

STUDENT HOUSES

HANDBOOK 2011-2012



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All University of Bristol residences are managed in compliance with Universities UK Code of Practice, a copy is available in your Hall office and full details are available at





<http://www.bristol.ac.uk/accommodation/uuk/>

Your rights and responsibilities as a tenant of the University are defined by the Student Residence Conditions which are found at



<http://www.bristol.ac.uk/accommodation/ug/guide/residences/terms.html>

and you should make sure that you have read them carefully. If you breach the conditions of your tenancy you may be served notice to leave your residence within 28 days. If you do not leave your residence within the given time frame the University may seek a possession order through the County Court.

STUDENT HOUSES OFFICE	
Student Houses Warden	Sebastien Dieuaide
Student Houses Executive Assistant	Sarah Plumbridge
Student Houses Accommodation Manager	Kath Horn
Student Houses Accommodation Manager	Christina Dunn
CONTACT US	
Student Houses Office The Hawthorns Woodland Road Clifton Bristol BS8 1UQ	Tel: +44 (0)117 954 6638 Fax: +44(0)117 33 10547  student-houses@bristol.ac.uk  http://www.bristol.ac.uk/studenthouses
OFFICE HOURS	
The Office is open Monday - Friday 9am - 5pm	The Office is open to visitors Monday, Weds, Thurs, Friday - 10am - 4pm Tuesday 1 - 4pm

1 General Information about Student Houses

Absence

If you are away from the house overnight or longer you are required to put details in the house absence book.

Access

University staff and contractors will normally try to give 24 hours notice if access is required to a flat or bedroom, however in the case of an emergency immediate access may be necessary. The University's guidance for accessing accommodation is available



<http://www.bris.ac.uk/accommodation/usefuldocs/access.pdf>

Where a repair has been requested, notice that access is required will be deemed to have been given. All University staff and contractors will carry identification and residents should always ask to see it.

Accidents and Emergencies

In the event of a serious accident you should notify your Senior Resident if they are present. They will follow a set procedure. If they are not available contact the relevant emergency service using your room phone

Fire Police, Ambulance Tel: 999

University Security Office Tel: 87848 or 112233

The Student Houses Office Tel: 46638

Each house has a First Aid Box. The Senior Resident will advise on its location. Each bedroom is issued with an Action in Case of Emergency sheet, which includes the relevant emergency numbers that you should be aware of.

All accidents, emergencies, dangerous incidents or serious illnesses must be reported to the Student Houses Office.

Bedrooms

Your bedroom will be supplied with a bed, mattress, desk, task lighting, chair, curtains/blind, drawers/shelving, wardrobe and waste receptacle. We do not supply bed linen, duvets or pillows.

NB for reasons of safety, residents are not permitted to have their own heaters or cooking equipment such as toasters or kettles in their bedrooms. Any such items may be taken into storage by residence staff.

Cleaning

Residents are expected to maintain their accommodation including communal areas in a clean and habitable condition. Failure to observe basic standards of cleanliness and hygiene may lead to the suspension of normal cleaning services, removal of goods or material and/or the imposition of charges for additional cleaning.

Student Houses cleaning staff do not clean bedrooms. The cleaning staff will clean communal areas weekly.

Subject to the above, the cleaning provided in Student Houses as a minimum is

AREA	FREQUENCY	SERVICE
Halls and Stairways	Weekly	Cleaned & Vacuumed
Kitchens	Weekly	Surfaces wiped, floors vacuumed, and sinks and cookers cleaned
Bathrooms/ Showers/WCs	Weekly (with the exception of ensembles, which are not cleaned)	General clean, and toilet rolls replaced
Bedrooms	Not Cleaned	

Communications

Communication between the Student Houses Office and Student House residents will take place through email, using your University email account, please check it regularly. Residents can visit the Student Houses Office during office hours. Contact details and office hours can be found

 <http://www.bristol.ac.uk/studenthouses/contact/>

Complaints

Very occasionally students are unhappy with their accommodation or the services they are receiving. You should always try to resolve any complaint you have informally first by talking to your Senior Resident, or the Student Houses Office. If they cannot help, you should put your complaint to the Accommodation Officer, Students Union or your Personal Tutor.

