



**Abertay  
University**  
Dundee, Scotland



**Staying in our Halls -  
2021 - 22**  
All you need to know

# 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 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 Support 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 we will 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 SAFETY

As a student of Abertay University your safety is paramount to us, but we need your help to ensure that we keep everyone else safe too.

It is really important that you read and understand the information in this section to ensure you have a safe, happy experience whilst in Residences and throughout your studies.

## When you hear the fire alarm:

- Leave the building by your nearest exit
- Go to your meeting point which is identified in your flat on the noticeboard
- Do not go back into your flat until advised to do so by a member of University staff or the Fire Service

We will test the alarms every week on a Wednesday in Halls at the following times:

Meadowside Halls @ 11:30am

Lyon Street @ 12.00pm

If the alarm is longer than 10 short bursts -  
**EVACUATE**

## Never use:

- fire exits unless in an emergency
- the grill, hob or oven and walk away/ leave unattended.
- the kitchen door to ventilate the room – open the window instead (if applicable) or use the extraction hood above the hob
- cooking appliances out with the kitchen area
- naked flames i.e. candles, joss sticks or electric air fresheners
- flammable liquids or gases i.e petrol or butane
- Spray aerosols i.e. deodorant, hairspray near the detectors
- Wedges to hold open fire doors or obstruct exits
- Or store fireworks on the grounds
- Chip pans/deep fat fryers/or any other pans for deep frying.
- Stand alone heaters (unless dispatched by Residences for temporary use during repair works) or use heaters to dry clothing

It is not ok (and is a criminal offence and against Uni policy) to:

- Maliciously activate fire alarms
- Tamper with fire-fighting equipment
- Smoke in any areas inside the building inclusive of e-cigs
- Remove or cover fire detectors

## Always:

- Raise the alarm if you come across a fire
- Know the emergency procedure
- Empty your bins regularly
- Smoke outside in designated areas
- Use irons, hairdryers, straighteners etc away from flammables and detectors
- Ensure electrical items are safe to use by checking cables, plugs and sockets
- Get your personal appliances PAT tested – you will be notified when this takes place
- Use noticeboards provided for your personal pics and posters

Unwanted or accidental fire alarm activations can put lives at risk by causing complacency and taking the Fire Service away from a serious incident.

**DON'T BE THE ONE THAT WAKES THE REST OF HALLS IN THE MIDDLE OF THE NIGHT!!**



# GENERAL INFORMATION

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## ACCOMMODATION AGREEMENTS

Your Student Residences Agreement is a legally binding document. See your Agreement for further information. These are the legal 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. Links to these documents can also be found at the bottom of your offer accepted email.

## 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 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 – we look at each case on an individual basis, 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 or Keiller Court 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

During term time, 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

We will clean the communal areas and personal showers on a regular basis.

Communal areas are:

- Kitchens
- Corridors/hallways
- Shared shower and toilet facilities (we also clean personal shower rooms)
- 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. Residents will be notified of individual bedroom inspections in advance. 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, will 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 AND 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](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 soon after your arrival. Once completed you should give it back to us by either email - or by dropping a copy into SEZ.

## 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 plus £7.50 for the mailbox key. 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. All machines are card operated for payment. Laundry top up cards will be issued with room keys on arrival.

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 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 to use 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 or hand into Security. Opening mail that is not addressed to you is a criminal offence.

The format for your room number is flat number/room number, for example, if your lease states 7C/1 your flat is 7C and your room is bedroom 1.

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. Further information on what can and cannot be put into each recycling bin can be found on the Dundee Council website: <https://www.dundee.gov.uk/sites/default/files/publications/recyclingcommunal18.pdf>.

