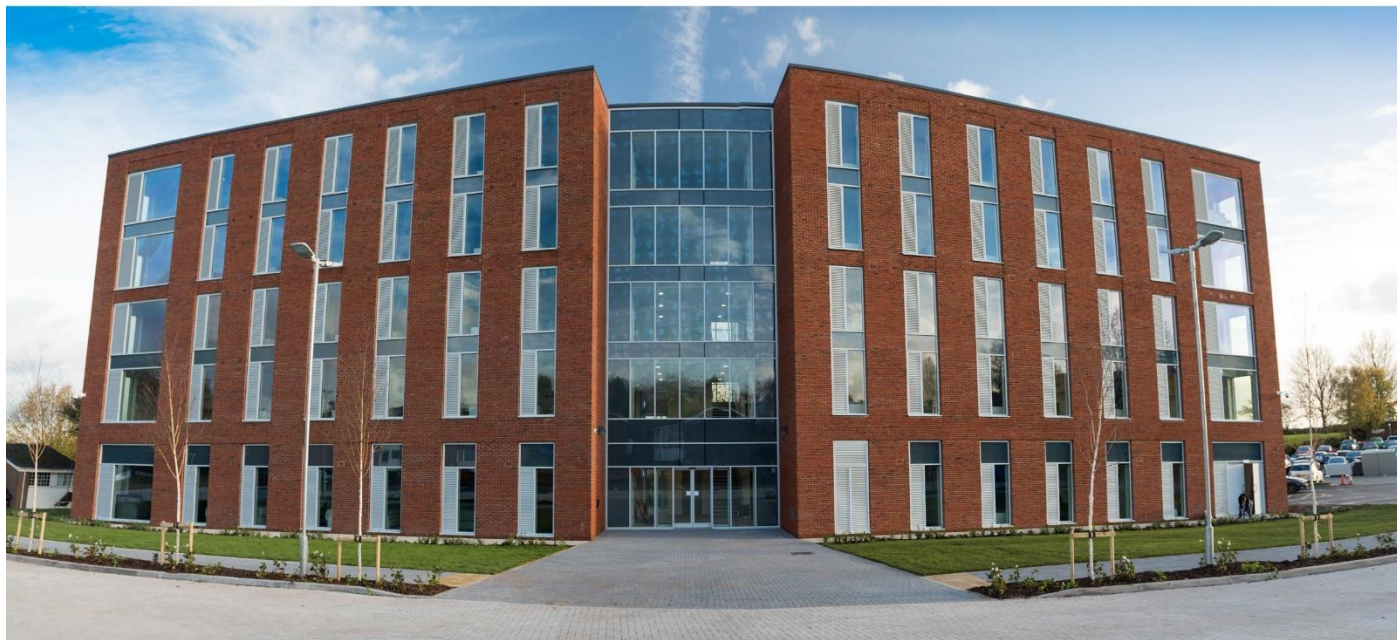


Figure 1 Cofton Halls of Residence at Newman University



Accommodation Handbook

Cofton, Maryvale, Edgbaston, Littlemore & Oxford Halls

Life in Halls

Welcome to life in Halls with the advantages and opportunities that living on campus brings!

As a small University, we pride ourselves on the need to look after all our residents. We are sure that within a short period of time, you will have made lots of new friends and taken advantage of the wide and varied range of activities available. Of course, living with approximately 200 others in halls can present you with some challenges. Not least being how we learn to respect each other's needs, *by showing consideration and tolerance to those we share residence with.*

Living in a community is an excellent preparation for life after Newman. We want you to enjoy your time together and to work successfully in your studies. If problems arise, rest assured that the Accommodation Manager, Residential advisors, Security Team, Housekeeping, Newman Students' Union, the Student Support and Maintenance staff will be happy to assist - even if you are only looking for someone to talk to!

Our Service to you

Newman University has affirmed membership to the Code of Practice for the Management of Student Housing.

The Code has been prepared primarily to assist managers of student accommodation by setting out the main elements of good management practice. It also should assist students in understanding both the standards and procedures applying to their accommodation and their obligations as tenants. Further information regarding the Student Accommodation Code can be found at the following link:

[The Student Accommodation Code](#)

Risk Assessments have been carried out for Halls of Residence and a copy can be obtained from the Accommodation Manager.

The Accommodation Handbook is a very important document as it forms part of your Licence to Occupy. When you signed the Licence you agreed to abide by these rules and regulations.

Accommodation Services – Staff and Contact Details

The following staff can be contacted with regards to various aspects of living in campus accommodation.

Accommodation Office

Accommodation Manager
Karen Carter ext. 2219

Accommodation Administrator

Stella Krongko ext. 2223

e-mail:
accommodation@newman.ac.uk

Students should report any issues regarding their stay in Halls of Residence to the Accommodation Team and staff are available, Monday to Thursday 8.30am-4.30pm and until 4.00pm on Friday. Please contact the team by e-mail, telephone or visit the office in the first instance and an appointment can be made if necessary. Out of hours any urgent issues can be reported to the Security Team who will involve the Residential Advisor's if required.

Halls Housekeeping Team

Head Housekeeper

Patricia Powell ext .2331

Housekeeping Team Leader

Dave Thompson ext. 2613

e-mail: housekeeping@newman.ac.uk

Housekeeping staff are on duty between 8.00am and 4.00pm Monday to Thursday and until 4.30pm on Friday.

Head of Commercial and Campus Services

Steven Slotta has responsibility for halls of residence.

Director of Estates

The Director of Estates, **Paul Dean** has overall responsibility for Halls.

Out of Hours Team

Residential Advisors or a Security Guard are on duty 6.00pm-7.30am Monday to Thursday and the whole of the weekend from 6.00pm on Friday until 7.30am on Monday.

They can be contacted by residential students regarding any issues related to health, personal well-being, fire safety, personal safety and noise disturbance.

Out of Hours Mobile: 07535 519689 and 07535519828

Residential Advisors

James Westwood

44 Genners Lane

Nathan Ganley

Edgbaston 1/2 flat – Ground Floor

Leoarna Mathias

Edgbaston Hall flat – Ground Floor

Security Guard

There is a Security Guard on duty 24 hours a day, 7 days per week, 365 days a year and when not patrolling the campus they can be located in the Security Lodge on level zero in St Chad Building.

The contact mobile numbers for the Security Guard are 07535 519689 and 07535519828 and the University extension number is 2358 or direct line 0121 476 1181 extn 2358. In an emergency, please call emergency extension 3333 for immediate assistance.

Police (Non-emergency) 0845 1135000 or 0345 1135000

Support Phone

The support phone is located in halls on ground floor Littlemore Hall and third floor Edgbaston/Maryvale Hall if you require medical or security support and in each flat in Cofton Hall.

Estates

Students are to report any faults/defects/infestations or replacement light bulbs to **estates@newman.ac.uk** which will be dealt with according to timescales specified in the Service Level Statement.

Health & Safety Officer Ext 2506

The Health & Safety Officer is responsible for Health and Safety on-site including Halls of Residence.

Student Union Representative

The Student Union President can offer advice and representation with regards to instigating the complaints procedure and in the case of the Disciplinary Procedure being implemented. The Newman Students' Union is based in the St Chad Building near Starbucks and the contact extension is 2291.

Student Support Services

The Student Support Services offers both academic and personal support.

E-mail studentsupport@newman.ac.uk

Support for students with a medical condition or disability is also available from the Inclusion Officer, Heather Griffiths or Mental Health Advisor, Lynne Whitlock. Tammy Oyekanmi, Welfare Advisor can provide advice regarding a range of practical and personal issues such as financial matters.

Counselling

The Counsellor is available on a part-time basis. Please contact studentsupport@newman.ac.uk to make an appointment.

Chaplaincy

The Chaplaincy is located in the Hub and the lay Chaplain, Margaret Holland is available to provide support and encouragement and can be contacted on ext 2473. Dilwara Begum, our Muslim Chaplain, provides support across the university community, offering particular guidance to our Muslim brothers and sisters.

Finance

Details can be obtained from the Finance office relating to access funds and other information regarding general student finance arrangements, e-mail: finance@newman.ac.uk, call 0121 483 2253 or visit the Finance office.

IT Helpdesk

Please visit the help desk in the Sturge Building, log a job on the , [Self-Service Portal - Home Page \(topdesk.net\)](#) e-mail itservicedesk@newman.ac.uk or ring extn 2293 to report a lost swipe or issues with the wireless network.

Overview of Accommodation – Cofton, Edgbaston, Maryvale, Littlemore and Oxford Halls

Halls of Residence

Each resident student is allocated a study bedroom in one of the five Halls of Residence. The names given to these Halls commemorate places closely connected with the life of Cardinal John Henry Newman: Cofton, Edgbaston, Littlemore, Maryvale and Oxford.

Bedrooms

Each room is furnished with a bed, bedside table, table lamp, fixed wardrobe/cupboards, a desk and chair, an easy chair, a mattress cover, curtains and a waste bin. Students are required to provide their own duvets, duvet covers, pillows, pillow cases, sheets, towels and coat hangers. The beds are a small double bed in Cofton Hall and single elsewhere.

Students are able to hire a bedding pack at £25.00 each from the Housekeeping department with £15.00 being refunded when the bedding pack is returned in good condition. Bedding packs include: 2 sheets, 2 pillows with shams, 1 duvet and cover, 1 matching pillow case, 1 white pillow case, 2 medium size towels and 6 coat hangers. There is a security box provided in each bedroom in Littlemore, Edgbaston, Maryvale and Oxford which students can secure by bringing their own padlock.

All rooms have their own basin with hot and cold water and a shaver point. With the shared bathroom bedrooms most rooms are grouped on 'landings' which share a bathroom with three to six rooms on each landing. The bathroom comprises of a shower cubicle, wash basin and toilet and an additional separate toilet. The en-suite bedrooms have a separate personal bathroom with a shower cubicle, toilet and wash basin. Students are required to keep their bedrooms and kitchen clean and tidy.

