

Residential Services

UEL
University of
East London

Handbook for Residents

2009/2010



Handbook for Residents

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INTRODUCTION

Residential Services.

Welcome to the University of East London. We are delighted that you have chosen to live in University accommodation. Your student experience starts here. Your accommodation is managed by staff in Residential Services, which is part of Facilities. Staff are available to help you in all matters concerning your accommodation and will do their very best to make sure your stay is as comfortable and enjoyable as possible. Staff are also available to provide students with advice and information to assist in obtaining accommodation in the private rented sector.

The Residents Handbook is an important document as it forms part of your accommodation agreement. You have been asked to read this document so that you understand the content. When accepting your offer of accommodation you are agreeing to abide by the Residents Handbook.

We have provided details of Service Level Agreements within the Residential Services office and made these documents available on the Residential Services website **www.uel.ac.uk/residential**

The Housing Act 2004 introduced licencing for Houses in Multiple Occupation (HMO) in England and Wales. Higher Education authorities are exempted from licencing if they sign up to an approved code of practice by the Office of the Deputy Prime Minister (ODPM). The University of East London has signed up to the Universities UK Code of Practice for the University Managed Student Accommodation. For further details of the code, please see:-

www.universitiesuk.ac.uk/acop

RESIDENTIAL SERVICES STAFF

The Residential Services team will welcome you into halls. The team looks after all aspects of your well being and accommodation whilst you are living in the Student Village. The team is your first point of contact for all matters relating to cleaning, security and maintenance issues.

The team also has responsibility for the allocation of accommodation, collecting rents, dealing and responding to complaints and queries or legal matters relating to your accommodation agreement and Residents Handbook.

Housing Officers are responsible for the day to day management of the halls and are responsible for student discipline. The Housing Officers are supported in their role by a team of Housing Assistants. Housing Officers and Housing Assistants are there to maintain a student community within the halls.

Office Opening Hours

Monday - Friday: 9.00am - 5.00pm

The office will offer extended opening hours during the academic year. Full details will be provided on the website and posters placed in halls.

Docklands Campus Residential Services
University of East London
9 Longbridge House
University Way
London E16

Tel: **020 8223 5409** (Internal ext 5409)

Fax: **020 8223 7605**

E-mail: **dlres@uel.ac.uk**

SECURITY STAFF

Security officers are present to carry out security and discipline duties. They are there for the benefit of the residents, but also act on behalf of the University's staff in their absence.

The Security office is open available 24hrs a day, and Security can be contacted by dialing Extn - 5599 from the telephone in your room/ or externally on **020 8223 5599**. They are under strict instruction to call the Police and/or University staff at home if necessary. All incidents are reported daily to the Residential Services office.

A - Z OF GENERAL INFORMATION

ABSENCE

It is important to advise the staff in the office if you are planning to go away. This information is required so that you may be accounted for in an emergency. Also if a valid absence form is held in the office, and any damage is committed during that period, the form can be used as proof to avoid your having to pay towards reinstatement. You are requested to fill in an Absence Form which can be obtained from the Residential Services office or Security.

ACCESS TO YOUR ROOM AND YOUR FLAT

Every effort will be made to protect your right to privacy – Residential Services staff will have right of access at any time should the situation warrant it. This may be to investigate a health and safety issue, an issue of student welfare or during an investigation.

Residential Services staff will check communal areas for breaches of health and safety, damages and repairs during routine inspections of your flat. This is for health and safety purposes and notice will not be required.

In all other situations we will always seek to give you 24 hours notice of our intention to gain access.

Room checks will be completed by University staff each semester to check for cleanliness, damages and repairs – we will give 24 hours notice. If when we inspect your room or communal areas, we consider that standards are not acceptable, we will advise you what steps you need to take and the date for the re-inspection. If during our inspections we reveal a breach of your accommodation agreement, you will normally be given an opportunity to put it right, depending on the nature of the breach. If you fail to rectify matters which we have drawn to your attention, or cleaning is not of an acceptable standard, we may instruct cleaners or other contractors to remedy the breach. You will incur the associated costs.

ACCOMMODATION AGREEMENT

This is a legally binding agreement

The accommodation agreement you have accepted is for a fixed period of time. The accommodation agreement is for the full academic year unless you have come to the university for one semester only and have accepted an agreement for one semester.

Once you have accepted your accommodation agreement you will be legally bound to pay the rental due for your room until the expiry date of the contract.

If you leave your room during the contract period you will remain liable for the rental until the end of the contract period, unless Residential Services is able to re-let your room to another student (suitable to UEL). Vacating your room prior to the contract termination date and handing your keys in does not release you from your rental liability. This means that rent will be due after you hand your keys in, even if for example, your course ends in May. We also wish to remind you that by collecting your keys and moving in, the contract begins.

If you wish to leave your room during the contract period you should talk to Residential Services staff and complete a **'Notice of Intention to Vacate'** form (NIV). We will then seek to re-let your room but you must be aware of the following:

- True voids (i.e. rooms that are not under liability) will always be let first.
- After true voids we will re-let rooms in order of the date on which you submitted your NIV.
- If you are living in a room with particular criteria (i.e. it is in a female/male only corridor) this will affect the time taken to re-let your room, depending on the needs of those applying for rooms.
- We tend to have people looking for rooms at the beginning of semesters, outside this time there is little interest. If you vacate your room after the start of Semester B it is likely to remain empty (and you will be liable for the rental) until the end of the accommodation agreement.

If you are withdrawn from your studies at the University you are required to vacate your room in halls. In accordance with your accommodation agreement you are required to give four weeks notice. Please attend the Residential Services office to discuss this matter in full. **You should not vacate the accommodation without having first attended Residential Services.**

ANTI SOCIAL BEHAVIOUR/NUISANCE AND MISCONDUCT

Some types of behaviour are unacceptable to the University. Anti social behaviour and misconduct are treated very seriously and could result in the University taking action in accordance with the Disciplinary Action policy. Serious or repeated acts of anti social behaviour or misconduct could result in suspension and/or exclusion from the University. Where the law has been broken, the Police will be informed.

Every student should have respect for the private life of other residents and their need for peace and quiet to enable them to live and study. UEL encourages residents to have an active social life but only to the extent that this does not involve behaviour which causes a nuisance to others.

Residents should not engage in any behaviour which constitutes a nuisance or annoyance to other residents or interfere with the quiet and comfort of other residents.

Please remember to consider the effect your actions may have on any neighbours living within your community.

The following list (although not exhaustive) gives examples of unacceptable behaviour:-

- Misuse of fire safety equipment, particularly fire extinguishers and alarms, removing or defacing of safety notices
- The University will not tolerate harassment in any form: racial, sexual, physical or other harassment or behaviour which causes fear or distress to others including threatening or abusive or disorderly or unreasonable behaviour
- Theft or any criminal or serious offence on University premises
- Damage to University property
- Negligence which causes loss, damage or puts others at risk

Please refer to the Disciplinary Action Policy to see how

the University deals with cases of anti social behaviour and misconduct.

Whilst you are living in University accommodation you are bound by the terms and conditions of the accommodation agreement and the Residents Handbook. The University will take action in accordance with the Disciplinary Action Policy against a resident who is found to be in breach of their accommodation agreement. This could result in the agreement being terminated, leaving you ineligible for a place in University accommodation.

BETWEEN TERM ARRANGEMENTS

To allow the domestic management to be carried out efficiently, all residents are requested to co-operate in letting Residential Services staff know their movements over the Christmas and Easter breaks, by completing an absence form (see page 19).

Do not forget to lock your doors and windows (where applicable). Residents should keep their keys in their personal safe-keeping during the vacations. In no circumstances should you hand your keys to another person.

BICYCLES

Bicycles must not be stored in common hallways of flats, as these are fire escape routes, and obstacles left in these areas may hinder escape in the event of an emergency. Bicycles left in hazardous positions will be removed, in such cases the University/Fire Brigade, will not accept responsibility for any damage, loss or theft, and repeated offenders will be subject to disciplinary action/charges.

CHAPLAINCY

A service freely available to all students and staff, regardless of faith commitment.

Within the diverse context of UEL, the Chaplaincy provides a unique opportunity to explore faith and personal spirituality. At present the Chaplains come from different traditions of the Christian faith. However, they are actively seeking faith advisers from the other major world faiths, and will post progress on their website. They are committed to ensuring that the spiritual needs of all faith traditions are appropriately provided for. Please refer to their webpage for further information www.uel.ac.uk/chaplaincy/index.htm

CHECKING OUT PROCEDURE

1. You must complete a Refund Form which is included in this booklet or can be collected from the Residential Services office. This is so you can receive your deposit back.
2. All personal belongings are to be removed from your room and common areas.
3. All bins must be emptied and the rubbish disposed of.
4. Mattress cover to be removed from bed and disposed of accordingly.
5. Carpets to be vacuumed and vacuum cleaner to be emptied after use and returned to the Residential Services office.

