

# RESIDENTIAL LIFE HANDBOOK

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2024/25



# Welcome to your new home!

## Welcome!

We're delighted you've chosen to live in our Halls of Residence. Here at the University of East London we offer you more than just a roof over your head - you're joining a community.

We want you to have the best experience possible whilst living with us and to get you off to the perfect start, we've created this handbook.

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

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

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

Best wishes,  
The Residential Life team



# Residential Life Office

## Dedicated Residential Life Team

Our Residential Life Team are here to help ensure you get the best experience possible during your year living in Halls.

If you ever have a query related to your accommodation, want to find out more about opportunities on campus, or are curious about upcoming events, don't hesitate to reach out.

For more information on the Residential Life Team and how the team work to support you, please visit our [intranet pages](#).



## Wellbeing Support – Residential Life Welfare Officers

Residential Life has multiple Welfare Officers who provide support and guidance across a range of welfare issues to students living on campus. They act as the first point of contact for residents who require pastoral care and support.

Throughout the year, at least one pastoral call will be made to our residents to combat loneliness, discuss any issues they might be facing and signpost to appropriate support as required.

To speak to a Welfare Officer, you can call the Residential Life Office or visit us in person and ask to speak to a Welfare Officer – no appointment is needed. Alternatively, you can email [reslifwelfare@uel.ac.uk](mailto:reslifwelfare@uel.ac.uk). At least one Welfare Officer is on campus 7 days a week, 9AM-5PM.

For more information on how the Welfare Officers can support you, please visit the Living Well @ UEL [intranet page](#).

If you have any issues or concerns throughout the year, please visit the [Resident's Concerns page](#).

## Contact Details

You can contact our office in a variety of ways:

- Visit our office: Residential Life Team, Ground floor Office, Longbridge House, University of East London, 4 - 6 University Way, London E16 2RD, UK
- Give us a call: (+44) 0208 223 4445
- Send us an email: [ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk)
- Search Residential Life on the UEL intranet
- Facebook: UEL Residential Life
- Instagram: @UELResLife
- YouTube: UEL Residential Life

## Residential Life Office Opening Hours

The Residential Life Office is open on Monday through Sunday from 09:00-17:00.

## Out of Hours Services

When our office is closed, please contact our 24/7 Security Team. Details of the team and how to get in touch are provided in the 'Campus Security' section.



University of  
East London

Residential Life

# Before you read on...

## Terms and Conditions

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

- The Accommodation Agreement you accept electronically online is a legally binding contract between you and the University, which lays out both your obligations and those of the University.
- You must read the terms and conditions in the Accommodation Agreement, in addition to this Handbook, to fully understand your obligations
- Places in Halls of Residence are allocated according to the University's Accommodation Guarantee and priority categories. For our full Allocation Policy [please see our website](#)
- Only full-time fully enrolled students at the University are eligible to reside in our Halls of Residence.
- Switching to part-time study, withdrawing or being withdrawn from your studies will affect your residential status. You must alert us immediately if your status changes.

## Accommodation Agreement

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

[Accommodation documents | University of East London \(uel.ac.uk\)](#)

## Documents

For the full list of the documents relating to your tenancy, please visit our website:

[Accommodation documents | University of East London \(uel.ac.uk\)](#)



# GETTING READY TO START

Pre-Arrivals Phase



# Pre-Arrival Checklist

## Pre-Arrival Checklist

Before arriving, please ensure you have completed the following tasks. Failure to complete all of the below may delay your keys being issued when you arrive:

- Pay a refundable £250 security deposit\*
- Pay £500 advanced rent payment
- Accept the terms and conditions in our Accommodation Agreement and Handbook
- Complete the online e-induction.
- Setup your payment plan via UEL Direct (more information found in the 'Rent' section of this handbook)
- Book your arrival slot via the Accommodation Portal

## Accommodation Portal

To go to our online accommodation portal, click the link below:

[Accommodation | University of East London \(uel.ac.uk\)](https://www.uel.ac.uk/accommodation)

## \*Your Deposit

A security deposit of £250 is required. Provided there are no damages, missing items or outstanding rent, and your room is left in a reasonable state when you depart, your deposit will be refunded to you.

You will receive an email correspondence with the refund process once your rent account has been finalised.

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



# Things to Bring - Bedroom & Kitchen Do's and Do Not's



## Bed Linen and Duvet

We supply a mattress and mattress protector on your bed; however, you will need to bring your own bedding. We advise you to keep the mattress protector on in case anything is spilt on the mattress as mattress damages are chargeable.

For international students coming from overseas, a bed pack will be provided to you free of charge - please let us know if you do not have one on your arrival.



## Towels and Toiletries

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

## Your Kitchen - Things to Bring

Tea towels, food for the first couple of days, cleaning materials, cutlery, crockery, and saucepans.

## Things You Will NOT Need

We provide refrigerators, freezers, ovens and microwaves as well as toasters and kettles for shared flats. Additional refrigerators, freezers, or electric heaters are not permitted within the Halls.

# Getting to Campus

## Transport for London

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

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

Full details about student travel on London's network, journey planning and more can be found on the Transport for London website: [Student travel - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk/plan-a-journey).



## Car/Taxis

If you are planning to get to campus by car or taxi, you will not need a permit during move-in weekend (14-15 September 2024) to gain access to campus. However, if you are arriving outside of those dates, you will need to be dropped off at the Security barrier.



## International Arrival

If you are arriving from outside of the UK, please see [here](#) for pre-arrival guidance, what to expect at border patrol, and more.

Unfortunately, the University does not provide airport transfers at this time. Students traveling from any of London's airports are advised to use the TfL Journey Mapper to plan their journey to campus: [Plan a journey - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk/plan-a-journey).





# Parking on Campus

## Standard Parking Rules

Please note that parking enforcement are always in operation and vehicles not displaying a valid permit could receive a penalty charge.

There is no parking available for students during peak hours (0800-1700 Mon-Fri) except for Blue Badge holders who may apply for a peak hours parking permit.

If you have a specific question relating to parking, please check our [intranet pages](#) or email [ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk).

## Guest Parking

Parking for guests is extremely limited and will only be approved under exceptional circumstances (e.g. emergency move-out, medical assistance, etc.).

If your guest requires parking, please email [ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk) during working hours (9AM-5PM, Monday – Friday).

Outside these hours, please contact Docklands Reception via [receptdl@uel.ac.uk](mailto:receptdl@uel.ac.uk)

## Cycling

There are two free lockable student cycle shelters by the Halls of Residence. If you would like to make use of these, please register your bike using this form: [Cycle shelter: staff and student registration form \(Page 1 of 4\) \(office.com\)](#).

## Motorcycles

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

## Moving in or out

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

Our main arrivals period during Residential Life Welcome week is scheduled for September 14-22, 2024. If you know you will be arriving before or after this weekend, and you require parking for loading purposes, please contact [ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk) to make arrangements.

Details of Departure Weekend will be communicated during your stay.

## Please Note:

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

The University does not accept responsibility for any damage, loss or theft.



# MOVING INTO YOUR ROOM

Your Keys, Access Card and Inventory



# Welcoming you to your new home

## When To Arrive

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

The 2024/25 Full Academic Year tenancy will begin on 14 September 2024.

A small number of students may have an alternative start date in which case we will communicate with you separately.

## Your Arrival Time Slot

After you complete the e-induction, you must book an arrival time slot via your Accommodation Portal dashboard under “Check In”. This is a mandatory step in the pre-arrival process. You can change your time slot via the Portal if your plans change, but please try and avoid last minute changes if possible.

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

## What To Expect

Our Residential Life Welcome has been designed to give you the best start to your University experience.

There will be events and activities for you to participate in as well as some freebies given out! You will also meet your Residential Life Scholar who will be there to assist you through your time on campus.

## Arriving Outside of the Main Arrival Date

If you are unable to collect your keys during the Residential Life Office opening hours, you will need to collect your keys from the Security desk in East Building. If you require additional assistance to pick up your keys, please contact Residential Life.

