

Postal Policy

Residential Facilities Management

July 2018

**RESIDENTIAL AND HOSPITALITY SERVICES
POSTAL POLICY**

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Related policies					
Target audience	All University Members of Staff and Residents working and living within Residential & Hospitality Services operated buildings.				
Equality & diversity	As a large, publicly funded organisation, the University has established regulations and procedures which we are all required to adhere to. In some respects, the regulations may be seen as stringent and restrictive. This summary has been compiled in order to help you to comply with the regulations and not be hindered by them.				
Version control table					
Name of Document: RHS POSTAL POLICY					
Version number	Purpose/Changes – brief description	Author	Date	Approved by	Date
1.0	Introduction of new post arrangements in RSSC	RL	Jul-18		

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1.0 Overview

Each of our residences receives a significant amount of mail on a daily basis and our main Post Collect Points handle the Recorded Mail for up to 3000 Staff and Students, so Residential Facilities must work to provide a modern, efficient approach to mail handling and management if we are to support the University's aspiration of a 24/7 campus.

Unfortunately, even with modernisation and improvement of our facilities our Reception teams would never be able to efficiently or safely manage and store all items that are received. Therefore, it is the intention of this document to formalise the operational requirements on our teams, define what we consider reasonable and acceptable mail and how Staff and Students in our building can access their post.

The items of mail received within our hubs can be broken down into five broad categories: Recorded Letters, Non-Recorded Letters, Recorded Parcels, Non-Recorded Parcels and of course Unsolicited (junk) Mail. By this definition, *Recorded Mail* may refer to either letter or parcels.

2.0 Receiving Your Mail

The procedure for mail handling and collection varies between University-Owned residences and Partnership Properties.

2.1 Partnership Properties

Partnership Properties are managed by companies such as Unite and have individual post arrangements and you should receive directions on receiving mail as part of your induction information.

If you live in:

Orchard Heights
The Courtrooms
Marlborough House
Woodland Court

Unite House
New Bridewell
Harbour Court
Chantry Court

Riverside
Brunel House
Deans Court

You will have separate arrangements for receiving your post. Please refer to your online student guide <http://www.bristol.ac.uk/students/accommodation> for further details.

2.2 University-Owned Properties

In most University-Owned properties that form our Student Villages, only our Student Support Centre Receptions are always staffed and able to accept Recorded items i.e. a signature is required before the item is left.

This means that recorded and non-recorded mail is handled differently.

Non-Recorded Mail

A signature is not required.

For items such as general letters or magazine subscriptions where the items do not require a signature on delivery, you should use the address of the residence in which you are living. These

items will be delivered by Royal Mail directly into the Post Room and will be alphabetically sorted once daily by a member of our Portering team.

Please note Recorded Mail cannot be left in this manner and items will be rejected by any staff on site for security reasons.

If you would like normally non-recorded items such as a Credit or Debit Card to be delivered and stored more securely, please address as Recorded Mail.

Recorded Mail

A signature is required.

Recorded items that require a signature on delivery must be addressed to the Student Support Centre that looks after your Student Village – These can be found in 3.0 Addresses. Once received, recorded items are placed in secure storage until they are collected – Please see section 5.0 Collecting Items.

3.0 Addresses

Each of the Student Support Centres that contain our main Post Collect Points has an individual Address that must be used for all items of Recorded-Mail or deliveries. Catering or equipment deliveries may be requested directly to a building other than the Student Support Centres; however, arrangements must be put in place for this to be accepted on-site.

The Addresses of our Student Support Centres are:

Student Support Centre – North

Hiatt Baker Main Building
Parry's Lane
Bristol
BS9 1AD

Student Support Centre – East

The Hawthorns
14-16 Woodland Rd
Bristol
BS8 1UQ

Student Support Centre – West

Clifton Hill House
Lower Clifton Hill
Bristol
BS8 1BX

4.0 Facilities

Each of our residences contain a semi-secure Post Room where Non-Recorded items are delivered. This facility is accessible by Students, Staff and Residents 24/7 and is where all non-recorded mail is stored. The Post Room contains alphabetical pigeon holes and shelves for the storage of items in addition to secure Departmental post boxes for Staff items.

In addition, each main Post Collect Point contains a CCTV monitored Secure Post Room which holds all Recorded items. This area is accessed only by our Reception teams.

