



**UCL STUDENT  
ACCOMMODATION  
RESIDENCE MANAGEMENT  
PLAN**

for

**ASTOR COLLEGE:  
99 CHARLOTTE STREET:  
LONDON: W1T 4QB**

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## **1.0 Mission Statement**

- 1.1 UCL Student Accommodation is responsible for the management of all UCL owned and managed student residences which will include Astor College. Student Accommodation's aim is to provide professionally managed services and resources, in line with the College's strategic aims. It will provide a broad range of services to meet student needs and it will provide a welcoming and supportive community in residential accommodation, enabling academic development in a safe, clean and enriching environment.
- 1.2 Astor College: 99 Charlotte Street: London: W1T 4QB is managed to create a safe, clean, environment for its occupants, with respect to their need for study and privacy.
- 1.3 UCL Student Accommodation respects the rights of adjoining residents and businesses to a quiet life and will work to ensure that these rights are not compromised by their approach to providing student accommodation and encourage student residents to respond with mutual respect to the needs of neighbours in close proximity to the residence. Residents of the building are required to sign an agreement and adhere to a Code of Conduct for the duration of their residency. Particular attention is paid to respecting adjoining residents and to refrain from any activity that might cause nuisance, give rise to complaints from neighbours or the general public, or bring the institution in to disrepute.

## **2.0 Residence Management**

- 2.1 The Reception Office at Astor College will be staffed from 08:30 – 17:00, Monday to Friday, with out of hours staff available on site offering a point of contact for both students and local residents 24 hours a day. The local management team will comprise a Hall Manager, based on site, supported by (and reporting to) an Area Residences Manager. In addition, there will be a small Wardenial Team who will have responsible for the development of a collegiate environment, pastoral care and residents' discipline.
- 2.2 Normal Office hours will be 08:30 – 17:00, Monday to Friday, except Public/Bank Holidays and College closure days. These hours are to be extended and include weekends during the summer vacation period (Late June to Mid-September).
- 2.3 A contact telephone number will be made available to local residents prior to the opening of Astor College.
- 2.4 The Wardenial team will operate an out of hours on-call duty roster to deal with fire alarms, incidents, student complaints and incidents of noise nuisance on and off the premises.
- 2.5 Outside normal office hours and at weekends, the on-site team will be supported by a 24 hr security control centre at the UCL Bloomsbury Campus, from where mobile patrols can be despatched, if required.
- 2.6 A small domestic cleaning team will operate Monday to Friday only. This team is to be provided by the College's cleaning contractor with an agreed cleaning standards specification. Some weekend working will be required during the beginning and end of term and over the summer vacation period (Late June to Mid-September).
- 2.7 Access and egress to and from the site is to be by the main entrance only. This entrance/exit will be controlled by an electronic fob system limiting entry to residents or accompanied visitors only. All individuals entering or leaving the site must pass the Reception Office. The main entrance, secondary entrances to Astor College and exterior communal spaces will be covered by CCTV cameras. Images are to be monitored and recorded at the security control centre.

2.8 Staff on site at Astor College, and those based centrally at the Student Residences Office, will ensure that:

- 2.8.1 All staff are aware of their obligations to residents and the local community and will conduct themselves in a professional manner at all times
- 2.8.2 Any contracted service provider or supplier is reputable and, where relevant, fully qualified, adequately insured and suitably identified; and they will act in a professional and courteous manner at all times
- 2.8.3 Lost keys, key fobs, or other access tools are replaced as soon as possible after notification of loss, at an appropriate charge in accordance with the Accommodation Licence Agreement that governs occupation
- 2.8.4 All residents are provided with access to the Accommodation Licence Agreement, General Regulations and Guidance Notes, which will advise them of their rights and responsibilities as a resident of UCL managed accommodation. A copy of the Student Accommodation General Regulations and Guidance is appended

### 3.0 Maintenance

- 3.1 UCL Student Accommodation will ensure that all residents are aware of the procedure for reporting maintenance defects and faults to the Astor Reception Office.
- 3.2 The Reception Office team will ensure that reported defects and faults are dealt with in a timely manner either by the on-site handyperson or by escalating the defect/fault to an appropriate contractor.
- 3.3 Routine reactive maintenance (except in case of emergency) will be undertaken between the hours of 08:30 – 17:00, Monday to Friday, except Public/Bank Holidays and College closure days. Some weekend working will be required and the end and start of the residence period and during the summer vacation period (Late June to Mid-September).
- 3.4 The maintenance team is to be responsible for keeping the residence maintained, involving regular internal and external repairs. A rolling programme of Planned Preventative Maintenance will be in place for regular upkeep of the building and all additional areas will be added to this cyclical plan upon completion.
- 3.5 The staff tasked with managing Astor College will ensure that:
  - 3.5.1 The interior and exterior of the building is kept clean and tidy and that any graffiti or rubbish is removed as quickly as possible.
  - 3.5.2 Any damage or defect notified to the Hall Manager is repaired as soon as possible by reputable professionally qualified service providers
  - 3.5.3 All fixtures and fittings comply with relevant statutory requirements and that all fixtures and fittings requiring periodic inspection are inspected by properly qualified service providers
  - 3.5.4 All accommodation is clean, safe and secure
  - 3.5.5 All common facilities are kept clean and in a good state of repair and that all common fixtures comply with relevant statutory requirements and that those that require periodic inspection are inspected by appropriately qualified service providers.
  - 3.5.6 The common areas and building structure are properly maintained by means of a rolling programme of Planned Preventative Maintenance and that common areas are redecorated as often as necessary.

- 3.5.7 All maintenance, as described above is carried out by reputable, professionally qualified service providers in compliance with Health & Safety legislation, relevant industry best practice guidelines and with due regard to minimising any temporary interruption of the amenities that either residents or adjoining occupants enjoy.
  - 3.5.8 Any deficient fixtures and fittings within residents' study bedrooms are repaired or replaced as soon as practicable following notification to the Hall Manager.
- 3.6 With regard to external maintenance, UCL Student Accommodation will ensure that:
- 3.6.1 All external areas are kept clean and well landscaped, and rubbish is stored safely and securely with regular collections.
  - 3.6.2 All external landscaped areas are kept swept and free of litter, weeds and other rubbish.
  - 3.6.3 At all times Astor College presents a neat, orderly appearance and that any external signage is kept clean and legible.
  - 3.6.4 There will be no general car parking provision and that service vehicles attending the property are strictly controlled by the Hall Manager.

#### **4.0 Housekeeping and Domestic Cleaning**

- 4.1 Individual student residents will be responsible for the cleanliness of their own study bedrooms. Room checks to be undertaken once per term to ensure that residents are meeting their obligations. Cleaning equipment will be available in each kitchen. Assistance will be given to disabled residents if required.
- 4.2 Students, as a condition of their residential licence, are required to clean their communal kitchen facilities after use and to maintain this shared area in a clean and tidy condition. UCL Student Accommodation will provide a domestic cleaning service to such areas with-in Astor College three times per week as part of a planned maintenance regime. Assistance will be given to disabled residents if required.
- 4.3 UCL Student Accommodation will be responsible for all common areas including laundry rooms, social learning space, reception, walkways and waste disposal areas. This will be delivered via a cleaning contractor whose staff will comply with agreed quality standard and frequency specifications.
- 4.4 UCL Student Accommodation will ensure that:
  - 4.4.1 All internal and external common parts, fixtures and fittings are kept clean and free of rubbish and waste
  - 4.4.2 All study bedroom accommodation and furniture, fixtures and fittings therein are deep cleaned at least once per year.
  - 4.4.3 Areas for the storage of rubbish, domestic waste and recycling are clearly marked and signposted and that residents are encouraged to recycle.
  - 4.4.4 All rubbish, domestic waste and recycling is stored safely and collected regularly and that all waste storage areas are treated as frequently as necessary to prevent pest infestation.
  - 4.4.5 Commercial pay as you go washing machines and driers are available at all times within the residence and the cost of operation of these facilities is maintained at a competitive level.

- 4.4.6 No laundry will be permitted to be hung to dry other than in residents' study bedrooms. Laundry will not be permitted to be hung on the outside of the building.

## **5.0 Fire Safety**

- 5.1 Prior to commissioning and occupation of Astor College a Fire Risk Assessment will be carried out. Initial assessments will be undertaken prior to completion to ensure that means of escape, automatic fire detection equipment and firefighting equipment are incorporated into the build in accordance with statutory and legislative requirements.
- 5.2 On site staff will have received Fire safety training appropriate to their responsibilities within the residence to ensure that there is at least one Fire Marshall on site at all times.
- 5.3 Students will be informed of their fire safety responsibilities and obligations as part of their pre-arrival, online induction.
- 5.4 The Hall manager will ensure that, in line with statutory provision and/or good practice:
  - 5.4.1 All escape routes are adequately signed and free from obstruction at all times
  - 5.4.2 A Fire Evacuation Drill is practised each term
  - 5.4.3 Fire Alarm tests are conducted weekly
  - 5.4.4 Fire extinguishers are checked weekly
  - 5.4.5 Fire doors are checked monthly
  - 5.4.6 The Emergency Lighting system is checked monthly
  - 5.4.7 Fire Risk Assessments are conducted every three years

## **6.0 Safety and Security**

- 6.1 Prior to commissioning and occupation of Astor College all operational activities will have been Risk Assessed and a copy of the UCL Health & Safety Policy will be available on-line.
- 6.2 On site staff will have received basic Health and Safety training appropriate to their responsibilities within the residence and their area of work.
- 6.3 Staff will have access to Health and Safety related policies and procedures and Emergency procedures via the shared UCL Accommodation staff intranet.
- 6.4 Reception Office staff will record and investigate accident reports via the riskNET (On-line H&S reporting system).
- 6.5 Key points of access and egress, the social learning space and common external areas will be covered by CCTV. Images to be monitored and recorded at the UCL Security Control Centre on the Bloomsbury campus for the purpose of crime reduction and investigation.
- 6.6 In accordance with the UCL Student Accommodation lone working protocol, staff working alone at Astor College will contact the Security Control Centre prior to leaving Astor Reception and again on return.