We prepare your room for arrival with completion of maintenance works and a deep clean. Naturally, we do our best to ensure all rooms are ready on time.

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

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

## Please Be Patient

We do our best to provide a smooth experience. Please be patient as we get everyone processed.

We have 1169 bedrooms on campus, so allocating keys and getting people to their rooms is time consuming work.

## Residential Life Welcome - #theBigMove

Saturday 14 September 2024 is when we will welcome all students to their new homes with a welcome events schedule running for your first few weeks on campus.

## Plan Your Journey

This handbook contains our address, transport information and details about short-stay arrivals parking on campus. Please study this info before you travel.

# Your Keys

## Key Collection

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

You must bring a photo ID with you to collect your keys.

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

- Please keep your keys safe. Get into good habits and always carry them with you.
- Keep your keys in good condition - do not mark or deface them.
- It is illegal to make copies of the keys you are allocated.
- Always double lock your door with the key when you leave your room. Failure to do so will affect your insurance!
- Do not give your keys (or student access card) to anyone else. This is a breach of your Accommodation Agreement, and you will face disciplinary action if you do.

## If You Get Locked Out

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

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

Please note, you may have to wait to be let into your room as staff may be responding to other issues.

## If You Lose Your Keys

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

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



There will be no charges for students who lock themselves out of their rooms. However, if it happens multiple times, you may face disciplinary action.

# Your Keys (cont.)

## Entering Your Hall and Other Buildings

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

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

## Proof of Identity

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

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

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

## Temporary Access Card

If you are a new UEL student and have not yet collected your UEL Student ID Card, a temporary resident card will be issued with your keys which will give you temporary access to our Halls of Residence.

[This temporary access card must be returned by the UEL enrolment deadline.](#)

Be sure to complete your enrolment and collect your UEL Student ID Card as soon as you can. If there are delays with your enrolment and you require your temporary access card for longer, please ensure you contact the Residential Life Team.

You can return you access card to the Residential Life Office during our opening hours. Upon returning your temporary access card, you will be provided with a receipt which can be used as proof of return.

If you enroll online before you arrive, you may receive your UEL Student ID Card in the post. If this is the case, please notify the Residential Life Team that you do not require a temporary access card upon your arrival and/or please return your temporary access card as soon as possible.

Please note, there is a £12 charge for any temporary access cards that are lost or not returned before the deadline.

If you are a returning UEL student, you will not be issued a temporary access card. Access will be applied to your existing Student ID card, so please ensure you bring this with you.

## If You Lose Your ID Card

If you lose your temporary access card, please notify the Residential Life Team or Security as soon as possible so that the lost card can be deactivated and a new card can be issued. As stated above, there is a £12 charge for lost temporary access cards.

If you lose your UEL Student ID card, please notify the Student Hub as soon as possible so a new card can be issued. Charges apply; please contact the Hub for further information.

If you lose your UEL Student ID card outside of the Hub opening hours, please notify Security and they will let you back into your room. You will then need to contact the Hub during opening hours to get a new card.

# Completing Your Inventory

## Your Inventory

You will be required to complete an inventory form within 7 days of moving into your room to avoid the possibility of being held responsible for any missing items or damages upon vacating the accommodation.

Please note that if you do not complete the inventory, we will assume that everything in the room is in good condition. You can access your inventory via the Accommodation Portal.

Check every item in your room and communal areas and record anything that is missing or damaged. Inventory lists help record the condition of the room or property when you move in and are compared to the condition of the room or property when we carry out inspections.

You may be charged for anything that is then missing or damaged.

If your inventory task is not showing on the portal, or working correctly, please contact Residential Life.

## East and West Halls Bedrooms

All bedrooms contain:

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

### Studios additionally contain:

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

## East and West Halls Kitchens

All communal kitchens contain:

- electric oven and hob
- refrigerator
- freezer
- vacuum cleaner
- mop and bucket
- hoover
- brush pan and brush
- dining table and chairs
- toaster
- kettle
- microwave

### East Halls premium kitchens contain:

- Smart TV
- Sofas
- Coffee table

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

Please note, maintenance issues must not be reported on the inventory and will not be actioned. For any maintenance issues, please report this through the online form found [here](#) or on the Intranet.

# MAKING HALLS YOUR HOME

Settling in



# Settling In

## Residential Life Scholars

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

RLS are full-time students who act as a liaison between residents and staff. They answer questions, introduce you to new people and pass any suggestions from residents back to our office. You'll have chance to get to know them when you move into Halls. They are often one of your first friends!

RLS help with events, activities, inter-hall competitions and more and can be a great source of information – don't hesitate to give them a shout if you need help, advice, or just want to meet a friendly face! Find out who your RLS is and how to contact them by visiting our [intranet page](#).

## Induction

There is vital information that we need you to know once you arrive on campus. This includes resources available to you as a student, fire safety information, your responsibilities as a resident, and more. That is why all residents are required to attend one Induction session. Please check your emails regularly once you arrive for information on this.

## Don't Be A Stranger

Everyone is new and nervous about meeting people, so Residential Life will be hosting events and activities to help you break the ice. Take a look at our intranet pages and follow us on social media so you don't miss anything!

Additionally, if you're looking to meet people outside your flat, the Students' Union has around 50 different common interest groups (known as Societies) that you could join, and if you like your sports, East London Sport has over 25 clubs to choose from.

With everything from anime to faith groups, football to archery and a social programme on top, you can be sure there's something for you.

## For details of the Residential Life events, follow us on social media!

- Facebook: UEL Residential Life
- Instagram: @UELResLife
- YouTube: UEL Residential Life

For details of the Student Union's Societies, visit: [www.uelunion.org/societies](http://www.uelunion.org/societies)

For details of Sports Clubs, visit: [uel.ac.uk/sport/clubs](http://uel.ac.uk/sport/clubs)



# Your Bedroom/En-suite & Your Kitchen

## Heating

To turn on your heating, you need to turn it on at the wall and then press the boost button to the desired time. The heaters will not heat without your input as part of UEL's commitment to saving energy.

Please note that heating faults are not classed as an emergency outside of winter months.

To see how to use the heating in the Halls of Residence look on our [YouTube page](#).



## Posters and Pictures

You can put posters up in your rooms, but we ask that you use white tac or command strips instead of Blu Tack when putting them up - it causes less paint damage. You will be charged for damages to the walls, stairs or paintwork (e.g. Blu Tack marks). Additionally, offensive posters or signed in communal areas will be removed.

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

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

## Your Kitchen

There are cupboards and storage areas supplied within your flat.

Please be aware that the space is limited, especially for fridge and freezer items and your kitchen equipment.

Therefore, please pack sensibly. Space is not formally allocated and is shared between flatmates.

Check out our [YouTube page](#) to see how to use your kitchen equipment.



# Electrical Appliances and TV

## Electrical Appliances

There are plug sockets positioned in your bedroom.

If you are travelling from outside of the UK, it's best to wait until you arrive before purchasing electrical items due to voltage differences and incompatible plugs.

Alternatively, you can bring adapter plugs compatible with the voltage system in the UK.

## PAT Testing

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

## Getting a TV License

If you bring a TV (or anything else to receive or record TV programs, e.g. PC with TV-receiving capability) you require a valid license. This can be purchased online [here](#).

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

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

Please note, premium kitchens that have TV's installed already have the appropriate TV license for the communal space.



# Internet and Telephone



## **Internet Access**

Wi-Fi is free for all residents!

Information on how to get connected can be found in your rooms, in the Residential Life office and on our [Intranet page](#).

We can also supply a cabled network connection to each bedroom. Your Internet connection is provided by Glide, an award-winning supplier of student online services. The University of East London was also awarded Best Student Broadband 2021 at the National Student Housing Awards.

If you have any issues with your internet connection, download the 'Glide Support' app from the app store to report your issue and get it fixed.



## **Online Services**



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



## **Telephones**

Each bedroom has a landline phone. All phones will allow you to contact Security, the Residential Life Office and the emergency services, regardless of subscription. To find out your phone number, please call the Residential Life office on ext. 4445. Problems with phone lines and damaged phones should be reported to the Residential Life team.

