Halls of Residence Handbook

CARROCK HALLS

University of Cumbria

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UUK Code of Practice
The University of Cumbria is signed up to and compliant with the UUK Code of Practice.

For more information on the code please visit:
www.universitiesuk.ac.uk/acop

Before you come to university please take time to read through this handbook, as well as the Conditions of Residence, which provide valuable information about living in halls.

The contract you sign is a legal agreement between you and the university which lays out your obligations and the university's responsibilities. It is important that you read and fully understand this commitment.

Welcome

to the University of Cumbria...Your new home from home!

The Accommodation Team warmly welcome you to life in halls at the University of Cumbria.

In this handbook you will find an overview of facilities and support services, as well as policies and procedures (which are detailed in your Conditions of Residence). On our part we want to ensure, as much as possible, that the halls are clean, safe and secure and that residence life provides a supportive environment that facilitates your learning experience. On your part, please be aware that you will be held responsible for getting to know and abiding by the policies and procedures within this handbook and the Conditions of Residence. As a University of Cumbria student you are also responsible for adhering to policies in the Student Code of Conduct, you can download a copy from **https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Student-Code-of-Conduct/**

At the University of Cumbria we view living in halls as an integral part of your campus experience. As a result of your community living experience we hope that you will develop a concern and respect for others, share your social, cultural and academic experiences and learn to live in close quarters with a diverse group of students.

When you arrive at your accommodation, it should be equipped (as shown in the inventory), clean and ready to move in. Should this not be the case, or if you feel that the standard of cleanliness is not what you would expect, please contact the Accommodation Office immediately so that they may visit and assess the situation. Please bear in mind that the accommodation may have been unoccupied for two months when you move in, and some surface dust may have gathered.

Don't be afraid to ask questions and/or request help from the Accommodation Officer, Residence Life Assistant, or other members of the university staff on site if there is anything you are unsure about.

Best wishes for the academic year ahead.

Meet the team...

Accommodation Office & Residence Life Assistant

01228 279425
carlisleaccom@cumbria.ac.uk
Where? Entrance to Carrock Hall

Residential Services Manager

Vanessa Pattinson
01228 279502
vanessa.pattinson@cumbria.ac.uk

Carlisle Reception

01228 279397
carlisle.reception@cumbria.ac.uk
Where? Blencathra Building
When? 8am – 5pm Monday – Friday

Carlisle Security

07809 190 530
Where? Learning Gateway Building
When? 5pm-8am Monday – Friday and throughout weekends.

Arrival

What should I bring?

- Bedding—sheets, duvet, pillows and covers
- Towels, including tea towels & bath mat
- Crockery, cutlery and pans (not oo many)
- Food for the first couple of days
- Cleaning materials
- Clothes hangers and iron
- Your own personal effects
- Toilet rolls—only 1 will be provided on your arrival
- First aid essentials

Please see our What to Take to Uni booklet using the link below;
https://www.cumbria.ac.uk/student-life/accommodation/What-to-take-to-Uni--Checklist.pdf

Any electrical items you bring need to have been PAT tested within the last 12 months. Storage space is limited, so be selective when packing and shopping. Please bear in mind that you will be sharing space in the fridge and freezer. Contents Insurance is included your own personal possessions as part of your tenancy agreement with us.*For more information please visit **https://www.endsleigh.co.uk/student/your-student-cover/?HHRef=HH1722**

What should I leave at home?

Please do not bring any of the following:- kettles, toasters, grills, rice cookers, deep fat fryers, air fryers, chip pans, fridges, freezers, sandwich toasters, "one cup" elements, microwaves, washing machines and dryers, halogen lamps, candles, fairy lights, incense burners, sunbeds, heaters, dartboards, swimming pools, barbecues, any form of weapons (real or imitation), ornamental swords, ammunition, illegal substances, pets, vehicles or vehicle parts.

Key Collection

You will receive information by email during the summer which will provide details of the moving in and key collection process.

Inventory

On arrival, after you have collected your keys and before you unpack you need to complete online via. the portal both the room and flat inventories. Check every item in your room and communal areas and record any discrepancies such as missing items, marks on walls, carpets etc.

This is an official record of the condition of the property when you move in and will be used to compare with the condition of the room when you leave. You will be charged for any missing items or damage. You must return your inventory within the first week of term. If you do not return your inventory we will assume that everything in your room is as we have listed it.

Welcome Meeting

There will be a welcome meeting once you move in on Welcome Sunday. This is a compulsory meeting for all resident students and allows you the opportunity to meet the staff and to hear some essential information to help you settle in. Unfortunately parents are not able to attend this meeting as it is only for the residents.

Visitors

Adult visitors (over 16) may stay overnight for a maximum of two consecutive nights in any 14 day period. You should not have visitors staying on consecutive weekends. Visitors should not be left, day or night, in the allocated accommodation without you being present. Permission to accommodate an overnight guest must be obtained in advance from the Accommodation Officer and the Residence Life Assistant must also be informed. You are responsible for the behaviour of your visitors and will be held liable for any damage or disturbance caused by them. Bedrooms may be available for visitors - please contact the Accommodation Office for further details & Rates.