- 6.7 In the event of incident and/or at the request of the Reception Office, the Security Control Centre will despatch a mobile patrol to Astor College.

## **7.0 Deliveries and Collections**

- 7.1 Standard deliveries and collections will be accepted between 08:30 – 17:00 hours, Monday to Friday, except Public/Bank Holidays and College closure days. Deliveries will not be accepted at weekends unless there is no practical alternative.
- 7.2 Refuse and domestic waste will be collected daily Monday to Friday between 08:30 – 17:00 hours, unless an alternative routine has been agreed with the Council's/UCL's contractor.
- 7.3 There will be no noisy working or large delivery vehicles (except cranes) over bank holiday weekends?

## **8.0 Parking**

- 8.1 There are to be no students', or staff, parking facilities at Astor College. Furthermore, occupants of this residence will not be entitled to apply for a Resident's Parking Permit.
- 8.2 The residents' entrance is to be limited to pedestrian access only.

## **9.0 Arrivals**

- 9.1 It is expected that the population of Astor College will be made up of a mix of undergraduate and postgraduate students. UCL Student Accommodation offers a guarantee of accommodation to all first year undergraduates and first year postgraduate students from outside the UK/EU only. As a result, student arrivals will be staggered across a number of weeks throughout September each year, rather than follow the standard model of arrival over a single weekend more common for halls that cater solely to undergraduate students.
- 9.2 A similar pattern of arrival would be anticipated for arrivals in January, although this would be expected to be a small number of term two arrivals only.
- 9.3 It is expected that the vast majority of student arrivals will reach Astor College by public transport, mostly by tube from King's Cross/St Pancras or Euston. A small number may arrive by taxi, involving only a brief stop for drop off at the kerb outside the main entrance.
- 9.4 Arriving students will register at the site Reception Office before collecting their keys and moving in to their accommodation.
- 9.5 Arrivals will be accepted 24 hours a day, seven days a week, however the majority of students will arrive during weekend and during quieter periods of local traffic use.
- 9.6 Arrival procedures are reviewed annually to ensure currency with local traffic restrictions. Local authorities are informed each July of planned arrival and departure dates.

## 10.0 During the Tenancy

10.1 Students will occupy Astor College under the terms of a General Regulations and Guidelines/Licence Agreement with the University, which covers matters such as anti-social behaviour, disciplinary procedures and aspects of health & safety. A copy of this can be found in **Appendix 3**. The General Regulations/Licence Agreement also represents the key terms of reference between the Wardens or Vice Wardens and the student.

10.2 Managing noise levels and safeguarding an environment conducive to study will be achieved by ensuring that the number and location of Wardens and Vice Wardens will be appropriate so that all areas are adequately covered. In addition to the pastoral care and support provided to the students by the University, Astor College will provide Wardens and Vice Wardens that receive adequate and appropriate training. Their role will be to foster a student-focused, study-centred environment, by providing welfare assistance, maintaining discipline and enforcing the terms of the General Regulations/Licence Agreement throughout Astor College. The roles and responsibilities of the Wardenial Team can be found in more detail in **Appendix 1**. An overview of the Terms and Conditions can be found in **Appendix 2**

10.3 Where room repairs and/or maintenance is required, the Residence Team will log the requirement on QFM and schedule a repair by the maintenance contractors, prioritised according to urgency. Information relating to all Service Level Agreements and response times for maintenance repairs will be communicated to students via their welcome packs. Once a maintenance issue has been reported, information relating to progress and the outcome will be updated by the Kier helpdesk administrator, enabling those logging calls to be advised of progress.

10.4 The encouragement of acceptable behaviour is critical to the success of the Management and Wardenial Teams. The Astor Teams along with the Student Experience Manager will work with students to create a living environment where all can live and enjoy their university experience, considering and respecting others. For example students will be requested to bring headphones with them to halls to listen to music. Additionally there are to be designated quiet hours between 23.00hrs and 08.00hrs. The students are required to sign a Licence Agreement which binds them to the General Regulations which includes details of rules and responsibilities. Any anti-social behaviour – including excessive noise – caused by students which is either observed by the Astor College Teams, reported to them by other students, the occupiers of neighbouring buildings, or the general public will be taken seriously by the Wardens in line with procedures detailed within **Appendix 3**. Regular patrols of the premises will take place to check that all is well and to prevent the occurrence of anti-social behaviour. In addition, the Wardens and Vice Wardens will be appropriately trained to take responsibility for what is happening in their area of the building, taking action and escalating where necessary.

## 11.0 Departures

UCL Student Accommodation operates a 39 week Accommodation Licence period, from late September to late June, as standard. It is expected, therefore, that students will begin to depart from mid-June up to the termination of the licence period.



Some postgraduate students prefer a 51 week contract due to the need to remain at College throughout the summer recess to finish research and/or write up dissertations. This requires their continued residence throughout the summer recess and their eventual departure in late August or early September.

11.010 It is expected that the majority of student departures will leave Astor College by public transport, mostly by tube to King's Cross/St Pancras or Euston. A small number may leave by taxi, involving only a brief stop for pick up at the kerb outside the main entrance.

11.011 Check out time is 10:00am and usually takes place over a weekend as standard and so departures will occur in the morning and during quieter periods of local traffic use.

11.012 Departure procedures are reviewed annually to ensure currency with local traffic restrictions. Local authorities can be informed each July of planned arrival and departure dates if they request this information.

## **12.0 Community Liaison**

The Residence will ensure that:

12.1.0 The Reception Office will be staffed during office hours by a member of UCL staff.

12.1.1 The Hall will be staffed 24 hours a day as a member of the UCL Wardenial Team will be on-call outside of normal office hours.

12.1.2 Any complaints or concerns which occupants of adjoining properties may have regarding the operation of the residence may be raised with the on-site Hall Manager during office hours by telephone or in writing or by telephoning the dedicated helpdesk 24 hours number in the case of an emergency.

12.1.3 In the event of no resolution to complaints raised as per 12.1.2, above the Area Residences Manager assigned to Astor College will be available on reasonable notice, during office hours, to discuss any concerns which occupants of adjoining properties may have regarding the operation of the residence.

12.1.4 Any complaints received will be dealt with in a timely and courteous manner.

12.1.5 UCL Student Accommodation will consider an invitation to join any local Residents' Associations favourably.

## **13.0 Refuse Management**

13.1 Estimated waste streams for Astor College are as follows;

General Waste	4 x 1100	daily lift Monday-Friday
Recycled Waste	4 x 1100	3 lifts per week
Glass Receptacle	1 x 240	1 lift per week
Food Receptacle	1 x 120	1 lift per week

13.2 Dedicated space(s) will be provided for the segregation and storage of operational recyclable waste volumes generated by building occupants and activities.

This space will be;

- a. Clearly labelled, to assist with segregation, storage and collection of the recyclable waste streams
- b. Accessible to building occupants and facilities operators for the deposit of materials and collections by waste management contractors
- c. Of a capacity appropriate to the building type, size, number of unit and predicted volumes of waste that will arise from daily/weekly operational activities and occupancy rates at Astor College.

#### **14.0 Accreditation**

- 14.1 Astor College is a “registered property” in respect of UCL’s membership of the **UUK Code for the Management of Student Housing (The Student Accommodation Code)**, compliance against which is audited annually. This is referenced in **Appendix 3. All compliance in respect of the management of Astor College will be put in place prior to re-opening.**
- 14.2 UCL Student Accommodation has achieved “Premier” membership status of the Hospitality Assured Standard for Service and Business Excellence which is administered and audited annually by the Institute of Hospitality.

## **Appendix 1: UCL VICE-WARDEN JOB DESCRIPTION**

**Post:** Vice-Warden

**Department:** Student and Registry Services

**Grade:** Voluntary Position, the post holder is expected to reside within one of the Residences and a single room is offered free of charge for this purpose.

**Reporting to:** Hall Warden / Deputy Registrar

**Length of Contract:** Annual appointment from 1 August to 31 July

**Hours:** Vice-Wardens are “on call” for emergencies on a rota basis during evenings, weekends, bank holidays and periods of UCL closure, including Christmas and Easter, when the site offices are shut – on average not more than one shift in three.

### **Main Purpose of the Job**

The post holder will be expected to provide emergency and welfare cover out of office hours (night-time, weekends and other periods of UCL closure) within a designated group of halls/Student Residences and to maintain good order and promote a good social atmosphere.

There is a mandatory training course for Vice-Wardens during the first week of August (1-5 August 2016 inclusive) and Vice-Wardens will not be able to take up their positions without having completed this course. Continuing Vice-Wardens must

attend a mandatory two- day refresher course during the first week of August every year (1-2 August inclusive).

