



**A Guide to  
Staying in Halls  
2017-18**

# HELLO

So you've decided to stay in our Halls, a great decision, and might be wondering how it all works. This booklet will guide you through your whole stay with us - from advice on living together and making new friends, to the important do's and don'ts and how to report a fault.

Remember we're here to help so don't hesitate to get in touch using the contact details at the back.

Best wishes  
**The Residence Team**

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# OUR COMMITMENT TO YOU

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## SERVICE LEVEL AGREEMENT

Our Service Level Agreement is our commitment to you - what you can expect from us and what you can do to help.

### You can expect us to:

- Manage the halls of residence effectively to provide you with as secure and supportive environment as possible.
- Provide clear and accurate information.
- Be available to meet with you at agreed appointment times during Monday to Friday or answer any question you have raised in person, by email or telephone.
- Provide details to all residents as to how to contact Residences or Security staff 24 hours a day.
- Respond to an email within a reasonable length of time. This time may vary depending on the time of year, but you will receive an automatic reply to your email in the first instance.
- Arrange cleaning of communal areas of buildings on a regular basis, clean personal showers on a frequent basis and undertake termly inspections to ensure that the buildings are kept in good condition.

### In order to do our job, we need you to:

- Ensure your contact details are up to date.
- Treat with respect both your environment and the people who live and work in and around your halls of residence, along with other residences you may visit.
- Respect your local community.
- Report any repairs, maintenance and (where appropriate) damage by calling or emailing us, or speak with a member of staff in Halls or at the Student Enquiry Zone.

## REPAIRS AND MAINTENANCE

Our Halls go through a lot with everyone staying in them which means inevitably repairs will need to be carried out while you are staying with us. We will try to keep this to a minimum to avoid too much disruption.

### What you can expect:

We ensure our Halls are a reasonable standard. If there are items needing repaired we will repair them as soon as possible once they have been reported to us. This is where you come in – if you see something that needs to be checked or repaired let us know by telling a Cleaner, a Caretaker, calling or dropping into the office or SEZ or Security, or email us.

We've listed below what you can expect from us when it comes to repairs:

### Priority 1 - Immediate Response (as soon as possible or as stated below)

Where there is threat to human safety or excessive damage to property

- Leakage of gas or electricity - isolation of services. Repairs will be done immediately if possible i.e. if parts are in stock or the cause of damage has been attended to
- Passengers trapped in lifts will be released if possible; if not contact Lift Maintenance contractor who will respond within 1 hour of being notified. Repairs are dealt with as in Priority 2
- Large escapes of water - isolation of services. Repairs will be done immediately if possible i.e. if parts are in stock or the cause of damage has been attended to
- Main entrance door repairs, this will depend upon availability of spares. If this is a problem alternative means may be employed
- Fire alarm faults or false alarms
- Make safe dangerous structures, i.e. propping up, removing or cordoning off
- Secure broken windows (repair/temporary repair where possible)
- Clear drain blockages - sinks/showers
- Restore any loss of electricity (or provide alternative room)

### Priority 2 - Response within 4 hours

- Loss of heating in winter months (alternative or room move where appropriate)
- Loss or lack of hot or cold water if no other available
- Lift Maintenance Contractor to restore lift service, by all means possible, if no other lift is available in the building
- Repairs to fire doors and closers
- Replace locks
- Paint out or remove offensive graffiti
- Repairs to lighting where no other exists or where flickering lamp causes customer discomfort.

- Repairs to any lights on staircases
- Repairs to doors and/or door frames and window frames where security is at risk
- Temporary repairs to roof leaks

### Priority 3 - Response within 1 Working Day

- Repair broken window where previously temporarily secured (except sealed double glazed units as these take longer to manufacture)
- Minor plumbing repairs e.g. WC Cisterns and bowls, water hammer (or alternative made available)
- Repairs or replace fridge freezers and cookers depending on availability of spares
- Repairs to lighting not described in Priority 2 above
- Restore lift services where not described in Priority 2 above

### Priority 4 - Response within 5 Working Days

- Repairs to furniture or provide replacement
- General carpentry repairs e.g. internal doors and frames, window frames non security risk
- Replacement of baths, basins and kitchen units
- Repairs to wall tiling particularly showers
- Repairs to other fitting e.g. curtains and tracking

### Priority 5 - Response within 7 Days

- All other repairs

### Note

It is difficult to write a definitive list of items and where items may not fit the above list then response times will have to be agreed when they arise.