To make outgoing calls you will need to purchase an 0800 phone card from a newsagent or supermarket Dial '9' to obtain an outside line and then follow the instructions on your phone card. To receive an incoming call, the caller will need to dial +44 (0)208 223 5000, and follow the prompts to put the extension in.

# Cleaning Responsibilities

## Cleaning Your Flat

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

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

It is your responsibility to look after these items, ensuring that the vacuum cleaner is regularly emptied and maintained.

Failure to keep your kitchen clean and tidy will result in your weekly kitchen clean by our cleaning team being cancelled and residents being given a deadline to bring the kitchen up to the required standard.

Should the issue persist, the cost of the kitchen clean will be charged between all residents of the flat.

## The Fridge Freezer

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

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

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

**For more information** on defrosting your fridge freezer, looking after your microwave and your kitchen's weekly cleaning day visit the Residential Life [intranet page!](#)

## Our Cleaning Team

### **Cleaning Your Flat**

Our cleaning team will assist with cleaning your kitchen once per week. To enable this, please clear surfaces, remove all dishes from the sink, and clear floor spaces of your belongings. Our cleaners will NOT wash your dishes for you!

### **Taking out the Rubbish**

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

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

## Room Inspections

We expect you to look after your flat and bedroom.

To monitor the condition of our flats, Residential Life carry out regular inspections of kitchens and communal areas. Staff will always be wearing uniform and will announce themselves before entering.

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

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

This also applies at the end of your tenancy period. If you depart the Halls and leave your room in an unacceptable state, the charge to clean it will be deducted from your £250 security deposit.

# Sustainable Living

UEL has committed to becoming a net zero carbon university by 2030. As residents, you have an incredibly important role in helping to reduce UEL's environmental impact; what we buy, what we consume, the energy we use and how we deal with our waste all make a difference. Here are some tips for how you can live more sustainably in Halls:

- Save paper, think before you print!
- Try out UEL's tasty vegetarian and vegan offerings
- Sign up your flat for a food waste bin to compost your food waste
- Put an additional layer on before turning on the heat!
- Report any issues such as a dripping tap, broken light or missing bins on our [maintenance portal](#)
- Use sustainable modes of transportation whenever possible such as cycling and walking
- Bring a reusable cup to campus for discounts on hot drinks and use a reusable water bottle to fill up at water fountains across campus
- Donate unwanted items including books and stationery to our FreeCycle Hub found in Templars House Laundry Room
- Donate your old clothes at our British Heart Foundation collection point in Docklands carpark
- Learn what waste goes where – [Waste Management at UEL](#)
- Get involved in our Most Ecofriendly Hall Competition by reducing energy and water consumption and recycling correctly
- Join the Environment and Sustainability Living Learning Community

## Community Garden

Our community garden is located at Docklands Campus, between Redbridge and Marley Residences. This is a space where students can get involved and grow fruit, veg, and herbs! If you would like to get involved, follow [@uelcommunitygarden](#) on Instagram, or email the Sustainability Team at [sustainability@uel.ac.uk](mailto:sustainability@uel.ac.uk).



Follow [@uelsustainability](#) on Instagram or email [sustainability@uel.ac.uk](mailto:sustainability@uel.ac.uk) to stay updated and get involved!

# Waste and Recycling

## Waste and Recycling

You are also responsible for emptying your flat bins in your bedroom and kitchen. Every flat kitchen is provided with segregated General Waste and Dry Mixed Recycling bins so that you can correctly dispose of your waste. Please see the infographic to the right for a detailed breakdown of what items can and cannot be recycled on campus.

Large general waste and dry mixed recycling bins are located outside each of the halls in the West Halls and on the back side of the East Halls in between Marley House and Shepherd House. You are responsible for disposing of your own rubbish in these bins.

Additionally, food waste recycling kitchen caddies are available upon request.



# Laundry Facilities

## On-site Laundry Facilities

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

In 2022 an additional Laundry room was added to Templars House to increase the laundry facilities for all residents.



## Laundry Locations

We have three laundry rooms on campus, located on the ground floor of Templars House, the ground floor of Longbridge House by the Residential Life office, and on the ground floor of Clare House.

## Laundry room allocation is as follows:

- Templars and Shepherd House residents - Templars House laundry room
- Redbridge, Marley, Longbridge and Kwame residents – Longbridge House laundry room
- Ailsa, Clare, Felix and Jamilah residents - Clare House laundry room

## Our Provider: Circuit Laundry

For any laundry related problems, the quickest way to get an issue resolved with a machine is to contact Circuit directly by calling **0800 092 4068**.

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

## Circuit View

Circuit View is a new service that is available in all three of our Laundry Rooms.

You can check the availability of the machines without having to leave your room.

To find out more about Circuit View, see 'How To' guides, and learn about Circuit more generally, visit their website:

<https://www.circuit.co.uk/>



# Royal Mail (Postal Addresses)

## Your address

Please ensure your family and friends are aware of your correct mailing address.

Royal Mail delivers mail directly to your flat mailbox; UEL does not hold mail for students.

## Royal Mail Redirection

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

### **Ailsa House**

Your Name  
Your Flat Number  
Your Room Letter  
Ailsa House,  
4-6 University Way  
London  
E16 2RB

### **Clare House**

Your Name  
Your Flat Number  
Your Room Letter  
Clare House,  
4-6 University Way  
London  
E16 2RB

### **Felix House**

Your Name  
Your Flat Number  
Your Room Letter  
Felix House,  
4-6 University Way  
London  
E16 2RB

### **Jamila House**

Your Name  
Your Flat Number  
Your Room Letter  
Jamila House,  
4-6 University Way  
London  
E16 2RB

### **Kwame House**

Your Name  
Your Flat Number  
Your Room Letter  
Kwame House,  
4-6 University Way  
London  
E16 2RB

### **Longbridge House**

Your Name  
Your Flat Number  
Your Room Letter  
Longbridge House,  
9 University Way,  
London  
E16 2GJ

### **Marley House**

Your Name  
Your Flat Number  
Your Room Letter  
Marley House,  
7 University Way,  
London  
E16 2GH

### **Redbridge House**

Your Name  
Your Flat Number  
Your Room Letter  
Redbridge House,  
5 University Way,  
London  
E16 2GG

### **Shepherd House**

Your Name  
Your Flat Number  
Your Room Letter  
Shepherd House,  
3 University Way,  
London  
E16 2GB

### **Templars House**

Your Name  
Your Flat Number  
Your Room Letter  
Templars House,  
1 University Way,  
London  
E16 2GA



During your tenancy, you may have mail and packages arrive from other companies, rather than just Royal Mail. With many companies sending parcels and the large number of students we have on campus sometimes parcels can go missing, not arrive or be damaged on arrival. We have put together a [designated intranet page with advice and information](#).



# BUILDING COMMUNITY IN YOUR HALLS

Making friends and meeting people  
with shared interests at UEL



# Events and Student Experience

## Welcome Week - #TheBigMove

We are so excited to welcome you to your new home - you are making #TheBigMove!

To help you settle in, get familiar with the areas on and around campus, learn about resources available to you as a student, and - most importantly - meet new people, we host a week full of activities exclusively for residents.

In previous years, Welcome Week has included lots of fun events such as our very own outdoor music festival, trips into central London, nights at our Underground Bar, and more practical things such as trip to the supermarket to get food for your first week!

You will receive emails about Welcome Week events in the weeks leading up to the start of your tenancy.

## Events

In addition to the Welcome Week when you first move in at the start of September, one of the benefits to living on campus is access to a multitude of events throughout the year.

At Residential Life, we are committed to making as many events as possible free to our residents. The best way to find out about our events is by reading our bi-weekly newsletter '#LivingYourBestResLife, frequently checking the [accommodation portal](#), and following our Instagram @uelreslife.

Our events are great opportunities to meet new people, spend time with friends, and try something new! Whether it be testing your knowledge at a quiz night, attending our annual Drag Show, joining us for a film night, or gardening at our Pot-A-Plant event, we hope that you will join us for events throughout the year!

