



# Abertay University

## Staying in Student Accommodation 2011-12

### A Practical Guide

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## ACCOMMODATION AGREEMENTS

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In order to maintain residence fees at a level you can afford, the Accommodation Office operates on the basis of full occupancy for the academic session. Vacant rooms represent a loss of income to the University. Please note that you will therefore be offered University accommodation on the basis of your agreement to pay residence fees for the whole of the residential period applicable to a particular student residence for the relevant year. Details of current residence fees to which you are committing yourself, will be sent to you in your Orientation Pack, and will also be available via the website. You will be asked to apply online via OASIS and will then be sent an electronic offer via our intranet, OASIS. Once you have accepted the terms of your Occupancy Agreement you **cannot withdraw** from the agreement. The Occupancy Agreement is a binding document, which commits you to payment for the FULL duration of the agreement. You should not sign the agreement unless you intend to occupy the accommodation for the full period of the agreement. You should note that you are liable for such charges even in the event that you vacate your room.

## ALLOCATION POLICY

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When allocating accommodation we give priority to first entrants and to overseas students who are new to Dundee. Sadly, we are unable to guarantee accommodation but we will do our utmost to help find suitable accommodation for all applicants prior to the start of term.

All our accommodation is self-catering and the majority of first year undergraduates will be housed in blocks of University flats.

You may state your accommodation preference but, while we will make every effort to meet your preference, limited availability means this cannot be guaranteed. It is essential that any special requirements are entered on the application form.

Applications will only be considered from students who are prepared to accept the terms of the tenancy agreement for the whole of the academic year. This is a legally binding contract.

The University has a number of double rooms in Lyon Street, perfect for married students or couples. Unfortunately we do not have accommodation suitable for students with families, however, we are happy to give advice on finding suitable accommodation in the private sector or in local authority housing.

Private accommodation information is also available via Student Services Reception and our website.

Summer accommodation is not guaranteed, but normally on offer depending on student status, debt and previous issues.

### **Returning Undergraduate Students:**

Although not always possible, we normally like to offer a percentage of our residences to returning students. Details of the arrangements are publicised during March/April via our website. Overseas students also need to apply for a room for the following year. Students are notified of the allocation policy for the subsequent year via our website. The closing date for application is published at the same time as the application forms are issued. Applicants are then checked for student registration status, disciplinary record and debt. Any student who is in debt to the University in excess of £75 will not be allowed to proceed unless the balance is paid in full.

## BULLYING & HARASSMENT

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We are committed to fostering a living environment which enables all residents to have the very best experience from communal living. We recognise that Bullying and Harassment can have a detrimental

effect on the individual and we strive to encourage tolerance and consideration for others within the residences. Please email the Accommodation office [accommo@abertay.ac.uk] for a copy of the University's Harassment Policy if required.

## CALL OUTS

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(See charges)

## CHARGES

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You will be charged for all damages caused (fair wear and tear excepted) and any additional cleaning if/when required. A specimen list of charges is provided here but the list is not exhaustive. It is our policy to pass on all costs for damage together with a 15% administration fee. A statement regarding charges can be obtained from the caretaker as required throughout the year.

Call outs(emergency)	no charge
Call outs (non-emergency)	£25
Cleaning per hour	£10.62
Lost keys	£15 (per key) + £25 call-out charge if applicable
Tampering with fire safety equipment [smoke detectors, fire extinguishers, break glass points, etc.]	£50 fine + cost of re-fill/replacement + call-out charge £25 if applicable [and the potential for formal disciplinary action].
Non-evacuation during a fire alarm	£50
Removing Window Restrictors	£25
Smoking Penalty	£25
Late Rent Payment Fee	£20

All charges will be invoiced during the academic year with an additional cost of £15 per invoice to cover administration charges. Amounts quoted are excluding VAT.

## CLEANING

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Communal Areas include kitchens, toilets and bathrooms. These are cleaned on a regular basis. You are responsible for cleaning your own bedroom and maintaining communal areas in a clean and tidy condition. Cleaners **will not** wash dishes or tidy students' personal effects (e.g. clothing), therefore, communal areas should therefore be tidied before the cleaners arrive to enable them to carry out their duties effectively.

