Welcome to your new home

Welcome!

We’re delighted you’ve chosen to live in our halls of residence. You’re joining a community of almost 1200 students who have opted to live at our iconic Docklands Campus. We want you to have the best experience possible whilst living with us and to get you off to the perfect start, we’ve created this handbook.

In here you’ll find everything you need to know about Residential Life at UEL. Please take some time to read through and familiarise yourself with each section. Hopefully it will help to answer questions you may have.

If you come with the right mindset, are willing to get involved, try new things, meet new people and enjoy new experiences, then your year with us will be incredible! We’re going to be with you every step of the way, so if you have any queries about anything at all, don’t hesitate to contact a member of our Residential Life team (details on the next page).

We’re looking forward to helping you make our halls your home.

Best wishes,

Nicole Redman
Director of Student Support

John Joe Mulherin
Head of Student Life
Dedicated Residential Life Team
Our Residential Life Team are here to help ensure you get the best experience possible during your year living in halls.

We know that moving away to study is a big deal, so we will be on hand to support you every step of the way. Rest assured we've got your back!

If you ever have a query related to your accommodation, want to find out more about opportunities on offer around campus, or are keen to find out what's happening socially, then get in touch!

Residential Life Scholars
Our Residential Life Scholars (RLS) are a key part of our Residential Life team.

RLS are full-time students who live with you in halls, but who also work as part of our support network. You'll have chance to get to know them when you move into halls – there will be someone dedicated to work with your hall.

RLS help with events, activities, inter-hall competitions and more and can be a great source of information – don’t hesitate to give them a shout if you need help or advice!

Contact Details
Our office is on the ground floor of Longbridge House. Our address, email address and website details are as follows:

- Residential Life Team, Ground floor Office, Longbridge House, University of East London, 4 - 6 University Way, London E16 2RD, UK
- (+44) 0208 223 4445
- ResidentialLife@uel.ac.uk
- Search Residential Life on the UEL intranet
- www.facebook.com/ResidentalLife
- Twitter.com/UELHalls
- Instagram: @UELResLife

Residential Life Office Term Time Opening Hours

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tr>
<td>Monday</td>
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<td>Tuesday</td>
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<td>8am – 7pm</td>
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<tr>
<td>Friday</td>
<td>8am – 7pm</td>
</tr>
<tr>
<td>Saturday &amp; Sunday</td>
<td>Closed</td>
</tr>
</tbody>
</table>

*Residential Life Office operates different opening hours during non-term time. See our intranet pages for full information.*

Out of Hours Services
When our office is closed, please contact our 24/7 Security Team. Details of the team and how to get in touch are provided in the ‘Campus Security’ section.
Before you read on…

Terms and Conditions

Before reading our Residential Life Handbook, please be sure you understand the following:

- The Accommodation Agreement you accept electronically online is a legally binding contract between you and the University, which lays out both your obligations and those of the University.

- You must read the terms and conditions in the Accommodation Agreement, in addition to this Handbook, to fully understand your obligations.

- Your period of residence is agreed as part of the Accommodation Agreement and, unless you are a single-term-only student, it is for the full academic year.

- Only full-time fully enrolled students of the University are eligible to reside in our halls of residence.

- Switching to part-time study, withdrawing or being withdrawn from your studies will affect your residential status. You must alert us immediately if your status changes.

Accommodation Agreement

To view the Accommodation Agreement in full, download a copy from:

uel.ac.uk/accommodation/accommodation-documents.
Getting Ready To Start
Pre-Arrivals Phase
Pre-Arrival Checklist

Before arriving, please ensure you have completed the following tasks. Non-completion may delay your keys being issued when you arrive:

1. Pay a refundable £250 security deposit*
2. Pay a £500 advanced rent payment.
3. Select your rent payment option:
   a) Pay in-full for the entire tenancy**
   b) Setup a payment plan
4. Accept the terms and conditions in our Accommodation Agreement.
5. Complete the online e-induction.

*Your Deposit

A security deposit of £250 is required.

Provided there are no damages, fines, missing items or outstanding rent, and your room is left in a reasonable state when you depart, your deposit will be refunded to you.

For us to process your refund, you will need to complete and return a Refund Request Form, available on request from the Residential Life Office.

Refunds are normally paid four weeks after the end of your contract, although this may be longer if there are damages, via BACS online transfer. The refund must be returned to the original card which was used to pay the £250 deposit.

**Paying In Full

If you choose to pay in full you will receive your first preference room.

Accommodation Portal

To go to our online accommodation portal, click the link below:
https://accommodation.uel.ac.uk/home
Welcoming you to your new home

When To Arrive
Your 2018/19 tenancy will start on September 19th, unless you are on a bespoke tenancy in which case we will communicate with you separately.

What To Expect
Residential Life Welcome Week is vibrant, busy and lots of fun! We have our welcome team on hand to help with your queries and our Students’ Union help to create a festival environment with DJs and social opportunities.

Your Arrival Time Slot
In your pre-arrival correspondence, we will allow you to book an arrival time slot. Please do your best to keep to the time you are allocated. This will help us manage the numbers arriving.

We cannot guarantee we will be able to process your move-in promptly if you arrive outside of your arrival time slot.

Please Be Patient
We do our best to provide a smooth experience. Please be patient as we get everyone processed. We have 1170 bedrooms on campus, so allocating keys and getting people to their rooms is time consuming work.

International and Residential Life Welcome Week
Wednesday September 19th - Sunday

Plan Your Journey
This handbook contains our address, transport information and details about short-stay arrivals parking on campus. Please study this info before you travel.
Arriving Outside of Main Arrivals Days

**Arriving Outside of the Main Arrival Date**

Outside main arrivals days, you will need to collect your keys from the Residential Life Office or our out-of-hours service at the Security Office.

If you require special arrangements to pick up your keys please contact Residential Life (see Residential Life Office section).

**When To Arrive**

Your accommodation start date is displayed on your Accommodation Agreement, which is accessible via the Accommodation Portal (https://accommodation.uel.ac.uk//home).

**Arriving Mid-Year**

We prepare your room for arrival with completion of maintenance works and a deep clean.

Naturally we do our best to ensure all rooms are ready on time.

Occasionally, however, tight turnaround times necessitate final preparations by our housekeeping team, before we can allow you to move in.

When arriving in-year, we aim to ensure your room is ready no later than 3pm on your arrival day.

**Plan Your Journey**

This handbook contains details of our address, together with transport information and details about short-stay arrivals parking on campus. Please study these sections before you travel.
Getting to Campus

**Transport for London**

The Docklands Campus is served by the Docklands Light Railway (DLR), with trains running every 5-10 minutes from our campus station: Cyprus.

Bus routes serving Docklands include: the 101, 173, 262, 300, 366, 376, 474 and N551.

Full details, including live departure times and journey planning, are on the Transport for London website:


**UEL Inter-Campus Bus**

Our University provides a free inter-campus bus service during term-time.

The first service leaves the Docklands Campus at 8am and drops-off at our main Stratford Campus and University Stratford Square (US5).

To view the most current timetable and details of where the bus stops, visit the Intranet.

**Taxis**

If you are planning to use a taxi to drop you off/pick you up from the Campus then you must have a UEL ID card to be permitted access to the campus.

If you do not have a UEL ID card then you must inform Security in advance. If Security is not informed in advance then the taxi will need to drop you off/pick you up at the road-side just before the security barrier.
Parking on Campus

Standard Parking Rules

Parking Enforcement

Please note that parking enforcement is in operation at all times and vehicles not displaying a valid permit are liable to receive a penalty charge notice.

Peak Times (08:00 – 17:00)

There is no parking available for students during peak hours, with the exception of Blue Badge holders, who may apply for a student peak hours parking permit. Application forms are available from Docklands Reception on request, email: receptdl@uel.ac.uk.

Students who have a significant health condition but do not hold a blue badge may also be considered for a peak permit. To apply on these grounds, you must complete a peak permit application form and have it verified by a member of the Disability, Dyslexia and Access Centre.

Off-Peak Times (17:01 – 07:59)

If you wish to apply for an off-peak permit you should complete the relevant application form. Application forms are available from Docklands Reception on request, email: receptdl@uel.ac.uk.

Cycling

There are two lockable student cycle shelters by the Halls of Residence. If you would like to make use of these, contact Docklands Reception for a key: receptdl@uel.ac.uk.

Motorcycles

Motorcycles must be parked in designated bays. Under no circumstances should they be parked directly outside any of the halls or in the walkways.

Guest Parking

If you have a guest who wishes to park on campus during peak hours (Monday –Friday 9am-5pm), please contact Residential Life in the first instance. Please note T&C’s apply.

Outside these hours please contact Docklands Reception receptdl@uel.ac.uk.

New for 2018/19

We have increased our insurance cover, so your bicycle is now covered!

Moving in or out

When arriving or departing from halls, parking is permitted on campus for short periods (i.e. under two hours) to enable loading/unloading of luggage and belongings.

Our main arrivals period during Residential Life Welcome week is scheduled for September 19th 2018. If you know you will be arriving before or after this weekend, and you require parking for loading purposes, please contact ResidentialLife@uel.ac.uk to make arrangements.

Details of Departure Weekend will be communicated during your stay.

Please Note:

We strongly advise that you make use of public transport when travelling to and from campus. All vehicles and bikes left on campus are done so at the owners risk.