## Student Experience

To help us make your student experience at UEL be as great as it can be, we ask one small favour - please fill out the accommodation surveys that we send you!

The data that we gather from these surveys is essential to helping us improve both your experience and the experience of future residents. It will also help us plan events that YOU want to come to!

You will only receive a small number of surveys from us, and we truly value your feedback.



# Living Learning Community

The purpose of a Living Learning Community is to supplement your learning outside of the classroom through educational, social, and interactive events. The goal is for you to meet people with similar interests and gain knowledge or skills that you can carry with you beyond graduation.

Here at UEL, we have three interest groups that make up our LLCs -- Environment & Sustainability, Social Justice, and Mental & Physical Wellbeing. If any of those individual groups sound interesting to you, then you can sign up for emails about events relating to only that group, or you can subscribe to our larger LLC email list which will send you events in relation to all 3 categories.

Examples of past and future events include a Wear It Pink breast cancer research fundraiser, Pot-A-Plant event, Blue Planet film night, World Mental Health Day afternoon tea, and multiple guest speakers.

If you are interested in joining one of our communities, please email [LLC@uel.ac.uk](mailto:LLC@uel.ac.uk) and if there is a specific group you'd like to be a part of, please let us know. Otherwise, we will add you to our general Living Learning Community email list. We look forward to hearing from you!

You can learn more about our Living Learning Community here: [Living Learning Community \(sharepoint.com\)](#)



# Visitors Policy

## Short Stay Guests

Our study bedrooms are for single student occupation.

If you have guest visiting, please ensure it is in line with our terms, which you can read on the Intranet pages or on the Accommodation Portal under the 'Useful Links' section.

You must also fill out a Visitor Request form which can be found on the Intranet.

For shared flats, we recommend that you inform your flatmates if you are having a guest over as a courtesy.

Should our short stay guest policy change, our intranet pages will be updated and you will be contacted via email.

## Student Presence

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

This is part of your Accommodation Agreement and you will face disciplinary action if this happens.

## Security

Residential Life will notify Security of your approved guest after you fill out the Visitor Request form.

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

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

## Behaviour

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

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



# Absence and Vacation Periods

## Going Away For A While?

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

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



## Lock Up When You Go

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

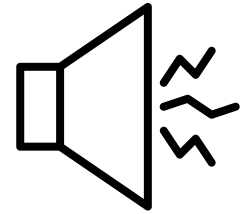


## Leave Your Room Safe

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



# Living With Others



## Causes of friction

Living on campus has numerous great advantages: facilities are close together and everything is readily accessible. However, small tensions can quickly become serious problems. Common causes of conflict can be:

- Playing music too loudly, especially after 11pm, as everyone has a right to sleep without disturbance.
- Slamming doors
- Having noisy friends over to your room, especially overnight
- Having friends constantly over to your kitchen and/or your flat without you consulting your flat mates
- Leaving dirty dishes, food and rubbish lying around
- Playing pranks on others such as hiding belongings or taking food or other items without permission

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

## Room Transfers

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


## Noise

It is important to realise that any building housing many young people will have a certain level of noise. We therefore urge all students to consider if this is the right environment for you prior to accepting your tenancy, as you cannot be released for this reason alone.

If you are disturbed by noise, and a discussion with the individual does not resolve the problem, please review our [Intranet page](#) to see your options. However, we encourage students to report noise issues in the moment to our on-campus Security team.

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

As stated in the Accommodation Agreement, “Noise nuisance between the hours of 11.00 pm and 8.00 am will be treated as a serious breach of these terms and conditions and may lead to the University terminating the Student’s accommodation agreement early under clause 4. At all times, the Student must avoid creating noise at a level which interferes with the comfort, study or sleep of another resident or the occupiers of neighbouring property. Anti-social, violent, offensive or disruptive behaviour will be treated as a serious breach of these terms and conditions and may lead to the University terminating this agreement early under clause 4.”



# RENT INFORMATION

Finances



# Your Rent - an Overview

- A rent fee is charged for your room in our Halls of Residence.
- Your rent needs to be paid separately from your tuition fees.
- You are responsible for paying your rent directly to the University via UEL Direct.
- You need to pay a £500 advance rent payment before you move in, which is deducted from your overall rental fee.
- You need to pay rent for the full duration of the period you agreed to in your Accommodation Agreement. If you choose to vacate your room early, you can not choose to stop paying early unless you are released from your tenancy contract. More information about the Early Release process can be found on page 60 of this Handbook.



## Financial Troubles

We understand that this is a difficult time to be a student and balance the cost of living. If you encounter financial difficulties, support and advice is available.

### Student Money Advice and Rights Team (SMART)

Our University has a Student Money Advice and Rights Team (SMART). They offer advice and guidance on government and university funding. SMART also fund a range of bursaries to support students in various circumstances. You can learn more about their service here: [Student Money Advice & Rights Team \(SMART\) \(sharepoint.com\)](https://sharepoint.com).

Unfortunately, outright refusal to pay money owed will require us to take legal action against you through the courts. Court judgements can have long-lasting negative consequences for your credit rating and could result in you not being able to rent in future, acquire loans, obtain credit cards or be granted a mortgage. We do not want to go down this path. If you are having financial struggles, please reach out and we will connect you with the appropriate resources.

We follow UEL's Fees Policy. For more information, please view: [Paying your fees | University of East London \(uel.ac.uk\)](https://uel.ac.uk).



# Rent Instalments & Payment Methods

You will receive an email from our team when your payment plan is ready to be set up via UEL Direct. You have several options for how you'd like to pay your rent:

## Up Front Payment

It is possible to pay the full balance of your accommodation at the beginning of your tenancy. To do this, first set up any payment plan and then you can make a payment via your student statement for all instalments at once.

## Installments: Three or Seven

You can pay your rent in seven or three installments. To manage this, you will need to setup a payment plan.

When paying by installment, the first rent due date is 30<sup>th</sup> October.

If you choose to pay in seven installments, they are due on the 30<sup>th</sup> of each month from October – April. The February instalment is due on the 28<sup>th</sup>.

You can also pay your rent in three installments, to coincide with your Student Loan money coming into your account.

When paying by three installments, the first rent due date is 30<sup>th</sup> October, and subsequent installments are due in-line with Student Loan dates: January 30<sup>th</sup> and April 30<sup>th</sup>.

Please note, if you are on a Term 1 tenancy, you will be given the option of 3 instalments due 30<sup>th</sup> October, 30<sup>th</sup> November and 30<sup>th</sup> December.

Regardless of your payment plan, your rent owed and the due dates will be clearly listed on your Student Statement accessible via UEL Direct.

## Paying Rent - UEL Direct

To set up your payment plan, view your student statement, and pay your rent, you will need to login to [UEL Direct](#). To pay rent, visit My Payments > Student Statement > “Make an Accommodation Payment.”

More information about payment plans and rent can be found on our Accommodation Webpages: <https://uel.ac.uk/study/accommodation/campus-living>.



## Be Organised

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

## Paying From Non-UK Banks

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



# FIRE SAFETY

Essential Information



# Fire Safety – Be Prepared, Take Precautions

## Fire Safety Briefing

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

When you arrive on campus, you will be required to attend an Induction that goes over your responsibilities as a resident, safety information, and resources available to you as a student. Further information will be provided via email.

Attendance is compulsory and those who do not complete this may face disciplinary action.

## Note Your Exit Routes

Make a note of where your fire exits are when you first move in and know your escape route in case there is a fire.

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

## Keep Fire Doors Shut

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

Residents who leave the door ajar will face disciplinary action.

## Keep Corridors Clear

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

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

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

## Have Fire Blankets Ready

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

If you have had to use a fire blanket, please let Residential Life know so that we can arrange for a replacement.



# Fire Safety – Fire Alarm Activation

## If you discover a fire, activate the fire alarm.



Residents should only ever fight a fire if they feel they can do so safely.