### **Main Duties and Responsibilities**

1. To be resident in the room provided within Student Residences for the full calendar year, except for annual holidays (four weeks is permitted) and other periods relating to your academic studies which have been agreed in advance with the Warden to whom you are directly responsible. 'Being resident' means living in the room and being present overnight during the weekdays and at weekends.
2. To be "on call" when the site offices are shut, during evenings, weekends, Bank Holidays and UCL Closure periods. A staff rota will be drawn up in consultation with you to ensure that one of the resident team is available and on call at all such times. You will be required to carry a duty mobile phone when on call so that you are contactable by the residents in case of emergency.
3. To respond to fire alarms in the Residence and liaise with the Fire Brigade and UCL Communications Rooms. You will be a Fire Marshal for which training will be provided and you will be expected to respond to a fire alarm if you are in the building even if you are not on call.
4. To oversee a building evacuation in case of a fire alarm or other reason. To understand and potentially put into effect the Emergency Evacuation Plan, for which training will be given.
5. To be a qualified First Aider, for which a three day training course will be provided. You will be expected to respond to call outs from those who have been taken ill or had an accident.
6. To be fully aware of the "Student Residences – General Regulations and Guidance" and to ensure that students adhere to these rules. You must ensure that students treat the building and other residents with respect and encourage a positive spirit in the community. In the residences which are let commercially over the summer vacation the summer guests are required to adhere to the rules laid down in the "Information for Summer Visitors". Where necessary, you must bring residents to order over any disciplinary breaches and report matters of indiscipline on for further action.
7. To deal with any issues of welfare and pastoral care for which you may be called out; to be aware of the support services available to students in order to advise them, and to report on any such call outs for further action.

8. To be available during the main move-in weekend at the start of the academic year and at the start of the Spring term to support the Warden and UCL Residence staff in providing a welcome and induction service for new student residents.
9. To support, advise and encourage initiatives from the Student Hall Committee in organising social functions for the residents.
10. To treat residents and in a courteous manner at all times.
11. To issue lost keys to residents and complete the relevant paperwork.
12. To respond to call outs regarding maintenance issues. To be able to distinguish between maintenance problems requiring an out of hours call out by a contractor and those which can be left until working hours. In extreme incidents to isolate utilities.
13. To keep written records of all call outs and actions you have taken, and to report incidents where necessary.
14. To attend occasional meetings of the on call team.
15. To have knowledge of all relevant UCL policies and procedures.
16. There may be the possibility of working in some site offices, providing a reception service to the residents. This would mostly entail responding to enquiries in person, over the phone and by email, and checking in students and guests, for which you would be paid on a Grade 3 pay scale.
17. The above duties are not exhaustive or exclusive, and the post holder will be required to undertake other such duties as may be reasonably expected.
18. This job description reflects the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder.

### **Person Specification**

Vice-Wardens must be a graduate student registered full-time at UCL with at least one year remaining on their programme of study. Essential skills include experience of working as part of a team; the ability to seek advice from others when needed; good interpersonal and communication skills; an ability to show initiative and to take

responsibility; and an ability to demonstrate a flexible approach to duties and working hours.

Desirable work or other experience includes previous experience of providing welfare or pastoral support; acting in a position of authority or leadership involving ensuring the safety and security of others; experience of organising or running of social functions.

Mandatory requirements to the role include the provision of two references as part of the applications process, attendance on the training programme in August and the ability to be on call throughout the Christmas and Easter closure periods. Applicants or existing Vice-Wardens who are unable to meet these conditions will not be offered contracts or have their contracts terminated in line with the published notice period.

March 2016

## **Appendix 2: Terms and Conditions**

### **Offer conditions**

If you are offered a place in UCL accommodation, detailed conditions of the offer and the accommodation regulations will be sent to you electronically with your offer. The main general conditions may be summarised as follows:

- Accommodation is provided for you only as long as you remain a registered full-time student at UCL. You must notify the [UCL Student Residences Office](#) immediately of any change in your student status. You are not allowed to sub-let or allow any other person to use your room.
- Pets are not allowed.
- Smoking is not permitted.
- You must pay your fees for residence when you receive your invoice. Failure to pay by the deadline notified will result in a late payment fee and you may be asked to leave the residence. Fees for residence are normally paid on a termly basis (i.e. in three instalments at the beginning of each term).
- Accommodation is normally provided for the standard three terms plus the start of the summer vacation (39 or 40 weeks depending on the residence). In both catered and self-catered residences the offer includes residence for Christmas and Easter vacations. In catered residences, catering is provided for 36 weeks.
- You must abide by the rules and regulations for the residence in which you are provided with a room. In particular, residents must observe the regulations

governing safety and security and do nothing to compromise their own or other residents' safety and security. Residents are expected to behave in a manner which encourages good order in their residence. It is also expected that rooms are returned clean.

- Students are responsible for cleaning their own rooms. Bed linen is not provided, but can be purchased.
- Students will need to provide their own kitchen utensils. Students with specific dietary requirements, for whatever reason, are strongly advised to apply for self-catering accommodation only.
- If you wish to leave your place in a UCL residence, you must submit a Notice to Quit online via [UCL Student Accommodation Online Services](#). For both self-catered houses and catered halls, you must give 28 days' notice to quit, expiring at the end of the Christmas vacation in the year you take up residence if you wish to leave at the end of the first term. Full details will accompany your offer.

## Appendix3

# Student Accommodation General Regulations and Guidance 2016-2017

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### **UCL Student Accommodation Service Promise**

UCL Student Accommodation strives to offer welcoming, comfortable and secure accommodation.

We are committed to providing a supportive and friendly environment for all students, staff and visitors who use our services. Living in University accommodation is a community experience that the vast majority of students enjoy. Regulations are necessary to ensure the smooth operation of Halls and Student Houses. In essence, the *General Regulations and Guidance* are built around a few general principles:

- Behave in a manner that shows respect for your fellow residents, staff and visitors; being particularly mindful of safety, security and peace of mind.
- Respect the building you live in and its furnishings so that future generations of students can enjoy it.
- Be aware of the regulations governing the terms of your occupancy and the payment of fees.
- Be aware of UCL's Code of Conduct for Students  
<http://www.ucl.ac.uk/srs/academicmanual/c1/code-of-conduct>
- Be aware of UCL's Student Disciplinary Code and Procedure  
<http://www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code>

### **We promise to:**

1. Be friendly, courteous and helpful whenever we speak to you
2. Regularly review our standards against your feedback, to improve our service
3. Ensure staff listen and resolve accommodation enquiries or direct you to an appropriate contact

4. Endeavour to acknowledge written comments/complaints within 3 working days and respond fully within 7 days
5. Agree a timescale with you for keeping you informed of the progress, if the matter is complex
6. Promote equality and diversity by treating all individuals with dignity, respect and sensitivity

Before your admission to residence, you are required to accept and abide by these regulations and such other rules applicable to the Hall or Student House that UCL may make from time to time.

UCL Student Accommodation General Regulations and Guidance 2016-2017 Page 4

## **UCL Student Accommodation Licence Agreement**

### **1 PRELIMINARY**

**University College London (“UCL”) hereby allows you to occupy a study bedroom on the understanding that such occupancy is as a Licensee, which gives you a contractual right to occupy the study bedroom, and not as a Tenant. As a Licensee, you have no legal interest in the property. This Licence is legally binding.**

### **2 OCCUPATION**

This Agreement applies to the period commencing **24 September 2016** up to, and including, **24 June 2017\***.

Your room is allocated on the basis of your sole occupancy, unless the room has been designated as a twin room by UCL, or with your partner/family in the case of couple/family accommodation. You must not allow any other person to occupy or share your room. It is a disciplinary offence to sublet your room or flat and you may be subject to a fine. You have no particular right to occupy a specific room and you may be required to change room/flat at UCL’s reasonable request. This licence is personal to you and is not transferable. At the end of the contract period you will be required to vacate your room or flat and remove your belongings by 10:00 am on **24 June 2017\***. Any belongings left in rooms after this date will be deemed to be unwanted and may be disposed of after a period of 7 days. Notice of this will be given to you if UCL does not have a forwarding address for you.

\* **3 January 2017** for students holding a 1<sup>st</sup> Term only Licence Agreement.

### **3 TERMINATION OF LICENCE AGREEMENT BY UCL**

The licence granted by Clause 2 of this Agreement may be terminated by UCL giving at least 14 days written notice if you are in breach of any of your obligations under this Agreement or the latest Student Accommodation General Regulations and Guidance or the latest University’s Regulations (including, but not limited to, the two codes mentioned on the front cover of the Student Accommodation General Regulations and Guidance e.g.:

- You cause damage to your accommodation or the furniture in your room such that it is not reasonably usable for residential purposes

- You commit an act of gross misconduct or engage in illegal activity, including but not limited to, sexual harassment or sexual violence, vandalism and drug use (including substances defined under the Psychoactive Substances Act 2016)
- Misuse of Fire Safety equipment, etc., including maliciously triggering the fire alarm or covering or damaging smoke detectors
- Repeated anti-social behaviour
- Suspension from UCL in advance of a disciplinary hearing
- You sub-licence your room or flat or otherwise part or allow any third party into possession

This Licence Agreement may also be terminated, upon giving you at least 14 days' notice in writing, if you cease to be a student at UCL. If you withdraw or intermit from your studies at UCL, you are required to leave your room within fourteen days of the date of your withdrawal

UCL Student Accommodation General Regulations and Guidance 2016-2017 Page 5

or intermission from UCL. If you leave UCL you will continue to be held liable for Accommodation Fees until the later of:

(i) the date you leave your Hall or Student House and return your Keys and

(ii) the date that official confirmation is received from Student Records that you have withdrawn or intermitted from UCL.