The University does not accept responsibility for any damage, loss or theft.
Moving Into Your Room

Your Keys, ID and Inventory
Your Keys

Key Collection

Once you have completed the tasks listed in the Pre-Arrival Preparation section, you will be able to commence collection of your keys and move into your room.

You will be allocated two keys: one for your flat entrance and one for your bedroom.

- Please keep your keys safe. Get into good habits and always carry them with you.

- Keep your keys in good condition - do not mark or deface them.

- It is illegal to make copies of the keys you are allocated.

- Always double lock your door with the key when you leave your room. Failure to do so will affect your insurance!

- Do not give your keys (or student ID) to anyone else, this is a breach of your accommodation agreement and you will face disciplinary action if you do.

If You Get Locked Out

We are happy to provide temporary assistance. Contact the Residential Life Office during opening hours, or Security for an out-of-hours service.

We will need you to prove you are the occupier of your room (normally by showing your Student ID Card) and to complete a Lock Out form before we can let you back into it.

Please note: you may have to wait to be let into your room as staff may be responding to other issues which may take priority. There is a £10 callout fee for this service (see Charges section).

If You Lose Your Keys

Contact Residential Life or Security straight away if your keys are lost or stolen. We will arrange for replacements to be provided.

Charges apply for replacement keys and locks (see Charges section).
Student ID Card

Entering Your Hall and Other Buildings

Your Student ID Card is configured to provide you with appropriate access to buildings and rooms on campus, including your Hall Of Residence.

To use your card to gain entry to a room or building, simply touch your card on the black card-reader on the wall beside the door.

Proof of Identity

Your Student ID Card is proof that you are a UEL student.

Security often check Student ID Cards so they know you are part of our student community and are entitled to be on campus.

We take campus safety seriously, so ensure you show your ID when asked. Failure to do so is deemed to be a breach of our terms and conditions.

If You Lose Your ID Card

If you lose your Student ID Card, let Residential Life or Security know as soon as possible, so that the lost card can be deactivated.

You will need to obtain a new ID Card. These can be purchased online via epay.

Registering For Class

In recent years we discontinued a time-consuming, cumbersome, paper-based system of class attendance registering. It was replaced with an efficient digital system.

You can now use your Student ID to record attendance at class. Simply touch your ID to the reader when you arrive for class.

Temporary ID Card

When you first move into halls, if you have not fully enrolled and collected your Student ID Card, you will be issued with a temporary ID Card to access our halls of residence.

If you enrol online before you arrive, you will receive your Student ID card. Avoid the queues and hassle, enrol online!

Please ensure you return your temporary ID at enrolment, in exchange for your permanent Student ID.

A charge will apply for non-returned temporary cards.
Completing Your Inventory

Your Inventory

When you first get access to your room, you will be required to complete an inventory form within 7 days. You can access your inventory via the accommodation portal.

Check every item in your room and communal areas and record anything that is missing or damaged. Inventory lists help record the condition of the room or property when you move in, and are compared to the condition of the room or property when we complete periodic inspections and carry out inspections. You may be charged for anything that is then missing or damaged.

You must complete this form online within seven days of your arrival to avoid the possibility of being held responsible for any missing items or damages upon vacating the accommodation. Please note that if you do not complete the inventory, we will assume that everything in the room is in good condition.

*If there are any urgent issues when you move into your room (e.g. spontaneous leak or breakage), please contact Residential Life as soon as possible.

East Village Bedrooms

All bedrooms contain:

- single bed
- desk and chair
- wardrobe with hanging section
- shelving
- carpets and curtains
- telephone for incoming and internal use
- network connection point
- waste bin
- electric sockets
- en-suite shower room and toilet including washbasin.

Studios additionally contain:

- combi microwave oven
- two hob points
- dining table and two chairs.

Some bedrooms also contain:

- under-bed storage.

West Village Bedrooms

All bedrooms contain:

- single bed
- desk and chair
- wardrobe with hanging section
- shelving
- carpets and curtains
- telephone for incoming and internal use
- network connection point
- waste bin
- electric sockets
- en-suite shower room and toilet including washbasin.

All communal kitchens contain:

- electric oven and hob
- refrigerator
- freezer
- sink with hot and cold water
- worktop space
- vacuum cleaner
- mop and bucket
- Brush pan and brush
- dining table and chairs.

New for 2018/19

After your feedback, we are purchasing hoovers for all the kitchens in the West Halls.
Settling In

Don't Be A Stranger

Once you move in, have a wander around and introduce yourself to your flat mates. Remember, everyone is new and everyone is nervous about meeting people, so just say hello and take it from there.

If you’re looking to meet people outside your flat, the Students’ Union has around 50 different common interest groups (known as Societies) that you could join, plus if you like your sports, we have SportsDock on campus, with around 25 clubs to choose from.

With everything from anime to faith groups, football to archery and a social programme on top, you can be sure there’s something for you. Get stuck in and get speaking to your new friends.

New for 2018/19

We will have even more Residential Life social events. Stay tuned on social media to keep up-to-date.

Welcome Talks

You will need to attend the Welcome Talks on Sunday September 23rd.

These are compulsory for new students and will provide you with a lot of useful information regarding getting the best experience possible from your stay in halls. These talks also cover essential fire-safety information.

For details of the Residential Life events follow us on facebook: facebook.com/ResidentialLife Twitter: @UELHALLS Instagram: @UELResLife Make sure you keep an eye out for out Hall specific facebook pages too!!

For details of Societies, visit: www.uelunion.org/societies For details of Sports Clubs, visit: uel.ac.uk/sport/clubs
Making Halls Your Home

What To Bring
Your Bedroom and Ensuite

Bed Linen and Duvet
When you move into your flat you will need to bring your own bedding. We supply a mattress and mattress protector on your bed. We advise you to keep the protector on in case anything is spilt on the mattress as mattress damages are chargeable. For international students coming from overseas, a bed pack will be provided to you free of charge just make sure you let us know you would like one!

Towels and Toiletries
You will need to bring bath towels and toiletries. We provide your first toilet roll as part of your move-in, but you will need to supply your own thereafter.

Hot Water and Heating
To turn on your heating, you need to turn it on at the wall and then press the touch button; it will not heat without your input as part of UEL’s commitment to saving energy.

Please note that heating faults are not classed as an emergency but are normally fixed within 48 (working) hours of notification.

To see how the use the heating in the Halls of Residence look on our intranet page

Posters and Pictures
You can put posters up in your rooms, but we ask that you use white tac instead of blu tac when putting them up - it causes less paint damage.

We’ve provided noticeboards/pin boards for you to use when you want to put pictures and posters up. Please only use drawing pins in the boards as blue tac ruins them.

Fire regulations and buildings maintenance require that we do not permit notices, posters or decorations to be affixed to ceilings, doors, windows or kitchen/corridor walls.
Your Kitchen

The Kitchen

There are cupboards and storage areas supplied within your flat.

Please be aware that the space is limited, especially for fridge and freezer items and your kitchen equipment. Therefore, please pack sensibly. Space is not formally allocated and is shared between flatmates.

Check out our Intranet pages to see how to use your kitchen equipment.

Things To Bring

Tea towels, food for the first couple of days, cleaning materials, cutlery, crockery, a toaster, a kettle and saucepans. Although, it may be worth waiting until you move in as your flatmates may all bring kettles too!

Things You Will Not Need

We provide refrigerators, freezers, ovens and microwaves. Additional refrigerators, freezers, or electric heaters are not permitted within the halls.

Please note: Whilst we want you to feel at home, be very careful when decorating your flat. Charges are applicable for any damage to walls (including in your bedroom), stairs or paintwork (e.g. Blu Tac marks).
Electrical Appliances and TV

Electrical Appliances

There are plug sockets positioned around your bedroom.

If you are travelling from outside of the UK, it’s best to wait until you arrive before purchasing electrical items. Alternatively, you can bring adapter plugs compatible with the voltage system in the UK.

PAT Testing

Please be aware that electrical items will be required to pass a Portable Appliance Test (PAT) for their electrical safety. Tests are arranged at the start of each term.

Getting a TV License

If you bring a TV (or anything else to receive or record TV programmes, e.g. PC with TV-receiving capability) you require a valid licence. This can be purchased online at www.tvlicensing.co.uk.

Without a valid TV licence you could be prosecuted and fined up to £1,000. If only one TV is being used in a communal area, only one licence is needed.

You can claim a refund for any completely unused quarters (three consecutive calendar months). If you buy a TV licence in October it allows enough time to qualify for a refund at the end of the academic year.
Internet and Telephone

**Internet Access**

Wi-Fi broadband operates throughout each hall of residence and a cabled network connection is also supplied to each bedroom. Your Internet connection is provided by Glide, an award winning supplier of student online services. 10Mbs Internet connection is free as part of your accommodation package and we offer unlimited downloads and uploads.

**Faster Connection**

If you prefer an even faster service for quicker downloads, Glide also offer optional upgrades to 20Mbps and 30Mbps for a small additional cost.

**Online Services**

Glide offer a wide range of supplementary services for all your academic and entertainment needs, including IPTV, a downloadable softphone, an online file backup service and the latest AVG web security. Further details can be found on the StudentCom portal upon connection to the network when you arrive at your accommodation.

**Telephones**

Each bedroom has a landline phone. All phones will allow you to contact Security, the Residential Life Office and the emergency services, regardless of subscription. To find out your phone number, dial ‘0’ and ask our switchboard team for it. Problems with phone lines and damaged phones should be reported to the Residential Life team.

