints/

Damage charges

Where items have been damaged by residents and have to be repaired or replaced, the University will pass on these costs to the resident(s). These charges may include the cost of disposal, delivery, administration and other associated costs with remedying the damage. Charges made are at a commercial rate.

The table of charges set out below is a general guide and actual charges may be more or less depending on the amount of labour (including administration and management time) and the materials required. The basis of charging is that there should be no adverse financial consequences for the University in putting right damage caused by a student and that the University will not make profit out of repair charges. Prices are current at the time of compiling this information and are subject to change.

You will be advised in writing by the Residence Management team of any charges made to you.

Charges for repairs and damage (all prices are inclusive of VAT)

The costs shown are indicative. This list is not exhaustive and the University may charge for any damages not considered to be wear and tear. If charges are to be made for items not listed below you will be advised of the cost accordingly.

Measurement expressed in square metre as sq.m.

Reglazing	Structural	Charge
Prices for reglazing will vary depending on the design/location of the window and the type of glass required.	Redecoration of study bedroom (paintwork, walls)	£480.00
Prices vary from £90.00 – £390.00 per sq.m.	Redecoration of one wall (emulsion only)	£95.00
Windows will generally be boarded up prior to being replaced. Charges for this will be made at £63 per sq.m.	Replace standard door, inclusive of decoration	£255.00 – £625.00
Please note: all reglazing prices exclude the cost of any scaffolding required. This will be charged extra if required for safe access to carry out works.	Replace notice board	£85.00
There is a minimum reglazing charge of £70.00.	Replace standard door lock	£65.00 – £155.00
	Replace accommodation keys/ fob (including ring and disc)	£29.50 – £50.00 per key
	Replace mirror per sq.m	£61.00 per sq.m
	Replace wash / hand basin	£170.00
	Replace toilet seat	£41.50
	Replace spy hole	£30.00
	Replace work surfaces (kitchen and bathroom) two metres	£125 – £250.00

Charges for repairs and damage

The costs shown are indicative. This list is not exhaustive and the University may charge for any damages not considered to be wear and tear. If charges are to be made for items not listed below you will be advised of the cost accordingly.

Electrical	Charge
Replace plug top	£24.50
Replace fluorescent tube	£24.50
Replace diffuser or cover	£42.00
Replace desk lamp (inc. plug top and labelling)	£28.00
Replace centre light (study bedroom) batten holder	£42.00
Replace complete fluorescent fitting (strip light)	£92.00
Replace shaver light	£80.00
Replace light switch	£32.00
Replace socket outlet	£30.00 – £100.00
Street lighting – damage to glassware	£225.00
Centre light (study bedroom) 2D fitting	£86.00
Electrical PAT testing	£17.00 minimum charge



Fire extinguishers/equipment	
Prices for replacing, refilling or making good damage to any fire extinguisher will vary depending on the type and size of extinguisher. Prices vary between £40 – £70.	
Please note: in some instances it is not possible to refill fire extinguishers, in which case the charge will be for a new extinguisher.	
Fire blanket	£40.00
30m hose pipe	£90.00
Check fire/smoke detector head	£50.00
Check fire/smoke detector head and replace with new detector head	£55.00 – £200.00

Replacement of carpet/vinyl flooring	
Prices for replacing all or part of carpet or vinyl flooring will vary depending on the amount, type and location of the flooring in question. Prices vary between £30 – £95 per sq.m.	
Please note: a minimum charge of £95 will apply to any carpet or vinyl flooring replacement.	

Replacement costs for furniture and equipment

The costs shown are indicative. This list is not exhaustive and the University may charge for any damages not considered to be wear and tear. If charges are to be made for items not listed below you will be advised of the cost accordingly.

Item	Cost
Bed frame (3', 3'6", 4', 4'6")	£95.00 – £250.00
Mattress single (3', 3'6")	£110.00
Mattress double (4', 4'6")	£150.00
Mattress protector single	£10.00
Mattress protector double	£15.00
Coffee table	£150.00 – £180.00
Wardrobe	£150.00 – £400.00
Curtains	£65.00 – £250.00
Bedside cabinet	£85.00
Ironing board	£45.00
Iron	£25.00
Vacuum cleaner	£150.00
Combination microwave	£200.00
Microwave	£85.00
Waste paper bin	£10.00
Desk	£100.00 – £300.00