UCL shall also have the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations (including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students.

#### **4 TERMINATION OF LICENCE BY LICENSEE**

Except under the following circumstances you shall not be entitled to terminate this Agreement which shall in any event terminate on **24 June 2017\*** and you undertake to remain in occupation of the premises throughout the said academic year and make all payments required.

##### **(a) During the first term**

If you would like to leave your UCL Hall or Student House after your arrival during the first term you can give notice at any time by submitting a **Notice to Quit** request online via UCL Student Accommodation Online Services. If a replacement student is found you will remain liable for your Accommodation Fees until the replacement student takes over your room. A replacement student is a UCL student who is not currently in a UCL Hall or Student House. If no replacement is found you remain liable for your Accommodation Fees until the end of the first invoicing period which is **7 January 2017\***.

##### **(b) At the end of the first term**

If you would like to leave your UCL Hall or Student House at the end of the first term you are required to give at least 28 days written notice prior to **7**

**January 2017** i.e. you must complete and submit a **Notice to Quit** request online via UCL Student Accommodation Online Services no later than **9 December 2016**. If you submit the notice after 9 December 2016 you will remain liable for Accommodation Fees until a replacement student is found to take over your room. A replacement student is a UCL student who is not currently in a UCL Hall or Student House. However, if no replacement is found you remain liable for your Accommodation Fees until the end of the third term for invoicing purposes, which is **24 June 2017**.

**(c) During the second and third terms**

If you would like to leave your UCL Hall or Student House during the second or third term you must submit a **Notice to Quit** request online via UCL Student Residences Online Services. If a replacement student is found, you will remain liable for your Accommodation fees until the replacement student is found to take over your room. A replacement student is a UCL student who is not currently in a UCL Hall or Student House. If no replacement is found you remain liable for your Accommodation Fees until the end of the third term for invoicing purposes which is **24 June 2017**.

**Please note:** if you give notice at any time but do not move out or return keys/swipe cards/fobs to the Residence Management, this Agreement and your liability for

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Accommodation Fees (and all other terms under this Agreement) will continue as if the notice was not given.

\* **3 January 2017** for students holding a 1<sup>st</sup> Term only Licence Agreement. The UCL Student Residences Office maintains a list of students who are seeking University allocated accommodation. If you wish to leave University allocated accommodation, they may be able to assist in finding another student, who is not currently residing in University allocated accommodation, to take your place. All enquiries of this nature should be made to the UCL Student Residences Office.

**5 FEES**

**(a) Licence Fee**

Accommodation fees set out in the details already provided to you are payable each term on demand. You will be notified via your UCL email account when your invoices are available on your Portico account. The payment due date will be indicated on your invoice. Your Accommodation Fees will not be reduced to take account of any periods when you did not occupy the accommodation allocated to you.

Accommodation fees may be paid by the following methods:

**All major credit cards** *except* Diner's Club, American Express, Discovery and JCB

**To pay online** visit <http://www.ucl.ac.uk/payonline>. You will need your **UCL Student Number** which is quoted on all communications UCL sends you.  
**To pay by telephone** call the Cashier on +44 (0)20 7679 6333

**Cheque in sterling** (made payable to University College London) drawn on a bank within the UK. You must write your name and UCL Student Number on the back of the cheque. Post your cheque to UCL Student Residences Office, 117 Gower Street, London, WC1E 6AP.

#### **Bank draft in sterling**

**Bank transfer** to the UCL Residences Account, account number 70116009, Barclays Bank Plc, 6-17 Tottenham Court Road, London, W1T 1BE, sort code 20-10-53. IBAN number: GB97 BARC 20 10 53 70 11 60 09. SWIFT number: BARC GB 2105L. Quote your name and UCL Student Number and send proof of transfer to UCL Student Residences Office, 117 Gower Street, London, WC1E 6AP.

Bank transfers are subject to variable bank charges by both the sending and receiving bank. These charges must be paid by the sender. The deposit paid by you can be used to cover any payments due from you under the terms of this Agreement or to remedy any breach by you of the terms of this Agreement. Any balance remaining at the end of this Licence will be credited to your student account against the final payments due from you under this Agreement.

#### **(b) Late Payment Fee**

A £25.00 late payment fee will be added to the account if payment is not made by the due date. If you are unable to pay you **MUST** inform the site office of your Hall or Student House of your circumstances and to see if a payment plan is appropriate (but without any obligation to agree any such plan). If you present a cheque which is subsequently returned 'dishonoured'

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after the due date (for example due to lack of funds) you will also be subject to a late payment fee of £25.

If your Accommodation Fees remain unpaid by the due date and if you have made no formal repayment arrangement, the University will issue a 28 day 'Notice to Quit' to expire at the end of the invoice period, at which point you will be required to leave your room. In addition, UCL may take legal action, through the Courts, to recover any outstanding debts.

#### **(c) Keys**

On arrival a set of room keys will be issued to you by the site office of your Hall or Student House. These keys form part of a security suite and cannot be duplicated except by the site office of your Hall or Student House. The safekeeping of your keys is important and is your responsibility. If you lose your keys, you must immediately advise the site office of your Hall or Student House, where you will be asked to present proof of identity. You will be charged:

- £40 charge to replace a set of room keys (includes fob, room keys, post key)
- £20 charge to replace a fob/swipe or access card/single key (front door, post box, bicycle shed (etc.))
- £5 charge for a replacement meal card
- £30 charge for a lock change (plus additional charge for room keys)

It is your responsibility to return your keys to the site office of your Hall or Student House when you leave your room at the end of your occupation under this Agreement.

#### **(d) Room Checks**

All areas of the building (including student rooms/flats) are checked every term by UCL staff or their representatives, and communal areas are checked weekly against the following criteria:

- Acceptable cleanliness
- Damage to the fabric of the building
- Damage to furniture, fittings
- Introduction of prohibited items, e.g. un-fused/cubed adaptors, candles, use of cooking equipment in bedrooms, etc.
- Damage, misuse or loss of fire detection and firefighting equipment

Charges may be required to be paid by you in the event of your default in all or any of these areas.

The room inventory on arrival will be conclusive as the initial condition of your room and means that this was acceptable to you, unless you indicate otherwise in writing to the site office of your Hall or Student House within 7 days of moving into your room.

#### **(e) Damage**

You will be held responsible for any damage caused to your room and the furniture, equipment, fixtures and fittings and to any other property except any damage due to the negligence of the University, its employees or representatives. It is essential that you report any damage to the site office of your Hall or Student House IMMEDIATELY.

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Students will be invoiced for individual and/or communal damage, unacceptable cleanliness, or loss of non-student owned property in your Hall or Student House. In instances where, after reasonable investigations, responsibility cannot be attributed to any individual or individuals, the cost will be divided equally among the students in your section/flat/residence.

#### **(f) Payments**

In the event that UCL has to charge you for any of the matters referred to in this Agreement (other than the Accommodation Fees) you shall be issued with an invoice; the payment due date will be indicated on the invoice. Failure to pay the invoice may result in action being taken by UCL to recover those sums.

**(g)** You must comply with all the regulations mentioned in the first paragraph of Clause 4 below.

## **6 LIABILITY**

6.1 Subject to clause 6.2 below, UCL is not liable for:

- (a) the death of, or injury to you or your invitees to your UCL Hall or Student House; or
- (b) theft of, or damage to any of your property or the property of your invitees to your UCL Hall or Student House; or
- (c) any losses, claims, demands, actions, proceedings, damages, costs or expenses or other liability incurred by you or your invitees to your UCL Hall or Student House in the exercise or purported exercise of the rights granted by this Licence Agreement.

6.2 Nothing in this Licence Agreement shall limit or exclude UCL's liability for:

- (a) death or personal injury or damage to property caused by negligence on the part of UCL or its employees or agents; or
- (b) any matter in respect of which it would be unlawful for UCL to exclude or restrict liability.

6.3 A person who is not a party to this Agreement shall not have any rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any terms of this Agreement.

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### **Office Hours and Emergencies**

Office opening hours are displayed at each site. General administrative, housekeeping and maintenance duties are carried out during office hours. During office hours contact the Residence Management for assistance with urgent problems. At night, and over the weekend when the office is closed, contact the "on-call" team, for emergencies only. The contact number for "on-call" staff is displayed in the reception area of your residence. Call outs for non-emergency reasons at unreasonable hours (after 23:00 and before 08:00) are considered a disciplinary offence and you may be subject to a [fine](#).

### **Luggage**

If luggage is being shipped from abroad, it should be timed to arrive **on or after** the contract start date. Each item which arrives prior to the contract start date will be charged for at a rate of £10 per week, or part thereof.

### **Study Bedroom**

The room allocated to you should be the one that you occupy for the duration of your residence agreement. UCL Student Accommodation does however

reserve the right to change your room allocation if there are any problems or to ensure best use of space. Please do not remove furniture from your bedroom; the residences do not have room to store it. Do not put furniture out in the corridors, which will compromise a fire exit route, or in other students' rooms. Soft furnishings (for example soft chairs and sofas) are not permitted in the kitchens, except where they have been provided by UCL Student Accommodation. If you bring any furniture with you, it must comply with the Furniture and Furnishings (Fire safety) Regulations 1988 (as amended in 1989, 1993 and 2010), and be labelled appropriately. Curtains, light shades and shower curtains should not be removed or replaced with your own.