6. All surfaces to be wiped over and left dust free, including desk, bookshelf, wardrobe, chair, vanity unit including mirror
7. Clean the shower, sink, toilet, mirror and mop the floor in your pod
8. Leave all inventory items designated to your room in your room
9. Close the curtains/blinds.
10. Do not unplug your fridge/freezer – remove all food and clean.
11. Lock your window and bedroom door.
12. Make arrangements for the re-direction of mail. This must be done via the Post Office. It will not be possible to collect any post after you have checked out. All post received after you have vacated will automatically be returned to sender.
13. Return your keys to the Residential Services office or should this be during out of office hours, return them in an envelope and give them to Security in the East building. It is your responsibility to ensure that you collect a receipt, marked clearly with your name, student number and room number when you hand in your keys. This should be kept for your records until your deposit has been issued.

CLEANING

Residents are responsible for the cleaning of all areas within their flat, this includes your bedroom, which should be kept to a good standard of cleanliness. Residents must empty their own bedroom bins. Rubbish must be bagged up and disposed of appropriately in the large wheeled bins outside the halls. No rubbish must be left in communal areas: offenders will be fined. There are a number of hoovers available from the Residential Services office, which can be booked out for a maximum of one hour. You will need to bring your ID which will be checked before the Hoover can be borrowed. Please remember to empty the Hoover before returning it. If you fail to return the Hoover within the one hour time limit you may incur a charge. If a room or communal area is found to be unacceptable, the resident will be given 24 hours notice to clean it. The cost will be charged to the resident/s.

If a room is found to be unacceptable, the resident will be given 24 hours notice to clean it. The cost will be charged to the resident if cleaners have to clean the room. You must wash all your own pans, utensils and crockery, and dry and store them immediately after each meal, so that surfaces and sinks are left clear for other users, maintenance services and cleaners to carry out their work. Spillages in the kitchen or the bathrooms/showers must be cleaned up immediately.

Rubbish after social gatherings must be removed by residents. If it is found that maintenance services (to include cleaning) are prevented from carrying out their work due to excessive disorder, they will report this to Residential Services, who will post a notice on the door of the offending area, advising that the work is suspended until the area is cleared. If this is not

complied with by the following working morning, the cleaners will be instructed to clean the area, and all additional costs will be charged back to all the users of that area. Where a particular flat is a constant problem, it is advisable that all the residents should discuss and rectify the problem. If residents have failed to resolve the problem through , please discuss this matter with Residential Services who will try to assist. During term time, a daily surface clean of communal areas is carried out by the cleaning team between 9am and 12noon. The contract cleaning staff are there to wash the floors, vacuum, dust and wash surfaces, empty kitchen bins etc. It is important to remember that all residents are required to take responsibility for keeping their accommodation in a clean and presentable condition. In the event that residents allow the condition of the flat to fall below an acceptable level, the residents will be charged for "making good". Details of cleaning charges applied are supplied at the end of the Residents Handbook.

A Service Level Agreement is available in the Residential Services office. If you have any queries regarding the cleaning of the accommodation please do not hesitate to contact Residential Services. Feedback from residents about the cleaning service are positively welcomed.

CONSUMPTION OF ENERGY AND WATER

Motion sensitive lights are used in all common areas of the halls (except kitchens), however it is still not uncommon for the halls to be lit up like Disneyland, even when people are not in residence. Please help us to be more energy efficient by following these simple steps:-

- Switch off lights if they are not needed. Similarly turn stereos and televisions off if they are not being used. A television in standby mode still uses up to half of the electricity as it would whilst switched on. Therefore remember to switch it off fully when you have finished with it.
- If you are using the kettle, please fill just enough for the drinks which you require at the time. This will save on electricity.
- Heating – Turning your thermostat down by 1°C
- Cooking – Remember to cover saucepans with lids to ensure the heat is kept in.
- Turn off the tap when brushing your teeth.
- Report leaking taps as soon as possible. A dripping tap can waste up to 140 litres a week.

These things may appear small, but if all residents made these changes, the result could be significant to the environment

COMPLAINTS, COMPLIMENTS AND COMMENTS

If you are unhappy with any of the services you have received from the University you should address your comment or complaint to the department providing the service i.e. Residential Services or Finance.

Complaints regarding cleaning, maintenance, behaviour of other residents etc., should be made to the Residential Services office. If the complaint is of a confidential nature, you

may make an appointment to see the Housing Officer, who will discuss the problem in private with you.

Alternatively, you may complete a complaints form and hand it in to Residential Services. If the Housing Officer cannot help you, or you do not feel the matter has been dealt with adequately, you may contact the Head of Residences, Conferences and Events. Complaints out of hours should be made to Security, who will try to assist you or direct the problem to Residential Services the following working day. If you are still not satisfied with the outcome of this process you are advised to complete a "Tell Us – If You Have Any Comments, Compliments Or Concerns" form available in the Residential Services office or on the University website. If you are not satisfied with the outcome you are advised to refer to the University Complaints Procedure and full details of can be found on the website

www.uel.ac.uk/qa/qualityass_complain.htm

CONTACT DETAILS

Residents are requested to notify Residential Services of any changes to their contact (i.e. mobile number) and next-of-kin details.

COUNSELLING & ADVISORY SERVICES

- Student Services

Student Services, Health and Wellbeing team offer a free professional counselling service, as well as drop in sessions covering any worries or issues such as personal or academic problems, immigration or loan problems. The service is completely confidential. Contact the Health and Wellbeing team on **020 8223 4440** to book an appointment for counselling or have a look at the Student Services website <http://www.uel.ac.uk/studentsservices> to see the full range of services they have to offer.

COUNCIL TAX

Students are exempt from Council Tax provided they live in a property that is occupied exclusively by students. The residences are exempt from this tax, but occasionally you may be requested to complete and return an exemption form, which can be obtained from the Student Services website. If you have any queries on this issue, please discuss them with the Housing Officer.

DEPOSIT MONEY

A reservation/booking/deposit fee of **£250** is charged prior to students taking up residence. Every effort will be made to ask you to pay towards any damage or loss, cleaning charge, rent owing etc., when it occurs, but if you leave with outstanding debts, this deposit money will be used. Where there has been no call to use any of the deposit money, your deposit will be refunded. Please complete a Request for Refund Form which can be found at the back of this document. Payment will be returned to your UK or International bank account by BACS transfer, irrespective of how the original payment was made and by whom.

Please note that your deposit will not be used to offset your rent during term time.

International students should note that payment of the reservation/booking/deposit fee through a non-UK bank or cheque sometimes incurs charges, which leaves the payment short. The payment must be topped up to **£250** as soon as UK currency is sorted out.

DISCIPLINARY ACTION

A Disciplinary Action policy is in operation in the residences at all times.

1. Introduction

This policy describes the charges which will be imposed and/or other disciplinary action which will be taken by Residential Services in the event of certain breaches of the tenancy agreement and handbook, damage or loss to property, and reckless or illegal behaviour by residents.

2. Establishing the facts

2.1 Any alleged breach of the accommodation agreement (excluding rent arrears), or alleged reckless or illegal behaviour, shall, as soon as practicable, be investigated by the Housing Officer.

2.2 The Housing Officer shall look at the evidence, which may be in the form of verbal and written reports from a variety of sources, including university employees, Security and Cleaning staff, Wardens, other residents and their guests, other students, and from external agencies, such as the Police and Fire Brigade.

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

2.4 Incidents of a more serious nature, i.e.: physical assault, possession of a weapon, drugs etc., will be referred directly to the Secretary & Registrar for further disciplinary action, as detailed in the University's Manual of General Principles and Regulations. In addition, the resident will be dismissed from University accommodation.

For all other incidents, the resident may request a meeting with the Housing Officer, and may be accompanied by a friend, or a Students' Union representative. The Housing Officer has the right to have another member of staff in attendance. After the meeting the Housing Officer shall give the resident a written notice advising him/her of the decision to go ahead or withdraw the charge or disciplinary action, also advising him/her of the right to appeal.

2.5 The resident must make the appeal in writing to the Head of Residences, Conferences & Events within 7 days of the notice given by the Housing Officer. The Head of Residences, Conferences & Events shall look at the evidence and the details of the appeal, and make a decision as to whether the action/charge is justified. The result of the appeal shall be notified to the resident in writing. The decision of the Head of Residences, Conferences & Events in these matters is final.

