



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

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 and 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, Security 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 resident 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)
- Repair or replace fridge/freezer 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 fittings e.g. curtains and tracking

Priority 5 - Response within Agreed Time Frame

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 therefore do not 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 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.

- 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 period 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 and disciplinary action will follow.

FIRE EQUIPMENT

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.

We check all the fire equipment in all halls regularly. Fire equipment includes, but not restricted to, fire extinguishers, fire blankets, call points (red boxes on the wall), emergency lights, doors and fire warning posters.

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 doorways/fire exits (all doorways are fire exits by the way).
- When cooking always use cooker fans and open windows (where available).
 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
 everywhere).
- 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 items 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 items are safe to use by checking cables and plugs are not damaged and that the sheath enters both plug and equipment. If unsure ask the Caretaker.
- Leave all personal electrical items 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 or communal areas.
- Use flammable liquids and gases e.g. petrol, butane etc. in bedrooms or 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 agreed to when you signed your lease in OASIS.

- Your Student Residences Agreement
- The Rules and Conditions
- The Code of Student Discipline
- 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 ELECTRICALTESTING].

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 Student Residences Agreement 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 – wwe look at each case on an individual basis so do 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 and Meadowside. 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 secure bike lockers available. Contact us for a key.
- Meadowside bikes can be stored in the bike shed. 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 communal 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 for the mess.

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

More good news! Both electricity and gas are included in your rent payment so you don't need to budget extra payments for these.

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 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. 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 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 soon after your arrival. Once completed you should give it back to us by either email, dropping a copy into SEZ or give a hard copy to any member of the Residences team. [see ROOM CHECKS]

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 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. The cost of repairing any damp, mould or damaged paintwork caused by drying clothes in your flat will be charged to you.

MAIL

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.

If mail is delivered to your flat with someone else's name on it give the mail to the Caretaker. Opening mail that is not addressed to you is a criminal offence.

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)

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

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 LICENSE

We don't provide aTV licence in any of our Halls. More information can be found on the TV licensing website www.tvlicensing.co.uk.



cover 4 Students.com

Master Policy Schedule of Insurance Campus Block Halls Insurance

Abertay University | Master Policy No: ABER2018

COVER EXPIRY 26/08/2019 or whenever your tenancy DATE expires, whichever is sooner. COVER START Upon commencement of your tenancy DATE agreement with Abertay University

This schedule forms part of your policy document and should be read in conjunction with your policy wording and your optional extensions schedule of insurance (if selected). Your policy wording is available online at

COVER DESCRIPTION	NOL	SUMINSURED
	PERSONAL POSSESSIONS WITHIN THE INSURED ADDRESS	67,500
SECTION 1	PERSONAL POSSESSIONS WITHIN THE INSURED ADDRESS IF YOU LIVE WITH A PARTNER AND/OR CHILDREN	8,500
	PERSONAL POSSESSIONS WITHIN THE INSURED ADDRESS IF YOU ARE REGISTERED AS DISABLED	28,500
SECTION 1A	REPLACEMENT LOCKS & KEYS	0983
SECTION 1B	FOOD SPOILAGE: FAILURE OF FRIDGE /FREEZER	573
SECTION 1C	DAMAGE TO CLOTHING: FAILURE OF LAUNDRY EQUIPMENT	6300
	COMPUTER EQUIPMENT I ROOM ONLY	22,500
SECTION 2B	COMPUTER EQUIPMENT I ROOM ONLY IF YOU ARE REGISTERED AS DISABLED	24,500
SECTION 3	VACATION COVER	67,500
SECTION 8	PERSONAL ACCIDENT	000'053
SECTION 9	CHEDIT CARDS	0053
SECTION 10	PERSONAL MONEY	093
	COLLEGE I UNIVERSITY PROPERTY ON LOAN/ LIBRARY BOOKS	05/3
SECTION 11	COLLEGE I UNIVERSITY PROPERTY ON LOAN / LIBRARY BOOKS IF YOU ARE REGISTERED AS DISABLED	000'13
SECTION 12	LANDLORDS PROPERTY! TENANTS LIABILITY	25,000
SECTION 13	ACCIDENTAL DEATH OR REDUNDANCY OF A FINANCIALLY SUPPORTING PARENT OR GUARDIAN	000'53
SECTION 14	LEGAL LIABILITY	21,000,000
ENDORSEMENT 1C	MOBILE PHONE I ROOM ONLY	0573
ENDORSEMENT 21	PERSONAL POSSESSIONS FROM COMMUNAL AREAS	21,000
ENDORSEMENT 3A	MUSICAL INSTRUMENTS I ROOM ONLY	£1,250
ENDORSEMENT 4A	CONTACT LENSES	£150
ENDORSEMENT 10A	EMERGENCY ACCOMMODATION COSTS	6350
ENDORSEMENT 11A	EMERGENCY CLOTHING ALLOWANCE	5200

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POLICY EXCESSES	EXCESS
SECTION 1B - FOOD SPOILAGE	013
SECTION 2B - COMPUTER EQUIPMENT I ROOM ONLY	053
ALL OTHER SECTIONS	523

PRINCIPAL EXCLUSIONS

INSURANCE CERTIFICATE

- Cover outside of your accommodation (unless basic cover is extended).
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 Postal cycles (unless basic cover is extended).
 Acodemal Damage (unless basic cover is extended).