Communal Kitchens

Shared self-catering facilities are provided in each of the five halls of residence on the general basis of one communal kitchen per six residents. In a few cases, between four, five and seven residents share a kitchen.

The kitchens include a cooker, microwave, toaster, kettle, 2 fridges, 2 freezers, lockable cupboard space, refuse bin and seating area. Students are required to bring their own kitchen utensils such as crockery, cutlery, saucepans etc. There is also a dining table and sofas in the deluxe en-suite flats lounge/kitchen areas.

The water supply in the communal kitchens and en-suite bathrooms in Cofton Hall is drinkable. The water supply in the communal kitchens in Maryvale, Edgbaston, Littlemore and Oxford is drinkable water, however the water in the bedrooms and communal/en-suite bathrooms is **NOT drinkable water**.

All bedrooms and bathrooms are clearly marked with a red sticker with a pictogram above the words "do not drink" as appropriate. Drinkable water in the kitchens is marked with a green

sticker with a pictogram above the words “drinking water”. This advice is also reiterated in the kitchen folder in each kitchen.

Laundry for Personal Use

Laundry facilities are located on the ground floors of Edgbaston Hall, Maryvale Hall and Cofton Hall.

In all halls the machines are card operated and the laundry is open 24 hours a day. Credit for the top up card needs to be purchased on-line and a card is available in each bedroom on arrival.

IT Access in Halls

The wireless network in Halls is part of the campus wireless network and allows you to surf the net or access course materials through Moodle from the comfort of your room via your laptop.

The wireless network is provided by IT services and is not part of your contract. Devices must be up to date and have a valid anti-virus program. There is no charge for installation of hardware to enable your machine to be compatible with the wireless network and no monthly fee/charge per minute is made for internet usage. However, students are required to adhere to the applicable rules and regulations and excessive use may lead to you being charged. File sharing software is not permitted on the University network as per the regulations on network usage, available on the intranet or from IT services.

There is an IT room within halls of residence on ground floor of Edgbaston Halls comprising of 4 computers available 24/7.

Telephones

In Littlemore/Maryvale halls entrance there is a support phone for internal extensions and the emergency services. There are phones that can be used for internal extensions and emergency calls which are located on ground floor and third floor in Edgbaston Hall, third floor Maryvale Hall, second floor Littlemore Hall and second floor in Oxford Hall. There is a support phone with extensions for the emergency services in each 5/6 bedroom flat in Cofton Hall.

Room occupancy

Students who are allocated a study bedroom are required to sign a Licence agreeing to accept occupancy for the whole of the Licence length. This agreement **may not be terminated by students** except:

The Licensee may request termination of this Licence if he/she withdraws or suspends from their course and will need to pay in full all of the Halls fees up to the date that the suspension request was received by Registry or the date the Licensee moves out if later. The student will not be eligible for a maintenance loan from Student Finance England for the period after the withdrawal/suspension has been requested. The Licensee may stay in their accommodation up to a maximum of 8 weeks after the suspension request has been received and pay up to the week that they depart their accommodation.

If the Licensee is granted termination of the Licence due to exceptional circumstances, 8 weeks' written notice will need to be given and the Licensee at the end of the 8 week period will pay in full all of the Halls fees up to and including the end of the notice period.

The Licensee has a 14 day cooling down period from the date the Licensee moves in whereby he/she can terminate his/her tenancy with no penalty.

Study bedrooms may only be exchanged after a request to the Accommodation Manager. However, the Director of Estates and Head of Commercial and Campus Services retains the right to move students from one room to another in exceptional circumstances to meet unforeseeable contingencies or for operational reasons.

Accommodation Services Provided

Study Bedroom Access Policy

Relevant staff and window cleaners can have access to bedrooms with prior warning in order to carry out periodic inspections, to view the premises with new tenants at reasonable hours of the daytime and to carry out their role. Tenants are advised regarding the date and purpose of the visit not less than 24 hours in advance except where this is impractical. The student has the right to be present at the inspection of the room if they wish and there are always two members of staff present at the inspections. Access without notice is allowed for maintenance personnel, Residential Advisors, Fire Safety Staff, Housekeeping and the Accommodation Manager as required in order to perform their duties. Access to en-suite bedrooms and flats by contractors to empty the sanitary bins is carried out on a regular basis without giving notice.

Staff members who access bedrooms in the absence of the student are required to keep a log recording the reason for access and the date.

Security Staff or Police accompanied by a dog may be in halls to patrol from time to time. Newman University has the right to conduct random audits using drug dogs without any notice to the tenant. The University works closely with the West Midlands Police and the halls of residence are used from time to time for police dog training.

Post/Mail

Personal items of mail for residential students is available for collection from Security Lodge which is open 24/7. Post and parcels will be available for collection from the post room situated behind the Security Lodge located on level 0 of the St Chad Building

Any uncollected mail or undeliverable mail is returned to sender if possible. At the end of the academic year, please arrange for your post to be re-directed or it will be returned to sender.

The address for students in Halls of Residence comprises of their name, room number and the name of the hall they are situated in: Cofton, Edgbaston, Littlemore, Maryvale or Oxford, Newman University, Genners Lane, Bartley Green, Birmingham B32 3NT.

Post Address Example:

K. Smith
96 Maryvale Hall
Newman University
Genners Lane
Bartley Green
Birmingham
B32 3NT

Refuse Collection

Bedroom bins are emptied every day in halls (Monday - Friday) and students are required to put their bin **outside** their bedroom door **before 8.00 AM** each morning.

Housekeeping staff will not enter a student's bedroom to collect the bin. The kitchen bins are emptied every day or as required. The sanitary bins provided in each communal bathroom and en-suite bathroom are emptied by a contractor once a month.

This includes holiday periods with the exception of Bank Holidays and the Christmas closedown period. During these times, additional refuse bags are made available and students need to remove their own waste and deposit it in the skip. Housekeeping will compile a list of students who are remaining in Halls during the Christmas vacation and will advise them personally regarding the arrangements.

Insurance Provision

There are obvious risks of theft with living in any large community and students are urged to keep all their valuable possessions under lock and key, using the lockable box provided in the bedroom in original halls. It will also be in each student's interest to insure their belongings. In this respect, the University has arranged for all students living in Halls to be covered for contents insurance, under a block insurance scheme, with the cost being met by the University. The scheme has been arranged through Endsleigh (the world's largest student insurance organisation) and specially negotiated, on the students' behalf, to achieve significant savings on the insurance paid by individuals, as well as providing carefully designed cover.

Details of the cover are provided on-line at [Endsleigh Insurance](#) to check your policy details or via the My Endsleigh app.

Just follow the simple steps below...

Download the My Endsleigh app, below or visit here to confirm your cover today.

BUTTON: Download for Android

<https://play.google.com/store/apps/details?id=com.endsleighwalletapp.EndsleighWalletApp>

BUTTON: Download for iOS <https://apps.apple.com/gb/app/my-endsleigh/id1566334255>

What does the app *actually* do?

Here's the highlights:

Easy access to your policy information and secure links to your documents and check what is already covered (and what isn't!)

Option to cover additional gadgets and possessions that aren't already (plus a smart way to help you pay for those added extras)

24/7 access to a wellbeing service that includes advice, unlimited counselling, legal information and bereavement support

Fill your Rewards Wallet with cash to use towards the cost of any additional insurance, just by spending with your favourite brands

BUTTON: Confirm my cover https://www.endsleigh.co.uk/student/confirm-your-student-cover/?utm_medium=email&utm_source=appartner&utm_campaign=freshers2021mye&utm_content=beprepared

*Terms & conditions apply. See <https://www.endsleigh.co.uk/media/PDFS/terms-conditions/2021/incentive-tcs.pdf> for further details.

Students living in Halls are strongly advised to review the level of cover provided, and if necessary, arrange top up cover in their own name.

Students should also be aware that, as part of the University's overall financial strategy, conferences and similar meetings may be held on campus during the summer vacation and thus rooms will be used by outside visitors. During the summer vacation, NOTHING may be left in students' study bedrooms or communal kitchens and anything found will be treated as abandoned and disposed of or given to charity.

Please note: Contents are covered up to a maximum amount and there are a number of conditions, exclusions and excesses to take into account.

Accommodation Service Level Statements

The Service Level Statement states what the student and staff can reasonably expect of each other with regards to conduct, communication, behaviour and mutual respect.

1. Professionalism/Conduct

Service Level provided

- Provide effective services to our students in a polite, professional and courteous manner.
- To make every effort to deal with customer requests and enquiries.
- To provide advice, information and support to all students on any issues regarding accommodation.
- Investigate any complaints about the quality of service provided and rectify issues where possible

Responsibility of Students

- To liaise with all staff members in a polite and courteous manner.
- Abide by the rules and regulations of the Accommodation Handbook and the Licence to Occupy that has been signed.

2. Quality

Service Level provided

- Ensure that the accommodation provided meets the needs of the Residents in terms of quality and facilities.
- Ensure that the accommodation meets all statutory standards and complies with the Universities UK/SCOP Code of Practice for the Management of Student Housing.

Responsibility of Students

- To provide feedback regarding the quality of the accommodation provided.

3. Communication

Service Level provided

- To communicate effectively and advise students regarding all relevant information through the Accommodation Handbook and Accommodation website.
- To provide advance information to all prospective residential students so they are able to make an informed decision regarding their accommodation.
- To provide a summary of policies and procedures to students prior to them signing the Licence to Occupy.
- To provide a copy of the Accommodation Licence for each student.
- To deal promptly with any queries and keep the student informed regarding any developments.

Responsibility of Students

- Read all information received to ensure that the contractual obligations to be signed for are fully understood.
- To complete and return all documentation fully and promptly.
- To advise staff regarding any issues or queries promptly so they can be resolved.