## 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

cover 4 students.com  
Campus Block Halls Insurance  
Master Policy Schedule of Insurance  
Abertay University | Master Policy No. ABER2021  
COVER EARNEY 26/05/2022 or whenever your Warranty  
agreement with Abertay University expires, whichever is earlier  
DATE

The schedule forms part of your policy document and should be read in conjunction with your policy wording and your optional extensions schedule if insurance is extended. Your policy wording is available online at <https://www.cover4students.com/abertay-university>

COVER DESCRIPTION	MAX INSURED
<b>PERSONAL POSSESSIONS WITHIN THE INSURED PREMISES</b>	£1,000
<b>PERSONAL POSSESSIONS WITHIN THE INSURED PREMISES</b>	£1,000
IF YOU LIVE WITH A PARTNER AND/OR CHILDREN	£1,000
IF YOU ARE REGISTERED AS DOMICILED	£1,000
<b>REPLACEMENT LOCKS &amp; KEYS</b>	£75
<b>FOOD SPOilage FAILURE OF FREEZE / FREEZER</b>	£200
<b>DAMAGE TO CLOTHING FAILURE OF LAUNDRY EQUIPMENT</b>	£2,000
<b>IDENTICAL COMPUTER EQUIPMENT (ROOM ONLY)</b>	£1,000
<b>SEMI IDENTICAL COMPUTER EQUIPMENT (ROOM ONLY)</b>	£4,000
<b>DIFFERENTIAL COMPUTER EQUIPMENT (ROOM ONLY)</b>	£2,000
<b>IPADS/LAPTOPS &amp; PORTABLE COMPUTER EQUIPMENT* (ROOM ONLY)</b>	£1,000
<b>IF YOU ARE REGISTERED AS DISABLED (ROOM ONLY)</b>	£2,000
<b>PERSONAL ACCOUNT</b>	£50,000
<b>CREDIT CARDS</b>	£500
<b>PERSONAL MONEY</b>	£250
<b>COLLEGE/UNIVERSITY PROPERTY ON LOAN/LIBRARY BOOKS</b>	£750
<b>COLLEGE/UNIVERSITY PROPERTY ON LOAN/LIBRARY BOOKS</b>	£1,000
IF YOU ARE REGISTERED AS DISABLED	£1,000
<b>LANDLORD PROPERTY TENANT LIABILITY</b>	£1,000,000
<b>PROPERTY OF OR USES OF A FINANCIALLY SUPPORTING FRIEND OR CHARITABLE</b>	£1,000
<b>LEGAL LIABILITY</b>	£250
<b>EMERGENCY ACCOMMODATION COSTS</b>	£250
<b>EMERGENCY CLOTHING ALLOWANCE</b>	£750
<b>MOBILE PHONE (ROOM ONLY)</b>	£1,000
<b>PERSONAL POSSESSIONS FROM COMRAH/ARLAS</b>	£1,000
<b>MUSICAL INSTRUMENTS (ROOM ONLY)</b>	£1,000
<b>CONTACT LENSES</b>	£125

MAXIMUM AMOUNTS PAYABLE	LIMIT
<b>PERSONAL POSSESSIONS SMALL ITEMS LIMIT</b>	£1,250
<b>CLOTHING SINGLE ITEM LIMIT</b>	£250
<b>JEWELLERY, WATCHES &amp; OTHER VALUABLES</b>	£1,250
<b>COMPUTER EQUIPMENT</b>	£2,000
<b>COMPUTER ACCESSORIES</b>	£150
<b>MUSIC, VIDEO, DVD, SOFTWARE &amp; OTHER DATA CARRYING MEDIA</b>	£1,250
<b>COMPUTER GAME, COIL, DVD, VOICES &amp; RECORDS</b>	£1,000
<b>PHOTOGRAPHIC EQUIPMENT, VIDEO CAMERAS AND CAMCORDERS</b>	£1,250
<b>SPORTS EQUIPMENT</b>	£1,250
<b>MUSICAL INSTRUMENTS</b>	£1,250

www.cover4students.com customers@cover4students.com 0161 772 3390\*

THE STABLES, OLD CO-OP YARD, BARROCK STREET, MANCHESTER, M2 3BS  
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\*As per our standard and we are insured for our entire stock. All amounts are up to a maximum of £10,000,000  
© 2022 cover 4 students.com. \*Please refer to our standard terms and conditions for full details. \*1 claim outstanding per policyholder