Item	Cost
Desk chair	£95.00
Kitchen bin	£35.00 – £150.00
Dustpan and brush	£10.00
Mop and bucket	£15.00
Replacement sofa	£400.00 – £800.00
Kitchen roller blind (approx. price will vary depending on type/size of blind)	£100.00
Lounge chair	£170.00 – £350.00
Dining room chair	£40.00 – £90.00
Kitchen chair	£50.00 – £90.00
Kitchen table	£150.00 – £200.00
Mini fridge	£165.00
Under counter fridge	£120.00 – £200.00
Under counter freezer	£130.00 – £210.00
Tall fridge/freezer	£375.00
Kettle	£25.00
Kitchen bin (stainless steel)	£39.50



Regulations applicable to University residences

I. Eligibility for residence

- 1.1 Only students pursuing, intending to pursue and who register as a student on a course of study at the University of Exeter; and staff assisting in the management of the accommodation, or in need of temporary accommodation, shall be eligible to live in University owned or managed accommodation.
- 1.2 No-one shall occupy a room unless they have paid the accommodation deposit, accepted the accommodation agreement and entered into a tenancy for that room, and (except for designated family accommodation) only that person may live there. No person under the age of 18 may live in University residences without the express consent of Assistant Director (Residences), Campus Services, unless it is designated family accommodation and they are living with an adult who is responsible for them.
- 1.3 Students required to leave University accommodation because of their behaviour or who are in debt to the University are not subsequently eligible to apply.
- 1.4 There is no requirement for students to live in University accommodation, but their chosen accommodation should be in such a location as will enable attendance at their programme of study.

2. Health and safety

2.1. Fire safety

- 2.1.1 The University's Fire Evacuation Policy shall be prominently displayed in all University residences and shall be binding on all students and visitors. The University's Fire Policy can be viewed at www.exeter.ac.uk/staff/wellbeing/safety/guidance/firesafety
- 2.1.2 No student shall misuse any fire detection, fire prevention, fire safety or fire fighting equipment in University accommodation.
- 2.1.3 All residents, including visitors, must co-operate with fire evacuation procedures.

- 2.1.4 Any resident who intends to be away from their accommodation overnight shall give advance notice of their absence to the Residence Management team via the residence reception.
- 2.1.5 The University shall treat a student's breach of this regulation 2.1, or of any of the University's Fire Policy, as a serious breach of that student's accommodation agreement which could lead to it being terminated.
- 2.1.6 The University shall report serious and/or persistent breach of the University's Fire Policy to the Fire Authority and co-operate in any prosecution which is brought as a result.
- 2.1.7 The Residence Manager or a designated representative may refuse permission for a resident to have an overnight guest on the grounds of fire safety (for example, if the maximum number of permitted guests has already been booked in for that night). A guest may stay for no more than three consecutive nights.
- 2.1.8 Students must not light any fire in any University residence or the grounds of any residence or campus grounds.
- 2.1.9 No student shall bring fireworks or other explosive devices into any University residence or the grounds of any residence or campus grounds.
- 2.1.10 Residents must not bring any furniture into residences. Whether or not it meets current fire safety standards, additional furniture is a fire hazard because over-furnished rooms impede means of escape.
- 2.1.11 In any disciplinary action taken as a result of a breach of this Regulation 2.1 the disciplining officers shall regard breaches of fire safety as serious matters and shall, if proven, impose the maximum penalty appropriate to the offence.
- 2.1.12 Students must vacate the building within 2.5 minutes of the alarm sounding; failure to do so will be treated as a disciplinary offence.

2.2. Electrical safety

- 2.2.1** Residents shall not bring into University residences any electrical equipment except as permitted by regulations **2.2.2** and **2.2.3**.
- 2.2.2** Residents may bring into catered accommodation: a kettle, stereo, hairdryer, personal computer and television. Cooking equipment may only be used in the utility rooms provided in each residence.
- 2.2.3** Residents may bring into self-catering accommodation the items listed in Regulation **2.2.2** and electrical cooking and food preparation equipment which may only be used in the kitchen area of the accommodation.
- 2.2.4** Residents who need to bring electrical equipment other than as specified in Regulations **2.2.2** and **2.2.3** into their rooms for assistance with a disability may do so provided they notify the Residence Manager in advance. The Residence Manager may, where it is reasonable to do so, request medical confirmation of what equipment is required; request a specification in order to confirm its operation can be supported in the residence or to assess what adjustments need to be made; and require the electrical equipment to be tested if they have reasonable concerns as to its safety.
- 2.2.5** All residents' electrical equipment must be safe and in particular (a) be CE marked, (b) have sound mains lead and plug, (c) be correctly rated for fuses fitted for the appliance, and (d) not be used in a combination which overloads the electricity supply.
- 2.2.6** Residents must not alter, connect into or tamper in any way with any apparatus for the supply of, or equipment which uses, electricity, gas or water.
- 2.2.7** Except for University fridges/ freezers residents must switch off all electrical, gas and water appliances after use and ensure taps and electric lights are turned off when leaving a room unoccupied.