## Weekly Fire Alarm Testing

For your safety, fire alarm testing is done weekly. The fire alarms in the communal areas will sound every Thursday at the following times:

- Templars House 10:00am
- Shepherd House 10:15am
- Redbridge House 10:30am
- Marley House 10:45am
- Longbridge House 11:00am
- Kwame House 11:15am
- Jamilah House 11:30am
- Felix House 11:45am
- Clare House 12:00pm
- Ailsa House 12:15pm

## Take Care When Cooking

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

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

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

## Fire Alarm Procedure

You are obliged to treat all fire alarms seriously and evacuate the building when the fire alarm sounds.

Failure to leave your Hall will result in disciplinary action. To assist you with this, you should familiarise yourself with the evacuation procedure, which is displayed in each bedroom.

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

- West Halls – leave the buildings immediately, closing all doors behind you (if safe to do so). Your assembly point is the dockside, away from the buildings.
- East Halls – the alarm will only sound if two detectors or the manual call point have been activated. Do not use the lifts; close doors and proceed to your nearest safe assembly point at the dockside.

## Prevent Accidental Alarms

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

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

Please note, we have different types of fire alarms and equipment across the Halls of Residence.

You can read more about fire safety in the Halls of Residence on our dedicated [Intranet page](#).

# Fire Safety – Miscellaneous

## Smoking Rules

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

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

A map of the smoking shelters can be found here: [Smoking-Shelters-Map.png \(2645x4513\) \(sharepoint.com\)](#).



## Candles

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

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



## Disability - PEEP

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

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



## Malicious Damage or Fire

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

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

It is also a serious breach of the Student Code of Conduct and may result in your Agreement being terminated and further action being taken under the University's disciplinary regulations. This could, in turn, affect your academic study here at UEL.



# HEALTH AND SAFETY

Essential Information



# Health and Safety – Non-Fire Emergencies & Inspections

## Non-fire emergencies

If you require the assistance of the police or ambulance services, you should dial 999 from a mobile phone (emergency calls are free).

If you ever call emergency services, please also alert Security by calling 0208 223 5599 so that a Security Officer can meet the emergency services and take them to your location on campus.

If the situation is critical, your next of kin will be notified. You must advise the University if your next of kin details change.

For any other type of emergency, please contact UEL Security who will manage the situation.

## First aid

The University has trained first aiders on site, including in both Residential Life and Security Services.

First-aid boxes are located around the campus. If you require first-aid assistance, you should contact a member of staff or ring Security on extension 5599 from your room phone or 020 8223 7771 in an emergency.

## General safety

If you need advice or further information on any aspect of general safety, please contact either Residential Life or Security Services.

You can also contact NHS 111 who may be able to advise on minor issues.

## Health & Safety Inspections

Please note that University staff, contractors and Residential Life Scholars will undertake regular inspections of communal areas within flats and will do a room inspection at least once per term.

The University takes health and safety very seriously and you may face disciplinary action if your behavior contravenes UEL's health and safety rules and regulations. A full copy of the University's Health and Safety Handbook is available at [www.uel.ac.uk/accommodation/accommodation-documents](http://www.uel.ac.uk/accommodation/accommodation-documents)

Some examples of these include:

- Misuse of a fire alarm and/or fire safety equipment as detailed in the section on fire safety
- Removal or defacing of fire and/or safety notices
- Blocking corridors, stairways or fire exits with equipment or personal belongings (including bicycles, sofas and gym equipment)
- Behaving in a manner that causes risk to yourself or others
- Storage of flammable equipment (e.g. petrol, solvents or fireworks)
- Drying damp clothes in your bedroom, as this encourages damp. You should use the laundry facilities provided on campus for this purpose.
- Allowing a room or flat to become so unhygienic that it may pose a risk to your health
- Using a laser at any time. This is a criminal offence and may result in up to 5 years imprisonment
- Bringing candles, joss sticks and shishas into Halls
- Leaving any fire doors ajar



# Health and Safety – Hazard Awareness and Window Restrictors

## The Royal Albert Dock

Until the mid-1970s the Royal Albert Dock adjacent to UEL's Docklands campus was used by ocean-going ships and is consequently a very deep stretch of water with a fast undercurrent.

Throughout the year the water is extremely cold, and anyone entering the water could experience considerable difficulty in getting out before becoming seriously affected by the temperature. In your own interests you are reminded it is an offence to cross the boundary fence or to interfere with the Lifebuoys.

## Snow and Ice

The University has a policy of mitigating against the worst effects of snow and ice on paths and roads.

Students should take extra care when the weather is bad. Students with disabilities who may require extra help during such conditions should contact Residential Life or Security out of office hours.



## Window Restrictors

To comply with health and safety regulations, window restrictors are fitted to all common area and bedroom windows within the Halls of Residence. Instructions on how to use these restrictors are as follows:

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

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

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



# Health and Safety – Electrical Items

## UK Plug Sockets

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

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

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



## PAT Testing

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

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

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

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

## Failed Items (PAT Test)

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

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

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



## Wiring

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

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

## Faults and Repairs

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

Please report all faults to Residential Life.



# Health and Safety – Banned Items

## Banned Items

The following items must not be bought into the Residences:

- Additional heaters
- Refrigerators (except for medical reasons and with prior approval from Residential Life)
- Halogen lamps/bulbs
- Chip pans
- Oil, petrol, paraffin or bottled gas appliances
- Aromatherapy oil burners
- Naked flame appliances
- Candles, shishas, and fondue sets
- Additional mattresses or Air Beds
- Weapons
- Drugs, psychoactive substances, or drug paraphernalia (including grinders)

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

## Items Banned from Bedrooms

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

Each appliance must be fitted with the correct fuse (for the appliance) and only one appliance wired to one plug.

## Removal of dangerous items

If an item deemed to be dangerous is discovered in the accommodation, it will be confiscated and removed for safekeeping by Residential Life, Security or another appropriate person(s). You will then be contacted regarding the item and this item will not be returned.

## BANNED ITEMS



Additional Heaters



Aromatherapy Oil-Burners



Halogen Lamps / Bulbs



Candles and Incense Sticks



Non UEL Approved Mattresses and Air Beds



Oil, Petrol, Paraffin and Bottle Gas Appliances



Chip Pans



Weapons



Drugs and Psychoactive Substances



Shisha Pipes and Fondue Sets



Cooking Equipment is Banned for Use in Bedrooms



Refrigerators (Except for Pre-Approved Medical Reasons)

## REMOVAL

If an item deemed to be dangerous is discovered in the accommodation, it will be confiscated and removed for safekeeping by Residential Life, Security or other appropriate person(s). You will then be contacted regarding the item and this item will not be returned.

# REPAIRS AND MAINTENANCE

Useful Information



# Repairs and Maintenance – Reporting and Resolution

## Reporting an Issue

You can report maintenance problems on the [maintenance customer portal](#). Please note that to log a maintenance issue you must be connected to Glide Wi-Fi and have access to your UEL student account to log in. For detailed instructions, see our ['How To' Guide](#).

## Who Fixes It?

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

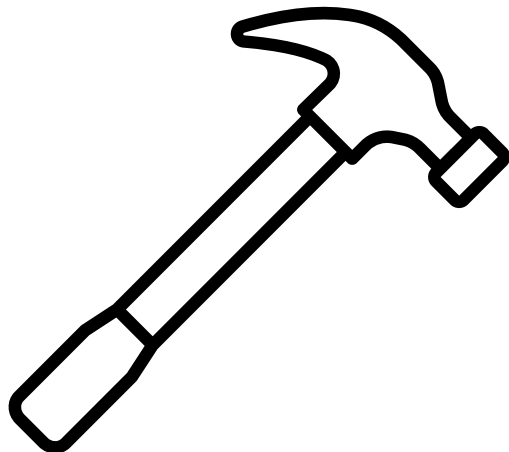
## When Is It Complete?

You will receive email updates as your request is actioned. You can also log onto the maintenance customer portal and see the status of the job (ie. Requested, in progress, complete). On completion of your repair, the technician will leave a calling card to let you know the repair has taken place.