Items of redecoration and improvement works will have an agreed time frame allocated to them and do not therefore fall into any of the above categories. If this happens we will keep in touch with those affected with updates on the work.

The maximum time for an emergency contractor to respond is 4 hours; 1 hour is the response time for a lift trap-in.

# FIRE

## FIRE ALARMS

When the fire alarm sounds leave the building by your nearest fire exit and go to your meeting point. You will find details of the meeting/muster point on the blue poster in your flat/room so familiarise yourself with this as soon as you are in the room.

### Testing the Alarms

We do this every Wednesday in every Hall. The alarm will sound in short bursts during the tests at the times listed below. If the alarm sounds out with these times or for longer than 10 beeps leave the building as detailed above.

- Victoria Chambers @ 11am
- Meadowside Halls @ 1130am
- Lyon Street @ 12pm

### Fire Alarm Activations

Our fire detectors are set to ensure all fires, or potential fires, are detected and the alarm goes off so you get out of the building quickly. If you set the alarm off accidentally using aerosols, steam, or heat from cooking, if there is proof that you have taken reasonable steps to prevent the activation you will receive a written warning. If there is a repeat within a 2 calendar month a charge will be applied to your account.

If you maliciously set off the fire alarm you will receive the charge for tampering with fire equipment and disciplinary action will follow.

### False Alarms:

- 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 and will be treated as such through the court of law. It is also a breach of University Regulations for which a fine and disciplinary action will be taken.
- Non-evacuation during a fire alarm is extremely dangerous and will not be tolerated. A fine of £50 + invoicing charge will be imposed plus possible further disciplinary action will be taken.

Do not touch any of the fire equipment unless you really, really need to. We would prefer if you raised the alarm by pressing the glass on the call points (red square boxes on the walls) and left the building immediately.

The fire extinguishers have tags on them to let us know if they have been used or tampered with. If any of the tags are removed or damaged deliberately or accidentally the cost to fix this is £50 + related costs + £15 invoice.

If you are found guilty of tampering with the fire alarms or fire protection equipment you will be referred to the University Disciplinary board and/or the Police.

## FIRE SAFETY

You will find details of the meeting/muster point on the blue poster in your flat/room so familiarise yourself with this as soon as you are in the room.

Stop fires from happening by doing the following:

- Smoke only in the designated outdoor areas, no smoking inside any University buildings (this includes the use and charging of e-cigarettes)
- Put posters, pictures etc. on the noticeboards provided
- Empty your bins often
- Don't spray deodorant, hairspray etc. near the fire detectors (they will go off, they are a sensitive bunch) and keep only the minimum amount of bottles.
- Don't put things in front of the fire exits (all exits are fire exits by the way).
- When cooking always use cooker fans and open windows (where available) when cooking. **DO NOT LEAVE COOKING UNATTENDED** (honestly it gets lonely and goes on fire). Also if there is excessive smoke and/or heat in the kitchen don't open the door as this will set off the alarm in the hallway (yes, there are detectors eve-ry-where).
- Use items such as lamps, irons, hair dryers, straighteners etc. away from flammable materials such as paper, curtains and beds, and do not use underneath fire detectors.
- Only personal electrical appliances such as hairdryers, straighteners and laptops to be used in bedrooms, fridge/freezers, washing machines and dishwashers are not. Personal electrical equipment - you can't carry them in your bag
- Never leave cookers, irons, toasters, kettles, 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) if unsure ask the Caretaker and ensure you leave all personal appliances out to be PAT tested when notified. If you get a new item let us know and we'll test it for you.