Facilities

Bedrooms

Each bedroom is fitted with:

- Single bed with under bed storage
- Mattress and mattress cover
- Desk with drawers
- Desk chair
- Wardrobe
- Bedside cabinet
- Desk Lamp
- Waste Bin

All rooms are furnished with curtains and carpet. You might want to bring a small rug for the bedroom floor.

Bathrooms

Each bedroom has an en suite shower room, with shower cubicle, washbasin and toilet.

Care must be taken not to block drains or allow basins or shower trays to overflow. The shower drain needs to be cleaned regularly and kept full of water. We provide a shower curtain.

Internet Access

Wireless internet connection is provided in all flats with a hard wired connection in every bedroom. This service is provided by Glide. There is no additional charge, the cost of this is included in your rent. Details on how to connect and the help line number will be in your welcome pack on arrival. Please note that if you have an iPad or Apple appliance you will need an adaptor to connect to the hard wired connection.

Kitchens

Each kitchen is equipped with:

- Cooker
- Microwave
- Fridge & Freezer
- Kettle
- Toaster
- Vacuum cleaner
- Ironing board
- Mop and bucket
- Dustpan and brush

You are responsible for keeping kitchens clean and tidy, including the cooker and fridge/freezer and for removing all rubbish and recycling from the kitchen. If excessive rubbish is left in the kitchen it will be removed by the Domestic Services staff at a charge.

Please note that fat fryers/chip pans and air fryers are not permitted due to the health and safety risk they create.

Laundry Facilities

The launderette is located on the ground floor, at the entrance to the halls. This service is managed by Circuit Laundry and their helpline number is 0800 092 4068 should you need to report a problem. Washing machines and tumble dryers are operated by Top-up Cards.

Students are requested not to put wet or damp clothes on radiators to dry but to use the dryers provided in the launderette. If you find a machine out of order please contact the number displayed in the launderette and inform Accommodation Services. There is an ironing board (not an iron) provided in each flat for you to use.

First Aid

There are no first aid boxes provided in halls. We recommend that you bring your own basic First Aid Kit with you. Should you require the assistance of a first aider during office hours then please call the main reception and they will arrange to send a trained first aider to you. Outside of office hours please contact our Security Team.

Behaviour

Disciplinary Matters

The rationale behind the halls regulations is to ensure the safety, security and well-being of all residents. Breaching the Conditions of Residence is also considered a breach of the University's Student Code of Conduct and these breaches will be investigated by the residence team and may include a member of your course team.

Where Conditions of Residence/Student Code of Conduct have been breached, appropriate sanctions will be applied and will reflect the level of seriousness of the misdemeanour. Where the same student(s) is repeatedly alleged or found to have breached the Conditions of Residence the matter may be forwarded to the more formal methods of investigation under the Disciplinary Procedure.

A copy of the Student Code of Conduct and Disciplinary Procedure can be downloaded from: **https://my.cumbria.ac.uk/student-life/support/responding-to-your-concerns/student-code-of-conduct**

Information relating to an allegation may be forwarded to a Disciplinary Officer from a number of sources including Accommodation Services, Night Security, Domestic Services staff and/or a member of staff in a department faculty.

Again, where allegations are proved any sanctions will be applied according to the seriousness of the breach and may take account of any mitigating circumstances.

Sanctions can range from verbal or written warnings; fines up to £50, £75 or £150 per breach (depending on the method of investigation used (Correspondence, Interview or Hearing) and in addition to any cost of repairs or replacement there may be; and/or exclusion from services or university in very serious situations. The university also reserves the right to involve the Police where a criminal offence may have been committed.

Full details of the Student Code of Conduct can be obtained from Student and Staff Services, Accommodation Office, the Students' Union, or online: **https://my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Student-Code-of-Conduct**

Fixed Penalty Notice

The Fixed Penalty Notice Scheme is used when a student admits to a misdemeanor, therefore eliminating the need for an investigation to find out who is responsible.

Serious breaches – even if admitted – may be dealt with through a disciplinary interview or hearing, especially if a more severe sanction is needed than those Fixed Penalty Notice examples listed below.

- Noise disturbance (£50)
- Cleanliness of flat/halls (£30)
- Lack of respect for fellow students and staff (£25)
- Unauthorised visitors to hall/room/flat (£20)
- Vandalism (£20 plus repair/replacement costs)
- Minor damage to property (£20 plus repair/replacement costs)
- Littering within or outside of halls, including cigarette butts (£15)
- Failure to provide student identification at the reasonable request of a member of university staff or staff working with the university (£10)
- Use of candles (£30)

Please note these FPN sanctions are a guidance and subject to change

You will receive an invoice from the finance department and payment should be made straight away.

Services

Catering

Students are able to receive up to 20% discount on purchases from our catering outlets [excluding alcohol].

Catering outlet on Campus are open Monday to Friday as follows:-

The Cube: 8.30am—2pm

We do cater for special diets, however should you wish to discuss your particular dietary needs please speak to the Catering Manager.

Mail

Make sure that you give the correct address for correspondence as follows:

Your Name
Flat No. and Room No.
Carrock Halls of Residence, Fusehill Street, Carlisle, Cumbria CA1 2HH

Letters will be posted daily into the letter boxes inside the entrance to Carrock Hall Monday to Friday. Should you receive a parcel our Reception team will email you. During term-time all parcels should be collected from the main reception in Blencathra. Identification will be requested.