You are expected to maintain the accommodation to a reasonable standard and, following regular inspections. We reserve the right to undertake additional cleaning to return the accommodation to the appropriate standard if this is deemed necessary. These costs will be charged to the relevant residents. [Please note there is no cleaning service in Opal 1].

## COMPENSATION

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On occasions there may be an interruption to the services that are normally offered or a facility may not be available. In this circumstance compensation or a rent rebate will not be given, as there are no funds available to meet such a request. If compensation were to be offered a higher rent would have to be charged to provide the necessary funds. We will always aim to repair or replace damaged items as soon as is reasonably possible.

No compensation will be given for fridge or freezer breakdown and you should make your own insurance arrangements if you are concerned about your contents in these facilities.

You are advised to protect computing equipment and other sensitive electrical items from the effects of power surges.

## COMPLAINTS

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Our aim is to provide you with a quality service but we acknowledge that occasionally problems can arise. We will endeavour to resolve matters satisfactorily at the earliest opportunity and at a local level. You must also attempt to resolve any difficulties locally in a spirit of co-operation and by showing reasonable flexibility. However if a problem is not resolved to your satisfaction after all attempts at resolution have been made by us, you can pursue a formal complaint according to the University Complaints Procedure. Please email [accommo@abertay.ac.uk](mailto:accommo@abertay.ac.uk) if you would like a copy of this document.

## COMPUTERS

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There is internet access available in all residences. Permission to install alternative options will not be granted. Access will be through the University Intranet system, which means that you will not be able to access the internet until you have completed your course registration during the Orientation Week. Internet access is provided free of charge, therefore no reduction in rent will be given if there are any periods where the system is 'down' for either maintenance or other reasons.

## CONFIDENTIAL SUPPORT

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A key element of the service provided by us is support to student residents. It is recognised that it is often difficult for students to adapt to communal living and we are sympathetic to problems which can occur. You may approach staff in confidence for advice or support. Student Services provide an excellent support and counselling service. Details are available in Student Services or via <http://www.abertay.ac.uk/studying/support/>

## DEBT POLICY

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The University has a clear policy on debt and intends to reduce costs by recovering all monies due. You should seek financial advice from the Student Financial Adviser [Student Services] or the Credit Controller [Finance Office] or Accommodation Officer if you are having difficulties paying rent – the earlier the better before the problem becomes unmanageable.

## DEPOSIT

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We do not require an accommodation deposit to be paid.

## DRUGS

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The use, storage or presence of illegal drugs is absolutely prohibited within University buildings. If you have concerns regarding the use of drugs, you can contact us or a student adviser via Student Services. If you experience difficulties 'out of hours' you can call our Campus Security on 01382 308008 or the emergency services on 999 if appropriate.

## ELECTRICITY & GAS

Charges for heating, hot water and lighting are included within the rent subject to the following:

### **Alloway Halls - Standard rooms only**

The electricity required for the cooker and the bedroom sockets is paid via £1 coin meter in the kitchen areas. [you should allow approx £2 per person per week (min)]

## END OF OCCUPANCY

The end date for your reservation is detailed on your Occupancy Agreement and you have until 10am on your departure day to return your keys. Your bedroom and flat should be left in a clean and tidy condition and care should be taken to remove all personal effects. Your keys are to be returned personally to your caretaker or Campus Security or Student Services or to us here in the Accommodation Office on your departure.

## FIRE SAFETY

**Fires can be avoided - observe the following rules:**

- ALL RESIDENCES ARE STRICTLY NON-SMOKING
- Loose posters etc., on walls can spread fire rapidly and are therefore not permitted.
- Avoid accumulation of combustible material in rooms e.g. paper, cartons etc.
- If you use aerosols only keep the minimum quantity
- Avoid obstructing doorways or corridors eg. ironing boards, suitcases, bicycles, etc
- Avoid obstruction with cabling (placing cabling under carpet is also forbidden)

**Using electrical appliances:**

- Non-evacuation during a fire alarm is extremely dangerous and will not be tolerated. A fine of £50 will be imposed plus possible further disciplinary action will be taken.
- Use hot appliances (lamps, hair dryers etc.) away from paper, curtains, bedclothes etc.
- Never leave irons, toasters, kettles, hair-straighteners, etc. unattended while switched on
- Ensure your electrical appliances are safe to use (check cables and plugs are not damaged and that the sheath enters both plug and equipment) (See PAT Testing)

