



UNIVERSITY
OF HULL

STUDENT LIVING

HANDBOOK

www.hull.ac.uk/accomm

Contents

Useful contact information	2
Courtyard Reception	4
Security and safety	6
Living in your community	12
Service standards	14
Domestic information	16
Maintenance and repairs	19
Common problems	20
Using your microwave	22
Using your cooker	23
Using your vacuum cleaner	24
Doing your laundry	25
Energy management and water conservation	27
Household rubbish collection and recycling	28
Contractual information	29
Additional information	34
Visitors' accommodation	36
The local area	37
Charges	38
Moving out checklist	40
Univeristy Accommodation Rules	42



Useful Contact Information

Internal calls are calls made from within the University.

If you are using your mobile, you will need to dial the area code (01482), but if you are in Hull and using a landline, you can just ring the external number without the code.

ENQUIRY	INTERNAL	EXTERNAL/EMAIL
Emergency	5555	(01482) 465555
Security Office	6868	(01482) 466868
University reception	5318	(01482) 465318
The Courtyard	2080	(01482) 462080
Advice Centre	6263	(01482) 466263 huu-advice-centre@hull.ac.uk
IT Service Desk	2010	(01482) 462010 help@hull.ac.uk
Student Wellbeing, Disability, Learning and Welfare Support	2222	(01482) 462222 studentsupport@hull.ac.uk
Disability Services	6833	(01482) 466833 disability-services@hull.ac.uk
Counselling	5166	(01482) 465166 counselling-service@hull.ac.uk
HUU (Students' Union)	4000	(01482) 464000 hullstudent@hull.ac.uk
AskHU desk (careers)	2222	(01482) 462222 askhu@hull.ac.uk
Student Finance	6362	(01482) 466362 studentfinance@hull.ac.uk
Accommodation Hub	6042	(01482) 466042 rooms@hull.ac.uk



Courtyard Reception

The Courtyard is located on the main campus just behind student central. The reception desk is located in J block accessed through the main entrance doors and is manned 24 hours per day, 365 days per year. Staff on reception are there to help with any queries and signpost you to the appropriate place for advice. Facilities available in Reception Block:

Post Room – all post is delivered to reception and is available to collect on a daily basis between 5pm and 10pm. You will need to bring your student card or alternative ID to collect your post

Laundry – central laundry for all courtyard residents. There are no separate laundry facilities in your block

Multi-Function Room – large meeting/dining room that can accommodate up to 30 people. Masterchef style kitchen adjacent the meeting room that can be booked out for entertaining and cookery classes/practise. Please enquire at reception about booking this space

Lounge – large soft seating area with vending machines and a water fountain. A quiet library area is located off the soft seating for people to enjoy a different space to study

Games Room – located in the ground floor of G Block this room is available to all residents in the Courtyard



Security and safety

GENERAL SECURITY AND SAFETY

While we at the University of Hull do all we can to ensure your safety during your time here, we also need your help to make this possible. Halls of Residence receptions are open 24 hours a day, seven days a week. Security staff frequently patrol the campus and surrounding residences. If you notice anything suspicious, please do not hesitate to contact the Reception Desk. Please be mindful of the following.

In your accommodation

Security

- Keep all doors and windows firmly shut and locked when you are out of your room, or going to bed. If you have problems with any locks, report it at the Reception Desk.
- Do not leave valuable possessions, such as laptops or keys, in a place that is visible to potential thieves.
- Do not leave keys in locks – ensure that they are put away, even if you are at home.
- If you have one, use a security marker pen to mark your postcode on your property – enabling police to return any stolen property to you. Make an inventory and keep your list in a safe place. Advice on keeping your property safe is available at www.humberside.police.uk/issues/protecting-your-property.
- When leaving your hall at night, leave a light on. Although we generally advise you to turn lights off for environmental reasons, leaving a light on when no one is home creates an impression that people

are in and may therefore deter potential intruders.

- Do not leave curtains closed during the day when you are away as this is a sign to intruders that your room is empty.

Safety

- All rooms are fitted with smoke alarms, and a heat sensor in the kitchen, which are annually tested by the facilities department.
- Keep the hallway, stairs, landing and exits of your hall clear of rubbish, storage, bikes, etc. This is to enable residents to escape quickly and safely in the event of a fire.
- Never use candles, oil burners or joss sticks. If you are caught with these items in your room, you will be fined.
- Remember only one plug per socket and do not attach multiple extension leads.
- When cooking, do not leave pans unattended. Always double-check that cookers have been turned off properly when you have finished cooking.
- If the fire extinguisher in your hall appears faulty or damaged, or there is no 'fire action' notice above it, please contact the Reception Desk immediately.

Out of your accommodation

- Stick to well-lit and busy areas, particularly when out alone.
- If you must carry a laptop computer out with you, carry it in a rucksack rather than a computer case.
This conceals the fact that you are carrying a valuable item.
- Try not to draw attention to other valuable items you may be carrying, such as mobile phones and jewellery.
- Let a friend know where you are going and what time you can be expected to arrive or return home.
- Ensure that your car is secured and does not attract potential thieves. Do not leave valuables such as your purse, CDs or mobile phone on view in the car. If you have one, always apply your steering wheel lock.

For emergencies please contact either:

Courtyard Reception: 01482 462080

University Security: 01482 465555



ELECTRICAL SAFETY

Electricity is not dangerous when used properly. Keep safe by following these common-sense tips:

- Make sure that any appliances are Portable Appliance Tested (PAT) if they are more than 12 months old.
- Never touch plugs, switches or electrical appliances with wet hands.
- Check plugs and flexes regularly, looking out for damaged, loose connections and scorch marks around plugs, and report any defects immediately to Reception. Do not use anything that appears damaged.
- Do not overload wall sockets. If you need to use an adaptor, use a multi-socket trailing adaptor, not a multi-way adaptor that plugs straight into the socket. Never plug one adaptor into another one.
- Extension cables, should not be longer than necessary. Do not keep extension cables coiled, as this can cause them to overheat.
- Do not leave wires and cables trailing across the floor where you might trip over them.
- Convector, fan and electric heaters must be unobstructed.
- Never use mains-powered electrical equipment in the bathroom.
- Electric blankets are a common cause of fires. Always follow instructions carefully. **It is recommended that you get your blanket serviced every three years.**
- Always switch off and unplug hair appliances after you have used them.

