



# **GOLDNEY HALL HANDBOOK 2011-2012**

Goldney Hall  
Lower Clifton Hill  
Bristol  
BS8 1BH



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**Deputy Warden - Matthew Grady**  
**Matthew.Grady@bristol.ac.uk**  
**+44 (0)117 903 4881 (ext. 34881)**

**Student Support Administrator - Diane Benoit**  
**Diane.Benoit@bristol.ac.uk**  
**+ 44 (0)117 903 4880 (ext. 34880)**

**Hall generic email address - Goldney@bristol.ac.uk**  
**Hall web address - <http://www.bristol.ac.uk/goldney/>**

**Duty Senior Resident mobile: 07788 916 106**

## IMPORTANT - PLEASE NOTE:

All University of Bristol residences are managed in compliance with **Universities UK Code of Practice**, a copy is available in the Student Support Administrator's 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** and so you should make sure that you have read these carefully. A copy of the Student Residence Conditions can be found at:

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

**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.

## **INTRODUCTION FROM THE WARDEN - PROFESSOR GREGOR MCLENNAN**

Congratulations on getting a place at Bristol University, and a place in Goldney Hall. Goldney is always in great demand because over the years we have built up a strong reputation as a supportive, diverse and happy community. Students leave Goldney with great memories and lifelong friendships; many simply do not want to leave at all! Such feelings of attachment are partly due to the Hall's superb situation and environment, but they are also the product of a distinctive ethos of trust, helpfulness and respect amongst students and staff alike, and we ask you to do your best to maintain this. This means getting involved with the various activities in Hall, helping to look after the place, and observing our Behaviour Policy which you will find on page 5 of this handbook. Do please ensure that before you arrive at Goldney, you become familiar with the contents of this handbook, and keep it in a safe place for reference - it contains everything you will ever need to know.

On behalf of all the Hall staff and Senior Residents, I wish you a productive and enjoyable year.

Professor Gregor McLennan  
Warden

### **IMPORTANT**

#### **REMEMBER TO CHECK YOUR UNIVERSITY EMAIL ADDRESS REGULARLY**

**INFORMATION ABOUT NEWS AND EVENTS, AND MESSAGES FROM THE  
HALL WARDEN, STUDENT SUPPORT ADMINISTRATOR, AND  
ACCOMMODATION MANAGER, AND OTHER MEMBERS OF STAFF WITHIN THE  
UNIVERSITY, WILL BE SENT TO YOUR UNIVERSITY EMAIL ADDRESS.  
SO PLEASE REMEMBER TO CHECK THIS REGULARLY.**

## ABSENCE

**ABSENCE DURING TERM TIME:** It is very important that your residence knows when you are away in case there is a fire. If you are going to be away from the Hall for a period during term time please inform your flat-mates as well as your Senior Resident.

**ABSENCE DURING VACATION PERIODS:** Residents are entitled to remain in Hall during the Christmas and Easter vacations, but for safety and security reasons you must inform the Student Support Administrator, Diane Benoit, of your expected periods of residence during these periods. You will be reminded to do so by email just before the end of the autumn and spring terms.

## ACCESS

University staff and contractors will normally try to give 24 hours notice that 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 at:

<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

**ALL ACCIDENTS, EMERGENCIES, DANGEROUS INCIDENTS OR SERIOUS ILLNESSES MUST BE REPORTED TO THE WARDEN, DEPUTY WARDEN, STUDENT SUPPORT ADMINISTRATOR, ACCOMMODATION MANAGER OR SENIOR RESIDENT.**

| PERSON AVAILABLE  | AVAILABILITY   | LOCATION                         | TELEPHONE                            |
|---|--|----------------------------------|--------------------------------------|
| Accommodation Manager<br>(accident and emergency)                                       | 8am - 4pm (Mon-Fri)  | Ground floor of<br>Goldney House | internal ext. 34876<br>0117 903 4876 |
| Student Support<br>Administrator<br>(accident and emergency)<br>(pastoral care support) | 9.30am - 5.30pm (Mon-Fri)  | Ground floor of<br>Goldney House | internal ext. 34880<br>0117 903 4880 |
| Senior Resident on duty<br>(accident and emergency)<br>(pastoral care support)          | 6pm - midnight term time (Mon-Fri)<br>9am - midnight term time (Sat/Sun)<br>9am - midnight vacation time<br>(DO NOT contact after midnight UNLESS<br>a genuine emergency<br>eg. fight, distraught resident etc.) | Goldney Hall<br>flats            | 07788 916 106                        |
| Security Office<br>(accident and emergency)   | Midnight - 8am   | Royal Fort<br>Lodge              | internal ext. 112233<br>0117 3311223 |

## FIRST AIDER CONTACT DETAILS AND THE LOCATION OF FIRST AID BOXES:

FIRST AIDERS: Deputy Warden, Matthew Grady: 0117 903 4881 (internal ext. 34881)  
Senior Residents: 07788 916 106

FIRST AID BOXES: Goldney House Kitchen, Bar, Orangery and Residence Lodge

### BAR

The Bar is located in Goldney House and is an important part of Hall life. Events, such as bands, open mic, theme nights and quizzes, are regularly held here during the year. Please note that in legal terms this is a private club Bar for the use of Goldney residents. A maximum of two guests may accompany a Goldney resident, but the guests must be signed in, and the behaviour of the guests is the responsibility of that Goldney resident during their time in Hall. All alcohol purchased in the Bar must be consumed only in the Bar area and not taken outside (this rule is strictly enforced). Alcohol purchased elsewhere cannot be brought into the Bar or into Goldney House. Glasses and bottles must not be brought up from the flats or left immediately outside Goldney House. Under 18s must not purchase or consume alcohol in Goldney Bar. Smoking is strictly confined to the Bar courtyard area and is therefore not permitted in the doorway area immediately outside Goldney House.

### BASKETBALL / NETBALL

The tennis courts can also be used for playing basketball or netball. This involves disconnecting the tennis nets and stacking them to the side of the court. Please be very careful when disconnecting these nets. You will be held responsible for any damage you cause to the tennis nets. You must put the nets back in place afterwards. Please do not play any other sport on these courts. If you cause damage to these courts the cost of the repair can be taken from your Damage Deposit. If you find that the courts are being used by non-residents please contact a member of Hall staff.