**THE FOLLOWING ARE SEEN AS HIGH RISK AND ARE EXPRESSLY FORBIDDEN  
DO NOT DO ANY OF THE FOLLOWING:**

- Smoke inside a University building including all halls of residence. This includes the use and charging of e-Cigarettes.
- Use toasters, other cooking equipment, or any other item not considered to be a personal appliance, in bedrooms.
- Use naked flames including candles, joss sticks etc. in bedrooms and communal areas.
- Use flammable liquids and gases e.g. petrol, butane etc. in bedrooms and communal areas (including gas heaters).
- Use electric air fresheners.
- Use chip pans/deep-fat fryers.
- Remove or cover fire detectors.
- Store and/or use fireworks on any of our grounds.
- Obstruct doorways or indoor/outdoor corridors with any items like ironing boards, suitcases, bicycles, etc.
- Leave fire doors propped/wedged open or remove any door closer.
- Use stand-alone electric heaters (unless provided by the University).
- Use fire exits out with emergency evacuations.
- Cover any heaters with items such as clothing

If you ignore these not only can you be hurt/injured/trapped in a fire, you will also be referred to the Disciplinary Board.

**Remember...**



# GENERAL INFORMATION

## ACCOMMODATION AGREEMENTS

These are the documents you signed when you agreed to accept a room with us:

- The Student Residences Agreement
- The Rules and Condition
- The Code of Student Discipline and
- The Regulations Governing the Use of Information and Communications Technology

They have all the important information you need to know about staying with us, including the rent amounts, payment dates, and all the other legalities that go hand in hand with living in Halls of Residences.

You can view your Student Residences Agreement in OASIS, but we also emailed a PDF to you in the 'Offer Accepted' email. You can use this document as part of a 'proof of address' requirement i.e. for opening a bank account. All other documents can be viewed on the Residences webpages.

## COMPENSATION

While we try our best to ensure everything stays in peak working order there may be occasions when this is not possible or services may be down i.e. internet network maintenance. In this circumstance compensation or a rent rebate will not be given. We will always aim to repair or replace damaged items as soon as is reasonably possible. [see REPAIRS AND MAINTENANCE]

No compensation will be given for fridge or freezer breakdown, it is advised you check your insurance policy and ensure the level of cover is adequate for your needs [see INSURANCE].

You are advised to protect computing equipment and other sensitive electrical items from the effects of power surges [see ELECTRICAL TESTING].

## RENT AND DEPOSIT

You must pay the full rent for your room, whether you choose to stay the full term or not. The amount to pay is detailed in your lease in OASIS or you can find a .pdf copy in the 'Offer Accepted' email.

If you paid your rent in full at the time of accepting your Student Residences Agreement, during the 14 day acceptance period, you will have received a discount of 2%.

If you are paying your rent on a monthly basis, the payment will be taken from your credit/debit card on the date stated on your Student Residences Agreement. If for any reason there is likely to be a delay in payment you should let us know as soon as possible so we can help. If for any reason a payment becomes overdue and you have not contacted us, a late payment fee of £20 will be added to your outstanding account.

We do not take a deposit; the payment made at the beginning of the process is a prepayment of rent – the first month if you like – so you will not receive this back at the end of your stay.

## ROOM MOVES AND CHANGES

If you would like to move to another room get in touch as this may be possible – it depends if another suitable room is available, the situation and whether you stay in Parker House or Lyon Street, Meadowside or Victoria Chambers. Get in touch and we'll do what we can to help.

Likewise there may be a time that we ask you to move rooms, again this will depend on the situation, the individual case, which halls you currently stay in and if we have another suitable room available. We reserve the right to initiate a room move if necessary.

Room moves are possible between Lyon Street, Meadowside and Victoria Chambers. Moving from any of these Halls to Parker House is not possible as the contracts are different and not interchangeable.

Depending on the circumstances for moving there may be a cost involved.





# YOUR ACCOMMODATION

## BICYCLES

There are areas where you can store your bike at the Halls and at the main University building:

- Lyon Street – bikes are to be stored at the designated areas near to the bin stores.
- Meadowside – bikes can be stored in the bike shed. Contact us for a key
- Victoria Chambers – no designated area at Victoria Chambers however you can store your bike in the bike shed at Meadowside. Contact us for a key
- Main University building – Bike park behind Old College outside the gym (through the tunnel)

Bikes are not to be kept in your flat. Keeping them in the flat will block fire escapes.

If you are bringing a bike with you it is your responsibility to ensure you have adequate insurance to cover the cost of your bike [see INSURANCE].

## CLEANING

Good news! We will clean the communal areas on a regular basis and clean personal showers on a frequent basis (sorry you have to clean your own bedroom).

Communal areas are:

- Kitchens
- Corridors/hallways
- Shared shower and toilet facilities
- Stairwells
- External grounds and bin areas

The cleanliness of Halls is primarily your responsibility. We will clean the common areas, to help us do this you will need to keep the surfaces clear and put all your stuff away.