Gas and Electricity

Gas and electricity charges are included in your rent. Meters are regularly inspected and excessive use of heating may be surcharged. Students are encouraged to be environmentally responsible in their consumption of energy and water. Please switch off lights and other electrical appliances when you leave the room. Thermostats are provided on all radiators for you to regulate the temperature in your room as appropriate. Please be aware that the heating is on a timed schedule and is on in the morning and at night, not 24 hours. Heating systems operate according to the season and prevailing weather conditions.

Parking

Onsite Parking permits are not available for resident students unless you have a disability, in which case you should contact Student and Staff Services at **disabilityservices@cumbria.ac.uk.**

There is a pay and display area on campus, however this would prove expensive to use on a regular basis and parking is extremely limited during the week. We would strongly recommend that students do not bring cars with them. Free student parking is allowed on campus after 6.00pm and before 8.00am weekdays and all weekend. Any cars parked on campus are at the owner's own risk.

There are a limited number of car parking permits available at Carlisle Utd Football Club (about 10 minutes walk from the campus) allocated on a first-come first-served basis. Permits cost £15 per month* (minimum of 3 months, *subject to changes). Parking at Carlisle United Football club is 24 hours with the exception of match days/nights when vehicles must be removed and can be returned once the match has finished. To apply you need to register on the Excel website via **https://www.cumbria.ac.uk/about/organisation/professional-services/student-and-staff-services/travel/carlisle**

Cleaning

Cleaning

Students are responsible for keeping all communal areas, as well as individual bedrooms clean and tidy, specifically ensuring that:

- all kitchen surfaces are cleared and wiped
- floor areas are free from clutter
- sinks and surfaces are free of dirty pots, pans and cutlery
- all rubbish and recycling is removed from the kitchen on a regular basis
- cookers and microwaves are wiped out each time after use
- bath, shower and toilets are kept clean and wiped down/ventilated to avoid build-up of condensation and black mould.

The Accommodation Team will carry out weekly inspections to ensure this is happening.

Upon End of Tenancy Inspection, dependant on the Condition of your Room, Students will be charged for additional cleaning if bedrooms, shower rooms or communal areas are not left in a clean and tidy condition, or if rubbish/recycling is continually allowed to pile up in communal areas.

Unwashed crockery, cutlery and cooking utensils, or any other item(s), which are considered to constitute a hazard to health will be noted and an improvement notice issued. Non–compliance with this notice will result in the item(s) being removed and disposed of and you will be charged for the removal of these items.

Domestic staff will clean stairwells and foyers. They will also clean communal bathrooms weekly. Please refer to the Domestic Services Service Level Agreement via Accommodation Online Portal.

Rubbish

Waste bins are available in each student bedroom and ensuite, and refuse bins are available in each kitchen. You are responsible for disposing of personal refuse and recycling from your room to the designated refuse/recycling areas. The disposal of communal kitchen refuse/recycling is the responsibility of all the students in the flat.

Black refuse sacks and clear recycling bags are available from the Accommodation Office.

If excessive rubbish is left in the kitchen it will be removed by the Domestic Services staff at a charge. We recommend as a flat you establish a rota fairly to share domestic duties. If rubbish repeatedly is not removed, then this will could lead to disciplinary action.

Recycling

You are encouraged to try to recycle as much of your waste as possible. Recycling boxes are provided in each kitchen and the bins are located in the car park at the rear of Skiddaw Building for glass bottles, cans, paper, cardboard, plastic etc.

Litter Clearance

The paths and grounds around the halls are routinely swept and litter removed. You are expected to behave responsibly and avoid causing or adding to litter on the campus. Any student caught littering could receive a Fixed Penalty Notice..

Vermin

Be proactive in preventing pest problems by:

- keeping your flat clean from leftover food and crumbs
- making sure food is properly stored
- not allowing kitchen refuse to build up

Please do not throw food out of windows for birds - food left lying around often attracts vermin.

If you suspect that your flat has vermin of any kind, you should complete a Richmond request immediately via Student Hub and inform the Accommodation Office.

Maintenance

Maintenance

Requests for maintenance are made by completing a maintenance request on our Richmond app via Student Hubf. On completion, these requests will be referred to our Reception team and Estates staff will call to assess the problem.

It is your responsibility to complete a maintenance request when reporting a defect. When Estates have visited your room, in response to a maintenance request, they will leave a card so that you know they have been to determine the fault. If the problem has not been resolved e.g. parts are required, this Information will be given on the card.

Planned Maintenance

Routine and statutory maintenance inspections will be carried out throughout the year. You will be emailed a schedule of planned preventative maintenance work each month. You will be notified of any additional maintenance in advance by email to your university email account with at least 7 days notice.

Emergency Maintenance Requests

These should be reported to main Reception who will then contact Estates or any other appropriate service to assist. Out of office hours please contact our Security Team who will investigate prior to any call out.

Maintenance Response Table

The table shows the response time that Estates will endeavour to achieve. A response can mean a visit by a member of the Estates team. The repair may take longer should parts need to be ordered or a specialist called in.