## Taking Too Long?

If your repair is not completed within Service Level Agreement outlined on the intranet, you should contact Residential Life who will investigate further. More details on the next page.

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



## Right of Access

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

The University of East London reserves the right to enter residence areas – including bedrooms – for the purpose of effecting necessary repairs, maintenance schedules and redecoration, or for safety or fire checks. For more details, see our [Planned Maintenance](#) page.

We also carry out bedroom inspections twice a year and more regular inspections of the communal areas, to check the general condition and identify any faults or damage.

Prior notice will be given except in emergencies or to conduct repairs which you have requested via the Maintenance Portal.

## Vandalism and damage

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

Please note we have CCTV coverage in the vast majority of common areas across campus, with over 200 cameras in total.

Residents will be charged collectively for repair of such damage, vandalism or missing items where the person responsible cannot be clearly identified. Please note that charges are invoiced for payment immediately.

# Repairs and maintenance

A service level agreement (SLA) is the timeframe in which the University outlines how long it will take for a maintenance issue to be completed.

To see the SLA's please visit: [Service Level Agreements \(sharepoint.com\)](#).

Please note that these Service Level Agreements are inclusive of weekdays only, Saturday and Sundays are not included.

Any repairs listed as Priority 1, must be reported to the Residential Life team during office hours on 0208 223 4445 and not the maintenance customer portal.

If you have an urgent repair that requires a response outside of normal working hours, you can call our Security team on 0208 223 7771 to report the fault.

Security will contact our out of hours monitoring service to arrange attendance by our in-house maintenance team or outside contractor within 4 hours. Please be aware that contractor response times may not always be in line with UEL response times and can fall outside of our preferred SLA.

## Maintenance Days

During Maintenance Days, the designated Maintenance Operatives will be in a particular Hall of Residence attending to the faults that have been reported in advance via the maintenance customer portal. They will also be available for you to stop and ask for help about ad hoc faults that you may have noticed but not yet reported. Where possible, these issues will be fixed on this day, but if we are not able to fix the fault that day, we will revert to our usual Service Level Agreement timelines.

More information on Maintenance Days, including the schedule, can be found on our [Intranet page](#).

For a complete overview of the Maintenance Department, please visit their [Intranet page](#).



# STUDENT SUPPORT SERVICES

Getting Help

The Student Support

hub



# Student Support Services - Overview

For more details about all the Support Teams, please visit their webpage: [Student Services - Home \(sharepoint.com\)](#)

## Student Support Hub

The Student Support Hub is the first point of contact for many non-academic issues that are not directly to do with your accommodation.

These include student Oyster Cards, Council Tax letters and bank letters.

You can contact the Hub by submitting an inquiry via MyPortal: [MyPortal \(uel.ac.uk\)](#), by calling +44 (0)20 8223 4444, or by visiting one of the helpdesks in the East Building Atrium between 9AM-5PM Monday-Friday.

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

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

You can contact SMART by submitting an inquiry via [MyPortal](#) or by calling the Hub between 10AM-2PM and asking to speak with a SMART advisor.

## Disability and Dyslexia Team

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

You can contact DDT by submitting an inquiry via MyPortal, calling the Hub, or emailing [ddac@uel.ac.uk](mailto:ddac@uel.ac.uk).

## Faith and Spirituality

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

To find out more about faith provision, visit this page: [Faith & Spirituality \(sharepoint.com\)](#).



# Student Support Services - Health and Wellbeing

## Student Wellbeing Service

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

You can make an appointment with the Student Wellbeing Service by emailing [wellbeing@uel.ac.uk](mailto:wellbeing@uel.ac.uk) or by calling the Hub. More information about their offerings and further resources can be found here: [Student Wellbeing Service \(sharepoint.com\)](https://sharepoint.com).

## Physical Health

UEL urges you to register with a local doctor (General Practitioner) on arrival. Details on how to do this can be found on the Living Well at UEL [intranet page](#).

Nobody knows when illness may strike so it's important to prioritise registering with GP when you arrive on campus.

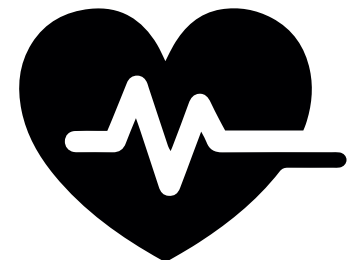
## Walk-in Centres

You can also visit local NHS Walk-in centres at:  
Newham NHS Walk-in Centre at Newham General Hospital  
Glen Road, London  
E13 8SH  
Tel: +44 (0)20 8363 9200

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

## Care Experienced & Estranged Students

If you are a student that has disclosed a [Care Experienced](#) or [Estranged](#) status on their application, a Welfare Officer will be in touch to offer support throughout your stay and provide information on our Welcome Packs and SMART support.





# Student Support Services – Infectious Diseases

## Infectious Diseases – Standard Procedure

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

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

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

## Infectious Diseases – Out of Hours

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

## Notifiable Diseases

The full list of reportable diseases can be obtained by ringing the Health and Safety Executive on 0845 3450055.

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

## Meningitis Vaccine

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

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

Please note that, if necessary, further health guidance will be issued by Residential Life. You are advised to read any guidance upon receipt.

Read more about the meningitis vaccine here: [Living Well at UEL \(sharepoint.com\)](#)

## Meningitis Symptoms

If you begin to suffer from the following symptoms, please contact your doctor immediately. Do not wait, meningitis is a serious illness:

- Severe headaches
- Stiff neck and possibly other joints
- Dislike of bright lights
- Drowsiness
- Lack of coherence
- Lethargy
- Fever and/or vomiting
- Or a rash (spots or bruising under the skin which do not turn white when pressed with a glass).

For further support or information, please do not hesitate to contact the Student Wellbeing Service via The Hub.

# CAMPUS SECURITY

Keeping Campus Safe



# Campus Security Team – Contact Information



## Your 24/7 Security Team

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

Security provide the following services:

- Physical premises security
- Patrol officers
- Operation of CCTV system
- Key control
- Lost/found property
- Incident response, reporting and investigation including the use of BWC by the Security team within the Halls of Residence
- Vehicle parking control information

## Security Office - Opening Hours

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

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

- At Docklands, we are located on the ground floor of the East Building, just inside the east entrance by the car park.
- Non-emergency phone number: +44 (0)208 223 5599
- Email: [secudl@uel.ac.uk](mailto:secudl@uel.ac.uk)

## Emergencies

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

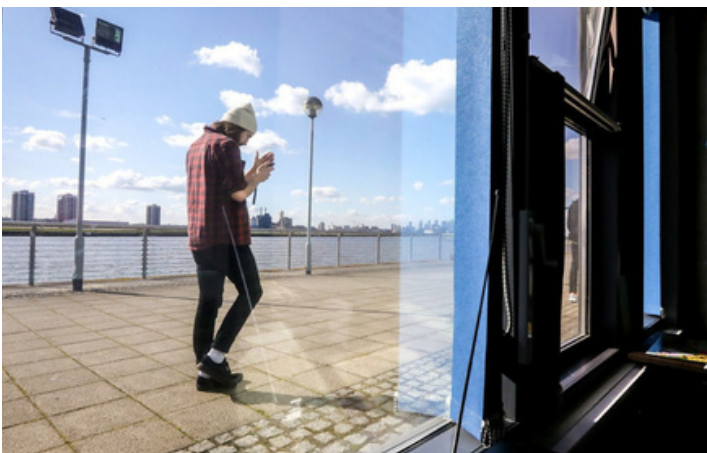
## Report and Support

If you witness or learn of any inappropriate behaviour, please report it to Security or via Report and Support where you can choose to report with contact details or anonymously.

In addition to a reporting function, this site also has information and resources around various forms of harassment and abuse. Visit the site here: [Report + Support - University of East London \(uel.ac.uk\)](https://www.uel.ac.uk/report-and-support).