FIRE ACTION PROCEDURES

For the safety and wellbeing of all residents, it is important that students are familiar with the procedures they must follow when the fire alarm sounds. These procedures must always be abided by – never assume it's a fire drill.

If, after any activation of the fire alarm, a student is found to be disregarding the fire procedures, thereby putting their life and the lives of housemates, staff and fire and rescue service workers at risk, they may face University disciplinary proceedings.

This also applies to any individual who activates the fire alarm or a fire extinguisher unnecessarily. The fire warning system and firefighting equipment are there for your protection in an emergency. Familiarise yourself with them.

If you see a fire or smell smoke

- Evacuate the area immediately and go to your muster point.

If you hear the fire alarm

- Immediately evacuate the building using the nearest available exit. Close windows and doors behind you, and – if it is safe to do so – switch off any gas or electrical equipment in the vicinity as you leave.
- If it is safe to do so, ensure as you leave that all study-bedrooms, bathrooms and communal areas have been vacated.

Shout 'FIRE' to alert other occupants.

- Assemble at your muster point.

Smoke detectors

In your block there are two types of device for detecting fire:

- The one in the kitchen is a 'rate-of-rise' heat detector. It will not go off if you burn your toast but will be activated by a rise in temperature.
- The smoke alarms in your rooms and in the hallways will activate if they detect smoke. So, for example, if the smoke from your burnt toast rises through the hall to a detector in the hallway, the alarm will go off.



General

You are responsible for the safety of guests while they are on the premises. Each student also has a responsibility to his or her housemates. In the event of an evacuation, each group of students must check that all residents are accounted for and must be ready to report the names and room numbers of any absent person(s). **Do not re-enter the block until the fire and rescue service tell you it is safe to do so.**

It is important that this procedure is carried out quickly. In the event of a fire, the fire and rescue service will ask for a list of rooms which may still be occupied.

Any student deliberately hindering this procedure will be reprimanded after the incident, as such behaviour may endanger the lives of guests, other students and those working in the fire and rescue service.

Other points to note

- Sometimes the fire alarm may be silenced on the arrival of the fire and rescue service. This does not mean that the building is safe to re-enter.
- At no time may a student re-enter the block unless permission has been given by a member of staff, security or a fire officer.
- If you intend to be absent from your room overnight or longer you must let Reception know. In the event of a fire, this will facilitate the reporting procedure outlined above.

If there is any doubt about the fire action procedures, please do not hesitate to contact the Reception Desk.

MORE ABOUT FIRE SAFETY

General fire precautions

- NEVER LEAVE COOKING UNATTENDED.
This is a main cause of fire.
- The use of candles, joss sticks, oil burners etc is not permitted within bedrooms or communal areas.
- The use of chip pans is NOT permitted.
- Housekeeping within your room is your responsibility. Remember, a tidy environment is a safe one.
- Waste bins must be emptied regularly.
They are not to be left in corridor areas.
- Electrical multi-blocks are not to be used.
Use short extension cables.
- DO NOT WEDGE OPEN FIRE DOORS.
They are designed to prevent the spread of smoke and fire and could save your life!

Barbecues

Having a barbecue should be a safe and enjoyable experience for everyone. Cooking over hot coals can be hazardous. It is easy to be distracted when you have family and friends around you while cooking.

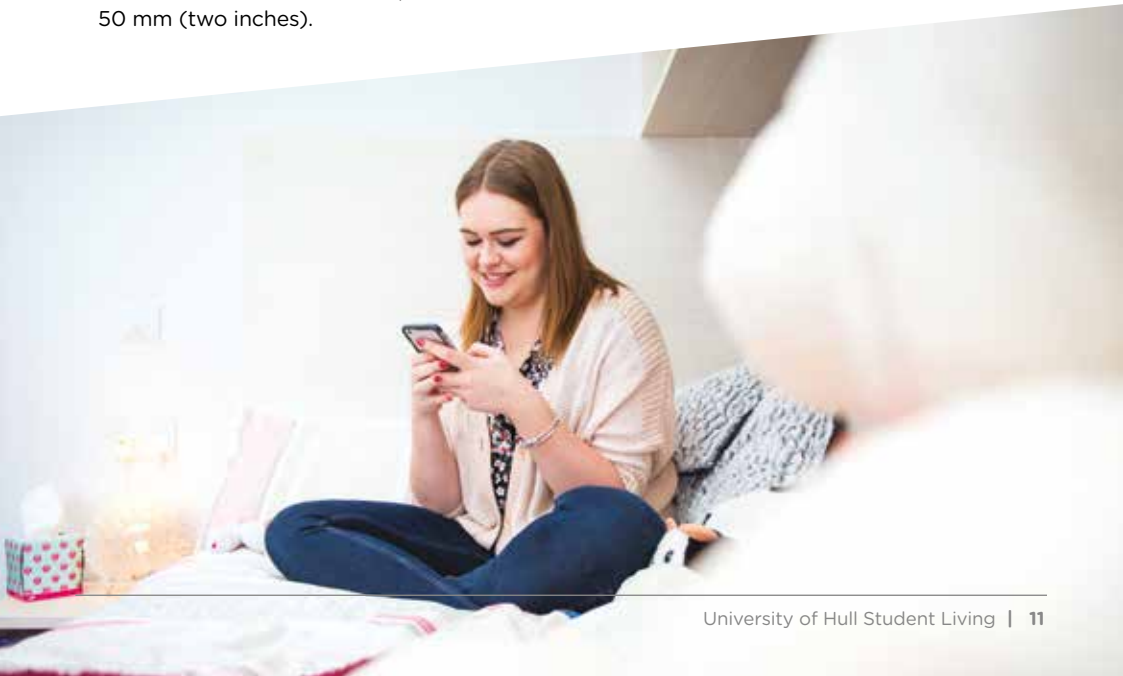
Always ...