We will carry out frequent inspections of the buildings and communal areas. If the areas are not to an acceptable standard we will carry out additional cleaning at a cost to those responsible.

## DAMAGES

If you happen to damage something you will have to pay for the repair. You will be invoiced at the time of the damage and you must pay within 14 days from the date of the invoice.

See CHARGES section for an example cost list. The list is a guideline only and is in no way exhaustive. Some charges can vary depending on how much things, such as repairs, finally cost.

## Example

When we become aware of any damage, we will contact the flat/individual involved and invite either the individual or members of the flat to come forward with details of who is responsible. If a single person is responsible, the charge will be raised to this student, but we must add a £15 invoicing charge. For example, if there is a need for additional cleaning by the Cleaner, the charge raised will be £15.00 (per hour of the Cleaner's time) + £15.00 invoicing charge = £30.00 total.

If no-one accepts responsibility, or comes forward with evidence or responsibility, the charge will be shared amongst all flat members as you are all jointly and severally responsible (see Rules and Conditions, section 4). Each resident will also receive a separate invoice charge.

So to use the previous example, if no-one accepts responsibility for the additional cleaning required, the £15.00 would be divided by the number of flatmates e.g. £15.00/8 flatmates = £1.87 + £15.00 invoicing charge = £16.87 per person.

### **ELECTRICAL TESTING (Personal Appliance Testing)**

We will test all your personal electrical equipment i.e. hairdryers, laptops, chargers, basically all small electrical items with a plug, to make sure it is safe for you to use. We'll do this each semester, we'll be in touch to let you know when we'll be round. If you get any new electrical items during the year let us know and we'll check it for you.

Fridge/freezers, washing machines, dishwashers, and other big electrical items are not classed as personal electrical items and are not allowed in your bedroom. If you have these in your bedroom they will not be tested and you will have to remove it.

If you require additional appliances for medical reasons, get in touch to let us know.

### **ELECTRICITY & GAS**

Good news both electricity and gas (where installed) are included in the rent price.

### **HOUSEKEEPING ADVICE**

One of the quickest ways to fall out with your flat mates is to leave dirty dishes and mess about the flat (this is not a challenge by the way!). There are other people who use the flat too so if everyone puts their own items away the flat will be tidy.

To help reduce the amount of maintenance needed, and potential repair costs to you and us, keep to the following:

- Empty your rubbish bins regularly. You pass the bin area on the way out of the building so why not put the rubbish out on the way? Do remember to put it in the relevant recycling bins [see RECYCLING] Leaving rubbish to overflow can cause a pest/insect issue (don't ask us how we know?!)
- Put hot pots, pans and oven trays on the trivets provide to avoid damaging the worktops. Putting them directly onto the kitchen worktop will burn the material which leads to expensive repairs.
- Pouring oil and food down the sink causes blockages and leaks. Put used cooking oil into a container, such as an empty bottle, and then put it in the bin.

### **INSURANCE**

Your items are automatically insured through our insurance company Endsleigh Insurance when staying in our Halls. The insurance cover is very good but it's always best to check you have enough cover for your items. You can check this on the insurance certificate at the end of this section, on our website or on the Endsleigh website. If you need it, you can buy additional cover for things such as bicycles, additional computing equipment and keys.

The cover provided is for your stay in Halls only. You will have to arrange new cover when you move out.

### **INTERNET ACCESS**

Our Information Services team have all the answers to your questions about our internet access. Contact them on 01382 308888 or [isservicedesk@abertay.ac.uk](mailto:isservicedesk@abertay.ac.uk) or drop into SEZ in the library.

### **INVENTORY/ROOM CHECKLIST**

As explained during the online induction we will give you a checklist/inventory sheet for you to check the condition of your room. This will be emailed to you very soon. Once completed you should give it back to us by either email, dropping a copy into SEZ or a copy to any of the Residences staff.

We'll check your room when you leave against your completed checklist to ensure we capture all repairs and/or damages, we will allow for fair wear and tear.

### **LOSS OF KEYS**

If you lose your keys (it happens to all of us) let us know immediately and we can provide you with a replacement set. Unfortunately the replacement set will cost £18 per key/fob, however if you find your original set, return the replacement set and the amount paid will be refunded back to you.