3. Miscellaneous

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

3.2 Persistent offenders in the Residences may also be referred to the Secretary and Registrar, even if this is not stated explicitly below.

3.3 Residents who commit a combination of offences may be dismissed from the Residences, in addition to any charges associated with specific offences.

3.4 Offenders against the disciplinary policy will not be eligible for University accommodation in future years.

4. Criminal Offences

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

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

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

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

5 Charges

5.1 Accommodation charges are to be paid in full prior to moving in, or if agreed in advance, by direct debit or agreed monthly instalment plan in either 6 or 2 monthly instalments (full academic year/ one semester only students). We are unable to extend deadlines and payment must be made in a timely manner. Please note that **£12** will be added to your rental account if you:

- Make a payment to us which is subsequently returned unpaid by your bank or credit card company.
- If you give us a cheque which is returned unpaid by the bank.
- Have insufficient funds available in your bank account to make a direct debit payment.
- Fail to adhere to a payment plan that we have agreed with you - miss an instalment payment when paying in person by cash or debit/credit card.
- Default on your financial agreement with us and ask to pay that debt in instalments, we will charge you 5% of the outstanding debt to arrange a debt repayment plan

OFFENCE	DISCIPLINARY ACTION	SUBSEQUENT EVENT
Physical assault	Depending of the severity of the incident the offender will either be given a final warning or dismissed immediately from the Residencies, and reported to the Secretary & Registrar, where further disciplinary action may be taken.	Dismissal from the Residences
Dealing in & possession of an illegal substance	The offender will be dismissed from the residences and reported to the Secretary & Registrar, where further disciplinary action may be taken.	Dismissal from the Residences
Possession of firearm, weapon (licensed or otherwise), or other implement used as a weapon	Dismissal from the Residences. Reported to the Secretary & Registrar, where further disciplinary action may be taken.	Dismissal from the Residences
Intentional or reckless interference with safety or emergency equipment (including propping open fire door, moving and tampering with fire equipment, detector heads, extinguishers and alarms, leaving cooking unattended)	Tampering with fire safety equipment will not be tolerated as it puts lives at risk & is a serious breach of health and safety. Depending on the severity of the incident dismissal and a charge of £200 plus payment of repair/replacement costs.	Dismissal from the Residences
Intentional or reckless damage to bedrooms, common areas, furniture, fixtures and fittings.	Depending on the severity of the incident either, dismissal and a charge of £50 and payment of repair/replacement costs, or a final warning and the above charge and costs.	Dismissal from the Residences
Tampering with the window restrictors in bedrooms and communal areas.	<p>First Offence First written warning and a fine of £50 plus repair costs</p> <p>Second Offence Final written and a fine of £100 plus repair costs.</p>	Dismissal from the Residences
<p>5. OTHER OFFENCES</p> <p>Harassment, bullying, victimisation, or threats to residents, staff or visitors, including but not limited to offensive language or behaviour.</p>	Depending on the severity of the incident the offender will either be given a final warning or dismissed immediately from the Residences, and reported to the Secretary & Registrar, where further disciplinary action may be taken.	Dismissal from the Residences
Smoking within any part of the Residential Buildings (or evidence of) the use of candles, incense sticks, fireworks, halogen bulbs, naked flame appliances etc.	Smoking is not permitted in University accommodation. A charge of £100 will be made and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences
Noise nuisance Noise should not be audible between the hours of 11pm and 8.00am and at all other times must not be causing a nuisance or annoyance to other residents.	Charge of £50 and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences

OFFENCE	DISCIPLINARY ACTION	SUBSEQUENT EVENT
Unauthorised events (including parties)	Charge of £150 and payment of any costs, and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences
Water fights, food and drink fights	Charge of £100 and payment of any costs, and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences
Inappropriate deposit of body fluids (including vomit)	Payment of cleaning and replacement costs and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences
Defacement of University property, fixtures and fittings.	Offenders responsible for vandalising University property will be dismissed from the residences and required to pay the full costs of repairing/ replacing the item/s.	Dismissal from the Residences
Unauthorised multiple occupation of a room in the Residence are subletting	Final Warning Charge of £100 and eviction of the unauthorised person and a final warning	Dismissal from the Residences
Use of personal electrical equipment without displaying a PAT testing label	Charge of £30 and confiscation until the end of the rental period.	
Repair by a resident of the University's electrical equipment	Charge of £30 and one warning	Dismissal from the Residences
Use of plug bank	Charge of £30 and confiscation and destruction of the plug bank	
Gain Entry into Flat/Room (Misplace or Loss of key)	Charge of £20	
Loss of keys for bedroom, main door to flat/ block	Charge for replacement locks and for replacement keys for each resident.	
Failure to attend the fire safety talk	Possible dismissal from residences. Students who fail to attend the fire safety talk will be unable to live in halls in the future.	Dismissal from the Residences

DISPUTES BETWEEN RESIDENTS

Students are expected to resolve disputes amongst themselves where possible. If the dispute becomes difficult to resolve then Residential Service will offer support. Where the dispute has become irresolvable or where there has been a serious breach of accommodation agreement and Residents Handbook, further action may be necessary in accordance with the Disciplinary Action policy. This could result in either one or more of the residents being relocated to alternative accommodation or dismissed from University residences.

DOOR CLOSERS

A number of doors in the accommodation are fitted with door closers to comply with Fire Safety Regulations to prevent the spread of fire and smoke. It is a resident's responsibility to ensure that fire doors are shut and door closers are not tampered with. Doors must not be propped open. You should ask anyone committing these offences to correct them. If they fail to comply, you should take responsibility and also advise the Residential Office staff. Residents will be charged for committing these offences, and persistent offenders will be dismissed from the Residences. Please report faults associated with door closers to the Office. (See DISCIPLINARY ACTION).

ELECTRICAL APPLIANCES

All electrical appliances which are brought into the residences must be PAT tested to ensure they are safe for use within halls. During term time University contractors will be on site to test your appliances for a fee of **£10**. You will be notified of the date that contractors will be on site and you should arrange for all your electrical items to be put in an accessible place in your bedroom so they can be tested. Once each item has been tested a label will be placed on it confirming that it has met the required standard. Any items that fail the PAT test will be confiscated and only given back when the resident is moving out

****Please note that items that have passed Electrical Safety tests overseas may still fail UK safety regulations. European / International 2 prong plugs CANNOT be used directly into a UK socket without an earthed adaptor. Using these plugs in this way is extremely dangerous as there is no earth, leaving the appliance live. Any items found like this will also be confiscated.****

If during routine inspections residents are found to have items in their rooms and kitchens which do not display a PAT label, the item/s will be removed from halls and placed into storage. Any PAT testing undertaken at a later date will be charged at a higher rate. All electrical items which are brought into the residences must meet electrical and safety standards and be PAT tested, be of a safe design and carry a BSI kite mark. Please note that the use of halogen bulb desk and table lamps is not permitted in university accommodation as they pose a serious risk of fire. If found, the item will be confiscated and removed for safekeeping.

The use of kettles, fridges, irons, microwaves or cooking equipment or heaters in the bedrooms (except studio flats) is strictly prohibited as it poses a serious health and safety risk, particularly from fire. Fridges required for use in bedrooms for storage of medical items must be authorised by Residential Services.

All appliances used must be plugged directly into the electric socket. Each appliance must be fitted with the correct fuse (max.

fuse rating 5 amps) and only one appliance wired to one plug. Faulty fittings and dangerous wiring will be removed and it is possible that a charge will be made. Holes must not be made in furniture or fabric to accommodate wiring. You must not attempt to carry out repairs to University property. Alteration of any electrical equipment is prohibited. Please report all faults to Residential Services.

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

EMERGENCY

In case of emergency should you need to contact the Police, Fire Service or Ambulance Service **call 9999** and request the service you require. This service is free and you can use the telephone in your room regardless of whether or not you have any credit. Any accidents or emergencies which occur in the residences must be reported to Residential Services or Security. An Accident Report form should be completed and returned to Residential Services.

END OF TERM ARRANGEMENTS

At the end of your contract please ensure your room and communal areas you have access to, are left clean and tidy. Please remove all your personal items and dispose of all rubbish in the appropriate manner. If these guidelines are not followed your deposit, or part of it, may be kept to cover the additional cleaning costs.