### 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.**

### BEHAVIOUR POLICY / CODE OF CONDUCT

#### BEHAVIOUR POLICY - COMMUNAL LIVING

Each year over 230 new residents move into Goldney Hall. As a new resident you may feel slightly apprehensive about meeting your flat mates, and you may wonder how you are going to settle in. Many of you will quickly make friends. For some it will take more time, but before too long the vast majority of residents start to feel that Goldney is their home and a place where they can feel safe and secure. Below are some suggested ways that go towards achieving this goal:

- Attend the various social occasions that are arranged within Goldney. The elected student Junior Common Room Committee organise weekly events for the residents.
- Arrange for the residents within your flat to eat together perhaps once per week, taking it in turns to cook, and to wash up, and split the cost of the ingredients between you.
- Residents need to be open and honest with each other and work together to create a good community spirit.
- If you, or another resident is feeling unwell please let either your Senior Resident, the duty Senior Resident, or Student Support Administrator Diane Benoit know.
- Assist unwell flat mates by offering to purchase food items or medication, or make them a sandwich or a drink.
- Talk to your Senior Resident, Student Support Administrator Diane Benoit, or Deputy Warden Matthew Grady if you have any problems, or if you have any concerns about another resident. They can provide a confidential listening ear, and can also put you in touch with other members of the University that can support or assist you.
- Memorise and store in your mobile phone the duty Senior Resident mobile number which is 07788 916 106. During term time there is a Senior Resident on duty from 6pm until midnight every day Monday to Friday, and from 9am until midnight on Saturday and Sunday. (See also HELP AND SUPPORT section on page 15.)
- Goldney is an enclosed site but intruders occasionally manage to obtain entry. To stop burglars gaining access to your room or flat it is imperative that you close your windows, lock your room door and also your flat door when you go out, even if you are just visiting someone in another flat. You should also close your windows and lock your room when you go to use the bathroom or the kitchen or to sit in another room within your flat. Report immediately to the Student Support Administrator, Senior Residents, or University Security anything you find suspicious or anyone you see around the grounds who you think should not be there.
- Keep Goldney door codes secret, and make sure that non-Goldney people do not watch you key in the code numbers.
- Keep the flat kitchen clean and participate positively in cooking and cleaning rotas. Flat harmony is easier to achieve if the flat occupants respect each other, do not leave their washing up in the sink, and make every effort to not make excessive noise after 10pm at night.
- Do not drink to excess. Excessive drinking can lead to breaking up with your friends, falling behind with your course work, saying things to your girlfriend/boyfriend that you will definitely regret the following day, and could also result in a meeting with the Hall Warden, and being required to leave Hall: antisocial behaviour is not permitted in Goldney Hall.
- Do not smoke anywhere inside the flat, or in Goldney House, or on the areas/paths immediately outside Goldney House.
- Do not burn joss-sticks or candles in your room as this will trigger the fire alarm.
- Loud music is not permitted anywhere at Goldney (unless it is at an organised event) and so you will need to purchase a pair of headphones if you wish to play loud music in your room.
- Respect our neighbours and their right to peace and quiet; particularly when you are passing through the car park late at night. If you are asked to keep the noise down by a neighbour please do so immediately.

## **BEHAVIOUR POLICY - HISTORIC GARDENS**

Residents are permitted to make use of Goldney's beautiful historic gardens but should adhere to the following:

- No activities are permitted in the grounds after 11pm or before 9am.
- In order to keep the grass in good condition no ball games are permitted on the lawns.
- Do not smoke on the lawns, or anywhere near Goldney House.
- Gather up all your litter and take it away with you when you leave.
- Occasionally external events take place on the lawns in front of Goldney House, and in the Orangery. Whilst such events are taking place please use other parts of the grounds.
- No gatherings should be held in the Bastion caverns, or on top of the Bastion.
- BBQs are not permitted, mainly for health and safety reasons, but also to protect the lawns.

## **BEHAVIOUR POLICY - TENNIS COURTS**

The tennis courts are for current Goldney Hall and Manor Hall residents only.

The tennis courts can also be used for playing basketball or netball. This involves disconnecting the tennis nets and stacking them to the side of the court. Please be very careful when disconnecting these nets. You will be held responsible for any damage you cause to the tennis nets. You must put the nets back in place afterwards. Please do not play any other sport on these courts.

The courts may not be used for tournaments involving large groups of outside people.

If you find that the courts are being used by people who you think are not residents of Goldney or Manor Hall please contact a member of Hall staff.

## **BEHAVIOUR POLICY - QUAD AREAS**

You may use the quad areas by the flats for small, quiet, social gatherings between 9am and 11pm, but remember to gather up all your litter and take it away with you when you leave.

No ball games, or water balloon/food throwing, is permitted in the quad areas.

(See RULES AND REGULATIONS on page 23.)

## **BICYCLES**

Bristol is Britain's first official 'cycling city'. Please take a look at Bristol City Council's website for information about cycling in Bristol at:

<http://www.bristol.gov.uk/ccm/navigation/transport-and-streets/cycling/>

Goldney Hall is a 15 minute walk away from the University precinct and so is easily accessible on foot or by bike.

A bike shed is available for residents to use and you can obtain a key to the shed, in exchange for a £15.00 deposit from the Student Support Administrator, Diane Benoit. Diane's office is on the ground floor of Goldney House. Her email address is [Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk) and her telephone number is 0117 903 4880 (internal ext. 34880). You may also store your bike outside E block.

It is important that you do not keep bicycles anywhere other than these two areas so that they don't cause an obstruction and contravene fire regulations. Bikes are strictly prohibited from resident's rooms/flats.

The University offers free bicycle safety checks at the University's Cycle Surgery. The surgery takes place on the Precinct during the term time. More information about this service can be found at:

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

## **BUS SERVICE**

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 Wessex Red 'U' services free of charge. Further information about the University bus service can be found at:

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

## **CAR PARKING**

Bristol is a fairly congested city and so it is very important that students do not add to this by bringing their cars with them.

The majority of on-street parking in and around the University Precinct area (apart from disabled parking) is contained within the Kingsdown Residential Parking Scheme and is not available for students to use.

Goldney Hall does have a few parking places (£50 per term) available for those residents that have a medical requirement for obtaining one. If you would like to apply for one of these places contact the Student Support Administrator Diane Benoit ([Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk), internal ext. 34880).

## **CLEANING**

**Residents are expected to maintain their accommodation, including all communal areas, in a clean and habitable condition.** Adoption of a cleaning rota amongst flat members is highly recommended. Failure to observe decent standards of cleanliness and hygiene will result in all members of that flat attending a meeting with the Deputy Warden and a Senior Resident. Should the situation fail to improve following the flat meeting then each flat member will receive a £10 fine which will be deducted from their damage deposit. This process will be repeated should the situation still fail to improve.

**Flat member's responsibility for the cleanliness of their flat:** The cleanliness of your flat is the responsibility of each flat member. This means that as a flat you are responsible for:

- Removal of all rubbish and recycling from the flat to the bin store area daily.
- Ensuring that all washing-up (including drying and putting away) is completed daily.
- Ensuring that the kitchen surfaces are wiped down daily.
- Ensuring that all communal floor areas are kept clean and clear of possessions.
- Ensuring that the bathroom, shower room and toilet facilities within the flat are kept in a reasonably hygienic condition so that they are pleasant for all flat members to use.