The Service Provided by the Out of Hours Team

The Out of Hours Team comprise of the Residential Advisor Team (who are staff or previous staff/students at Newman University) and the Security Team. The team are dedicated to serving the resident student population and to ensuring, as far as practicable, that all students have a safe, healthy and secure life in the halls of residence. All of the Out of Hours Team are qualified first aiders and fire wardens. Please note that that it is important to take note of the fire alarms and to evacuate the building when requested to do so.

The Residential Advisor Team consists of three people: James Westwood, Nathan Ganley and Leoarna Mathias. In the event of an emergency, Matthew Hammersley (Campus Protection Services Advisor) and/or Lewis Palin (Facilities Manager) will assist as required. It is their brief to respond to incidents, student queries and assist as required relating to such things as:

- *health* (e.g. need for minor first aid, doctor, ambulance, hospitalisation);
- *fire* (monitor fire/smoke alarms, contact Fire Service, ensure swift and safe evacuation of the building);
- *personal well-being* (e.g. of those who are homesick, stressed, upset, distressed etc.);

The Security Team deal with:

- *the general domestic environment* (e.g. the need to curtail excessive noise, parties in Halls).
- *personal safety* (e.g. from intruders, theft, harassment, violence etc.);
- *general issues* (lost keys, loss of power due to the trip switch, allowing access to kitchen/bedroom is locked out etc)

For any issues that arise outside office hours, Monday to Sunday, the Security Guard can be contacted and they will involve the Residential Advisor as appropriate.

Please call the Security mobile telephone number 07535 519689 or 07535519828 in the event of an issue.

The Out of Hours Team role is a *confidential service*. It must, however, be recognised that staff are under an obligation to inform the University authorities of any serious matter which relates to injury, violence, risk to a student or others, violation of security and / or University regulations. The student(s) concerned will always be informed by the Out of Hours Team if the University authorities are to be notified of an incident in which they are involved.

In collaboration with representatives from both Newman Students' Union, Accommodation Manager and Senior University Management, the Out of Hours Team are also involved in the implementation of disciplinary procedures relating to matters in Halls. Their aim is to deal with any misdemeanours in a prompt and equitable fashion. It is a rare occurrence for a student to be brought before the Disciplinary Committee and any who are, have the right of appeal.

Student Assistance Programme (SAP)

The SAP is a confidential benefit designed to help you deal with personal and professional problems that could be affecting your home life or student life, health, and general wellbeing.

The SAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues. We strongly believe in providing an SAP service that offers not only reactive support when someone needs it but also proactive and preventative support to deliver the best possible outcomes.

With Health Assured there really is a better way

Balancing everyday life with the requirements of studying and home life can create pressures for all of us. Health Assured are here to support you and alleviate everyday pressures or anxiety life can cause. It is vital to create a productive, healthy environment that is conducive to a healthy lifestyle, and we're here to help.

Services Available

Health Assured offers cover for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year:

- Life support: Access to counselling for emotional problems and a pathway to structured therapy sessions (students only) at your convenience.
- Legal information: For issues that cause anxiety or distress including debt management, consumer, property or neighbour disputes (students only).
- Bereavement support: Health Assured offers qualified and experienced counsellors who can help with grief plus legal advisors to help with related legal matters.
- Medical information: Qualified nurses are on hand to offer support on a range of medical or health-related issues offering practical information and advice.

Helpline services available

Health Assured also offers support for you and your immediate family members*, 24 hours a day, 7 days a week, 365 days a year by calling 0800 028 3766.

**Health Assured define immediate family members as spouse/partners and children aged 16 to 24 in full-time education, living in the same household.*

Introducing the *My Healthy Advantage* smartphone app

In addition to the SAP, you will have access to *My Healthy Advantage*, Health Assured's comprehensive health and wellbeing app.

Through *My Healthy Advantage*, you will have access to a range of features, all aimed at improving your health and wellbeing. These include:

- Live chat and support
- Personalised news feed
- Weekly mood tracker
- Four-week plans
- Mini health checks
- Breathing techniques

Housekeeping Cleaning Schedules

Cleaning Schedules during the academic year (excluding vacation periods)

Service is provided on weekdays 8.00am-4.00pm only (until 4.30pm Fridays), throughout the year with the exception of Statutory, Public Holidays or vacation periods. There is a limited service during vacation periods.

The dedicated Halls Housekeeping team are responsible for cleaning the landings, corridors, stairways and communal bathrooms in Halls of Residence.

Cleaning Specifications and a Service Level Statement for the start of occupancy are available on request from the Accommodation Manager.

Students are responsible for keeping their bedrooms and kitchens clean.

There is an inspection three times a year of the bedrooms and weekly for the kitchens and students are advised if they are not being maintained to the required standard. Housekeeping will deep clean the kitchens in December and April.

Students allocated to an en-suite room are required to maintain the cleanliness of the bathroom.

Students in halls of residence are required to maintain the level of cleanliness in the communal bathrooms. They should clean up after they have used this area.

They need to ensure that they store the minimum number of toiletry items in this area so that it does not prevent effective cleaning by the Housekeeping Team.

Maintenance

Light-bulb Replacement

Due to Health and Safety regulations, ceiling mounted light bulbs cannot be changed by students but need to be replaced by a trained member of staff. All requests need to be submitted to the Housekeeping office or the Residential Advisor on duty out of office hours. Housekeeping may change the light bulbs in the table lamps, but the ceiling mounted lights need to be changed by the Maintenance team.

Snow and Ice Clearance Policy

The University will endeavour to ensure that snow and ice on car parks and pathways is cleared as quickly and effectively as is reasonably possible. The Facilities Manager will prioritise the order in which areas need to be cleared. Clearance will only take place during working hours Monday to Friday. Please ask at the Accommodation Office for a copy of the policy.

Pest Control

Any infestations should be reported to the Maintenance team immediately via the normal maintenance request procedure. The maintenance team will attend to inspect the infestation,

where possible the maintenance team will take the appropriate action to address the issue, when a pest control specialist contractor is required, a contractor will be contacted to attend the campus, the contractor will notify the Maintenance team on the time frame to treat and address the infestation, this may involve more than one visit from the specialist contractor over a period of unspecified time.

Newman University is located next to Birmingham's Bartley Green Reservoir, please note that during the summer month's various species of fly larvae will hatch, this will last until dusk where the fly larvae will disperse, it is normal practice to keep windows shut during this time. This usually occurs one day each year.

Service Level Statement - Maintenance and Repair Response Times

Repair Priority	Service Level Provided
Priority 0 emergency	Immediate response to make safe (within two hours) – defects that could be dangerous or cause serious disruption to service delivery
Priority 1 urgent	Within 24 hours – Any repair required to avoid danger to health, a risk to safety, or serious damage to building, for instance, fire, flood, storm damage, leaking tanks/boiler, gas leaks or blocked drains
Priority 2 routine	Within seven calendar days – These are normally repairs which affect the comfort or convenience of the occupier for instance minor heating and sanitary repairs.
Priority 3 programmed	Within 20 calendar days - These are repairs which do not fall into the emergency or urgent categories and can wait for a short time before they are dealt with, for instance, repair/replacement window fittings, defective ball valves in cisterns or storage tanks, general repairs to flooring, adjustment to doors or repairs to plasterwork.
Priority 4 planned	Within time specified on the works order - These are non-urgent jobs which are desirable but not essential to health and safety or comfort and are dependent upon funds and availability of funds, for instance, external walls, fencing, improvement to campus common areas
Emergency and Out of Hours Service	The University will provide a 24 hour, 365 days per annum emergency call out service. Out of hours emergency telephone calls should be made to the Security Team, tel: 0121 476 1181 on Ext 2358
Contact Details	During normal office hours calls should be made to: Housekeeping - ext 2331 Estates - ext 2477

Responsibility of Students

Ensure repair requests are reported by TOPdesk ([Self-Service Portal - Home Page \(topdesk.net\)](https://topdesk.net)) or e-mail to the estates department: estates@newman.ac.uk

It is important that staff/students requesting maintenance support clearly indicate the following:

- The nature of the problem
- The room number and exact location of the problem
- The name of the person making the request

Maintenance staff inevitably need to prioritise their work, but in the event that the following occurs:

- Either a factor unknown to Estates might affect the matter and change priorities (e.g. an impending important event).
- Or the work is not undertaken in a reasonable time.
- Or staff are not notified that for a reason (such as an impending wider refurbishment) the work is not programmed.

The affected residents are requested to advise Estates directly by telephone.

Telephone Estates on extension 2477

Email: estates@newman.ac.uk

Report emergency repairs using the prescribed procedure as outlined above.

Accommodation Safety

Building and Room Security

Each bedroom door is only accessible by the student occupant with the only master keys being held by the Facilities Manager, Security, Accommodation Manager, Maintenance and the Housekeeper/Housekeeping Team Leader. Resident students are issued with a key for their own room and kitchen cupboard and one for the communal kitchen external door (Original halls only). Students are advised to obtain a robust padlock with key to secure the lockable box that is provided in rooms.

The main entrance into Halls of Residence is accessible by **access card** and entry can only be gained by residential students or relevant staff members.

Students are issued with an access card which opens all the external doors to the Halls of Residence (which all interconnect). The doors are at:

- (a) The end of Chapel Walk.
- (b) At the junction of Littlemore Hall and Maryvale Hall.
- (c) From the entrance foyer into Littlemore leading to Edgbaston and Maryvale ground floor, stairwell and lift.
- (d) From the entrance foyer to Cofton Hall.

NB. It is essential that students do not wedge these doors open, as this may allow unwelcome strangers to enter the Halls of Residence and will set off localised alarms.

External doors into the building are controlled by an electronic system which is programmed to open in the event of a power failure.

The Security Guards are located in the Security Lodge on level 0 of St Chad Building and are on duty 24 hours per day and regularly patrol the grounds and University campus.