2.3. Behaviour

- 2.3.1** No student shall behave in a violent, intimidating, harassing or aggressive manner towards others. The University will treat such behaviour as a serious breach of a student's accommodation agreement which could lead to it being terminated. Further details about University policies are available at www.exeter.ac.uk/staff/equality/dignity and [www.exeter.ac.uk/staff/policies/calendar/part 1](http://www.exeter.ac.uk/staff/policies/calendar/part1)
- 2.3.2** The University may move resident students to alternative accommodation for their own safety or for the safety of others where there has been violence or where there is a serious threat of violence.
- 2.3.3** No item which is an offensive weapon, which is likely to be used as an offensive weapon; or which is an imitation or replica of an offensive weapon, shall be brought into University residences. The University will treat a failure to comply with this regulation **2.3.3** as a serious breach of a student's accommodation agreement which could lead to it being terminated. This regulation also applies to licensed firearms which, though they may be lawfully owned, are not permitted in University residences.
- 2.3.4** The University's policy and guidelines on the use of illicit drugs and abuse of alcohol shall apply to all University residential accommodation and all residents and which is available at www.exeter.ac.uk/students/drugpolicy. The University shall co-operate fully in any police investigation into the use, supply or provision of controlled drugs or substance abuse.
- 2.3.5** Students shall not smoke in any part of University residences. Further details and the University's policy on smoking is available at www.exeter.ac.uk/staff/wellbeing/safety/guidance/smokingpolicy
- 2.3.6** Residents shall report any accident in which they are involved or any accident or incident to which they are witness to the Residence Management team via the residence reception.

2.4. Security

- 2.4.1** No student shall admit anyone into University accommodation unless they are known to the student or have shown proof of their identity to the student.
- 2.4.2** Regulation **2.4.1** shall not apply where entry is being forced and the student's personal safety is likely to be put at risk if the student resists.
- 2.4.3** Students shall ensure that external doors and individual flat doors are locked after they use them and shall not leave open any window when their accommodation is unoccupied.
- 2.4.4** The University is not liable for loss of, theft of or damage to any student's property unless it is caused by the University's negligence (or its employees' or agents' negligence) or a breach of the University's obligations in the student's accommodation agreement.
- 2.4.5** Residents shall accompany visitors/ guests in University residences after 11.30pm and, if leaving after that time, shall take them to the main doors and ensure the doors are securely closed after the visitors'/guests' departure.
- 2.4.6** Students shall show identification on request to any member of University staff.
- 2.4.7** Any student who loses his/her key, fob or entry card shall report the loss as soon as practicable after discovery to the reception.
- 2.4.8** Residents must not lend their keys, fobs or entry cards to anyone, even if that person is a resident in the same building.
- 2.4.9** Residents must not make copies of their keys.
- 2.4.10** No person shall sell events tickets in the residences unless they are for the Students' Guild (or its Societies) or residence events (sold in the main reception area).

2.5. Medical and health

- 2.5.1 Any student who is diagnosed with or who has been in contact with an infectious or contagious disease e.g. meningitis or typhoid must inform the Residence Management team via the residence reception.
- 2.5.2 If the infection or contact takes place in the vacation, the student shall not resume residence unless the Residence Manager or a designated representative is reasonably satisfied that there is no risk of disease affecting other residents, and to this end they may (depending on the circumstances, but always acting reasonably) request the student to provide a medical or quarantine certificate as a pre-condition of returning to their accommodation.
- 2.5.3 The University shall make such reasonable adjustments as are necessary to ensure that disabled residents in University accommodation are not put at a substantial disadvantage when compared with other residents and the University shall actively promote equality of opportunity for residents with disabilities.
- 2.5.4 If any student's medical condition results in behaviour which, in the reasonable opinion of the Residence Manager materially and adversely affects the health or wellbeing of other residents (for example a student who self-harms in shared facilities) then the Residence Manager may in accordance with the procedure set out in the accommodation agreement:
- 2.5.4.1 Arrange for a move to a different type of University accommodation where this is available and would be likely to help; and/or
- 2.5.4.2 Request a student to move out of University accommodation temporarily until the student's condition improves (in which case the student will be asked to vacate their room, without being charged for the period of absence, and will be offered accommodation, but not necessarily the same accommodation, once the student's condition enables them safely to return).