- Make sure that your barbecue is in good working order.
- Keep a bucket of water, a bucket of sand, an extinguisher or a garden hose nearby in case of emergencies.
- Make sure that your barbecue site is flat and at least five metres from the property, open windows, sheds, fences, trees and shrubs.
- Use only enough charcoal to cover the base of the barbecue to a depth of about 50 mm (two inches).

- Keep any garden games, visiting children or pets well away from the cooking area.
- When you have finished cooking, make sure that the barbecue is cool before trying to move it.
- Empty ashes onto bare garden soil.

Never ...

- Use gas barbecues at University accommodation.
- Leave the barbecue unattended.
- Put hot ashes straight into a dustbin or wheelie bin (they can melt the plastic and cause a fire).
- Light barbecues indoors!



Living in your community

Some things to do or bear in mind:

Health and safety

Look out for each other and report any concerns to the University.

Noise

Remember that everyone has the right to the 'quiet enjoyment' of their home. If you're having a party, let the Reception Desk know and be reasonable about the noise levels. Excessive noise after 11pm will result in a breach of the accommodation misconduct regulations.

Security

Getting to know your block / flat mates means that they can keep watch on your property if you go home for the holidays and vice versa.

Rubbish and recycling

A selection of different bins are supplied for your rubbish and recycling collections. It is your responsibility to remove general waste from your rooms and sort all recycling into the correct bins. Charges will be levied if recycling is contaminated.





Service standards

SERVICE STANDARDS FOR COMMERCIAL SERVICES

Our aim is ...

To provide a service that is professional, courteous, friendly and responsive to customer needs.

Commercial Services will ...

- Act lawfully and ethically to assist you.
- Provide an offer of University-owned, -managed or -directed accommodation to all unaccompanied first-year undergraduate students who request it by 1 October.
- Ensure that information is readily available for the most common enquiries.
- Provide and operate a published complaints and suggestions procedure.
- Monitor customer satisfaction by conducting regular feedback exercises.
- Reserve the right to withdraw its services to you if you have behaved in a manner found not to be acceptable.
- Provide a system of pastoral care for your accommodation.
- Ensure that all requests for repairs received at the reception desks during normal working hours are reported to the Estates Department within one working day.
- Comply with all applicable legislation (e.g. health and safety regulations).

Commercial Services expects you ...

- To notify us immediately when repairs are needed.
- To treat staff and fellow students with respect and courtesy at all times.
- To observe the University of Hull regulations.
- To not cause deliberate damage to your residence.



Domestic information

Your kitchen should have ...

- Microwave
- Fridge/freezer
- Cooker
- Vacuum cleaner
- Mop and bucket
- Sweeping brush
- Dustpan and brush
- Kettle

If any of these items are missing from your property, please report them to courtyardfaults@hull.ac.uk

CLEANING

A cleaner will clean the communal areas of your block. The cleaner is responsible for the following operations.

Kitchen: Clean cooker tops and ovens; check filters in cooker hoods and change when necessary; clean the inside and outside of microwave ovens; wipe down all surfaces, tiles and sinks; clean the floor, including behind the cooker; empty general waste in the kitchens only. Residents are responsible for the disposal of recycling.



Bathroom and toilets: Clean toilets, water pipes and tiles; clean sinks and taps; clean baths and showers; clean mirrors; mop floors.

Communal Areas: Wipe down surfaces; vacuum, hallways, stairs and landings.

Vacuum bags and mops will be checked and replaced when necessary.

Students' responsibilities

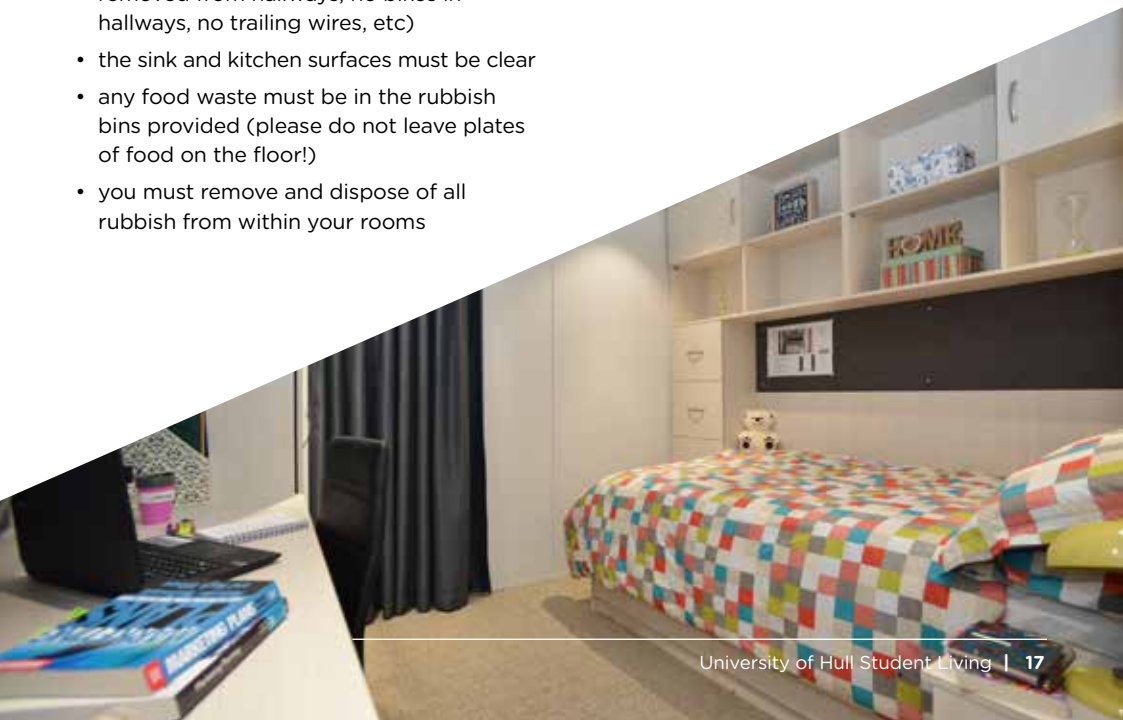
Students are responsible for maintaining a safe environment for University employees who may have to enter the premises. Among other things, this means that

- floor areas must be clear of debris (shoes removed from hallways, no bikes in hallways, no trailing wires, etc)
- the sink and kitchen surfaces must be clear
- any food waste must be in the rubbish bins provided (please do not leave plates of food on the floor!)
- you must remove and dispose of all rubbish from within your rooms

Please be aware that ...

