



University of
CUMBRIA

HALLS OF RESIDENCE HANDBOOK

**UNIVERSITY OF CUMBRIA
ACCOMMODATION**

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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

The Accommodation Team warmly welcome you to life in halls of residence 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 also 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.

As a University of Cumbria student, you are also responsible for adhering to policies in the Student Code of Conduct, which can be found on the University of Cumbria Accommodation webpage.

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 online 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 and whilst they receive a deep clean and further sparkle clean ahead of arrival, some surface dust may have gathered.

Don't be afraid to ask questions and/or request help from the Accommodation Team or other members of the university staff on site if there is anything you are unsure about. Best wishes for the academic year ahead.

CONTACT INFORMATION



The student enquiry point:
step.cumbria.ac.uk

What is the student enquiry point?:
my.cumbria.ac.uk/Student-Life/Support/Student-Enquiry-Point/

The student enquiry point is availed on the student hub and can help with:

- Careers and Employability
- Chaplaincy for faith and spiritual wellbeing
- Digital Skills
- Disability and Specific Learning Difficulty (SpLD)
- International Student Support
- Library
- Mental Health and Wellbeing
- Money Matters
- Safeguarding
- Skills@Cumbria
- Sports and Fitness Facilities
- Thinking of taking a break from/withdrawing/changing your course
- University Student Accommodation



You report, We support:
my.cumbria.ac.uk/Student-Life/You-Report-We-Support/

You Report, We Support is a way to receive advice and guidance about sexual misconduct, bullying, harassment or discrimination.

Once you submit a concern, you will be contacted by a member of the Mental Health and Wellbeing team. They will be able to offer advice and guidance about your experience. By submitting a form, you have not triggered a formal complaint, but our advisors can advise you if you wish to proceed in this direction. You may submit a form anonymously. If you choose to do this, we will not be able to contact you with an update.

Security: Securites central number is 01228547662, however the direct number for each campus are as follows.

ACCOMMODATION	SECURITY	ACCOMMODATION EMAIL
Ambleside	07809190531	amblesideaccom@cumbria.ac.uk
Lancaster	07809190566	lancasteraccom@cumbria.ac.uk
Carrock Halls	07809190530	carlisleaccom@cumbria.ac.uk
Brampton Road	07809190541 (Till 10.30pm Mon – Fri) 07809190530 (on weekends)	carlisleaccom@cumbria.ac.uk

MyCumbria Accommodation Hub:
my.cumbria.ac.uk/Student-Life/Accommodation/

POST-ARRIVAL

Inventory

On arrival (after you have collected your keys and before you unpack), you need to complete both the room and flat inventories online via the portal. Students will be advised during induction to complete the inventory and submit it to us within seven days of their check-in date. Check every item in your room and communal areas and record any discrepancies such as missing items, marks on walls, stains on carpets etc. This is an official record of the condition of the property when you move in and will be used to assess the condition of the room when you leave.

The inventory acts as evidence of the standard in which the room was given to you on check-in, and will be referred to during your mid-term inspections and departures to determine any damage, wear and tear etc.

You will be charged for any missing items or damage. If you do not return your inventory to the Accommodation Office, 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. Details of this meeting will be sent via email before you arrive. Unfortunately, parents are not able to attend this meeting, it is only for the residents.

Visitors

Adult visitors (over 16) may stay overnight for a maximum of two consecutive nights during 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 team, we must also be informed by email. You are responsible for the behaviour of your visitors and will be held liable for any damage or disturbance caused by them.



FACILITIES

Bedrooms

Each bedroom is fitted with:

- Single or three quarter bed with under bed storage
- Mattress and mattress cover
- Desk with drawers
- Desk chair
- Wardrobe
- Bedside cabinet
- Desk lamp

If you have an en-suite, these all come with shower curtains.

All rooms are furnished with curtains or blinds and carpet. Students are not permitted to decorate their rooms or remove or alter furniture/ curtains.

Bathrooms

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

An internet connection is provided in every bedroom 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 for support will be in your arrival pack.

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 Domestic Services staff at a charge.

Please note that fat fryers/chip pans are not permitted due to the health and safety risk they create. Please refer to the Prohibited Items list found below.