- 2.5.5 The University shall by these regulations notify residents of its policy on meningitis which can be viewed at www.exeter.ac.uk/staff/wellbeing/safety
- 2.5.6 Any resident who needs to be absent from their accommodation for longer than seven days must notify the Residence Management team via the residence reception.

3. Tenancy (accommodation) agreements

- 3.1 Only persons who have paid an accommodation deposit and entered into an accommodation agreement with the University shall be permitted to occupy University residential accommodation.
- 3.2 The accommodation agreement shall be on the University's standard terms and conditions provided to the student in their accommodation offer (which may vary slightly from one residence to another, but only to the extent necessary for different types of accommodation).
- 3.3 Residents who wish to terminate their accommodation agreements may only do so in the circumstances and on the conditions set out in the accommodation agreement. Residents must follow any procedures set out in the Resident's Handbook (except in the circumstances described in regulation.
- 3.4 The University may let any rooms which are already vacant to residents on its waiting list in preference to allocating a waiting student to a room where a tenant wishes to terminate their tenancy.
- 3.5 Students who have a requirement to stay in Exeter for academic purposes, may apply (at the beginning of the summer term) for accommodation during the long vacation after the end of the period of residence specified in their accommodation agreement, but accommodation will be subject to availability and successful students must enter into a new accommodation agreement for the additional period they wish to be in occupation.

- 3.6 The University will not refund residence charges where a student is not able to occupy their accommodation owing to ill health, unless it is for a reason connected with a disability or as described in regulation 9.6. Where a student is absent from catered accommodation for longer than one week due to illness they may apply to the Accommodation Office Team for a refund of meals provided their application is accompanied by a medical certificate, but a refund is not an automatic entitlement.

- 3.7 The University will not intervene in any dispute between a student tenant and their private landlord.
- 3.8 The University may treat any breach of a student's obligations in their accommodation agreement as a disciplinary matter (www.exeter.ac.uk/staff/policies/calendar/part1/otherregs) under these regulations as an alternative, or in addition to, taking legal proceedings to enforce the agreement.

4. Nuisance and anti-social behaviour

- 4.1 Every student shall have respect for the private life of other residents and their need for peace and quiet in order to sleep and study.
- 4.2 The University encourages residents to have an active social life, but only to the extent that this does not involve behaviour which is a nuisance to others.
- 4.3 The University may take disciplinary action against any student who engages in anti-social behaviour, but persistent anti-social behaviour will also be regarded as a breach of the student's accommodation agreement which could lead to it being terminated.
- 4.4 A breach of parking regulations www.exeter.ac.uk/students/life/carparking/regulations at residences constitutes a breach of these regulations and a breach of the student's accommodation agreement.

- 4.5 Under these regulations, and the student accommodation agreement, residents are responsible for the conduct of their guests and visitors (but not intruders) and, in addition, to the fact that a visitor/guest may be required to leave by a member of University staff, a student may be liable for disciplinary action as a result of any nuisance or anti-social behaviour by their visitor/guest.
- 4.6 No student shall cause a noise audible from outside their room or flat at any time. Students shall not cause any noise in the shared areas of residences or outside residences between the hours of **11.30pm and 7.30am**. The University shall take disciplinary action against students who cause noise nuisance. Persistent noise nuisance is a breach of the student accommodation agreement that could lead to it being terminated.
- 4.7 Students shall not ride bicycles or scooters inside any residential building. Nor should they use skateboards inside any residential building, in University grounds or in the grounds of residences. Residents must not store bicycles in their rooms or anywhere else in residences except for the designated bicycle storage areas or through arrangements made with the University Bicycle Club where bikes must be stored in bike bags.
- 4.8 Students shall not play ball games (including golf) or engage in normally outdoor sporting pursuits in any residential building or in and around the grounds of residences except with the prior written permission of the Residence Manager.
- 4.9 Students shall not play any games in corridors of residential buildings.
- 4.10 Students shall not litter the shared areas of the grounds surrounding the residences.
- 4.11 No student shall bring any animal into any University residence or grounds unless it is for the assistance of a disabled person.