- Cleaning services will be reduced over the Christmas and Easter holidays.
- The Cleaning staff have the right to withdraw their services if the hall is in an unacceptable condition. You may be fined for continually leaving your accommodation in such a condition, and this may affect your eligibility to continue in the accommodation for the following year.
- Photographic evidence will be taken in order to support any disciplinary action.

For further information about cleaning services, please visit the Reception Desk of residence or email: courtyardfaults@hull.ac.uk



MICE

Occasionally a hall will suffer from unwanted visitors such as mice. Here are a few notes on ways of preventing or dealing with the problem.

How to prevent mouse infestation

- Good hygiene is essential. Food scraps and rubbish provide the ideal environment for mice to live and breed and should be removed regularly.
- Always clear up any spilt food immediately, and keep food in sealable plastic containers.
- Store all food products at least 24 cm off the ground to make access harder and to make it easier to see signs of an infestation.

What to do if you see a mouse

Report it to the hall reception desk immediately! We will arrange for a pest control expert to be called.

What the University does

Once a mouse sighting has been reported we contact the universities pest control to attend. The contractor will continue to attend until the problem is resolved. Please note that this does not immediately remove the unwanted visitors from your flat. It is a process which could take a number of weeks.

Always remember that the most effective way of getting rid of mice and preventing them is to keep your house clean and tidy!

Maintenance and repairs

REPORTING FAULTS

Please report anything requiring repair to the Courtyard Reception Desk. Faults can be reported by

- calling the Reception Desk on (01482) 462080
- emailing courtyardfaults@hull.ac.uk
- visiting the Reception Desk

Please remember to give as much detail as possible, including the location of the problem, and always state your name, address and room number when contacting us.

Your problem will be reported to the maintenance department, who will make every effort to deal with the request within a reasonable amount of time. However, if there seems to be an unreasonable delay, please inform the Reception Desk and we will enquire about the progress of your request. We rely on you to tell us if your problem has not been dealt with in a reasonable amount of time. Please see the Service Level Agreement in the Accommodation section of our website, under The Small Print.

Please note the Reception Desk is manned 24 hours per day, 365 days per year.

What is an emergency repair?

- Risk to life or substantial damage to property
- Smell of gas
- Major water leak resulting in flood and immediate danger to the structure, services, or fixtures and fittings
- Major loss of power
- Smell of burning (electrical)
- Major structural damage, such as ceiling collapse
- Main drain blockage
- Total loss of heating in building
- Lighting fault on staircases, landings and areas likely to be a health and safety issue

Common problems

Showers

Please ensure that shower curtains are drawn or that doors to standing showers are properly closed. Leaving the doors open or the shower curtain outside the bath when you shower can cause extensive damage to the floor and to the ceiling of the room below. If excessive amounts of water are found on the bathroom floor, please mop it up.

Any damage resulting from a lack of such care may result in a charge for repair.

Blocked sinks and drains

If you have a blocked shower (for example), and you cannot clear the blockage easily yourself, report it immediately and do not let water build up in the shower tray so that it overflows onto the floor. This could cause major damage to the floor and to the ceiling of the room below, and you will be held responsible and charged accordingly for any repairs.

If you report a blocked sink, shower or drain, we will send a maintenance engineer to unblock it for you. If it is blocked with food, grease, hair, soap scum, etc, this will be classed as damage and you will be charged for the repair.

Do not pour foodstuffs and fats down kitchen sinks and toilets, as this causes blocked drains. Carefully dispose of fats and foodstuffs by putting them in the kitchen bin provided.

Light bulbs

If your light bulb needs replacing, please report it as a 'repair' by

- Calling the Reception Desk on (01482) 462080
- emailing courtyardfaults@hull.ac.uk
- visiting the Reception Desk

Fridge/freezers

Fridges and freezers need to be defrosted once every three months. Failure to defrost them causes leaks and may also cause appliances to stop working correctly. The cleaners can do the defrosting for you, but you must liaise with them first and make sure that the fridge/freezer is completely empty on the arranged date.

Condensation and how to prevent it

Condensation and dampness occur when warm air carrying vapour comes into contact with a cool surface. This can lead to staining and mould growth, damaging wallpaper, wall surfaces, window frames, furniture and clothing. It can also prove very damaging to the internal structures of the University's accommodation, making the living experience difficult for you. The guide below will help you prevent or deal with the problem of condensation.

Areas prone to condensation

- Cold surfaces (e.g. windows)
- Kitchens and bathrooms
- Walls of unheated rooms
- Cold corners of rooms and areas where air cannot circulate
- Wardrobes/cupboards and behind furniture against an outside wall

How to control condensation

- Check that the walls are not already suffering from damp or mould. If they are, report this to Reception.
- Make sure you switch on extractor fans in kitchens and bathrooms.
- Clean off any moisture which collects on your windows and windowsills with a damp cloth.
- After a shower ventilate the room to the outside, not to the rest of the house. Opening a window and closing the door will help.
- Ensure that your heating is on in colder months.
- When drying clothes indoors, remember

that water goes in to the air. Make sure that the room is ventilated by opening a window.

- When cooking, keep lids on saucepans, close the kitchen door and open a window.
- Try to open all windows once a day. This can help to combat condensation in the winter as the outside temperature drops and the temperature indoors rises (because of the heating).
- If mould does start to appear, you can prevent this from getting out of control by wiping down the area with hot, soapy water.

For more information on condensation, please visit www.diydata.com and look it up in the index.

Internet access

Each room has free internet access. The internet is accessed via wifi and the network.

If you have applied for accommodation via UCAS, you will be able to use your MyAdmin username and password to get online.

Television licence

A television licence is needed to watch anything live online, as well as on television & BBC iPlayer.

Please go to www.tvlicensing.co.uk for more information.

Using your microwave

What can you cook?