**THE FOLLOWING ARE SEEN AS HIGH RISK AND ARE EXPRESSLY FORBIDDEN:**

- The use of toasters and cooking equipment in study bedrooms
- The use of naked flames including candles, joss sticks etc. in study bedrooms and communal areas
- Flammable liquids and gases e.g. petrol, butane etc. in study bedrooms and communal areas (including gas heaters)
- Tampering/covering smoke or heat detectors
- The storage or use of fireworks
- Leaving fire doors propped open

**IF YOU IGNORE THESE RULES YOU WILL FIND YOURSELF BEING REFERRED TO THE UNIVERSITY DISCIPLINARY BOARD FOR FORMAL DISCIPLINARY ACTION.**

## FALSE ALARMS

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You must comply with the evacuation procedure when the fire alarm sounds even if you have reason to suspect it may be a false alarm.

**NEVER** maliciously activate fire alarms or tamper with safety equipment.

Sounding the alarm in many buildings automatically calls the fire brigade.

Lives can be lost in a fire where the fire service is delayed due to a false alarm elsewhere.

Frequent false alarms may also cause a genuine alarm to be neglected, thus putting people at risk.

Malicious interference with alarms or fire equipment is a criminal offence currently carrying a maximum penalty of 3 months imprisonment and/or £1000 fine on conviction.

It is also a breach of University Regulations for which a fine or harsher penalty could be imposed.

**STUDENTS GUILTY OF TAMPERING WITH THE FIRE ALARMS OR FIRE PROTECTION EQUIPMENT WILL BE REFERRED TO THE UNIVERSITY DISCIPLINARY BOARD AND/OR POLICE.**

## GENERAL CONDUCT

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### **Respect for other students and neighbours**

In order to establish and maintain an atmosphere conducive to study and for the general well being of the whole residential community, we expect residents to conduct themselves at all times in a manner which does not cause offence or nuisance to others. You should be aware of the effect of noise nuisance, radios, stereos, televisions, laundry equipment, particularly late at night. These must not be audible outside the accommodation.

### **University Staff**

You should conduct yourself appropriately in your dealings with University staff, co-operating with all reasonable instructions particularly in respect of Health & Safety matters. You undertake to permit duly authorised staff and official contractors to enter the accommodation to undertake work such as cleaning or maintenance during normal working hours. We retain the right to inspect the accommodation at all reasonable hours of the daytime and safety inspections may be carried out without notice. 24 hours notice will be given of all routine inspections.

### **Disciplinary Problems**

You are subject to the University Disciplinary Code and this applies to conduct within all University properties including residences. We will deal with minor infringements of discipline but if your behaviour persistently causes nuisance you may be subject to the relevant disciplinary procedures. Serious breaches will be referred to the University Secretary for disciplinary action (See Student Disciplinary Code). All costs involved (including temporary accommodation costs) will be charged to you.

## GP REGISTRATION

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All students **MUST** register with a local GP and notify the Caretaker of the GPs name and practice. If you are a UK student, you should bring your NHS Medical Card with you so that you can register with a local GP when you arrive. Details of local GPs are available from the caretaker or from Student Services. If you are an overseas student, you can apply for a NHS Medical Card by collecting a form from any GP or from Student Services.

## GUESTS

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Our bedrooms are designed for single occupancy and we therefore do not sanction any overnight guests. You are responsible for the behaviour and actions of any guests invited into the flat/residence. See your Rules and Conditions booklet for full information on guests.

## HEALTH & SAFETY

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Whilst at the University you are expected to behave in a way that does not put yourself or other people or property at risk. This includes:

- Obeying all safety signs and warnings
- Complying with health and safety instructions
- Reporting all harm or injury caused by accidents
- If you are in any doubt, seek advice from Accommodation Staff.

Behaviour on campus which puts others at risk will not be tolerated and will be subject to Disciplinary action. Examples of this include:

- Misuse of fire alarms or fire fighting equipment
- Intentional or reckless interference with mechanical, electrical or other services or installations
- Possession, use or supply of illegal drugs
- Drunk and disorderly conduct
- Violent or threatening behaviour

## INSURANCE

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Your personal belongings are automatically insured [free of charge] for the period stated on your Occupancy Agreement.