FIRE SAFETY

The University takes a very serious view on fire safety and general health and safety both in the residences and the academic buildings. Improper use of fire safety equipment is a criminal offence for which the culprit could be fined/and or imprisoned. It is also a serious breach of your accommodation agreement which could lead to it being terminated and further action being taken under the University's disciplinary regulations. You could find yourself dismissed from the residences and excluded from the University as a result of your actions.

Students with a disability who may require assistance during fire evacuations should ensure that they speak with their Housing Officer when they arrive at UEL so that a Personal Evacuation Plan can be drawn up.

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

- **West buildings** - leave the round buildings immediately, closing all doors behind you. Your assembly point is the Dockside side of the building.
- **East buildings** - the alarm will only sound on your corridor/ floor level. Do not use the lifts, close doors and proceed to the assembly points. Please note that your assembly point is the Dockside.

STUDENTS RESPONSIBILITIES:

1. **YOU MUST NOT TAMPER WITH ANY FIRE SAFETY EQUIPMENT.** Any resident who is found responsible for tampering with fire safety equipment will be subject to disciplinary proceedings and may be dismissed from the residences.
2. Fire blankets are located in the kitchens; instructions for their use can be found on the containers and should be studied. Residents should only ever fight a fire if they feel they can do so with safety.
3. Doors are fitted with door closers to ensure they shut after use. Under no circumstance should these doors be propped or wedged open, or the door closers tampered with. All residents are held responsible for the fire safety practice within their accommodation. (See Disciplinary Action).
4. Fire blankets and fire extinguishers should not be used unless to tackle a fire. (See Disciplinary Action).
5. Ensure that all corridors and stairways are clear and not used for storage of any kind.
6. To attend fire safety awareness training which is provided to residents during the academic year. **ATTENDANCE AT THIS SESSION IS MANDATORY. STUDENTS WHO FAIL TO ATTEND THE FIRE SAFETY TALK WILL BE UNABLE TO LIVE IN HALLS IN THE FUTURE.**
7. To advise the staff in the Residential Services office immediately if they suspect any item of safety equipment has been used or is defective.
8. To treat all fire alarms seriously.
9. To evacuate the building when the fire alarm sounds.
10. To familiarise yourself with the evacuation procedure – information is displayed in each bedroom.

11. No smoking, the use of any naked flame appliance or consumable, such as candles, incense sticks, fireworks, lanterns, halogen bulbs & deep fat frying etc. is strictly prohibited anywhere in the residences. Anyone found using these items will be subject to strict disciplinary action (see page 9).
12. Not to use any cooking or electrical appliances in your bedrooms.
13. **NOT TO LEAVE COOKING UNATTENDED AT ANY TIME.**

DISCIPLINARY ACTION WILL BE INSTIGATED AGAINST ANY PERSON CONTRAVENING THESE RULES, AND OFFENDERS WHO FAIL TO ATTEND THE FIRE SAFETY TALK AND HALLS INDUCTION WILL BE INELIGIBLE FOR A PLACE IN HALLS IN THE FUTURE.

HEALTH & SAFETY

Breaking health and safety regulations is a serious matter which could lead to the University taking disciplinary action against you. You should not only consider your own health and safety but also the health and safety of others. Please report any potential hazards to Residential Services staff.

Please note that University staff will under-take regular inspections of communal areas within flats. This is a legislative requirement and access is required to do this.

The following guide (which is not conclusive) gives examples of the type of behaviour which constitutes a breach of health and safety rules and regulations

- Misuse of a fire alarm and fire safety equipment as detailed in the section above – Fire Safety
- Removal or defacing fire and health and safety notices
- Blocking corridors, kitchens, stairways or fire exits with equipment or personal belongings (including sofas and gym equipment)
- Behaving in a manner which cause risks to themselves, other students or staff
- Storage of flammable equipment is not permitted e.g. petrol, solvents, fireworks etc
- Drying damp clothes in your bedroom encourages damp. Students should use the laundry facilities provide on campus for this purpose.
- Allowing a room or flat to become so unhygienic that it may pose a risk to health

Any student found to be in breach of health and safety regulations will have to pay the full cost of repairs and will also be subject to disciplinary action.

University staff has the right to remove any item which may be considered to be dangerous, in breach of fire or health and safety regulations or causing a nuisance. These items will be returned to you at the end of your contract. Should the items be required to be stored externally, the costs of storage will be passed on to the resident.

HEATING SYSTEMS

All rooms are served by electric heating, and can be programmed to different levels several times a day. **Additional heating must not be used in bedrooms or studio flats.**

ID

All students are issued with a UEL student card at the point of enrolment. Until you have formally completed the enrolment process, Residential Services will issue you with a temporary visitor card which will allow you access to the buildings. Once you have enrolled you must return the temporary card to Residential Services. Failure to return this card will result in you being charged **£10**.

Students are required to carry their UEL student card with them at all times. You may be asked to provide your ID to either Security or Residential Services staff whilst you are in the residences. You must comply with this request.

INSURANCE

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

UEL provides all students residing in halls of residence a core personal possessions insurance policy. We strongly recommend that you review your policy carefully to make sure it meets your needs.

The policy has several 'exclusions' (things it does not cover) for example: mobile phones, bicycles, contact lenses and documents. A cover note is provided on page 25 for your reference.

You can buy additional cover at:
www.studentroomcover.co.uk

INTERNET ACCESS

To connect to the internet, you need to connect your pc to the port in your bedroom. You then need to click on internet explorer and type in: **<http://hallreg>**. You will then be directed to a screen with instructions detailing how to connect. If you do experience any problems with your connection, please contact the IT helpdesk on extension 2468.

INVENTORY

An inventory detailing the fixtures and fittings in your room and communal areas can be found at the back of this document. Residents must check the contents of their accommodation against the inventory, ensuring that all items are present and noting any damage to furniture, fixtures, fittings, carpets etc. The inventory must be completed, signed and returned to the office, within 3 working days of receiving keys. This form will be used for inspection purposes when you vacate your room. Failure to hand in the completed form by the due time could result in liability for damage.

If you require a copy of your inventory, Residential Services will provide you with one.

KEYS

In order to prevent identification of address in the event of loss or theft of keys residents should not attach tags to their keys.

Residents should carry their keys and ID cards with them at all times and should take great care not to leave them lying around, even within the kitchen areas.

Remember to lock your room at all times even if you are staying within your flat. If you lose your front door keys a full lock change will be required and **you will be responsible for this cost and the cost of replacement keys for all the rooms in your flat.**

Loss of keys

If you are unfortunate enough to be locked out of your room (i.e. left your keys in the lecture theatre, in a friends car and awaiting their return later that evening/next day) you may be let into your room by Residential Services / Security, on completion of the relevant form and on the following conditions:

1. You will be charged a **£20** re-entry fee for this service.
2. Production of ID - preferably your Student Card. If this is not available it must be something with your full name on. If you have no ID on you, a neighbour will be asked to identify you, until access is provided, whereupon you must immediately provide your Student Card.
3. You must report to the Residential Services Office the next working day to discuss replacement keys.
4. You take full responsibility for your possessions in your room if you leave it unlocked until you sort out your replacement keys.

In the event that your keys are irretrievable, you will need to advise Residential Services as soon as possible to arrange a complete lock change. Please refer to loss of key for bedroom/main door within disciplinary section for applicable charges.

KITCHENS

Kitchens are equipped with electric cookers, fridge/freezers, microwaves, sink units, and storage cupboards. Residents must provide their own utensils (pans, crockery and cutlery etc). Residents must supply their own detergents and cleaning and drying cloths.

It is your responsibility to keep cookers and grill pans clean; kitchen fires are often started by accumulated fat in the grill pans. Residents will be charged for damage and replacement costs.

Deep fat fryers and chip pans are strictly prohibited in the halls of residence as they pose a serious risk of fire. Should any "make do chip pans" be found in your kitchen they will be removed immediately by Residential Services staff. They can be collected when you vacate the residences. If you do cause a fire as a result of deep fat frying, you will be charged accordingly for any damage caused and for the call out cost of the London Fire Brigade. **Disciplinary action will also be taken against you for breaching the accommodation agreement.**

PLEASE DO NOT LEAVE YOUR COOKING UNATTENDED AT ANY TIME.

It is also your responsibility to clean and defrost the fridge/freezer on a regular basis, to ensure that out of date food is thrown away and to prevent the build up of offensive odours. Defrosting of the freezers must take place before the build up of ice stops the freezer box door shutting. Failure to defrost regularly causes the doors to break and replacement costs will be recharged to all users.