Laundry Facilities

Location:

Ambleside:	Lancaster:	Brampton Road:	Carrock Halls:
Basement of Helvellyn and Stockghyll.	Ground floor, next to Waddell North Hall.	Ground floor, beside the entrance to Block B.	Ground floor, at the entrance to the halls.

This service is managed by Circuit Laundry and their helpline number is 01422 820 026 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.

To top up your card, please refer to the Circuit Laundry portal.

www.circuit.co.uk



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, please call the main reception. Outside of office hours, contact security and they will arrange to send a trained first aider to you.

Nearest Cash Machine

Campus	Nearest Cash Machine
Lancaster	On campus – outside wall of the Gateway Building, opposite the Chapel. This is accessible 24 hours a day, every day of the year.
Ambleside	Co-op Food – Ambleside, Compston Rd, Ambleside, LA22 9DR
Carlisle Brampton Road	On campus next to the Graphic Design Studio
Carlisle Carrock Halls	Post Office – 4-5 Fusehill street, Carlisle, CA1 2ES

Bicycles

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

Ambleside:	Lancaster:	Brampton Road:	Carrock Halls:
Bike Storage Under Helvellyn and Wansfell.	Waddell Car Park	Ground floor besides the entrance.	Next to Homeacres.

SERVICES

Catering services

You'll find a tasty selection of hot and cold food and drinks in your campus catering outlet. Opening times vary, but they're posted in your nearest outlet; please note these will change during vacation periods. Our outlets are closed over the weekend and on bank holidays. We cater for special dietary requirements - please speak to the catering team on site for details of allergens or foods that might be suitable and they'll do their best to advise you. You can stay up to date with offers and events by following @CumbriaSocial on Instagram.

Mail

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

Ambleside:	Lancaster:	Brampton Road:	Carrock Halls:
Your Name Your Hall Your room Number Rydal Road Ambleside Cumbria	Your Name Your Hall Your room/flat number University of Cumbria Bowerham Road Lancaster LA1 3RR	Your Name Flat No Room No. Brampton Road Halls, University of Cumbria, Brampton Road Carlisle, Cumbria CA3 9AY	Your Name Flat No Room No. Carrock Halls of Residence, Fusehill Street, Carlisle, Cumbria CA1 2HH
University Halls of Residence: Beechfield, Hazeldene, Heathfield, Ashfield - LA22 9BJ Greenbank North, Greenbank South - LA22 9BL Fairfield, Helvellyn, Wansfell - LA22 9AY Fell Court Halls - LA22 9BF The Howes - LA22 0BD			

Letters will be posted by Royal Mail into the letter boxes outside the entrance to each hall Monday to Friday. Each mailbox is clearly marked with the flat/floor number and the key to open the post box should be kept on the notice board in the kitchen. During term time parcels can be collected from main reception. Student ID will need to be presented upon collection.

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

Lancaster

Students may purchase an annual parking permit to park at Lancaster Campus. Permits are available via the university's parking provider Excel Parking, at the link [here](#). Please note that a permit does not necessarily guarantee you a parking space, as there are times when parking is extremely limited on campus.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

Students may park their vehicles for free on campus after 5.00pm and before 8.00am on weekdays and all weekend.

We also provide cashless pay and display parking at our Lancaster campus; however, this could prove expensive to use on a regular basis.

Unless you need a car for your course, we strongly recommend that you don't bring one with you.

Any cars parked on campus will be at the owner's own risk.

Ambleside

A very small number of student annual parking permits are available to purchase at our Ambleside campus. These permits go live at the beginning of September and are allocated on a first, come first served basis. This is due to extremely limited availability. You can apply for a permit via this link. For the avoidance of doubt, and to avoid disappointment, please be aware that permits will sell out very quickly and the university does not have alternative car parking to offer at this time. Therefore, unless you need a car for your



course, we would strongly recommend that **you don't bring one with you.** Parking on nearby residential streets is prohibited.

Please note, the university does not allow students to apply for a permit if they have a van.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

Students may park their vehicles for free on campus after 5.00pm and before 8.00am on weekdays and all weekend.

We also provide cashless pay and display parking on Ambleside Campus; however this could prove expensive to use on a regular basis.