5. Care of the accommodation

- 5.1 Residents must look after their accommodation as required by their accommodation agreements.
- 5.2 Students must not display notices, etc except as permitted by the accommodation agreement. Students may display notices, etc in residences, if they have been issued by the Students' Guild or its Societies, provided they have first obtained the Residence Manager's consent and had the hall/residence and date stamp visibly marked on them. Staff may remove any unofficial notice which does not carry the hall/residence and date stamp.
- 5.3 No student shall deface, damage or remove official notices of the University displayed by the Campus Services staff.
- 5.4 Residents must not display any item in or from their window (other than small ornaments on internal windowsills) and must not hang anything (including washing) from their window or place anything on external windowsills.

6. Charges

- 6.1 Residents must pay their residence fees for University residential accommodation on or before the dates set out in their accommodation agreement (also shown in the University calendar at www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/finance/ and in each student's offer.
- 6.2 Late fee charges, as stated in the University's Fees Regulations www.exeter.ac.uk/staff/policies/calendar/, are payable for arrears.
- 6.3 Serious or persistent arrears will be regarded as a serious breach of the student's accommodation agreement which could lead to it being terminated.
- 6.4 The disciplinary regulations and procedures applicable to students in debt to the University www.exeter.ac.uk/staff/policies/calendar/part1/finance/ shall apply to residents who owe accommodation charges or any other payment due under their accommodation agreement.

- 6.5 All enquiries regarding payment of accommodation charges shall be made to the Student Information Desk Team located in the Forum. Details about how to pay the accommodation charges are available via www.exeter.ac.uk/students/finance/howtopay
- 6.6 The University shall not be required to make any repayment of pre-paid charges except as set out in the University's accommodation agreement or in these regulations.
- 6.7 The University shall not act as guarantor or pay charges for any student living in privately-owned or leased accommodation.

7. Disciplinary procedures

- 7.1 If a student is in breach of regulations applicable to University Residences, or the terms of their accommodation agreement, the University may in its reasonable discretion take disciplinary action against them in accordance with the University's Disciplinary Procedure set out in the University calendar: www.exeter.ac.uk/staff/policies/calendar/part1/
- 7.2 The University shall make these regulations available to all residents before they accept the offer of accommodation and ignorance of these regulations shall not be acceptable as an excuse for infringement of them.
- 7.3 The University's Disciplinary Procedure in the University calendar: www.exeter.ac.uk/staff/policies/calendar/part1/ defines which Campus Services staff may invoke the procedure and their powers e.g.: to impose penalties.
- 7.4 Students may be invited to attend investigative/disciplinary meeting(s) in order to try and establish further information concerning any alleged incidents. Invitations to attend such meetings will be notified via students' University of Exeter email/outlook accounts. Students should check their emails on a daily basis. Failure to attend a meeting without due notification will normally incur a financial penalty of a minimum of £50 for non-attendance.

7.5 Nothing in these regulations shall prevent the University from taking court proceedings where appropriate against a student who is in breach of their accommodation agreement or from reporting a student's actual or suspected criminal conduct to the police.

8. Social events

- 8.1 Under these regulations, and the student accommodation agreement, residents are responsible for the conduct of their guests and visitors (but not intruders).
- 8.2 A resident may not invite more than four guests to their room at any time. They may not invite a guest to stay overnight without the written consent of the Residence Manager or a designated representative.
- 8.3 The Residence Manager or a designated representative shall not give consent to overnight guests during Freshers' Week or at any time in a shared room where it may not be in the co-occupier's interests. No consent will be given for overnight guests aged under 18.
- 8.4 If a resident wishes to have more than four guests at the same time they must reserve a social area or public room. Reservations are made by completing an event form available at www.exeter.ac.uk/accommodation/students/currentstudents at least two weeks prior to the event and full details of the nature of the event and the number of persons expected to attend must be given at the time of application.
- 8.5 Any student using a social area or public room must inform the University in advance if alcohol is to be consumed.
- 8.6 Permission to use social areas or public rooms (whether for student meetings, ticket-sale events or private parties) extends only to midnight on the day of the event.
- 8.7 Students may not hold or attend barbecues on any part of the campus except for those organised as official barbecues through Campus Services.