LAUNDERETTES

There are launderette facilities on site. The machines are coin operated and emptied on a regular basis. Any faults should be reported direct to Circuit Launderette on freephone **0800 092 4068** and reported to the Residential Services office. The operators aim to offer a 24 hour response time. See below for launderette locations:

- West Buildings (Round build) Ground floor of Clare House
- East Buildings (New build) Longbridge House in front of Residential services.

LITTER CLEARANCE

The University's cleaning staff are responsible for keeping litter to a low level within the campus. We ask that all residents refrain from dropping litter around and keep the campus beautiful.

MEDICAL SERVICES/ILLNESS GP Surgeries

Residents are urged to register with a local doctor on arrival. Student services have a health centre where you can register with the University Doctor. Please see their contact details below. Who knows when illness may strike, don't wait until that day!

Register as soon as you arrive on campus! Even if you are fit and healthy, you may have problems or delay your treatment in

an emergency if you do not register.

Contacts for Appointments

Docklands Campus

Tel: **020 8223 4440**

Between the Atrium and Ed's Place

Stratford Campus

Tel: **020 8223 7611**

Artillery House, on The Green

Email: healthcentre@uel.ac.uk

Web: www.uel.ac.uk/healthcentre

In cases of emergency ask someone to call your doctor/ ambulance. It is up to the resident to decide whether to wait for the emergency doctor or to call an ambulance. Remember, it might take an emergency doctor a number of hours to arrive. If an ambulance is called Security must be advised, and if the situation is deemed critical the Head of Residences, Conferences & Events will be notified, with a view to contacting the next-of kin.

Residents are requested to notify the office of any changes to their next-of-kin contact details.

Local NHS Walk-in-Centres

Leytonstone NHS Walk-in Centre

(also has Accident and Emergency facilities)

Whipps Cross Hospital

Whipps Cross Road

London E11 1NR

Tel: **020 8539 5522**

Newham NHS Walk-in Centre

(also has Accident and Emergency facilities)

Newham General

Glen Road

London, E13 8SH

Tel: **020 7363 9200**

MONEY MATTERS - Student Money, Advice and Rights Team (SMART)

The SMART team are part of Student Services and are available to help with money and financial matters. This service offers total confidentiality. Student Services can be contacted on **020 8223 6200**.

NOISE

Residents are requested to be considerate to their neighbours, and not create any noise between the hours of 11pm and 8am that can be heard outside their bedrooms or flats. If you are disturbed by noise, and discussion with the individual does not resolve the problem, you are urged to report the incidents to Residential Services during office hours or Security during the evening and weekends. Creating a noise nuisance is a breach of the accommodation agreement, and action will be taken (See DISCIPLINARY ACTION).

It is important that you are aware that any building housing a large number of young people will tend to be noisy even during normal activity.

PARKING

There is no parking available for students during peak hours (0800-1700 Mon-Fri) with the exception of Blue Badge holders who may apply for a peak hours parking permit using the student peak hours parking permit application form. Students who held a peak permit for 08/09 and wish to renew for 09/10 may complete a peak permit renewal form. Students who have a significant health condition but do not hold a Blue Badge may also be considered for a peak permit. To apply on these grounds, students must complete a peak permit application form which must be verified by a disability advisor before it can be processed.

Parking on the access road at Docklands campus is strictly prohibited and students are asked to be respectful of our neighbours and to avoid parking inconsiderately in the areas around the campus.

Students currently have unrestricted parking after 5pm and at weekends at Docklands and Stratford. There is no student parking at Duncan House at any time. Vehicles using the car parks during off peak hours should display a valid Off Peak permit.

Students wishing to apply for off peak parking permits for 09/10 should complete the relevant application form. Application and renewal forms should be returned to the Security Manager at Docklands campus as a hard copy or e-mailed to Security Parking Permits.

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

Residential Students Parking

There is no student parking available for residential students during peak hours with the exception of Blue Badge holders as above. Residential students who wish to receive visitors with vehicles during off peak hours must ensure that they sign in with security and obtain a windscreen pass for the duration of the visit. In exceptional circumstances it may be possible to arrange visitor parking during peak hours. Any requests to do this must be addressed in the first instance to Residential Services. Residential students moving in or out of accommodation may be permitted to park for a short period i.e. not in excess of one hour. Arrangements for this facility again must be addressed to Residential Services initially.

Under no circumstances are motorcycles permitted to park directly outside any of the halls/walk ways. Users must use the designated bays at all times. Residents park entirely at their own risk; the university does not accept responsibility for any damage, loss or theft.

PERSONAL POSSESSIONS

UEL assumes no liability for loss or damage to personal possessions of residents and /or their guests, including loss by fire, water, theft or any other cause. Residents should exercise discretion and common sense in bringing valuable belongings to halls of residence. It is recommended that valuable items are locked away and kept within your personal bedroom space, and not left unattended within the common areas.

PERSONAL SAFETY

It is the responsibility of each resident to ensure that the security of the Residences is not breached. Do not leave your bedroom, flat or halls entrance doors open. If you live on the ground floor ensure that your window is secure whenever you leave your room and that your belongings cannot easily be taken through an open window. Remember the buildings can only be kept safe with your co-operation.

Each resident is responsible for the safety and well-being of other residents. If you see a door is open or unlocked, put it right yourself. When reports of theft are made to us in most cases it is proved that doors have been left open. Do not be embarrassed to ask individuals to wait for the person they are visiting to let them in or to close the door after you have entered a building, any genuine visitor will not mind waiting. Remember if you need to you may contact a member of staff or Security for assistance.

POSTERS

Posters may only be fixed to notice and pin boards. On no account should anything be fixed to doors, walls, fixtures and fittings. This applies to bedroom and common areas. Failure to comply will always result in cleaning and decoration charges being made.

POST

Please ensure you advise your family and friends of your correct mailing address

West Building (Round Build)

State your name; block name, flat number, and room letter, followed by:
University of East London
University Way
London E16 2RB

All post and parcels will be delivered direct to your door by Royal Mail
Post can be collected on production of a valid student ID.

East Building – (New Build)

State your name, block name, flat number, and room letter, followed by one of the below for your correct postal code:

- Longbridge House
9 University Way, London E16 2GJ
- Marley House
7 University Way, London E16 2GH
- Redbridge House
5 University Way, London E16 2GG
- Shepherd House
3 University Way, London E16 2GB
- Templars House
1 University Way, London E16 2GA

Please ensure you arrange for the redirection of all your mail when you leave, as access to your flat cannot be given after you have left. Any personal mail received at the office after you have left will be returned to the Post Office.

RENT

Where & how to pay

You have a number of different ways to pay your rent:

- **On-line via UEL-Direct using either a credit or debit card (please note payments can be taken 24/7)**

- By credit card over the phone on +44 (0)20 8223 2974 - (Monday, Tuesday, Thursday and Friday 9am to 4pm, Wednesday 9am to 1pm).

Payment can also be made by Credit/Debit card in the Residential Services office.

- By bankers draft, a British postal order or an International Money Order, with your student identity number and name written on the back
- By bank transfer, please contact Residential Services to obtain details.
- By credit / debit card, cash or cheque** in person at UEL cashiers

***For applicants whose choice of payment method is in the form of a cheque (as this is not cleared funds) your application will not be processed until the payment has been authorised by your bank. The processing and authorisation of these types of payments can take up to 3 weeks.*

Please note that we are unable to accept Euro cheques.

All residents must make an initial payment of at least £750 advanced booking/reservation /rental prior to collecting their room keys. The balance of the rental should then be paid in one of the following ways.

- 1. In full in advance** - If you pay for the full 39/19 weeks prior to the start of the relevant term then you are entitled to a discount of 5% of the total amount due.
- 2. In full on arrival** - You may settle your account in full at the start of your tenancy.
- 3. By instalments** – All residents are welcome to spread the cost of their accommodation by paying either in six monthly instalments (full academic year only) or in two monthly instalments (for single semester students) by direct debit or monthly payment plan,. Your advanced rental payment will count towards your first payment; the remaining instalments will commence on the 21st October and on the 21st of each month up to and including 21st March. You will need to complete either a direct debit mandate or a monthly payment plan and ensure that payments are made by the correct dates. To assist you with this you should set this up as part of your final payment task within UEL-Direct. We will send the direct debit form to your bank, which means that as long as the funds are available the money will be taken automatically. If you wish to set up a direct debit at any other time please contact a member of staff within the Residential Office. Students who wish to set up a monthly payment plan will need to have this authorised by a member of the Residential Services team. Please attend the Residential Services office to complete all the necessary paperwork.

International students should note that payments through a non- UK bank/ cheque sometimes results in charges, which leaves the payment short. The amount due must be topped up to UK currency as soon as possible.

