

UNIVERSITY living

Your guide to services and facilities 2012/13





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. Keep it for reference throughout the year – it is available on our website 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. In this guide we emphasise certain points in the Regulations concerning your well-being and that of your fellow residents, 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/or managed by the University however some residences are either owned or managed by carefully selected partners (or third party providers).

These partners will usually employ their own staff to carry out services such as reception, cleaning and maintenance.

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.

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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.

This information booklet is available in large print. Please contact the Student Information Desk (SID) on (08444) 724724, if you require a copy.

For general enquiries about University life: see the University Student Help website for answers to frequently asked questions and links to support and advice www.exeter.ac.uk/studenthelp



Welcome

Before you arrive

You will be asked to complete our on-line induction at <https://accommodation.exeter.ac.uk/pls/apex/f?p=OccamStudentPortal:101:3752181969577597> before your arrival to learn 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 and it will take approximately 20 minutes to complete. Please bring the printed confirmation page of the induction with you.

Please make sure you bring a form of identity with you so that we can issue you with a room key/fob.

International residents

The International Student Support Office at the University will be able to give you further advice and assistance regarding your arrival in the United Kingdom and travel to the University. The International Students Guide available on www.exeter.ac.uk/internationalstudents/prearrival/prepare provides further useful information. The International Student Support Office Welcome team will be based on the Streatham Campus on Saturday 15 and Sunday 16 September to help you settle in.

What we provide in your bedroom:

- a bed with mattress
- wardrobe
- desk
- desk chair
- shelves
- notice board
- curtains or blinds
- desk lamp or built-in lighting above the desk (with the exception of Rowancroft)
- mirror
- washbasin (with the exception of townhouses at Birks Grange Village and a small number of rooms in standard accommodation)

An en-suite room will also have a shower room with:

- handbasin
- toilet
- shower cubicle or wet room
- mirror
- light with shaver point

In addition, a studio flat will have:

- combination microwave oven and two ring hotplate or cooker (Holland Hall)
- fridge with ice compartment
- kitchen cupboards
- work surfaces
- sink and drainer
- kettle

What we provide in the communal kitchen and diners:

- a cooker
- microwave
- fridge/ freezer
- water boiler/ kettle
- dining table and chairs
- an iron and ironing board (available on request)
- The quantity of items provided depends on the size of the flat. You will need to provide pots and pans, bedding, cutlery and crockery. Kitchen and bedding packs can be pre-ordered via www.exeter.ac.uk/accommodation/residences/selfcatered/ from July onwards

Family and couple flats

Residents who have been allocated to a self-contained flat at King Edward Court or Clydesdale Court who would like further information about the inventory of their flat should email: birksgrange@exeter.ac.uk for information about King Edward Court and hollandhall@exeter.ac.uk to receive more details about Clydesdale Court.

Electrical socket provision

Catered residences

Residence	Room type	Minimum no. of sockets
Birks Grange Village	Single en-suite	6
Holland Hall	Single en-suite	6
Hope	Single standard	4
Hope	Single en-suite	4
Hope	Twin en-suite	8
Lazenby	Twin standard	4
Lopes	Single standard	2
Lopes	Twin standard	4
South Cloisters	Single standard	2
Pennsylvania Court	Single en-suite	4
Ransom Pickard	Single standard	6
Ransom Pickard	Twin standard	12
Mardon	Single standard	4
Mardon	Twin standard	8

Self-catered residences

Residence	Room type	Minimum no. of sockets
Birks Grange Studio	Single studio	6
Birks Grange Village	Single standard	8
Birks Grange Village	Single en-suite	8
Birks Grange Village	Single studio	8
Clydesdale Court	One-bedroom flat	14
Clydesdale Court	Two-bedroom flat	20
Clydesdale Court	Three-bedroom flat	28
Clydesdale Rise	Single en-suite	7
College House	Single en-suite	7
Cook Mews	Single standard	4
Garden Hill House	Single standard	2
Garden Hill House	Single economy	2
Garden Hill House	Twin standard	2
Holland Hall	Single studio	6
James Owen Court	Single en-suite	6
King Edward Court	Single bedroom flat	6
King Edward Court	Double bedroom flat	6
King Edward Court	Double bedroom flat with study	6
Lafrowda	Single standard standard	4
Lafrowda	Single en-suite	8
Lafrowda	Single studio	8
Lafrowda Cottage	Single standard	2
Llewellyn Mews	Single standard	4
Nash Grove	Single en-suite	6
Nancherrow	Single en-suite	6
Rowancroft	Single en-suite	8
Rowancroft	Single studio	14
Rowancroft House	Single standard	2
Rowancroft House	Twin standard	2
Rowancroft House	Single en-suite	2
Rowancroft Mews	Single standard	6
Rowe House	Single en-suite	6
St David's (Brunel Close and Kingdom Mews)	Single standard	6
St German's	Single en-suite	6

Your room

Your accommodation offer can be viewed at <https://accommodation.exeter.ac.uk/eAccom> and will confirm the address of the residence to which you have been allocated.

From September onwards, you are able to register as a student online via the University website. If you have completed the accommodation acceptance process in full, registering as a student will provide access to a room number as well as your term time address. Please note this room number is provisional and is subject to change. It will be confirmed upon arrival.

For reasons of data protection, we are unable to issue a room number by phone or email prior to your arrival.

Arrival information

With over 5,500 students arriving we have staggered arrivals to ease congestion both in the city and on the campuses. More detailed and residence specific information will be available on our website at www.exeter.ac.uk/accommodation from the beginning of September. Below we have highlighted some of the key points:

- Keys will be available for collection between 10am and 6pm on your arrival day
- Car arrivals: If you are arriving by car you should book an arrival slot via your accommodation account in advance to park close to your residence to unload your belongings. After that time you will be asked to move your vehicle to one of the University's central car parks so that other residents can unload
- Checklist of essential items to bring, visit www.exeter.ac.uk/media/universityofexeter/campuservices/accommodation/pdf/What_to_bring_for_catered_halls.pdf (catered accommodation)

www.exeter.ac.uk/media/universityofexeter/campuservices/accommodation/pdf/What_to_bring_for_self_catered_residences.pdf (self-catered accommodation)

- maps showing the locations of the residences can be found on: www.exeter.ac.uk/accommodation/maps
- Keys, fobs or cards for all residences are available from individual residential receptions
- Late arrivals:
 - If you arrive after 10pm you may have to find overnight accommodation in the city and collect your keys the next working day.
 - If you know you are going to arrive after the Arrivals Weekend, please tell us as soon as possible, to avoid your room being re-allocated to another student

In order to assist you with your arrival we have a large team of staff and Welcome Team volunteers who will help you find to your new room, offer guidance and answer any questions you may have.

First few days

Email communication

Once you arrive at the University, Campus Services Residential staff will correspond with you by email. We will only use your UoE email address and we will send you emails from '@exeter.ac.uk' addresses. These emails will contain important information therefore you should check your account on a regular basis throughout your tenancy.

The Accommodation Office team will correspond with you via the Student Information Desk Online. You can access this service through MyExeter portal, 'Help and Support' tab.

Room inventory

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 your reception. You will receive by email or on arrival an inventory to complete and return within 48 hours 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.

Welcome meetings

Welcome meetings are arranged to coincide with the majority of arrivals to introduce you to staff and members of the Residence Life team who will be looking after you whilst you live in residence. Further information will be available upon arrival at your reception.

Freshers' Week

All new undergraduate and postgraduate residents will be given the opportunity to take part in the Freshers' Week, when there will be numerous events taking place. Information about the events in Freshers' Week will be available from August at www.exeter.ac.uk/newstudents

Over the Arrivals Weekend you will find the Welcome Team located around the campus. The Welcome Teams are all volunteers who give up their own time to help new residents settle into university life. They will help you through your first week and inform you of the organised events. Keep your eyes on the notice boards for more information about events.

Accommodation fees

Accommodation payment dates and non payment

Accommodation Fees are due at the beginning of the academic year in full, or in 3 instalments:-

- Term 1 - 24 September 2012 – when you register with the University
- Term 2 - 7 January 2013 – within the first 2 weeks of start of term
- Term 3 - 29 April 2013 – within the first 2 weeks of start of term

For 51 week contracts, a fourth instalment is available:-

- Term 4 - 17 June 2013 – within 2 weeks

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 at online at: <https://accommodation.exeter.ac.uk/eAccom>

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 2 and 3 accommodation payments by £150 per term.

Payment is due by the dates stated above. The following penalties may be applied in the event of non or late payment

- 3% late fee applied to the full outstanding balance
- Sanctions – Removal of IT and Library facilities
- Eviction from the accommodation
- 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.

Further details regarding fees, payment deadlines and debt recovery procedures can be found on our website at

www.exeter.ac.uk/students/finance/studentfees/paymentdeadlinespenalties

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/studentfinance

Contact details

Student Finance Team

Phone: 08444 724724 number for UK and +44 1392 724724 for International dialling
E-mail: sid@exeter.ac.uk
www.exeter.ac.uk/students/studentfinance

Deposit

The deposit will be used towards your accommodation charges for Terms 2 and 3 at £150 per term on your University student account.

Therefore, please remember to reduce your term 2 and 3 accommodation payments by £150 per term.

The deposit may, however be used in satisfaction of any breach of your obligations in your accommodation agreement if you have failed to pay the university's invoice for that breach. If you object to this use or deduction you may use the Students' Complaints Procedure at:

www.admin.exeter.ac.uk/calendar/live/progdev/complaints.htm

How to pay

There are many ways to make payment of your accommodation charges. Please visit our 'How to pay' pages at www.exeter.ac.uk/students/studentfinance/howtopay for full details.