If your complaint is not resolved to your satisfaction you should contact the Director of Residences and if he is unable to help you can make a formal complaint to the University Secretary at:

 student-complaints@bris.ac.uk

Further details of the formal complaints' procedure are available at:

 <http://www.bris.ac.uk/secretary/studentrulesregs/grievance.html>

Ultimately you may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider cases only when the University's own internal complaints and appeal procedures have been exhausted. It will not intervene on matters which turn purely on academic assessment.

Further information about this scheme is available at:

 <http://oiahe.org.uk/>

Damage Deposit

Your first accommodation payment includes £200 as a damage deposit. Deductions may be

made for any cleaning, repairs or replacements needed to University property, which go beyond normal wear and tear and which arise out of damage or negligence by yourself or your guests. Deductions may include administrative costs of up to £25.00. Where damage occurs in a communal area such as a kitchen it may be charged to all occupants of a flat, corridor or block. You can appeal against any charges to the Residential Facilities Manager for your residence.

Where the costs of repair or replacement exceed £200 you will be invoiced separately. An example of charges is given below, please note that these may vary according to labour or costs involved.

- To clean 1 wall - £15
- To repaint 1 wall - £70
- To replace 1 mattress - £80
- To clean 1 carpet - £40
- To replace 1 carpet - £200
- To replace 1 room key - £20
- To clean 1 fridge or freezer, oven or hob - £20
- To clean 1 kitchen, bedroom or bathroom - £35

Electoral Registration

All students resident in University owned Halls or Houses, apart from those living at Langford, will be included in the block registration of voters in the October of each year. Students who move into or out of University owned accommodation after October in any year are responsible for ensuring their own registration. Students living in Langford accommodation are responsible for their own registration.

Electrical Equipment

All University electrical equipment is PAT tested (Portable Appliance Testing) on an annual basis.

- Any electrical appliances you bring must be British Standard approved and correctly wired.
- Electrical appliances must not be used in bathrooms and showers unless designed for that purpose.
- Adapters should have a trailing lead and must not be overloaded.
- Cables should be positioned carefully and not present a trip hazard or other risk.
- International students should ensure that their equipment is suitable for use in the U.K. The electricity supply in the UK is 220-240v, this is different in many other countries. If you are bringing electrical items with you check the labelling, it should say input: 100 or 200 to 240v, otherwise you will need a special adaptor. It is dangerous to try to plug in an electrical item that cannot work on 220-240v. Also in the UK plugs have three squared pins and you will need a plug adaptor.
- You must not modify or interfere with electrical equipment. Any faults, possible hazards or safety concerns should be notified to a member of staff as soon as possible.
- Heaters and cooking equipment are not permitted in bedrooms and may be removed to storage.

The University does not accept any liability for appliances brought in by students. Any such appliances may be inspected for safety by University staff and may be removed to storage if considered dangerous.

Energy

The University's Sustainability Policy and Strategy may be found at:

 www.bristol.ac.uk/environment/policy/

For information on how you can get involved see

 www.bristol.ac.uk/environment/students

The University is committed to reducing our carbon impact and encourages residents to

reduce energy and water use and participate in the various carbon reduction initiatives.

All residents are asked to use energy responsibly and in particular to ensure that:

- All gas or electrical items are turned off when rooms are empty unless required for security.



<http://www.bristol.ac.uk/environment/energy/saveenergy.html#home>

- All laptops or PCs are set to hibernate or standby. To set your computer go to the start menu, select control panel, select power options (often found in Performance and Maintenance) then select standby or hibernate.

Fire

Students must familiarise themselves with the fire and safety regulations and procedures.