Non Payment of Rent: If you are experiencing any problems with paying your rent, please discuss it with staff in the Residential Services office as soon as possible. When necessary UEL will work with residents to try and work out a fair and reasonable payment plan.

Accommodation charges are to be in full prior to moving in, or if agreed in advance by six monthly direct debit instalments. We are unable to extend deadlines and payment must be made in a timely manner. Please note that £12.00 will be added to your rental account if you:

- Make a payment to us which is subsequently returned unpaid by your bank or credit card company.
- If you give us a cheque which is returned unpaid by the bank.
- Have insufficient funds available in your bank account to make a direct debit payment.
- Fail to adhere to a payment plan that we have agreed with you - miss an instalment payment when paying in person by cash or debit/credit card.

If you default on your financial agreement with us and ask to pay that debt in instalments, we will charge you 5% of the outstanding debt to arrange a debt repayment plan. Please note we follow UEL's Fees Policy, for more information please view the [Essential Guide to the University of East London](#) web pages.

Please note that if you continually do not pay your rent then UEL will take the necessary legal action to dismiss students from the residences (which could ultimately result in eviction from halls) and collect all rent outstanding and also Court costs. Court Judgements against a student will mean that they will be refused credit in future dealings in the commercial world and it may even bar them from pursuing some careers, i.e. finance or legal related work etc. Examination results may also be withheld and re-enrolment prohibited if any money is outstanding to the University.

Please note that we follow UEL's Fees Policy, for more information please view [The Essential Guide to the University of East London](#).

**DO NOT IGNORE THE PROBLEM.
COME IN AND TALK TO RESIDENTIAL SERVICES.**

REPAIRS & MAINTENANCE

During office hours repairs should be reported to the Residential Services office. The length of time a repair takes to be carried out depends on the nature of the repair. Requests are individually assessed and are given a weighting according to health and safety etc. We will endeavour to complete the repairs in accordance with the following guidelines, however we can not always guarantee this will be the case (this may depend on parts required):

Emergency Repairs: If your repair is considered to be an emergency it should be dealt with within 24 hours of reporting.

Urgent Repairs: If your repair is considered as urgent it should be dealt within 5 days of reporting

Non Urgent: Timescale for completion between 10- 30 days depending on the nature of the repair.

If your repairs are not completed within the above timescales and you have not been informed that there is a delay, please speak to Residential Services who will deal with this matter for you.

Access to your room will be required for essential repairs. Details of charges which may be incurred by residents for willful damage is detailed at the end of the Residents Handbook.

RESTRICTED AREAS

Roofs, cleaners or maintenance cupboards and boiler rooms are all out of bounds to students.

RUBBISH AND RECYCLING

Residents are responsible for the disposal of their own rubbish from within their room and communal flat areas. All rubbish must be bagged up and disposed of appropriately in the large wheeled bins. Under no circumstances must any rubbish be left in communal areas: offenders will be fined.

The University actively encourages its residents to recycle and use the recycle bins situated around the campus for this purpose.

Londoners produce enough rubbish to fill the Canary Wharf tower every ten days. Most of this rubbish is buried in landfill sites, but these are filling up fast and we're running out of space. To help deal with London's growing rubbish problem we need to recycle more.

We have provided recycling bins within the kitchen area of each flat. Please use this facility. In addition we have a large number of recycling bins on site, please make use of these appropriately to help the environment.

To find out more about recycling in London, visit:
www.recycleforlondon.com

SMOKING

THE UNIVERSITY HAS A NO SMOKING POLICY

We aim to promote the health and well being of staff, students and visitors by providing a smoke free environment within the halls of residence.

Whilst acknowledging that smoking is a personal choice, the University recognises the responsibility it has to the majority of its students, staff and visitors who are non smokers and to all those who wish to live or study in a smoke free environment. The policy is as follows:

- All areas within the halls of residence will be smoke free. This includes: laundries, offices, receptions, staircases, corridors, bathrooms, toilets, kitchens, communal areas, lounge/dining areas.
- Students are informed that the halls are smoke free. This policy will apply to all residents and their visitors at all times.
- Students applying for accommodation in the halls of residence will be informed that the halls are smoke free.
- Smoke free will apply for the whole contract period regardless of whether all the people in a flat are smokers.
- Signage is placed in the halls informing residents and visitors that the buildings are smoke free.
- Disregard for the policy will result in disciplinary action.

SNOW AND ICE CLEARANCE POLICY

The University have a policy of making good the worst effects of snow and ice on paths and roads. Students should take extra care when the weather is bad. Students with disabilities who may require extra help during such conditions should contact Residential Services.

SUMMER LETS

During the summer vacation period it is sometimes possible for residents to arrange to remain in residences for a number of additional weeks. We will have some spaces available for summer stays but this is limited as UEL uses the accommodation during the vacation period for conferences and summer schools. If your course of study continues through the summer period please let us know and we will guarantee you a summer extension (subject to you having a clear rental account and good behaviour record).

Please note that if your summer let application is authorised we are unable to guarantee that you will be able to remain in your current room allocation. Students staying in halls over summer are accommodated together and are required to move to a new room. This applies to all students regardless of the course you are undertaking.

Summer lets are only available to existing residents, and are offered as an extension to the existing accommodation agreement. The length of stay on offer may vary from year to year, but will always end in mid August. The criteria for acceptance is as follows:-

- Residents must have had consistently clear rent accounts and no warnings or complaints against them
- Residents will be expected to stipulate a leaving date, and pay rent in advance to that date
- Residents must agree to leave no later than the agreed dates, to allow the residences to be cleaned and prepared for the new tenants
- Residents must agree to move rooms, as requested, even for short periods, and sign extension and transfer forms.

The number of residents allowed to stay over the summer is subject to change annually and residents will be notified in the **Moving Out Guide**, which will be available on the Residential Services website in April 2010.

TELEPHONES

Each bedroom has a telephone. If you do not know the number of your telephone you can find out by dialing '0' from your room phone and asking switchboard for your extension. To receive incoming calls the person calling you should dial **020 8223 5000** and then your extension number. To make outgoing calls you will need to purchase a 0800 phone card from a newsagent, supermarket, or the student shop. Dial '9' to obtain an outside line and then follow the instructions on your phone card.

All phones will allow you to contact Security, the Residential Services office and the Emergency Services, regardless of subscription.

Problems with phone lines and damaged phones should be reported to the Residential Services Office during normal working hours.

TELEVISIONS

Please note if you have a television you must also have a TV license, failure to do so may result in you being fined a £1000 and / or taken to court.

TRANSFER OF ROOM REQUEST

Transfer requests will only be considered 3 weeks after your move in date and can only be carried out if there are rooms available that are not under an existing accommodation agreement and your rental payments are up to date. There is also an administration charge of £50. Transfer request forms are available from the Residential Services office.

VISITORS

Study bedrooms are for occupation by one student only. Residents are allowed no more than one overnight guest to stay a maximum of two consecutive nights at a time in any one week, three times per term.

These dates must not run concurrently (i.e. four consecutive days), and written permission must be obtained from Residential Services prior to your visitors arrival. Your guest will be able to stay provided that:

- You accept total responsibility for the behaviour, actions and safety of your guest. If he/she breaches the terms of your contract and Residents Handbook, this will result in you facing disciplinary action
- You must always be at home when your guests are present
- You do not give them your keys and the free use of your premises
- You ensure your guest is aware of health, safety and fire regulations
- Your guest may be asked to leave at any time by either Security or a member of Residential Services staff if they consider his or her behaviour to be unreasonable

Residents should note that visitors are not permitted in the residences between 2300hrs and 0800hrs. If during routine inspections, Security or Residential Services staff find unauthorised visitors in the halls, they will be asked to leave immediately. Should your visitor or guest fail to comply with this request disciplinary action may be invoked.

WINDOW RESTRICTOR GUIDE

In order to comply with Health and Safety regulations Window Restrictors are fitted to **ALL** common area and bedroom windows within Halls of Residence. Instructions on how to use the restrictors are as follows:

1. Use the window handle to release the window from the locked position.
2. Lift the hook on the restrictor and slowly guide the window to the desired position.
3. Ensure the hook is placed securely in position.
4. Lock the restrictor into position so that it does not move up or down.

These restrictors have therefore been fitted for your own safety.

Residential Services **WILL NOT** tolerate any misuse or damage to these safety devices, or the flat windows. We estimate that the cost of repair for these devices is approximately £80.00.

Regular inspections will be conducted on **ALL** common area windows, if any are found to have been damaged/tampered with disciplinary action, and repair charges will be brought against the whole flat/individual responsible.