Response Time	Example of maintenance issue
Emergency immediate response	Gas leaks, water leaks, fire, flood, total power failure, no lighting, no water, alarm fault or activation, external doors not closing, lock out due to failed lock, broken glass which cannot be repaired by Night Security
Response next working day	No hot water, no heating, blocked drain/WC, faulty light, broken internal glazing, door entry system fault, infestation.
Response within 7 days	Faulty taps, faulty door closers, repairs to broken items of furniture, replacement light bulbs, faulty door bell

Students are not permitted to decorate their rooms or remove furniture or to carry out repairs themselves.

Mid Term Inspections

All university accommodation is visited by the Accommodation Officer at least once each academic term. You will be notified by email of the intended date of the visit, which will take place during normal working hours, with at least 7 days notice. The purpose of these visits is to ensure that you are looking after the property and that health and safety standards are being maintained.

It will also help you to help yourselves, in that we may point out areas which need special attention so you can avoid large cleaning/repair bills when you vacate the property at the end of the year. If a room/flat is not in an acceptable state when inspected, then a re-inspection date will be arranged. Please remember that we are here to help you, please ask the Domestic Services staff, Residence Life Assistant or Accommodation Officer if you need advice about cleaning or maintaining your room/flat.

Although we do like to meet a member of each flat so that any problems can be discussed personally, it is not essential and in your absence you could leave a note to draw attention to any particular problem you have. Any items deemed to be dangerous or any listed as not allowed in the Conditions of Residence will be confiscated.

The Accommodation Officer will record receipt of the items and students will be allowed to collect confiscated items at the end of term when returning home.

Fire safety

Fire Safety and Evacuation Procedures

- In the event of a fire, follow the instructions posted in each room and on hall notice boards.
- Fire blankets and small extinguishers are provided in the kitchens, to deal with small fires. Ensure that you know where this equipment is located and that you are familiar with the instruction for its use.
- The fire alarm is activated by breaking the glass cover on the red break glass point, these are situated next to fire exit doors in residences.
- Make sure that you are familiar with all the escape routes out of the residences, including routes that you may not normally use.
- Do not block corridors, stairs, doorways or landings with boxes, cases, bicycles or outdoor equipment.
- Do not allow combustible materials, such as old newspapers, bags of rubbish/ recycling etc. to accumulate in kitchens.
- Fire doors are designed to protect your emergency escape routes, they must be kept shut and never be wedged open or obstructed.
- The use of candles, oil/essence burners, joss sticks etc. is strictly prohibited within the residences and, because of the potential harm to others in the university community, fireworks cannot be let off in halls or on campus.
- Students must not interfere with fire fighting equipment. If a seal on an extinguisher is discharged for any other reason than one which is deemed legitimate, the cost of refill/renewal/ replacement will be proportionally charged to all students of the flat/floor as appropriate. This applies to all safety equipment in halls.
- Smoke detectors and heat detectors are located in the halls of residence, misuse of these will be treated in the same way as misuse of fire fighting equipment.

There will be a full fire evacuation test of the residences at least once during the academic year, when all the alarm bells will be activated continuously and you will be expected to vacate the residences. Residents that fail to vacate the premises during an evacuation test may be fined and disciplined.

If you have a disability you should contact a Student and Staff Services Adviser via the front line services in the Library to ensure that you aware of the support available to you. Additionally as a resident student we have duties to ensure your safety in the event of an emergency (e.g. fire in halls. Student and Staff Services will, if necessary, complete a personal emergency evacuation plan for you.

Window Restrictor

Under Health and Safety Legislation, all windows within our residences are fitted with Window Restrictors to ensure for your safety. The restrictors allow for the window to be open a maximum of 10-15cm to allow for ventilation.

Window Restrictors are significantly important within Halls of Residence and therefore must not be tampered with. Window Restrictors are routinely inspected by staff, if in the event damage has occurred to a Window Restrictor due to the behaviours of Students/Guests, this will be dealt with through the appropriate Student Disciplinary Proceedings or subsequent Fixed Penalty Notices.

Door Closures

Room doors, kitchen doors, and doors adjacent to staircases are fitted with hydraulic door closures. They are frequently considered a nuisance but are designed to reduce the risk of spread of fires. It is an offence to tamper with these devices or to prop open any door with a closure attached and you will be fined. Please report any faults associated with door closures by submitting a Richmond request via Student Hub.

Smoking

Smoking (of any substance including the use of e-cigarettes & vaping) is not allowed within the halls of residence. Please use the designated areas outside. Please do not leave cigarette ends on the ground and always dispose of them safely in a bin.

If there is evidence that you have smoked in halls, including your bedroom you will be charged a fixed penalty notice alongside a possible End of Tenancy Charge and there may be a disciplinary Interview.

General safety

Electrical Appliances

The use of kettles, cooking equipment, "one cup" elements, rice cookers, fridges, freezers, toasters, microwaves, sunbeds or heaters in bedrooms is prohibited. Washing machines and dryers are not allowed in the halls of residence, other than those provided by the university in the launderette.

If you bring electrical equipment into halls you must ensure that only one appliance is wired to one plug and that each appliance is:

- in good working order
- covered by a current portable appliance test
- fitted with the correct fuse

For safety reasons, if you are bringing a quantity of computer equipment you should have a good quality bar adapter which incorporates its own fuse. If you are travelling from outside the UK please ensure plugs are compatible with UK voltage system. Unsafe or faulty adapters, fittings and dangerous wiring will be confiscated and it is possible that a fine will be imposed.