Online statement

Throughout the year you can pay your accommodation charges and check your balance with the university at www.exeter.ac.uk/students/studentfinance. Alternatively, you can access your online statement of account by logging into your MyExeter account and clicking on the 'Student Record' and 'Finance' tabs.

Accreditation- Universities UK code of practice

The University of Exeter is part of the Universities UK Code of Practice 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

B&B accommodation

Some rooms in the residences may be let on B&B basis to visitors affiliated to the University (i.e. family and friends, academics). More specific information about availability and location is provided at the individual receptions.

Bedding and bed size

You will need to provide all your own bedding, linen and towels so you will need to bring:

- Pillows
- Duvet
- Mattress protector
- Sheets
- Duvet cover
- Pillowcases

Bedding and kitchen packs can be ordered in advance. Further information, including costs, will be available from July onwards at: www.exeter.ac.uk/accommodation

Single Beds (2ft 11ins)

- Birks Grange Village – en-suite
- Duryard – en-suite
- Lafrowda – ensuite

Single Beds (3ft)

- Cook and Llewellyn Mews
- Clydesdale Rise
- Exeter Halls (Hope Hall, Lopes, Lazenby, Ransom Pickard)
- Garden Hill House
- James Owen Court
- King Edward Court
- Lafrowda Standard and Cottage
- Mardon Hall
- Nancherrow
- Nash Grove Blocks E and F
- Rowancroft (House and Mews)
- South Cloisters
- St. David's (Brunel Close, Kingdom Mews)
- St. German's (Widcombe)

Single Beds (3ft 6ins)

- Rowancroft en-suite
- Rowancroft studios

Double Beds (4ft)

- Lafrowda Studios
- Birks Grange Village Studios

Double Beds (4ft 6ins)

- Birks Grange Village catered – en-suite rooms
- College House (30 en-suite rooms only)
- Clydesdale Court (with the exception of additional bedrooms in family flats)
- Exeter Halls – Pennsylvania Court only
- Holland Hall
- King Edward Court
- Nash Grove – Blocks A to D
- Rowe House (with the exception of one room per flat which has a single bed)
- St German's – Chagford, Christow and Lydford only

At Birks Grange Village self-catered, Lafrowda and Duryard en-suite and studios, the mattresses are deep and standard fitted sheets may not fit these mattresses.

We recommend for Lafrowda, Duryard and BGV studios a flat sheet of 7ft by 4ft 6ins and for Birks Grange, Duryard and Lafrowda en-suite single beds a flat sheet of 7ft by 4ft.

Bicycle storage

Please note that due to health, safety and fire regulations, bicycles are not permitted inside University residences. They can be stored in bike stores where these are provided, but please bring a good, strong lock. You are required to contact your residence reception in order for your bike to be logged and tagged for additional identification prior to storing in the designated locations. We

endorse the Devon and Cornwall Police recommendation that you use two locks of the D or combination lock types.

For the location of the bicycle stores near to your residence please refer to pages 37 to 42.

Any bicycle found in a residence is likely to be an obstruction and so will be removed to the nearest secure bicycle shed. You may be charged a fee of £20 to cover staff time if your bike has to be removed from your residence; charges may also be levied to deal with mess and/or damage caused by bicycles indoors.

The exception to this is where a special arrangement has been made for members of the University Bicycle Club to store their bicycle in their bedroom. In this instance the bike will need to be kept in a 'bike bag'; an application form must be completed; and the rules pertaining to bicycles adhered to. A form can be obtained from the University Bicycle Club Secretary or the Student Information Desk in the Forum.

Please note: additional insurance is advisable for bicycles. They are not covered by the University's block insurance policy.

Customer promise

Our customers are our priority

We promise...

- to make our customers the focus of everything we do;
- to be proactive and consistent;
- to offer a professional and credible service;
- to act with integrity and respect at all times;
- to provide the best customer experience possible at every opportunity.

Campus Services has been recognised for its commitment to enhance the customer's experience through being accredited with Customer First; whilst our commitment to staff development is recognised by being awarded Investors in People.

Cleaning

Primary responsibility for keeping your room (and en-suite facility if you have one) clean and tidy lies with you. Similarly, it is your responsibility as well as your flat mates to keep the communal kitchen and other areas clean and tidy on a day-to-day basis. Please do not put pictures or posters anywhere other than on the notice boards. You will be charged for damage to the paint work 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 you a notice, 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 and the 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. If you choose to sleep during the day you should keep in mind that some noise in the communal areas is unavoidable.

You will need provide your own cleaning products.

Charges for cleaning

We will advise you in writing if, on inspection, your room has not been left in an acceptable condition and you will be given the opportunity to remedy the situation within a given timescale.

The charges indicated below are minimum charges and are a guideline only. Where necessary, additional cleaning will be charged at £15.50 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.

	Cost
Bedroom	£35.00
En-suite facility/shower/bathroom clean	£35.00
Bedroom carpet stained	£35.00
Complete kitchen clean	£110.00
Entrance/corridor clean	£35.00
Removal of bottles (build up)	£0.50 per bottle
Removal of excess rubbish and/or recycling rubbish in communal areas	£5.00 per bag/box
Internal clean of microwave	£10.00
Removal of graffiti	£35.00-£100.00
Fridge clean	£25.00
Defrost and clean freezer	£45.00
Oven clean	£45.00
Hob/grill clean	£35.00
Cleaning up of bodily fluids	£30.00
Removal of rubbish after vacation of room	£5.00 per bag/box
Removal of stickers/posters/drapes/blue tack/fairy lights/ and 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.

	Cost
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	£20.00
Reset safe code	£15.50

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

We clean your room regularly, but patterns of service may vary in some circumstances (e.g. if staff are off work unwell or undergoing essential training). The housekeeping staff work varying hours, generally between 8.30am – 4.30pm. No cleaning is carried out on Saturdays, Sundays, University closure days or bank holidays.

All bathrooms, toilets and showers will be cleaned in standard accommodation on the cleaning days and weekly in en-suite accommodation.

We will aim to give your room a thorough clean once every two weeks. We will give you a slip of paper 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 be able to 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.

If you wish to borrow any cleaning equipment please see the notices displayed within the blocks or contact the reception, which will let you know where you can find the equipment, should you require it. If you have any queries concerning the cleaning of your room please see the Residence Manager who can be contacted via reception.

Keeping your catered accommodation clean and tidy

What you can expect from us

We shall endeavour to:-

- Clean your bedroom fortnightly; please see notice boards for your cleaning day.
- Clean your en-suite shower/bathroom facilities weekly, cleaning toilets, basins, showers/baths and mopping floors.
- Supply toilet rolls.
- Clean communal toilets, showers and bathrooms four times a week, cleaning toilets, basins, showers/baths and mopping floors.
- Clean communal areas four times a week, cleaning furniture, fittings, glass and vacuuming and mopping floors.
- Clean utility/kitchen areas four times a week, wiping down surfaces, microwaves, sinks, and vacuuming and mopping floors.
- Clean corridors and staircases four times a week, cleaning glass, stairwells, dusting and vacuuming.
- Clean windows periodically externally and internally. Notification will be given. This is normally carried out in vacation.
- Provide cleaning products for use by University employees only which must be kept locked away.
- Provide and maintain by the Housekeeping staff, cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, black bags and vacuum bags.
- Provide a clean and safe environment for you to live in.
- Check your accommodation by a Manager or Supervisors after it has been cleaned to ensure standards are maintained.

Please:-

- 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.

What we can expect from you

- Keep your bedroom clean and tidy at all times. On cleaning days please pick up belongings and ensure desks are cleared for cleaning. Kindly take out your waste and recycling on a daily basis to the external recycling bins. Bin stores are provided on site.
- Report any faults to reception as soon as possible.
- In communal toilets, showers and bathrooms, only use the facilities for the purpose for which they have been designed. Kindly remove personal belongings after use and wipe surfaces of baths/showers and remove hair etc. from plug holes. Shower rooms and toilets will be cleaned four times a week.
- Keep communal areas clean and tidy. Kindly take out waste and recycling on a daily basis to the external recycling bins. Bin stores are provided on site.
- In utility/kitchen areas, wash and put away all of your crockery and cooking utensils and ensure the sink, draining boards and microwaves are cleaned after use. Kindly clean up any spillages immediately. Please place broken crockery in the separate bin provided in the kitchen.
- Ensure the communal floor areas are clear of your personal belongings to ensure a thorough clean can be undertaken by staff.
- Keep corridors and stairwells clear; these are your FIRE EXITS. It is a criminal offence to tamper with fire equipment.
- Use environmentally friendly alkaline based products to reduce the use of hazardous cleaning chemicals in your accommodation.
- Note cleaning equipment must be used solely for the use for which it is intended. If you wish to borrow a vacuum cleaner to clean your own bedroom please ask at Reception.
- Ensure that your accommodation is kept in a clean, tidy and safe condition. If your accommodation is found to be in an unacceptable condition, you may incur costs for cleaning or damages.

Cleaning in self-catered residences

A limited cleaning service is provided within the self-catering flats which includes cleaning of communal areas, kitchens, corridors, entrances, stairwells, communal toilets, bathrooms and shower rooms on a regular basis. It is the your 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.

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

Room inspections

Regular inspections of bedrooms 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 cost will be charged to you. A list of charges is shown on page 7.