If a member of your flat is not cleaning up after themselves then the other flat members should point this out to that flat member with a view to improving the situation. If the situation remains unchanged then the problem can be raised as an issue for discussion with either that flat's Senior Resident, or with the Student Support Administrator Diane Benoit, or the Deputy Warden Matthew Grady. This could lead to a flat meeting at which the Deputy Warden and/or Senior Resident would attend to discuss the issue. Each flat member is responsible for clearing up after themselves and should not rely on their kind-hearted flat members to do their cleaning for them.

**Goldney Cleaners:** The Goldney Cleaners maintain the fabric of the property only. They are not expected to tidy up after the residents.

The cleaning provided by the Cleaners in Goldney Hall (as a minimum) is:

| Area                          | Frequency     | Service   |
|-------------------------------|---------------|---|
| Hall and stairway             | every week    | vacuum, sweep and mop all floor areas   |
| Kitchens within flats         | every 2 weeks | clean cookers, microwave, fridges, sinks and work surfaces, sweep and mop floor                   |
| Bath/shower rooms and toilets | every 2 weeks | clean sinks, toilets, showers, wipe down tiles, clean mirror, wipe surfaces, sweep and mop floors |
| Communal areas                | every 2 weeks | vacuum and wipe surfaces  |

**PLEASE NOTE:** The Cleaners will not be able to clean the kitchen/bathroom/showers/toilets or communal areas if these areas have not been left in a tidy state. This means that **before the Cleaners come all the flat members should:** do their own washing up, including wiping up and putting things away, make sure all rubbish and recycling is put in the bin store, and clear all items from any surface in the kitchens or bathrooms. If the Cleaners are unable to clean because the areas are not tidy then they will leave a note for the flat members in the kitchen of that flat indicating the date that they will return. If when they return the areas are still not tidy then a charge of £10 per flat member will be applicable. As mentioned above should one/a few of the flats members be responsible for the unprepared flat you can raise the problem with the Student Support Administrator Diane Benoit, or the Deputy Warden Matthew Grady. You should not need to clean up after other flat members.

## COMMON ROOM

The Common Room is situated in Goldney House. This gorgeous sunny room has beautiful views of the garden. It can be used for study, for small group gatherings or for watching TV. (See also LIBRARY on page 19, COMPUTER ROOM on page 10, and READING ROOM on page 21.)

## COMMUNICATIONS

Information about news and events, and messages from the Hall Warden, Student Support Administrator, Accommodation Manager and other members of staff within the University will be sent to your University email address, so please remember to check this regularly.

Information about University events that you may be interested in will be posted on the notice board outside the Student Support Administrator's office.

If you would like to make an appointment to see the Warden, Professor McLennan, please contact the Student Support Administrator, Diane Benoit, whose office is situated in Goldney House, Diane is available between 9.30am and 5.30pm, Monday to Friday. Diane's email address is [Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk) and her telephone number is 0117 903 4880 (internal ext. 34880).

## 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 Warden. If they cannot help you should put your complaint to the Head of Accommodation Services, Students Union or your Personal Tutor.

If your complaint is not resolved to your satisfaction you should contact the Director of Residential and Hospitality Services and if he is unable to help you can make a formal complaint to the University Secretary at [student-complaints@bris.ac.uk](mailto:student-complaints@bris.ac.uk). Further details of the formal complaints' procedure are available at:

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

## COMPUTER ROOM

There is 24 hour access to the Computer Room for residents which is located by the Residences' entrance, below the Reading Room. Please report any problems to the Student Support Administrator, Diane Benoit. Diane's email address is [Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk) and her telephone number is 0117 903 4880 (internal ext. 34880). Please note that you may not take food or drink into the Computer Room. The desks where no computers are stationed can be used for study. (See also LIBRARY on page 19, COMMON ROOM on page 9, and READING ROOM on page 21.)

## COUNSELLING

The University provides a student counselling service that many students have found useful in times of emotional distress. Further information can be found at:

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

## DAMAGE DEPOSITS

Your first accommodation payment includes a £200 damage deposit. Deductions may be made from your damage deposit 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.

**IMPORTANT PLEASE NOTE:** Where damage occurs in a communal area used by all members of a flat (such as a kitchen, bathroom, toilet etc.) and where that damage cannot be identified as being caused by one particular flat member, then the charge may be split between all of the occupants of that flat. Therefore it is very important that either: a member of Hall staff (such as the Student Support Administrator, Warden, Deputy Warden or Senior Resident) be provided with the name of the occupant that caused the damage to the communal area by the other flat members, or the occupant that caused the damage steps forward and takes responsibility for the whole charge.

You can appeal against any charges made against your damage deposit to the Residences Facilities Manager for your residence. The Residences Facilities Manager for Goldney Hall is Simon Wilde and his email address is S.M.Wilde@bristol.ac.uk. 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:

|                                      |      |
|--------------------------------------|------|
| Clean 1 wall                         | £15  |
| Repaint 1 wall                       | £70  |
| Replace 1 mattress                   | £80  |
| Clean 1 carpet                       | £40  |
| Replace 1 carpet                     | £200 |
| Replace 1 key                        | £25  |
| Clean 1 fridge, freezer, oven or hob | £20  |
| Clean 1 kitchen, bedroom or bathroom | £35  |

## 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 Support Administrator Diane Benoit (Diane.Benoit@bristol.ac.uk, internal ext. 34880) know.

If you are disabled please ensure that you are aware of any special arrangements that are made for your emergency evacuation by discussing this with the Student Support Administrator

Diane Benoit (Diane.Benoit@bristol.ac.uk, internal ext. 34880) or the Accommodation Manager Samantha Norcliffe (Samantha.Norcliffe@bristol.ac.uk, internal ext. 34876).

## **DOCTOR - STUDENT HEALTH SERVICE**

All residents are advised to register with the University's Students Health Service. Registration events will take place throughout Freshers' week. The Students Health Services' website can be found at:

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

## **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.

## **ELECTRICAL EQUIPMENT**

Any electrical appliances you bring must be British Standard approved and correctly wired.

Additionally:

- Electrical appliances must not be used in bathrooms and showers unless designed for that purpose.
- Adaptors should have a trailing lead and must not be overloaded.
- Cables should be positioned carefully and not present a trip hazard or other risk.
- You must not modify or interfere with any 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.

International students should ensure that their electrical equipment is suitable for use in the UK. The electricity supply in the UK is 220 to 240 volt. This is different in many other countries. If you are bringing electrical items with you check that the labelling states that the input is 100v or 220v 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 to 240 volt. Also, in the UK, plugs have three square shaped pins and so you may need to purchase a suitable plug adaptor so that your equipment's plugs fit the UK sockets.