Details of the policy will be made available to you in advance of your arrival. You should check the details of the basic cover to ensure that you are adequately insured, as there is an option to extend the cover at an additional cost to yourself if required [information contained within the policy leaflet].

**Particular attention should be given to your requirements in respect of computer equipment, bikes, mobile phones and valuables.**

If there is a need to make a claim with regards this policy, you should contact Student Services for advice.

## INTERNET ACCESS

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Internet access is available in all Halls of Residence. Please note that in Alloway Halls Standard Rooms have wireless internet access is in the communal area only and not individual bedrooms. Internet is provided free of charge.

## INVENTORY

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You will be asked to check your room and flat communal areas on arrival against an inventory form, which we provide. The form asks you to record the condition of the fixtures and fittings within relevant areas. Please **sign and date the form and return it** to your caretaker of the Accommodation Office within 5 days of arrival. We will assume that the condition of all items and areas is 'reasonable' if the form is not returned.

At the end of your tenancy we will review the current condition of the room in relation to the initial condition (allowing for fair wear and tear) and any charges will be based upon apparent damage (if any). You can contact your caretaker or Student Services if you need any advice when completing the form.

## KEYS

Loss of - (see charges)

## MAIL

It is your responsibility to ensure correct mailing addresses are used. We are unable to forward mail on departure. Again, you are responsible for arranging this formally. You should note that opening another person's mail is a serious offence and will be treated as such.

## MOVES AND CHANGES

We are aware that for whatever reason you may from time to time experience difficulties with communal living and sharing with others, Particularly in respect of 1st year students allocations are made between strangers and it is sometimes the case that the relationship between flatmates breaks down. In such instances Accommodation staff will try to mediate to help a student resolve difficulties but will also be sympathetic to a request for a move within residences, subject to availability. In the spirit of trying to resolve problems the student will not be charged to move or change within University residences. [Please note that moves and changes between Opal 1 and other University residences and vice versa is not possible. Moves within Opal itself are also not possible unless 2 students agree to swap and this is acceptable to the Hall Manager]. Please see an Accommodation Officer if you have any concerns [Charges for room moves may be incurred if the move is not deemed essential by an Accommodation Officer].

## OCCUPANCY AGREEMENT TERMS & CONDITIONS

You are required to accept an Occupancy Agreement and to abide by the terms and conditions relating to the occupation of the property. You should note that this document is legally binding. Details of payment schedules are set out in this document and should be adhered to. If for any reason there is likely to be a delay in payment this should be discussed with us at the earliest possible stage and a revised payment schedule agreed (if applicable). It is strictly forbidden for a second person to share a single room at any time.

## PAT TESTING

All electrical equipment including computers, hairdryers etc brought into Student Residences must be certified safe and in good working order. Arrangements are in place to test all personal electrical equipment and further details will be emailed to you as to when each individual residence will be visited by a tester. These tests are carried out free of charge, no matter how many items you have.

## PETS

Students may not keep any type of pet, guide dogs excepted, within University accommodation.

## REFERENCES

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When leaving University accommodation you are entitled to request a reference from the us in respect of your time within University residences. There is a £20 +VAT charge for this service. Any reference will be sent direct to the landlord requesting it and will contain factual information only relating to payment record, general conduct and whether there has been any abuse of University property. Due to previous misuse, open references will no longer be supplied.

## RENT

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Rent must be paid either in full in advance [with a discount], in full on arrival [no discount] or monthly as per your Occupancy Agreement. You can pay your rent by credit/debit card or direct debit [set up through OASIS], Bank Transfer [also known as standing order] or by credit/debit card either online through OASIS, at the cash desk or over the phone to the Finance Office [login usernames and passwords will be sent out in advance of arrival]. Information on how to use the on-line payment system is available online.

If your rent is paid in full at the time of accepting your Occupancy Agreement, you will receive a discount of 2.5%. Please note that the discount only applies if the full rent is paid during the Occupancy Agreement acceptance period [14 days] and not if the rent is paid on arrival.

If you are paying your rent on a monthly basis by either of the monthly payment options stated on the Payment Method Form, the payment must be made NO LATER THAN the date stated on your Occupancy Agreement. If a payment becomes over due a late payment fee of £20 + £15 invoicing charge +VAT will added to your outstanding account .