To make outgoing calls you will need to purchase an 0800 phone card from a newsagent or supermarket. Dial ‘9’ to obtain an outside line and then follow the instructions on your phone card. To receive an incoming call, the caller will need to dial +44 (0)208 223 3000, followed by your extension.

**New for 2018/19**

We are in the process of upgrading our WIFI.

We will be communicating these improvements and how you will benefit from October 2018.
Cleaning Responsibilities

Your Responsibilities

Cleaning Your Flat

You are responsible for cleaning all areas within your flat, including your bedroom, which should be kept to a good standard of cleanliness.

To assist, we provide you with a vacuum cleaner* and a mop and bucket.

Taking Out The Rubbish

You are also responsible for emptying your flat rubbish bins in your bedroom and kitchen.

Large disposal bins are located outside each of the halls in the West Village and in the centre of the East Village near to Redbridge House. You are responsible for disposing of your own rubbish in these bins.

The Fridge Freezer

It is also your responsibility to clean and defrost the fridge/freezer regularly, to ensure that out-of-date food is thrown away and to prevent the build-up of offensive odours.

Defrosting of the freezers must take place before the build-up of ice stops the freezer door shutting.

Where the freezer isn’t defrosted regularly, a build-up of ice causes the doors to break. Where this happens, replacement costs will be charged to all users of that freezer.

Our Cleaning Team

Cleaning Your Flat

Our cleaning team will assist with cleaning your kitchen once per week. To enable this, please clear surfaces and floor spaces of your belongings.

Washing The Dishes

Our cleaners will not wash your dishes for you.

Taking Out The Rubbish

The cleaners will take rubbish out once a week, but in between please dispose of any excess waste in the external bins. Please do not let it build up as this may result in fines and charges.

UEL’s cleaning team will also clean the communal areas (i.e. up to your flat door) daily, but will report any excessive amounts of rubbish or damage to Residential Life to investigate.

For more information:

On defrosting your fridge freezer, looking after your microwave and your kitchen’s weekly cleaning day visit the Residential Life intranet page!

Room Inspections

We expect you to look after your flat and bedroom.

To monitor the condition of our rooms, Residential Life carry out regular inspections of kitchens and communal areas. Our Residential Life Scholars will inspect communal areas including kitchens once every two weeks.

Our team also undertakes bedroom inspections at least once per term. If we find your room to be in a poor state, you will be given notice to clean it.

If after your notice period your room remains in an unacceptable state, we may instruct our Cleaning Team to improve the condition and the cost of cleaning will be deducted from your £250 security deposit.

This also applies at the end of your tenancy period. You will be charged for making good your room if it is not left in an acceptable state.

New for 2018/19

After your feedback, we are purchasing hoovers for all the kitchens in the West Halls.
Sustainable Living

**Do The Green Thing**

As residents you have an incredibly important role in helping to reduce UEL’s environmental impact; what we buy, what we consume, the energy we use and how we deal with our waste all make a difference. Here is some essential information on a few areas of sustainability.

**Student Eats Project**

Students in UEL halls are lucky enough to have access to growing space for fruit and veg.

There are a number of raised beds and a polytunnel, so why not get involved and grow something fresh and delicious?

If you would like to get involved, please contact the Residential Life Office.

**Some eco friendly tips**

- Switch off lights, appliances and chargers
- Don’t overfill the kettle
- Cook with lids on saucepans to keep the heat in
- Put another layer on instead of the heating
- Make sure you switch off the hob in the kitchen once you are finished cooking
- Turn off the heater in your room
Laundry Facilities

On-site Laundry Facilities

We have laundrette facilities in both the East and West areas in our Halls of Residence. The service is provided by Circuit, a leading provider for the Higher Education sector.

The washers and dryers are cashless. They are operated using a top-up card, which can be purchased from a vending machine located in the Residential Life Office.

Laundry Locations

For East Halls your laundry is on the ground floor of Longbridge House, just beside the Residential Life Office.

For West Village, your laundry is on the ground floor of Clare House.

For any laundry related problems

The quickest way to get an issue resolved with a machine is to contact Circuit directly:

Freephone 0800 092 4068

You can explain the fault, ask for a refund if necessary and their operators should be out to do repairs within 24-hours.

Laundry Top-up Card

Initial Top-up Card Price: £2

Possible Top-Up Values: £5, £10, £20

Online Top-up

www.circuit.co.uk

New for 2018/19

Based on your feedback we have made some changes to our laundry provision!

We hope you like it as much as we do!
## Royal Mail (Postal Addresses)

### Royal Mail

Please ensure your family and friends are aware of your correct mailing address. Royal Mail delivers mail directly to your flat mailbox; UEL does not hold mail for students.

### Redirection

Please make sure you arrange for redirection of your mail when you leave the accommodation as we do not forward mail and it is returned to sender once you have moved out of halls.

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<thead>
<tr>
<th>Residential Area</th>
<th>Your Name</th>
<th>Your Flat Number</th>
<th>Your Room Letter</th>
<th>Your Room Address</th>
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<td>Templars House, 1 University Way, London E16 2GA</td>
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</tbody>
</table>
Visitors Policy

Short Stay Guests

Guests are welcome, but only for short stays. Our study bedrooms are for single student occupation.

If you have a guest visiting and they intend to stay the night in your room (i.e. later than 11pm), that’s fine as long as it’s in-line with our terms, which you can read on the Intranet pages.

Extended Guest Stays

If you have a guest wishing to visit for an extended period (e.g. during a vacation period), there are lots of reasonably priced hotels and B&Bs close by.

Within minutes of the Docklands Campus are Aloft, Premier Inn, Travelodge and Holiday Inn Express.

Visitor Request Form

Before a guest can stay, you need to complete our Visitors Request Form available online on the Residential Life Intranet pages. Having a guest in your flat or room after 11pm is considered a guest even if they are not staying overnight!

This form needs to be submitted at least 48 hours prior to your guest arriving.

For shared flats, we recommend as courtesy you ask your flatmates if your guest can stay over.

Please note individuals who are banned from Campus or the Halls of Residence, should never be in Halls.

Maximum Guest Stay

Guests can stay for a maximum of two nights in any fourteen-day period.

Security

Residential Life will notify security of your guest and provide them with a copy of the completed Visitor Request Form.

Your guest(s) may be asked to leave at any time by either Security or Residential Life if they believe their behaviour to be unreasonable or dangerous.

Student Presence

You must always be at home when your guest(s) are present, and must not give them your keys and/or free use of the premises.

This is part of your accommodation agreement and you will face disciplinary action if this happens.

Behaviour

You accept responsibility for the behaviour, actions and safety of your guest(s). If s/he breaches the terms of your accommodation agreement or this handbook, you will face disciplinary action.

Guests who are a resident or student will also face disciplinary action.

Guest Vehicles

Please see our ‘Parking on Campus’ Section for information.
Absence and Vacation Periods

Going Away For A While?

It's not uncommon for our residents to go home for breaks, especially around Christmas or Easter holidays.

If you’re heading away somewhere at any time, for health and safety reasons, you are required to let Residential Life know the dates you are not going to be on campus, and provide contact details. This can be done using our Absence Form available on the Intranet.

Lock Up When You Go

Do not forget to double lock your doors and windows (where applicable). You should keep your keys in your personal safekeeping during vacations; in no circumstances should you hand your keys to another person.

Leave Your Room Safe

Please ensure you unplug all your appliances and turn off the electrical switch if vacating your room for any length of time.
Rent Payment Information

Overview

- A rent fee is charged for your room in our halls of residence.
- Your rent needs to be paid separately from your tuition fees.
- You are responsible for paying your rent directly to the University.
- You need to pay a £500 advance rent payment before you move in, which is deducted from your overall rental fee.
- You need to pay rent for the full duration of the period you agreed to in your Accommodation Agreement. If you choose to vacate your room early, you can’t choose to stop paying early.
- If you encounter financial difficulties, support and advice is available. See our Financial Issues and Support page in this handbook.
- Outright refusal to pay money owed will result in us taking legal action against you through the courts.
- Please note: Court judgements can have long-lasting negative consequences for your credit rating and could result in you not being able to rent in future, acquire loans, obtain credit cards or be granted a mortgage.

Security Deposit

A security deposit of £250 is required.
Provided there are no damages, missing items or outstanding rent, and your room is left in a reasonable state when you depart, your deposit will be refunded to you.
For us to process your refund, you will need to complete and return a Refund Request Form, available on request from the Residential Life Office.
Refunds are normally paid four weeks after the end of your contract, via BACS online transfer. The refund must be returned to the original card which was used to pay the £250 deposit.

Rent Installments

You can pay your rent in seven or three installments. To manage this, you will need to setup a payment plan.
When paying by installment, the first rent due date is 30th October.
If you choose to pay in 7 installments they due on the 30th of each month from October – April. The February instalment date is the 28th!
You can also pay your rent in three installments, to coincide with your Student Loan money coming into your account.
When paying by three installments, the first rent due date is 30th October, and subsequent installments are due in-line with Student Loan dates: January 30th and April 30th.

Up Front Payment

You can pay everything up front:
It is possible to pay the full balance of your accommodation at the beginning of your tenancy.