**POLICY EXCESSES**

## SECTION 18 – FOOD SPOilage

£10

## SECTION 26 – COMPUTER EQUIPMENT / ROOM ONLY

£30

## ALL OTHER SECTIONS

£25

**PRINCIPAL EXCLUSIONS**

- The policy excludes:
  - Cover outside of your accommodation (unless basic cover is extended)
  - Cover outside of your policy term (including periods at the beginning and end of each term)
  - Profits or losses (unless basic cover is extended)
  - Accidental Damage (unless basic cover is extended)

**INSURER INFORMATION**

This Campus Block halls policy has been arranged on behalf of Cover4Students.com. Cover4Students.com is a trading style of UK & Ireland Insurance Services (UK) Limited, UK & Ireland Insurance Services (Overseas) Limited is authorized & regulated by the Financial Conduct Authority. Firm Number: 130263. This can be obtained by visiting the FCA's website at <https://www.fca.gov.uk>.

For cover sections 1.5 and 7.27, this insurance is underwritten by Campus Managing Agents Limited, Campus Managing Agents Limited is a trading style of Agents which is authorized by the Financial Regulatory Authority and regulated by the Financial Conduct Authority. Firm Number: 15114023. Registered Office, Quinry 5, One Lower Street, London, ECOM PH.

This schedule, together with the policy wording, applies but is subject to the terms and conditions specified in sections 1.5 and 2.37 (between you and the insurer) in relation to payment of the premium specified in the schedule. For more advice on how to make an arrangement with the insurer, please contact us on 0161 772 3390. The insurer has entered into a Binding Authority Contract (reference BS05967943) with the reinsurer as its agent.

**WHAT ARE YOU INSURED AGAINST?**

You are covered for your personal possessions for all risks specified (subject to our exclusions) globally (outside of your residence), for loss, theft, damage, fire, storm, riot, terrorism, flood, volcanic ash and lightning. In the event of a claim, there will be no excess regardless of age or condition (except clothing, linen and retail household goods where a deduction is made for wear and tear).

**YOUR DUTY OF CARE**

You must, at all times, take all reasonable steps to prevent accounts, loss and damage. Failure to do so may affect your right to make a claim.

**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.

**WHEN DOES YOUR COVER START?**

Each cover commences at the start of your tenancy agreement with Abertay University for personal possessions for when your property is accepted at site, for student electronic equipment on the 20/05/2022 or whenever your tenancy expires, whichever is sooner. You will then be responsible for arranging your own insurance cover.

**HOW TO APPLY FOR OPTIONAL EXTENSIONS**

**BUY SECURELY ONLINE:** <https://www.cover4students.com/abertay-university/cover4students>  
Visit the Cover 4 Students website to go to the optional extensions page. Register your details, view & download the UK & Ireland policy and then go to the optional cover.

PHONE USE: 0161 772 3390\*

**HOW TO CLAIM**

For more advice on making a claim and to download a claim form please visit our website.

ONLINE: <https://www.cover4students.com/abertay-university>

EMAIL: [customers@cover4students.com](mailto:customers@cover4students.com)

**ENDORSEMENTS APPLYING****ENDORSEMENT 1C: MOBILE PHONE | ROOM ONLY**

We will pay for theft of your mobile phone following fire, theft and violent entry to the insured address.

**WHAT IS COVERED**

- The maximum amount payable is £750 during the period of insurance.
- The excess shown in your schedule.
- Theft not involving forcible and violent entry.
- Mobile phone is in the insured address.
- Mobile phone is unattended.
- The loss 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 2I: PERSONAL POSSESSIONS FROM COMMERCIAL AREAS**

We will pay up to £1,000 during the period of insurance for your personal possessions taken from any of the insured events under section 1.