Students may retain their access card and keys during vacation periods, but the key must be returned at the end of the academic year. Students returning the next year should retain their card. Lost or damaged keys or cards must be paid for.

Lost Keys/Access Cards

In the event of **lost keys**, during office hours, the student should report this to the Accommodation Office.

A payment of **£10.00 per key** is required for a replacement key for original halls and **£15.00** for Cofton Hall bedrooms and **£10.00** for a cupboard key unless the key has been stolen and the student can supply a police crime number. The replacement bedroom and kitchen door keys are

available with immediate effect however, cupboard keys do need to be cut and may take a few days. The kitchen cupboard can be opened by a member of staff, so it is accessible prior to the replacement key being cut.

If the loss occurs outside office hours, the student will need to contact the Security Guard to obtain access to their room, however, will not be able to obtain a new key out of office hours. The Security Guard will need to ascertain the identity of the student before allowing them into their room.

In the event of a **lost card** the student should report this to IT Services during office hours, a charge will be incurred. During the evening and over the weekend, students need to contact the Out of Hours Team who will be able to issue them with a temporary card providing they can identify the student. The card will be cancelled on the next working day and will need to be returned within 48 hours or an invoice of £5.00 will be raised.

CCTV Policy

The University takes the issue of the security and welfare of students and staff very seriously. CCTV is used by the University to address this issue, and also to assist with the prevention and detection of crime and inappropriate behaviour. CCTV cameras are installed across the whole University campus including Halls of Residence.

Car Parking

Residential students need to be aware that they are not able to park on any of the University owned car parks or on the Bartley Green Sailing Club under the usage arrangement made with Newman. The only exceptions are those students for whom a parking permit has been issued due to a medical condition.

The car parks are available for **day students and staff only**. In addition, car parking on site is not available for guests visiting residential students.

Under no circumstances are cycles, mopeds and motorcycles to be brought inside University buildings. Any found inside will be removed outside without warning. Cycle racks are situated by Oxford Hall, in front of St Chad Building by the reception and to the side by the Security Lodge. Cycles are not to be left anywhere else. A moped and motorcycle parking area is located outside Edgbaston Hall.

Students should not work on any motor vehicles or motorcycles in the premises or the grounds within which the premises are located. E-scooters are not allowed on campus.

Vehicle Crime

Always lock doors, windows, the boot and sunroof when leaving your car - even if it's only for a few minutes.

Public Transport, Cycling and Walking Routes

Please visit the link below for further information regarding public transport and cycling and walking routes in the area.

Map of public transport and walking/cycling routes

Security of Halls

This advice is for your own safety and security and that of other students and staff within Newman University.

- You are provided with a security access card to allow you entry to authorised areas of the University and the halls of residence. The card is provided to you personally and **MUST NOT** be lent or given to any other person. You are responsible for its use and safe keeping. If it is lost, please report it straight away to the IT help desk in the Hub.
- **DO NOT** let any other person whom you do not know through a security door. Furthermore, do not allow access to a person you do not know personally.
- **DO NOT** approach any person you see in halls whom you think is acting in a suspicious manner. **REPORT IT TO SECURITY IMMEDIATELY.**
- Please **DO NOT WEDGE DOORS OPEN**, including main access doors to halls of residence. This allows unauthorised access to persons who may not have legitimate reason to be on University premises.
- **DO NOT** leave your bedroom or kitchen door open when you are not present.
- If you have any security issues between the hours of 7.30am and 6.00pm then you need to contact either the
 - Security on Ext. 2358
 - Porters 1222
 - Accommodation Manager Ext 2219
 - Housekeeping on Ext. 2331
- After 6.00pm and through the night until 7.30am you need to contact the Out of Hours Team. The Security Guard can be contacted on 07535 519689 and 07535519828. Please put these numbers into your mobile so that it is somewhere you can find it.
- If concerned, please contact the Police on 999 in an emergency or in a non-emergency on 0845 1135000.
- There is a 24 hour, seven days per week security presence on the campus. Security patrols are conducted through the night.
- Halls are monitored by closed circuit TV systems for added security.

Absence from Halls

Students should notify the Accommodation Manager by e-mail if they are going to be away for a continuous period of 10 days or more.

Non Residents/Guests

- Students can allow only one overnight guest stay in their room for no more than two nights in any one week. An overnight visitor is a guest (day student or non-student) who is visiting in halls between the hours of 11.00pm and 9.00am.
- Children under 18 years are allowed to visit in the daytime between the hours of 9.00am and 5.00pm only and Security need to be advised that minors are in halls.
- The following conditions must however be met:
 - *The name of the visitor must be passed onto the Out of Hours Team to facilitate a full evacuation of halls in the case of fire.*
 - *Overnight guests must be booked in with the security team by 4pm on the day before their stay.*
 - *The host student accepts full responsibility for his/her visitor and their behaviour and must accompany the visitor at all times.*
 - *The student and any guests are subject to the authority of Security Team, Residential Advisors and Facilities Manager whilst on the premises.*
 - *The guest is a relative or close friend for whom the host student can fully vouch.*
 - *The visitor must show their ID if asked by a member of staff.*

Students are allowed up to 6 visitors during the day and are not required to sign them in. They are responsible for their day visitors and must accompany them at all times. Day guests must leave the premises by 11pm or will be instructed by security to do so.

Day visitors need to behave appropriately and not create a noise disturbance or disrupt other residents in halls. If they do, they may be asked to leave the premises by the Security Team.

Visitors in the flat after 11.00pm are classed as overnight visitors and would have needed to sign in with security prior to 4pm on the day before their stay, even if they have been visiting earlier during the same day.

The Security Team can be advised regarding visitors as follows. The students name, room number, name of visitor and date the visitor is staying need to be provided to the security Team:

- In person at the Security Lodge on ground floor of the St Chad Building
- By e-mail: security@newman.ac.uk
- By calling: 07535519689 or 07535519828
- By texting: 07535519689 or 07535519828

Crime Reduction Tips for Students

At Home

1. Lock your bedroom door - even if you are only going to the kitchen or bathroom.
2. Check doors and windows are locked at night or when going out.
3. Make a list of your personal property including the serial number and descriptions - use an ultraviolet pen to mark electrical and other items.

Personal Safety/Theft

4. Think ahead - don't walk home alone late at night - arrange in advance to stay with a trusted friend or pre-book a taxi.
5. Never leave drinks unattended in pubs or clubs - when you go to the toilet, ask your friends to keep an eye on your drink. Men's drinks get spiked too. If you suspect your drink has been spiked, contact a member of staff or tell a trusted friend.
6. Don't show off your cash, mobile phone or laptop or leave them lying around - never leave your bag, wallet or purse unattended. Take out protection for your credit cards and note all your card details at home, so you can cancel them quickly if they are stolen.
7. Try to go to the cash machine in daylight if possible - be aware of people standing too close to you and always conceal your PIN. If it's dark, go with a friend if you can and don't check your money in full view.

Fire Safety

Although a fire can affect all students, it will be appreciated that the greatest risk is likely to occur in the Halls of Residence. Therefore, the majority of fire evacuation drills will be held when students are in the Halls and must be expected at any time and in any weather conditions. The following points need special emphasis.

The fire exit doors are linked to the alarm system and are very plainly marked with red notices to that effect. Opening the doors set off the alarms which are designed to waken the deepest sleeper and are of a volume and pitch to achieve that end.

Fire Alarm Tests

The fire alarms in Halls of Residence are tested every Thursday at approximately 12.15pm.

If the fire alarm should sound continuously, the building needs to be evacuated immediately.

Students must evacuate the building promptly when the fire alarm sounds and when instructed to do so by Residential Advisors and those authorised to do so, for instance, University fire officers and fire service officers. If students are in the process of using cooking appliances when the alarm sounds, these should be turned off prior to evacuation if safe to do so.

Fire equipment is not to be tampered with, or to be used for malicious or irresponsible purposes. Any such occurrence, along with the opening of fire doors, except in an emergency, will be regarded as a serious disciplinary offence and will be dealt with accordingly. For serious or repeated offences this can include being required to vacate Halls of Residence. However, if a student or visitor inadvertently opens a fire door, they will not be penalised for so doing if they immediately inform a member of staff.

Prevention

Installed Fire Alarm System

A fully addressable fire detection system is installed throughout Halls of Residence. It comprises of four integrated fire alarm panels, smoke detectors in each bedroom and on corridors/landings, heat detectors in kitchens, fire alarm break glass call points and audible fire alarm sounders. The main fire alarm activated by smoke/heat detectors and break glass call points is a loud continuous siren. Emergency exit doors identified with red notices are linked to the fire alarm panel and will activate an intermittent siren alarm if opened.

Extinguishers

Water and powder fire extinguishers for putting out small fires are located throughout halls of residence. Students are advised not to attempt to put out a fire with a fire extinguisher unless they feel competent to do so and have undertaken the appropriate training.

Fire Blankets

A fire blanket is fitted in each of the self-catering kitchens for smothering small fires.

Installed Emergency Lighting System

An emergency lighting system installed throughout halls provides reduced lighting in the event of a mains power failure to illuminate escape routes and exits.

Fire Action Notices

A copy of the Fire Action Notice dealing with action to be taken on discovering a fire or hearing the fire alarm is displayed on the door in each room in Halls.

Fire Escape Routes

Students are told to familiarise themselves with emergency escape routes throughout halls, particularly the nearest and an alternative to their room.

Avoidance of Fire Risks

- a. Cooking is confined to kitchens only. No cooking is allowed in study bedrooms, corridors or on landings.
- b. Deep fat fryers and chip pans are not allowed in halls kitchens.
- c. The use of candles or incense sticks is not allowed in halls.
- d. Do not wedge fire doors open (this includes bedroom and kitchen doors).
- e. Keep escape routes clear.
- f. Do not smoke in bed.
- g. Do not use or store fireworks on the premises.
- h. Do not use or store petrol, paraffin, bottled gas or other dangerous materials.
- i. Do not store or use in premises inflatable items, for instance: chairs, cushions etc.
- j. Oil and electric heaters are not permitted in halls of residence.