Holes must not be made in furniture or fabric to accommodate wiring. You must not carry out repairs to university electrical equipment, but report any faults by completing a maintenance request.

Personal Safety

Any violent acts, or incidents that cause distress, whether directed towards you or someone else, should be reported as soon as possible to any of the following:

- Residence Life Assistant
- Accommodation Office
- Reception
- Security

Reports will be treated in confidence, as far as possible. Please assist us in discouraging unauthorised persons from coming on to the university site. If at anytime you are suspicious, please report the circumstances at once to the campus reception or security.

A student should never leave his or her room without locking it. Ground floor and balcony windows should also be locked when a room is left empty, after dark and before retiring. It is most important that students, entering or leaving a building, ensure that doors are closed securely behind them. **Never admit other residents' visitors.**

Safety and Security in Residences

It is the responsibility of all residents to ensure that the hall of residence is a safe place to live and work, any suspected hazards should be reported immediately to the Accommodation Office. The Conditions of Residence are quite explicit. Doors should never be propped open, doing so is considered a serious breach of safety and security. Overloading of electric sockets is extremely dangerous and can lead to electrics tripping or fire. Using unreliable extension blocks will be considered to be a breach of health and safety regulations and a disciplinary/Fixed Penalty Notice may be necessary.

Window Locks

Window locks are fitted to reduce the risk of anyone falling from a window and to reduce the risk of intruders gaining access to your flat/ room through the window. They are regarded as health and safety equipment. Any tampering with such equipment is treated seriously and may result in a disciplinary/fixed penalty.

Security

Security staff are on site/available between 5pm and 8am, Monday to Friday and throughout the weekend, making regular patrols of the campus. They may be wearing body cameras and images could be used as evidence in disciplinary hearings.

Residence Life Assistant

The mission of the Residence Life Assistant is

.....to provide an environment that is

supportive of a resident student's basic and developmental needs and to generate a sense of belonging to a living community that emphasises mutual respect and understanding and awareness of diverse cultures.

The RLA is responsible for the welfare of the residential students and balances discipline and community development in the halls, offers suggestions for improving your life in the halls and enjoy a living learning experience.

The RLA works closely with the Accommodation Officer and the security team, and is an integral part of university life for residential students, making a vast contribution towards your safety, security and well-being. The RLA is part of a team with responsibility for carrying out security measures in all accommodation buildings. The RLA will respond and deal with a variety of incidents and events with the aim of safe guarding the buildings, its occupants, assets and contents.

The RLA will also be working for the benefit of all students, staff and visitors to the campus and incorporating student events throughout the academic year.

Emergencies

Illness

Lists of local doctors and dentists are available from the Accommodation Office and Student and Staff Services and you are advised to register with a local practitioner before an emergency arises, otherwise you may experience some delay before receiving attention.

Students requiring urgent medical attention at night or during the weekend should telephone CHoC 111 (the out-of-hours GP service) or the Medical Practice where you are registered. In the event of a medical emergency you should dial ring 999 (or 112) and inform the duty Residence Life Assistant if further assistance is required.

Emergency Services

Should you require the assistance of an emergency service (Police, Fire, Ambulance) always call 999 (or 112) then let Reception/ Security and the duty Residence Life Assistant know.

If you are unsure or have concerns you can speak to the Reception or Security staff (available 24/7 for consultation and advice) who may contact the emergency services and/ or a member of the Residence Life Team on your behalf. They will require your name, your location and a description of the emergency.

Crime Prevention

Whilst the campus is a low crime area, burglary is very much on the increase and student occupied houses/residences are often targeted. If the following guidelines are put into practice the risk is greatly reduced.

On/Off ampus Advice

- Lock ALL external doors and windows when house/room is unoccupied (use window locks if fitted) even if only for a short time.
- 'Postcode' all valuable property and attractive/saleable items using a UV marker or an engraver and include your house/flat number e.g. CA1 2HH.
- Never put expensive items in view of windows.
- Open curtains in day time and leave a light on at night, preferably using a time switch when the flat/room is empty.
- If you do not need a car for your course, leave it at home.
- Keep cards safe at all times.
- Report crime or damage to the Police/your landlord and/or the university. This enables early action and repair.
- Strangers seen wandering on campus should be reported to Security or Reception.

Admin issues

Absence

Whilst there is no question of residents having to ask permission to go away, it is important for them to inform their neighbours of their absence. If you are planning to be away for more than 5 days, as a matter of courtesy we ask that you please inform the Residence Life Assistant.

Fees

The residential charge entitles you to occupy your room for the dates stipulated on your Accommodation Contract and includes Christmas and Easter Vacations.

Accommodation fees are paid online using a debit / credit card. If you have a query about payment please speak with the University Finance Team on 01524 590826 or email: AccountsReceivableTeam@cumbria.ac.uk

If you wish to stay in residence beyond the end date of your contract you should contact the Accommodation Office. Summer accommodation is at a premium and early booking is essential. (subject to availability)

Payment of accommodation fees can be made in full at any time up to and including your arrival at the university. This includes payment from non-EU students. To make a payment prior to, or on arrival go to **https://payments.cumbria.ac.uk**

UK and EU students may have the option to pay in three instalments. However, this is not available to all students in which case payment will be required in full prior to or on arrival. Finance does reserve the right to deny the option at any time.