9. Arrivals and departures, early terminations

9.1 Residents shall not be admitted to catered accommodation before the Sunday prior to the start of the second

and third terms as outlined in the period of residence in the accommodation agreement unless the Residence Manager has previously agreed and the student has paid the additional charges due for the extra days.

- 9.2 Residents in catered accommodation shall **vacate their rooms by 10.00am** on the Saturday immediately following the end of each term as outlined in the period of residence in the accommodation agreement (unless the Residence Manager has previously agreed). Residents must return keys, fobs or entry cards at the end of each period of residence, as directed in the Resident's Handbook. The University will charge residents (at the equivalent rate to term-time accommodation where consent has been given, and at double the usual rate where no consent has been given) for any additional days they or their belongings are in residence. Residents are advised to review the Moving Out guide at www.exeter.ac.uk/accommodation/students/currentstudents/movingout
- 9.3 Residents in self-catered accommodation shall **vacate their rooms by 10am** on the last day of the period of residence and must return keys, fob or entry cards, as directed in the Resident's Handbook. Residents are advised to review the Moving Out Guide at www.exeter.ac.uk/accommodation/students/currentstudents/movingout
- 9.4 Accommodation agreements may not be terminated early except as set out in the accommodation agreement. The University may make charges for early termination as set out in the accommodation agreement.
- 9.5 Where a student wishes to leave University residential accommodation before the accommodation agreement has expired, the student must follow the procedure set out in the Resident's Handbook.
- 9.6 The University will not give refunds or discharges of the Residence Charge unless one or more of the following grounds (in the University's reasonable discretion) applies:
- withdrawing, interrupting or deferring from the University.

All applications for remission of residence fees must be accompanied by written evidence (Release Form) sanctioned by the Department.

For:

- compassionate grounds, such as the student's or their partner's long-term or substantial illness;
- material change in the student's personal circumstances, likely to adversely affect their life or work, such as bereavement or pregnancy;
- the University's material mis-representation about the accommodation.

All applications for remission of charges must be accompanied by written evidence and only those supported by the Students' Guild Advice Unit will be considered.

Full details of the requirements to meet these criteria are available on request.

The University has reasonable discretion to determine whether a refund should be given.

- 9.7 Where an application for refund or discharge of charges is accepted the University will notify the student in writing of that fact and arrange for any refund to be made as soon as practicable after the student vacates.
- 9.8 Where an application for refund or discharge of charges is rejected, the University will notify the student in writing of that fact and give reasons for its decision. Objections to the decision may be made under the Students' Complaints Procedure at www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints
- 9.9 A student whose application for refund or discharge of charges is rejected may stay in their accommodation until a replacement student, reasonably satisfactory to the University and not already in University accommodation, takes their place or they may vacate. However, if they vacate they will remain liable to pay the charges for the room until a new tenancy is granted to a suitable replacement student.

9.10 Residents vacating early must on their departure return all keys, fobs, entry cards and ID cards to the residence reception. Unless all items are handed back to the University, the University may either continue to charge for the room until the item is returned or charge the proper replacement costs

to the student, whichever is more favourable to the student.

9.11 The Accommodation Office Team, in liaison with Residence Managers, has the discretion to allow a room transfer within residences but shall charge an administration fee of £50 unless the reason is because of a serious problem with a student's room or neighbours.

10. University-resident liaison

10.1 Complaints by students who are in University residential accommodation shall be made in accordance with the students' Complaints Procedure at www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/complaints

10.2 The following officers of the University shall be responsible for dealing with requests from residents for advice. Residents should contact the officers in the order stated below. Contact details are available at www.exeter.ac.uk/accommodation/contact/other

10.2.1 With regard to academic matters, welfare, discipline and other students in accommodation:

- Designated Campus Services staff member
- Residence Life Advisor
- Contracts and Residence Experience Manager
- Head of Student Services

10.2.2 With regard to domestic matters in accommodation, catering, portering, cleaning and room allocation:

- Residence Manager
- Assistant Director, Residences
- Director of Commercial Operations, Campus Services.

N.B. With regards to academic matters students should seek advice, in the first instance, from their personal/academic tutor.

General information relating to the residential regulations

Accommodation agreement

Your accommodation agreement obliges you to pay the residence charge for the full period of residence. If you decide to leave your accommodation before your tenancy expires you will remain liable for the fees until a suitable replacement student (one who is not already in University accommodation or has not been expelled from University accommodation) takes your place and the agreement is terminated in accordance with the procedure set out in the accommodation agreement. Residence charge will only be refunded if specified in the accommodation agreement.