What to do if you lose your keys –

- During office hours (Monday - Friday 9am - 5pm) call the Residence office on 01382 308049 or drop into SEZ in the library.
- Out with office hours (Monday - Friday 5pm - 9am, all day Saturday and Sunday) call Security on 01382 308008.

### **Leaving [see LEAVING HALLS]:**

When you leave give your keys to the Security Office. It is up to you to ensure the keys are returned, giving the keys to a friend is not the keys being returned and you will still be held responsible for the room until we receive the keys – this could mean you continue to pay rent and possibly pay for any damages to the room.

## LAUNDRY

There is a laundry room in every Hall with washing machines and tumble dryers provided by and maintained by Circuit Laundry. Current prices are displayed on the machines.

If you notice a problem with any of the machines, let us know. Or you can contact Circuit Laundry direct, their phone number and the site reference number can be found on our intranet and also on posters in the laundry room. You can also report it through their website <https://www.circuit.co.uk/machine-faults-and-breakdowns/>.

Not sure if the washing machines are free and don't want to carry all your washing to the laundry room? 'LaundryView' –<https://www.circuit.co.uk/i-want-to-do-my-laundry/laundry-view/> - shows the availability of washers and dryers in your Hall.

We do not recommend drying clothing etc. in rooms as this causes mould and damages paintwork.

## MAIL AND YOUR ADDRESS

When getting your mail and parcels delivered to Halls you need to make sure you are using the correct mailing address (see below) so you can get your goodies to your flat. As we don't offer a mail service and won't sign for/accept mail on another person's behalf it is up to you to organise deliveries for a time when you will be in.

Remember to change your address when you leave as we can't hold any mail for you and it will be returned to sender.

Address at Halls (replace ? with your flat and room number):

Flat ? room ? Meadowside Halls  
19 Bell Street  
Dundee  
DD1 1HP

Flat ? room ? Lyon Street Halls  
Lyon Street  
Dundee  
DD4 6RF (for flats 7-17)  
DD4 6RE (for flats 10-14)  
DD4 6RG (for flats 19-29)

Flat ? room ? Victoria Chambers  
12-14 Victoria Road  
Dundee  
DD1 1JN

## RECYCLING

We have recycling bins in all our Halls for all types of recycling. Each Hall has a bin area near the entrance/exit with all the different types of recycling bins. It is up to you put your rubbish in the relevant recycling bins so check the labels on the bins.

## ROOM CHECKS

We will check all bedrooms at least once a semester, but don't worry we will give you at least 24 hour notice before carrying out the checks. We check the communal areas, and other parts of the buildings, on a more regular basis.

When you leave we will inspect your room to check the condition of our furniture and the room itself. This will be checked against your inventory/room checklist from the start of your stay, if there does happen to be any damages (we'll take wear and tear in account) this will be repaired at a cost to yourself.

## TV LICENCE

We don't provide a TV licence in any of our Halls. More information can be found on the TV licensing website [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk).



## INSURANCE CERTIFICATE

### Certificate of Insurance

**'ABERTAY UNIVERSITY'**  
**POLICY NUMBER HH1168**  
**27th August 2017 to 26th August 2018**

You must, at all times, take steps to prevent accidents, loss and damage.



### Key Benefits – What's covered?

Your items are covered inside your room against fire, flood, theft and accidental damage up to the following amounts:

Core Room Cover	Limit	Other Benefits	Limit
Total Student Room Contents Cover	£7,000	Theft of student's contents whilst in direct transit between University/College and their permanent home at the beginning or end of term	£500 per bag
Disabled Students Room Contents Cover	£8,000	Theft from Halls of Residence communal area following forcible and violent entry	£1,000
Single Article Limit (unless outlined separately)	£1,250	Theft from Halls of Residence communal area without forcible and violent entry'	£250
Computer Equipment (eg. Desktops, Laptops)	£2,500	Loss or damage to the student's personal belongings from the Halls of Residence communal area	£500
Tablet Computer Equipment	£500	Theft from any other property outside policy terms (following forcible and violent entry)	£500
Computer Accessories	£150	Clothing damage by faulty laundry equipment	£300
Mobile Phone (forced entry only)	£750	Food spoilage (loss of food from fridge/freezers)	£75
Audio equipment, DVD & video players, computer consoles, hard drives and other data carrying media	£1,000	Replacement locks and keys (following damage resulting from burglary)	£350
Computer games, CDs, DVDs, videos & records	£600	Personal Accident Cover	£5,000
Photographic Equipment	£1,000	Permanent Total Disablement as a result of an accident	Up to £50,000
Sports Equipment	£1,000	Accidental death or permanent total disablement of parent or guardian	£5,000
Musical Instruments	£600	<b>Liabilities</b>	
Clothing (single article limit)	£350	Tenants Liability Cover	£5,000
Valuables including jewellery & watches	£600	Damage to Public Service Equipment (water, electricity, gas meters)	£150
Personal Money (forced entry only)	£50	Personal Liability	£1m
Credit/Debit Card fraud (forced entry only)	£500		
University Property on Loan	£500		
Library books	£250		
Rented Household Goods	£1,250		
Contact Lenses	£150		

### Key Exclusions - What's not covered

- Laptops and other Gadgets such as Tablets outside the room
- Mobile Phones outside the room
- Bicycles
- Musical Instruments outside the room
- Any other items taken outside the room

### Excesses

(the first amount you will have to pay for each and every claim):

Room Contents	£25
Laptops and Tablets	£50
Money and Credit cards	£25
Frozen Food	£10
Liabilities and Personal Accident Benefits	£25

Call : **0330 3030 280**

To view your full policy details and extend cover

Visit: [endsleigh.co.uk/reviewcover](https://endsleigh.co.uk/reviewcover)

### How to make a claim:

Visit: [endsleigh.co.uk/claim-centre](https://endsleigh.co.uk/claim-centre) to register your claim online.

Call: **0800 923 4045**

### About Our Services

This Certificate of Insurance contains the key features of your insurance policy. It does not contain the full terms and conditions, which can be found in your policy wording. It is particularly important that you read the sections on key exclusions, key limitations and any additional terms applying to your policy.

Any information we provide you with does not constitute advice or a personal recommendation and you agree to make your own choice about how to proceed. We may ask you questions to narrow down the selections of products we will provide further information on. We work with a single insurer to provide your insurance.

This insurance meets the needs and demands of someone wishing to protect their possessions. As with any insurance, it does not cover all situations, so please check what is and is not covered by the policy to make sure it meets your requirements. Endsleigh does not charge a fee for its services in respect of this policy.

Endsleigh Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. This can be checked on the FCA Register by visiting its website at [www.fca.gov.uk/register](http://www.fca.gov.uk/register) Endsleigh Insurance Services Limited. Company No: 856706 registered in England at Shurdington Road, Cheltenham Spa, Gloucestershire GL51 4UE. This insurance policy is arranged by Endsleigh Insurance Services Ltd with Zurich Insurance Group registered in England No 354568. Zurich Holdings (UK) Ltd owns 100% of Endsleigh's share capital. Your Endsleigh Block Accommodation Insurance is underwritten by Zurich Insurance plc, Zurich House, Ballsbridge Park, Dublin 4, Ireland. Zurich Insurance plc, is authorised and regulated by the Central Bank of Ireland and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request. FCA Register No: 203093

A Member of the Zurich Insurance Group



# YOU AND YOUR BEHAVIOUR

## BEHAVIOUR IN HALLS

How you behave in Halls has an effect on others staying there too. You should keep this in mind at all times and treat people how you would like to be treated. Some of our Halls, Lyon Street in particular, are situated within a residential area. People living in the area may be elderly, have young children or have jobs to get up for in the morning. We do expect you to respect those neighbours, along with your hall/flat mates, and keep noise levels to a minimum (especially at night time – noise travels further than you think!).

Our Security Team are available 24/7 should you experience any antisocial behaviour in Halls, contact details are at the back of this book.

Antisocial behaviour can include, but not limited to, the following examples:

- Noise disturbances which is anything audible to people outside your room or flat, such as singing, playing computer games, listening to loud music or television or even having loud conversations.
- Unruly behaviour such as shouting or fighting in the street – anything which causes a disturbance to others.
- Bullying, harassment or the intimidation of others (see also BULLYING & HARASSMENT).

Antisocial/bad behaviour is often fuelled by excessive alcohol consumption. Being drunk is not an excuse we will accept for any kind of behaviour.