Fire Alarm and Equipment Misuse

Disciplinary action will be taken against anyone who misuses the fire alarms or fire-fighting equipment. The abuse, interference or tampering with any fire prevention equipment is illegal and is a disciplinary issue which may result in prosecution as well as putting the lives of everyone in the Halls of Residence at risk. This constitutes a criminal offence under the Fire Service Act, 1947, section 31, which carries penalties from a fine of up to £1000 and/or imprisonment of up to three months.

Non-adherence to Fire Safety Regulations

Students who do not adhere to fire safety regulations will be fined in accordance with the severity of the actions or will be required to attend a disciplinary panel.

Evacuation

A fire evacuation drill is carried out at least once a semester, the first of which is in the first few days of occupancy. If the fire alarm sounds at any time, please evacuate immediately and report to the assembly point. Please refer to the Fire Action notice affixed to your bedroom door in halls and on notice boards for further information. Residential students in original halls should evacuate to fire assembly point 3 located on the student car park and from Cofton hall to fire assembly point 1 on the staff car park.

If the alarm is sounded in only one block, all students and guests within are required to evacuate and are not permitted to move to another block. Students or their guests in the interest of safety are not allowed to use the lift if the alarm sounds.

Distribution of Information

Fire prevention and safety information is distributed throughout student housing as follows:

- a. Health and Safety notice boards at the entrances to Halls on the Ground floors of Cofton and Maryvale Halls.
- b. In kitchens in Halls of Residence.
- c. Accommodation handbook.
- d. Fire Safety 'Power Point' Presentation given to all new students during the induction period.

Health and Safety

Health and Safety Policy

The University Health and Safety Policy can be downloaded from the intranet for reference.

Information Folders/Notice boards

Important information is located in the Information Folders available in each communal kitchen and students should familiarise themselves with the information provided.

The Accommodation Manager will send a regular bulletin to all residential students to their Newman e-mail address to provide relevant and topical information regarding accommodation.

Keeping your room and kitchen clean

Useful advice

Bedrooms

- Students are responsible for keeping their bedroom clean and tidy.
- Vacuum regularly.
- Regularly wash your bed linen.
- Wash basins are to be kept clean, including under and around the taps and tiles. Ensure that the plughole/outlet is free of hair
- Doors and walls are to be kept clean.
- Students need to supply their own ironing board and iron. Unplug the iron after use. Stand upright and leave to cool. Put away after use.
- Never overload electrical plug sockets. This could cause a fire.
- Ensure that all bins are put outside your door before 8.00 am, housekeeping will remove all rubbish each day excluding vacation periods.

A vacuum cleaner can be obtained from Housekeeping on loan for up to 24 hours only.

Kitchen

- Students are jointly responsible for keeping their kitchen clean and tidy. Plan a **rota** to share the cleaning in communal areas with your room mates.
- It may be a good idea to share the expense of cleaning products (black bags, washing up liquid, oven cleaner, etc).
- Ensure the extractor fan is on at all times during cooking.

1. COOKER

- Always switch off after use.
- Whilst cooking never leave food unattended.
- Wipe up spillages with a damp cloth.
- Do not let spillages burn.
- After cooking, clean tiled areas above and around the cooker removing grease and splash marks.
- Use cream cleaner and a green scourer on stubborn marks.

2. OVEN

- Never cook food on the oven racks without using an ovenproof dish, plate or tray.
- The oven should be cleaned after use and at least once a week. Oven cleaner can be used. Read the instructions carefully and always wear rubber gloves. **Please note that dirty/greasy ovens present a fire risk.**

• 3. GRILL PAN

- Do not shut grill door whilst in use.
- Grill pan should be cleaned after use.
- Never leave excess fat in the pan or use foil to collect fat – this could cause a fire.

4. MICROWAVE

- Never use metal objects.
- Wipe after use with a clean damp cloth.

5. BINS

- Put all rubbish in the bins provided and these will be emptied every day or as required.
- Always use a bin liner and never overfill.
- Food should not be thrown out of the kitchen window.

6. FLOOR

- Sweep and mop any spillages up at once.
- Always rinse mop after use and leave to dry. **Never leave in water.**

7. DOORS/ WALLS

- Wipe all marks off doors and walls.

8. CLOTHS

- It is essential to keep the same cloths for the kitchen as this will help prevent cross contamination. Wash regularly.

9. CROCKERY & UTENSILS

- Wash up after every meal using washing up liquid.
- Put crockery etc. away into cupboards.

10. WORK SURFACES

- After preparing meals, wipe them clean for the next person.
- Never leave drainers on work surfaces. Excess water will cause damage.

11. SINKS

- Keep sink clear of crockery, etc.
- Clean regularly.
- **DO NOT** pour grease, fat or food (i.e. rice, noodles) into the sink.
- Wipe excess water from under drainers to prevent water becoming stagnated.

12. FRIDGE/FREEZER

- Wipe inside of the fridge regularly.
- Throw away any unwanted or out of date food.
- Wipe exterior of fridge removing finger marks etc.
- The freezer should be defrosted at least once every three months.

13. TOILET

- Always flush after use.
- Clean the toilet after use if stained.

- A toilet brush and holder are provided for cleaning the toilet.

14. SHOWER

EN – SUITE ROOMS ONLY

- Always clean the shower tray after use.
- Regularly clean the shower screen/curtain and tiles removing all soap splashes, etc.
- Damp wipe all fixtures and fittings.
- Ensure that the plughole/outlet is free from hair.
- Clean the floor regularly.

The following are provided:

Kitchens: Mop/bucket, broom, dustpan/brush. Cleaning spray will be supplied which will be replenished by the Housekeeping Team. J cloths will be supplied initially but will need to be restocked by students.

Toilets: Toilet Brush/Holder

Bathrooms: Cloth, green scourer, cleaner, bathmat and shower curtain

Things you will need to purchase for cleaning:

KITCHEN:

Washing up liquid

Cleaning cloths

Green scourer

Cream cleaner

All-purpose cleaner

Air freshener (optional)

Oven cleaner

Rubber gloves

Ironing board/iron

PLEASE ASK THE HOUSEKEEPER IF YOU REQUIRE ANY ADVICE REGARDING CLEANING.

GUIDELINES FOR FOOD HYGIENE IN HALLS

- Wash your hands before starting to prepare or eat any food
- Keep work surfaces clean
- Check the label on any food - make sure none of it past its “use by” date
- Separate raw meat/fish from ready to eat food
- Cooking - make sure the food is hot enough and thoroughly cooked through
- Never refreeze food that has been already frozen and then defrosted
- Deal with leftovers safely
- Cool food as quickly as possible before putting in the fridge
- Never reheat food more than once – Never reheat Rice
- Do not keep leftovers for more than 2 days
- Keeping your kitchen clean is essential to keep food safe
- Storing raw meat and poultry in clean sealed containers on the bottom shelf of the fridge, so they can't touch or drip onto other food
- Make sure your fridge is cold enough

Cross-contamination

This is the final operation in the battle against germs. They mustn't be allowed to spread around your kitchen and invade food that's ready to eat! This is one of the major causes of food poisoning. Here are a few simple things you can do to help stop it happening:

- don't let raw meat drip onto other food – keep it in sealed containers at the bottom of your fridge
- keep raw meat separate from ready-to-eat food
- never use the same chopping board for raw meat and ready-to-eat food without washing the board (and knife) thoroughly in between
- don't wash meat before cooking it. Washing doesn't get rid of harmful germs – only proper cooking will. **You also run** the risk of splashing germs onto worktops and utensils
- wash your hands

Wash your hands

Your hands can easily spread bacteria around the kitchen and onto food. This is why it's important to always wash your hands thoroughly with soap and warm water at each of these times:

- before starting to prepare food
- after touching raw meat, including poultry
- after going to the toilet
- after touching the bin

Don't forget to dry your hands thoroughly as well, because if they are wet they will spread bacteria more easily.

Keep worktops clean

Don't forget to change dish cloths and tea towels regularly. They may look clean, but they're the perfect place for bacteria to grow.

It's very important to keep worktops and chopping boards clean because they touch the food you are going to eat. If they aren't properly clean, bacteria could spread to food and make you ill.

- Always wash worktops before you start preparing food.
- Wipe up any spilt food straight away.
- Always wash worktops thoroughly after they have been touched by raw meat, including poultry, or raw eggs.
- Never put ready-to-eat food, such as salad, bread or fruit, on a worktop or chopping board that has been touched by raw meat, unless you have washed it thoroughly first.

Check the label

Another important stage when you're preparing food – to help keep you safe – is to have a look at the food labels to make sure everything you're going to use has been stored correctly (according to any storage instructions) and that **none of the food is past its 'use by' date**

Separate raw meat/fish from ready-to-eat food

Raw meat and fish contain harmful bacteria that can spread very easily to anything they touch, including other foods, worktops, chopping boards and knives. It's especially important to keep raw meat and fish away from ready-to-eat food, such as salad, fruit and bread. This is because these types of food won't be cooked before you eat them, so any bacteria that get onto the food won't be killed.

To help stop bacteria from spreading, remember these things:

- Don't let raw meat or fish touch other food.
- Never prepare ready-to-eat food using a chopping board or knife that you have used to prepare raw meat or fish, unless they have been washed thoroughly first.

- Always wash your hands thoroughly after touching raw meat or fish and before you touch anything else.
- Always cover raw meat or fish and store them on the bottom shelf of the fridge where they can't touch or drip onto other foods.
- Don't wash raw meat before cooking it. Washing doesn't get rid of harmful bacteria – the only way to do this is by cooking the food thoroughly. If you wash raw meat or fish, you also run the risk of splashing bacteria onto worktops and utensils.
- If you are preparing chicken don't wash poultry or game-bird meat because any splashing might spread bacteria around the kitchen
- Wash utensils and work surfaces thoroughly in warm soapy water after use and, if possible, disinfect them
- Wash your hands thoroughly in warm soapy water after handling raw poultry and dry thoroughly
- Never refreeze food that has already been frozen then defrosted.