The microwave oven is surprisingly versatile, and there are plenty of occasions when it is quicker and simpler to use than a conventional oven. As with all kitchen appliances, it is best to start off by preparing something very simple. Try cooking a jacket potato, for example. Obviously (re)heating is one of its main jobs, but casseroles, vegetables, chicken and other meat can all be cooked in the microwave, which saves time and effort.

The microwave is a particularly useful gadget for a student kitchen, since there are often going to be two or more people in the kitchen cooking different meals.

When this happens, you don't necessarily need to wait for your turn at the oven: just pick something that can be cooked in the microwave.

A healthy option

Believe it or not, microwaving can be a healthy way to cook. It is healthier than frying, since you don't use any oil and your food will have a lower fat content. Vegetables steam themselves and therefore retain more minerals than they do with other types of cooking. They also cook a lot more quickly than they would if you were boiling them, so again fewer nutrients will be lost. It is possible to use your microwave to create complete, healthy meals. Whenever conventional cooking seems like too much hassle, having this gadget might also mean that you're less likely to dial for a takeaway. A couple of potatoes and a tin of beans are

all you need to create a filling, nutritious meal that takes less than 10 minutes to prepare.

Top tips for microwaving

- Never put metal containers or implements in the microwave.
- Pierce film lids, or foods with skin, before cooking to stop them 'exploding'.
- If you're heating a meal or soup, stir it halfway through cooking to ensure that the food is warmed evenly.
- Allow your food to stand for a minute or two before you eat it. Microwaves can be deceptively powerful.
- Use your microwave to defrost food quickly and safely before cooking.
- Freeze meal leftovers in individual, microwaveable containers so that it's easy to heat up just one portion.

Make the most of it

Cooking in the microwave is not a cop-out. As long as it doesn't become the only cooking method and you don't end up standing in front of it every evening as a ready meal spins around, it's fine. Get creative and use your microwave to save time, washing up and cut down costs!

More information about microwaving is available at:

www.bbcgoodfood.com/howto/guide/how-cook-microwave

Using your cooker

There are probably a million more exciting things to be thinking about during your time at university than the pros and cons of your cooker. However, no kitchen would be worth stepping into without a functioning oven, and mealtimes wouldn't be quite such an event if you had to eat cold dinners every night. As with all kitchen appliances, there are a number of different types of ovens, or oven-and-hob combinations, and it's a good idea to get fairly well acquainted with yours before you attempt any culinary events for your friends.

Electric cooker

This is the one that you'll find in most kitchens; an upright appliance with four plates on the hob, a grill section and a main oven. The oven is fairly straightforward to use, but all ovens are different and each will have its own quirks. Some will cook things more quickly (especially if fan-assisted, which means that the air is constantly circulated); some will cook things more slowly.

Separate hob and oven

This is where the oven is integrated into the kitchen units and sits off the floor. You then have a separate hob, either alongside the oven or elsewhere in the kitchen. The benefit of a higher-level oven is that you don't have to bend down to lift food in and out of it or to make checks during cooking.

Top tips

If you're unfamiliar with your oven, you probably won't be able to cook confidently. Even the most experienced chefs have problems when they are cooking with an oven different from their usual one. Here are a few tips to get you started:

- Begin with something really simple like a jacket potato, so that you can test the temperature and timings of your oven.
- Clean the oven before you use it for the first time and then regularly after that. Leftover food can soon build up, and unsavoury smells will be wafting around the house every time the oven is turned on.
- Try not to open the oven while food is cooking. This lowers the temperature and will delay your dinner!
- Don't leave the kitchen while food is cooking unless you have set a timer. It's very easy to get caught up in something else until the smoke alarm reminds you that your food is burnt.

With a bit of oven know-how, you can really cook with confidence. It doesn't take long to learn about the peculiarities of your oven and how to use it, and it's time well spent.

Using your vacuum cleaner

Please remember this advice when using the vacuum cleaner.

1. Inspect the area before you vacuum. Pick up objects that could cause a clog in your vacuum cleaner, such as paperclips and coins.
2. Check the vacuum bag to make sure that it isn't already full. If it is, change it. Your cleaner will show you what to do.
3. Vacuum forwards, not backwards: you'll get the job done faster.
4. Overlap your strokes to ensure that you get all dirt and residue.
5. Change your vacuuming direction occasionally to reduce matting in your carpet.
6. Use a crevice tool attachment for corners.
7. Get rid of dust particles by vacuuming under your bed.

Do not ...

- Vacuum up any liquids.
- Drag the cord too far. Always plug the vacuum into a suitable socket so that you don't stretch the cable. Stretching the cable could cause electrical accidents.

Doing your laundry

Washing

There is a central laundry in the Reception Block for Courtyard Residents. This laundry is owned and managed by Circuit Laundries and operates on a card payment or mobile app. See Circuit's website for full details on how to top up cards and view machine availability www.circuit.co.uk

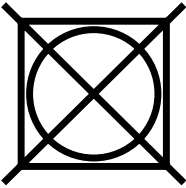
How to wash your clothes

1. Do not put any detergent softener or colour catchers in the machine.
2. Put your clothes in the washing machine. Be careful not to overload the machine as this can cause it to break. Leave a bit of space at the top, so that the clothes have room to move about (important for the cleaning process).
3. Firmly close the door.
4. Choose your cycle (see below). A 'pre-wash' is an extra wash before the main cycle. The pre-wash is good for muddy sports kits but is not an essential part of the washing process.

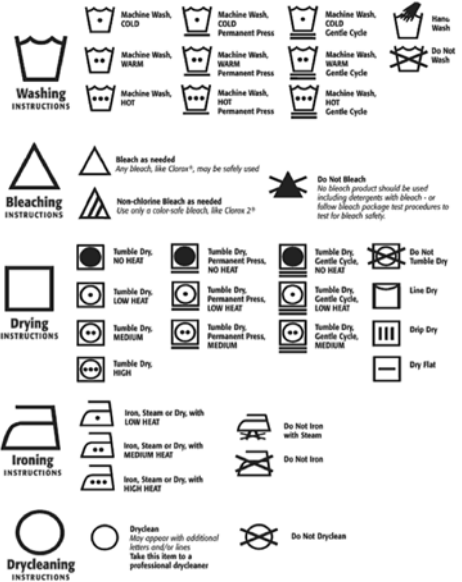


Drying

If using a tumble dryer first make sure that your clothes are suitable for tumble drying. On your clothes label, if you see a circle within a square with a cross through it, this means **DO NOT TUMBLE DRY!**



Useful symbols found in clothing



Washer dryers and tumble dryers need to have their filters cleaned after each use to prevent breakdowns.