## BULLYING AND HARASSMENT

Live and let live. Treat people how you would like to be treated. Think how the other person feels. And all other sayings/clichés you can think of. But really we do not tolerate bullying or harassment of any kind. If you are experiencing this do let us know and it will be dealt with.

If you are the bully/harasser do familiarise yourself with the Code of Discipline as disciplinary action will be taken.

## DRUGS

No illegal drugs are allowed on our campus. If you have concerns regarding the use of drugs get in touch with us or a Student Adviser via Student Services.

## GP REGISTRATION

Remember to register with a local GP and notify Student Services of the GPs name and Practice. If you are a UK student, you should bring your NHS Medical Card with you. Details of local GPs are available from SEZ. If you are an overseas student, you can apply for a NHS Medical Card by collecting a form from any GP surgery or from SEZ.

## HEALTH & SAFETY

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 contact us.

## SECURITY ARRANGEMENTS

The Security Office is your main point of contact for advice or assistance out with normal hours. Campus Security patrol the buildings 24 hours per day, 365 days of the year. Spot checks are also made on accommodation buildings out with normal hours and at the weekend. The Security Office is located in the reception area of the main University building on Bell Street, Dundee and contact can be made on 01382 308008 or security@abertay.ac.uk. For details on 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 webpages.

## WEAPONS

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

# RULES AND REGULATIONS

## CALL OUTS [see also CHARGES]

Call outs for non-emergency situations such as lock outs or lost keys will incur a written warning in the first instance, as long as there is evidence that the resident has taken reasonable steps to prevent the call out and there is also no evidence of malicious intent. However, if there is a repeat within a 2 calendar month period, a charge will be made as per our current charging procedures.

The same procedure will be used in regards to fire alarms activated in error see FIRE SAFETY and CHARGES for further clarification.

## CHARGES

You will be charged for all damages caused (allowing for fair wear and tear) and any additional cleaning if/when required. A specimen list of charges is provided here but the list is in no way exhaustive.

Call outs (emergency)	No charge
Call outs (non-emergency, including lock outs and lost keys)	£25 + £18 per key/fob if applicable
Lost keys/fobs	£18 per key/fob + £25 call-out charge if applicable
Cleaning	From £15.00 per hour
Tampering with Fire Equipment (smoke detectors, fire extinguishers, break glass points, door closers, using fire exits out with emergency evacuation etc.)	£50 + cost of re-fill/replacement + £25 call-out charge if applicable + potential for formal disciplinary action.
Fire alarm activation (including accidental activations if reasonable steps to prevent the alarm activation have not been taken)	£50 + potential for disciplinary action

Non-evacuation during a fire alarm	£50 + disciplinary action
Removing Window Restrictors	£25
Late Rent Payment	£20 per month

All charges will be added to your account and are to be paid during the academic year, most with an additional cost of £15 per invoice to cover administration costs.

### DEBT POLICY

The University has a clear policy on debt and intends to reduce costs by recovering all monies due. The debt policy can be found on the intranet under Services - Finance - University Policies.

If you are having difficulties paying rent let us know urgently before the problem becomes unmanageable. Other financial advice can be sought from the Student Financial Adviser via Student Services or the Credit Controller via the Finance Office.

### GUESTS

Our definition of a guest is a person who does not hold a current lease for the relevant flat and/or related room. Our bedrooms, unless otherwise stated, are designed for 1 person, so we don't allow 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, section 9, for full information on guests.

If you would like to hold a party why not do it in the Student Centre, more information can be found on their web pages [www.abertay.ac.uk/discover/the-university/university-facilities/studentcentre](http://www.abertay.ac.uk/discover/the-university/university-facilities/studentcentre).

### PETS

We are pet lovers in the Residences Team however we're afraid pets are not allowed in our Halls.

### SMOKING

**No Smoking in any University building this includes the use of e-Cigarettes.**

All of our campus is smoke free. We do have designated smoking areas at all of our buildings for those who want to smoke, including e-Cigarettes.

Smoking in Halls can set the fire alarms off. Anyone caught smoking Halls, or any other campus buildings, will face disciplinary action.





# LEAVING US

## LANDLORD REFERENCE

We can provide a landlord reference for your new landlord. The cost for this is £20 which covers all the administration involved in collating the relevant information. This can be purchased through the online store.