Cooking

Cooking food properly will help make sure that any harmful bacteria are killed. Eating food that isn't properly cooked could give you food poisoning.

Making sure food is hot enough

To test if food has been properly cooked, check that it's steaming hot all the way through. This means it's hot enough for steam to come out.

Checking if meat has been properly cooked

It's very important to make sure that poultry, pork and meat products such as burgers, sausages and kebabs are properly cooked all the way through.

If you're checking a burger, sausage, or a portion of chicken or pork, cut into the middle and check there is no pink meat left. The meat should also be steaming hot in the middle.

Leftovers

If you have cooked food that you aren't going to eat straight away, cool it as quickly as possible (ideally within one to two hours) and then store it in the fridge. Make sure your fridge is between 0°C and 5°C.

Don't keep leftovers for longer than two days.

When you reheat food, make sure that it's steaming hot all the way through. If the food is only warm it might not be safe to eat. Don't reheat food more than once.

Storing

It's important to take care how you store food, to make sure it's safe to eat.

You need to make sure your fridge is cold enough otherwise food poisoning bacteria will still be able to grow. Your fridge should be between 0°C and 5°C. If you're not sure how the temperature setting or dial works on your fridge, you could use a fridge thermometer to check it's the right temperature.

Here are a few other fridge tips that you might find useful:

- keep the fridge door closed as much as possible
- wait for food to cool down before you put it in the fridge
- if your fridge is full, turn the temperature down to help keep it cold enough

Keeping food in the fridge

To help stop bacteria from growing, remember:

- When the label says 'keep refrigerated', make sure you do keep the food in the fridge. If the food isn't labelled with any storage instructions and it's a type of food that goes off quickly, you should put it in the fridge and eat it within two days.
- When you're preparing food, keep it out of the fridge for the shortest time possible, especially when the weather (or the room) is warm.
- If you have made some food (such as a sandwich or a cold dish) and you're not going to eat it straight away, keep it in the fridge until you're ready to eat it.
- If you're having a party or making a buffet, leave the food in the fridge until people are ready to eat. Generally, you shouldn't leave food out of the fridge for more than four hours.
- Cool leftovers as quickly as possible (ideally within one to two hours) and then store them in the fridge. Eat any leftovers within two days, except for cooked rice, which you should eat within one day to help avoid food poisoning.

Storing meat

It's especially important to store meat safely to stop bacteria from spreading and to avoid food poisoning.

- **Store raw meat and poultry in clean sealed containers on the bottom shelf of the fridge, so they can't touch or drip onto other food.**
- Follow any storage instructions on the label and don't eat meat after its 'use by' date.
- When you have cooked meat and you're not going to eat it straight away, cool it as quickly as possible and then put it in the fridge or freezer. Remember to keep cooked meat separate from raw meat.

Cleaning

Keeping your kitchen clean is essential to keep food safe, otherwise bacteria can grow and spread. Right now, your hands could be carrying germs – thousands of them. They're invisible, and can easily spread onto food, making you and your loved ones ill.

Stop the invasion before it's too late! Keep yourself and your kitchen clean by washing and drying your hands thoroughly:

- before preparing food
- after touching raw food, especially meat
- after going to the toilet

Make sure you keep worktops, chopping boards and utensils clean. If they've been touched by raw meat, poultry or eggs, you'll need to wash them thoroughly.

Don't forget to change dish cloths and tea towels regularly. They may look clean, but they're the perfect place for germs to breed. Don't let the germs win!

Refuse Disposal

- Refuse should be disposed of responsibly in the waste bins provided in the bedrooms and communal kitchens. Refuse, including food items, should not be disposed of out of kitchen or bedroom windows.
- Liquids should not be disposed of in communal kitchen or bedroom refuse bins. This causes issues of spillage when the bins are being emptied so students should ensure that all liquids are disposed of in the sink. In the case of fats and oils, when cold, please dispose of them in a jar with a screw top lid or similar.
- Any broken glass needs to be disposed of responsibly to avoid an accident. The broken glass should be either wrapped securely in newspaper (or similar) or put inside a box or other container. It should be labelled as broken glass and disposed of in the refuse bin.

Further action in the form of a fine or the disciplinary procedure will be taken against students found to be disposing of waste irresponsibly.

Spillages

Students are responsible for cleaning up any spillages in the kitchen and bedroom and alerting Housekeeping of any spillages in the bathroom and corridors to avoid anyone slipping and hurting themselves.

Obstructions

Students are responsible for ensuring there are no obstructions in kitchens, bathrooms or corridors which could be a hazard in the event of an evacuation or cause someone to trip over and hurt themselves. Students need to be aware of any protruding furniture in order to avoid injury to themselves or others

Health Advice

Are you registered with a GP?

There are no medical facilities available on campus, although basic first aid is available. Resident students should register with a local practice which you can do in advance. Most students register at the Jiggins Lane Medical Centre which is just a 5 minute walk away from the university campus. The Jiggins Lane Medical Centre registration form and health questionnaire is on the following website to be easily printed by students to complete and pop into Jiggins Lane Medical Centre.

<http://www.jigginslane.com/>

Are your vaccinations up-to-date?

It is advisable to be up to date with your immunisations, especially if you will be participating in school placements. Your GP should be able to confirm whether you are up to date with the following vaccinations:

- Polio
- Meningitis C and Meningococcal W (Men W) – MenACWY vaccine
- Tetanus
- Measles, Mumps and Rubella (MMR)

Please make arrangements for any required vaccinations to be given as soon as possible.

What is meningitis?

The meningococcal bacteria can cause two types of illness: meningitis and septicaemia (blood poisoning). Of these, septicaemia is the more dangerous and the more likely to be fatal.

The bacteria live in the nose and throat and are only passed on by prolonged, close contact. It has been estimated that between 10% and 20% of the population are carrying the bacteria at any given time and the great majority of people carry them without ever developing the disease.

The important thing to know is that the disease can develop rapidly, sometimes within a matter of hours.

What are the symptoms?

Early symptoms may be similar to those you get with flu or a hangover:

- *feeling feverish*
- *severe headache*
- *vomiting*
- *stiff neck, back and joint pains*

If any of the following symptoms develop:

- *rash of tiny red bruises that don't fade under pressure*
- *severe dislike of light*
- *disorientation or coma*

GET MEDICAL HELP URGENTLY - REMEMBER EARLY TREATMENT SAVES LIVES

Remember:

- although meningitis is a potentially serious disease it is relatively rare
- if you are concerned about any symptoms, you should contact a doctor
- if you are feeling ill, you should make sure that your friends (or Residential Advisor for residential students) know this - having someone check on you could save your life.

Other Health Advice

For any other health related advice, please refer to the NHS Services available below.

If you become ill during the night while in halls, contact the Out of Hours Team for assistance. If you have called an ambulance due to illness or an accident, please inform a member of staff as soon as possible.

Useful Contacts

Asthma: [Asthma UK](#)

Lung Health: [British Lung Foundation](#)

Diabetes: [DIABETES UK](#)

Heart Health: [British Heart Foundation](#)

Sexual Health: [NHS](#)

Travel: [Fit for Travel](#)

Jiggins Lane Medical Centre: [Jiggins Lane Medical Centre](#)

Recycling

Halls Communal Kitchen

The yellow bin is for plastic bottles only.

The clear bin is for any cardboard. No paper is to be recycled in this bin.

The black bin is for metal. Any cans can be recycled in this bin.

The green bin is for glass. Broken glass should not be put in this bin and should be disposed of with the rubbish.

The recycling bins are emptied by the Housekeeping staff once a week, please contact the Housekeeping office if your recycling bins are full and need to be emptied more often.

Ground floor Edgbaston and Maryvale Hall corridors

The white bin is for paper and not for cardboard. Staples do not have to be removed from the paper. Glossy paper, envelopes, magazines and newspapers can be recycled.

The yellow bin is for plastic bottles only.

The black bin is for metal, any cans can be recycled.

The green bin is for glass. Broken glass should not be put in this bin and should be disposed of with the rubbish.

The recycling bins are emptied by the Housekeeping staff as and when required.

Cooker Control Instructions

- Press the cooker power switch on the wall to activate 30 minutes of power to the cooker.
- If you re-press the switch within the 30 minutes period, this will then reset the time to 30 minutes.
- Example: if after 15 minutes of cooking time you re-press the switch the total time will then be 45 minutes.

Use of Facilities

Heating

If the bedroom becomes too hot (rather than open the window if the heating is on) please note the temperature can be controlled by turning the Thermostatic Radiator Valves (TVRs) down or off to (0). This greatly reduces CO2 emissions and costs.

Heating is provided from October until March, unless the temperature falls below required regulations.

If you wish to adjust the heating within your bedroom in halls of residence, please note that the temperature can be controlled by the Thermostatic Radiator Valves (TRVs) attached to your radiator.

These can be adjusted from the off position up to 5 depending on how warm you wish the radiator to be.

In addition, you can ventilate your room by adjusting the vent located at the top of the window by pushing it to the side to allow air into the room or to the closed position so that there is not a draught in the room.