Please read the “Action in Case of Fire” notice in your flat or on your corridor and make sure you have familiarised yourself with fire exit routes from your room and from communal parts of the House.

In the event of the fire alarm sounding you must leave the building at once and assemble at the evacuation point. Do not wait to pick up personal belongings. You are not expected to fight fires, only use extinguishers to aid your escape in an emergency.

The Residence is equipped with fire and smoke alarms, and with fire fighting equipment. This equipment must not be tampered with. The location of the equipment will be discussed at your first house meeting.

All study bedrooms are equipped with smoke detectors and some are linked to the automatic fire alarm. These are very sensitive and are easily set off. False alarms cause disruption and annoyance to all other residents. False alarms also put lives at risk. If the fire and rescue service is dealing with a false alarm, they can't go to help

those in need at a real emergency, such as a fire or road traffic collision. Please do all you can to limit false alarms. The most common cause of false fire alarms is cooking setting off corridor alarms because the kitchen door has been propped open. Malicious false alarms will result in a fixed penalty of £80 under the disciplinary regulations. If the offence is repeated the student will be in breach of his or her tenancy and will be served has been propped open. Malicious false alarms will result in a fixed penalty of £80 under the disciplinary regulations. If the offence is repeated the student will be in breach of his or her tenancy and will be served notice to leave the residence.

Under no circumstances must you attempt to cover or interfere with the smoke or heat detector, this endangers all the residents in the building. Any student who covers or interferes with or allows a smoke or heat detector to be covered or interfered with will be fined £100 under the disciplinary regulations. If the offence is repeated the student will be in breach of his or her tenancy and will be served notice to leave the residence.

The highest fire risks arise from cooking being left unattended or students using dirty pans especially grill pans. Where a fire or fire alarm results from students' reckless or careless behaviour fines may be imposed under the disciplinary regulations.

If the alarm goes off, you must evacuate the building immediately and make sure that the Senior Resident is informed, so that they can deal with the matter and deactivate the alarm. Never assume it is a false alarm.

Fire exit doors/routes must be kept free from obstruction at all times. Do not obstruct corridors and stairs. These must be clear so that in the event of a fire rapid exit from buildings is possible. This is one reason why bikes are not to be brought into buildings. Anything found to be

obstructing a fire exit may be removed to storage without notice.

You must not bring any highly inflammable or dangerous substance into your room or flat (including foam-filled furniture). Ensure that all rubbish (especially packing material) is disposed of promptly and properly. Do not bring any additional furniture without the permission of the Accommodation Manager or hang drapes on walls/ceilings as you may be contravening fire regulations. Any items which pose a risk may be removed to storage without notice.

Fire alarms are tested on a weekly basis. It is not necessary to evacuate during fire alarm testing.

Gardens & Grounds

The gardens and grounds are maintained by the University's Grounds Services. In the case of ice or snow access will be cleared by the residence porters or grounds services as appropriate.

Guests & Visitors

You must not have overnight guests in the Accommodation except by permission of the Warden. It is very important that we know who is in the residence in case there is a fire.

Under 16s must be accompanied at all times.

Insurance

The University does not accept responsibility for residents' personal possessions. Your first payment includes a fee for block Halls insurance, it is essential that you check that the cover provided is adequate to your needs by visiting

 <http://www.bristol.ac.uk/secretary/insurance/informationforstudents.html>

Kitchens

Details of what is provided in the kitchens can be found at

 <http://www.bris.ac.uk/studenthouses/new-ug/bring.html>

We urge you not to bring additional electrical equipment.

Laundry

A laundry service is not provided. The larger houses have laundrette facilities. Instructions are available at the house. The smaller houses have a washing machine.

Lost Keys

Your Senior Resident holds a spare set of keys for each room and can arrange access if you lose your keys. If they are not available contact the Student Houses Office or out of hours contact the Security Office. You will be charged £20 for replacement keys.

Mail

Arrangements for mail delivery will be discussed on arrival. You are responsible for the forwarding of mail when you leave. Mail delivered after you have left, will, where possible, be returned to sender.