5.0 Collecting Items

Recorded mail is accepted at the main Post Collect Points by our Reception teams who will accept items from all couriers, however some items may be rejected based on our agreed restrictions (see section 5.0 for what will/will not be accepted).

When an item of recorded mail is received for you, our team will send an email notification to you. No notification will be sent on the receipt of non-recorded mail.

Please be aware - if an item of mail is rejected for breaching our agreed restrictions (section 5.0) our teams will not record this, and no notification will be made.

For the collection of Recorded Mail, we endeavour to have items ready from 1pm daily.

Please be aware that to collect recorded mail, you will need your UCard to access the building and to use as identification. Our team will also require a signature before releasing your item.


Unfortunately, our Post Collect Points are unable to store mail indefinitely, our teams therefore operate a strict holding timetable, returning uncollected items after 14 days.

In order to collect non-recorded mail, you will need your UCard to access the residence and the Post Room. Your mail items will be stored alphabetically in either post boxes or on shelving depending on whether it is a letter or a parcel. We do our best to filter out junk-mail before the post rooms, but if there are unwanted items please use the recycling facilities provided.


Whilst our Facilities team make every effort to ensure your parcels are handled safely and kept safe, they cannot be held responsible for the actions and processes of delivery companies handling your items.

Collect Plus and Amazon

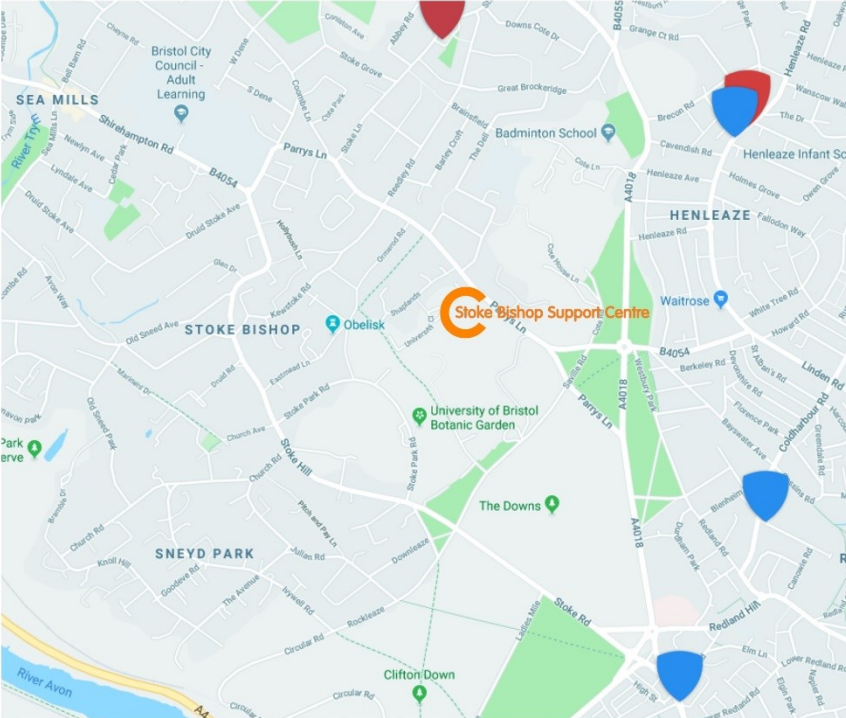
In addition, Collect Plus and Amazon Lockers operate in the following local shops, which may provide more convenient access to recorded mail items:



collect+

- Martin's
Henleaze Road
- The Liquor Dome
Coldharbour
Road
- Martin's
Whiteladies
Road