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:

<http://www.bristol.ac.uk/environment/policy/>

For information on how you can get involved see:

<http://www.bristol.ac.uk/environment/students>

The University is committed to reducing our carbon impact and encourages residents to reduce their energy and water use, and to participate in various carbon reduction initiatives.

All residents are asked to use energy responsibly. In particular to ensure that:

- All gas or electrical items are turned off when rooms are empty, unless required for security reasons. Further information can be found:

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

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

## FEES

The accommodation fee entitles you to be a resident at Goldney from the start of the autumn term to the end of the summer term including the Christmas and Easter vacations. Fees can either be paid in full or in three instalments at the start of each term. Online payments can be set up at:

<http://www.bristol.ac.uk/online-payments/>

If you are having difficulties setting up an online payment please email [online-payments@bristol.ac.uk](mailto:online-payments@bristol.ac.uk).

If you are having difficulties in paying your accommodation fees please notify [student-fees@bristol.ac.uk](mailto:student-fees@bristol.ac.uk), or phone 0117 954 6371 (internal ext. 36371).

## FIRE SAFETY

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 Hall.

In the event of the fire alarm sounding you must leave the building at once and assemble on the lawn by the two rows of trees at the back of Goldney House. 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. A red (water) extinguisher is located in the communal area. A fire blanket and blue (dry powder) extinguisher is located in the kitchen.

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 notice to leave the residence.

Under no circumstances must you attempt to cover, or interfere with, the smoke or heat detector as this endangers all the residents in the building. Any student who covers or interferes with a smoke or heat detector, or who 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 either the Student Support Administrator, Diane Benoit (internal ext. 34880), or the duty Senior Resident (mobile 07788 916 106), or Deputy Warden, Matthew Grady (internal ext. 34881) are 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 Hall Accommodation Manager. Do not 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 every Wednesday morning. It is not necessary to evacuate during fire alarm testing.

## **FLYPOSTING**

Flyposting, or displaying promotional material without permission, 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.

## GARDENS AND 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.

Residents are encouraged to use and appreciate Goldney's historic grounds, especially during the summer term. However, in order to keep these listed gardens in their appropriate condition, and to maintain good relations with our neighbours, your use of the Hall grounds must be considered and respectful. (See BEHAVIOUR POLICY / CODE OF CONDUCT on page 5.)

## GUESTS

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.

The Warden's permission to have an overnight guest can be obtained through the Student Support Administrator, Diane Benoit, either by emailing [Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk), or by phoning internal ext. 34880 from the telephone in your room.

Residents are restricted to one guest at a time, for a maximum of 2 nights and are responsible for their guests' behaviour whilst they are staying at Goldney, and also for the cost of the repair of any damage that their guest may cause.

If a member of your flat has a guest that causes a disturbance please inform either the duty Senior Resident (mobile 07788 916 106), or University Security on internal ext. 112233, or report the matter to the Student Support Administrator on internal ext. 34880.

Please note: any guests that are under 16 must be accompanied at all times.

## HELP AND SUPPORT

As a resident at Goldney Hall there are various people that can help you with any personal problems you may be experiencing or with any problems you may be having with other residents. These are:

- **Senior Residents:** There are seven Hall Senior Residents. These are senior students appointed by the Warden to ensure the smooth running of Hall life and to create an atmosphere conducive to academic work and collective responsibility. They are also there to help with any personal problems residents may be experiencing, and are excellent sources of advice and information. Each resident is allocated a personal Senior Resident and regular group or flat meetings take place through the year. A member of the Senior Residents group will be on duty every evening between 6pm and midnight. You can contact the Senior Resident on duty by phoning mobile number 07788 916 106.
- **Student Support Administrator:** Diane Benoit is the Student Support Administrator. Diane's office is on the ground floor of Goldney House. She plays a key role in handling pastoral and welfare matters within the Hall and is available to provide a listening ear for any personal problems residents may be experiencing. Diane is available Monday to Friday 9.30am - 5.30pm. Her email address is [Diane.Benoit@bristol.ac.uk](mailto:Diane.Benoit@bristol.ac.uk) and her internal phone number is ext. 34880.

- **Deputy Warden:** Matthew Grady is the Deputy Warden and lives in the first floor flat which can be found up the stairwell by the cream back door of Goldney House. Matt plays a key role in handling pastoral care and welfare matters within the Hall and oversees the Senior Resident Team. Matt can be contacted at any time via e-mail, and is available for meetings each evening and at the weekends. Matt's internal phone number is ext. 34881 and his email address is Matthew.Grady@bristol.ac.uk.
- **Hall Warden:** The Warden, Professor Gregor McLennan, is always available to discuss serious issues and problems, and generally decides or advises on the relevant course of action of all such matters in Hall. Residents are welcome to raise issues with Gregor, but normally only after the other suggested pathways have been pursued.

Below is a chart containing the contact details and the availability of those members of Hall staff who are there to help you:

| PERSON AVAILABLE  | AVAILABILITY  | LOCATION                      | TELEPHONE                            |
|---|---|-------------------------------|--------------------------------------|
| <b>Accommodation Manager</b><br>(accident and emergency)                                    | 8am - 4pm (Mon-Fri)   | Ground floor of Goldney House | internal ext. 34876<br>0117 903 4876 |
| <b>Student Support Administrator</b><br>(accident and emergency)<br>(pastoral care support) | 9.30am - 5.30pm (Mon-Fri)   | Ground floor of Goldney House | internal ext. 34880<br>0117 903 4880 |
| <b>Senior Resident on duty</b><br>(accident and emergency)<br>(pastoral care support)       | 6pm - midnight term time (Mon-Fri)<br>9am - midnight term time (Sat/Sun)<br>9am - midnight vacation time<br>(DO NOT contact after midnight UNLESS a genuine emergency<br>eg. fight, distraught resident etc.) | Goldney Hall flats            | 07788 916 106                        |
| <b>Security Office</b><br>(accident and emergency)  | Midnight - 8am  | Royal Fort Lodge              | internal ext. 112233<br>0117 3311223 |

### FIRST AIDER CONTACT DETAILS AND THE LOCATION OF FIRST AID BOXES:

FIRST AIDERS: Deputy Warden: 0117 903 4881 (internal ext. 34881)  
Senior Residents: 07788 916 106

FIRST AID BOXES: Goldney House Kitchen, Bar, Orangery and Residence Lodge  
There are also a number of other ways that students can obtain help and support. These are:

**Student Counselling Service:** To speak to a qualified counsellor please contact the Student Counselling Service. Their phone number is 0117 954 6655, or you can dial their internal ext. 46655 from your room. Their web site can be found at:

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

**Student Help website:** Student Help is an online resource provided by the Students' Union which aims to provide links and answers to frequently asked questions on all aspects of University life - study, personal and practical problems and much more. You can find their website at:

<http://www.bris.ac.uk/studenthelp/>

**Accommodation Office website:** If you have housing related problems the Accommodation Office website contains a lot of useful information on housing related problems. You can find their website at:

<http://www.bris.ac.uk/accommodation/>

**Nightline:** Nightline offers a telephone and e-mail service every term-time evening between 8pm and 8am. They provide a friendly ear willing to listen, and help you discuss anything - no matter how small an issue. More info about this service can be found at:

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

**Student Funding:** If you need any information about bursaries and scholarships, advice on UK government support including loans, grants and Access to Learning funds; emergency short-term loans; University hardship funds; advice on budgeting; or advice regarding withdrawal, suspension or transfer you can contact Student Funding who are located on the ground floor of Senate . More information about this service can be found at:

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

## HISTORY AND ARCHITECTURE OF GOLDNEY HALL

Goldney House was built in the early 1700s as the home of the Bristol merchant, **Thomas Goldney II**, when Clifton was beginning to turn from countryside into a wealthy suburb. The Goldneys were a Quaker family with business interests in banking, shipping and the iron and brass industries. Part of their fortune came from the leading edge technologies and resources that sparked Britain's industrial revolution, and part of it came from a very different investment – the plundering overseas voyages of **Captain Woodes Rogers** on the **Duke and the Duchess** 1708 -1711. Not only did Woodes Rogers' crew capture and bring back to Britain the huge, treasure-laden **Spanish Manila galleon**, they also rescued the real-life **Robinson Crusoe**, Alexander Selkirk, from his stranded existence on Juan Fernandez Island, thus linking our Hall intimately with one of the iconic figures of the modern literary imagination. In recent years the Goldney family's possible involvement in slavery-related commercial dealings has become an interesting issue.

The grounds at Goldney contain a number of unique historic **follies designed by Thomas Goldney III**, whose garden and orchard conception is still observable today. The shell-lined **grotto**, a Grade I listed building, is internationally valued for its special atmosphere and construction; it has been the subject of many articles and TV programmes. The other chief monuments are the **Bastion**, the ornamental **Canal**, the gothic **Tower** and the **Rotunda**, which sits at the end of the **Terrace**, a walkway from which Thomas Goldney could once have viewed his shipping interests. The Hall has been the location for such productions as *Truly, Madly, Deeply*; the *Chronicles of Narnia*; *Only Fools and Horses*; *Casualty* and also *Skins*.

In 1865 Goldney House was altered and extended by the eminent Victorian architect, **Alfred Waterhouse**, who designed the **Natural History Museum in London**. The most notable addition during this time was the central tower of the Goldney House, which is possibly the most recognisable aspect of the building when approaching from a distance. In the twentieth century, the ownership of Goldney passed on to other famous Quaker families – the Frys and the Wills – before becoming part of the University of Bristol in 1956. The student flats were built in 1969 and subsequently extensively refurbished in 1994, thanks to a generous benefaction by Lord and Lady Sainsbury, through their Linbury Trust.

## 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. Details can be found at:

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

Please note that it does not cover bikes, therefore if you bring a bike with you to Bristol you will need to take additional cover for this.

## INTERNET CONNECTION (ResNet)

Each study-bedroom in Goldney has an internet connection point. ResNet provides internet access for students living in University accommodation. Information about ResNet is available at:

<https://www.bris.ac.uk/is/computing/advice/homeusers/resnet/connect/newstudents.html>

Wireless internet access is available in the Reading Room, Bar, Library and Common Room.

If you experience any problems with your ResNet connection, or if you find that your ResNet socket in your room is damaged, you can contact them for assistance from the phone in your room by dialling ext. 89001.

## JUNIOR COMMON ROOM (JCR)

All residents are automatically part of the Junior Common Room, or JCR as it is abbreviated, but when we talk about the JCR we are usually referring to the JCR Committee that is responsible for organizing facilities and events throughout the academic year. The JCR Committee elections process commences mid February and the elections taking place in March.

All residents interested in obtaining JCR Committee positions must complete a Returner application form (with the exception of the First Year Officer) prior to the elections, as the positions run until March the following year. The election of the First Year Officer (which is a one year position) takes place in the autumn term. This year's JCR elected committee are:

| JCR COMMITTEE OFFICER         | NAME                        | EMAIL ADDRESS |
|-------------------------------|-----------------------------|---------------|
| Arts Officer                  | To be added to printed copy |               |
| Bar Manager (staff and stock) |                             |               |
| Bar Manager (Finance)         |                             |               |
| Entertainments Officer        |                             |               |
| First Year Officer            |                             |               |
| Overseas Officer              |                             |               |
| President                     |                             |               |

|                           |  |  |
|---------------------------|--|--|
| <b>Activities Officer</b> |  |  |
| <b>Technical Officer</b>  |  |  |
| <b>Treasurer</b>          |  |  |
| <b>Vice President</b>     |  |  |

## KEYS

If you lose your key please contact the Student Support Administrator, Diane Benoit, who is based in Goldney House. She will be able to issue with a replacement key. A charge of £25.00 will be deducted from your damage deposit at the end of the year.

## KITCHENS

Each kitchen is provided with two fridge/freezers, two electric cookers and a microwave, and a large table and chairs.

Residents need to bring: cutlery, sharp knife, wooden spoon, tin opener, plates, mugs, glasses, saucepans, bin bags, tea towels, washing-up liquid, toilet paper and basic food items for the first few days. You may also find it useful to bring a cheese grater, colander, wok, corkscrew, plastic food container for food in fridge and tin foil.

The University does not accept any liability for appliances brought in by residents. Any such appliances may be inspected for safety by University staff and may be removed to storage if considered dangerous. You are not permitted to use cooking appliances in your room including kettles.

Pots and pans should be stored in the bottom cupboards and food should be stored in the top cupboards.

## LAUNDERETTE

A launderette is situated to the side of K block. There are three washing machines and three tumble dryers. The cost of a wash is £1.80 and the cost of a tumble dry is £0.50.

## LIBRARY

The Library is in Goldney House and contains a range of academic texts, novels and works of general interest. Residents are encouraged to make use of the books which are for reference only and should not be removed. Like much else in Goldney, the value of this facility depends on mutual trust to do the right thing.

Situated in this room there is a grand piano, which may be used by the residents for piano practice. This room can also be used for playing other acoustic string and wind instruments. Since a large number of people are likely to wish to use the piano, no individual session should normally last longer than 30 minutes, and no music should be played after 10.30pm. During the

summer term this room will often be used for quiet study. If you wish to play the piano in this room during the summer term please be considerate of those that are studying in here. The general rule should be that studying in the summer takes precedence over piano practice.