Instalments are paid at the start of each term. For autumn arrivals the terms are September, January and April. The last date may be subject to change; however, information is made available online prior to the start of the year.

Following your arrival you will be emailed an invoice for accommodation / catering (if applicable). You will then be able to go to: **https://payments.cumbria.ac.uk/invoice**

Log on using your student ID and DOB. You can then select the option to pay in full or by instalments. The system will guide you through the process and once completed an email will be sent to you confirming your payment or instalment plan. If you are denied the option to pay by instalments, please pay in full or contact our Finance team on 01524 590826.

Finance will endeavour to support students who experience payment difficulties. However, students are ultimately responsible for informing finance of matters which will impact on the ability to pay on time. Students will be notified by email of payment failures. An immediate response from students on the matter will be expected. Payment arrears will result in 1) cancellation of the instalment plan (if applicable) 2) suspension of catering (if applicable) 3) eviction, or any other sanction deemed appropriate. The University will approach guarantors for payment in full of the Accommodation Contract balance, including catering charges. Further failure to respond will result in legal action for the guarantor.

Complaints

If you feel we have failed to meet the standards you would expect of us, please inform us of the problem. If the complaint you make is verbal, the matter will be investigated and a verbal response given within 7 working days.

If the complaint is in writing, the complaint will be investigated and a written response given within 7 working days.
If after a written complaint you are not satisfied by the response you have received, there is a formal university complaints procedure you can follow and details of this (and forms to fill in) are available from the Accommodation Office or on the university website
www.cumbria.ac.uk/studentprocedures

If the response to the complaint is still not acceptable and all internal elements have been facilitated, an application may be made to the Office of Independent Adjudicator for Higher Education (OIA). Details of how to pursue redress via the OIA are provided on the university website. The policies and procedures governing independent review will be as determined by the OIA.

Alternatively if you feel we have failed to meet the standards as laid out in the Universities UK code of practice. The code allows you to gauge your accommodation against a set of standards, and if it doesn't meet these standards there is a complaints procedure.

For more information on how to do this and details of the standards set out in the code please go to: **www.universitiesuk.ac.uk**

Televisions

Any equipment receiving a live TV signal must be covered by an appropriate licence. The university television licence does not cover the use of students' personal televisions.

External wireless or television aerials must not be erected on University property.

Please check with TV Licensing regarding licence requirements at
www.tvlicensing.co.uk.

Please note that there is not a TV aerial socket in student bedrooms.

Storage

Outside the period of your contract, the university cannot provide storage space for your belongings, though we will give you information about local storage companies. You should make appropriate arrangements for your belongings well in advance of the summer vacation. Any items left in rooms or communal areas after the contract has ended will be disposed of.

Lost Property

For any property "lost or found" within halls please contact the main Reception Desk. Details of items found will be logged and the property stored for 30 days, after this time unclaimed items will be disposed of.

Room Changes

All room changes must be approved in writing by the Accommodation Office and are subject to charge.

Room changes within the residences appear on the face of it to be simple but, with nearly 500 residents in total even a small percentage wishing to move can add considerably to the administrative workload. However, special cases can very occasionally be made, and permission given for changing your room. If you think you have a special case, the first person you should see is your Accommodation Officer.

If a move is not possible straight away, but you have been granted permission to move, you will be put on a waiting list and contacted when a room becomes available. **Please note that unauthorised transfers will incur financial penalty.**

Bicycles

Bicycles must not be stored in flats or the corridors of the halls of residence. There are under-cover bike stores on the campus, please use these. Locks should be brought with bicycles for safe storage.

There are 2 bike storage facilities outside the entrance to the accommodation block and lockable storage between the Learning Gateway and Calva Buildings. Before using the bike sheds provided students are advised to read the displayed advice notice.

Vacations

Your accommodation contract is inclusive of Christmas and Easter vacations and you can remain in halls/leave your possessions in your room during these periods.

Rules

Illegal Substances

Students must not allow their rooms to be used for the abuse of substances, as described in the Misuse of Drugs Act 1971.

Any illegal substances found will be removed and all suspected cases involving drugs or other illegal substances will be subject to a full and thorough investigation under the Student Code of Conduct.

You may be suspended whilst the Police and/or university investigate and the possible sanctions can include deregistration from your course.

Multiple Occupation of Rooms

No permanent multiple occupation of bedrooms is permitted in single rooms. Students are allowed overnight guests under the terms and conditions stated in the Conditions of Residence (see under Visitors).

Persistent use of the facilities by visitors is not allowed. You are responsible for the actions of your visitors, whether invited or implied.

Noise

Students are requested not to make or allow any loud noise. In addition to this, music should not be audible outside bedrooms at any time. Students are requested to use headphones when listening to music late at night to avoid disturbing other residents and neighbours.

Posters

A noticeboard is provided in each study bedroom for sticking up notices, posters, pictures etc. **Please do not attach notices, posters etc. to any of the walls or doors.** A charge will be made when you leave if the walls have been seriously marked.