Any cars parked on campus will be at the owner's own risk.

Brampton Road

Student parking is available on our Brampton Road campus on weekdays and at weekends, although a permit is required through Excel Parking Services. To apply you need to register via this [link](#).

Due to the limited parking on campus, we would strongly recommend that students do not bring cars with them. Any cars parked on campus are at the owner's own risk.

Fusehill Street

Student parking permits are not available at our Fusehill Street Campus.

Temporary Disabled Parking Permits are available for resident students who have a disability, in which case you should contact Student and Staff Services in the first instance disabilityservices@cumbria.ac.uk who will liaise with Campus Services to provide a permit if deemed appropriate.

We provide cashless pay and display parking on our Fusehill Street campus; however, this could 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

on 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 Our Lady of Perpetual Help off-site car park (about 10 minutes' walk from the campus). These are allocated on a first come, first served basis. Permits cost £35 per month. To apply please use this [link](#).



PROHIBITED ITEMS

(WHAT NOT TO BRING TO UNIVERSITY):

Find below the list of prohibited items which you are not allowed to bring into our halls of residence:

- Mini fridges/freezers/coolers (unless for medical use, subject to prior approval and supplied by the university)
- Washing machines, tumble dryers and dishwashers
- Kettles, toasters and microwaves (these are supplied by the university)
- Pressure cookers, chip pans, deep fat fryers, grills, inside BBQ trays - do not use any method of cooking which involves "deep-fat" frying
- Rice cookers (if they do not display the CE Kite mark on the cable or plug and are not PAT tested. No more than one per flat)
- More than one air fryer, slow cooker or coffee machine per flat
- Cooking appliances in your bedroom
- Heating appliances (portable heaters, gas/oil burners or other fuel-burning devices)
- Electric blankets
- Cube plug and tower adaptors (only extension leads which are surge protected are allowed)
- Candles and incense sticks, including fragrance burners and shisha pipes (LED battery candles are permitted)
- Electronic diffusers or plug-in scent diffusers
- Plug-in electrical fairy lights (battery-powered ones are fine)
- LED lights
- Gym equipment, such as treadmills, spin cycle bikes or tracks, overdoor pull up bars, climbing hooks, weight benches etc. Please use the on-site gyms
- Desk lamps (supplied by the university)
- Clip-on desk lights
- Any additional furniture (please do not remove any of the provided furniture from bedrooms or living spaces)
- 3D printer
- Darts and dartboards
- Fire pits and BBQs
- Fireworks
- Any explosive materials

- Any weapons, such as knives, martial arts weapons and air weapons (items such as stipulate pickaxes which are provided for courses should be in locked areas - please discuss with your tutor about sensible storage areas on campus or secure lock boxes in rooms)
- Any item that has been made or adapted to cause injury
- Any open flame device
- Illegal substances/drugs (STRICTLY PROHIBITED AS PER STUDENT CODE OF CONDUCT)
- Any personal electrical equipment not complying with the safety standards
- Offensive displays or wall art
- Pets (including live food for pets e.g. insects for reptiles)
- E-Scooters
- Door wedges - wedging of doors is not permitted in any area

If these items are brought into the university, the Accommodation Team will confiscate them and you may face disciplinary procedures. If there are other items brought into halls that the university considers to be dangerous, these too will be confiscated. Confiscated items can be collected at the end of term to take home.



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 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 at: my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Student-Code-of-Conduct/

The Disciplinary Procedure is based on the principles of natural justice and any student who is alleged to have breached one or more elements of the Student Code of Conduct will be impartially investigated and will have the opportunity to respond.

Information relating to an allegation may be forwarded to a disciplinary officer from several sources including Accommodation Services, Night Security, domestic services staff and/or a member of staff in a department faculty.