Management

All University of Bristol residences are managed in compliance with Universities UK Code of Practice.

Copies are available from the Accommodation Office or the Student Houses Office.

Medical Care

All residents are advised to register with the University's Students Health Service, registration events will take place throughout Freshers' week or see

 <http://www.bristol.ac.uk/students-health/>

Repairs

Decor and furnishings will be maintained in good order in accordance with the relevant regulations, with regular checks taken on defects. If a repair is needed you should use the Repair Report form, which can be found on the Student Houses website:

 <http://www.bris.ac.uk/studenthouses/resinfo/repairs.html>

It is checked regularly and requests are then forwarded to Building Services. You may find it useful to set up a system for reporting repairs with your Senior Resident and housemates, so the same request is not entered more than once.

Repairs are managed and carried out by the University's Building Services who also ensure that the University complies with the Statutory Requirements of Legislation affecting the safe and efficient use of the residences. You can find out more about them at

 <http://www.bristol.ac.uk/safe/Bursar/BuildingServices/sla/sla.pdf>

Building Services aims to respond to repair requests to a timetable:

TYPE OF WORK	TARGET RESPONSE TIME
Emergency, for example loss of water supply, major flood	Response within one hour, rectification as soon as possible but within 24 hours
Critical, for example loss of heating, cooking facilities	Response and repair commenced within 24 hours
Urgent, minor leak, blocked drain	Response and repair commenced within 5 working days
Routine for example repair to non essential furniture or kitchen equipment	A specific date will be agreed usually within 5 weeks

Rubbish & Recycling

The University provides recycling and composting facilities for all students at their halls of residence and also at every University building. You can recycle:

- Papers
- Cardboard
- Glass
- Tins and cans
- Plastics
- Food waste
- Clothes, shoes, bric-a-brac etc

For more information, locations of your nearest recycling facilities or to download a poster visit;

 <http://www.bristol.ac.uk/environment/waste/recycling/accommodation.html>

Rubbish collection days, and further details on recycling will be given at your first house meeting.

Security

Security in the residences is managed by the University's Security Services in accordance with a Service Level Agreement. Further details may be found at:

 <http://www.bris.ac.uk/securityservices/safe/document/hallsslaz.pdf>

There are University Security patrolmen on duty throughout the night.

Storage

Student Houses does not provide storage for student possessions.

Students with disabilities or special needs

There are a variety of adapted rooms available within the residences to meet the needs of most students. If you have a special requirement because of your health or disability please let the Student Houses Executive Assistant know and we will try to meet it. If you are disabled please ensure that you are aware of any special arrangements that are made for your evacuation in case of fire by discussing them with your Senior Resident.

Transfers

Students wishing to transfer between residences should complete and return the transfer form which they will find on the accommodation office website. No transfers will take place during the first two weeks of term. The accommodation office will contact students if a suitable room becomes available, priority for transfers will be given to anyone who needs to transfer because of a health problem or a disability. A reletting fee

of up to £100 may be charged to cover the costs of administration, room cleaning etc.

Students wishing to transfer rooms within their own residence should contact their student support administrator. No transfers will take place during the first two weeks of term. The student support administrator will contact the student if a suitable room becomes available, priority for transfers will be given to anyone who needs to move because of a health problem or a disability. A reletting fee of up to £20 may be charged to cover the costs of administration, room cleaning etc.

Transport

Bristol is a very congested city. The University Precinct is contained within the Kingsdown Residents Parking Scheme, therefore the majority of on-street parking in and around the Precinct is subject to local residents' residential permits, meters and/or time limits. There is also no student parking in the University Precinct car parks apart from disabled parking.

Students should avoid bringing cars to Bristol.