The reference will contain factual information about your rent payments, your behaviour in Halls and whether you have damaged any University property.

Due to previous misuse, open references will no longer be supplied.

## LEAVING HALLS [also see KEYS]

This is the sad part – when you leave us.

Your last day with us is detailed in your Student Residences Agreement which is sent to you in the 'Offer Accepted' email and in your OASIS account. We will also send you a reminder nearer the time.

When leaving you should leave your room and flat as you found it, in a clean and tidy state, and make sure you pack all your items. You are to personally return the keys to the Security Office on the day you leave. Campus Security is open 24/7

365 days a year so you can give them your keys at any time of the day.

It is up to you to ensure the keys are returned. Giving the keys to a friend/flat mate for them to give to us does not mean the keys are returned and you have no responsibility to the room anymore. Until we (a member of the Security or Residences Team) have the keys you are responsible for the room so if you give the keys to a friend who doesn't return them it is you who will end up paying any extra rent/costs until we do have the keys.

If you are leaving halls earlier than the date stated on your Agreement let us know as soon as possible. Depending on the circumstances for you leaving you may still be liable to pay the rent for the full period – do get in touch and we can sort everything out for you.

## WITHDRAWAL FROM STUDIES

Your Student Residences Agreement is dependent on you being a current registered student. If you withdraw or are withdrawn from the institution e.g. you are no longer a registered student/stop your studies, you must leave halls of residence immediately. If you are thinking of doing this contact us.

# SUPPORT AND CONTACTS

## COMPLAINTS

We try our best to give you a quality service but unfortunately, on the odd occasion, a problem can pop up. If this happens we will do what we can to resolve this and ask that you help us 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, email us for a copy of the document.

## CONFIDENTIAL SUPPORT

A key element of the service provided by us is support to you. We know it can be difficult at times - what with moving away from home, adapting to a new way of living, finances and the coursework itself – so are here to help (and believe it or not we have been there [don't ask too many questions ;-])). All staff here in the University are here to help, no department more so than Student Services who provide excellent support and counselling. Details are available at the Support Enquiry Zone (SEZ) in the library or via <http://www.abertay.ac.uk/student-life/support-and-services/>

## CONTACTS

### RESIDENCES OFFICE (This is us)

Room 3018D

T: 01382 308049 E: [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk)

W: [www.abertay.ac.uk/student-life/accommodation/](http://www.abertay.ac.uk/student-life/accommodation/)

Twitter: @Abertayacomm

Facebook: @AbertayUniResidences

### CAMPUS SECURITY [24HR]

Reception area, Main entrance, The Kydd Building

T: 01382 308008 or 01382 205241 or 01382 308222

E: [security@abertay.ac.uk](mailto:security@abertay.ac.uk) (In an emergency please call)

### STUDENT SERVICES AND COUNSELLING SERVICE

Level 2, Library Building

T: 01382 308051 E: [advisory@abertay.ac.uk](mailto:advisory@abertay.ac.uk)

### SUPPORT ENQUIRY ZONE

Ground Floor, Library Building

T: 01382 308833 E: [SEZ@abertay.ac.uk](mailto:SEZ@abertay.ac.uk)

## FINANCE

Room 3504

T: 01382 308026 or 01382 308017 E: [finance@abertay.ac.uk](mailto:finance@abertay.ac.uk)

## STUDENT CENTRE (For all your social needs)

T: 01382 308500 E: [studentcentre@abertay.ac.uk](mailto:studentcentre@abertay.ac.uk)

W: <http://www.abertay.ac.uk/discover/the-university/university-facilities/studentcentre/>

## POLICE SCOTLAND

Force Headquarters, West Bell Street, Dundee, DD1 9JU

T: 0845 600 5705 or 101

## EMERGENCY SERVICES - Police, Ambulance, Fire Service etc. (EMERGENCIES ONLY)

T: 999 or 112

## NHS 24 - Urgent medical advice

T: 0845 600 5705 or 111



## Residences Office

Abertay University  
Bell Street, Dundee  
Scotland DD1 1HG

**T:** +44 (0)1382 308049

**E:** [residences@abertay.ac.uk](mailto:residences@abertay.ac.uk)

**FAX:** +44 (0)1382 308088



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