## REPAIRS AND MAINTENANCE

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As might be expected, the residential accommodation has to withstand heavy wear and tear and inevitably repairs will be required during the period of tenancy.

### **What you can expect**

University accommodation will be of reasonable standard and repairs will be carried out promptly once reported to or noted by staff wherever possible. You should report any repairs required to the caretaker, in person via Student Services or by email direct to the residences (see contact page for details) or to: [accommo@abertay.ac.uk](mailto:accommo@abertay.ac.uk). Urgent repairs will be carried out as soon as possible, normally within the same working day. In the event of a repair not being possible immediately either a temporary repair will be carried out or alternative accommodation provided if necessary. Non-urgent repairs will be dealt with promptly and you will be notified of any delay in the arrival of spare parts etc.

## SECURITY ARRANGEMENTS

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Campus Security patrol the main buildings 24 hours per day, 365 days of the year. Spot checks are also made on accommodation buildings outwith normal hours and at the weekend. The Security Office is located on the ground floor of the main Kydd Building and contact can be made on 01382 308008. This office is your 'One Stop Shop' for advice or assistance outwith normal hours. For details of how to look after yourself and your property, visit the Security pages on the intranet or refer to the Personal Safety Booklet available on our website.

## SMOKING POLICY

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### SMOKING IS STRICTLY PROHIBITED IN ALL UNIVERSITY BUILDINGS

The University has a strict smoke free campus policy which extends to University residences. Smokers must not smoke in any part of any residence. Please note that certain residences have smoke detection systems within the bedrooms/hallways which can be activated by smoking, steam from showers or aerosol spray in the room or corridor.

## TELEVISIONS

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If you use a TV or any other device to receive or record TV programmes (for example, a VCR, Set Top Box, DVD Recorder or PC with a broadcast card) you need a TV licence. You are required by law to have a TV licence. Please refer to the TV Licensing website for further information and how to obtain a licence.

## WEAPONS

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No firearms including air pistols, laser pointers, pyrotechnics (fireworks, flares etc) or weapons (including replica guns hard/soft ball bearing guns & knives) may be kept in University residences without prior written permission from the Head of Estates and Campus Services and the University Security Manager. Whether or not an item is deemed to be dangerous or not is at the discretion of a member of University staff.

## CONTACT

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### **CAMPUS SECURITY [24HR]**

T: 01382 308008 or E: security@abertay.ac.uk [Please call rather than email in an emergency].

### **TAYSIDE POLICE**

T: 0300 111 222 or E: mail@tayside.pnn.police.uk

### **EMERGENCY SERVICES**

T: 999

### **ACCOMMODATION OFFICE**

T: 01382 308059 OR E: accommo@abertay.ac.uk

### **STUDENT SERVICES**

T: 01382 308051 or E: advisory@abertay.ac.uk

### **FINANCE – General and DD enquiries**

T: 01382 308026 or E: finance@abertay.ac.uk

### **FINANCE – For the cash desk [Mon-Fri, 09.00am-5.00pm]**

T: 01382 308027 or 01382 308833 if the line is busy E: cashdesk@abertay.ac.uk

### **SCHOOL OF CONTEMPORARY SCIENCES**

T: 01382 308231 or E: scs@abertay.ac.uk

### **SCHOOL OF COMPUTING & ENGINEERING SYSTEMS**

T: 01382 308600 or E: cct@abertay.ac.uk

### **DUNDEE BUSINESS SCHOOL**

T: 01382 308401 or E: dbs@abertay.ac.uk

### **SCHOOL OF SOCIAL & HEALTH SCIENCES**

T: 01382 308700 or E: shs@abertay.ac.uk

### **STUDENT CENTRE**

01382 308950 or WEB: [www.abertayunion.com/](http://www.abertayunion.com/)

### **CHAPLAINCY**

T: 01382 308447 or E: l.barrett@abertay.ac.uk

### **RESIDENCES EMAIL ADDRESSES**

Alloway@abertay.ac.uk

Victoriachambers@abertay.ac.uk

Lyonst@abertay.ac.uk

Meadowside@abertay.ac.uk





# www.abertay.ac.uk

## Accommodation Office

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