Use of Kitchen

- Residents are responsible for the cleaning of communal kitchens. All refuse is to be deposited in the bin provided which will be emptied on a daily basis.
- Residents are required to show consideration to other users by washing up promptly and wiping down surfaces after use. Washing up of crockery and cooking utensils is not the duty of the Housekeeping department.
- To adhere to health and safety regulations, there should be no more than seven students using the communal kitchens at any one time. Students should be considerate to other users when inviting guests and should only have one guest in the kitchen at any one time. It is not appropriate to use the kitchen as an area to congregate.
- The cooker and hob do not function at the same time. Please see the instructions in the kitchen folder supplied in the communal kitchen.
- Unfortunately, no extra furniture is allowed in kitchens, for instance, tables or chairs etc. Items of clothing or footwear must not be left in kitchens or on radiators and will be removed by the Housekeeping team. Washing lines are not permitted in kitchens.
- Televisions are not allowed in kitchens as these areas are not covered by a TV licence and present a health and safety risk.
- Students in halls are responsible for keeping their kitchen locked when not in use. The door must never be propped open because this contravenes health and safety regulations as it is a fire door. Unless proven otherwise, residents are collectively responsible for the security

of their allocated kitchen. The University does not accept responsibility for any loss or damage to residents' or other individual's property. Disciplinary procedures or the imposition of a fine against the users of a kitchen may occur if the door is found to be propped open.

- The University does not accept any responsibility for frozen food lost as a result of a breakdown or power cut. The student would need to check with the insurance provider to find out if they are eligible to make a claim.
- The use of chip pans or deep fat fryers in kitchens or anywhere else in Halls of Residence is strictly forbidden. Only saucepans and woks are permitted, and they should never be filled with more than a third full of oil.
- Items of any material should not be hung from doors and windows in kitchens or above cooking appliances.
- It is the responsibility of all residents to inform the Housekeeper of any damage, fault or disrepair existing within kitchens as soon as it is discovered.
- Students need to take care when using and storing sharp object such as knives and scissors to ensure no harm to themselves or others.
- Students need to follow instructions and guidance provided with all food items to ensure that they are stored and cooked correctly, in order to prevent food poisoning.
- Students should not leave cooking unattended at any time as this may cause a fire risk.
- Students should be aware that cooking surfaces may remain hot after use and take care when touching any cooking appliances.
- Students are responsible for cleaning up any spillage on the work surfaces, appliances or floors to maintain the kitchen to an acceptable standard for all users and to avoid anyone slipping and hurting themselves.

Condition of Kitchens

Kitchens will officially be **checked** every fortnight by the Halls Team.

Any kitchens that are not satisfactory will be reported to the Accommodation Manager who will liaise with the students involved.

If students have any issues with the condition and use of the kitchen, initially they should discuss this with all users of the kitchen and if this is not resolved, report the issue to the Accommodation Manager.

If the level of cleanliness continues to be unacceptable, users of the kitchen will be required to attend a meeting with the Accommodation Manager.

In the event of this issue not being resolved, the Housekeeping staff will be commissioned to clean the kitchen. The costs will be shared between the students allocated to the kitchen. If payment is not subsequently received, then the Debt Management procedure will commence.

Failure to maintain the kitchen to an acceptable standard may result in Disciplinary Procedures being instigated.

Closure of Kitchens

The kitchen will be closed for cleaning by the Housekeeping Department for up to a maximum of one day. During this time the students allocated to this kitchen will not have access and a notice will be displayed on the kitchen door.

Condition of Bedrooms

Bedrooms will officially be checked, with prior notice, three times a year by the Halls Housekeeper and another staff member.

The student has the right to be present at the inspection if they wish and must make arrangements with the Housekeeping department.

- The student is obliged to maintain a safe environment for Newman employees who may have to access the premises, for instance by ensuring that cables to personal electrical equipment do not cause a hazard.
- The curtains provided in bedrooms are fire retardant and should therefore, due to health and safety regulations, not be replaced by alternative curtains belonging to the student.
- Washing lines are not permitted in bedrooms although students are able to use clothes airers if they wish.
- Clothing or other items are not to be hung from the smoke detector wiring in the bedrooms and the smoke detectors should never be covered up as this contravenes fire safety regulations.
- Students may store a fold up bicycle in their bedroom providing there are no marks or damage caused.
- Students are not allowed to charge electric bikes or scooters in halls or any other Lithium battery other than those supplied in phones, tablets or computers. Personal devices should only be charged or connected to our power system if students are using the original charging cable or the manufacturers authorised replacement.
- The student will be charged a fine if they contravene the health and safety regulations in their bedroom.

Doors

Students are required to keep the kitchen doors shut at all times, when the kitchen is not in use, and also when occupied. The kitchen door should be kept shut and cupboards locked, in order to prevent theft from kitchens as an unlocked door is an invitation to any would be thief.

It is a requirement of the Fire Regulatory Reform Act Risk Assessments that have been carried out, to keep the kitchen door closed when unoccupied. It is also identified as best practice to keep the kitchen door closed, even when occupied, to avoid setting off the smoke alarms and so that the doors are closed in the event of a fire. This is to prevent the spread of fire and combustion products. Wedges of any description should not be used to prop open any doors in Halls of Residence at any time.

The same applies to bedroom doors which should be closed when the room is unoccupied or when students leave their room, even if only for a brief period.

Kitchens will be regularly checked in Halls of Residence to ensure that this regulation is being adhered to. Further action will be taken against students if they contravene this important Health and Safety regulation.

Windows

- Screws should not be removed from window opening restraints fitted to bedroom, kitchen or any other window in Halls of Residence. This contravenes Health and Safety regulations and students may be subject to a fine or Disciplinary Procedure. This regulation is to protect the safety of residents, their guests and staff.
- No flags, towels or any other items are to be hung out of the windows.
- No adhesive items are to be attached to the windows in bedrooms or kitchens.

Use of Bathrooms

- Students are required to leave the bathroom in an acceptable condition after use and to show consideration to fellow users.
- Items of clothing or footwear must not be left in bathrooms and will be removed by the Housekeeping team.
- Washing cannot be left in bathrooms to dry, either on airers or on the radiator.
- Clothes should not be washed in the communal bathrooms.
- Students are not allowed to dye hair or clothing in the shower or sinks.
- Students are not allowed to wash up kitchen utensils in the bathroom sink.
- Students and their guests should only use the bathroom to which they have been allocated or invited to use. In no circumstances should students use other bathrooms whilst passing as this invades privacy and may cause inconvenience or alarm.
- Students allocated to an en-suite bedroom with a private bathroom, must not dispose of any items other than toilet paper down the toilet. Mis-use of the toilet will result in repairs being required and charges being incurred by the student. Students should not put any inappropriate items in the toilet as it could cause a blockage and will inconvenience all users.
- Students may be subject to a fine of up to £25.00 if they do not adhere to these regulations.

Condition of Landings

So as to ensure safe evacuation in the event of fire, corridors, landings, stairs and hallways must be kept clear at all times.

- Washing cannot be left on landings to dry, either on airers or on the radiator.
- Items of clothing or footwear must not be left on landings and will be removed by the Housekeeping team.
- Unfortunately, no extra furniture is allowed on landings such as tables or chairs etc.

Materials on Walls and Doors

The bedroom doors are fire rated doors to prevent a fire in a bedroom spreading into the corridor or a corridor fire reaching the bedrooms, therefore protecting the occupants. ***NO POSTERS, FITTINGS OR ATTACHMENTS CAN BE FIXED TO THESE DOORS EXCEPT THE STATUTORY FIRE NOTICE.***

- Students cannot display posters etc on walls or doors on the landings or communal areas in Halls (including bathroom, toilet and kitchen doors).
- LED lights should not be fixed to walls as they can cause damage when removed.
- Students should not use staple guns on walls, notice boards or doors.
- *Students should use **white** tac or drawing pins and not **blu** tac on the notice boards in their bedrooms. No items should be affixed to the walls, ceiling or furniture.*
- No items should be displayed on walls in the kitchen above the cookers or toasters as this presents a fire risk.

Students may be subject to a fine of up to £25.00 if they do not adhere to these regulations.

Electrical equipment

The University operates on a standard 240 volt ac electrical supply system. Rooms are fitted with two double sockets which are suitable only for low power items such as hand-held hairdryers (max 1200Watts), clock/radios/CD/DVD players and televisions. Room socket or landing outlets must not be used for kettles, curling tongs, cooking equipment (microwaves, toasters, sandwich makers, cooking rings, blenders, rice cookers etc) or any items rated above 500 watts. Cooking equipment items are only to be used in the kitchens which are located within the Halls of Residence. All items must be electrically safe and conform to the appropriate current British Standards. If any cooking appliances are found on landings or used in rooms, they will be confiscated until the end of the semester.

The use of any form of space heating equipment (electric/calor gas heaters etc) anywhere in Halls of Residence is strictly forbidden.

On each landing there is a 13 amp socket outlet that may be used for irons and vacuum cleaners only. It is, however, important that great care is taken where these sockets are used. On no account are students to use trailing leads to gain power in rooms from the landing sockets. Landings must be left clear to avoid blocking fire escape routes and trailing leads are particularly hazardous.

Students are responsible for ensuring that any electrical equipment they bring into Halls meets current Health and Safety and electrically safe standards and is maintained in such a condition so as to prevent danger to themselves or others or cause damage to University property. Students are obliged to maintain a safe environment for Newman employees who may have to access the premises, for instance, by ensuring that cables to electrical equipment do not cause a hazard. Any potentially dangerous personal electrical equipment found will be removed for safekeeping with the maintenance department until arrangements are made to make it safe or to be removed permanently from site. Any concerns on the safe condition of personal electrical equipment should be reported to the Housekeeping office or Estates office.

Vacuum cleaners, irons and ironing boards are to be removed from landings when not in use. There is to be no tampering with electrical fittings by students and all electrical faults or dangerous equipment should be reported to the University Maintenance Department.

Compact fridges up to a maximum size of 500mm x 500mm x 500mm and mini-fridges may be used in study bedrooms. No fridges are to be sited on landings and will be removed immediately if found. Any personal fridges/freezers must be removed from the premises or disposed of by the owner at the end of the contract period, if they break down or if they are no longer required. If the University has to remove and dispose of any fridge/freezer, this will result in a charge being incurred by the student.

Cookers should only be plugged into the socket outlets fitted with Residual Current Devices (RCD). RCD socket outlets can be identified by having the additional *test* and *reset* buttons on them.