Keeping your self-catered accommodation clean and tidy

What you can expect from us	What we can expect from you
<p>We shall endeavour to:-</p> <ul style="list-style-type: none">• Clean your kitchen and lounge area twice a week, once a deep clean and once a light clean.• Clean all work surfaces that we are able to access. We shall clean the draining boards, sink and taps.• Wash out the kitchen bin and lid.• 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.• Sweep and mop the kitchen floor; vacuum the lounge.• In residences where there are shared shower/toilet facilities, these will be cleaned four times a week.• Check regularly all corridors and stairwells to ensure that 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 cleaning products for use by University employees only, which must be kept locked away.• Provide and maintain by the housekeeping staff - cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, bin bags and vacuum bags.• Provide a clean and safe environment for you to live in.• Check your accommodation by a Manager or Supervisor after it has been cleaned to ensure standards are maintained.	<p>Please:-</p> <ul style="list-style-type: none">• 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 and draining boards are clear to allow the housekeeping staff to access these areas.• Take out your kitchen waste and recycling on a daily basis to the recycling and bin stores provided on site. Kindly place broken crockery in the separate bin provided in the kitchen.• Wipe the hob and grill pan after use. Always use baking trays when cooking in the oven, "Top Tip" - 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.• Clear the table of crockery and cooking utensils. Bottles and cans should not be collected in the kitchen, dining room or lounge areas and should be removed daily to the recycling bins provided on site.• Ensure the 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. It is a criminal offence to tamper with fire equipment.• Use environmentally friendly alkaline based products to reduce the use of hazardous chemicals in your accommodation, particularly the kitchen.• Note cleaning equipment must be used solely for the use for which it is intended.• Ensure that your accommodation is kept in a clean, tidy and safe condition. If your kitchen is found to be in an unacceptable condition, you may incur costs for cleaning or damage charges.

Keeping your studio accommodation clean and tidy

What you can expect from us	What we can expect from you
<p>We shall endeavour to:-</p> <ul style="list-style-type: none"> • Provide recycling and bin stores in a convenient location on site. • Provide and maintain the equipment installed in your accommodation. • 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, bin 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 a clean and safe environment for you to live in. • Check your accommodation by a Manager or Supervisor after it has been cleaned to ensure standards are maintained. 	<p>Please:-</p> <ul style="list-style-type: none"> • Take out your kitchen waste and recycling on a daily basis to the recycling and bin stores provided on site. Kindly place broken crockery in the separate bin provided in the kitchen. • Wipe the hob and grill pan after use. Always use suitable microwave trays when cooking in the combination oven. Kindly clean up any spillages immediately after use. • Keep corridors and stairwell clear, these are your FIRE EXITS. • Ensure cleaning equipment is 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. • Use environmentally friendly alkaline based products to reduce the use of hazardous chemicals in your accommodation, particularly the kitchen. • Ensure that your accommodation is kept in a clean, tidy and safe condition. If your room is found to be in an unacceptable condition, you may incur costs for cleaning or damage charges.

Maintenance issues

To report any maintenance issue please contact your reception.

Cleaning services will not be provided at weekends, bank holidays or University Closure Days.

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

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 during any absences.

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/admin/calendar/live/progdev/complaints.htm

Data protection

Personal information held about you is protected by the Data Protection Act. 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).

If you are under 18 when entering University accommodation please refer to the University Policy on Under 18s available at: www.exeter.ac.uk/undergraduate/applications/policy/under18

Electrical equipment

Please refer to the Regulations Applicable to University Residences (page 26) (section 2.2) 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.**

In our partner accommodation (UPP) each room has an electrical trip switch fitted; if your power goes off please try to reset this. If for any reason your power does not come on please contact the UPP helpdesk. Item with a high power consumption ie kettles, hairdryers, hair straighteners may cause the trip switch to shut the power off. It is best to unplug all items, reset the trip switch and plug each item in one at a time. In studios there is also a trip switch for your cooking facilities.

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 and take all electric items away from the campus when you leave.





Food

Cafés, restaurants and shops

There are a range of shops and catering outlets on the both campuses – details can be found at www.exeter.ac.uk/campuservices/cafesandshops

Premier International, Cornwall House

The Premier International shop stocks a wide range of goods including: toiletries and household goods; international phone cards and stamps; mobile phone top-up; cigarettes/tobacco; pre-packed pasties, savoury snacks and sandwiches; international groceries; ready meals; cold drinks; fresh fruit, tinned food and grocery goods. For opening times, please visit the website.

Market Place, The Forum

The Market Place stocks a wide range of goods including: newspapers and magazines; stationery and greeting cards; cigarettes; toiletries; pre-packed sandwiches, in store bakery and delicatessen; hot breakfast baps; hot and cold drinks; salad and fruit pots; fresh fruit, tinned food and dried goods; dry cleaning and postal services. Open all year – for opening times, please visit the website.

Birks Premier, Birks Grange Village

Birks Premier stocks a wide range of goods including: toiletries and household goods; international foods and phone cards; cigarettes/tobacco; pre-packed pasties, savoury snacks and sandwiches; international groceries; ready meals; cold drinks; fresh fruit, tinned food and grocery goods. For opening times, please visit the website.

For details of outlets run by the Students' Guild, please visit www.exeterguild.org/eatdrinkshopenjoy

Code of conduct

In order for everybody to enjoy the community atmosphere we ask you to maintain a high standard of conduct and an appropriate dress code whilst in the dining room. For hygiene and health and safety reasons you will need to change from soiled sportswear before attending meals and always wear footwear. Please refrain from bringing alcohol into the dining room.

Events

You are welcome to attend special events as and when they are organised in your residence. These are resident led and have various themes depending on the time of the year. More information will be provided in the individual residences.

Guest meals

You can bring guests to meals in halls by purchasing a guest voucher (valid on the day of purchase only) from the dining room, Manager's office or reception before the meal. You will need to hand in the receipt at the servery.

Identity (ID) cards

If you are in a catered residence you will be given an ID card on arrival. The main purpose of these cards is to ensure that only those who have paid for the facilities provided at the hall can use them. The cards are checked at meal times and anyone unable to produce an ID card will not be served. You will also require your ID card to collect your mail. If you lose the catered halls ID card please report this to the reception at the earliest opportunity. To obtain a replacement you will need to provide another photo, show your University ID card and pay a charge of £7.00. Please be aware that you should only use your own ID card and that the following would be considered as a disciplinary offence:

- lending or borrowing your card to/from another student or a guest (with either your photograph or somebody else's)
- refusing to show an ID card when requested
- behaving in an inappropriate manner towards staff members

In self-catered residences only your University ID card will be required to collect mail.

Managers, Porters, University Security Estate Patrol and other Campus Services staff may also ask to see your ID card at any time, so you should carry it at all times. It is a condition of your residence in halls that you produce this card when requested to do so – you could be delayed if you have to go back to your room for it.

Failure to show identification to an authorised member of staff is also a breach of University Regulations.

If someone asks to see your ID card you are entitled to ask them for identification. Do not hesitate to ask for identification from University staff or workmen who may seek access to your room in hall – genuine workman or members of staff will be able to produce it.

It is a disciplinary offence to give your hall card to anyone else or allow them to use it.



Meals in catered residences

In catered residences we provide you with a breakfast and dinner Monday to Friday, and a breakfast, brunch and dinner at weekends. A sample menu is provided on our website at

www.exeter.ac.uk/media/universityofexeter/campuservices/accommodation/pdf/Term_2_Including_Breakfast.pdf

Monday to Friday lunches may be purchased from a number of food outlets located on campus – more details are available at www.exeter.ac.uk/campuservices/cafesandshops/retail

If, for academic reasons, you are unable to take a meal, please contact the Residence Manager via your reception to discuss alternative arrangements.

We do not offer kosher meals in catered halls, however, halal meat may be provided (please contact your residence directly to discuss any specific requirements).

“Pay as you go” meals

If you live in a self-catered residence but would like the offer of home cooked meal you can come to any of the catered residences and purchase an individual meal. For further information, please contact one of the catered residence receptions after your arrival.

Special diets

If you require a special diet because of an allergy or medical problem please see the Residence Manager to discuss your requirements. We will be pleased to do all we reasonably can to meet your needs.

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 electrical items brought in by you may be required to be PAT tested at your expense. Equipment which the University reasonably considers to be unsafe or a fire or health and safety risk may be removed at your expense and returned only at the termination of the accommodation agreement.

Heating

Heating in the majority of University owned accommodation is regulated by an automatic central control system. This is to ensure that energy wastage is avoided and to minimise emissions of carbon dioxide, a key global warming gas. It is also to minimise rising energy prices, which are reflected in your accommodation charges.

The heating in University residences will generally be switched on between the months of October and May. Buildings are not normally heated during the summer months. For cost and health and safety reasons, you are not permitted to bring your own heaters into residences and the University or third party provider may confiscate such items.

Please note that the temperature inside buildings will be artificially heated to 21°C. During spells of cold weather you should dress accordingly.

Further details about heating in your residence is available through a guide on our website at www.exeter.ac.uk/accommodation or at your reception.

Meal times:

Breakfast:	Monday to Friday – 8.00am to 9.30am
Continental Breakfast:	Saturday – 8.00am to 11.00am
	Sunday – 8.30am to 11.00am
Brunch:	11.15am to 1.30pm (Saturday and Sunday)
Dinner:	Monday to Sunday – 5.15pm to 7.00pm



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 or 263999.

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 2.5 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 or 263999.

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. If you have

a disability and may require assistance during fire evacuations you should ensure that you contact the Residence Manager when you arrive at University so that a personal evacuation plan can be drawn up. If you have hearing difficulties and need a visual alarm, you should contact the Accommodation Office via sid@exeter.ac.uk when returning your 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 with all due haste on the occasion of any alarm, practice or not, is liable to disciplinary action. We may undertake further fire evacuation practices throughout the contract period.

Fire alarms are tested in some residences on weekdays between 9am – 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 room.

Improper use of fire prevention or fire detection equipment is a **criminal offence**, for which the culprit could be fined and/or imprisoned. It is also 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 (please see table of maintenance charges on page 34).



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.

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.