Ways To Pay

Automated Card Payments
Rent payments can be automated using a recurring card payment (mandate). This method enables you to schedule payments into our account, removing the risk of late-payment fees. You can set up a recurring card payment at epay.uel.ac.uk

“You will need to setup a new recurring card payment mandate if your bank card changes.

“Recurring card payment mandates are subject to sufficient funds being available in your account at the time a payment is scheduled.

Paying Online
You can make one-off rent payments online using our epay site: epay.uel.ac.uk.

Paying by Bank Transfer
You can pay via bank transfer if you would prefer.

To assist with record keeping, please email your payment confirmation (remittance advice and student number) to Residential Life on the date of your bank transfer. Please note it can take 4 days or longer to show in your rent account so therefore, must be paid before the rent instalment date.

Paying In Person
You can pay in person at the Credit Control Office in East Building, using a credit or debit card (please note payments are not taken after 4.30pm due to banking requirements and cash payments are not accepted).

Be Organised
Get into good habits with your money. Fees apply for late rent payment.

Paying From Non-UK Banks
Payments through a non-UK bank may sometimes incur charges. The amount due must be topped up in UK currency to ensure the correct amount is paid.

UEL Bank Details
Barclays Bank
Barking Branch
Romford and Barking Group
PO Box 1006
Barking
IG11 8AT

Sort Code: 20-72-89
Account Number: 40739529
Name of Account: University of East London Collections IBAN: GB05 BARC
20728940739529
Swift/BIC Code: BARCGB22
Financial Problems

Rent Payment Issues
If you are experiencing problems with paying your rent, it may be tempting to ignore the issue, but the sooner you come and speak with us, the sooner we can work with you towards a solution.

Please contact Residential Life and we will try to help.

Financial Support
Our University has a Student Money Advice and Rights Team (SMART), offering advice, guidance and support with all financial matters. For full details and contact information see the ‘Student Support’ section of this book.

Late Payment Fees
Please note that late payments are subject to a £12 charge that will be added to your account if you pay late, if your payment fails or if you make a payment to us that is subsequently returned unpaid by your bank or credit card company.

Non-Payment
We cannot provide free accommodation. Our University is reliant on the revenue from our halls to fund many of our services for students. Therefore, we cannot ignore non-payment of rent.

Defaulting on your financial agreement with us has consequences. You may face action against you, including being asked to leave the halls, which may result in you being evicted from halls, and recovering all the costs of your rent and all of our court costs.

Court Judgements
A negative County Court Judgement can affect your ability to get credit (such as a loan or a mortgage) in the future and in some certain cases, will bar you from professions.

If you have a poor payment history, you will not be eligible to return to halls in subsequent years.

We follow UEL’s Fees Policy; for more information please view uel.ac.uk/discover/governance/policies-regulations-corporate-documents/student-policies.
Fire Safety – Be Prepared, Take Precautions

Fire Safety Briefing
The most significant hazard for students living in residences is fire. All residents are held responsible for the fire safety practice within their accommodation.

You are required to attend the Welcome Talks at the start of your tenancy, where a fire awareness briefing will be given.

Attendance is compulsory and those who do not attend will be ineligible for a place in halls in the future.

Note Your Exit Routes
Make a note of where your fire exits are when you first move in and know your escape route in case there’s a fire.

The University takes a very serious view on fire safety and general health and safety both in the residences and in the academic buildings.

Keep Fire Doors Shut
Doors are fitted with door closers to ensure they are shut after use. Under no circumstances should these doors be propped or wedged open, or the door closers tampered with as this is extremely dangerous and a breach of your tenancy.

Residents who leave the door ajar will face disciplinary action.

Keep Corridors Clear
You should ensure that all corridors and stairways are clear and not used for storage of any kind. Communal corridors must be kept clear at all times.

Residential Life will confiscate and remove any items which are found stored in hallways without notice to residents.

Where breaches of these regulations occur, Residential Life will take disciplinary action in accordance with the Accommodation Agreement.

Have Fire Blankets Ready
Fire blankets are located in the kitchens; instructions for their use can be found on the containers and should be studied.

If you have had to use a fire blanket, please let Residential Life know to get a replacement arranged.
Fire Safety – Fire Alarm Activation

If You Discover A Fire

If you discover a fire, activate the fire alarm.

Take Care When Cooking

To prevent accidental activations you should ensure you keep your kitchen door closed at all times, especially when cooking, to ensure that the smoke detector in your hallway is not activated by smoke or steam coming from the kitchen.

To prevent and minimise fire risks and fire activations, we also ask that you:

- Do not leave your cooking unattended
- Do not use chip pans, deep fat fryers or cook with large amounts of oil
- Keep the kitchen door closed at all times
- Keep your grill pan, oven and hob clean and free of grease.
- Switch your appliances off after use.

Fire Alarm Procedure

You are obliged to treat all fire alarms seriously and evacuate the building, when the fire alarm sounds. Failure to leave your Hall will result in disciplinary action. To assist you with this, you should familiarise yourself with the evacuation procedure, which is displayed in each bedroom.

Whenever the alarm sounds or in the event of a fire you should:

- **West Village** – leave the round buildings immediately, closing all doors behind you (if safe to do so). Your assembly point is the dockside, away from the buildings.

- **East Village** – the alarm will only sound if two detectors or the manual call point have been activated. Do not use the lifts; close doors and proceed to your nearest safe assembly point at the dockside.

Prevent Accidental Alarms

The following actions should be taken by residents to reduce activations:

- Close your shower door when showering to prevent activations by steam
- Do not use aerosols such as deodorants and hairsprays, hairdryers or straighteners under the detectors.
- Clean the ovens and microwaves regularly.

Please note, we have different types of fire alarms and equipment across the Halls of Residence. Some of the areas in Halls have heat sensors and others are steam activated.
Fire Safety – Miscellaneous

Smoking Rules

Smoking (including use of eCigs and Vaporisers) is not permitted in any UEL buildings, including our Halls of Residence.

You can only smoke in a designated smoking shelters, which are located outside our halls along the dockside.

Candles

The use of candles, joss sticks and shishas is also banned in all UEL buildings.

Any items of this nature will be confiscated if found in the residences.

Disability - PEEP

If you have a disability that might impact on your ability to escape a fire, it is compulsory we create a Personal Emergency Evacuation Plan (PEEP).

Please contact the Residential Life Office to get this arranged within 10 days of moving in.

Malicious Damage or Fire

Students who tamper with fire safety equipment or cover their detector heads will be served with a notice to quit and will be evicted from the Halls of Residence.

You should note that malicious activation of the fire alarm or tampering with fire safety equipment is a criminal offence which may leave you liable for up to a £1,000 fine and prosecution.

It is also a serious breach of your Accommodation Agreement, for which there is an automatic £200 fine. It may also result in your Agreement being terminated and further action being taken under the University’s disciplinary regulations, which may in turn affect your academic study here at UEL.
Health and Safety

Essential Information
Health and Safety – Non-Fire Emergencies & Inspections

<table>
<thead>
<tr>
<th>Non-fire emergencies</th>
<th>First aid</th>
<th>Health &amp; Safety Inspections</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you require the assistance of the police or ambulance services, you should dial 999 from a mobile phone (emergency calls are free). Please alert security in addition to the emergency services so that a security officer can meet the emergency services and take them to your location on the campus. For any other type of emergency please contact UEL Security, who will be able to manage the situation from then on.</td>
<td>The University has trained first aiders on site, including in both Residential Life and Security Services. First-aid boxes are located around the campus and if you require first-aid assistance you should contact a member of staff or ring Security on extension 5599 from your room phone or 020 8223 7771 in an emergency.</td>
<td>Please note that University staff, contractors and Residential Life Scholars will undertake regular inspections of communal areas within flats, and will do a room inspection at least once per term. The University takes health and safety very seriously and you may face disciplinary action if your behaviour contravenes UEL’s health and safety rules and regulations. A full copy of the University’s Health and Safety Handbook is available at uel.ac.uk/hshandbook. Some examples of these include:</td>
</tr>
<tr>
<td>• misuse of a fire alarm and/or fire safety equipment as detailed in the section on fire safety</td>
<td>• removal or defacing of fire and/or health and safety notices</td>
<td></td>
</tr>
<tr>
<td>• blocking corridors, kitchens, stairways or fire exits with equipment or personal belongings (including bicycles, sofas and gym equipment)</td>
<td>• behaving in a manner that cause risks to yourself, other students or staff</td>
<td></td>
</tr>
<tr>
<td>• storage of flammable equipment (e.g. petrol, solvents or fireworks)</td>
<td>• Drying damp clothes in your bedroom, as this encourages damp. You should use the laundry facilities provided on campus for this purpose.</td>
<td></td>
</tr>
<tr>
<td>• behaving in a manner that cause risks to yourself, other students or staff</td>
<td>• Allowing a room or flat to become so unhygienic that it may pose a risk to your health.</td>
<td></td>
</tr>
<tr>
<td>• storage of flammable equipment (e.g. petrol, solvents or fireworks)</td>
<td>• Using a laser at anytime. Please note this is a criminal offence and may result in up a 5 year imprisonment.</td>
<td></td>
</tr>
<tr>
<td>• Drying damp clothes in your bedroom, as this encourages damp. You should use the laundry facilities provided on campus for this purpose.</td>
<td>• Bringing candles, joss sticks and shishas into halls.</td>
<td></td>
</tr>
<tr>
<td>• Allowing a room or flat to become so unhygienic that it may pose a risk to your health.</td>
<td>• Leaving any fire doors ajar</td>
<td></td>
</tr>
<tr>
<td>• Using a laser at anytime. Please note this is a criminal offence and may result in up a 5 year imprisonment.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

General safety

If you need advice or further information on any aspect of general safety, please contact either Residential Life or Security Services.
Health and Safety – Hazard Awareness and Window Restrictors

The Royal Albert Dock

Until the mid-1970s the Royal Albert Dock adjacent to UEL’s Docklands campus was used by ocean-going ships and is consequently a very deep stretch of water with a fast undercurrent. Throughout the year the water is extremely cold, and anyone entering the water could experience considerable difficulty in getting out before becoming seriously affected by the temperature. In your own interests you are reminded it is an offence to cross the boundary fence or to interfere with the Lifebuoys.