The University provides a free bus service between Stoke Bishop and the Precinct on weekdays and Stoke Bishop to Bristol Temple Meads (via the Precinct) on the weekends. Students in allocated accommodation can also use their bus pass on the other Wessex Red 'U' services free of charge - see

 <http://www.bristol.ac.uk/university-bus>

The University offers free bicycle safety checks at the University's Cycle Surgery. The surgery takes place on the Precinct during the term time – see

 <http://www.bristol.ac.uk/cycle-surgery>

Help & Support

Student Houses Office

for any issues relating to your house

Student Help

an online resource provided by the Students Union

Accommodation Office

for help with all housing related problems,

Student Funding Office

for help with all money problems,
or telephone 0117 331 7972.

International Office

Advice and guidance for International students

Student Health Service

Careers Service

ResNet

Student Counselling

 <http://www.bristol.ac.uk/student-counselling/>

Bristol Nightline,

 <http://www.bristol.ac.uk/nightline/>



2

The Residences Local Rules

As well as being a tenant of the University you are also a member of your House community. Every member has a responsibility to their community in return for the benefits they receive. You will be expected to abide by the University's Rules and Regulations for Students which you can find at



<http://www.bris.ac.uk/secretary/studentrulesregs/>

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<http://www.bris.ac.uk/secretary/studentrulesregs/>

as well as the Residences' Code of Conduct. The main requirements are outlined below;

Bus Passes

Bus passes are for use by the student named on the card exclusively. Any student who lends his or her bus smartcard or misuses it in any other way will face disciplinary action and may have their card revoked

Communal living

Residents are expected to respect each other

and as far as is reasonable promote the well being of the community. Disciplinary Action will be taken in the case of:

- Any violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language whether expressed orally or in writing, including electronically.
- Sexual, racial or any other form of harassment, including bullying of any student or member of staff of the University, or any visitor to the University.
- Excessive noise that causes a disturbance to other residents at any time of day or night.
- Any other behaviour that causes danger or distress.
- Failure to maintain the accommodation including any communal areas in a reasonably clean condition.

Damage to or misuse of the residence or its contents

Any student who wilfully damages, or allows his or her guest to damage the residence, its grounds or its contents may be subject to disciplinary action in addition to the requirement to pay for the cost of repairs or replacement as detailed in this Handbook.

Flyposting or displaying promotional material without permission from the Warden is prohibited. Students are also forbidden to promote non-University clubs (including the sale of tickets for a club whether or not at a

profit) or engage in other commercial activities on residence grounds or premises. This does not apply to the sale of tickets by members of a JCR for a JCR-approved event at a club.

Drugs and Alcohol

Under the Misuse of Drugs Act, 1971, it is a criminal offence for the University knowingly to permit the use, production or supply of any controlled drugs in residences. It should be clear, therefore, that we do not condone the possession, use or supply of illicit drugs on any of its premises. In the case of drug misuse, we will take appropriate disciplinary action, which may include referral to the Police. The University makes available health information regarding drugs. If you have a problem or are concerned about drugs, you should seek advice from the Student Health Service or your GP.

Whilst alcohol is not illegal and its consumption, subject to the Licensing Act, 2003, is permitted in residences, the University is concerned about the detrimental effects of excessive alcohol consumption on the overall welfare of students. In particular, we seek to discourage the inappropriate use of alcohol, particularly during the day, and the excessive consumption of alcohol during social events. The serious risk to health occasioned by the combination of drugs and alcohol is also emphasised. The University does not condone the misuse of alcohol and students who are found to be acting in an inappropriate manner under the influence of alcohol may be subject to disciplinary action. The University will take every precaution to prevent the sale of alcohol to under 18 year olds on its premises.

Any student who uses drugs or misuses alcohol will incur a disciplinary penalty which may include being required to attend a University approved drug and/or alcohol awareness course. The cost of the course will be charged to the student (£50

in 2011/12),

Fire Safety

You should note that propping open fire doors, blocking access or fire exits, damage to or misuse of fire alarms, fire-fighting equipment or detectors including the covering of smoke or heat detectors will be viewed as a serious disciplinary offence. Possible penalties will include fines or referral to the Pro Vice Chancellor for formal disciplinary proceedings. In addition students who endanger other students or damage fire-fighting equipment will be referred to the Police and may face eviction.