You need to complete a self-certification of illness form (available from the relevant College Office) if you 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 you will need to see a doctor and get a sick note, which should be sent to the College Office. If you miss an examination because of sickness, you must get a note from your doctor and send it to the College Office. If you are registered with the University Doctors you will not be charged for sick notes however, should you choose to register with another practice, you may be charged for the production of a note.

If you go home for health reasons, you must notify the reception or Residence Manager and your 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/hspoliciesandguidance/meningitis

Lists of First Aiders are displayed in each residence.

NHS Direct

Accessible via www.nhsdirect.nhs.uk or by telephoning 0845 46 47, NHS Direct is available to make a difference to the lives of people in England, 24 hours a day, 365 days a year. It provides assistance to you whenever you have health worries and has the knowledge and experience to give you real help and reassurance.



Salesmen, cold-callers and strangers

Door-to-door salesmen are not permitted at any of the residences. Any non-residents found wandering about the halls or behaving suspiciously in the grounds should be challenged **if you feel it is safe to do so**, otherwise contact a member of Campus Services staff or University Security Estate Patrol.

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.

Security

Study bedrooms are easy targets for sneak 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.

You are strongly encouraged to attend the Welcome Meeting which will include information about security and safety.

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.

Insurance

The University does not accept responsibility for loss, theft of or damage to residents' property unless it is caused by the University's (or its employees' or agents') negligence or breach of contract.

The University has a basic insurance policy to cover your possessions whilst you are living in halls. It is important that you check the limitations and exclusions of the policy to ensure that sufficient cover is in place for your individual requirements.

We strongly advise you not to keep large sums of cash in your room.

What's covered?

The University have arranged possessions insurance. The cover provides protection from theft whilst your possessions are in your room. The University cannot guarantee that all of your possessions will be insured so we strongly recommend that you visit our insurance provider's website via www.exeter.ac.uk/accommodation to find out if you need to extend the benefits provided to include cover for valuable items such as laptops, mp3 players, cameras, musical instruments, bikes and mobile phones when you take them outside of your room.

Full details of the cover provided quotations to extend the basic policy and how to make a claim can be obtained will be provided through a link on our website www.exeter.ac.uk/accommodation/essentialinformation/servicesandfacilities/





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. Indicative charges are shown on page 34. You are permitted one set of keys to the room at any one time. 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

- Your accommodation agreement 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
- Please clear and vacate your room by 10am on this day

Details will be provided in the **Moving Out Guide** issued in the last two weeks of your contract period.

The University will charge you for a replacement if any item is missing or not returned. Should you forget to return any item please telephone or email to inform the reception and post it back immediately.

Litter clearance policy

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 in 2011.

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

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 phone. Details of reception contacts are available on pages 37 to 42. Please provide as much details 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 our residence handyman, to the relevant Property Services team, 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.**

University of Exeter Property Services 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.)

Work will be carried out by one of the following:

Property Services staff or staff working for our partners

e.g. emergency work, most other routine maintenance

Residence handyman

e.g. simple repairs, light bulbs, blocked drains

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 within the following guidelines shown on page 19 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.

Please see page 20 for a response timescales and note that these timescales are based on the time the fault is received by the Property Services 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 Property Services 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.

Routine/planned maintenance

From time to time it is necessary to carry out routine and planned maintenance within the residences (e.g. testing of portable electrical appliances, gas safety checks etc.). In this case you will receive an email and we will display posters with the necessary information within the building. At least seven days advance notice will usually be given.

Damage

You will be charged for repair and maintenance required as a result of damage that you or your visitors cause.

A list of charges can be found on page 34.

Routine maintenance

Maintenance problems must be reported promptly to the reception. The matters are then reported to Property Services (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 pressure of work of the various tradespersons involved. Please bear with us in this respect as we do endeavour to have work carried out as quickly as possible. Please do not ask or expect your cleaner to report matters for you and please do not take it upon yourself to inform Property Services (of either the University or third party providers) as this often delays matters and can interrupt the flow of information. Delay in reporting a fault, or failure to follow the correct reporting procedure, usually means a delay in getting the work carried out.

Only genuine emergencies can be dealt with out of office hours via a report to the reception or contacting the University Security Estate Patrol 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.

Serious emergencies

For fire, flood or other serious emergencies contact the Emergency Services on 999 and the University Security Estate Patrol on (01392) 723999 or 263999. In other cases, you should follow the procedures set out above.

Maintenance response times

Property Services Response Times for Repairs 2012/13

1 hour Emergency	24 hours Urgent	5 working days Routine	30 working days Non urgent
<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 on the ground floor (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 en-suite facilities • Oven and hob faults • Loss of heating/hot water/ electric power in bedroom 	<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 • Plumbing repairs • Removal of graffiti • Works necessary to maintain operational use of the building • Laundrette equipment 	<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.



Network connection via ResNet

The majority of bedrooms in halls of residence are connected to our network (via 'ResNet') which provides access to a speedy broadband service. You can confirm if your residence has this facility by checking the website. Please note that only registered University of Exeter residents are able to use the network connection provided in study bedrooms.

PCs and all other computer types (for example: Macs or PC running Linux) can be connected to our network. The IT helpdesk fully supports PCs and is presently investigating expanding the support it offers to Macs and PCs running Linux. This service can assist users with IT-related queries – from support for the specific IT services offered by the University, to virus and internet access problems.

The study bedrooms connected to our network are available with unlimited downloads and speeds of up to 20 Megabits through a wired network. The internet connection offers virtually full access to the University network, providing access to email, personal filespace and the online learning materials for your course modules. It also provides access to the internet. All accesses are logged but only accesses to "peer to peer" services are restricted. Other applications such as Instant Messaging (Yahoo, Twitter and Skype), gaming and streaming media services (iPlayer, Windows Media Player and You Tube) and connecting to the internet via a games console are also accessible. These applications though are not supported by the IT helpdesk.

All residents are required to install an anti-virus package and ensure that their virus definitions are up to date before connecting to the internet. The IT helpdesk recommends Microsoft Security Essentials which is available to download from the Microsoft website for free.

The internet connection is subject to a set of regulations for the use of computing facilities, please visit

www.as.exeter.ac.uk/it/regulations/regs

The right is reserved to terminate connections in the event of misuse or abuse of the facilities, for example: the use of "peer to peer" applications to download or distribute illegal or copyrighted material.

If you need any further information, help or support please do contact the IT helpdesk on helpdesk@exeter.ac.uk or 01392 72 3934.





Parking

The University has a Sustainable Travel Plan available at www.exeter.ac.uk/sustainability/campus/travel and actively seeks to encourage green travel. In line with this, there is no parking on either the Streatham or St Luke's (including Rowancroft) campuses for residents. For most residents the use of a car is not necessary. The Streatham and St Luke's campuses are compact and Exeter City centre is within easy walking distance of both. Public transport is readily available and many residents share taxis for transport to and from social activities.

Roads around both of the University's Exeter campuses are subject to restrictions laid down by the local council, which include pay and display and residents' permit holders only parking. Residents in University residences do not qualify for resident permits in these areas.

You are strongly advised to avoid bringing a car to Exeter.

Residents with mobility impairment or other disability-related transport needs who hold a blue badge may apply to the Campus Services helpdesk for a parking permit and, subject to providing appropriate proof of entitlement, such residents will be given priority and their permits will be issued free of charge.

The University's parking regulations can be viewed at www.exeter.ac.uk/students/life/carparking/regulations

Details about parking, including how to contact the Campus Services helpdesk who will deal with these issues, are available from www.exeter.ac.uk/students/life/carparking

Please note: Motor vehicles which infringe parking or traffic regulations may receive a fixed penalty infringement notice or be clamped. A fee will be charged for release, or the car may be removed if illegally parked (e.g. on double yellow lines)

and the owner will have to pay the costs of removal and recovery, which may be in excess of £200.

Information regarding parking is correct at time of publication. Please ensure that you check the University's website at time of application for up-to-date information.

Permits for the following residential areas are allocated and issued from the relevant Reception:

- Cook Mews
- Llewellyn Mews
- James Owen Court
- King Edward Court
- St David's
- Clydesdale Court

Only residents who live at these locations may apply for a parking permit. Application forms for parking will be available from 1st October 2012 at the relevant reception. The deadline for applications is 7th October 2012 at 5pm. You will be advised by email if you have been successful or not and permits will then be issued.

Please be aware these permits do not allow you to park on the main campus.

Permits are not transferable and should be displayed on the windscreen at all times. A new application is required in October each year and the new permit will be issued following payment of the appropriate charge. Permit holders must be owners or named drivers and have the relevant insurance documents.

There is a charge for a permit for the academic year – charge available at time of application.

A limited number of permits are available for the above residences. Permits will only be issued for the number of spaces available at that residence. Possession of a permit at the above residences does not guarantee a parking space will be available. Once all the permits have been issued, a waiting list will come into effect.