Sexually explicit, racist or homophobic posters, postcards and notices, or any other content which may offend others, is not acceptable in any public areas within the residences, and are discouraged from being displayed in individual rooms.

Residence Parties/Social Gatherings

Parties are not permitted in halls of residence for reasons of safety and disturbance of other residents. Pre-drinks and unplanned social gatherings which cause disturbance are also considered to be a party. Please check on the availability of university facilities for hire if you wish to hold a party or function.

Peddlers

Purveyors of various items (notably insurance) occasionally visit the halls. The university does not welcome such activity, please report any visits of this nature to Reception.

Pets

No animals, reptiles or fish etc. may be kept in accommodation, with the exception of guide dogs authorised by the Accommodation Officers.

Use of Premises
Students are advised to read the Conditions of Residence prior to arrival to ensure that they are in compliance with all the conditions. Furnishings and equipment are provided for the benefit of all residents and must not therefore be removed from communal rooms. This applies to tables and chairs.

Dart boards and the throwing of darts or other sharp objects in and around the halls of residence is not permitted, nor is the playing of any ball or frisbee game, food or water fights, nor any other dangerous horseplay.

Portable barbecues, paddling/swimming pools, camping stoves, tents, awnings etc. are not permitted in or around the halls of residence.

Residents may not store collections of empty cans, bottles, road traffic signs/cones in their study bedrooms/kitchens.

Students will be charged for the removal of this excessive rubbish build up in halls of residence. Fairy lights are a fire hazard and are not permitted at Christmas nor at any other time of the year. Christmas decorations must be put in safe places and removed before leaving for the seasonal break.

Residence Life

Residential Life - the reality check
Whilst it may not be the first time that you will have experienced living in shared accommodation, challenges may still arise. That is perfectly natural and understandable and is why we have included a few pointers and thoughts from former residents that might help you along the way...

'It was hard coming in to halls, for let's face it, I hadn't met so many different people before... I didn't like it at first either, but once I opened up a bit, I got so much more out of it and began to appreciate that differences are what makes the world tick' Sports Science Student.

Tolerance is the key to getting along with others on your floor or in your flat. Build rapport with all around you, get to know your neighbours in the rooms to the side, above and below, introduce yourself early on... it will make it a lot easier, if a problem does arise.

In the first instance, engage in a conversation about the issue, listen to their point of view as well as making your own and try to come to some sort of understanding or agreement. If it is about more than one person then a flat discussion may be the next step to deal with continued reoccurrences of the same or related problems. If you do meet as a flat then establish some ground rules when working through the issues, so that everyone has a chance to hear and reflect upon what the other person is saying. Feel free at any point to call the Residence Life Assistant for advice or an informal mediation if needed. Even if you just want to use them as a sounding board and not to involve them directly.... the Residence Life Assistant has had a lot of training and experience in handling situations that you may well be encountering for the first time.

'I had a lot of respect for my flat mate, she was the only one who wouldn't follow the pack and spoke out when people were doing things wrong, but everyone else was frightened of saying anything' QTS student

People will act in different ways for we are all individuals; you don't have to agree or disagree with someone all the time. Everyone requires different amounts of personal space and they handle situations in different ways. Just because it's not the way you would do it, does not make it wrong.

'If it wasn't for my flat mate I would have left university... it sounds soft, I know, but I was missing home, missing my girlfriend. My flat mate got me out of my room and we're the best of mates now' Sports Student

Look out for each other! If someone becomes withdrawn or changes their behaviour, don't be afraid of showing concern; ask them if there is anything you can do to help. If the problem is larger than you are able to assist with, encourage the person to seek help from the Residence Life Assistant. They will be able to advise the person who they need to contact. If you are concerned because you haven't seen someone for a few days and they hadn't mentioned that they were going away, mention it to the Residence Life Assistant.

'It was funny the first week, people getting drunk, but it got a bit old by week three and by week six I wanted to leave... I wish I'd said something early on.'

Everyone enjoys a healthy social life and it is a big part of university life, especially as you are getting to know each other at the beginning of term. However, be aware that persistent drunken behaviour can create noise and antisocial problems for others that live with you which can lead to arguments and resentment.

'God that kitchen was a mess. But just a simple thing like a rota with your name on it and job for that week really helped us get to grips with the cleaning... best kitchen in the whole block by Xmas... I kid you not!'

Make an effort to share communal duties; it will pay off in the end! Nobody enjoys doing the washing up, cleaning surfaces, emptying the bin, putting things away. But equally, nobody enjoys continually living in a mess! Work it out from the beginning who will do what each week, use it as an excuse to get your flat/floor together, its a good way to meet people and get to know them. If you ignore the problem it won't go away! It is more likely to escalate, and the flat could end up with a cleaning charge.

'I've seen a kitchen flare up from a chip pan fire in less than five minutes and the fire destroy it, so it really gets to me when people mess with fire equipment... don't they get it? They're messing with peoples lives... and I value my life even if they don't value theirs!!!'

In buildings this big, health and safety is paramount. If other people's behaviour causes you concern or negatively impacts upon your enjoyment of living in halls then this should not be tolerated, talk to them first, challenge them in a non hostile way! If that fails, speak to the RLA whether you want the person to be approached or not, they may be able to advise you as to how you can deal with the situation.