Your tumble dryer filter is usually just inside the door of the dryer. Remove the fluff every time the dryer is used.

Energy management and water conservation

The University of Hull is committed to reducing its impact on the environment. In practical terms, it is particularly committed to

- reducing its carbon emissions by increasing the efficiency of consumption
- considering the purchase of renewable energy when procuring electricity
- installing water conservation devices and technology
- creating a culture of energy and weather conservation through training, education, curriculum and awareness campaigns

To conserve fuel and prevent the unnecessary release of CO², the heating of offices, student houses, other residences and academic buildings has been preset by the University. This is in line with the statutory instrument - The Control of Fuel and Electricity - The Fuel and Electricity (Heating) (Control) (Amendment) Order 1980. Heating in the properties will come on if the temperature drops below 21°C between 7:00 am and 11:30 pm. From 11:30 pm to 7:00am, the heating will come on if the temperature in the property drops below 15°C.

Top environmental tips

- Close your curtains at dusk to stop heat escaping through the windows.
- Always turn off lights when you leave a room.
- Don't leave appliances on standby, and remember not to leave appliances on charge unnecessarily.
- Turn computers, monitors and laptops off at the wall when not using them.
- If you're not filling up the washing machine, use the half-load or economy programme.
- Boil only as much water as you need (but remember to cover the elements if you're using an electric kettle).
- A dripping hot-water tap wastes energy and in one week wastes enough hot water to half-fill a bath, so make sure that yours are fully turned off and report any that leak.
- Use energy-saving light bulbs. Just one can save more than £100 over the lifetime of the bulb - and they last up to 12 times longer than ordinary light bulbs. Your house will already be provided with these.

Interesting facts and figures

- Leaving a 3 kW electric heater on while you're at lectures incurs the release of 774 kg of CO² per year into the atmosphere, contributing to global warming.
- Replacing a standard 60 W light bulb with an energy-efficient alternative prevents the release of 12 kg of CO² per year.
- Not turning the tap off properly can waste as much as 90 litres of water a week.

For further information on energy management at the University, go to www.hull.ac.uk/estates.

Rubbish collection and recycling

It is the responsibility of all residents to put household waste/rubbish in the bins provided.

You are responsible for removing the rubbish from your rooms and sorting and removing all recycling from your kitchens. The cleaning staff will dispose of general waste from your kitchens only.

REMEMBER THE 'THREE RS'

- Reduce waste by making the best purchasing choices.
- Re-use equipment where possible, and repair in preference to buying new where economically possible.
- Recycling is the final process. Any waste left after recycling is destined for landfill.

If the bins are 'contaminated' with non-recyclable items, the block / flat will be charged to have the bin sorted & emptied.

Contractual information

Payment of residence fees

All new students arriving at the University of Hull who have not already set up a payment plan (by visiting the online payment service) will be asked to complete an accommodation fee contribution form. This needs to be returned to the AskHU desk on the first floor of Student Central.

Residence fees can be paid in one of three ways:

- in full
- in three instalments by direct debit
- in three instalments by credit card

If you are paying in three instalments, the money will be withdrawn from your account in October (34%), January (33%) and April (33%).

If you have any financial concerns, please contact the Finance Office via the 1st floor Central Hub Desk in Student Central, or the Students' Union Advice Centre on Second Floor in Student Central.

Please be aware that if you make a late payment or even stop a payment to the University, the Finance Office may surcharge you.

For further information, please contact the Finance Office on (01482) 466362 or at studentfinance@hull.ac.uk.

Keys

At the start of term you will be issued with a key that will unlock their room door. This key will not open any other room. Your student card will operate all other access points to your flat and reception block.

If at any time during the term you lose your key, you must go to the Reception Desk to get a replacement. A charge will be incurred for a replacement key.

At the end of your contract

Your key must be returned to the Reception Desk. When your key is returned, Cleaning Services will be alerted and they will enter the room to clean it.

It will be assumed that any items left in the room after your key is returned are to be disposed of. If anything of value (such as jewellery) is found, it will be kept for two weeks and then disposed of.

Please be aware that you must return your key no later than the end date of your contract. Failure to do this will result in a charge from the Accommodation Team.



Inspections

Please be aware that Commercial Services staff will regularly visit your hall to monitor cleanliness and general upkeep. They have the right to access rooms at all times if they feel that it is necessary but will usually give at least 24 hours' notice.

A formal inspection is done before occupants arrive and then at least once again during the contract. A final inspection will be conducted once the contract has ended, and breakages or damages will be charged for. It is vital that you inform the hall reception desk of any breakages or damages as soon as they occur; they may not be your fault, and we do not want to charge people unnecessarily.

If your flat or room is left in an unreasonable state of cleanliness, charges will be deducted from deposits for remedial cleaning – including the removal of rubbish from any room in the hall.

International and exchange students leaving early

When the time comes to leave how do you get your deposit back? Normally we should be able to pay it into your UK bank account. Remember that part of your contract states: 'You must open and maintain an account with a UK bank for the duration of the licence period and until such time as the University is able to refund the deposit or any residues, if appropriate. You must inform Student Financial Services of the bank account number.'

When arranging an appointment for us to check your room, please give us at least two days notice. Do not come to us on the day before you are due to go home and ask us to check your room. This will not be possible.

If you will be returning to the UK and/or leaving a UK bank account open, please help us by not arranging an appointment to check your room. In these circumstances your deposit will carry over for the next academic year or will be returned to your UK bank account after the end of your contract period.

Continuing next year in University accommodation?

You will receive an email asking whether you wish to continue in the same room and advising you about what to do next, so please check your University emails regularly.

When you are thinking about your accommodation for next year, do not be hurried into a decision that you may regret. You should be aware that Hull has a large supply of private sector accommodation. Take your time. Once a contract has been signed, either with the University or with a private landlord, you cannot simply cancel it. Sign only if you are sure about the property, the terms of the contract and the people you will be living with!