Snow and Ice

The University has a policy of mitigating against the worst effects of snow and ice on paths and roads. Students should take extra care when the weather is bad. Students with disabilities who may require extra help during such conditions should contact Residential Life or Security out of office hours.

Window Restrictors

In order to comply with health and safety regulations, window restrictors are fitted to all common area and bedroom windows within the Student Village. Instructions on how to use these restrictors are as follows:

- use the window handle to release the window from the locked position
- lift the hook on the restrictor and slowly guide the window to the desired position
- Ensure the hook is placed securely in position
- Lock the restrictor into position so that it does not move up or down.

Please note these window restrictors have been fitted for your own safety.

Residential Life will not tolerate any misuse or damage to these safety devices or to the flat windows. We estimate that the cost for replacing these devices is approximately £80 plus the fine for causing damage. Where a window restrictor has been removed in a communal area, all residents in the whole flat will be responsible.
### UK Plug Sockets

European/international two-prong plugs cannot be used directly in a UK socket without an earthed adaptor.

Using these plugs in this way is extremely dangerous as there is no earth, leaving the appliance live. Any items found like this will be confiscated.

Please ensure you unplug all your appliances and turn off the electrical switch if vacating your room for any length of time.

![UK Plug Sockets Image]

### PAT Testing

All electrical items that are brought into the residences must meet electrical and safety standards and be of a safe design and carry a CE mark. They must also be PAT (Portable Appliance Testing) tested to ensure they are safe for use within halls.

During term time University contractors will be on site to test your appliances.

You will be notified of the date that contractors will be on site and you should arrange for all your electrical items to be put in an accessible place in your bedroom so they can be tested.

Once each item has been tested a label will be placed on it confirming that it has met the required safety standard.

![PAT Testing Image]

### Failed Items (PAT Test)

Any items that fail the PAT test will be confiscated and only given back when the resident is moving out.

Please note that items that have passed electrical safety tests overseas may still fail UK safety regulations.

If, during routine inspections, residents are found to have items in their rooms and kitchens that do not display a PAT label, the item/s will be removed from halls and placed into storage. Any PAT testing required at a later date will be charged.

![Failed Items Image]

### Wiring

Faulty fittings and dangerous wiring will be removed and it is possible that a charge will be made.

Holes must not be made in furniture or fabric to accommodate wiring.

### Faults and Repairs

You must not attempt to carry out repairs to University property. Alteration of any electrical equipment is prohibited.

Please report all faults to Residential Life.
Residential Life Handbook 2017/18

Health and Safety – Banned Items

Banned Items

The following items must not be bought into the Residences as they can cause serious fires:

- additional heaters
- refrigerators (except for medical reasons and with prior approval from Residential Life)
- halogen lamps/bulbs
- chip pans
- oil, petrol, paraffin or bottled gas appliances
- aromatherapy oil burners
- naked flame appliances
- candles, shishas, and fondue sets

You will be asked to pay for any damages caused by their use and may face disciplinary action.

Items Banned From Bedrooms

The use of kettles, fridges, irons, microwaves or other cooking equipment or heaters in the bedrooms (except studio flats) is strictly prohibited as it poses a serious health and safety risk, particularly from fire.

Fridges required for use in bedrooms for storage of medical items must be authorised by Residential Life. All appliances used must be plugged directly into the electric socket. Each appliance must be fitted with the correct fuse (for the appliance) and only one appliance wired to one plug.

Removal of dangerous Items

If an item deemed to be dangerous is discovered in the accommodation, it will be confiscated and removed for safekeeping by Residential Life or a technician. You will then be contacted regarding the item.
Repairs and Maintenance – Reporting and Resolution

Reporting an Issue
You can report maintenance problems to the team at the Residential Life Office (see page 3).

How Long Will It Take?
Each repair is assessed individually and is given a weighting according to the issues it presents and any health and safety issues.

We have a Service Level Agreement for maintenance which is available on the Intranet. Responses are normally made on Mondays to Fridays 8AM – 4PM except for emergency repairs.

Who Fixes It?
Your repair will be carried out by appropriately qualified UEL personnel, and for some jobs we may employ an external expert to do the job.

When Is It Complete?
On completion of your repair, the technician will leave a calling card to let you know the repair has taken place.

Taking Too Long?
If your repair is not completed within the timescales outlined in this section, you should contact Residential Life who will investigate further.

Please note that, on occasion, a part may need to be ordered which will delay your repair. A technician will leave a calling card letting you know if this is the case.

Right of Access
When you report a fault, this constitutes you giving your authority for Maintenance staff to enter your room.

The University of East London reserves the right to enter residence areas – including bedrooms – for the purpose of effecting necessary repairs, maintenance schedules and redecoration, or for safety or fire checks.

We also carry out termly inspections of students’ rooms, and more regular inspections of the communal areas, to check the general condition and identify any faults or damage.

Prior notice will be given except in emergencies or for visits to make a repair you have requested.

Vandalism and damage
If you are found to be responsible for wilful damage or vandalism (accidental or deliberate) to the fixtures, fittings, furniture or decoration of any part of the residences (which exceed reasonable wear and tear) you will be liable to pay for the costs and labour involved in making good the damage.

A list of the most common costs is included in the back of this guide. Please note we have CCTV coverage in the vast majority of common areas across the Student Village, with over 200 cameras in total.

Residents will be charged collectively for repair of such damage, vandalism or missing items where the person responsible cannot be clearly identified.

Please note that charges are invoiced for payment immediately.
Repairs and Maintenance – Priority Levels 1-3

**Priority 1 – Immediate Response**
(As soon as possible or as stated below)

Where there is threat to human safety or excessive damage to property.

- a) Leakage of gas or electricity – isolation of services. Repairs will be done immediately if possible i.e. if parts are in stock.

- b) To establish the situation with regard to passengers trapped in lifts. Release passengers if possible; if not contact lift maintenance contractor who will respond within one hour of being notified. Repairs are dealt with as in Priority 2.

- c) Large escapes of water – isolation of services. Repairs will be done immediately if possible, ie if parts are in stock.

- d) Main entrance door repairs; this will depend upon availability of spares. If this is a problem alternative means may be employed.

- e) Fire alarm faults or false alarms.

- f) Make safe dangerous structures, i.e. propping up, removing or cordoning off.

**Priority 2 – Response within four hours**

- a) Board up broken windows (repair where possible).

- b) Loss of heating in winter months.

- c) Loss or lack of hot or cold water if none other available.

- d) Clear drain blockages – sinks/baths.

- e) Lift maintenance contractor to restore lift service by all means possible if no other lift is available in the building.

- f) Repairs to fire doors and closers.

- g) Replace locks.

- h) Paint it or remove offensive graffiti.

- i) Restore any loss of electricity.

- j) Repairs to lighting where no other lighting exists or where flickering lamp causes discomfort.

- k) Repairs to any lights on staircases.

- l) Repairs to doors and/or door frames and window frames where security is at risk.

- m) Temporary repairs to roof leaks.

**Priority 3 – Response within one working day**

- a) Repair broken window where previously boarded up (except sealed double-glazed units as these take longer to manufacture).

- b) Minor plumbing repairs, e.g. WC cisterns and bowls, water hammer.

- c) Repair or replace fridge freezers and cookers depending on availability of spares.

- d) Repairs to lighting not described in Priority 2 above.

- e) Restore lift services where not described in Priority 2 above.
Health and Safety – Priority Levels 4 - 5

**Priority 4 – Response within five working days**

a) Repairs to furniture.

b) General carpentry repairs e.g. internal doors and frames, window frames non-security risk.

c) Replacement of baths, basins and kitchen units.

d) Repairs to wall tiling, particularly showers.

e) Repairs to other fittings, eg curtains and tracking.

f) Pest control/infestation issues.

**Priority 5 – Response within seven days**

a) All other repairs.
# Student Support Services - Overview

## Student Support Hubs

The Student Support Hub is the first point of contact for many non-academic issues that are not directly to do with your accommodation. These include student Oyster Cards, Council Tax letters and bank letters.

The Hub is located on the ground floor of the East Building (Docklands) and the ground floor of University House (Stratford).

## Student Money, Advice & Rights Team (SMART)

The SMART team is on hand to help with student money-related issues and to provide advice, information and guidance on Government and University funds, emergency loans, Teacher Development Agency bursaries and all aspects of managing your money.

## Student Health and Wellbeing Team

The Health and Wellbeing team is responsible for providing guidance, advice and clinical support on all health-related matters to all our students.

## Disability and Dyslexia Team

The Dyslexia and Disability Team (DDT) is on hand to ensure that, if you are a student with a disability, you receive the correct amount of support throughout your studies with UEL.