Throughout the year, outside of opening hours, the Bar areas can also be used for music practice, but amplified instruments, such as an electric guitar, may not be played anywhere within the Hall. Music practice rooms are available for you to book in the Students' Union, which is only 5 minutes walk away. (See COMMON ROOM on page 9, COMPUTER ROOM on page 10, and READING ROOM on page 21.)

## **MAHOGANY PARLOUR**

The prestigious Mahogany Parlour in Goldney House is used for events such as wedding ceremonies and conference group meetings. Unfortunately it is not available for residents to use.

## **MANAGEMENT**

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

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

## **ORANGERY**

The Orangery is often used for student plays, debates, recitals and revues. If you wish to use the Orangery please contact the Student Support Administrator Diane Benoit whose office is on the ground floor of Goldney House (Diane.Benoit@bristol.ac.uk, internal ext. 34880). The Orangery is also used by external clients for wedding receptions and other events. These commercial activities are essential for meeting the Hall's budget targets, which are set by the University. If an external function is on in the Orangery please avoid that area. (See BEHAVIOUR POLICY/CODE OF CONDUCT on page 5.)

## **PETS**

Pets are not permitted in Goldney Hall.

## **PHOTOCOPYING**

Photocopying facilities are available for a charge of £0.05p a sheet. Please see the Student Support Administrator, Diane Benoit, whose office is on the ground floor of Goldney House, if you would like to make use of this facility.

## POST

**LETTERS AND MAGAZINES:** Letters and magazines can be collected from the large pigeon-holes in the hallway of Goldney House from 8am until 11pm every day (with the exception of the University closure days) from the start of the autumn term until the end of the summer term.

**LETTERS MARKED PRIVATE AND PARCELS:** Private letters and parcels can be collected from Goldney House Lodge from Monday to Friday, between 3pm and 6pm

(During vacation periods, Monday to Friday, contact the Student Support Administrator/ Accommodation Manager to obtain a parcel or private letter.)

Residents are notified that they have a private letter or a parcel to collect by a note placed in the small pigeon-holes, which are situated next to the large pigeon-holes in the hallway of Goldney House. You will need to hand this slip in when you collect your letter or parcel.

(If it is absolutely imperative that you collect a private letter or parcel in the early evening, or during the weekend, you may do so by contacting the duty Senior Resident - between 6pm and midnight - on 07788 916 106.)

**REMEMBER TO REDIRECT YOUR POST BEFORE YOU LEAVE GOLDNEY:** Towards the end of the summer term it is important to redirect your post, either to your new address or to your parent's address, as the Hall will only be able to retain post for those residents who will be returning to Goldney for a further year.

## READING ROOM

For quiet and personal study, the Reading Room (which is above the Computer Room overlooking Linbury Quad as well as the Common Room and the Library in Goldney House are available for you to use. (See COMMON ROOM on page 9, COMPUTER ROOM on page 10, and LIBRARY on page 19.)

## REPAIRS

Decorations and furnishings will be maintained in good order in accordance with the relevant regulations, with regular checks taken on defects. Therefore, during your stay at Goldney please report any item that is damaged, or in need of repair (ie window handle fallen off, shelf loose, light not working, toilet seat broken, pipe leaking, signs of damp etc.) either to the Student Support Administrator, Diane Benoit (Diane.Benoit@bristol.ac.uk, internal ext. 34880), or the Accommodation Manager, Samantha Norcliffe (Samantha.Norcliffe@bristol.ac.uk, internal ext.34876)

Once we have been notified of the need of a repair we will instruct a member of the Goldney maintenance staff to attend to your repair. If the Goldney maintenance team are unable to complete the repair themselves they will instruct the University Building Services to do so.

**Notice of access:** Please note that upon receipt of your repair request Goldney maintenance staff and/or University Building Services staff will usually attend within 24 hours, between 8am - 6pm Monday to Friday, to try to rectify the repair. No 'Notice of Access' will be given as your request will be considered sufficient approval for their entry into your room/flat.

However, if Building Services initiate the repair, 24 hours notice that access is required will usually be given, but occasionally it will not be possible to do so.

All University maintenance staff and contractors will carry identification and residents should always ask to see it.

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:

| <b>Type of Work</b>  | <b>Target Response Time</b>   |
|--|---|
| 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 with 5 working days                               |
| Routine for example repair to non essential furniture or kitchen equipment | A specific date will be agreed usually within 5 weeks                           |

## **RETURNERS**

'Returners' are residents who come back to live in Goldney for a second year. Members of the Junior Common Room Committee (JCR) are also Returners. (See JUNIOR COMMON ROOM on page 18.)

Whilst Returners do not have the same level of responsibilities as JCR Committee members they are expected to show similar levels of care and commitment. Returners therefore should:

- Be a visible example of appropriate behaviour for all residents: enthusiastic, responsible, encouraging to others, happy to share tasks.
- Participate wherever possible in Hall events and encourage the first-year members of their flats to also do so.
- Encourage members of their flat to participate in cleaning rotas.
- Act as Fire Marshalls for their flat (appropriate training is given for this role).
- Direct first-year students to the Hall Senior Residents, the Student Support Administrator, or to JCR Committee members where appropriate for further information or advice.
- Assist on Arrival Day which is the day before the start of the autumn term when all the new residents arrive.
- Assist on Open Day which takes place in April and is usually attended by about 1000 members of the public who enjoy walking around the gardens and eating cake in the Orangery.

Goldney residents will receive an email from the Student Support Administrator at the start of the spring term which will contain information about the Returner application process. A Returner application form will be available soon after the Christmas holiday period on the Accommodation Office web site at:

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

## RUBBISH AND RECYCLING

The University provides recycling and composting facilities for all students living within Halls of Residence, and also within 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>

At Goldney Hall within the kitchen of each flat there are various containers for collecting recycling. It is the responsibility of the residents of each flat to empty these containers into the appropriate bin.

The food waste, paper, tin, glass, cardboard and plastic recycling bins are located next to the Laundrette by K block. Any other waste should be placed in the bins located opposite the entrance to A block. **(Please DO NOT recycle glass after 10pm.)**

## RULES AND REGULATIONS - UNIVERSITY HALL OF RESIDENCE

As well as being a tenant of the University you are also a member of your Hall community. Every member has a responsibility to their community in return for the benefits they receive. **You will be expected to abide by Goldney's Behaviour Policy/Code of Conduct, details of which can be found on page 5, as well as the University's Rules and Regulations for Students which you can find at:**

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

The main requirements are outlined below:

### **Disciplinary action - 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**

### **Disciplinary action - 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.

### **Disciplinary action - 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.

### **Disciplinary action - 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).

### **Disciplinary action - 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.

### **Disciplinary action - 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.

### **Disciplinary action - 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 all students must observe (and this includes not smoking outside buildings where that might cause a nuisance) can find at:

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

### **Disciplinary Action - Warden authorised to impose a penalty:**

The Warden is authorised by the University Council to impose a penalty for any breach of the Residences' Behaviour Policy/Code of Conduct (see page 5). 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.