After we contact you about staying on, an accommodation fair will take place. This will be advertised throughout the campus. Please see the University website for more information.

Can I be released from my residence contract?

The residence contract that you have signed with the University is a legally binding document under UK contract law. Generally you cannot be released from your residence contract unless you have found a replacement student to take over your room. This must be someone who is not currently residing in University accommodation (i.e. they must not simply be making a transfer request).

If you are unhappy with your current living arrangements, there are various steps that you can take.

1. If you want to withdraw because of problems with your flatmates, the first port of call should be your ResLife. They may be able to ensure that all residents comply with the conditions – including standards of conduct – set out in the residence license.
2. Failing that, you can apply to transfer to another room within our stock of accommodation – that is, in any flat, where vacancies exist. To do this, contact the Accommodation Hub to complete a transfer request form.

3. Finally, we can make a note of your desire to leave your room so that we are able to offer it to any prospective occupants who enquire about vacancies. While we will do all we can to help, there is no guarantee that a suitable replacement will be found in this way because we cannot predict how many students will unexpectedly require accommodation outside our normal busy periods (September and January).

Where there are special circumstances, we will consider withdrawal requests on an individual basis, but simply preferring to live elsewhere would not be a reason to be released from your residence contract with the University.

Any withdrawal request must be made in writing, with a detailed explanation of your circumstances and your reasons for wishing to be released from your contract.

The request should be directed to the Accommodation Hub.



Additional information

CODE OF PRACTICE FOR STUDENT ACCOMMODATION



The Housing Act (2004) introduced licensing of houses in multiple occupation (HMOs). Most student accommodation falls within the HMO definition. However, large-scale student housing (in halls of residence) entails different management arrangements from those for a 'student house'. Moreover, licensing large student accommodation in the same way as single off-street properties would be a logistical nightmare and incredibly expensive. Consequently, when developing the Housing Act, the Government agreed to 'exempt' educational establishments from mandatory HMO licensing provided they signed up to an approved code of management practice.

The code of management practice is voluntary and aspirational and seeks to raise standards above that which is required by law. It aims to help those managing student accommodation to identify the key elements of good management practice. It therefore sets out standards for everything from health and safety through mail delivery to the returning of deposits.

The UUK/GuildHE Code was developed specifically for educational establishments. Members are required to be independently audited. The audit process involves talking

to student representative bodies as well as inspecting documentary evidence of the institution's compliance with the code and a physical inspection of a sample of the accommodation. Any formal complaints made by students around the code also have to be reported to Universities UK as part of the audit process.

The following residences at the University are signed up to the UUK/GuildHE Code for the management of student housing: Taylor Court, The Courtyard.

Although the University student houses are not signed up to the UUK/GuildHE Code, the code is used as a benchmark to improve standards and the relationship between the University as a landlord and the student.

Student houses managed by the University do adhere to HMO licensing standards laid down by a separate accreditation scheme in conjunction with Hull City Council, and are included as part of the audit process.

Go to www.thesac.org.uk and find out more about the standards you should expect your accommodation to meet.

Accommodation - complaints procedure

The University of Hull's Accommodation Office aims to provide a quality service to tenants, applicants and members of the public.

We recognise that genuine complaints provide us with an opportunity to improve our services.

The Accommodation Team aims to provide a fair and accessible complaints procedure which responds speedily to concerns and does not set up unnecessary procedural barriers.

If you have a problem, report it promptly to the Accommodation Team. We believe that most minor issues are best resolved in this way. If the problem is not resolved to your satisfaction, however, please ask to see the office manager:

Complaints are investigated in confidence.

Information is disclosed only on a 'need-to-know' basis.

You can read the Complaints Procedure at <https://www.hull.ac.uk/choose-hull/student-life/accommodation/docs/accommodation-services-complaints-procedure-version-2-effective-01.09.2019.pdf>

How to make a formal complaint

Complete a Complaints Form (obtainable from the Accommodation Hub or by downloading from https://hubs.formstack.com/forms/complaint_form).

We will acknowledge receipt of a written complaint within two working days.

We may need to discuss your complaint with you. We may, if appropriate, negotiate mutually acceptable approaches and outcomes.

We will issue a full written reply to your complaint as soon as possible and within 25 working days of receipt of the complaint. Where there is a delay (e.g. if we are waiting for information from a third party), we will email you and explain the reason for the delay. At that point we will agree with you

- a reasonable timescale for action
- how we should keep you informed
- how frequently we should update you on progress

Final replies to complaints will give out findings and any actions proposed.

For monitoring purposes only, all formal complaints will be logged and a record of actions taken will be recorded.

If, after exhausting the Accommodation complaints procedure you wish to take your complaint further, please seek assistance from the Students' Union Advice Centre and refer to the University's student complaints procedure (<https://www.hull.ac.uk/choose-hull/student-life/student-support/complaints/student-complaints.aspx>). If you remain unsatisfied having been through the University's internal complaints process, you have the right to contact the OIA (the Office of the Independent Adjudicator for Higher Education). For further information, visit www.oiahe.org.uk.

Visitors' accommodation

The University has two guest houses which visitors, potential students and parents are welcome to use.

THE SALMON GROVE GUEST HOUSE

This spacious eight-bedroomed property provides high-standard en-suite accommodation, featuring

- six single en-suite rooms
- one twin en-suite room
- one double en-suite room
- towels in each shower room
- fully equipped kitchen/diner
- sitting room with dining table, TV and music centre
- on-site parking

Each bedroom is furnished with a television, a fridge, a hairdryer, facilities for making tea/coffee, internet access and an internal telephone.

THE FERENS AVENUE GUEST HOUSE

This pleasant property provides the same standard of accommodation as the Salmon Grove Guest House except that bathroom facilities are shared. It features;

- three single rooms
- one twin room
- one double room
- towels for guests
- fully equipped kitchen

- sitting room
- on-site parking

Each bedroom is furnished with a television, a fridge, a hairdryer, facilities for making tea/coffee, internet access and an internal telephone.

FURTHER INFORMATION

The University of Hull guest houses are available throughout the year. Please contact the Beyond Events team for further details.