## Stay Anonymous

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



# Campus Security - Personal Safety

## Protecting yourself

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

However, please remember that you are in a large city, and you should not take any unnecessary risks. If you are going out, please use the TFL journey planner to ensure you know how you'll be getting home. This is available online at [www.tfl.gov.uk](http://www.tfl.gov.uk).

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

## SafeZone App

SafeZone is a free to download application which can be downloaded from Apple's App Store or the Google Play Store. Once downloaded, simply sign on to the app using your normal UEL sign-in credentials.

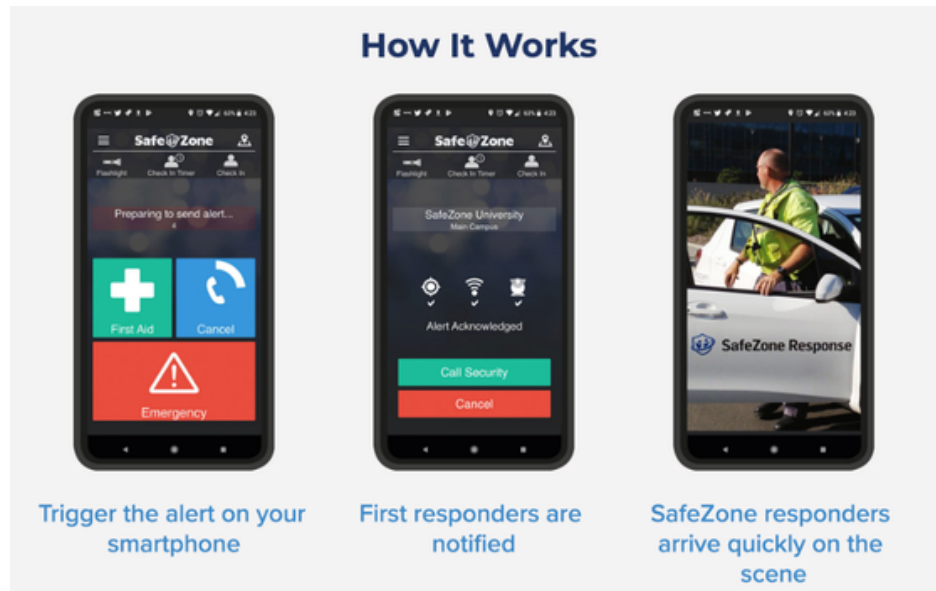
The app will help keep you safe while on any of our campuses and enables you to call for help by linking you directly with the University's security team 24/7 in case of an emergency.

In the event of an emergency, the app allows you to quickly share your location and details with the local response team who will be able to get the right assistance to you.

If working alone, or feeling vulnerable, SafeZone has a Check-in and Check-in Timer feature which allows you to share your live location with security responders.

For more help on getting started using Safezone see [How it Works](#) on the Safezone site, which also includes a [Frequently Asked Questions](#) section.

For the purpose of incident management and alerting security, logs of notifications and user engagement with the app will be stored for 28 days.



# Campus Security - Protecting Your Belongings

## Protecting your own Belongings

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

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

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

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

## Insurance

The University has an insurance policy with Endsleigh Insurance Services Ltd to cover your possessions while 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.

It is important all students confirm their cover to ensure you understand what is and isn't covered.

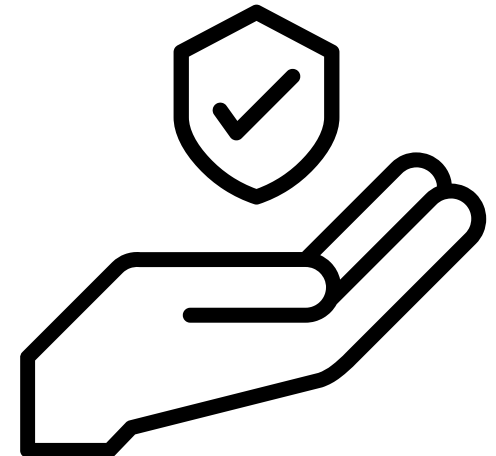
[Confirm your student cover | Endsleigh](#)

We understand students have a limited budget, so Endsleigh have launched brand new, unique student insurance options. They have been designed to cover the risks that you may encounter whilst living in student accommodation and away from home.

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

## Belongings in Kitchens

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



# Illegal Substance Misuse

## Drug Use Is Not Tolerated

The University of East London has a zero-tolerance approach to illegal substances, as outlined in the UEL Drugs Policy. This includes controlled and new psychoactive substances and covers possession, use, and / or selling on any of our sites. If it is illegal off campus, it is illegal on campus.

If there is reason to believe that illegal substances are being used, stored, or sold in the Halls of Residence, the University has the right to search your accommodation as set out by the UEL Drugs Policy.

Illegal substances can carry not only criminal convictions, but also disciplinary consequences. If such substances are found in your possession, they will be confiscated, and the incident will be investigated under the University's Disciplinary procedure. Where appropriate, the Police will also be informed.

## Reporting

If you want to report the use of illegal substances, this might be because you've witnessed drugs being used or can smell cannabis for example, you should phone security who can attend at the time of the incident. You can also report this to Residential Life who may organise a drug search as outlined above.

## Seeking Help at UEL

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

## Drug Use and its Effects

Drugs are categorised into seven different types and classified into three classes.

The classification of a drug depends on the degree of harm to the body, with controlled substances being classified as either Class A, Class B, or Class C. Both the disciplinary process and the legal system take these classifications into account, with the class of drug impacting upon the outcome of either process.

The categorisation of a drug depends on the effect it has on the body. A drug can be a Stimulant, Empathogen, Psychedelic, Dissociative, Cannabinoid, Depressant, or Opioid.

Although different drugs have different effects on the body, students will often have less control over their own behaviour whilst under the influence of an illegal substance. What this can mean is that students become more likely to commit misconduct and breach basic accommodation policies.

Drug use is not considered a mitigating factor in the disciplinary process, and you are still held responsible for your actions when under the influence. It is always best to avoid putting yourself in a situation where you aren't in control of your behaviour, especially when this involves substances that are illegal.

It should also be noted that taking someone else's medication without a prescription is illegal and can be very dangerous, putting both yourself and the intended user at risk.

# Disciplinary Action Rules and Consequences

If you are deemed to have breached your Accommodation Agreement or the Student Code of Conduct, you may face disciplinary action. Depending on the severity or persistence of the breach, this action may be taken by Residential Life or the Student Conduct Team.

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

For more information on the Student Conduct Team please see their intranet page: [Conduct & University Expectations \(sharepoint.com\)](https://sharepoint.com)



# Raising a Concern

## Raising a Concern with Residential Life

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

### Surveys and Drop-In Sessions

UEL runs a student satisfaction survey in residences twice during the academic year called the Global Student Living Index. We take actions based on the results of that survey, so please do complete it.

Drop-In sessions take place once a month as an informal space where residents can provide feedback to members of Residential Life staff. Dates will be posted on the accommodation portal.

### Residential Life Scholars

If you wish to discuss your concerns informally, please speak to a Residential Life Scholar. Where appropriate, the Residential Life Scholar will then escalate your concerns to the Residential Life team. Please be aware, you may be invited in to speak to a Residential Life officer to discuss your concerns further.

We are confident that most concerns can be resolved quickly by the Residential Life Scholar for your building, however where a problem is not resolved or is too serious to be dealt with informally, please come into the Residential Life office.

## Raising a concern with Cleaning, Maintenance and Security

Residential Life is committed to providing a high-quality service to all our residents during their stay in Halls. When something goes wrong, we would like to hear from you, as this will help us improve our service delivery.

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

Further details can be found here: [Residential Life Complaint \(sharepoint.com\)](https://sharepoint.com)

## Escalating a Concern

If you do not feel that your complaint has been handled appropriately, you can contact the Head of Residential Life and Conduct. If you are still not satisfied with the outcome, you are advised to refer to the University Complaints Procedure, full details of which can be found at: [Student Complaint Procedure | University of East London \(uel.ac.uk\)](https://uel.ac.uk)

If you have any other issues or concerns throughout the year, please visit the [Resident's Concerns page](#).