## Faith and Spirituality

There are prayer facilities on campus, faith societies within the Students’ Union and we have links with local faith communities close to our campuses.

To find out more about faith provision, please phone the Hub.

## To Contact The Hub

- **0208 223 4444**
- **TheHub@uel.ac.uk**

Open Mon-Fri, 8.30am to 7pm during term-time.

Open Mon-Fri 9am to 5pm outside term-time.
Wellbeing Support

Being at university can be a challenging time and an exciting experience with lots of opportunities. We provide accommodation for a diverse community and expect you to be tolerant and flexible.

You may find the transition easy. However, you may find it takes a few weeks or longer to get used to university life.

If you are having difficulties please either come into talk in confidence to Residential Life or alternatively visit our Student Health and Wellbeing Team via the Student Support Hub

Physical Health

UEL urges you to register with a local doctor (General Practitioner) on arrival.

At the start of term the Health and Wellbeing team can provide registration forms and assist you with the process of registering with the Royal Docks Surgery.

Nobody knows when illness may strike so it’s really important to make registering with a doctor a priority when you arrive.

Health Emergencies

In the case of an emergency, ask someone to call your doctor or an ambulance. It is up the resident to decide whether to wait for the emergency doctor or to call an ambulance. Remember it might take the emergency doctor a number of hours to arrive. If an ambulance is called please advise Security on 0208 223 5599 so they can meet the ambulance and bring them to your location.

If the situation is critical they will notify Residential Life who will contact your next of kin. You must advise the University of your next of kin details change.

You can also contact NHS 111, (remember to dial 9 for an outside line from your bedroom phone), who may be able to advise on minor issues.

Walk-in Centres

You can also visit local National Health Service (NHS) Walk-in Centres at:

Newham NHS Walk-in Centre at Newham General Hospital Glen Road, London E13 8SH. Tel: +44 (0)20 8363 9200

Leytonstone NHS Walk-in Centre at Whipps Cross Hospital Whipps Cross Road, London E11 1NR Tel: +44 (0)20 8539 5522
Infectious Diseases – Standard Procedure

If you have what is known as a notifiable illness or disease, you are required to inform the Residential Life team immediately.

They will, in turn, inform the Director of Service and the university’s Health and Safety Unit as part of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

Residential Life will also record this information on the UEL incident report form, which will be passed to the Occupational Health and Safety Unit (OHSU).

Infectious Diseases – Out of Hours

Where the occurrence is outside of normal working hours, Security should be contacted; the Security Officer in charge will instigate any follow-up action required and ensure that appropriate action is taken, including the completion of any relevant forms.

Notifiable Diseases:

- Measles
- Mumps
- Meningitis
- certain poisonings
- some respiratory diseases, such as occupational asthma, farmer’s lung, pneumoconiosis, asbestosis and mesothelioma
- infections such as leptospirosis, hepatitis, tuberculosis, anthrax, legionellosis and tetanus
- Other conditions such as occupational cancer, certain musculoskeletal disorders, decompression illness and hardarm vibration syndrome.

The full list of reportable diseases can be obtained by ringing the Health and Safety Executive on 0845 345 0055.

Please note that, from time to time, such as in the case of an epidemic (e.g. Swine Flu), further guidance will be issued by Residential Life. You are advised to read any guidance on receipt.

Meningitis Vaccination

Students do have a slightly higher risk of contracting meningitis, an inflammation of the brain lining caused by bacteria or viruses.

There is a national vaccination scheme to offer inoculations for meningitis C to all students in their first year of university. If you were not vaccinated at school or college, please contact the Student Health and Wellbeing Team as soon as possible. The vaccine does not protect against meningitis B, so be aware of the symptoms – these can vary but can be similar to flu or even a hangover.

Meningitis Symptoms

If you begin to suffer from some of the following symptoms please contact Student Health and Wellbeing or your doctor immediately: do not wait, meningitis is a serious illness:

- severe headaches
- stiff neck and possibly other joints
- dislike of bright lights,
- Drowsiness
- lack of coherence
- Lethargy
- fever and/or vomiting
- or a rash (spots or bruising under the skin which do not turn white when pressed with a glass).

For any further support or information please do not hesitate to contact the Student Health and Wellbeing Team at: uel.ac.uk/healthcentre
### Campus Security Team – Contact Information

#### Your 24/7 Security Team

To help keep our residences and campus secure, we have a 24-hour team who are happy to help. Should you have any safety or security concerns, our team are fully first aid and fire safety trained. You can contact the team using the details opposite.

Security provide the following services:

- Physical premises security
- Patrol officers
- Operation of CCTV system
- Key control
- Lost/found property
- Incident response, reporting and investigation
- Vehicle parking control information

#### Silent Witness

**Play Your Part**
Our Security cannot be everywhere all at once. We rely on helpful students to anonymously share information via our Silent Witness.

**Keep Campus Safe**
If you see or hear about things that you think security should be aware of or have witnessed or know about criminal activity on campus, please let us know.

**Stay Anonymous**
Simply phone 020 8223 5799 at any time and leave a message. Security will do the rest. Your information may help us to reduce crime and maintain a safe campus environment.

#### Emergencies

UEL’s Security Team can be contacted 24 hours a day on 5599 from your room phone or +44 (0)20 8223 7771 from your mobile in the case of an emergency.

#### Security Office - Opening Hours

Our office is always open, any time of the day or night.

At Docklands, we are located on the ground floor of the East Building, just inside the east entrance by the car park.

Alternatively, feel free to phone or email us on the following:

**+44 (0)208 223 5599**
**secudl@uel.ac.uk**
Campus Security - Personal Safety

Causes of friction

Living on campus has a number of great advantages: facilities are close together and everything is readily accessible. However, there are lots of people around you and everything you do can affect them and small tensions can quickly become serious problems. Common causes of conflict can be:

- playing music too loudly, especially after 11pm, as everyone has a right to sleep without disturbance. You should always be respectful of your neighbours whatever the time of the day!
- having noisy friends over to your room, especially overnight
- having friends constantly over to your kitchen and/or your flat without you consulting your flat mates
- leaving dirty dishes, food and rubbish lying around
- playing pranks on others such as hiding belongings or taking food or taking food or other items without permission

Please be considerate to your fellow residents. We would always encourage students to talk through any conflicts with each other first. If you are unable to resolve the issues between yourselves please discuss with the Residential Life team who will in the first instance ask a Residential Life Scholar to mediate. Please note failure to attend a flat meeting as requested will result in disciplinary action.

Protecting yourself

The campus is, in general, a safe environment. There are over 200 cameras located around the Docklands campus, which are recorded and monitored in UEL’s control room. Security personnel also patrol the campus regularly, particularly at night.

However, please remember that you are in a large city and you should not take any unnecessary risks. If you are going out, please use the TFL journey planner, which is available online at www.tfl.gov.uk.

If you are going out, tell someone when you’ll be back and where you are going, especially if you are going to be away overnight. Please use walking routes that are well-lit, keep to proper footpaths and only use licensed taxis.

UEL has produced a leaflet, Stay Safe, a guide to personal safety, which is available for your reference: uel.ac.uk/wwwwmedia/microsites/facilities/FAC720PersonalSafetyAdviceBookletV2PROOFED.pdf

Noise

It is important to realise that any building housing a large number of young people will have a level of noise.

Please show consideration to your neighbours and fellow residents. Avoid slamming doors, having loud discussions or shouting in the corridors and please turn your music down if you are asked.

Noise must be kept to a reasonable level at all times and is required to be heard only within the confines of your room.

If you are disturbed by noise, and discussion with the individual does not resolve the problem, please see our Intranet page to see your options.

Unacceptable levels of noise that disturb your fellow residents is a breach of your Accommodation Agreement and disciplinary action will be taken.
Transferring Rooms

Room Transfers

If you are experiencing difficulties in your flat share, please speak to a member of Residential Life staff about this as we may be able to assist.

Residents who would like to be considered for a room transfer will need to complete a transfer form, which is available from the Residential Life office.

You will need to provide an explanation of why you wish to move rooms.

Transfer requests are not considered until after October 31st 2018 and there is a £50 charge.
Campus Security - Protecting Your Belongings

Protecting your own Belongings

Although the crime rate on campus is significantly lower than in surrounding areas, we cannot over-emphasise the importance of keeping all areas locked.

Please ensure that you lock your door every time you go out of your room, even if only going to the kitchen, and never leave your bedroom or flat door propped open.

Please don’t leave valuable items on the window ledge or within view of the outside world. Most flats have an intercom to screen visitors; please ascertain the validity of any caller before you go to the Hall main door and let them in.

Never allow someone you don’t know to tailgate you into the block. Ask strangers who they are visiting and, if you have a bicycle, ensure it is secured to the bicycle racks provided or stored in the lockable shelters available.

Insurance

The University has a insurance policy with Endsleigh Insurance Services Ltd to cover your possessions while you are living in halls.

New for 2018/19

We have upgraded our insurance policy with Endsleigh. We now cover laptops and bicycles.

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.

The policy has several exclusions – for example lost keys, mobile phones, laptops and bicycles – but can be upgraded at endsleigh.co.uk/reviewcover

The insurance cover note is available online at uel.ac.uk/accommodation

Please note, your insurance will only cover theft of your belongings if your door was double locked.