T (01482) 466926

E beyondevents@hull.ac.uk

The local area

NEWLAND AVENUE

Newland Avenue, off Cottingham Road, is located a few hundred yards from the University. Its situation is excellent for students living in the properties on Cranbrook Avenue, Auckland Avenue and on campus, as it is a short stroll away. Students and locals enjoy the lively, energetic environment and the useful selection of shops, cafés and bars.

There is a Tesco Express store located at the end of the road, near the Cottingham Road junction. There is also a similar-sized Sainsbury's store located halfway down Newland Avenue. Both stores are open from early in the morning until late in the evening and are popular places for students to buy their food and drink.

The other shops on Newland Avenue include grocery stores, butchers, fishmongers, fruit and vegetable shops and bakeries. You can buy fresh food at competitive prices. Shops selling specialist ingredients (for Indian or Chinese food, for example) can also be found here.

There is a post office, and a launderette for students who have washing or drying difficulties, and many takeaway food outlets are located all along the street.

For students, Newland Avenue is a great place to go for a night out. The cafés, restaurants and bars offer all kinds of different environments in a relaxed atmosphere from eating and drinking to live music and dancing.

Bus stops are situated all the way down Newland Avenue, providing regular transport into the city centre.

BEVERLEY ROAD

Beverley Road is a right turn at the end of Cottingham Road, just a few yards further on than Newland Avenue. Only a 10-minute walk from the campus, Beverley Road is a student-oriented area with many pubs and takeaways. At the junction of Cottingham Road and Beverley Road, you will find a Lidl and a Sainsbury's supermarket.

PRINCES AVENUE

Princes Avenue is approximately a 20-minute walk from the University and offers a more sophisticated ambience than Newland Avenue and Beverley Road.

There is a lively atmosphere during the day, and at night the avenue has something for everyone. There are various boutiques and places to eat, plus plenty of cafés and bars.

Charges

All damages to property will be chargeable. There will be no preceding warning. Where a replacement is needed, that cost will be charged. Disciplinary measures may also be put in place.

Description of Offence	Cost
Damage to chairs	Cost of replacement
Damage to furniture	Cost of replacement
Extra cleaning to house	Cost of cleaning
Graffiti/stickers on door	Cost of cleaning and painting / varnishing
Key not returned	Cost of replacement
Room carpet has burns	Cost of replacement plus fitting
Room carpet to be cleaned	Cost of carpet cleaning
Room carpet to be replaced	Cost of replacement plus fitting
Smoking in rooms	Cost of redecorating & replacing furniture
Rubbish removal from exterior	Cost of removal of rubbish (split between flat)
Rubbish removal from kitchen	Cost of removal of rubbish (split between flat)
Rubbish removal from room	Cost of removal of rubbish
Walls damaged – holes, marks, from blu-tak etc	Cost of filling & redecoration



Moving out checklist

WHAT YOU NEED TO DO WHEN YOU ARE LEAVING YOUR ROOM FOR THE LAST TIME:

1. Remove all of your belongings. Check your room – don't forget the back of the door and under the bed, as well as common areas, kitchens, cupboards, fridge/freezers and bathrooms.
2. Ensure that you lock your bedroom door and the block / flat door when you leave – remember to think of the security of others who may still be living there.
3. RETURN YOUR KEY! Collect an envelope from the Reception Desk.

Complete the front with your details and then return it, with your key inside, and leave it at the Reception Desk. Remember they are open 24 hours per day, 365 days of the year.

WHAT WE WILL DO IF YOUR ROOM KEY IS RETURNED BEFORE YOUR CONTRACT END DATE:

We will clean the room and put any items that have been left in black bags, which will be left in the room.

The bags will be removed and disposed of at the end of your contract at a cost to you.

WE WILL NOT REMOVE ANY ITEMS FROM YOUR ROOM UNTIL THE CONTRACT ENDS

WHAT WE WILL DO AFTER THE CONTRACT ENDS.

If your room is to be used for vacation business, any items left in your room will be bagged up and stored.

We will contact you at your University email address, to tell you that you have left things and we will give you a deadline for you to respond by, after which your items will be removed and disposed of at a cost to you.

Disclaimer

The information contained in this booklet is for general information only. The information is provided by the University of Hull and although we do our best to keep it up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability of the information, products or services contained in the booklet for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

We reserve the right to introduce changes to the information in the booklet, including the addition, withdrawal, re-location or restructuring of services.



University accommodation rules

The University Accommodation Rules set out the types of behaviour that would constitute misconduct in university accommodation.

The definition of misconduct and further details and definitions of the types of penalties are contained within the University Accommodation Misconduct Procedure. Students should make themselves familiar with the University Accommodation Misconduct Procedure, which governs the process for dealing with a breach of these University Accommodation Rules.

The University Accommodation Rules apply to all registered students living in, visiting, or using the facilities of university residential accommodation, owned or managed by the University of Hull. This includes students who have suspended their studies at the University of Hull and those who have completed their studies but are yet to graduate from the University of Hull. Students will be held responsible for the behaviour of any person they permit to enter a residence.

The University Accommodation Misconduct Procedure contains processes for dealing with cases of minor misconduct and processes for dealing with cases of serious misconduct.

It should be noted that there will be instances when certain behaviours which would usually be considered to be minor are in fact very serious and will require a more serious penalty. There will also be instances when certain behaviours which would usually be considered to be serious are in fact more

minor and will require a less serious penalty. The Case Officer, and other university staff, as outlined within the University Accommodation Misconduct Procedure, will determine the category of the offence and the level of investigation required, in accordance with the procedure.

Multiple or repeated incidents of misconduct may be more serious than a single act of misconduct and previous findings may be taken into account when determining what penalty should be imposed. The University Accommodation Rules set out the types of behaviour that would constitute misconduct in university accommodation.

A copy of the accommodation rules can be found at <https://www.hull.ac.uk/choose-hull/student-life/accommodation/docs/accommodation-rules.pdf>.

The misconduct procedure can be found at <https://www.hull.ac.uk/choose-hull/student-life/accommodation/docs/accommodation-misconduct-procedure-v2-effective-from-01.09.18.pdf>.