## The UUK Code of Practice

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

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

To do this, you need to contact the Office of the Independent Adjudicator at [www.oiaha.org.uk](https://www.oiaha.org.uk).

More information on the Universities UK Student Accommodation Code can be found at [www.thesac.org.uk](https://www.thesac.org.uk).





# DEPARTING HALLS

Vacating Your Room



# End of Contract Departures and Summer Stays

## End of Tenancy

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

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

## Checkout and Key Return

You are required to vacate your room no later than 12 noon on the date your contract ends, or you will be liable for additional costs.

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

## Summer Stay – Tenancy Extension

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

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

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

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

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

Successful applicants will have to transfer to an alternative room for the summer period as we may require your room for summer conferencing.



# Moving Out – Early Departure

## Contractual Obligations

Your contract is a legally binding agreement.

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

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

The only exception to this is if we can find a replacement tenant to move into your room until the end of the tenancy period. This is subject to the conditions outlined in 'Leaving Early By Choice - The Process'.

## Leaving Early By Choice – The Process

If you choose to leave your room during the contract period on receipt of your key, we will then try to re-let your room, taking the following into consideration;

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

A contract change charge of £50 is made if we release you early.

## Notice to Quit

If you are issued with a 28-day Notice to Quit for your University accommodation, you will be held liable for the 4 weeks period and the contract change charge.

If you are experiencing issues within your accommodation which are making you want to move out, please come and speak to Residential Life so that we can try and resolve the issue.

Returning your room keys or moving out early does not release you from your contract so it is important that you discuss this with Residential Life in the first instance.

# Moving Out – Early Departure Continued

## Exceptional circumstances

We understand residents may need to depart Halls due to exceptional circumstances. If you wish to be considered for early release from your tenancy contract, you should complete the Early Release form. The form and more information can be found here: [Early Release from Contract Request \(sharepoint.com\)](#).

Please note that submitting an Early Release Request does not automatically release you from your contract. A team member will need to review your circumstances and contact you regarding a decision. If your case is approved, below is an example timeline of next steps. More information can be found on the Intranet page listed above.

Example timeline for an Early Release request that is approved:

<b>Date you completed the Early Release Request Form</b>	<b>Date you departed Halls; removed your belongings and returned your keys</b>	<b>Date your 4-week liability starts</b>	<b>Date your 4-week liability ends</b>
1 November 2024	15 November 2024	15 November 2024	13 December 2024

## Withdrawal from Degree Programme

If you withdraw from your Programme of study at UEL, please notify Residential Life immediately. You will be asked to complete an ‘Early Release from Contract’ form. You will be charged 4 weeks from the date of your departure and a £50 change of contract fee.

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

# Residential Life Charges – Cancellation Costs

Cancellation costs only apply to students that have accepted their room offer. If a student has accepted their room offer, then the following charges apply:

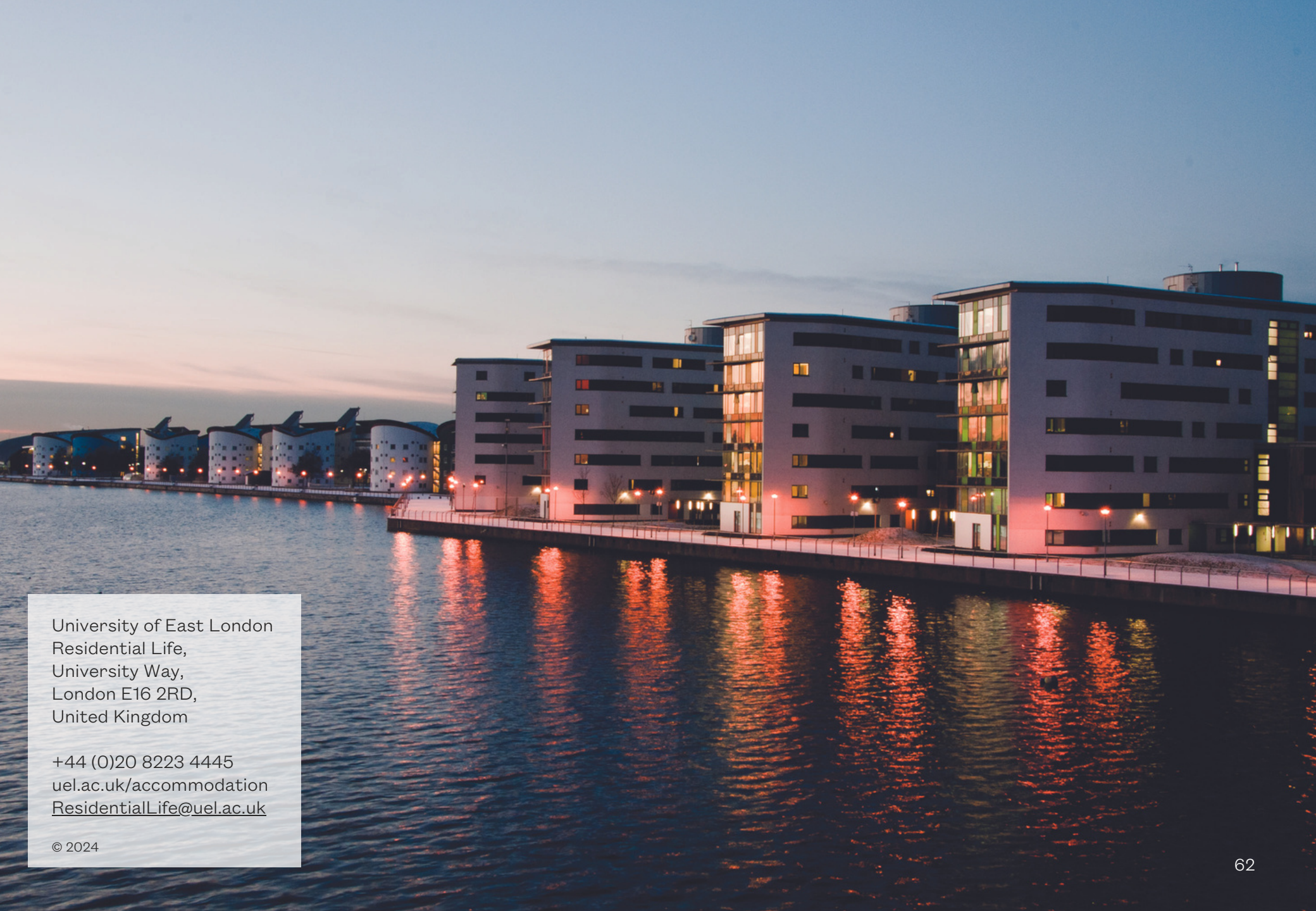
<b>When the student cancels their offer</b>	<b>Charge</b>
More than 7 days before tenancy start date	No Charge
Less than 7 days before tenancy start date	£50 change of contract fee
After the tenancy start date	£50 change of contract fee and held liable until the Residential Life Team are able to re-let the room or 4-week charge as per the Accommodation Agreement.

If a student cancels their Accommodation due to a Visa Rejections/VISA Cancellations the following charges apply. Please note that evidence of your VISA Rejection or cancellation needs to be emailed to the Residential Life Team.

<b>Timing of VISA Rejection/Cancellation</b>	<b>Charge</b>
Before tenancy start date	No Charge
After tenancy start date	£50 change of contract fee

If you must cancel your room booking at any point due to travel restrictions, VISA cancellations or medical reasons, these will be assessed on a case-by-case basis in line with our Early Release Request process. Please contact [ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk) as soon as possible if any of these circumstances relate to you.

For the full list of our published charges, [please see our designated intranet page](#) and review our [Accommodation Documents](#).



University of East London  
Residential Life,  
University Way,  
London E16 2RD,  
United Kingdom

+44 (0)20 8223 4445  
[uel.ac.uk/accommodation](http://uel.ac.uk/accommodation)  
[ResidentialLife@uel.ac.uk](mailto:ResidentialLife@uel.ac.uk)

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