NEUBREW INFORMATION.
The Compact Sock Heap poly has been among of no behalf of Convestations, com. Convestations com is a trusting play of UK & Intend returned Sock Heap poly and Conference of Sock Heap Compact Managers of Sock Heap Compact Managers (Find Managers of Sock Heap Compact Managers (Find Managers of Sock Heap Compact Managers). The Managers of Sock Heap Compact Managers (Find Managers of Sock Heap Compact Managers).

For core actions 1-5 and 7-24, the instructors is underwritten by Lloyd's Syndicate 444, which is immagated by Caropius Managon Agents Limited, Chargolian Managod, Agent Limited is a managog and at Lloyd's which is authorised by the Purdential Repairs of Authority are agustate by the Francia Christian Authority and the Provincial Repairs on Authority, man Heleucro Number 2014-16, Comparis Managon, Agents Limited is registered in Engand & Wassen number 1015-4453. Registered Offices, Gallery 9, One Limis Shreek, Lordon, (ASM) HAA.

This schedule, logather with the policy wording, certifies that insurance has been effected in respect of sections 1-5 and 7-51 between your architecture in season. The respect is returned to provide a very your architecture in the respect in the permitted permitted by permitting the permitted in the software of the permitted permitted the permitted in the software of the permitted of the permitted permitted the permitted permitted the permitted permit

WHAT ARE YOU INSURED AGAINST?

Basic cover insures your pascoral possessions on a new for old basis against their (whether or not someone physically breads in by your conditat), list, bust pipe, storm, would stim, florary bland stand, man will now propisced as they.

The past of a dam, florary bland propisced and propisced as they are added to the propisced as they.

The past of the

You must, at all times, take all reasonable steps to prevent accidents, loss and damage. Fallure to do so, may affect your right to make YOUR DUTY OF CARE

WHERE ARE YOU INSURED?

You are covered within your accommodation, or any place of residence at which you are temporarily residing and in direct transit to and from your home address at the beginning and end of each term.

sooner. You will then be responsible for arranging your own insu

WHEN DOES YOUR COVER START?

BUY SECURELY ONLINE: https://bockhalls.cover4insurance.com/abertsyuniversity/ Scan the QR Code to go to the Abertay University page. Register your details, view & download the full policy wording, and extend the basic cover. PHONE US: 0161 772 3390* HOW TO APPLY FOR OPTIONAL EXTENSIONS



1,250 £1,250 52,500 21,250 000'13 £1,250 1,250 £1,250

The following items are subject to a maximum amount payable during the period of insurance. PERSONAL POSSESSIONS SINGLE ITEM LIMIT

MAXIMUM AMOUNTS PAYABLE CLOTHING SINGLE ITEM LIMIT COMPUTER ACCESSORIES COMPUTER EQUIPMENT

MUSIC, VIDEO, DVD, SOFTWARE & OTHER DATA CARRYING MEDIA PHOTOGRAPHIC EQUIPMENT, VIDEO CAMERAS AND CAMCORERS COMPUTER GAMES, CDS, DVDS, VIDEOS & RECORDS

MUSICAL INSTRUMENTS SPORTS EQUIPMENT

JEWELLERY, WATCHES & OTHER VALUABLES

0983 2150

For advice on how to make a claim and to download a claim form please visit our website. ONLINE: www.coverdinsurance.com/blockhalls PHONE US: 0161 974 1101* EMAIL: claims@cover4students.com

HOW TO CLAIM

cover 4 students.com

ENDORSEMENTS APPLYING

ENDORSEMENT 1C: MOBILE PHONE I ROOM ONLY	
WHAT IS COVERED	WHAT IS NOT COVERED
We will pay for theft of your mobile phone following forcible and violent entry to the insured address.	The maximum amount payable is £750 during the period of insurance.
•	The excess shown in your schedule.
	 Theft not involving forcible and violent entry.
	 When the mobile phone is in your insured address,
	loss caused while the insured address is unoccupied.
Y	 Mobile phone accessories
	 The cost of unauthorised calls.
	 Any theft not reported to the police within 24 hours of
	the incident and being recorded as a theft and allocated
	a crime reference number.

ENDORSEMENT 21: PERSONAL POSSESSIONS FROM COMMUNAL AREAS

ED .

WHATIS NOT COVERI	urance • The excess shown in your schedule s from • Accidental loss.
WHAT IS COVERED	We will pay up to £1,000 during the period of insurance for loss or damage to your personal possessions from the communal areas caused by any of the insured events under section 1.