Again, where allegations are proven, 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 of 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 the 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:



my.cumbria.ac.uk/Student-Life/Support/Responding-to-your-concerns/Student-Code-of-Conduct/

The Fixed Penalty Notice Scheme is used when a student admits to a misdemeanour, 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 (£50.00)
- Cleanliness of flat/halls (£30.00)
- Lack of respect for fellow students and staff (£25.00)
- Unauthorised visitors to hall/room/flat (£20.00)
- Vandalism (£20.00 plus repair/replacement costs)
- Minor damage to property (£20.00 plus repair/replacement costs)
- Littering within or outside of halls, including cigarette butts (£15.00)
- Failure to provide student identification at the reasonable request of a member of university staff or staff working with the university (£10.00)
- Use of candles (£30.00)

These are example charge values only and subject to change. You will receive an invoice from the finance department and payment should be made straight away.



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. Visitors must sleep within the bedroom areas and not in common areas, this includes using sofa cushions as mattresses.

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 Team.

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.

Dartboards 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 games, 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. Students should not keep empty cans, bottles, road traffic signs/cones in their study bedrooms/kitchens.

Students will be subject to charges for removal of 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.



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 and 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 halls and you know your keys are inside, you should contact your flat mates to let you back in. If they aren't in, wait in another friend's halls until your own flat mates come home. Only if you cannot gain access, you should:

- During office hours—go to the reception to sign out a loan key in order to let yourself back into the hall. You will then need to return the loaned key to reception.
- Outside office hours—contact security. Identification must be given before they will allow access to a room.

If keys are lost, you must contact the Accommodation Team/Gateway Managers/Security for a replacement charge. 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 for 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, for 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 the nature of the work and how damage repairs are undertaken by the university.

Example	Charge
Redecoration Patch paint Room redecoration	£30.00 minimum £70.00 minimum
Cleaning Internal Contract cleaning	£12.65 per hour Full cost of work
Carpets Burns/indelible stains Removable stains by shampooing	Replacement cost £34.50 per bedroom £80.50 communal area
Rubbish removal	£5.75 per bag
Replacement chairs Study Lounge Polycarbonate Wooden	£92.00 £115.00 £17.25 £34.50
Re-upholstery of chairs Study Lounge	£55.20 £80.50
Fire extinguishers Refill Replacement	£40.00 £70.00
First Aid Box Replacement	£20.00
Kitchen equipment Microwave glass Plate Microwave Replacement kettle, toaster, ironing board	£17.25 £23.00 £57.50 £34.50

CLEANING

A cleaning rota can be found here:

[my.cumbria.ac.uk/media/MyCumbria/Documents/Student-services/Accom-Cleaning-Rota-\(2\).pdf](https://my.cumbria.ac.uk/media/MyCumbria/Documents/Student-services/Accom-Cleaning-Rota-(2).pdf)

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 are removed from the kitchen on a regular basis
- cookers and microwaves are wiped out each time after use
- bath, showers 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.

Dependant on the condition of their room upon departure inspection, students may 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 – you will be charged for the removal of these items.

Domestic staff will clean stairwells and foyers and communal bathrooms weekly.

Rubbish

Waste bins are available in each student bedroom 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 students in the flat. Domestic Services staff will provide refuse sacks as and

when required during the week and extra sacks will be left in each flat to cover weekends. 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 to share domestic duties. If rubbish is repeatedly left to pile up and not removed, this could lead to disciplinary action.

Recycling

You are encouraged to try to recycle as much of your waste as possible. Recycling bins are provided on campus for glass bottles, cans, paper, cardboard, plastic etc. and students are encouraged to use these facilities. Please make sure that tins and bottles etc. have been thoroughly rinsed out before being put into the recycling bin.

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 campus. Please do not leave cigarette ends on the ground and always dispose of them in a bin. 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 fill in a Richmond maintenance request via Student Hub and inform the Accommodation Team.

KITCHEN INSPECTIONS

Kitchen inspections happen weekly, and you'll be notified on which day your inspection will take place by your Accommodation Team. During your time at university, you will have weekly kitchen inspections to check you're living comfortably and safely.

Follow the tips below to ensure your kitchen passes:

- Brush, vacuum and mop the floor, including around the cooker.
- Wash and tidy away your dishes.
- Clear and clean all surfaces, including the sink, kitchen units, table and inside of your fridge.
- Empty the bins and remove recycling.
- Clean the inside of the microwave.
- Clean the cooker (inside and hob top).



MAINTENANCE (HOW TO RAISE A MAINTENANCE REQUEST)

For those viewing this online [click here](#).