#### **Disciplinary action - 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.

## **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.bristol.ac.uk/securityservices/safe/documents/hallssla2.pdf>

Security Services are important to us for keeping Goldney safe and secure. Mutual respect is expected between security staff and residents. There are University security patrolmen on duty throughout the day and night.

PLEASE SAVE THE FOLLOWING SECURITY OFFICE PHONE NUMBERS IN YOUR MOBILE PHONE:

Security Office - EMERGENCIES - 0117 3311223 (internal ext. 112233)

Security Office - general enquiries - 0117 9287848 (internal ext. 87848)

The Security Services website can be found at:

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

## SENIOR RESIDENTS

At Goldney Hall there are seven Senior Residents. These are senior students appointed by the Warden to ensure the smooth running of Hall life, to create an atmosphere conducive to academic work and collective responsibility, and to help you with any personal problems you may have. They are excellent sources of advice and information and participate fully in the informal life of the Hall. The Senior Resident team meets regularly together with the Warden and Deputy Warden (this group is sometimes known collectively as the 'Senior Common Room') to discuss issues of general note and/or concern.

Each resident is allocated a personal Senior Resident who you can turn to if you have something troubling or concerning you. Meetings between Senior Residents and their designated residents take place on a regular basis, sometimes in the form of flat meetings, or in larger groups, supplemented with numerous more ad hoc individual conversations and discussions. The first group meetings will take place at the Student Induction on the first day of term which all residents must attend. You will receive information about the Student Induction in your arrival pack when you move into Goldney. Photographs of the Senior Residents are displayed alongside those of other members of Hall staff, on the notice board by the pigeon holes in Goldney House so please have a look at these when you pass through Goldney House so that you know who they are. (See HELP AND SUPPORT on page 15.)

PLEASE SAVE THE PHONE NUMBERS IN YOUR MOBILE PHONE:

|                                     |               |
|-------------------------------------|---------------|
| DUTY SENIOR RESIDENT                | 07788 916 106 |
| SECURITY OFFICE - EMERGENCIES       | 0117 331 1223 |
| SECURITY OFFICE - GENERAL ENQUIRIES | 0117 928 4878 |
| STUDENT SUPPORT ADMINISTRATOR       | 0117 903 4880 |
| DEPUTY WARDEN                       | 0117 903 4881 |

Additionally, details of which Senior Residents are on duty, their room numbers, and internal phone numbers, can be found on the window of the Residence Lodge by the Residents' Entrance, the glass door entrance to Goldney House, and on the door of Goldney House Lodge.

The Senior Residents for 11/12 year are:

| NAME                        | ROOM | INTERNAL EXT. | EMAIL ADDRESS |
|-----------------------------|------|---------------|---------------|
| To be added to printed copy |      |               |               |
|                             |      |               |               |
|                             |      |               |               |
|                             |      |               |               |
|                             |      |               |               |
|                             |      |               |               |
|                             |      |               |               |

## SMOKING

Smoking in all internal communal areas, such as the Bar, corridors, kitchens, bathrooms, toilets etc is prohibited by law. Additionally at Goldney smoking is not permitted in any student room, or on the emergency stairs located at the rear of each flat, or anywhere near either the flat blocks or Goldney House. Smoking areas are under G block and outside J Block. If you do smoke outside then please ensure that you dispose of the extinguished cigarette butt appropriately in the container provided. Additionally the University has a Smoke Free Policy which you can find at:

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

## SPORT

Goldney has a great record of getting sporting teams going each year, usually netball, rugby, and football. Depending on level and commitment, this can either be high-quality and competitive, or mainly just fun and friendship. Tennis tournaments have also been organised. If you would like to get involved in a sporting activity then please contact the JCR President.

## SQUASH COURTS

Goldney residents have the use of a squash court in Clifton Hill House, which is the Hall of Residence next door to Goldney Hall. To obtain the key to the squash court please contact the Student Support Administrator, Diane Benoit whose office is on the ground floor of Goldney House. Diane is available Monday to Friday between 9.30am - 5.30pm. A £10.00 returnable key deposit is required and the court can be used for a period of up to 2 hours.

## STAFF

**Warden:** The Warden of the Hall is Professor Gregor McLennan. As Warden, Gregor has overall responsibility for the Hall academic and social community, for maintaining its reputation and good practices, and for the wellbeing of its staff. Gregor was himself a Bristol University student in the 1970s, graduating in Philosophy and English, going on to complete his Masters and Doctorate at the University of Birmingham. Following senior academic positions in Edinburgh and New Zealand, Gregor returned to Bristol in 1998 as Professor of Sociology, a position he retains in addition to being Warden of Goldney. He lives in Goldney House with his partner Suzanne Battleday. Their two sons, Ruairidh and Finn, are both at University and can

often be seen around Goldney. Gregor's leisure pursuits include off-road cycling, golf and badminton, and he can occasionally be persuaded to dust down his guitar and perform some songs at 'open mic' nights.

If you wish to make an appointment to see Professor McLennan you can do this through Diane.

**Deputy Warden:** Matthew Grady is Goldney's Deputy Warden and lives in the first floor flat in Goldney House. Matt leads the Senior Resident Team and plays a key role in handling pastoral and welfare matters. Matt is a graduate of the University of Bristol having read for a BA and MA in Theology. Matt's main passion is for film but he also enjoys travel, making an attempt at music and a good round of golf, though he still hasn't come close to beating Gregor! If you would like to talk with Matt privately then you can make an appointment by e-mail (Matthew.Grady@bristol.ac.uk) or by calling his internal ext. 34881.

**Accommodation Manager:** Samantha Norcliffe is the Hall's Accommodation Manager. Sam is responsible for the Health and Safety of your accommodation, the condition of the property, and the work of the Cleaners and Maintenance staff. Her office is on the ground floor of Goldney House and she can be contacted on internal phone ext. 34876, or by email (Samantha.Norcliffe@bristol.ac.uk).

**Student Support Administrator:** Diane Benoit is the Hall's Student Support Administrator. She plays a key role in handling pastoral and welfare matters within the Hall and is available to provide a listening ear for any personal problems residents may be experiencing. Diane started working at the University in 2000 and has held the positions of PA to the President of the Students' Union, PA to the Head of Electrical and Electronic Engineering, and Office manager of the Secretary's Office in Senate House before joining the Goldney team in 2007. Prior to working within the University Diane held PA positions within various architectural practices and also within the NHS. She has four daughters aged, 15, 18, 24 and 34, lives with her partner Professor John Rarity in Montpelier, cycles to work (but drives when it rains), enjoys making clothes, and has a rather unusual sense of dress! Diane's office is on the ground floor of Goldney House. She is available Monday to Friday 9.30am - 5.30pm. Her email address is Diane.Benoit@bristol.ac.uk and her internal phone number is ext. 34880.