Please note that the cost of any repairs or maintenance required as a result of ignoring this request will be charged to you. Rooms and kitchens will be inspected once a term; you will be informed in advance.

### **Inventory**

You are required to complete an inventory within seven days of arrival. You are under an obligation to return the premises in a condition equivalent to that found on taking up residence. Any damage will be the financial responsibility of the resident. You must leave furniture, furnishings and other contents of the premises in the same room as shown on the residence inventory. Fixtures and fittings should not be unscrewed from the wall and moved. Carpets and other flooring should not be pulled up. Please note that the cost of any repairs or maintenance required as a result of ignoring this request will be charged to you.

### **Occupants of Twin Rooms**

It is not unusual for one of the occupants of a twin room to move out during the year. In the event of vacancies occurring in twin rooms, the University reserves the right to require twin room residents to move rooms, so as to obtain the maximum use of the Hall or Student House. Further, where a vacancy exists for more than four weeks, the remaining occupant (in one half) will have a choice of;

- (a) paying the single room rate and enjoying a single occupancy or;
- (b) accepting that we may fill the vacant half. If the remaining student accepts a single occupancy, the outgoing student ceases to be liable from the date the single occupancy is created from. If the remaining student declines single occupancy, the outgoing student remains liable for Accommodation Fees under the original contract.

### **Smoking Policy**

Smoking, including E-Cigarettes and E-Cigarette chargers, is not permitted anywhere in UCL Halls and Student Houses. Smoking is also prohibited immediately outside the entrances or open windows of UCL Halls and Student Houses. Smoking in prohibited areas is a disciplinary offence and you may be subject to a fine. Covering smoke detectors is a criminal offence and you may be subject to either a [fine](#) and/or UCL's Disciplinary Code and Procedure and/or termination of your licence. In the interests of fire safety hookahs, shishas, and similar smoking devices are not permitted in UCL Halls



or Student Houses. It is a disciplinary offence to have these items in your room and you may be subject to a [fine](#).

### **Meal Cards**

A meal card will be issued for students in Ifor Evans Hall and Ramsay Hall on arrival. Cards must be shown at each meal time. Meal tickets for guests can be purchased from the site offices, for which you will be invoiced on your Portico account. It is a disciplinary offence to fraudulently obtain a meal for a non-resident by any means and you may be subject to a [fine](#).

### **I.T. Provision**

All rooms, apart from rooms in Bernard Johnson House, have a wired connection to the UCL Network and the Internet and Wi-Fi provision. The cost of connection is included in your Accommodation Fees. Any damage to the network socket or equipment installed within rooms will be subject to a repair cost of up to £100. For further information about the service, go to <http://www.ucl.ac.uk/isd/students/halls>. Some UCL Halls and Student Houses have computer cluster rooms for residents' use. Facilities in the computer cluster rooms are provided and maintained by UCL Information Systems, not the Residence Management, and therefore faults must be reported to UCL Information Systems directly. For further details, go to <http://www.ucl.ac.uk/isd/students/halls/help>.

### **Cleaning**

You are responsible for the cleanliness of your own room (and bathroom if your room is en-suite and kitchen if you occupy a studio or flat). You are also responsible for cleaning shared or communal facilities after you have used them; this includes showers, toilets and kitchen facilities. A housekeeping service is provided for communal areas as part of a planned maintenance regime, only. Vacuum cleaners are available at each Hall or Student House. You are responsible for the removal of rubbish to the place specified by the Residence Management. You are also responsible for recycling items including paper, glass, plastic, bottles and cans. Rooms and/or flats will be inspected from time to time and if areas fall below an acceptable standard for health, safety and fire regulations, then they will be closed off, brought back up to standard and a charge may be levied against resident(s) for cleaning.

### **Pest Control**

From time to time unwanted vermin and insects may be detected within buildings. We have pest control operatives contracted to UCL Student Accommodation to carry out preventative and reactive pest control. Should you detect any unwanted pests please inform the site office of your residence as soon as possible. Any such reports will be passed on to the relevant contractor on the same day or on the first working day after the report if it is made out of hours. The contractor will respond within 48 hours.

### **Window Restrictors**

For safety and security reasons, windows are fitted with restrictors and you are not permitted to tamper with, or remove window restrictors in your Hall or Student House. It is a disciplinary offence to tamper with, or remove window restrictors and you may be subject to a [fine](#).

### **Residence Exteriors and Prohibited Areas**

You must not throw or drop items from windows or doors in your Hall or Student House. All roof areas, balconies, parapets and ledges are out of bounds. There are several different types of potentially hazardous areas into which entry is prohibited. You are not permitted to enter boiler rooms, electrical intake/riser cupboards, lift motor rooms or commercial kitchens (Ifor Evans Hall and Ramsay Hall). Prohibited areas have notices on access doors stating that there is a hazard within. It is a disciplinary offence to enter into any prohibited area and you may be subject to a [fine](#)

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### **Prohibited Items**

Kettles and toasters are provided in each kitchen for the use of residents; please do not bring your own. Cooking equipment may be stored but not used in your room; it can only be used in kitchens due to Fire Regulations. It is considered a disciplinary offence to use cooking equipment, humidifiers and irons in your room and you may be subject to a [fine](#). Any such equipment found plugged in in your room will be assumed to be in use. Cooking equipment includes, but is not limited to, toasters, kettles, microwaves, rice cookers, hotplates, steamers and sandwich makers etc. Refrigerators are not permitted in bedrooms unless a specific medical condition requires you to have one. If you would like to request permission to have a refrigerator in your room on medical grounds you must contact the UCL Student Disability Services prior to your arrival. The use of portable heating equipment is strictly forbidden in your room and you may be subject to a [fine](#). In addition, the following items/activities must not be brought into, or used in, either your room or communal areas in your Hall or Student House: candles, incense sticks, oil lamps, fragrance burners, hookah and shisha pipes, Nitrous Oxide (laughing gas), fairy lights, BBQs, fireworks, dartboards, non-fused and cubed adaptors, ball games, smoking (including E-Cigarettes and E-Cigarette chargers), portable heating equipment, humidifiers and weapons. It is considered a disciplinary offence to have these items in your Hall or Student House and you may be subject to a [fine](#).

UCL Fire Technical Note No: 087

### **Fire Regulations**

Fire Safety

Technical Guide

## **UCL STUDENT HALLS OF RESIDENCES - BASIC FIRE SAFETY GUIDANCE**

### **1.0. FIRE ACTION NOTICES:**

1.1. You should be familiar with action to take both on discovering a fire and on hearing the fire alarm sound. This information is provided on **Fire Action**

**Notices** displayed in corridors and in rooms. Please read the instructions carefully and make yourself familiar with the local fire exit routes and the location of the fire alarm call point locations.

1.2. On discovery or being made aware of a fire, **(if not already activated)** immediately raise the alarm by operating the nearest fire alarm call point. Dial **999** and call the fire brigade. Your address is provided on the fire action notices.

1.3. When the fire alarm sounds, **you must leave the building immediately**. On leaving the building, you should proceed to the designated **Fire Assembly Point**.

**Warning** - beware of the road traffic as you leave the premises, your safety and that of others during the evacuation.

1.4. **On hearing the fire alarm:**

- **By Night** - quickly put on warm and suitable clothing. **Do not** stop to dress fully. Ensure that any others in your room are awake. Go immediately to the designated Fire Assembly Point for the residence, shutting all doors behind you.
- **By Day** - go immediately to the designated Fire Assembly Point for the residence, shutting all doors behind you.
- **At all times:** Act quickly and calmly

UCL Student Accommodation General Regulations and Guidance 2016-2017 Page 12

- Do not stop to collect your personal belongings
- Do not run

## **2.0. MEANS OF ESCAPE:**

2.1. Corridors, landings, stairs & exits from a building are major escape routes in case of fire.

**Please do not** obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

## **3.0. FIRE DOORS:**

3.1. Fire Doors are provided for all accommodation rooms, corridors, kitchen, storerooms and stair enclosures, other than accommodation doors they should be clearly labelled 'Fire Door Keep Shut' and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors, or remove the self-closing device. If the door is damaged or not fully closing, then you must report the fact to the Residence Manager for immediate repair works to be undertaken. Fire doors are critical Life Safety Equipment and to stop the travel of dangerous smoke & hot gases into escape routes.

**DO NOT WEDGE OR HOLD KITCHEN FIRE DOORS OPEN UNDER ANY CIRCUMSTANCES -**

## **KEEP FIRE DOORS CLOSED TO PREVENT UNWANTED FIRE ALARMS**

### **4.0. FIRE ALARMS:**

4.1. Fire Alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building on hearing the alarm immediately by the nearest available exit (you should be familiar with your escape routes and Fire Assembly Point). To prevent accidental activation of smoke detectors:

- **Do not** cook (including toast) in bedrooms and only use designated kitchens, keeping the fire doors closed at all times.
- **Do not** use any spray under or near the smoke detector.
- **Do not** use a hairdryer or hair straighteners under or near the smoke detector.
- Please ensure that hair straighteners are unplugged when not in use.
- Be careful with the positioning of combustible materials near electric points.
- **Smoking, including E-Cigarettes and E-Cigarette chargers, is not permitted** in your Hall or Student House.
- **Candles and aromatherapy burners are not permitted** - please do not use for your safety and that of others in your Hall or Student House.
- **Humidifiers are not permitted** in your Hall or Student House.