Post and parcel deliveries

Addresses of residences

Birks Grange Village A to E

New North Road
Exeter
Devon EX4 4PQ

Birks Grange Village F to Q

New North Road
Exeter
Devon EX4 4GA

Brunel Close

Houses 1-13
St David's
Exeter
Devon EX4 4BU

Clydesdale Court

Clydesdale Avenue
Exeter
Devon EX4 4QX

Clydesdale Rise

Clydesdale Avenue
Exeter
Devon EX4 4QX

Cook Mews

King Edward Street
Exeter
Devon EX4 4NY

Duryard

Yeo House
Lower Argyll Road
Exeter
Devon EX4 4GN

Teign House

Lower Argyll Road
Exeter
Devon EX4 4GQ

Garden Hill House

Higher Hoopern Lane
Exeter
Devon EX4 4SQ

Holland Hall

Clydesdale Road
Exeter
Devon EX4 4SA

Hope Hall

Prince of Wales Road
Exeter
Devon EX4 4PL

James Owen Court

Sidwell Street
Exeter
Devon EX4 6SD

Kingdom Mews

Houses 1-3
St David's
Exeter
Devon EX4 4BU

Kingdom Mews

Block 11 Flats A-F
Block 12 Flats G,H,I,J,K
St David's
Exeter
Devon EX4 4BU

King Edward Court

King Edward Street
Exeter
Devon EX4 4NY

Lafrowda Cottage

Prince of Wales Road
Exeter
Devon EX4 4PR

Lafrowda Flats

St German's Road
Exeter
Devon EX4 6TJ

Lazenby, Hope Hall

Prince of Wales Road
Exeter
Devon
EX4 4PD

Llewellyn Mews

King Edward Street
Exeter
Devon EX4 4NY

Lopes Hall

St German's Road
Exeter
Devon EX4 6TH

Mardon Hall

Streatham Drive
Exeter
Devon EX4 4QW

Nash Grove

Clydesdale Avenue
Exeter
Devon
EX4 4QX

Pennsylvania Court

c/o Lopes Hall
St German's Road
Exeter
Devon EX4 6TP

Ransom Pickard

c/o Lopes Hall
St German's Road
Exeter
Devon EX4 6TN

Rowe House

St German's Road
Exeter
Devon EX4 6TJ

St German's

St German's Road
Exeter
Devon EX4 6TJ

Rowancroft Mews

Heavitree Road
Exeter
Devon EX1 2QH

Rowancroft House

Heavitree Road
Exeter
Devon EX1 2QQ

1-6 Davis House

Rowancroft
Fore Street
Exeter
Devon EX1 2EZ

1-12 Francis House

Rowancroft
Fore Street
Exeter
Devon EX1 2AQ

1-32 Rowancroft Studios

Rowancroft
Fore Street
Exeter
Devon EX1 2FD

1-9 Radford House

Rowancroft
Fore Street
Exeter
Devon EX1 2AP

1 and 2 Garden House

Rowancroft
Fore Street
Exeter
Devon EX1 2AN

St Luke's Hall

c/o St Luke's
Heavitree Road
Exeter
Devon EX1 2LU

Collecting your mail

Mail will only be given to the person to whom it is addressed and you will need to show your ID card when collecting mail which can be picked up in the following locations:

Birks Grange Village A to E:

from reception at Birks Grange Village Central Block.

Birks Grange Village: F to Q:

from reception at Birks Grange Village, Ross House

Brunel Close, Flats:

Mail can be collected from pigeon holes located in the entrance foyers of each block

Brunel Close, Houses:

Mail will be delivered direct to each residence

Clydesdale Court:

from reception at Holland Hall

Clydesdale Rise:

from reception at Holland Hall

Cook Mews:

from reception at Birks Grange Village Central Block

Duryard, Yeo and Teign Houses:

from UPP reception at Birks Grange Village, Ross House

Exeter Halls:

Hope, Lazenby, Lopes, Pennsylvania Court and Ransom Pickard: from reception at Lopes Hall

Holland Hall:

from reception at Holland Hall

James Owen Court:

from the pigeon holes located in the entrance foyers of each block. Parcels and recorded delivery post is held in the office and a list of names will be put on the office door

Kingdom Mews Flats:

Mail can be collected from mailboxes located in the laundrette

Kingdom Mews Houses:

Mail will be delivered direct to each residence

King Edward Court:

from Birks Grange Village Central Block

Lafrowda:

from the UPP reception at Lafrowda, Bridestowe House

Llewellyn Mews:

from reception at Birks Grange Village Central Block

Mardon Hall:

from reception at Holland Hall

Nash Grove:

from reception at Holland Hall

Rowancroft (en-suite and Studios):

from mail boxes in the foyers of the buildings

Rowancroft House:

from reception, North Cloisters

Rowancroft Mews:

from reception, North Cloisters

Rowe House:

from the UPP reception at Lafrowda, Bridestowe House

St David's, Brunel Close, Flats:

Mail can be collected from the pigeon holes located in the entrance foyers of each block.

St David's, Brunel Close, Houses:

Mail will be delivered direct to each residence

St David's, Kingdom Mews Flats:

Mail can be collected from mailboxes located in the laundrette

St David's, Kingdom Mews Houses:

Mail will be delivered direct to each residence

St German's (Chagford, Christow, Lydford and Widecombe):

from the UPP reception at Lafrowda, Bridestowe House

St Luke's Halls:

from reception, North Cloisters

All other residences have private mailing addresses and any post will be delivered directly, by Royal Mail, to your residence.

Redirecting mail

You are required to make your own arrangements regarding redirection prior to your departure. Please ensure that you advise all correspondents of your change of address around two weeks before you are due to leave. Don't forget to tell your bank and any other companies you regularly deal with. For your information redirection of mail can be arranged with the local Post Office for a small fee. Mail will be sent 'Return to Sender' if you no longer reside at the accommodation and have not made arrangements with the Post Office for redirection.

Sending mail

Internal mail can be sent via the relevant Reception. There are Royal Mail post boxes for any external mail either on or close to the campuses. Mail collection times do vary and are shown on the post boxes. For more information on services provided by Royal Mail please visit the website www.royalmail.com

Receiving mail

Please ensure all mail is correctly addressed in the following format:

Full name
Room no (when available)
Name of residence with block name or letter
Street
Exeter
Devon
Postcode

High-value or important items or parcels should be directed to the relevant Reception and should be collected within seven working days.

The University is unable to accept large bulk items including food deliveries. Residents should make their own arrangements with suppliers to meet the carrier to take delivery of such items.



Recycling and disposal of waste

Disposal of recyclable materials 'reduce-reuse-recycle'

University waste and recycling targets

The University has made a commitment to improving environmental performance by setting clear targets for waste and recycling. We will reduce the total amount of waste generated by 1% each year. We will also recycle 45% of waste and compost 95% of our biodegradable waste by the end of 2014/15.

The University actively promotes recycling and re-use throughout the University accommodation in order to reduce the amount of waste sent to landfill. A number of recycling points are located close to the residences. Please access the sustainability resource map for Streatham Campus and scroll across the map for your location: www.exeter.ac.uk/sustainability/campusmap or ask your Resident Life Mentor for more details.

More information is available on the waste and recycling section of the sustainability website. Don't forget you can find a home for things that can be reused through the Student Reuse project. Check the University Facebook pages for updates.

You should be able to recycle the following items at facilities close to your accommodation:

- cardboard – please flat pack;
- plastic – please rinse first;
- glass – please drain of all liquids and rinse first;
- cans – please rinse first;
- paper and magazines – can be left for recycling in the Reception Areas/ Management Offices.

It is important that you follow the rules for recycling as any bins which are contaminated, with even the small amount of the incorrect waste, will result in it all being sent to landfill. Please do not put plastic bags into

any of the recycling containers as this contaminates the bin, and the contents will then be sent to landfill. Please see the Quick Guide to Recycling www.exeter.ac.uk/sustainability/campus/wasteandrecycling/a-z

In addition, across campus there are:

- Hospiscare boxes for the collection of optical glasses and stamps.
- Collection points for battery recycling.
- Textile and shoe banks located outside of Cornwall House and at the archway by Queen's Building.

Please do not leave rubbish bags beside the bins; if the bins are full please advise the relevant Reception staff.

Disposal of rubbish

It is your responsibility to empty the rubbish in your bedroom and kitchen. We will provide you with a bin to put your rubbish in. When disposing of your rubbish please tie a knot in the bag and place it in one of the large bins located near to each residence. Sharp items, e.g. razor blades, glass, etc. must not be placed in these bins for health and safety reasons. Please dispose of broken glass, crockery etc in the special bins provided in the kitchen areas. If one is not available or if you need to dispose of razor blades or needles please see housekeeping staff who will be able to instruct you on how to dispose of these safely. Please do not overfill bags, because this makes them burst, and please take care that no liquids are leaking out of the bags as you carry them through the building.

If you share a flat or a house with others you will need to share the responsibility of removing rubbish regularly.

Studios – If you wish to dispose of any sharp items (e.g. broken glass, crockery, etc.) please contact the relevant reception to obtain a secure container for their safe disposal.

The Reuse Scheme

This project has been run at the University since 2008 when it won a National Recycling Award. The Reuse Scheme encourages residents to pass on books, stationery, pots, pans, crockery, cutlery, etc. to other residents. Rather than throw away items that are still serviceable, donated items are distributed between local charities, supported living venues and at a huge 'Student Free Stuff Event' during Freshers' Week.

In addition Give and Take Days are held during the year where residents can pass items on to other residents without charge. Volunteers to help at these events are always welcome.

The University's sustainability web site can be viewed at www.exeter.ac.uk/sustainability/index with a link to Policy, Strategy & Structure at www.exeter.ac.uk/sustainability/policy



Regulations applicable to university residences

I Eligibility for residence

- 1.1 Only residents pursuing, intending to pursue or who register as a student on a course of study at the University of Exeter; 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 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 Residents 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 residents 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 resident and non-resident residents. The University's Fire

Policy can be viewed at www.exeter.ac.uk/staff/wellbeing/safety/hspoliciesandguidance/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 visiting residents, must co-operate with fire evacuation procedures.
- 2.1.4 Any student who intends to be away from accommodation overnight shall give advance notice of their absence to a 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 Residence Manager or a designated representative may refuse permission for a student 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).
- 2.1.8 Residents 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 Residents must vacate the building within 2.5 minutes; 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/harassment and www.exeter.ac.uk/staff/policies/calendar/part1
- 2.3.2 The University may move resident residents 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 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 shall be notified in the Drug and Alcohol policy www.exeter.ac.uk/staff/staffwellbeing/oh/guidanceandadvice/substanceabusepolicyandguidelines/#d.en.110293 before taking up residence. 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 Residents shall not smoke in any part of University residences.
- 2.3.6 Residents shall report any accident in which they are involved or any accident or incident to which they are witness in 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 Residents shall ensure that external 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 Residents 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 Residents' Guild (or its Societies) or Hall Committee 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 well-being of other residents (for example a student who self-harms in shared facilities) then the Residence Manager may:
 - 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 student 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 a 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 (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 Guide to Services and Facilities (except in the circumstances described in Regulation 9.6). Residents terminating their agreements early remain liable to pay residence charges until a replacement tenant, reasonably satisfactory to the University and who is not already in University accommodation, takes their place.
- 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 Residents, 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 residents 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 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 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 (the student remaining liable for Residence Charges until the room is re-let).