Payment for damage or loss

Students will be required to sign an inventory of their bedroom and kitchen contents when they sign their accommodation contract. Any items lost or damaged or left in an unacceptable level of cleanliness must be paid for by the occupant and in the case of the communal kitchens it will be shared between the students allocated to this kitchen. A list of the indicative costs for replacing items is below, please note that costs may vary.

Residents will be charged for damage caused to building fabric, appliances, fixtures and fittings provided in bedrooms and landings which is not due to normal wear and tear and for any losses which may be incurred. The assessment of any charge to be paid will be made by the Estates Team. Where it is impossible to identify the individuals responsible, the invoice will be issued to all residents sharing the facility, who will be held jointly responsible. Failure to settle invoices may result in withdrawal of residential status. Students have the opportunity to follow the Appeal Procedure if they wish.

ITEM REPLACEMENT INDICATIVE COSTS AND CHARGES (INCLUDING VAT)

Metal frame bed £130.00
Wooden bed frame £125.00
Faux leather headboard bed £220.00
Faux leather headboard £40.00
Mattress (single) £120.00
Mattress (small double) £150.00
Mattress cover £10.00
Easy chair £85.00
Desk £75.00
Desk chair (original halls) £45.00
Desk chair (Cofton Hall) £75.00
Bedside cabinet £60.00
Bin £3.00
Light shade £8.00
Table lamp £10.00
Bedding pack £25.00
Curtains £80.00
Notice-board £35.00
Strip light £25.00
Mirror £40.00
Perspex holder £5.00
Door number £5.00
Clean carpet £25.00
Vacuum cleaner (Henry) £130.00
Vacuum cleaner (Cofton Hall) £65.00
Re-carpet bedroom (original halls) £120.00
Per carpet tile (Cofton Hall) £8.00
Paint one wall £50.00
Re-decorate Quote
Kitchen chair £30.00
Kitchen table £65.00
Cooker £220.00

Microwave £80.00
Microwave plate £24.00
Fridge £250.00
Freezer £250.00
Small fridge £150.00
Small freezer £150.00
Kettle £25.00
Toaster £22.00
Mop head and handle £6.20
Mop bucket £6.17
Dustpan/brush £3.82
Broom £9.29
Bin £8.58
Fire extinguisher refill £21.12 – dry powder
Fire extinguisher refill £21.50 – water
Fire extinguisher replacement - £50.00
Fire blanket £15.00
Kitchen folder 0.70p
Cupboard key £10.00
Kitchen key £10.00
Bedroom key (original) £10.00
Bedroom key (Cofton Hall) £15.00
Toilet roll holder - small £6.75
Toilet roll holder – large £11.75
Toilet Brush/Holder £3.34

Bedding pack includes quilt, quilt cover, two sheets, two pillows, two pillow case's, two pillow protectors and two towels. Duvet cover £7.50, Sheet £5.00.

Additional Charges

Unless a student is shown to be solely responsible, communal areas are the shared responsibility of residents and all students allocated to the kitchen will be charged for the cost of replacing damaged or missing items from within these areas, plus the cost of the damage or loss.

The use of pins, tacks, blu tack or white tack, adhesive tape or any other sticky substances is not permitted on the walls or ceilings of the accommodation. A charge of £25.00 will be levied for removal of adhesive materials from walls etc.

A charge of £25.00 will be levied for removal of items from your room at the end of the Academic Year. Charges may be applied either during the contract period or following room and communal area checking on completion of the Residential Licence.

Failure to adhere to Regulations

Students may be subject to a fine of up to £100.00 if they do not adhere to the regulations laid out in this handbook. In more serious or persistent cases the Disciplinary Procedure will be implemented.

Debt Management Policy

The University has a Debt Management policy that covers the collection of accommodation fees. A copy of this policy is available in the student section of the intranet.

Students are encouraged to engage in dialogue with the Finance Office if they are experiencing difficulties in paying accommodation fees. If a student falls behind on payments and does not positively engage in dialogue relating to the outstanding debt, then the student may be issued with a notice to quit the accommodation.

Energy Management Policy

Students are encouraged to be environmentally responsible in their consumption of energy and water. Please switch off lights, electrical equipment when not in use and do not waste water. The full policy document is available on request from the Accommodation Manager.

Television licences

The following is an extract from TV Licensing, please see the [TV Licensing](#) web-site for further information.

Students are reminded that dealers selling or renting television sets are required by law to tell the Licensing Office of the sale/installation. The University assumes that all Students are complying with the law concerning TV licences. Please advise the TV licensing office regarding your room number and the address of halls of residence.

Students are required to bring their own free standing aerial to use with their television.

If a student has a television in their room which they are not using to view live television, they should contact TV licensing to advise.

For those students who have a communal lounge in Cofton Hall, they are responsible for a TV licence if they watch television in the lounge.

Electoral Registration

As a student, you can register at both your term time address and home address and vote in both Local Elections. If you don't register, you won't have your chance to vote and have your say on who represents you. Please remember however that you can only vote once at a Parliamentary Election.

Appearing on the Register may affect your credit rating as credit reference agencies use the register as part of their checks.

Visit [Register to Vote](#) to submit your application to register.

University Smoking Policy

The Smoke-Free Regulations 2006 came into force with effect from 1st July 2007. The University operates a total ban on smoking throughout the entire campus **except for externally placed smoke shelters**

The whole of halls of residence including the bedrooms are no-smoking (including e-cigarettes)

Any breach of this policy will result in disciplinary action being taken.

Good Neighbour Policy

The student agrees that no disturbance or inconvenience will be caused to other students, staff or neighbouring premises, including during the working day when staff are occupying offices located in halls of residence. The student shall not make or allow any loud noise at any time. Students are not allowed to bring decks, or musical instruments such as drum kits etc. which may cause a noise disturbance in halls.

Conduct

Students are encouraged to act in a fit and proper manner at all times and have consideration for their neighbours – both their fellow students and the local community as detailed in the Licence to Occupy clause 9.

The student should not act in any way that could bring the University's reputation into disrepute. Any student who creates a disturbance, displays anti-social behaviour, causes damage or is responsible for unacceptable noise levels may be issued with a fine, called before the Disciplinary Panel or, in more serious cases, be expelled immediately from Halls of Residence.

A minor offence may be dealt with by a fine of between £25.00–£100.00. A more substantial offence will be referred to the University Secretary/Registrar and could lead to a fine of up to £200.00. A fee of £25.00 will be charged for non-attendance at a meeting regarding behaviour if the student does not contact staff to re-arrange or does not have a legitimate reason for not attending.

Students should not allow the premises to be used for alcohol and substance misuse as defined by the Misuse of Drugs act 1971. Security Staff or Police accompanied by a dog may be in halls to patrol from time to time.

Failure to Attend a Scheduled Meeting

Any student who does not attend a scheduled meeting regarding their conduct or make reasonable efforts to advise regarding non-attendance and re-schedule the meeting will be subject to a charge. The charge will be a £25.00 non-attendance fee which needs to be paid promptly.

Student Disciplinary Regulations

The Student Disciplinary Procedures are available on the Newman University intranet.

The Newman Students' Union is available to offer support to students who have disciplinary procedures instigated against them.

Pets

No pets of any description are to be brought into Halls of Residence, except for guide dogs.

External Advertising Procedure

Students are not permitted to distribute calling cards, leaflets, fliers, posters or any other advertising materials within halls of residence or on campus on behalf of any internal or external organisations. Any such requests need to be referred to the Development Manager, Newman Students' Union.

End of Year

Students will be issued with clear guidelines regarding the standard of cleaning and other arrangements that will be expected when the tenancy comes to an end.

Current undergraduate students will be required to vacate their bedroom by the end of the Sunday after the last day of their Licence.

The student's room key, kitchen key (excluding Cofton Hall) and cupboard key are to be handed into the Accommodation Office prior to departure for the summer vacation.

The three keys need to be kept together either on a key-ring or in an envelope which can be supplied by the Accommodation Office if necessary. Students are liable for the loss of any keys if they have not been issued with a receipt for their return.

Students are required to return their keys even if they have been allocated a room next year. Failure to hand in the room key for Cofton Hall will result in the lock on the room being changed and a charge of £45.00 being raised against the student. Failure to hand in the room key for the original halls will result in the lock on the room being changed and a charge of £25.00 being raised against the student. If the student does not hand in either the kitchen key or kitchen cupboard key issued, an additional charge of **£10.00 per key** will be incurred.

All rubbish needs to be removed from the bedroom and communal kitchen as soon as possible so that it can be disposed of.

During the summer vacation nothing is to be left in the room, in the upper cupboard or in the communal kitchen. This includes posters on doors, walls or windows and anything that is left behind will be disposed of or donated to charity. A charge of **£25.00** will be levied for the removal of items from a student's room. This will include the removal of blu-tack and similar adhesive materials from walls etc. The kitchen cupboards need to be left open so that they can be cleaned by Housekeeping. The fridge and freezer need to be left turned on and perishable food left inside and not disposed of in the bin.

Unfortunately, there will be limited storage space available for belongings during the vacation period. No liability can be accepted for any items left in rooms and these will be disposed of after the end of year. Students must remove fridges from rooms as these will be disposed of if left behind.

All bedrooms and kitchens will be checked to ensure that all items listed on the bedroom and kitchen inventory are in place and undamaged and charges will be raised against the student for any loss, damage or additional cleaning costs.

If on departure there is any damage, items missing, keys not handed in, room/kitchen left in an unacceptable state, or outstanding fees etc. the costs incurred will be either deducted from the deposit or invoiced to the student if they are returning to halls. The deposit will be refunded normally within eight weeks after the end of the agreement. The accommodation deposit, minus any deductions if applicable, will be paid into the bank account that was used originally to pay for the deposit on the e-store or a refund form will need to be completed depending on when/how payment was made.