### **5.0. FIRE EXTINGUISHERS:**

5.1. Fire extinguishing equipment has been provided throughout Student Halls of Residences, **do not** interfere with pins, tags or maliciously set off the fire extinguishers. These extinguishers are **life safety equipment** and for use in the event of a fire.

### **6.0. FIRE EVACUATION DRILLS:**

6.1. Fire drills will be held at each of the residences early in the first term. Further fire drills may take place without notice at any time.

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### **7.0. GENERAL FIRE PRECAUTIONS**

7.1. Any person found interfering in any way whatsoever with fire-fighting equipment or alarms, other than for proper use, will be fined and may be required to leave the residence permanently. In addition, all such persons will be referred to the Warden or Residence Manager, as appropriate, who will take disciplinary action against the student but such action will not preclude an independent action by the Fire Authority under appropriate statutes. Frivolous discharge of fire extinguishers will be charged to the individual or to all residents of the residence if the culprit is not known.

- **Smoking, including E-Cigarettes and E-Cigarette chargers, is NOT permitted in UCL Halls of Residence (or any UCL premises).**

- The **use of candles, incense, fireworks, hookah and shisha pipes, Nitrous Oxide (laughing gas) are NOT permitted** in any UCL Halls of Residence.
- **Always**, switch off all electric appliances and lights when you leave your room and at night.
- **Do not** use paper light shades or paper masking on any light fitting.
- **Do not** use plastic or wicker waste paper bins and empty waste paper bins every day.
- **Never**, hang washing on or near heaters and do not obstruct in any way the airflow around all types of heaters.
- **Never**, leave the kitchen when you are cooking food and be especially careful with hot fat and oil. Any resident who leaves deep-frying or other cooking unattended may be suspended from residence. **Do not cook in your bedrooms** and BBQ's are not permitted.
- The use of portable heating and cooking equipment in your room is **strictly forbidden**.
- **Do not** bring hazardous substances into your room even from laboratories or other UCL premises.

## **8.0. ELECTRICAL SAFETY:**

**8.1. UK Electrical Supply** - You are reminded that the UK electrical supply is 230 Volts (**not 115 volts**) and only electrical equipment purchased in the UK should be used. However, if you need to use 115-volt equipment then you must have an approved voltage, plug/pin converter, and ensure that you ask for advice and assistance (from the shop/supplier) on the voltage/pin compatibility and specific voltage requirements you require.

- **ONLY USE 230v equipment with an appropriate and correctly designed plug or adaptor.**
- **Do not** use adapters on pendant light fittings.
- **Do not** allow flexes to trail across floors.
- **If you are unsure on how to use the cooker or other equipment in the kitchen then please seek advice from the Residence Manager or one of the Wardens.**

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- ***Do not use open electrical bar fires*** •
- **Do not** use cubed or un-fused adapters •
- Only use fused power boards with a length of flex are accepted, with an extension cable and fused are acceptable. Maximum load for any one socket should not exceed 13amps.

- Check electrical leads and plugs for wear and tear and faulty wiring
- Throw away and replace damaged cables. **Never** use tape to mend or join cable
- Frayed leads or exposed internal wires are fire risks

**Always use the correct fuse in fused plugs - Plugs in the UK are generally fitted with a 3A or 13A fuse.**

- For appliances **up to 700w** you need to use a 3A fuse (i.e. Desk Lamp, Mobile Phone Charger Television, DVD, Computer, Printers, Refrigerator,
- For appliances **over 700w** you need to use a 13A fuse (i.e. Washing Machine, Microwave, Kettle, Toaster, Iron, Hair Dryer /Curlers, Fan (Portable), CoffeeMaker & Rice Cookers

Date Last Amended: **Feb 14**

Issued by the - Fire Officer, UCL Estates, Gower Street, London, WC1E 6BT - This guide is to be regarded as a general statement of requirements and is in addition to relevant British Standards or any other instructions received from the Local Fire or Building Control Authorities

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### **Pets**

Pets are not permitted. It is a disciplinary offence to have a pet in your Hall or Student House and you may be subject to a [fine](#).

### **UCL Union Hall Representatives**

UCL Union elects Hall Representatives in their October Elections every year. The Hall Representative will also chair the Hall Committee. You can collect a nomination form from UCL Union reception. For more information about elections, visit [www.uclu.org/elections](http://www.uclu.org/elections).

### **Hall Committee**

You may elect a Hall Committee; this will normally be following the election of the Hall Representative, who will also chair the Hall Committee. Such committees can agree on expenditure of up to £5 per resident per session for social activities. Funds are administered by the Warden or Residence Manager in Halls and Student Houses without a Warden. The committee is expected to maintain an adequate decorum in the Hall or Student House and to ensure, where appropriate, the proper use of kitchen equipment with economy in use of lighting, heating and hot water.

### **Noise**

Please be considerate to your fellow residents at all times. Other residents may want to study or sleep at different times than you do, so respect your fellow residents need for quiet time. This is particularly important in twin rooms. If you bring a stereo, DAB radio, iPod, MP3 player, iPad, game consoles etc. you should also bring headphones so that your enjoyment and the peace of others is not disturbed. Noise must not be audible between 23:00 and 08:00. Excessive noise is a disciplinary offence and you may be subject to a [fine](#). You are responsible for the behaviour of your guest(s) and

should see that they leave quietly. Except in an emergency, incoming telephone calls should not be arranged between 23:00 and 08:00.

### **Visitors**

The University reserves the right through its staff to refuse any non-resident admission to a Hall or Student House at any time or to require them to leave the premises. Never lend your room key/swipe card/fob to anyone else. You are personally responsible for the conduct of your guest(s) at all times and may not allow them to live in your room. There are no guest rooms in any of the Halls or Student Houses. If you wish to have a guest to stay overnight, you can accommodate them on your bedroom floor, for a maximum of three nights. Occupants of twin rooms must agree in advance if they wish to have a guest to stay overnight. All guests must be notified in advance to the Residence Management. Failure to comply with this requirement may result in the suspension of the privilege and disciplinary action being taken against the resident. Other visitors should normally leave by midnight.

### **Role and Authority of Wardens and Vice-Wardens**

The role of the Warden and their teams of Vice-Wardens within Halls and Student Houses is to promote a collegiate environment and to provide a caring and supportive atmosphere for all residents. Whilst the role of the Warden teams encompasses the discipline and welfare concerns of residents, it is important that residents realise that the aims of any disciplinary action should be to empower the individual concerned in such a way that he or she feels able to address the issue of concern; in extreme situations this may be in an alternative environment.

The Warden also has disciplinary powers delegated by the Registrar\* of UCL as follows:

(a) The Warden may take disciplinary action where it is deemed appropriate against any resident in order to maintain harmonious relations within the Hall or Student House and this includes the right to fine students to a maximum of £100 through the Registrar.

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Standard fines may be administered by the Warden, or on occasion, by the Residence Manager for commonplace misdemeanours, without recourse to the Registrar. These fines are listed as follows:

#### **Type of disciplinary matter Fine**

Triggering the fire alarm: (a) burnt cooking/kitchen door open (b) aerosol spray (c) shower steam £25

Triggering the fire alarm: (a) smoking, including E-Cigarettes and E-Cigarette Chargers, Nitrous Oxide (laughing gas) (b) candles/incense/fireworks/hookah pipes (c) cooking equipment in room (d) humidifiers (e) portable heaters £50

Non-evacuation during a fire alarm £10

Maliciously triggering the fire alarm via break glasses. £100

Covering or damaging smoke detectors (plus cost of engineer if applicable).  
£100

Removal of door closer or window restrictor £30

Use of cooking equipment in room (includes any plugged in equipment) £50

Misuse of fire extinguishers £50

Misuse of meal cards (catered halls) £20

Excessive noise (a) warning (b) fine £25

Offensive/abusive language/behaviour to staff/students/visitors £25

Prohibited item(s) in room/flat (e.g. candles, incense, humidifiers, portable heaters, pets) (a) warning (b) fine £25

Entering prohibited areas (e.g. roof) £25

Call outs for non-emergency reasons at unreasonable hours (after 11pm and before 8am) at discretion of Duty Staff member £10

Smoking in prohibited area (a) fine £20

Distributing flyers in UCL Halls and Student Houses promoting events in non UCL or UCLU locations £25

Subletting room or flat £100

*\*The Registrar may delegate this responsibility to the Deputy Registrar (Operations and Planning). All references to the Registrar in these General Regulations should be understood to include also the Deputy Registrar (Operations and Planning).*

Fines issued for breaches of Health and Safety Regulations are non-appealable. Other fines may be appealed, with appropriate supporting documentation, to the Registrar. Fines are payable online at <http://www.ucl.ac.uk/payonline>. Non-payment of a fine will result in a formal warning for misconduct being recorded on a student's record.

(b) All formal warnings must be given in writing and a copy kept by the Warden or Vice-warden issuing the warning. Unless specifically indicated therein such warnings shall not form part of a student's academic record. However, students should note that any formal warnings may count against them if they apply for University or Intercollegiate accommodation in subsequent years.