If you are thinking of leaving, please discuss the situation with the Accommodation Team via the Student Information Desk (SID) Team:

SID
Student Services Centre (SSC)
Forum
Stocker Road
Exeter, EX4 4SZ
Tel: 0300 555 0444 number for UK and +44 1392 724724 for International dialling
email: sid@exeter.ac.uk

They will make sure that you are fully aware of the implications. You must follow the procedure in this booklet if you want to leave early otherwise you could find that you miss the opportunity for someone on the waiting list to take your place, as a replacement occupier.

Early termination procedure

You will be expected to remain in University accommodation for the full period of residence as stated in your contract.

The standard accommodation agreement sets out the conditions on which residents may terminate their tenancy early. Regulations applicable to residences also apply to early terminations. The grounds on which a refund or discharge may be granted (in the University's reasonable discretion) are set out in the Regulations Applicable to Residences (www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/residences) and the accommodation agreement any application for remission of charges must be accompanied by written evidence.

This procedure must be followed in all cases of early termination by residents:

- Contact the Accommodation Office Team via SID to discuss your request to leave. They will be able to advise you on your options and if you meet the criteria outlined in the regulations.
- Make a formal application to vacate your accommodation, using a 'Request to Vacate' form, through the Accommodation Team. In addition to notifying the Accommodation Team that your room is available, the form should be used if you wish to apply for a refund or discharge of charges. It is the responsibility of the individual to check the balance of their student account which can be viewed via iExeter.
- Comply with the conditions in the accommodation agreement.
- The University will notify you in writing whether the application is accepted or rejected and correspondence will be sent to your term-time email address.

The University may terminate the accommodation agreement:

- if the residence charge or any other payment is overdue by 21 days or more;
- if you are in serious or persistent breach of any of the student's obligations in the accommodation agreement;
- if you cease to be a student of the University;
- if in the reasonable opinion of the University, your health or behaviour constitutes a serious risk to you or others, or to the University's or others' property. Except where the reason is related to your health, the University shall be entitled to charge you £115 towards the costs of administration and cleaning the accommodation.

Please note that the University must get an order for possession from the Court before you can be evicted. If you do not know if you have any right to remain in possession you can obtain advice from a solicitor. Help with all or part of the costs of legal advice and assistance may be available under the Legal Aid Scheme. You should also be able to obtain information from a Citizens Advice Bureau, Housing Aid Centre or Rent Officer.

Withdrawal or interruption of studies

If you withdraw from the University, or interrupt your studies, the University will be entitled to terminate the accommodation agreement and you will be required to leave your accommodation.

Once you have made your decision, please complete an online withdrawal/interruption form. This can be done either in person or over the phone with your college administrator, or can be accessed by logging into SID with your username and password. The form will then be sent for approval by the College Director of Education. Please return your UniCard to the SID desk. Please note there may be serious financial implications if you withdraw/interrupt from your studies at Exeter. You are strongly advised to discuss the matter in full with your College and the Students' Guild Advice Unit before completing the form.

Please ensure that you complete this form before you vacate your accommodation.

As well as contacting your College, you should contact the Accommodation Team via SID to confirm your expected date of departure and to ensure that they have received information from your College.

Once you have cleared the room of your belongings please ensure all keys/access cards are returned to the residence's reception.

The University will charge for any outstanding items.

Your responsibilities as a student

There are over 5,000 residents in accommodation living in close proximity to one another. To ensure the residences run as smoothly as possible, every resident enters into a legally binding contract (also known as an accommodation agreement) with the University, setting out the minimum standards of behaviour that we expect from our student tenants. A serious or persistent breach of the contractual obligations in the accommodation agreement entitles the University to terminate a resident's contract. If we are not able to re-let the room in these circumstances we will be entitled to collect the residence charge from the student for the period of residence.

In addition to the accommodation agreement the University has set regulations which protect and promote an atmosphere conducive to studying and living together. It is everyone's responsibility to comply with these regulations and by doing so you will help to ensure that everyone enjoys their time in the residence. A breach of the regulations is a breach of the terms of accommodation agreement and serious or persistent breach could lead to termination of the tenancy. The full University Regulations applicable to all residents are available on www.exeter.ac.uk/staff/policies/calendar/part1/otherregs and the regulations applicable to University Residences.

Some of the most important residential regulations are summarised in this handbook with some extra useful information on the topics covered, but you should also read the regulations in full.