**Amazon
locker**

- Hubbub
Martin's
Henleaze Road
- Yew
The Co-operative
Stoke Lane

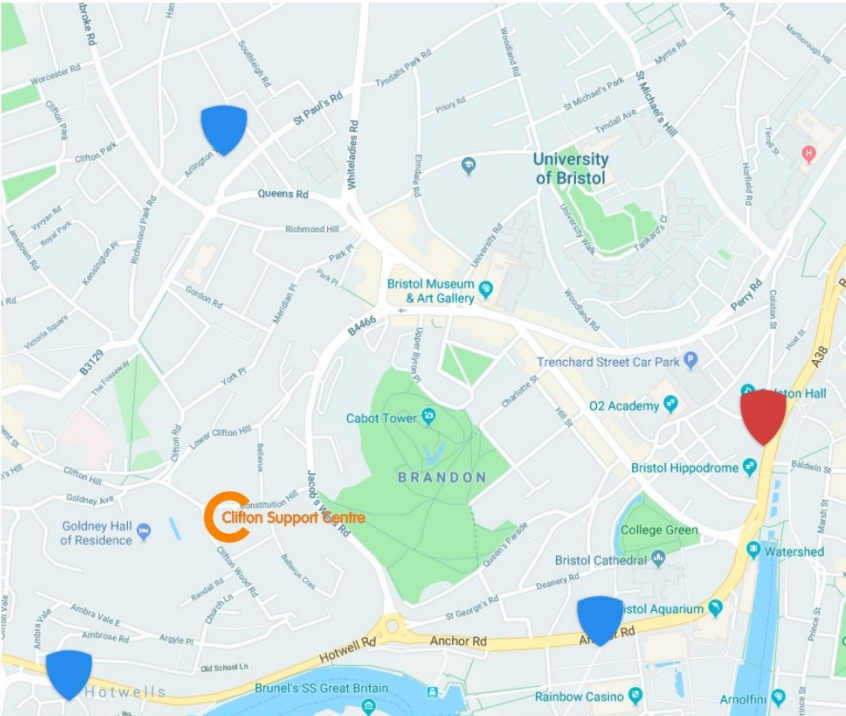



collect+

- Clifton
Convenience
Queen's Road
- Spar
Hotwell Road
- Tesco Express
Millenium Parade


**Amazon
locker**

- Palm
The Co-operative
St Augustine's
Parade



5.1 Third-Party Collections

If you are unable to collect your recorded mail yourself, you may nominate someone to collect your recorded mail items on your behalf by following the below process:

1. Reply to the received notification email using the following sentence: "I authorise (full name, not just given name), (their UCard number) to collect this item on my behalf. My UCard number is (your UCard Number)."
2. CC the nominated person into the email.
3. The nominated person should advise the Reception that they are collecting on behalf of someone else and must show their UCard as identification. Our team will also require a signature before releasing your item.

We reserve the right to withdraw third-party collections at busy periods. This is to fairly accommodate those that have made the trip to the Student Support Centre.

6.0 Restrictions

Our Reception teams will not accept mail containing food/perishable items such as Tesco deliveries or home cooking boxes, alcohol or large/heavy items as defined under section 6.1 or any prohibited items listed under section 6.2. The restriction on perishable items does not include floral deliveries.

6.1 Size and Weight

No items will be accepted of weight greater than 20kg and of size greater than 50x50x50cm.

Items exceeding the size and/or weight restrictions, but not containing any prohibited items listed under section 5.1 may only be received directly by a Student. The Student must provide their correct contact information and arrange to meet the courier directly. All responsibility for liaising with courier services rests with the Student and our Reception teams will not provide any assistance.

6.2 Prohibited Items

Our Post Collection Points follow the guidance of Royal Mail, as a result mail containing the overleaf will be immediately rejected or confiscated and subsequently passed to University of Bristol Security Services and the Police.

PROHIBITED ITEMS

IN UK AND INTERNATIONAL MAIL

The following items **ARE NOT ALLOWED** in UK or international mail, they are **PROHIBITED**:



AEROSOLS
(not for toiletry or medicinal purposes)



ALCOHOL ABOVE 70% ABV



COMPRESSED GASES



CORROSIVES



AMMUNITION



EXPLOSIVES INCLUDING FIREWORKS AND FLARES



FLAMMABLE LIQUIDS AND SOLIDS



LIGHTERS AND REFILLS CONTAINING FLAMMABLE LIQUID OR GAS
(new and used)



LITHIUM BATTERIES
(sent on their own without the electronic device it powers)



MATCHES



OXIDISING AGENTS AND PEROXIDES



PESTICIDES



SOLVENT-BASED PAINTS AND VARNISHES



POISONS, TOXIC LIQUIDS, SOLIDS AND GASES



WEAPONS



WET NON-SPILLABLE AND LEAD ACID BATTERIES