NDORSEMENT 3A: MUSICAL INSTRUMENTS I ROOM ONLY WHAT IS COVERED

WHAT IS COVERED	WHAT IS NOT COVERED
We will pay up for loss or damage to your musical instruments by the following causes: fire, explosion,	 The maximum amount payable is £1,250 during the period of insurance.
lightning, earthquake, smoke, storm, flood, theft and	The excess shown in your schedule.
during college / university term and during vacations	fire actually starting.
when the insured address is unoccupied.	Any claim for damage to your musical instruments
	- wear, tear or any gradually operating cause or
	determination, inherent or latest defect
	 wet or dry rot, mildew, frost, rust or corrosion
	- insect, vermin or woodworm
	 dyeing or restoration or any commercial process of
	cleaning or repairing.
	 Faulty design or workmanship or use of faulty materials.
	Ince or damage arising from electronic electrical or
	mechanical breakdown, failure or derangement.
	Loss or damage caused by:
	- climate or atmospheric conditions
	 dampness, dryness, shrinkage, contamination or
	extremes of temperature
	 effects of sunlight, fading, changes in colour texture or finish.
	 Depreciation or diminution in the value of your musical
	instruments following repair.
	Any theft not reported to the police within 24 hours of the

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ENDORSEMENT 4A: CONTACT LENSES WHAT IS COVERED

WHAT IS COVERED	WHAT IS NOT COVERED
We will pay for loss or damage to your contact lenses by • The maximum amount payable is £150 during the	 The maximum amount payable is £150 during the
the following causes: fire, explosion, lightning,	period of insurance.
earthquake, smoke, storm, flood, theft and attempted theft . The excess shown in your schedule.	 The excess shown in your schedule.
whilst they are in the insured address during college / Loss or damage by fire caused by scorching without a	 Loss or damage by fire caused by scorching without a
university term and during vacations when the insured fire actually starting.	fire actually starting.
address is occupied.	 Loss or damage by smoke caused by smog, agricultural
	or industrial operations or anything which happens
	Alexander of the second

-Loss or demage by storm or flood caused by dampness conditionable by the conditionable by storm or flood to contact lenses left in the open demands by storm or flood to contact lenses left in the open when for the open deal to the pote within 24 hours of the incident and being recorded as a their land alreaded.

WHAT IS NOT COVEDED ENDORSEMENT 10A: EMERGENCY ACCOMMODATION COSTS WHAT IS COVERED

crime reference number.

THE IS CONFIDENCE	GALLON COLLEGE
If your insured address cannot be lived in as a result of . The excess shown in your schedule.	 The excess shown in your schedule.
an insured event under Section 1: Personal possessions	 Any amount above the sum insured stated on your
within the insured address, we will pay you up to the	schedule for Emergency Accommodation Costs.
amount shown in your schedule to contribute to the	 Any claim where the accommodation is owned by your
costs you incur for emergency accommodation.	college / university.
	 Any claim which is not as a result of an insured event
	under Section 1: Personal possessions within the insured

WHAT IS NOT COVERED ENDORSEMENT 11A: EMERGENCY CLOTHING ALLOWANCE WHAT IS COVERED

 The excess straint and an arranged organization and arranged straint and arranged straint and arranged organization arranged for Emergency Clothing Allowance.
 Any dain which is not as a result of an insured event under Section 1: Personal possessions within the insured address. If your insured address cannot be lived in as a result of an insured event under Section 1. Personal possessions within the insured address, we will pay you up to the amount shown in your schedule to pay for the purchase of emergency clothing for you.

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incident and being recorded as a theft and allocated a

crime reference number



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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 HARRASSMENT

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, but not limited to, 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 alarm 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 + disciplinary action.
Fire alarm activation (including accidental activations if reasonable steps to prevent the alarm activation have not been taken)	£50 + 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 £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 MyAbertay-Policies and Procedures tile-Student Debt Management Policy.

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/about/the-university/facilities/student-centre/.

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 in our Halls for those who want to smoke, including e-Cigarettes.

Smoking in Halls can set the fire alarms off. Anyone caught smoking in 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, we're afraid that 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 you can find it 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, and take away, 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 we 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.

CONTACTS

RESIDENCES OFFICE (This is us)

Room 3018D

T: 01382 308049 E: residences@abertay.ac.uk

CAMPUS SECURITY [24HR]

Reception area, main entrance, The Kydd Building T: 01382 308008 or 01382 205241 or 01382 308222 E: 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

SUPPORT ENQUIRY ZONE

Ground Floor, Library Building

T: 01382 308833 E: SEZ@abertay.ac.uk

FINANCE

Room 3504

STUDENT CENTRE (For all your social needs)

T: 01382 308500 E: studentcentre@abertay.ac.uk

Twitter: @abertaycampus Facebook: @TayStudentCtr Instagram: @TayStudentCtr

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