If I live in halls and I have a problem, who can I talk to about it?

Speak to the Residence Life Assistant if -

- you are feeling isolated, disconnected homesick or ill
- your flat mates are noisy and disruptive, not sharing with communal jobs or using your food or possessions
- you feel you are the subject of harassment or any sort of intimidation

Speak to the Accommodation Officer if -

- you are considering leaving or changing your accommodation
- you have you lost your key
- you want to increase your Cumbria Card meal option

Speak to a Student Development Officer in Student and Staff Servi es if -

- you are struggling financially, worried about paying accommodation fees
- you have personal issues which you wish to discuss in confidence

Speak to the Students' Union if any of the above apply! The Students' Union Student Support Service offers confidential support, advice, information to all students enrolled at the university. Contact information for the team can be found on the Union's website: **www.ucsu.me/support**

Responsibilities

Keys

You are issued with a set of keys on arrival and it is imperative that great care is taken of them. If they are lost then found by someone with criminal intent that person can gain access to the whole building, the whole flat and your room, putting yourself and others at risk.

If you are locked out of your hall you should contact your flat mates to let you back in if you know your keys are inside, or you may have to wait in another friend's hall until your own hall mates come home. Only if you cannot gain access any other way you should -

- During office hours—call the Accommodation Office they will send someone to let you in at the first convenient opportunity.
- Outside office hours, contact Security or the Residence Life Assistant. Identification must be given before they will allow access to a room.

If keys are lost you must contact the Accommodation Office for a replacement, payable on issue of the keys. If lost keys are subsequently found you may be entitled to a partial refund for one set of keys.

Damage to University Property

You are financially responsible or damages (other than fair wear and tear) in your bedroom and all communal areas of your flat (including stairwells and entrances). Damage to furniture and fittings must be reported to the Accommodation Office immediately. **Students will be charged in full,** the cost of replacement/repair for any damage to university property in his/her area.

Costs for damage in communal areas may, subject to an investigation and right of appeal, be proportionally charged to all residents of the flat/floor/hall, as appropriate.Please see below example charges, indicative only and subject to change, dependent on nature of work and how damage repairs are undertaken by the University.

Example	Charge
Redecoration	
Patch Paint	**£30.00 minimum**
Room Redecoration	**£70.00 minimum**
Cleaning	
Internal	**£12.65 per hour**
Contract Cleaning	**Full cost of work**
Carpets	
Burns/indelible stains	**replacement cost**
Removable stains by shampooing	**£34.50 per bedroom** **£80.50 communal area**
Rubbish removal	**£5.75 per bag**
Replacement Chairs	
Study	**£92.00**
Lounge	**£115.00**
Polycarbonate	**£17.25**
Wooden	**£34.50**
Re-upholstery of chairs	
Study	**£55.20**
Lounge	**£80.50**
Fire Extinguishers	
Refill	**£40.00**
Replacement	**£70.00**
First Aid Box	
Replacement	**£20.00**
Kitchen Equipment	
Microwave Glass Plate	**£17.25**
Microwave Replacement	**£57.50**
Kettle or Toaster	**£23.00**
Ironing Board	**£34.50**

Departure

Departure

The contract you signed when you agreed to take on the accommodation will stipulate the date on which your contract expires and you must vacate the property on or before that date.

Towards the end of the summer term, you will receive a copy of the end of tenancy notes which will advise you in detail of the correct procedures to follow when vacating your accommodation.

When you depart at the end of your contract:

- Your keys should be returned to Reception and you should sign the key return form provided. Your signature on this slip is the only proof that your keys have been returned so it is in your interest to follow this procedure. Failure to do this could result in your being charged for a new set of keys and a continuing charge for your room.
- The flat should be cleaned throughout as advised in the end of tenancy notes. Failure to do this will result in a charge for additional cleaning.

The return of your key is the only acceptable proof that you have vacated your room.

Pre-payment

Please note that Pre-Payments are not a Deposit and therefore not refundable at the end of tenancy. Pre-Payments are deducted from the final Term Invoice.Release from Contract

Please remember you are bound by your contract to pay rent for the entire duration of the contracted length of stay, even if you vacate your room for a period of leave before the end of the contract.

Release from your contract may be possible if you have found a replacement to take over the contract on your room, however only when the university halls of residences are fully occupied and no other rooms are vacant and the transfer has been authorised in writing by the Accommodation Officer (see Conditions of Residence).

Please note that -

- Returning your keys does not mean the contract has ended.
- If you move out without written permission you will continue to be charged for your room.

Accommodation Office

01228 279425

carlisleaccom@cumbria.ac.uk

Where? Entrance to Carrock Halls

Residence Life Assistant

01228 279425

carlisleaccom@cumbria.ac.uk

Where? Entrance to Carrock Halls

Residential Services Manager Vanessa Pattinson

01228 279502

vanessa.pattinson@cumbria.ac.uk

Carlisle Reception

01228 279397

carlisle.reception@cumbria.ac.uk

Where? Blencathra Building

When? 8.00am – 5.00pm Monday – Friday

Carlisle Security

07809 190 530

Where? Learning Gateway Building

When? 5pm-8am Monday – Friday and throughout the weekend

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