Belongings In Kitchens

Please note, as a communal gathering area, the University cannot be held responsible for personal items left in kitchens. If you need to keep something safe, ensure it is kept locked safely in your study bedroom.
Illegal Substance Misuse

Drug Use Is Not Tolerated

The university will not tolerate the use of illegal substances or drugs, as outlined in the UEL Drugs Policy.

If there is reason to believe that illegal substances are being used in the Halls of Residence, the University has the right to search your accommodation under the Drugs Policy.

If illegal drugs are found in your possession, you will be investigated under the University’s Disciplinary Procedure and where appropriate, the Police will be informed.

Seeking Help at UEL

If you feel you are having problems with drugs, or have encountered such activities, don’t hesitate to seek advice from our Student Health and Wellbeing Team via the Hub (See Student Support Services section).
Disciplinary Action

Rules and Consequences
1. Introduction

1.1 This policy describes the charges that will be imposed and/or other disciplinary action that will be taken by Residential Life in the event of certain breaches of the Accommodation Agreement and Handbook for Residents, damage or loss to property, and reckless or illegal behaviour by residents. If you have received a formal warning or a Notice to Quit for a breach, you will not be permitted to return to the halls of residence in future years.

A Disciplinary Action policy is always in operation in the residences.
Disciplinary Action – Parts 2-3

2. Establishing the Facts

2.1 Any alleged breach of the Accommodation Agreement (excluding rent arrears), this handbook, the UEL Code of Conduct or alleged reckless or illegal behaviour, shall, as soon as practicable, be investigated by the Residential Life Team.

2.2 The Residential Life team shall look at the evidence, which may be in the form of verbal and written reports from a variety of sources, including University employees, security and cleaning staff, other residents and their guests, other students, and from external agencies such as the police and fire brigade.

2.3 Once the facts have been established, and the Residential Life Manager is satisfied that the alleged breach or behaviour has occurred and the charges or other disciplinary action are appropriate the fines and disciplinary action will be imposed. The resident will always be advised, in a written format, of the action taken/charge levied.

2.4 Incidents of a more serious nature, i.e. physical assault, possession of a weapon, drugs etc. will be referred directly to a ‘Disciplinary Manager’ for further disciplinary action, as detailed in the University’s Student Disciplinary Regulations and Procedures (incorporating the student code of conduct).

3. Regulations and Procedures

3.1 For serious incidents, the resident will be requested for a meeting with a senior member of Residential Life team and may be accompanied by a friend or a Students’ Union representative. The Residential Life staff member has the right to have another member of staff in attendance. During this meeting the student will have an opportunity to write a statement on his/her behalf. After the meeting the Residential Life staff member shall give the resident a written notice advising him/her of the decision to go ahead or withdraw the charge or disciplinary action, also advising him/her of the right to appeal.

3.2 The resident must make the appeal in writing to the Residential Life to the Head of Student Life within 10 working days of the notice given by the Residential Life Manager. The Head of Student Life shall look at the evidence and the details of the appeal, and decide as to whether the action/charge is justified. The result of the appeal shall be notified to the resident in writing. The decision of the Head of Student Life in these matters is final.
Disciplinary Action - Parts 4-5

4. **Miscellaneous**

4.1 Any notice to leave or any other such notice or warning letter served on the resident shall not be suspended whilst the appeal process is ongoing.

4.2 Persistent offenders in the Residences will also be referred to the Dean of School or a Disciplinary Manager, even if this is not stated explicitly below.

4.3 Residents who commit a combination of offences may be dismissed from the Residences, in addition to any charges associated with specific offences. Breaches of the Accommodation Agreement or Handbook for Residents which take place at the same time another investigation will be investigated separately and carry the same full penalties.

4.4 A resident who has received any formal warning or Notice to Quit against the disciplinary policy may not be eligible for University accommodation in future years. This means that you will may NOT be permitted to return to live in halls again.

5. **Criminal Offences**

5.1 Where it is suspected that a criminal offence has been committed, the university will refer the matter to the appropriate authority.

5.2 The following either are, or in certain circumstances may be, criminal offences:

5.2.1 Illegal substances: The use of illegal substances/drugs will not be tolerated in University accommodation. If there is reason to believe that illegal substances are being used disciplinary action will be taken and the police may also be informed.

5.2.2 Offensive weapons: Offensive weapons such as knives, guns, or replica guns and firearms are not permitted in University accommodation. If they are found they will be removed immediately and disciplinary action will be taken and the police informed.

5.2.3 Sexual or Physical Assault: The University has zero tolerance to any anti-social behaviour in particular related to sexual or physical assault misnomers.
Disciplinary Action – Parts 6-7

6. Charges

6.1 Accommodation charges are to be paid in full prior to moving in or, if agreed in advance, by recurring card payment or agreed monthly instalment plan in either seven- or three monthly instalments (full academic year/one-term only students). We are unable to extend deadlines and payment must be made in a timely manner. Please note that £12 will be added to your rental account if you:

6.1.1 make a payment to us that is subsequently returned unpaid by your bank or credit card company

6.1.2 fail to adhere to a payment plan that we have agreed with you, such as miss an instalment payment when paying in person by cash or debit/credit card

6.1.3 default on your financial agreement with us and ask to pay that debt in instalments.

7. Offences

7.1 Any breach of the Accommodation Agreement, the Resident Handbook and other UEL Policies (including but not limited to the UEL Code of Conduct, Dignity at Work and Study Policy) will be deemed an offence and may be subject to disciplinary action and fines.

Examples of these offence may be:

i. Physical assault

ii. Dealing in or possession of an illegal substance

iii. Possession of firearm, weapon (licensed or otherwise) or other implement used as a weapon

iv. Smoking (e Cigs and Vapes included), possession of candles, shishas and joss sticks

v. Intentional or reckless interference with safety or emergency equipment (including propping opening fire doors, moving and tampering with fire equipment, detector heads, extinguishers and alarms, leaving cooking unattended)

vi. Intentional or reckless damage to bedrooms, common areas, furniture, fixtures and fittings

vii. Tampering with the window restrictors in bedrooms and communal areas
Raising a Concern
Complaints Procedure
Raising a Concern

Raising a Concern With Residential Life

We hope you enjoy your stay at the University of East London’s Student Village. We welcome your comments and suggestions regarding our services, and there are a number of ways you can provide us with feedback.

UEL runs a student satisfaction survey in residences twice during the academic year, and take actions based on the results of that survey.

Alternatively, you can contact the Residential Life team directly to discuss any issues you may be experiencing in greater detail.

If you wish to discuss cleaning, maintenance, security or the behaviour of other residents, please contact the Residential Life office in the first instance. If the matter is confidential in nature, then please ask to speak with a member of staff in private. The team is here to assist with any issues you may be experiencing. Any feedback given to Security after hours will be given to Residential Life the next day.

Escalating a Concern

If you do not feel that your complaint has been handled appropriately, you can contact the Residential Life Manager.

If you are still not satisfied with the outcome, you are advised to refer to the University Complaints Procedure, full details of which can be found at:

ueLac.uk/discover/governance/policies-regulations-corporate-documents/student-policies/student-complaint-procedure

The UUK Code of Practice

UEL is a committed member of the UUK Code of Practice for University-managed Student Accommodation.

As part of our membership of the Code of Practice, if your complaint is still unresolved at University level, you may make a challenge through the Office of the Independent Adjudicator.

To do this, you need to contact the Office of the Independent Adjudicator at www.oiaha.org.uk.

More information on the Universities UK Student Accommodation Code can be found at www.thesac.org.uk.
Departing Halls

Vacating Your Room
End of Contract Departures and Summer Stays

End of Tenancy

At the end of your contract please ensure your room and the communal areas you have access to are left clean and tidy.

Please remove all your personal items and dispose of all rubbish and unwanted items in an appropriate manner. If these guidelines are not followed, your deposit, or part of it, may be kept to cover the additional cleaning costs (see Charges section).

Checkout and Key Return

You are required to vacate your room no later than 12 noon on the date your contract ends.

Please remember to hand in your keys to the Residential/Security Office and obtain a receipt at the end of your tenancy period or you will be charged for a complete lock change.

Summer Stay – Tenancy Extension

There is limited accommodation available for students who wish to stay in halls over the summer period.

Priority is given to students who require accommodation for their academic commitments.

You will need to apply for summer tenancy. Instructions how to do so will be circulated by the Residential Life team in Semester 2.

To be considered, you will need to have a satisfactory disciplinary and rent payment history.

There is no guarantee that we will be able to assist you with accommodation during the summer.

Successful applicants will have to transfer to an alternative room for the summer period as we may require your room for summer conferencing.
**Residential Life Handbook 2017/18**

**Moving Out – Early Departure**

**Contractual Obligations**

Your contract is a legally binding agreement.

Full details of terms and conditions can be found in the Accommodation Agreement published online here: [uel.ac.uk/accommodation](http://uel.ac.uk/accommodation).

If you choose to move out before the end of your agreement you will still be liable for the rent and will need to pay until the end of the agreed tenancy period.

The only exception to this is if we can find a replacement tenant (who must be a full-time UEL student who does not already live here) to move into your room until the end of the tenancy period. This is subject to the conditions outlined in ‘Leaving Early By Choice - The Process’.