THE ROYAL ALBERT DOCK

Until the mid-1970s the Royal Albert Dock adjacent to the south side of the UEL Docklands Campus was used by ocean-going ships, and is consequently a very deep stretch of water with a fast undercurrent. Throughout the year the water is extremely cold, and thus anyone entering the dock water could experience considerable difficulty in getting out before becoming seriously affected by the low temperature. In your own interests you are reminded that it is a disciplinary offence to cross the boundary fence for any reason at all.

REMEMBER

**We can only help you with your problem
If you tell us what it is.**

DETAILS OF CHARGES FOR DAMAGES/FIXTURES & FITTINGS

All damage which is not wear and tear will be charged at the commercial rate and VAT will be applied. Residential Services will need to be informed of who is responsible for any damage prior to the final inspection. Damage in the communal areas such as the kitchen and corridor will be charged equally to all residents in the flat, unless the individual responsible is identified.

Students are individually responsible for their bedrooms.

ITEM	COST £
Mattress	£ 70.00
Curtains	£150.00
Curtain rail and fittings	£ 15 00
Blinds	£ 50.00
Carpet	£200.00
Bed base / under bed drawer / Under storage	£ 80.00
Wall mounted bookshelves x 2	£ 60.00
Desk	£100-£300
Desk Chair	£ 85.00
Shelves above bed	£ 70.00
Smoke Heat detector	£ 65.00
Electric storage heater	£ 85.00
Pin board	£ 50.00
Waste paper bin	£ 5.00
Lights / switches / sockets	£ 15.00
Window restrictor / window handle	£ 30.00
Replace Bathroom door	£ 170.00
Replace Wash Hand Basin	£ 80.00
Toilet Seat	£ 20.00
Bathroom mirror	£ 25.00
Glass or Plastic shelf	£ 15.00
Redecoration of study bedroom wall (emulsion only)	£ 100.00
Full redecoration of study bedroom	£ 300.00 depending on room size)
Reglaze window average all inclusive price per sq m	£ 80.00 Single glaze £ 160.00 Double glazed £ 190.00 Triple glazed all ground floor level.
Price goes up as floor level (i.e. 6th floor kitchen window £1800.00)	
Boarding window prior to reglazing per sq m	£ 150.00 up depending on the floor level

Please note that costs are indicative and may vary depending on their size and fittings in each room. If charges are made for items not listed, you will be advised of the cost accordingly.

FIRE EXTINGUISHERS/EQUIPMENT

ITEM	COST £
To replace:	
Fire Blanket	£20.00

CHARGES FOR CLEANING

Where necessary charges for cleaning will be made at £15 per hour (which includes an admin charge). The table below gives an indication of the likely charges for various cleaning tasks if no/inadequate attempts to clean by residents have been made or if the communal or bedroom areas have been wilfully left in a mess at the end of the term.

ITEM	COST £
Bedroom	£30.00
En-suite bathroom	£30.00
Bedroom carpet stained	TBC (dependent on surface area)
Complete kitchen clean	£90.00
Lobby/corridor	£30.00
Removal of bottles (build up)	£0.50 per bottle
Removal of excess rubbish and /or re-cycling rubbish in communal areas	£5.00 per bag
Internal clean of microwave	£10.00
Defrost and clean Fridge/Freezer	£ 30.00
Hob	£15.00
Oven	£30.00
Removal of graffiti	From £50.00 upwards
Removal of stickers/blue tack etc	£10.00 upwards

RESIDENTIAL SERVICES DEPARTMENT

ABSENCE FORM

RESIDENTS FULL NAME:.....

ROOM No:..... HALL:.....

I will be absent from the Halls of Residence:

From:.....

Until:.....

During an emergency I may be contacted at:

Address:.....

.....

Contact No.:..... Mobile No.:.....

Signed:..... Dated:.....

Please remember to lock your door and windows before you leave and look after you keys.

FOR USE BY RESIDENTIAL SERVICES

Staff Signature:_____ Dated:_____

Copies to: Resident / Security

RESIDENTIAL SERVICES DEPARTMENT

VISITORS REQUEST FORM

If you wish to have a visitor stay overnight with you this will be allowed under the following conditions:

1. You are allowed no more than one overnight guest to stay a maximum of two consecutive nights at a time in any one week, three times per term. These dates must not run concurrently (i.e. four consecutive days). The number of overnight stays is restricted to prevent excessive use of the communal facilities which may cause inconvenience to other residents.
2. You take full responsibility for the behaviour of your visitor whilst they are on campus. If they commit any breach of the Halls regulations the relevant action stated in the Residents Handbook will be taken against you.

Residents Full Name: _____

Room No. & Hall: _____

Full Name of Guest: _____

ARRIVAL DATE: _____ LEAVING DATE: _____

I ACCEPT FULL RESPONSIBILITY FOR THE CONDUCT OF MY GUEST WHILST THEY ARE ON THE PREMISES.

Signed: _____ Dated: _____

I/We confirm we have no objections to the above request:

Signed: _____ Room A

Signed: _____ Room D

Signed: _____ Room B

Signed: _____ Room E

Signed: _____ Room C

Signed: _____ Room F

FOR USE BY RESIDENTIAL SERVICES

Staff Signature: _____ Dated: _____

Copies to: Resident / Security

RESIDENTIAL SERVICES DEPARTMENT

STUDENT REPAIR REPORT SHEET

<p>Fault: (please give a brief description of problem)</p> 	<p>Resident's full name:</p> <p>_____</p> <p>House / Flat No. _____</p> <p>Hall _____</p>	
<p>Reported to:</p> <p>_____</p> <p>Action taken:</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>Reported to Residential Services by:</p> <p>Name: _____</p> <p>Date: _____</p> <p>Signature: _____</p>	
<p>Access given Yes / No</p>	<p>Resident's Ext No.</p>	<p>Time / Date (when student will be available)</p>

Comments

FOR USE BY RESIDENTIAL SERVICES

Reported over to 2000

Staff Signature: _____ Dated: _____

RENT / DEPOSIT REFUND REQUEST

Notice of Intention to Vacate - (Request for Return of Deposit), please complete all sections.
Refund – (Request for Return of Overpaid Rent), please complete sections A, C, D & E

For information on refunds and refund entitlement please refer to the University's Fees Policy.
This can be found online at www.uel.ac.uk/essguide/part2/section_1.htm

Refunds if approved, normally take 2-3 weeks to process once we have received all necessary information and documentation.
However, during enrolment this process may take up to 6 weeks.

If you are requesting a refund of Tuition Fees please contact Finance & Registry Helpdesk on +44 (0)208 223 7526 or email them at finance.registry@uel.ac.uk.

Section A - Your Details

Name: (Mr / Ms)	<input type="text"/>
Student Number:	<input type="text"/>
Contact Email:	<input type="text"/>
Contact Telephone:	<input type="text"/>

Section B - Vacating Information

Notice of intention to vacate building	<input type="text"/>	Flat	<input type="text"/>	Room	<input type="text"/>
Date of departure	<input type="text"/>				
Forwarding Address:	<input type="text"/>				
	<input type="text"/>				
Post Code:	<input type="text"/>				
Reason for vacating:					
Withdrawn from UEL	<input type="text"/>	End of programme /Tenancy	<input type="text"/>	Found own	<input type="text"/>
Financial	<input type="text"/>	Location	<input type="text"/>	Evicted	<input type="text"/>
If you are vacating for a reason not listed above please detail here:					
<input type="text"/>					

Section C – Refund Information

If the original payment was made by Debit/Credit card we are legally required to refund that Debit/Credit Card. In all other cases a refund will be made directly to a Bank Account, details of which must be provided in full below.

Under UK Financial Regulations we must return this payment to the original payee, unless they give us written verifiable permission to make this payment to another account, in the same country that it originated from.

International Students: If you have arrived in the UK, contact our International Students Advice service by email isa@uel.ac.uk before you apply for a refund as there may be implications for your student visa. Where the payment was made from an International Bank we are required to refund to the original country of origin. We may require details of an intermediary Bank, if you know your refund will have to go through an intermediary account then please provide details in the Extra Comments section

Reason for Refund:

Never moved into Halls	<input type="text"/>	Overpaid Rent	<input type="text"/>
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My Accommodation Fees were paid by:

Myself	<input type="text"/>	An Employer / Sponsor	<input type="text"/>
My Parents	<input type="text"/>	Other	<input type="text"/>

If your Accommodation fees were paid by someone other than yourself please enter that person's name or the Company name here:

RESIDENTIAL SERVICES DEPARTMENT

First Name: _____

Surname: _____

Room No: _____

Hall: _____

The items listed below have been provided for your use. Items provided in your room, kitchen and bathroom areas, must stay in their designated areas. Fair wear and tear expected. All must be left in the same condition in which you found them upon the commencement of your tenancy. If any items are damaged or missing when you move in, please indicate this on the inventory below. You must complete and return this form to us, within **ONE WEEK** of moving in.

