



Abertay  
University

Staying in  
Student  
Accommodation  
2010-11

A Practical Guide

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## ACCOMMODATION AGREEMENTS

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In order to maintain residence fees at a level which students 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, therefore, that you will be offered University accommodation on the basis of your agreement to pay residences 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 offer 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. [Please note that students who sign an occupancy agreement but then decide not to enrol with the University, will incur a £175 cancellation fee].

## ALLOCATION POLICY

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When allocating accommodation the University gives priority to first entrants and to overseas students who are new to Dundee.

All the University's 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 sign 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. Unfortunately we do not have accommodation suitable for students with families, however the Accommodation Officers 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. 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. 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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Students will be charged for all damages caused (fair wear and tear excepted) and any additional cleaning required. A specimen list of charges is provided here but the list is not exhaustive. It is Accommodation 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	£50 fine + cost of re-fill/replacement + call-out charge £25 if applicable
Non-evacuation during a fire alarm	£50
Removing Window Restrictors	£25
Smoking Penalty	£25
Late Rent Payment Fee	£20
Non-arrival cancellation fee	£175

All charges will be deducted from the deposit [if applicable] at the end of the occupancy period and any additional charges invoiced. (see Deposit Terms and Conditions). However depending on circumstances, you may be asked to pay for damage/fines during the academic year.

## CLEANING

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

Students are expected to maintain the accommodation to a reasonable standard and, following regular inspections, the University reserves the right to undertake additional cleaning to return the accommodation to the appropriate standard. These costs will be charged to 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. The University will always aim to repair or replace damaged items as soon as is reasonably possible.

No compensation is given for fridge or freezer breakdown and students should make their own insurance arrangements if they are concerned about their contents in these facilities.

Students 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. The students 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 the student's satisfaction after all attempts at resolution have been made by Accommodation staff, 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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The University has 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 Accommodation staff is support to student residents. It is recognised that it is often difficult for students to adapt to communal living and staff are sympathetic to problems which can occur. Students may approach staff in confidence for advice or support. Student Services provide an excellent support and counselling service. Details 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. Students 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 TERMS & CONDITIONS

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A deposit of £400 is required to secure your accommodation and is due to be paid when you accept the terms of your Occupancy Agreement. The deposit comprises:

**£20** – compulsory insurance policy

**£40** – [PAT testing] testing and stamping of all personal electrical equipment brought to the Residence throughout the year.

The remaining amount of £340 is refundable at the end of the academic year depending on whether there are any charges, damages or rent due.

If your rent is paid in full at the time of accepting your signed Occupancy Agreement, you will receive a discount of 4%. You will be expected to pay the discounted amount, plus £200 deposit, this covers the £20 compulsory insurance, £40 PAT testing and the remaining £140 refundable at the end of the academic year again depending on whether there are charges, damages or rent due. Please note that the discount only applies if the full rent is paid *during* the Occupancy Agreement return period [the return period is detailed on the Occupancy Agreement] and not if the full rent is paid in full on arrival.

You can pay your deposit through OASIS by credit/debit card on the University's website, or over the phone by calling our Finance Office on 0044 [0]1382 308027. [Login usernames and passwords will be sent out in your orientation pack] Information of how to use the on-line payment system is available via [www.abertay.ac.uk/studying/accommodation/pdfdownloads/](http://www.abertay.ac.uk/studying/accommodation/pdfdownloads/)

## 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 a member of Accommodation staff or a student adviser via Student Services. If you experience difficulties 'out of hours' you can call 'Security' on 01382 308008 or the emergency services on 999 if appropriate.

## ELECTRICITY & GAS

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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

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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. The property 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, in person to your caretaker or Campus Security or Student Services or Accommodation Office on departure.