How to raise a Maintenance Request:

1. On the Student Hub, click: Practical Help > Tools > Forms > Information
2. Then click: IT or Estates Help Desk
3. Select: Estates and Property Support
4. Fill in the form with as much information as possible about the issue
5. Submit the form.

If your issue requires an emergency/ immediate response, please inform security. Examples include 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, and broken glass which cannot be repaired by Night Security.

Maintenance

Requests for maintenance are made by completing a maintenance request on our Richmond app via Student Hub. 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, you will receive an email informing you if they have been able to determine the fault. If the problem has not been resolved e.g. parts are required, this information will also be sent via email.

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 with at least seven days' notice.

Emergency Maintenance Requests

These should be reported to main reception who will then contact Estates or any other appropriate service to assist. During out of office hours, please

contact our Security Team who will investigate prior to any call.

The table below 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 seven days	Faulty taps, faulty door closers, repairs to broken items of furniture, replacement light bulbs, faulty doorbell.



All university accommodation is visited by the Accommodation Team 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 seven 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.

Remember that we are here to help you, so please ask the domestic services staff or Accommodation Team 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 problem you have. Any items deemed to be dangerous or listed as not allowed in the Conditions of Residence will be confiscated. The Accommodation Team 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 instructions 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. 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 firefighting 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 halls of residence and misuse of these will be treated in the same way as misuse of firefighting equipment.

During Welcome Week there is a compulsory session for resident students to familiarise themselves with firefighting equipment. Please look out for this in your programme and ensure you attend. 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 Student and Staff Services via the front-line services in the Library to ensure that you are 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, arrange a meeting with the university's Health and Safety Officer to 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 your safety. The restrictors allow for the window to be open a maximum of 10-15cm to enable ventilation. Window restrictors are very important within halls of residence and therefore must not be tampered with. Window restrictors are routinely inspected by staff, and 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 and smoke. It is an offence to tamper with these devices or to prop open any door with a closure attached and you will be fined. You should fill in a Richmond maintenance request via Student Hub for any faults associated with door closures and inform the Accommodation Office.

Smoking

Smoking (of any substance including the use of e-cigarettes & vaping) is not allowed within 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. There may also 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 large quantity of computer equipment, you should have a good quality extension lead which incorporates its own fuse. If you are travelling from outside the UK, please ensure plugs are compatible with the 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/ Accommodation Welfare Officer
- 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 any time, you are suspicious, please report the circumstances at once to the campus reception. 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 halls of residence are safe places 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 also extremely dangerous and can lead to electrics tripping or a fire. Using unreliable extension leads will 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 4.00pm and 8.00am from Monday to Friday and 24/7 at weekends, making regular patrols of campus. They

EMERGENCIES

Illness

Lists of local doctors and dentists are available from Student & Staff Services in the library, 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 the Medical Practice where they are registered. Alternatively, they should dial 999 (or 112) and inform Night Security 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/ Night Security know. If you are unsure or have concerns, you can speak to the reception or Night Security staff (available 24/7 for consultation and advice) who may contact the emergency services 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.

If the following guidelines are put into practice, the risk is greatly reduced.

On/Off Campus Advice

- Lock ALL external doors and windows when your halls/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
- Never put expensive items in view of windows.
- Open curtains in the daytime 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.
- 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 five days, as a matter of courtesy, please inform your tutor.

Fees

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

Accommodation fees are paid online using a debit/credit card. If you have a query about payment please speak with the Finance Team, Lancaster 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: 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 final 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: payments.cumbria.ac.uk/invoice



Log on using your student ID and date of birth. 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 impact their ability to pay on time. Students will be notified by email of any 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) 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 seven working days. If the complaint is in writing, the complaint will be investigated and a written response given within seven 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 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 the Independent Adjudicator for Higher Education (OIA). 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 TV or other equipment being brought to site to receive live TV transmission must be covered by an appropriate licence. The university television licence does not cover the use of students' personal equipment. 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.

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 reception. 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 halls of residence 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 Team. 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



RESIDENCE LIFE

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 that might help you along the way.