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 visitor/guest being required to leave by a member of University staff or Hall Committee. 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, and residents 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 residents who cause noise nuisance. Persistent noise nuisance is a breach of the student accommodation agreement that could lead to it being terminated.

4.7 Residents 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 Residents 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 Residents shall not play any games in corridors of residential buildings.

4.10 Residents 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 and their obligation under the general law to behave in a tenant-like manner.

5.2 Residents must not display notices, etc except as permitted by the accommodation agreement. Residents 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 charges 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/part2/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 breach of the student's accommodation agreement which could lead to it being terminated.
- 6.4 The disciplinary regulations and procedures applicable to residents in debt to the University www.exeter.ac.uk/staff/policies/calendar/part2/finance shall apply to residents who owe accommodation charges or any other payment due under their accommodation agreement.
- 6.5 The University shall, by these Regulations, warn residents that in accordance with the University's Ordinance 2.7 no person shall be eligible for any award by the University unless all fees, charges, dues and fines owing to the University have been paid in full.
- 6.6 All enquiries regarding payment of accommodation charges shall be made to 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.
- 6.7 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.

- 6.8 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 take up residence 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 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 student 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 student 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 the hall reception 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 licensee 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 Residents may not hold or attend barbecues on any part of the campus except for those organised by residence management.

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 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 unless the Residence Manager has previously agreed. 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.
- 9.3 Residents must return keys, fob or entry cards at the end of each term, as directed in the guide to services and facilities.
- 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 guide to service and facilities.
- 9.6 The University will not give refunds or discharges of 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 charges must be accompanied by written evidence (Release Form) signed 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 is 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.

- 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
- 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, in liaison with Residence Managers, has the discretion to allow a room transfer within residences but shall charge an administration fee of £45 unless the reason is because of a serious problem with a student's room or neighbours.
- 9.12 Discretion to allow a room transfer from catered accommodation into self-catering accommodation rests with the Accommodation Office. An administration fee of £45 will be charged unless the reason is because of a serious problem with a resident's room or neighbours and no other room in catered accommodation is available.

10 University-resident liaison

- 10.1 Complaints by residents 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
- 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:

- 10.2.1 With regard to academic matters, welfare, discipline and other residents in accommodation:
- Designated Campus Services Staff member
 - Residence Life Advisor
 - Head of Student Support Services
 - 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
 - Operations Director, Campus Services

N.B. With regards to academic matters residents should seek advice, in the first instance, from their Personal/Academic Tutor.



General information relating to the residential regulations

Accommodation agreement

Your accommodation agreement makes you legally bound to pay the fees for the full period as stated. 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. The University has discretion to refund fees only in exceptional circumstances – check the Regulations for details.

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

Student Information Desk (SID)
Student Services Centre (SSC)
Forum
Stocker Road
Exeter
EX4 4SZ
email: sid@exeter.ac.uk
tel: 08444 724 724
International dialling: +44 1392 724 724

We will make sure that you are fully aware of the implications. You must follow the procedure in this guide 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, you would then continue to be liable for accommodation charges.

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, 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.

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 Manager who will arrange for the repair. The costs will be passed to those responsible. You are responsible for any damage that occurs in your room (unless caused by an insured risk, in which case you may still be liable to pay a contribution towards the cost). Where damage occurs in shared areas of residence, the Residence Manager will try to ascertain who is responsible so that charges can be made accordingly. It is expected that you will comply with requests made by a residence manager during the process of damage investigation.

If the Residence Manager 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.

An invoice will be raised through the University's Finance Services.

If you disagree with any charge for damage you have a right of appeal through the students' Complaints Procedure. Details available at www.exeter.ac.uk/staff/policies/calendar/part1/otherregs/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 are made at a commercial rate.

The table of charges set out on this page 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 resident 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.

Standard charges for repairs

(all prices are inclusive of VAT)

Reglazing

Prices for reglazing will vary depending on the design/location of the window and the type of glass required. Prices vary from £6.00-40.00 per sq.ft.

Windows will generally be boarded up prior to being replaced. Charges for this will be made at £6.00 per sq.ft with a minimum charge of £27.50.

Please note: All net reglazing prices exclude the cost of any scaffolding required. This will be charged extra if required for safe access to carry out works.

There is a minimum reglazing charge of £60.00.

Structural

	Charge
Redecoration of study bedroom (paintwork, walls)	£440.00
Redecoration of one wall (emulsion only)	£85.00
Replace standard door, inclusive of decoration	£235.00 – £575.00
Replace notice board	£67.00
Replace door lock	£57.00 – £105.00
Replace accommodation keys/ fob (including ring and disc)	£22.50 per key
Replace mirror per sq.ft	£27 per sq ft
Replace wash hand basin	£115.00
Replace toilet seat	£33.50
Replace spy hole	£25.00
Replace work surfaces (kitchen) 2 metres	£205.00

Electrical

	Charge
Replace plug top	£10.00
Replace fluorescent tube	£16.00
Replace diffuser or cover	£33.50
Replace desk lamp (inc. plug top and labelling)	£26.00
Replace centre light (study bedroom) batten holder	£21.00
Replace complete fluorescent fitting (strip light)	£80.00
Replace shaver light	£76.00
Replace light switch	£21.50
Replace socket outlet	£27.50
Street lighting – damage to glassware	£175.00
Centre light (study bedroom) 2D fitting	£80.00
Electrical PAT testing	£12.50 – £24.50

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 £20-£40 per metre sq.

Please note: a minimum charge of £65 will apply to any carpet or vinyl flooring replacement.

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 £32 and £62.

Fire blanket	£37.00
30m hose pipe	£83.00
Check fire/smoke detector head	£25.00
Check fire/smoke detector head and replace with new detector head	£50.00 – £155.00

Please note: that in some instances it is not possible to refill fire extinguishers, in which case the charge will be for a new extinguisher.

Replacement costs for furniture and equipment

The costs shown below are indicative and may vary depending on their size and fittings in each room. 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	£110.00
Mattress double	£150.00
Mattress protector single	£10.00
Mattress protector double	£15.00
Coffee table	£80.00 – £150.00
Wardrobe	£150.00 – £400.00
Curtains (bedroom)	£65.00 – £250.00
Bedside cabinet	£85.00
Ironing board	£45.00
Iron	£25.00
Vacuum cleaner	£145.00
Combination microwave	£150.00
Microwave	£55.00
Waste paper bin	£10.00
Desk	£100.00 – £300.00

Item	Cost
Desk chair	£95.00
Kitchen bin (plastic)	£35.00
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)	£80.00
Lounge chair	£170.00 – £250.00
Dining room chair	£40.00 – £90.00
Mini fridge	£165.00
Under counter fridge	£120.00 – £200.00
Under counter freezer	£130.00 – £210.00
Tall fridge/freezer	£300.00
Kettle	£25.00
Kitchen bin (stainless steel)	£39.50

All charges will include delivery, fitting, administration charges and VAT where applicable.

Early termination procedure

You will be expected to remain in University accommodation for the full period 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 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 us via the Student Information Desk Team (SID) to discuss your request to leave. We 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. In addition to notifying us that your room is available, the form should be used if you wish to apply for a refund or discharge of charges. It is your responsibility to check the balance of your student account via the 'MyExeter' portal
- The University will notify you in writing whether the application is accepted or rejected and correspondence will be sent to your term-time 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 £110 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, you will be required to leave your accommodation. You will need to complete a 'University Release' form. This can be obtained from your College or from the Student Information Desk (SID) in the Forum.

Please ensure that all sections of the 'University Release' form are completed and signed before you vacate your accommodation.

You should contact the Student Information Desk team to inform them of your expected date of departure and to ensure that all the relevant paperwork has been received.

Once you have cleared the room of your belongings please ensure all keys, fobs and access cards are returned to the residence's reception. The University will charge for any outstanding items.

Your responsibilities as a student

There are approximately 5,500 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 entitles the University to terminate your contract. If we are not able to re-let your room in these circumstances we may still claim from you the rent we should have received for the rest of the tenancy period.

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 automatically a breach of the 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 and the Regulations applicable to University residences are available on pages 26 to 32.

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

The 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. The Residence Life team and Campus Services Staff are primarily there for residents' welfare and well-being. 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. If you wish to have a party please book a room in Cornwall House via the Students' Guild reception in Devonshire House.

Residence specific information

RESIDENCES MANAGED FROM BIRKS GRANGE VILLAGE CENTRAL BLOCK:

Self Catered Residences

Brunel Close – St David's

Cook Mews

Kingdom Mews - St David's

King Edward Court

Llewellyn Mews

Catered Residences

Birks Grange Village [Blocks A-E]



Reception

The reception is located in the Central Block. Opening times are displayed at the reception, but generally the reception will be open from early morning until early evening. **Telephone: (01392) 725180 Email: birksgrange@exeter.ac.uk**

Housekeeping

There is also a member of staff based at **Kingdom Mews, St David's (01392) 725757**

The hours this office is staffed do vary and notices will be displayed to indicate when staff are available.

