

The University of Exeter is an inclusive community where everyone has the right to be treated with respect. We encourage people to report any form of harassment and bullying and contribute to a culture of inclusivity and acceptance where we can all thrive.

Learning to live together with others is part of the student experience. It is everyone's responsibility to ensure this is a welcoming and safe community, so please be aware of how your actions can affect others.

Should issues arise:

- You are encouraged to take the initiative as an individual and as a group living together
- Communicate with those you live with in a respectful way
- Work together to find the solutions.

If you are finding this difficult, contact the Residence Life Team who can help with:

- Peer-to-peer dispute resolution
- Providing a supportive space where you will be listened to
- Planning a way forward

exeter.ac.uk/accommodation/students/currentstudents/residencelifeteam

This process can also work alongside the University's complaints process, as it counts as an informal stage which can be requested at any time.

Be considerate and courteous towards others

- Respect your neighbours. Keep quiet when walking around the Residences; nobody likes being kept up, especially local residents.
- Remember to keep the kitchen and living space clean and tidy.
- Keep on top of the washing up; mould causes arguments. Fact!
- Remember it's your collective responsibility to empty the bins before they overflow; nobody likes bin juice and flies!
- Think of the environment: use the recycling facilities and food waste bins provided.
- Ensure flatmates are in agreement before sharing kitchen equipment.
- Remember to leave space in your cupboards and fridges for your flatmates.

Act responsibly and be honest

- If you break or damage something, whether deliberately or accidentally – own up and tell us so we can organise a repair or replacement.
- If nobody owns up to causing the damage in an area you have access to, you will have to pay a share of the cost.
- Make sure you lock bedroom and flat doors; don't make yourself an easy target.
- Look behind you when entering University accommodation blocks; don't let strangers in.
- If you're having a party, respect your flatmates and others who may not be joining in. Remember that you are responsible for your guests' behaviour.
- Tell your flatmates if you have an overnight guest.

For further information, the Exeter Speaks Out website contains information on ways to report any incidents of bullying, harassment, intimidation or discrimination, and a link to information about the complaints process: exeter.ac.uk/speakout

What you can expect from us

WE WILL:

- Provide a safe environment for you to live in.
- Check all corridors and stairwells to ensure they are kept clear of furniture and student belongings as they are a means of escape in the event of a fire.
- Provide and maintain cleaning equipment, vacuum cleaner, mops, buckets, dustpans, brushes, rubbish bags and vacuum bags and ensure they are in the nominated storage space.
- Provide recycling and bin stores in a convenient location on site.
- Clean windows periodically externally and internally. Notification will be given. This is normally carried out in vacation.
- Check your accommodation from time to time, by a Manager or Supervisor, after you have cleaned to ensure standards are maintained.

What we can expect from you

- Ensure that your bedrooms, communal areas and kitchens are kept in a clean, tidy and safe condition. If it is found to be in an unacceptable condition, you may incur costs for additional cleaning.
- Ensure you remove all personal belongings from the floors when you undertake a thorough clean of these areas.
- Keep corridors and stairwells clear, these are your **FIRE EXITS. DO NOT** tamper with fire equipment.
- Note that cleaning equipment, supplied by the University, must be used solely for the use for which it is intended. Kindly return to the storage area after use to allow other residents access to the equipment. **DO NOT** use the vacuum to pick up liquids.
- Wash and put away all of your crockery and cooking utensils and ensure the sink, table and draining boards are clear after using them. Cupboards and tiles should be wiped clean of grease and marks.
- Wipe the microwave, hob and grill pan after use. When cooking in the oven always use a baking tray – try using tin foil where possible to make cleaning up easier for you. Kindly clean up any spillages immediately after use to allow others to use these facilities. If your Studio flat has a combination oven, ensure you use microwave trays.
- Keep fridge-freezers clean and tidy. Please wipe the fridge-freezer once a week clean of food debris and excess water. Please ensure the drainage is clear. Please ask at the residence reception for a defrost kit to assist with defrosting.
- Take out your kitchen waste, recycling and shopping crates on a daily basis to the bin stores provided on site. Bottles and cans should not be collected in the kitchen, dining room or lounge areas. Kindly place broken crockery in the separate bin provided in the kitchen.
- Report any faults or damage to the residence reception as soon as possible.

More information about cleaning arrangements, including a Kitchen Equipment and Cleaning Guide can be found at exeter.ac.uk/accommodation/students/currentstudents/cleaning