**WHAT IS COVERED**

- The excess shown in your schedule.
- Accidental loss.

**ENDORSEMENT 2A: MUSICAL INSTRUMENTS | ROOM ONLY**

We will pay for or reimburse the cost of replacement instruments by the following causes: fire, explosion, lightning, earthquake, storm, flood, theft and attempted theft whilst they are in the insured address or any of the insured events under section 1, which the insured address is unoccupied.

**WHAT IS COVERED**

- The maximum amount payable is £1,250 during the period of insurance.
- Loss or damage from fire caused by torching without a resulting fire.
- Loss or damage from theft or attempted theft of:
  - pipe, saw or any gradually operating cause or instrument of any kind
  - metal, waxes or woodwork
  - well of dry ice, rubber, bark, nut or cotton
  - drying or restoration of any commercial process of any kind
  - faulty design or workmanship or use of faulty materials
  - leakage of string and/or reeds and/or drum heads.
  - Loss or damage arising from electronic, electrical or mechanical breakdown or failure or derangement.
  - Loss or damage caused by:
    - climate or atmospheric conditions
    - dampness, fungus, mould, corrosion or
    - effects of sunlight, being, changes in colour texture or finish.
  - Depreciation or diminution in the value of your musical instrument.
  - 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 4A: CONTACT LENSES****WHAT IS COVERED**

We will pay for loss or damage to your contact lenses by the following causes: fire, explosion, lightning, earthquake, smoke, storm, flood, theft and attempted theft whilst they are in the insured address during college / university term and during 'vacations' when the insured address is occupied.

**WHAT IS NOT COVERED**

- The maximum amount payable is £150 during the period of insurance.
- The excess shown in your schedule.
- Loss or damage by fire caused by scorching without a fire actually starting.
- Loss or damage by smoke caused by steam, agricultural or industrial operations or anything which happens gradually.
- Loss or damage by storm or flood caused by dampness or condensation.
- Loss or damage by storm or flood to contact lenses left in the open.
- 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.

**STAY IN TOUCH**

You can keep up to with our latest news, offers and new products by following us on insurance on:

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THE STABLES, OLD CO-OP YARD, WARWICK STREET, MANCHESTER, M2 3HB  
COVERED BY POLICE FORCE OF THE RELATIONSHIP BETWEEN THE POLICE AND THE PUBLIC (RPPB) LIMITED.  
COVERED BY POLICE FORCE OF THE RELATIONSHIP BETWEEN THE POLICE AND THE PUBLIC (RPPB) LIMITED.  
\* For our joint protection calls may be recorded and/or monitored. Calls will be charged at a maximum of 5p per minute from BT lines.  
† Calls from non BT lines may vary. †Telephone lines are open Monday to Friday 9.00am - 5.00pm excluding public holidays.



# YOU AND YOUR BEHAVIOUR

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## 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 AND 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](mailto: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 an appropriate University Officer 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 a 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 in Student Services or the Credit Controller in 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.

## 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, and charging 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

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## 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]

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.

Your Student Residences Agreement is a legally binding contract which means you are to pay the full rent amount, and any other payments due under the contract, up until the date stated in the Agreement, even if you choose to leave early. See your Student Residences Agreement in OASIS for further information.

### **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

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## 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)

T: 01382 308049 E: [residences@abertay.ac.uk](mailto: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](mailto:security@abertay.ac.uk) (In an emergency please call)

### STUDENT SERVICES AND COUNSELLING SERVICE

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

### ABERTAY 24/7 HELPLINE (Staffed by counsellors)

T: 0800 028 3766

### SUPPORT ENQUIRY ZONE

Ground Floor, Library Building  
T: 01382 308833 E: [SEZ@abertay.ac.uk](mailto:SEZ@abertay.ac.uk)

### FINANCE

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

**CAMPUS SHOP, AROMA AND LIBRARY CAFE**

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

**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





**Abertay  
University**  
Dundee, Scotland

## 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)



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