**Leaving Early By Choice – The Process**

If you choose to leave your room during the contract period you must complete a Deposit Refund form which is available from the Residential Life office. On receipt of this form and your key, we will then try to re-let your room, taking the following into consideration:

- **we will always let our own void rooms first** (these are rooms which are not liable), even if you believe you have identified someone to who wishes to move into halls and they are happy to take on your tenancy contract from you.
- **after our own void rooms are let, we will let rooms that are liable in date order from the date the Deposit Refund form and key was received.**
- **if your room has been allocated based on specific requirements ie single sex, postgraduate halls, etc, it may take longer to let your room.**

A charge of £50 is made when we find a replacement student.

**Withdrawal From Degree Programme**

If you withdraw from your Programme of study at UEL, please notify Residential Life immediately, showing the HUB withdrawal letter.

Upon receipt, we can then process your withdrawal from halls of residence.

You will be required to give no less than four weeks’ notice to leave your accommodation and will be liable for the rent during your notice period. Once the notice period expires and you have returned your keys your liability will cease.

For more information please first read your Accommodation Agreement in conjunction with this document.

**Withdrawn by UEL**

If during the course of your studies you are withdrawn from UEL, you will be issued a Notice to Quit and will remain liable until your room is filled. Please note failure to inform us by email – residentialife@uel.ac.uk within 7 days will result in a £50 fine.

**Notice To Quit**

If you are issued with a 28-day Notice to Quit your University accommodation, you will be held liable for the rent until the end of the contractual period.
Charges for Damage/Repairs – Part 1

Details of charges

If something gets damaged in your flat or hall of residence, please notify the Residential Life Office so that repairs can be organised. Residential Life will need to be informed of who is responsible for any damage prior to the final inspection. Damage in the communal areas, such as the kitchen and corridor, will be charged equally to all residents in the flat, unless the individual responsible is identified before departure.

All damage that is not wear and tear will be charged at the commercial rate plus the vandalism charge.

<table>
<thead>
<tr>
<th>General Items</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinds</td>
<td>£50</td>
</tr>
<tr>
<td>Carpet</td>
<td>£10 per carpet tile</td>
</tr>
<tr>
<td>Smoke/heat detector</td>
<td>£65</td>
</tr>
<tr>
<td>Electric storage heater</td>
<td>£85</td>
</tr>
<tr>
<td>Lights/switches/sockets</td>
<td>£20</td>
</tr>
<tr>
<td>Window restrictor/window handle</td>
<td>£80 (Further window damage by quotation)</td>
</tr>
<tr>
<td>Re-glaze window</td>
<td>£80 - £190 (Additional costs apply for specialist work)</td>
</tr>
<tr>
<td>Diffuser light fitting</td>
<td>£50 each</td>
</tr>
<tr>
<td>Ceiling tile</td>
<td>£10 each</td>
</tr>
<tr>
<td>Redecoration/painting of bedroom/kitchen</td>
<td>£50 - £300 (dependant on room size and number of walls needing paint)</td>
</tr>
<tr>
<td>Pinboard</td>
<td>£50</td>
</tr>
<tr>
<td>Replace fire sign</td>
<td>£10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Kitchen Items</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Worktop unit/kitchen table</td>
<td>£220 (£30 for replacement strip and £50 for chips/marks)</td>
</tr>
<tr>
<td>Hob unit</td>
<td>£130</td>
</tr>
<tr>
<td>Cupboard door</td>
<td>£50</td>
</tr>
<tr>
<td>Cupboard shelves</td>
<td>£20</td>
</tr>
<tr>
<td>Kitchen floor</td>
<td>By quotation</td>
</tr>
<tr>
<td>Fire-blanket</td>
<td>£25</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keys</td>
<td>£100 for ensuite rooms keys and maintenance</td>
</tr>
<tr>
<td></td>
<td>£150 for studio keys and maintenance</td>
</tr>
<tr>
<td></td>
<td>£30 maintenance only</td>
</tr>
<tr>
<td>Lockout</td>
<td>£10</td>
</tr>
<tr>
<td>Vandalism</td>
<td>£50 disciplinary charge plus the costs for the repair for the item vandalised</td>
</tr>
</tbody>
</table>

*VAT will be applied to charges as appropriate.
# Residential Life Charges

## Bedroom Items

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mattress</td>
<td>£70</td>
</tr>
<tr>
<td>Curtains</td>
<td>£100</td>
</tr>
<tr>
<td>Curtain rail and fittings</td>
<td>£15</td>
</tr>
<tr>
<td>Bed base/under-bed drawer/under-storage</td>
<td>£80</td>
</tr>
<tr>
<td>Wall-mounted bookshelves x 2</td>
<td>£60</td>
</tr>
<tr>
<td>Desk</td>
<td>£50 - £300 (£50+ for repair of chips)</td>
</tr>
<tr>
<td>Desk chair</td>
<td>£85</td>
</tr>
<tr>
<td>Shelves above bed</td>
<td>£70</td>
</tr>
<tr>
<td>Bin</td>
<td>£10</td>
</tr>
</tbody>
</table>

## En-Suite Bathroom Items

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace bathroom door</td>
<td>£50 - £250 (£50 for repair of chips)</td>
</tr>
<tr>
<td>Replace wash basin</td>
<td>£80</td>
</tr>
<tr>
<td>Toilet seat/lid</td>
<td>£25</td>
</tr>
<tr>
<td>Bathroom/wardrobe mirror</td>
<td>£25</td>
</tr>
<tr>
<td>Glass or plastic shelf</td>
<td>£15</td>
</tr>
</tbody>
</table>

## Cleaning Charges

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom</td>
<td>£30</td>
</tr>
<tr>
<td>En-suite bathroom</td>
<td>£30</td>
</tr>
<tr>
<td>Complete kitchen clean</td>
<td>£90</td>
</tr>
<tr>
<td>Lobby/corridor</td>
<td>£30</td>
</tr>
<tr>
<td>Removal of excess rubbish and/or recycling rubbish</td>
<td>£5 per bag</td>
</tr>
<tr>
<td>Internal cleaning of microwave</td>
<td>£10</td>
</tr>
<tr>
<td>Defrost and clean of fridge/freezer</td>
<td>£30</td>
</tr>
<tr>
<td>Hob</td>
<td>£15</td>
</tr>
<tr>
<td>Oven</td>
<td>£30</td>
</tr>
<tr>
<td>Removal of Grafiti</td>
<td>£50 upwards</td>
</tr>
<tr>
<td>Removal of stickers/Blu Tac, etc</td>
<td>£10 upwards</td>
</tr>
</tbody>
</table>

## Application costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancellation 7 days prior to tenancy start</td>
<td>£50</td>
</tr>
<tr>
<td>Cancellation within 7 days of tenancy start date</td>
<td>£100</td>
</tr>
<tr>
<td>No show</td>
<td>£50 + liable until room is filled</td>
</tr>
<tr>
<td>Room move</td>
<td>£50</td>
</tr>
<tr>
<td>Early termination of Accommodation Agreement</td>
<td>£50 + appropriate rent costs</td>
</tr>
</tbody>
</table>
## Disciplinary fines

<table>
<thead>
<tr>
<th>General Items</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intentional or reckless interference with fire safety or emergency equipment</td>
<td>£100 + replacement costs where applicable</td>
</tr>
<tr>
<td>Obstructing or blocking the Common Parts, fire escape or fire exits.</td>
<td>First offence – No charge</td>
</tr>
<tr>
<td></td>
<td>Second offence - £10</td>
</tr>
<tr>
<td></td>
<td>Third and subsequent offences - £50</td>
</tr>
<tr>
<td>Tampering with the window restrictors in bedrooms and communal areas.</td>
<td>First offence – £10 + replacement costs where applicable</td>
</tr>
<tr>
<td></td>
<td>Second offence - £50 + replacement costs where applicable</td>
</tr>
<tr>
<td>Use of candles, vapes, incense sticks, shisha, fireworks, halogen bulbs,</td>
<td></td>
</tr>
<tr>
<td>naked flame appliances.</td>
<td></td>
</tr>
<tr>
<td>Noise nuisance:</td>
<td>First offence – no charge</td>
</tr>
<tr>
<td></td>
<td>Second offence - £10</td>
</tr>
<tr>
<td></td>
<td>Third and subsequent offences - £50</td>
</tr>
<tr>
<td>Unauthorised events, guests</td>
<td>First offence – no charge</td>
</tr>
<tr>
<td></td>
<td>Second offence - £10</td>
</tr>
<tr>
<td></td>
<td>Third and subsequent offences - £50</td>
</tr>
<tr>
<td>Inappropriate deposit of body fluids (including vomit).</td>
<td>First offence – £10 + cleaning costs</td>
</tr>
<tr>
<td></td>
<td>Second and subsequent offences - £50 + cleaning costs</td>
</tr>
<tr>
<td>Defacement of University property, fixtures and fittings.</td>
<td>£50 + replacement costs</td>
</tr>
<tr>
<td>Smoking in Halls</td>
<td>£100 per offence</td>
</tr>
<tr>
<td>Posession of illegal substance</td>
<td>£100 per offence</td>
</tr>
<tr>
<td>Transfer of keys which result in a lock change</td>
<td>£100 for ensuite rooms keys and maintenance</td>
</tr>
<tr>
<td></td>
<td>£150 for studio keys and maintenance</td>
</tr>
</tbody>
</table>

You may be charged additional fines depending on the severity and repetitiveness of the anti-social behaviour. Please note all costs are indicative and may vary. If charges are not listed, you will be advise of the cost accordingly.