Health and Safety

It is the intention of the University to maintain and to improve the health and safety of all its members. To this end it applies and enforces all current legal requirements together with other appropriate safety measures where reasonably applicable.

In particular residents must:

- Take reasonable care for their own Health and Safety and that of others who may be affected by their acts or omissions.
- Inform the Senior Resident, Deputy Warden, Warden or other appropriate persons of any situations that could represent a threat to the Health and Safety of residents or other users of the building.
- Seek medical advice from a General Practitioner if he/she suspects any medical condition that may be study/course related.
- Co-operate with the University to enable it to comply with any relevant statutory provisions.

- Not interfere with or misuse equipment provided for safety purposes. On arrival at the University, make known to their Warden or Senior Resident any circumstances or conditions that may affect their health and safety (such as disabilities, allergies or similar conditions). This will enable the student and the University to discuss and agree appropriate health and safety procedures.

Any breaches of these Health and Safety requirements may result in disciplinary action. In particular any interference with fire safety equipment or setting of false fire alarms will be treated as a serious disciplinary offence and reported to the police.

Smoking

All residences are non smoking, students must not smoke in any bedrooms or communal areas inside the residence buildings, this includes all corridors, kitchens, bathrooms, WCs, common rooms, bars, games rooms (add any others that apply to your residence). Anyone found smoking or allowing a guest or visitor to smoke anywhere in the residence will be subject to disciplinary action and/or prosecution under the Smoke-free legislation introduced in July 2007. Additionally the University has a Smoke Free Policy which you can find at



<http://www.bristol.ac.uk/safety/policy/cop/smokingpolicy.pdf>

which all students must observe, and this includes not smoking outside buildings where that might cause a nuisance.

Disciplinary Action

The Warden is authorised by the University Council to impose a penalty for any breach of the Residences' Code of Conduct. Any student in breach of the Code or guilty of any other misconduct as defined by the University's Rules and Regulations may incur one or more of the

following penalties:

- A written reprimand;
- A caution, which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months (or some other specified period), he or she will then be dealt with for both offences;
- A fine not exceeding £100
- The requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- The requirement to give and comply with a written undertaking as to future behaviour;
- The requirement to perform unpaid services for the University community to a maximum of 20 hours
- Exclusion, either permanently or for a specified period, from the use of a specified University service or facility (including specified residential facilities) to which the misconduct relates;
- In the case of serious misconduct referral to the Disciplinary Committee, which in addition to the penalties listed above may exclude, suspend or expel the student.
- In the case of a breach or misconduct which is also a criminal offence, referral to the police

Where the breach or misconduct is also a breach of the Terms of Residence the student(s) may be referred to the Director of Residential and Hospitality Services who may take steps to evict the student(s).

Financial penalties will be invoiced and collected and if necessary enforced in the same way as any other financial obligations of students to the University. Financial penalties imposed by Wardens may be collected by withholding all or part of a student's deposit. Any student who does not wish to be dealt with by the Warden may ask to be referred to the University Disciplinary Committee.

Appeals

There is no internal appeal against the serving of a notice to leave the residence, the student has the right to defend an application for possession in the County Court.

A student on whom a disciplinary penalty is imposed under section 3.3 of these Regulations may appeal against the finding of guilt or the imposition of the penalty. Appeals must be submitted in writing to the University Secretary within seven working days of notification of the penalty. Upon receipt of the appeal, the Secretary will arrange for it to be considered by a University Officer or a member of the academic staff who is also a member of Senate or a senior administrative officer not previously associated with the case. The person considering the appeal may reject the appeal and confirm the original penalty, uphold the appeal, or refer the case to a Council Committee established under the procedures set out in the Regulations.

Student Houses Office - The Hawthorns, Woodland Road, Clifton, Bristol, BS8 1UQ, UK