Room Inventory	Yes/No	Condition (i.e – clean / free from damage)
Bedroom Door/Handle/Closer/Hook		
Headboard boxing / Bedside table		
Bed base / Under bed drawer /Under storage		
Mattress / Mattress Cover		
Wardrobe with mirror inside door		
Wall mounted bookshelves x 2		
Shelf Unit – attached end of wardrobe		
Desk		
Desk chair		
Desk drawers		
Shelves above bed		
Smoke/Heat detector		
Electric storage heater		
Curtains / Rail & Fittings		
Blinds		
Carpet		
Walls/Ceiling/Skirting boards		
Phone		
Pin board		
Waste bin		
Lights/Switches/Sockets		
Fire/Security Notice		
Window / Frame / Restrictor / Handle		
Kitchen Inventory	Yes/No	Condition (i.e. – clean / free from damage)
Comfy Seating Longbridge Hse only Flats - 3, 6 ,9 , 12, 15 & 18		
Dining table		
Dining chairs		
Cooker and Hood		
Grill pan and handle		
Fridge Freezer / Fridge / Freezer		
Ironing board		
Microwave		
Waste bin Metal or Plastic		
Fire extinguisher / Fire blanket		
Mop and bucket		
Dustpan & brush / Broom		
Walls / Floor / Ceiling		
Lights / Switches / Sockets		
En-suite Inventory	Yes/No	Condition (i.e. – clean / free from damage)
Door / Shower / Toilet		
Shower curtain / Rail and fittings		
Wash basin / Soap dish		
Mirror		
Glass or Plastic shelf		
Towel rail metal		
Shower accessories rack		
Toilet and Seat		
Toilet brush set		
Toilet Roll holder		
Walls / Floor / Ceiling		
Lights / Switches / Sockets		

Ensure you mark in detail any damage to paint work and carpets. Please note, that at the end of your accommodation agreement, you will be recharged for any items missing or damaged in your room and you will be part charged for any missing/damaged items found in the communal area, unless the person(s) responsible are identified.

ENDSLEIGH STUDENT ACCOMMODATION CERTIFICATE OF INSURANCE

UNIVERSITY OF EAST LONDON – POLICY NUMBER HH1149

Useful information

Insurer	The Endsleigh Student Accommodation Policy is underwritten by Zurich Insurance Company
Period of cover	1st September 2009 to 31st August 2010
How to Complain	<ul style="list-style-type: none"> • Write to the Customer Liaison Department, Endsleigh Insurance Services Limited, Shurdington Road, Cheltenham, Glos GL51 4UE. • If the matter is not resolved satisfactorily, you can request the involvement of an appropriate manager. One of our Senior Customer Liaison Supervisors will facilitate this for you. • If the matter remains unresolved, it may be referred to the Financial Ombudsman at South Quay Plaza, 183 Marsh Wall, London E14 9SR (telephone: 0845 080 1800/www.financial-ombudsman.org.uk)
Financial Services Compensation Scheme	Both Endsleigh and your insurer are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. Insurance advising and arranging is covered for 100 percent of the first £2,000 and 90 percent of the remainder of the claim, without any upper limit, except for compulsory insurance which is covered for 100 percent. Further information about the compensation scheme arrangements is available from the FSCS.
Compulsory Cover	The cover provided by The Endsleigh Student Accommodation Insurance Policy has been arranged by the company named above. There is no right for the individual residents to cancel the cover.
About this Certificate of Insurance	This Certificate of Insurance is a summary of the cover only and does not contain all of the terms and conditions of the Policy. The Endsleigh Student Accommodation Insurance Policy can be viewed on www.endsleigh.co.uk or through the Accommodation Officer for the insured Hall of Residence.

Summary of Cover for Contents and Portable Computer Equipment in Your Room

This covers all goods, clothing and personal effects belonging to You or for which You are legally responsible under a written agreement, other than money, keys, mobile phones or any item specifically excluded by this Policy. Portable Computer Equipment is any computer equipment which is or can be battery powered, including laptops, palmtops, portable printers, PDAs and items of a similar nature.

For the duration of your accommodation agreement, you will be covered for loss of or damage to your Contents and Portable Computer Equipment whilst in your room or in locked storage designated by your College or at your permanent home address caused by:-

- Theft or attempted theft
- Fire or smoke, lightning, explosion, thunderbolt or earthquake
- Subsidence, heave, landslip or landslide
- Storm or flood
- Damage caused by the leakage of either oil or water from any fixed appliance, tank or pipe
- Riot, civil commotion, strike, labour and political disturbances or impact damage
- Malicious damage

What is the maximum amount payable

Your Contents are covered up to the following maximum amounts:-

Contents	Policy Limits
Total sum insured for your Contents	£4,000
Total sum insured for your Portable Computer Equipment	£2,000
Theft from any property other than your room or your permanent home address following forcible and violent entry	£500
Loss or damage to your personal belongings from the Hall of Residence Utility Area	£1,000
Theft from the Hall of Residence Utility Area unless following forcible and violent entry	£200
Theft of your Contents whilst in direct transit between college and your parents home at the beginning or end of the College term	£500 per bag
Desktop Computer Equipment	£2,000
Computer Accessories	£150
Photographic Equipment	£1,000
Audio equipment, including TVs, DVD and MP3 Players, Hi-Fi equipment and other similar items	£1,000
Valuables, including jewellery and watches	£600
Musical Instruments	£600
CDs, DVDs and records	£600
Clothing (single article)	£250
Replacement locks and keys	£50
Frozen Food	
Loss of frozen food	£75
Money	
Theft of personal money from your room following forcible and violent entry	£50
Fraudulent use of your credit cards following theft	£500
Liability	
Personal liability	up to £1,000,000
Liability for rented goods (single article)	£1,000
Tenants liability	up to £5,000
College library books	up to £200
College property on loan	up to £500
Public Service Equipment	up to £150
Personal Accident	
Permanent Total Disablement as a result of an accident	up to £50,000

What is not covered – Key Exclusions

- Excesses (the first amount you will have to pay for each and every claim):-
 - Portable Computer Equipment £50
 - Contents £25
 - Frozen food £10
 - Money and credit cards £25
 - Liabilities £25
 - Personal Accident £25
- Any reduction in the value of the insured property following repair, reinstatement or replacement
- The cost of replacing any undamaged item or part of any item just because it forms part of a set, suite or one of a number of items of a similar type, colour or design
- Any claim arising from:-
 - deliberate or criminal acts by the Insured Person or their family
 - gradual causes including deterioration or wear and tear
 - mildew, fungus, climatic or atmospheric conditions, frost, wet or dry rot
 - any process of cleaning repair or alteration
 - vermin, insects or chewing scratching, tearing or fouling by pets
 - electrical or mechanical breakdown
 - faulty design, materials or workmanship
 - failure of a computer chip or computer software to recognise a true calendar date
 - computer viruses
 - ionising radiation, radioactivity, nuclear fuel, nuclear waste or equipment
 - war, revolution or any similar event
 - pollution or contamination
 - an act of terrorism
- Any loss occurring outside the United Kingdom
- Vehicles and Craft
- Theft from vehicles, except for your Contents which will be covered whilst in direct transit between college and your parents home at the beginning or end of the College term as long as they are not left in the vehicle overnight
- Pedal cycles and their accessories
- Contact lenses or dentures
- Mobile Telephones, their accessories or related costs
- Deeds and documents other than driving licences, passports or proof of age cards
- Documents and certificates showing ownership of shares, bonds and other financial investments
- Plants and animals

How to make a claim

Endsleigh will deal with all claims. You should refer all correspondence and telephone enquiries to Endsleigh at :-

Endsleigh Claims Service, PO Box 432, Cheltenham Spa, Gloucestershire GL50 3YD

Tel: 0870 241 6103 Fax: 01242 866957

Email: property.claims@endsleigh.co.uk

Via www.endsleigh.co.uk

IMPORTANT NOTE:

This Certificate of Insurance is a summary of the cover only and does not contain all of the terms and conditions of the Policy. The Endsleigh Student Accommodation Insurance Policy can be viewed on www.endsleigh.co.uk

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