(c) A student should normally be given one written warning that he or she is in danger of being excluded from the Hall or Student House. However, in cases of gross misconduct, the Warden may recommend to the Registrar that the offender withdraws from the Hall or Student House. In such cases, a student will be notified in writing that he or she is required to attend a hearing. Such a hearing must take place within a reasonable time of the relevant incident, and



will normally be with the Warden and the Deputy Registrar (Operations and Planning) and another Warden, Vice-warden or Residence Manager. The student is entitled to be accompanied by a friend who is also a UCL student or a UCL Union Sabbatical Officer. If a student is required to leave the Hall or Student House, he or she should normally be given a minimum of seven days' notice.

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(d) A resident who feels that he or she has been unfairly disciplined shall be able to appeal to the Registrar within seven working days of the hearing.

### **Drugs**

The use of illegal drugs is not tolerated on the premises and anyone found using or distributing drugs will be reported to the Police. This includes legal highs or new psychoactive substances as defined under the Psychoactive Substances Act 2016. UCL has a policy on alcohol and drug misuse which can be obtained here

<http://www.ucl.ac.uk/currentstudents/guidelines/substance>. Anyone found using or in possession of illegal substances will be referred under UCL's Student Disciplinary Code and Procedure. UCL also reserves the right to terminate your licence.

### **Sexual Harassment and Sexual Violence**

UCL will not tolerate sexual harassment or sexual violence and is committed to supporting UCL Union's policy of zero tolerance. If a complaint of sexual harassment or sexual violence is made against you UCL reserves the right to relocate you to other accommodation pursuant to UCL's policies, procedures and regulations (including, without limitation, the UCL Disciplinary Code and Procedure in Respect of Students) or terminate your Licence.

### **Leaving your Hall or Student House**

Your key(s), swipe/access card, electronic key fob must be returned to the site office of your Hall or Student House by 10:00 am on your day of departure. **If you do not return your keys to the site office of your Hall or Student House your liability for Accommodation Fees will continue.** Your room (including bathroom if your room is en-suite) and kitchen must be left clean and tidy. This includes removing all rubbish and food, and disposing of it in the appropriate location. Residents of studios/flats/bungalows must leave all areas of their studio/flat/bungalow clean and tidy. The following charges will be made for a room/flat/bungalow left dirty on departure:

- £25 charge for a standard single room
- £40 charge for a standard twin or double room
- £50 charge for a en-suite single (£25 for the bedroom and £25 for the bathroom)
- £65 charge for en-suite double or twin (£40 for the bedroom and £25 for the bathroom)

- £75 charge for a studio
- £100 charge for a 1 bedroom flat
- £150 charge for a 2 bedroom flat/bungalow
- £25 charge per person for a communal kitchen

There may be additional charges if the bathroom areas are left dirty.

It is not possible to forward post to you after your departure so please ensure that you change your address. Post and deliveries for residents who have left will be refused or returned to sender.

### **Deposits (Prepayment of Rent)**

The deposit (prepayment) you pay when accepting a place will be offset against the final instalment of your Accommodation Fees.

If you have been offered a place in a Hall or Student House for the start of the session and have paid a deposit, but you do not arrive within the first week and have not notified the Residence Management or the UCL Student Residences Office that you will be arriving late, the accommodation offer will be withdrawn and your deposit will not be refunded.

### **Further Regulations**

You are obliged to comply with any other regulations which the University may make from time to time which will be displayed on notice boards in Halls and Student Houses. Notice boards are for important messages and approved notices only. You should check the notice boards regularly for notices that might affect you.

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### **Disclaimer**

Subject to the provision of the Unfair Contract Terms Act 1977 the University is unable to accept liability for any loss, damage, injury or accident sustained by any resident or the guest(s) of any resident on the University's premises.

### **UUK Code**

Our accommodation is managed in accordance with the Universities Code of Practice for the management of student housing a copy of the Code may be found at [www.universitiesuk.ac.uk](http://www.universitiesuk.ac.uk) and [www.uukcode.info](http://www.uukcode.info). The UCL Health and Safety Policy can be found at <http://www.ucl.ac.uk/estates/safetynet/policy/index.htm>

### **Complaints and Escalation Procedure**

#### **Our Service**

We strive to provide an excellent service in terms of quality of work, timely delivery, professional behaviour and customer service. We expect consistently high standards from our staff and our contractors. We recognise, however, that there are occasions when the services delivered by UCL Student Accommodation may fall short of reasonable expectations. This document sets out the formal procedure to be followed in the event of a service not being delivered in line with our high standards and user

aspirations. If you are unhappy about a service provided by or through UCL Student Accommodation, or if we have not done something which we promised to do, the best way for us to make improvements is to hear from you and learn from what you have to say; we value your opinions. Feedback forms are available from residence reception areas. These may be sent Freepost to the Head of Student Accommodation. We also aspire to hold staff accountable for the services that they manage and so request that complaints are not initially escalated to senior leadership within UCL Estates.

### **Definition of a Complaint**

For the purposes of this procedure a complaint is defined as any serious and formal expression of dissatisfaction that requires action or redress. It includes repetitive failure to resolve or address a reported issue; serious failure of agreed service arrangement; serious breach of service agreement; serious inconvenience caused as a result of UCL Student Accommodation's actions (or inaction) and inappropriate behaviour by a member of UCL Student Accommodation staff or contractors.

### **The Process**

If you wish to make a complaint about your experience within a UCL Hall or Student House, you should first try to resolve the matter informally in consultation with either the person who has caused the complaint or the House Manager as appropriate. Where the House Manager is not available a Residence Assistant will act on their behalf. At this stage, complaints logged in writing will be acknowledged within three working days and responded to fully within seven working days. If the complaint cannot be resolved informally you should put the details of the matter in writing to the relevant Area Residences Manager including, if you wish, the form of remedy which may be sought. The relevant Area Manager can be identified from the display on your site notice board; details can also be provided by the House Manager. In order for a complaint to be considered, these details must be submitted to the Area Residences Manager no later than one calendar month after the date in which the incident has occurred. If the complaint is received after this time the Area Residences Manager will exercise discretion as to whether or not the matter in question is to be investigated.

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The outcome of your complaint will be issued to you in writing within 21 working days. Such notification will include details of UCL's Student Complaints Procedure in the event that you remain dissatisfied with the outcome. At all times during the processing of your complaint informal resolution is encouraged and students may wish to seek the advice of the UCL Student Mediator or the UCL Union's Rights & Advice Service.

### **Compensation Claims**

In any service provision, there are times when problems arise that have an impact on the users of the service. When users experience interruption of service or a change in quality they may have an expectation of some form of compensation. The rules governing compensation payments need definition

to achieve fairness. UCL Student Accommodation is a self-financing business, the income for which comprises student fees (term time and those who stay in vacations) and fees from commercial visitors in vacations. In order for budgets to balance, compensation payments either result in increased fees or reduced services. Therefore, any payments must be justified and fair.

- **Building works and maintenance**

It is not always possible to schedule building works and maintenance works when buildings are unoccupied. Such works, unless emergencies will be scheduled for working hours (normally 08:30 to 17:30). Residents will be given advanced notice of such works. No compensation will be paid for noise resulting from such works or for necessary changes resulting from such works, in facilities provided.

- **Lack of services resulting from failure of service providers outside UCL**

If a service provider external to UCL is responsible for the provision of a service and it fails UCL will take reasonable steps to inform residents of the duration of the failure, will take reasonable steps to inform residents of any alternative provision, and will take reasonable steps to recover from the service provider compensation for the failure.

- **Lack of services resulting from a failure of provision by UCL**

Where the service failure arises from action or inaction by UCL, compensation payments will be made on the basis of an assessment of the cost of providing the service that has failed, the duration of the interruption of the service and an assessment of the inconvenience caused, taking account of the difference between essential and nonessential amenities. The Operations Manager, UCL Student Accommodation shall be responsible for determining the amount of compensation to be paid. Compensation will not be paid where a satisfactory alternative provision has been created to circumvent the service failure. Furthermore, compensation will not be paid under these circumstances until a reasonable period has elapsed to effect a correction of the fault.

- **Failure to report faults and vandalism**

Compensation will not be paid for a lack of service or amenity where the individual(s) affected has failed to report, in writing, a fault to the Residence Manager. Compensation will not be paid where a fault or interruption of service has been caused by acts of vandalism.

- **Major disaster**

In the event of catastrophic failure of services or the destruction of part of a building necessitating closure, all reasonable steps will be taken to re-house students. Where rehousing is accepted by a student, they will bear the cost of the new housing. Accommodation fees will only be payable up to the point of closure and one week's fees will be returned as compensation.

- **Claims**

A claim for compensation must be made in writing to the UCL Student Residences Office, 117 Gower Street, normally within 21 days of the event causing the claim. A response to the claim will normally be made within 21 days of receipt of the claim.

#### • **Appeals**

Appeals against a decision by the Residences Operations Manager, UCL Student Accommodation should be referred to the Head of Residential Accommodation. The grounds for such appeal will be:

1. The amount of the compensation offered is unreasonably low.
2. Compensation payment was unreasonably refused.

Appeals must be submitted in writing within 21 days of the date upon which the decision on compensation was communicated to the claimant.

#### **Post**

All post must be addressed to the resident concerned; please ensure that the correct postal address of your Hall or Student House is used. Post is sorted by surname or flat number into pigeonholes/post boxes at each Hall or Student House. Items that appear to be of value, including parcels, are kept in the office and a note placed in the pigeonhole/post box, or the post book, to inform you. When travelling or posting items to the UK from outside the EU, it is illegal to bring back, or receive by post, meat and meat products, milk and milk products and potatoes. Bans and restrictions also apply to vegetables, plants and fish. For health and safety reasons, postal items which arrive damaged, leaking or decomposing may be refused at reception. During times of the University's closure (i.e. Christmas and Easter), Halls and Student Houses will request post to be withheld from delivery for security reasons. You are responsible for redirecting post after you leave your Hall or Student House. Post will not be forwarded. Post and deliveries for residents who have left will be refused or returned to sender.