Tolerance is the key to getting along with others on your floor or in your flat. Build support all around you. Get to know your neighbours in the rooms to the side, above and below, and introduce yourself early on. If problems do arise, good communication will make it a lot easier to find a resolution.

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's about more than one person, 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, 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 Accommodation Team 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 Accommodation Team has had a lot of training and experience in handling situations that you may well be encountering for the first time. We are all individuals, and 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.

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 Accommodation Team. 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, contact the Accommodation Team.

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 together from the beginning to create a rota and assign tasks each week. Use it as an excuse to get your flat/floor together - it's 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.

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

Speak to the Accommodation Team 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
- you are experiencing problems living in halls
- you are considering leaving or changing your accommodation
- you have you lost your key

Speak to a Student Support Development Officer in Student and Staff Services if:

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

You can also speak to the Students' Union if any of the above apply! The Students' Union Information and Support Service offers confidential support, advice and information to all students enrolled at the university. Contact information for the team can be found on UCSU's website:

www.ucsu.me/support

SUPPORT

The mission of the Accommodation Team 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 Accommodation Team is responsible for the welfare of residential students and balances discipline and community development in halls. We can offer suggestions for improving your life in halls and enjoying a fun university experience.

The Accommodation Team works closely with the Security Team, who make a huge contribution towards your safety, security and well-being. The Accommodation Team will also be working for the benefit of all students, staff and visitors to campus and incorporating student events throughout the academic year.

Allergy Management

Effective allergy management in residential halls is crucial for ensuring the safety and well-being of all students. Students with allergies should inform the Accommodation Team about their specific conditions upon moving in. This notification allows the team to take necessary precautions, such as ensuring other flat mates are aware of certain foods not being allowed into halls.

To avoid contact with allergens, students should clearly label their food and personal items, use separate storage spaces, and avoid sharing utensils. Regular communication with roommates about allergy triggers and establishing ground rules for common areas can also help minimise risks.

Additionally, students should carry necessary medication, like antihistamines or epinephrine injectors, and be familiar with emergency procedures in case of accidental exposure. By proactively managing their environment and maintaining open communication, students can significantly reduce the risk of allergic reactions.



Dealing with homesickness

Moving away from home is a big step in everyone's life, but here at the University of Cumbria, we want to make that process as smooth as possible. It is important to remember that homesickness is common when moving away from home, and you are not alone. The National Union of Students (NUS) states that homesickness affects between 50-70% of students during the first few months at university.

Homesickness can make you feel scared, alone, isolated, sad, confused or sick, and leaving you to think:

- "I want to go home"
- "I don't fit in here"
- "I feel very lonely"
- "I miss my friends and family back home"
- "I don't like my course"

Here you can find some tips which may help make the adjustments that bit easier:

Join a Society: Joining a club or society is a great way to meet like-minded people with similar interests and hobbies. Find out what groups are available to you on the Students' Union website.

Mental and emotional support: It is important you remember that your thoughts and emotions are valid. The University of Cumbria is staffed by qualified Mental Health Practitioners and Trainee Counsellors and offers appointments to students Monday - Friday. Appointments are available between 9.00am and 4.00pm, with a limited number of early evening appointments.

Approximately 1 in 12 students at the university seek some support from the Talking Therapy Service for a range of different issues, including homesickness. To make a self-referral [click here](#).

Create a routine: There are numerous benefits to establishing a routine, from reducing stress to making your time as effective as possible. Routines help bring structure to your life and allow you to time manage, which is particularly beneficial for university in terms of assignments. However, not everyone benefits from routine; therefore, finding the right balance for you can bring benefits to your mental and physical health.

Look out for yourself: Making sure you get enough exercise can bring mental and physical benefits. As well as regular exercise, make sure you get the correct amount of sleep and eat a balanced diet. To join the university's gym please [click here](#).

Departure

The booking agreement 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 departure 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.

Release from booking agreement

Please remember you are bound by your booking agreement 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 booking agreement may be possible if you have found a replacement to take over the contract on your room; however, only when the university halls of residence are fully occupied, 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 booking agreement has ended.
- If you move out without written permission you will continue to be charged for your room.

If you believe you meet the requirements to be released from your accommodation booking agreement, please speak to a member of the Accommodation Team.



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