The residential regulations may seem daunting at first, but they are necessary to ensure that all residents are safe in the University's residences and that a few irresponsible residents do not spoil everyone else's enjoyment of their time in Exeter.

Residence Support Campus Services Staff are primarily there for residents' welfare and wellbeing. However, designated members of Campus Services do have disciplinary powers that enable them to deal with offences. Please read in full the University Regulations and the Regulations Applicable to University Residences.

Parties

Parties are not allowed in residences, this includes the communal areas of the blocks (such as corridors, lift areas and entrances).

If you wish to have a party contact the Students' Guild (www.exeterguild.org) for advice on areas which can be booked for events.

Student events

Student activity is an important part of your student experience at Exeter, and we are keen to ensure that there are suitable indoor and outdoor spaces available outside of core hours to support enrichment activities.

Wherever possible space is provided free of charge. On occasion it is necessary to charge for services if the activity is outside of normal requirements or if the event will require additional porter, cleaning, grounds or security services. Where a charge occurs the cost will be consistent and kept to a minimum.

The University's student events guidelines set out the relationship between your Residence Management Team, Guild of Students and you, a resident student wishing to book a room or outdoor space on behalf of a student society, as part of academic related activity or as an individual booking for a special event.

You should read the full terms and conditions and complete the online booking form at least two weeks before your proposed event is due to take place.

For more information, please refer to our Student Event section of our website at www.exeter.ac.uk/accommodation/students/currentstudents

Accommodation fees

Accommodation payment dates

Residence charges are due at the beginning of the academic year in full, or in installments as detailed in your online offer of accommodation.

Your accommodation offer will show the charges you are due to pay for all three terms or in the case of 51 weeks contracts it will show the four periods.

Please remember to reduce your term two and three accommodation payments (the amounts stated in your accommodation agreement) by £150 per term. (See deposit section page 4-5).

Please note that **NO invoices** will be issued in respect of the standard Residence Charge as the amounts and payment dates are outlined in your accommodation offer which is available online at: <https://accommodation.exeter.ac.uk/Student>

There are many ways to pay your Residence Charge. Please visit www.exeter.ac.uk/students/finance/howtopay for full details.

Charges for non or late payment

The following may be applied in the event of non or late payment:

- 3% late fee applied to the full outstanding balance
- Termination of the accommodation agreement
- Further action may also be taken via debt collection agencies and/or courts to recover debts that remain unpaid. This may severely affect your ability to obtain credit in the future.

If you experience financial difficulties, the Students' Guild Advice Unit may be able to assist and offer impartial advice regarding your finances. Please visit www.exeterguild.org/advice for further details.

Further information regarding student fees and student funding, can be found by visiting www.exeter.ac.uk/students/finance

Online statement

Throughout the year you can check your recent transactions and balance with the University of Exeter by accessing your online statement. This can be done by logging into your iExeter account and clicking on the 'Student Record' and 'Finance' tabs.

Please note that this statement may not contain all charges due. Further transactions may be added depending on your circumstances.

Catered residences, 32 week contract	Cost
Standard	
Single room	£5434.39
Shared room	£5047.64
Ensuite	
Single room	£7041.06 – £7266.48
Single rooms with view	£7620.08

Self-catered residences	Contract length (weeks)	Cost
Standard		
Houses	44	£3088.72 – £3680.93
Rowancroft Court/Mews	42	£4119.58
Cook/Llewellyn Mews	40	£4281.02
St David's	40 – 51	£4294.02 – £5475.28
Lafrowda	40	£4318.92
Birks Grange Village Townhouse	40	£4999.68
Ensuite		
James Owen Court, Nancherrow	40	£5309.37
Exeter One	40	£5560.47 – £5780.88
Birks Grange Village, Duryard	40	£5686.02
Rowancroft	42	£5833.63
Clydesdale Rise	44	£6140.00
Nash Grove	44 – 51	£6210.61 – £7182.52
Rowe House, St German's, Lafrowda	40	£5859.00
Studios		
Birks Grange Village	40	£6419.79
Rowancroft	42	£6741.93
Holland Hall	44	£7527.64
Lafrowda	51	£7928.12



Tel: 0300 555 0444 (calls from the UK)
+44 1392 724724 (International calls)
Email: sid@exeter.ac.uk

www.exeter.ac.uk/accommodation

The information in this booklet is correct at time of going to press.
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