**Maintenance Staff:** Kevin Smith and Alan Sanderson are the Hall's maintenance staff. Kevin and Alan are on site Monday to Friday and will attend to any minor maintenance problems within the student flats and Goldney House. Alan assists the Student Support Administrator with the distribution of private letters and parcels from the House Lodge between 4pm and 6pm Monday to Friday during term time.

**Cleaners:** The Hall Cleaners are Donna Constant, Fran Curtis, Debra Hegarty, Suzanne Lester, Kirstie Lewis, Sheila Parsons and Sarah Stewart. The Cleaners are responsible for keeping the flats, the Orangery and Goldney House clean. It is the Cleaners responsibility to maintain the fabric of the property. It is not the Cleaners responsibility to tidy up after the residents.

## STORAGE

Goldney Hall does not have the facility to provide storage for student possessions, except for the storage of overseas Returners possessions during the summer vacation period prior to their return.

If you are an overseas Returner and you would like to arrange to store your possessions within Goldney Hall over the summer vacation period you can arrange to do so by contacting the Student Support Administrator Diane Benoit (Diane.Benoit@bristol.ac.uk, internal ext. 34880).

Please note:

- Possessions are not insured by the University, students are responsible for arranging their own insurance.
- The University is not liable for any loss or damage to possessions howsoever caused.
- The University has no duty of care in respect of stored possessions.
- Students must not store any flammable, dangerous or perishable items.
- University staff can inspect stored possessions at any time and this may include forcing open suitcases or boxes if necessary.
- Any possessions not collected within six months of the date of this agreement may be disposed of, or sold, without further notice. Students may be charged for any disposal costs and any proceeds after costs from a sale of goods will be donated to charity.
- Possessions may be stored in, or moved to, any storage space considered appropriate by the University at any time.

## **STUDENT FUNDING OFFICE**

The University Student Funding Office provides students with advice on:

- Bursaries and scholarships
- UK government support, including loans, grants and Access to Learning Funds
- Emergency short-term loans
- University Hardship Funds
- Budgeting
- Withdrawal, suspension and transfer

Further information can be found at:

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

Their phone number is 0117 954 5785, email address is student-funding@bris.ac.uk.

## **TELEPHONE CONNECTION**

Each study-bedroom in Goldney has a telephone point. Internal calls within the University are free of charge. You will be given information when you arrive at Goldney about setting up an account so that you can make external calls from the phone in your room should you wish to do so.

## TELEVISION

Each of the flat kitchens is equipped with a television aerial. Please note that you are responsible for obtaining licences for television sets you bring to Goldney. You will also need a licence if you watch television on your computer/laptop. Please take a look at the ResNet advice about this at:

<http://www.bristol.ac.uk/is/computing/advice/homeusers/resnet/using/freewire/>

Only one license is required if a television is placed in the kitchen and therefore all members of the flat can share the licence cost. Information about the requirements to purchase a TV licence can be found at:

<http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/>

## TENNIS COURTS

Within Goldney grounds, there are two tennis hard courts for residents of Goldney Hall and Manor Hall to use. There is no booking system for these courts, which run on a first-come-first-served basis but games should be kept to a one hour time limit. Please remember to take away all of your litter from the tennis courts. (See BASKETBALL/NETBALL on page 5.)

## TRANSFERS

If you are not happy with your allocated room at Goldney Hall you can apply to transfer to an alternative University residence. Students wishing to transfer between residences should complete and return the transfer form which they will find on the accommodation office website at: <http://www.bristol.ac.uk/accommodation/ug/current/>

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.

## WEBSITE - GOLDNEY HALL

GOLDNEY HALL

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

There is also an official Goldney Hall facebook page.

## WEBSITES - USEFUL SOURCES

ACCESS

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

ACCOMMODATION OFFICE

<http://www.bris.ac.uk/accom/>

#### ACCOMMODATION FEES

<http://www.bristol.ac.uk/online-payments/>

#### BICYCLES - CYCLING

<http://www.bristol.gov.uk/ccm/navigation/transport-and-streets/cycling/>

#### BICYCLES - CYCLES SURGERY

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

#### BUILDING SERVICES SERVICE LEVEL STATEMENT

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

#### BUS SERVICE

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

#### COUNSELLING

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

#### ENERGY

<http://www.bristol.ac.uk/environment/policy/>

<http://www.bristol.ac.uk/environment/students>

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

#### ENVIRONMENT

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

#### FEES

[http://www.bristol.ac.uk/online-payments/.](http://www.bristol.ac.uk/online-payments/)

#### FREEWIRE TV AND PHONE

<http://www.bristol.ac.uk/is/computing/advice/homeusers/resnet/using/freewire/>

#### HEALTH AND SAFETY

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

#### HEALTH AND SAFETY

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

#### INSURANCE

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

#### MAPS

<http://www.bristol.ac.uk/university/maps/>

#### NIGHTLINE

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

#### RESNET

<https://www.bris.ac.uk/is/computing/advice/homeusers/resnet/connect/newstudents.html>

#### RUBBISH AND RECYCLING

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

**RULES AND REGULATIONS**

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

**SECURITY SERVICES**

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

**SMOKING POLICY**

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

**STATUTORY REQUIREMENTS OF LEGISLATION**

<http://www.bris.ac.uk/Depts/Bursar/BuildingServices/ubshome.htm>

**STUDENT COMPLAINTS**

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

**STUDENT COUNSELLING**

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

**STUDENT DISCIPLINARY REGULATIONS**

<http://www.bristol.ac.uk/secretary/studentrulesregs/disciplinary.html>

**STUDENT FUNDING OFFICE**

[www.bris.ac.uk/studentfinance/](http://www.bris.ac.uk/studentfinance/)

**STUDENT HEALTH SERVICE**

<http://www.bris.ac.uk/Depts/StudentHealthService/>

**STUDENT HELP**

<http://www.bris.ac.uk/studenthelp/>

**STUDENT RESIDENT CONDITIONS**

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

**STUDENT RULES AND REGULATIONS**

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

**STUDENTS' UNION**

<http://www.ubu.org.uk/>

**TELEVISION AVAILABLE THROUGH RESNET**

<http://www.bristol.ac.uk/is/computing/advice/homeusers/resnet/using/freewire/>

**TELEVISION LICENCE**

<http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1/>

**TRANSFERS**

<http://www.bristol.ac.uk/accommodation/ug/current/>

**UNIVERSITIES UK CODE OF PRACTICE**

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