## FIRE SAFETY

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### **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:**

- Cooking in deep fat or oil except in the deep fat fryer provided
- The use of toasters and cooking equipment in study bedrooms
- The use of naked flames including candles, joss sticks etc. in study bedrooms
- Flammable liquids and gases e.g. petrol, butane etc. in study bedrooms (including gas heaters)
- 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, the University expects residents to conduct themselves at all times in a manner which does not cause offence or nuisance to others. Students 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**

Residents should conduct themselves appropriately in their dealings with staff, co-operating with all reasonable instructions particularly in respect of Health & Safety matters. The student undertakes to permit duly authorised staff and official contractors to enter the accommodation to undertake work such as cleaning or maintenance during normal working hours. The Manager retains 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**

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

## 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. Overseas students 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. Each student is 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 [basic compulsory cover] for the period stated on your Occupancy Agreement through a block cover policy. To cover the cost of this policy £20 is deducted from your deposit [non-refundable].

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 and valuables.**

If you have not received the policy leaflet or have lost it, you should contact Student Services or the Accommodation Office for a replacement copy.

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 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 an inventory form on arrival to your room. The form asks you to record the condition of the fixtures and fittings within the room on the inventory list.

Please **sign and date the form and return it** to your caretaker of the Accommodation Office within 3 days of arrival.

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

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Loss of - (see charges)

## MAIL

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It is the student's responsibility to ensure correct mailing addresses are used. We are unable to forward mail on departure. Again, individuals 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

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The University is aware that for whatever reason individuals may 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] Please see an Accommodation Officer if you have any concerns.

## OCCUPANCY AGREEMENT TERMS & CONDITIONS

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Each resident is 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 the relevant Accommodation Officer 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

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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. A £40 compulsory charge is made per resident to cover the costs of this service [see deposit terms and conditions].

## PETS

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

## REFERENCES

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Students leaving University accommodation are entitled to a reference from the Accommodation Office in respect of their time within University residences. There may be an administration charge for this service, but the charge will be made clear prior to the reference being written. 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, in full on arrival or monthly as per your Occupancy Agreement. If rent is outstanding at the end of your tenancy period, your deposit may be used to offset any amount due [for both rent, damages or other charges]. You can pay your rent by credit/debit card or direct debit via OASIS on the University website [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 4%. You will be expected to pay the discounted amount, plus £200 deposit to cover £20 insurance, £40 appliance testing and the remaining £140 refundable at the end of the academic year depending on whether there are charges, damages or rent due. Please note that the discount only applies if the full rent is paid during the Occupancy Agreement return 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 will be added to your account and will be deducted from the refundable part of your deposit.

## 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. Residents should report any repairs required on the appropriate form (available in each flat) 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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### **STUDENT SERVICES**

Phone: 01382 308051

Normal office hours: 09.00 - 5.00

### ACCOMMODATION OFFICE

01382 308059

### COUNSELLING

01382 308051

### FINANCE – General and DD enquiries

01382 308026

### FINANCE – For payments [Mon-Fri, 09.00am-5.00pm]

01382 308027 or 01382 308833 if the line is busy

### SCHOOL OF CONTEMPORARY SCIENCES

01382 308231

### SCHOOL OF COMPUTING & ADVANCED TECHNOLOGIES

01382 308600

### DUNDEE BUSINESS SCHOOL

01382 308401

### SCHOOL OF SOCIAL & HEALTH SCIENCES

01382 308700

### ALLOWAY HALLS CARETAKER

01382 505163

### TAYSIDE POLICE

0300 111 2222

### EMERGENCY SERVICES

999

### STUDENT CENTRE

01382 308950

### CHAPLAINCY

01382 308447

### RESIDENCES EMAIL ADDRESSES

[Alloway@abertay.ac.uk](mailto:Alloway@abertay.ac.uk)

[Victoriachambers@abertay.ac.uk](mailto:Victoriachambers@abertay.ac.uk)

[Lyonst@abertay.ac.uk](mailto:Lyonst@abertay.ac.uk)

[Meadowside@abertay.ac.uk](mailto:Meadowside@abertay.ac.uk)

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

All other times

Phone: 01382 308008



[www.abertay.ac.uk](http://www.abertay.ac.uk)

**Accommodation Office**

University of Abertay Dundee  
Bell Street,  
Dundee DD1 1HG  
t: 01382 308059  
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