If this office is closed, please contact the reception in Birks Grange Village, Central Block.

THERE ARE TWO RESIDENCE RECEPTIONS AT BIRKS GRANGE VILLAGE; ONE AT THE CENTRAL BLOCK AND THE OTHER IN ROSS HOUSE. FOR INFORMATION ON RESIDENCES MANAGED FROM THE ROSS HOUSE PLEASE GO TO PAGE 42

Campus Services

The day-to-day residential and central facility arrangements are the responsibility of Campus Services staff.

All housekeeping and maintenance matters (e.g. keys, accessibility, cleaning, damage, equipment failure and the general fabric of the accommodation) can be dealt with by speaking to any of the staff at the reception.

Outside of normal working hours a Duty Manager is available to contact via the University Security Estate Patrol (01392) 723999 or 263999.

Bicycle storage

There are bicycle store areas at Birks Grange Village, King Edward Court, and St David's. The exact locations and details regarding access can be obtained from the reception.

Communal spaces

There is a small TV room next to the dining room in the Central Block which all Birks Grange Village residents may use, as well as a general social space opposite the convenience store. This room may be used for functions and events that have been organised by the Hall Committee or Guild. If you wish to use the space for anything other than general use please contact the reception. The social space is available to use by both catered and self-catered residents.

Convenience store

There is a convenience store located in the Central Block selling a selection of drinks and snacks. It is open from 8.30am until 8.30pm Monday-Sunday, but may close for quieter periods during the year e.g. vacations.

Laundrette facilities

For catered hall residents - there is a coin-operated laundrette with washing machines and tumble driers provided in Birks Grange Village, A block, basement.

For self-catered residents - there is a coin-operated laundrette in St David's. If you live in Cook Mews, Llewellyn Mews and King Edward Court, you can access a coin operated laundrette at Birks Grange Village, A block, basement. The opening hours are shown on the doors to the laundrettes and may be restricted overnight.

For access to the laundrettes, please contact the relevant reception.

There are posters in the laundrettes advising how to use the machines and how to report faulty machines and obtain refunds if machines are not working. For all other queries, please contact the reception.

Irons and ironing boards are provided in various locations; please ask at reception for details of the one nearest your room.

RESIDENCES MANAGED FROM HOLLAND HALL:

Self Catered Residences

Clydesdale Rise
Clydesdale Court
Holland Hall Studios
Nash Grove

Catered Residences

Holland Hall
Mardon Hall



Reception

The reception is located in Holland Hall, first floor.

Opening times are displayed at the reception, but generally reception will be open from early morning until early evening. **Telephone: (01392) 722330 Email: hollandhall@exeter.ac.uk**

Campus Services

The day-to-day residential and central facility arrangements are the responsibility of Campus Services staff.

All housekeeping and maintenance matters (e.g. keys, accessibility, cleaning, damage, equipment failure and the general fabric of the accommodation) can be dealt with by speaking to any of the staff at the reception.

Outside of normal working hours a Duty Manager is available to contact via the University Security Estate Patrol (01392) 723999 or 263999.

Bicycle storage

There are bicycle store areas at Holland Hall, Mardon and Nash Grove. The exact location and details regarding access can be obtained from the reception.

Communal spaces

There is a TV/ common room and study area in Mardon (for use by Mardon residents only) whilst the TV/ social space next to the reception area at Holland Hall is available to all residents. These rooms may be used for functions and events that have been organised by the Hall Committee or Guild. If you wish to use the space for anything other than general use please contact the Residence Manager. The social space at Holland Hall is available to use by both catered and self-catered residents.

Laundrette facilities

For catered hall residents – there are coin-operated laundrettes with washing machines and tumble driers provided in the following areas:

Holland Hall, Block F next to reception

Mardon Hall, Ground Floor, North Wing

For self-catered residents – there is a coin-operated laundrette in Clydesdale House or Nash Grove. The opening hours are shown on the doors to the laundrettes and may be restricted overnight.

For access to the laundrettes, please contact the relevant reception.

There are posters in the laundrettes advising how to use the machines and how to report faulty machines and obtain refunds if machines are not working. For all other queries, please contact the reception.

Irons and ironing boards are provided in various locations; please ask at reception for details of the one nearest your room.

RESIDENCES MANAGED FROM LOPES HALL (EXETER HALLS):

Self Catered Residences

Garden Hill House
James Owen Court
Lafrowda Cottage

Catered Residences

– known as Exeter Halls
Hope Hall
Lazenby
Lopes Hall
Pennsylvania Court
Ransom Pickard



Reception

The reception is located in the Ground Floor of Lopes Hall.

Opening times are displayed at the reception, but generally reception will be open from early morning until early evening. **Telephone: (01392) 725624 Email: exeterhalls@exeter.ac.uk**

Housekeeping

There is also a member of staff based at the following office:- **James Owen Court (01392) 725758**

The hours this office is staffed do vary and notices will be displayed to indicate when staff are available.

If this office is closed, please contact the reception located in Lopes Hall. Opening times are displayed on office door.

Campus Services

The day-to-day residential and central facility arrangements are the responsibility of Campus Services staff.

All housekeeping and maintenance matters (e.g. keys, accessibility, cleaning, damage, equipment failure and the general fabric of the accommodation) can be dealt with by speaking to any of the staff at the reception.

Outside of normal working hours a Duty Manager is available to contact via the University Security Estate Patrol (01392) 723999 or 263999.

Bicycle storage

There are bicycle store areas at: Hope, Lopes, Pennsylvania Court and James Owen Court. The exact locations and details regarding access can be obtained from the reception.

Communal spaces

Lounges are available at Hope and Lopes, where TVs are available to all residents

Study areas are situated on the ground floor of Lopes Main Wing and Hope and are available for residents requiring a quiet area for study.

Laundrette facilities

For catered hall residents – there are coin-operated laundrettes with washing machines and tumble driers provided in the following locations:

Hope Hall – ground floor
Pennsylvania Court – F block, ground floor
Ransom Pickard – A block, ground floor

For self-catering residents – there is a coin-operated laundrette in James Owen Court.

The opening hours are shown on the doors to the laundrettes and may be restricted overnight.

For access to the laundrette, please contact the relevant reception.

There are posters in the laundrettes advising how to use the machines and how to report faulty machines and obtain refunds if machines are not working. For all other queries, please contact the reception.

Irons and ironing boards are provided in various locations; please ask for details of the one nearest to your room.

RESIDENCES MANAGED FROM ST LUKE'S:

Self Catered Residences

Rowancroft – Davies House, Francis House, Garden House, Radford House and Studios
Rowancroft Mews
Rowancroft House

Catered Residences

College House
Nancherrow
South Cloisters



Reception at Rowancroft

There is a member of staff based in the following office:- **Reception, Radford House: (01392) 725816**

The hours this office is staffed are generally 10am to 6pm; notices will be displayed to indicate different opening hours.

If this office is closed, please contact the reception at St Luke's. Opening times are displayed on office door.

Reception at St.Luke's

The reception is located in the Campus Services Office, Ground Floor, South Cloisters.

Opening times are displayed at the reception, but generally reception will be open from early morning until early evening. **Telephone: (01392) 724885 Email: stlukesalls@exeter.ac.uk**

Campus Services

The day-to-day residential and central facility arrangements are the responsibility of Campus Services staff.

All housekeeping and maintenance matters (e.g. keys, accessibility, cleaning, damage, equipment failure and the general fabric of the accommodation) can be dealt with by speaking to any of the staff at your reception.

Outside of normal working hours a Duty Manager is available to contact via the University Security Estate Patrol (01392) 723999 or 263999.

Mail delivery

Mail for College House, South Cloisters, Nancherrow and Rowancroft House and Mews is delivered to reception in North Cloisters. Mail can be collected between 9am and 9pm Monday to Friday and 12 noon to 2pm on Saturday and Sunday. Mail for Rowancroft is delivered to post boxes in the entrance to each residence. Parcels can be collected from reception at Radford House.

Bicycle storage as well as racks

There are bicycle store areas for all residents at: College House, North Cloisters and Rowancroft Mews. The exact locations and details regarding access can be obtained from the reception.

Laundrette facilities

For catered hall residents – there are coin-operated laundrettes, with washing machines and tumble driers provided, located in a central area which may not be in your block or residence (details are available on arrival). Faults should be reported to the relevant reception.

Irons and ironing boards are provided in the kitchen areas of each residence.

For self-catering residents – there is a coin-operated laundrette at Rowancroft House and Radford House. The opening hours are shown on the doors to the laundrettes and may be restricted overnight.

For access to the laundrettes, please contact the relevant reception.

There are posters in the laundrettes advising how to use the machines, and how to report faulty machines and obtain refunds if machines are not working. For all other queries, please contact your reception.

Communal spaces

The main common room for the use of all residents is located in Cross Keys Bar in North Cloisters. In addition College House, South Cloisters and Nancherrow have a common room with a TV for the use of the residents. Common rooms are locked at 11pm.

Other communal spaces

Students' Guild – the Students' Guild (Student Union) has offices at St Luke's, situated at the side of North Cloisters.

Cross Keys Bar – is the main common room for the use of all residents, irrespective of residence. It is situated on the end of North Cloisters and is open on designated nights during the week and for special events – opening times will be displayed. Charges apply for drinks and snacks consumed.

Amongst other activities, the bar hosts the legendary Saturday night 'Bop' starting at 10pm. Cross Keys also functions as a common room for residents from all houses and is equipped with a pool table, darts board and a big-screen television, regularly screening films and major sporting events.

Cloisters Restaurant – offers a space where residents can relax and enjoy a snack or a meal. Coffee and cakes are served from 8.30am – 3.30pm. Lunch is served from 12pm to 2pm.

University shop

St Luke's shop located near South Cloisters offers a wide variety of products ranging from stationery, newspapers and magazines to household products, clothing and souvenirs. The shop is open daily from 8.30am to 5.30pm, however opening times do vary at weekends and during vacations.

Computer room

There is a 24-hour access computer room situated in Haighton which you can access using your University ID card.

Library

In addition to the main University Library on the Streatham Campus, St Luke's Library is available for residents looking for a place for quiet study. The Library is open from 9am – 9pm Monday to Friday with shorter opening hours on Saturday and Sunday.

Sports Centre

St Luke's Sports Centre has a wide variety of facilities to offer including the following: fitness suite, sports hall hire and swimming pool. The Sports Centre is open 9am to 10pm weekdays during term time.

For more details visit:

www.sport.exeter.ac.uk/facilities/stlukes





RESIDENCES MANAGED BY UNIVERSITY PARTNERSHIPS PROGRAMME (UPP):

Self Catered Residences managed from Ross House

Birks Grange Village
Duryard

Self Catered Residences managed from Bridestowe House

Lafrowda
Rowe House
St German's (Chagford, Christow, Lydford and Widecombe)

Reception

For Birks Grange Village and Duryard the reception is located in Ross House (H block). Opening times are displayed, but generally reception will be open from 8am to 8pm.

Telephone: (01392) 726230. Email: rosshouse@exeter.ac.uk

For Lafrowda, Rowe House and St German's the reception is located in Bridestowe House. Opening times are displayed there, but generally reception will be open from 8am to 8pm.

Telephone: (01392) 723905. Email: bridestowehouse@exeter.ac.uk

Residential Services

The day-to-day residential and central facility arrangements are the responsibility of University Partnerships Programme (UPP) staff based at Ross House and Bridestowe House.

All housekeeping and maintenance matters (e.g. keys, accessibility, cleaning, damage, equipment failure and the general fabric of the accommodation) can be dealt with by speaking to any of the staff at reception.

Outside of normal working hours a Duty Manager is available to contact via the University Security Estate Patrol (01392) 723999 or 263999.

Bicycle storage

There are bicycle store areas for all residents at Birks Grange Village, Duryard, Lafrowda, Rowe House and St German's.

The exact locations and details regarding access can be obtained from your reception.

Laundrette facilities

There is a coin-operated laundrette in Cornwall House, Bridestowe House and Ross House. The opening hours are shown on the doors to the laundrettes and may be restricted overnight.

For access to the laundrettes, please contact the relevant reception.

Returning students

Due to the recent expansion of our accommodation there are now more rooms available and we are able to offer rooms to returning students, i.e. students in their second or third years of study or postgraduates. This means you are able to continue to enjoy the benefits and convenience that living in university accommodation provides throughout your academic career.

Safes (certain residences only)

A safe is provided in each room of the following residences: Birks Grange Village (Blocks A-E, en-suite rooms), Holland Hall, Pennsylvania Court and Rowancroft (en-suite and studios only). In some residences the safe is opened with a four-digit number (set-up by the resident on arrival). Should you forget this number and require the management staff to reset the code a charge of £15.50 will be made. In other areas, the safe is operated by a key. Replacement keys are charged for at a rate shown on page 34.

In catered residences (Birks Grange Village A to E, Holland Hall and Pennsylvania Court) this facility is only available during term-time and residents should not leave any personal belongings in the safe outside of the contractual period.

Student committees

Many residences have committees made up of representatives elected by the student residents. The committees are supported throughout the year by the Students' Guild, your Students' Union. The committees liaise on your behalf with the Students' Guild, Residence Life team, Residence Management and others, and take responsibility for organising social events.

Being on the committee is a great opportunity to contribute to residence life, to meet everyone in your residence, and to get involved with the Students' Guild (plus it looks good on your CV). Elections are held early in the first term – contact the Students' Guild if you'd like to know more, visit www.exeterguild.org

Social sport events

You may wish to join these friendly – but competitive! – tournaments at the start of term. For more details, please visit: www.sport.exeter.ac.uk/studentsport/intramural

Smoking

All University owned or managed residences, including student bedrooms, are non-smoking. This also refers to smoking sisha pipes. There is also a restriction on smoking within five metres of any University building throughout the campus. The full policy is available at www.exeter.ac.uk/staff/wellbeing/safety/hspoliciesandguidance/smokingpolicy

Snow and ice clearance policy

The University's Grounds staff have a policy of alleviating the worst effects of ice, snow, leaves and algae on paths and roads. We advise that you take extra care when the weather is bad, and if you have a disability and may need extra help during such conditions, please contact your reception. In adverse weather conditions the University will issue regular communication to advise if any changes take place. For residence specific information please contact your reception.



Student Services Centre

The Forum project is an exciting new development for the heart of Streatham Campus, creating an inspirational mix of outside and inside space and, as part of the project, a new Student Services Centre (SSC). The Student Services Centre provides a comprehensive range of services to residents and an invaluable resource for staff from its flagship Student Information Desk. It integrates ten student facing services: Student Finance, Registry Services, Accommodation, Study Skills Advice, the AccessAbility and Disability Support Services, International Student Support, Multi-faith Chaplaincy, the Students' Guild Student Advice Unit, Student Counselling and the IT Help Desk. You can access this service through your MyExeter portal. Just go to the 'Help and Support' tab to ask any questions at the Student Information Desk Online and a member of the team will respond.

Please visit

www.exeter.ac.uk/about/campus/forum/ for more details of the services located in the SSC Centre.

Television and television licences

If you have a personal television in your bedroom or watch live TV through a computer, you will need to purchase an individual licence. Only televisions provided by the University in communal areas of the residences are covered by a University television licence. The University encourages residents to use IPTV as not all the residences have aerial sockets; it also saves on bringing an additional item which requires separate power supply.

The South West television region has digital reception only and you should ensure that any TV equipment is capable of receiving a digital signal. More details are available at www.digital.co.uk

Wellbeing in residence

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 to answer questions, help with any problems, and keep you up-to-date on what's going on in the University and the city. 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.

Residence Life team Leaders are available every evening should you have an urgent problem. Two full-time Residence Life Advisors lead the Residence Life team. You can contact the team via e-mail: residencelife@exeter.ac.uk



Vacation

Belongings

Although at present the University or third party provider does not offer storage facilities, we can provide you with a number of contact details of local storage companies.

After unpacking all combustible material must be disposed of immediately in the waste bins provided at the residence.

Please note storage space is not available for belongings sent in advance and, if you are not bringing all your belongings with you, you are advised to ensure that your belongings arrive after you have taken up occupation.

It is your responsibility to ensure that your room is left in a clean and tidy condition including the removal of all rubbish at the end of the tenancy. The University or third party provider will pass on to you the costs of removing any rubbish or carrying out extra cleaning if you have not left your room in the agreed condition. Your room should be cleared of all personal belongings. The University or third party provider may dispose of any personal belongings left in rooms at the end of term if it reasonably considers that the items have no discernible value, and it may pass on to the student any costs properly and reasonably incurred in the removal and disposal.

If an item appears to be of value, the University or third party provider will retain the item and notify the student that it is available for collection, but then dispose of it if the item has not been collected within 21 days of departure. The University or third party provider may pass on to any costs properly and reasonably incurred in the removal, storage, and eventual disposal of the item, and the costs of notifying you and may deduct these costs from any proceeds of sale. If an item is sold, the University will make all reasonable attempts to contact

you and pay over the proceeds, but if this is not possible the University shall be entitled to put any proceeds into the Residents Association Committee funds one year after the item was left in residences.

Summer accommodation

Once your contract has finished if you need to stay on at the University you will be able to apply for summer accommodation at the beginning of the Summer term. However, accommodation will be subject to availability and if we are able to offer you a room you will be entering into a new accommodation agreement for the period you wish to be in occupation. Please note, we cannot guarantee that you will remain in your term time room as operational priorities may dictate otherwise.

Early arrivals (catered halls only)

- Please remember to return your room key to the reception prior to your departure at Christmas and Easter
- Your contract will re-commence on Sunday before the new term
- If you wish to return to your residences earlier than the Sunday prior to the start of term because of issues with travel arrangements, you will need to contact the relevant reception at least 48 hours in advance
- A charge will be made for any additional nights at the appropriate nightly, self-catering rate (see inside back cover) and no catering will be provided on these additional nights



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Accommodation fees 2012/13

Catered halls of residence

32-week contract

Room type		Charge per week
Standard	Single Room	£142.10 / 161.70
	Shared Room	£124.95 / 143.92
En-suite	Single Room	£196.84
	Single Room with view	£206.64
	Shared Room	£169.68

Unite residences (self-catered)

44/51-week contract

Room type	Location	Charge per week
En-suite	Northfield	£137.00
Studio (single)	Northfield	£156.00
Studio (double)	Northfield	£216.00

Self-catered residences

40/42/44/51-week contract

Room type	Location	Charge per week
Standard	University Houses	£79.80
Standard	Lafrowda, Cook/ Llewellyn Mews, Rowancroft / Mews	£97.86
	St David's	£106.89
	Birks Grange Village	£116.48
En-suite	James Owen Court	£122.85
	Rowancroft	£124.88
	Clydesdale Rise, Nash Grove, Rowe House, St German's, Birks Grange Village, Lafrowda	£128.80
Studio (single)	Birks Grange Village, Lafrowda	£142.94
	Holland Hall	£152.39

The full list of accommodation fees can be found on our website www.exeter.ac.uk/accommodation





Tel: 08444 724724 (calls from the UK)
+44 1392 724724 (International calls)
Email: sid@exeter.ac.uk

www.exeter.ac.uk/accommodation

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