#### **Electoral Register**

The onus is on you, the individual to register yourself. The registering process can be done online and is simple and straightforward. You will need to enter your Date of Birth and your National Insurance Number. Please remember to include your room number. The new register will be published on the 1 December 2015. Failure to register, whether it be online or in paper form, will result in a canvasser coming to your door to help you complete a form. Please click the link below and you will be taken to the online portal where you can register [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

#### **Maintenance**

All maintenance defects must be reported to the Residence Management as soon as possible after discovery of the fault. Do not assume that someone else has reported a fault. The Residence Management, Wardenial team, cleaning and maintenance staff have the right to enter rooms at any time for necessary maintenance, window cleaning, etc. Advance notice will be given where possible. BluTack is the only permitted adhesive on gloss paintwork and can mark walls in some rooms depending on the paint and surface. Please ask the Residence Management for advice concerning your room. Glue, drawing pins and adhesive tape are

not permitted. Rooms and kitchens will be inspected once a term; you will be informed in advance.

### **Potential Hazards**

Report a potentially hazardous maintenance problem (gas smell, electrical fault, flood or leaking water) immediately to the Residence Management or Wardenial team. Do not assume another resident has reported it.

**If you smell gas, do not use matches, naked flames, or any electrical switches.**

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### **Electrical Equipment and Plugs**

Electrical equipment and plugs must not be tampered with under any circumstances. Do not overload the sockets. You are advised to use appropriately fused, UK bought adaptors (13 AMP). One adapter per room is provided by UCL; two adapters are provided in twin rooms. All cubed style adaptors are banned from UCL Student Accommodation; please use trailing style multi-socket adaptors (13AMP). You must not interfere with light shades or light fittings. All personal equipment must be in a good state of repair, checked for safety (casing, wire and plug) before it is brought into the building, and comply with the UK voltage supply. All students are reminded that some countries (especially those outside of the EU) have electrical equipment that may not be suitable for use in UCL Student Accommodation. In particular, where foreign supply networks allow the use of lower voltage equipment (110v), this equipment when used in the UK is liable to catch fire and is therefore not suitable, even though it may be possible to connect the equipment to the electrical supply with a UK electrical adaptor. You should take the time to ensure that personal electrical equipment is suitable for UK voltage (230v) and is suitably fused. With inexpensive electrical items e.g. hair dryers it is preferable to buy a new UK model. If you are in any doubt please ask the Residence Management for advice.

### **Environmental and Sustainability**

UCL Student Accommodation is aware of its environmental impact and it is vital that we work together for sustainable change. The heating temperature in Halls and Student Houses is controlled to a minimum temperature of 19°C. Generally the heating system is switched on in October and off in April. Below are some examples of how you can limit the amount of energy consumed whilst living in residence.

- Recycle - all Halls and Student Houses have recycling facilities
- some also have bins for food waste
- it is essential that recyclable materials are sorted and placed in the correct bins
- food and liquids can spoil recyclable materials and should not be placed in the mixed recycling bins
- by recycling, you are helping to save resources, prevent pollution and improve UCL's environmental performance

- Unplug your charger when it is charged otherwise it will keep using electricity when not in use
- Do not leave electrical equipment, such as your television, stereo, computer etc. on standby
- If a tap is dripping turn it off, if the dripping continues, report it to the Residence Management
- Do not leave water running when brushing your teeth
- If you are boiling the kettle, only boil the amount of water you need.
- Defrost your freezer – as ice builds up more energy is consumed.
- Turn off all the lights when you leave your room, even for a short period of time
- If you are cold, put a jumper on and keep windows and doors closed
- Limit the time you spend in the shower
- When you do your laundry, fill the washing machine drum as a half full load wastes water and energy. Watch the temperature; 30 or 40 degrees should be sufficient.

### **TV Licensing**

If you bring a TV you must also bring a licence. You are not covered by the licence in a Hall or Student House for common room sets or by a licence held at your home address. You need a licence to use any television receiving equipment such as a TV set, set-top boxes, video or DVD recorders, computers or mobile phones to watch TV programmes as they are being broadcast. For further information, go to <http://www.tvlicensing.co.uk/students>.

### **Insurance**

UCL provides a block insurance policy. You are encouraged to consider whether you will need further cover. For further information go to <http://www.cover4students.com/blockhalls/summary/ucl>.

Other insurance arrangements apply for St. Pancras Way and Chapter Islington.

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### **Security**

Always lock your door and close your window(s) when you leave your room (even if you are leaving your room for a short period such as using the bathroom). Be vigilant. Please ensure that all outside doors are locked behind you as you enter or leave your Hall or Student House. Do not open doors for unidentified visitors; do not let strangers follow you in. If you do discover intruders or suspicious persons in or entering your Hall or Student House do not attempt to apprehend them. Call a member of staff, or, if you think it necessary, call the Police by dialling 999 and then report the matter to the Residence Management at the earliest opportunity. Host students are responsible for their guest(s) whilst they are in a Hall or Student House.

Ensure that flat/cluster/corridor and outside doors are firmly locked shut on the departure of your guests. Remember you have a duty towards your fellow residents.

#### • **Personal Security**

The College and its staff cannot accept responsibility for loss of personal property due to theft, fire or any other cause. You are advised to keep your room door locked at all times and to carry your keys with you. All windows should be closed and locked when your room is unoccupied (even for a short period). You are advised to ensure that you have adequate insurance to cover your personal property in addition to the UCL block insurance cover.

#### **Bicycle Storage**

Most Halls and Student Houses have bicycle storage facilities. Bicycles may also be parked in certain designated areas within the University. You are not permitted to bring bicycles into your Hall or Student House, or attach them to any railings or the building exterior. You must not place bicycles in front of the fire exits of doors as this will obstruct essential means of escape and create a serious safety hazard. UCL cannot accept responsibility for bicycles stored in these, or any other areas, and further insurance cover is advisable.

#### **London Congestion Charge**

Some vehicles are subject to the Congestion Charge if driven within the charging zone from Monday to Friday, between 07:00 and 18:00. The Congestion Charge does not apply on weekends, English public holidays, designated non-charging days, or from Monday to Friday, between 18:00 and 07:00. The UCL Bloomsbury Campus falls within the Congestion Charging Zone, as do the following residences: Astor College, Arthur Tattersall House, Campbell House, Endsleigh Gardens, Frances Gardner House, Gordon Square, Ian Baker House, James Lighthill House, John Adams Hall, John Dodgson House, John Tovell House, Langton Close and Ramsay Hall. For further details about the Congestion Charge visit <http://www.cclondon.com>

#### **Car Parking**

The College is well served by public transport, and the majority of Halls and Student Houses are within walking distance of the UCL Bloomsbury Campus. We therefore recommend that you do not bring your car with you. If you do bring your car, you will need to apply for long term parking with the appropriate local council (see list below). A letter confirming your Hall or Student House may be obtained from the Residence Management. The Ifor Evans site (Ann Stephenson House, Neil Sharp House, Max Rayne House and Ifor Evans Hall) and Bernard Johnson House have car parking facilities for residents *only*. Charges for spaces in Halls and Student Houses are listed in the 'My Home' section of the Online Induction.

#### **Residence Council**

**Ann Stephenson, Neil Sharp House, Ifor Evans Hall, Max Rayne House**

109 Camden Road  
London NW1 9HZ



Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Arthur Tattersall House** Camden Council

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115-131 Gower Street

London WC1E 6AP

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Astor College**

99 Charlotte Street

London W1T 4QB

Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Bernard Johnson House**

78 Fortis Green

London N2 9EX

Haringey Council

Web: <http://www.haringey.gov.uk/parking>

Tel: 020 8489 1000

**Campbell House**

5-10 Taviton Street

London WC1H 0BX

Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**9-11 Endsleigh Gardens**

London WC1H 0ED

Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Frances Gardner House**

Wren Street

London WC1X 0HD

Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Hawkridge House**

Warden Road

London NW5 4SA

Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Goldsmid House**

36 Gillingham Street

London SW1V 1HU

Due to planning restrictions which apply to Goldsmid House, you are advised that as a resident you will be ineligible to apply for Westminster City Council's resident parking scheme

**Ian Baker House**

20 Maple Street  
London W1T 5HB  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**James Lighthill House**

3 Penton Rise  
London WC1X 9EN  
Islington Council

Web:

<http://www.islington.gov.uk/parking>

Tel: 020 7527 2000

**John Adams Hall**

15-23 Endsleigh Street  
London WC1H 0DP  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**John Dodgson House**

24-36 Bidborough Street  
London WC1H 9BL  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**John Tovell House**

89, 93, 95, 97 Gower Street  
London WC1H 9BL  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Langton Close**

Wren Street  
London WC1X 0HD  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**New Hall**

465 Caledonian Road  
London N7 9GU

Due to planning restrictions which apply to Caledonian Road, you are advised that as a resident you will be ineligible to apply for Islington Council's resident parking scheme.

**Pranker House**

196 North Gower Street  
London NW1 2NJ  
Camden Council

Web: <http://www.camden.gov.uk/parking>

Tel: 020 7974 4646

**Ramsay Hall** Camden Council

20 Maple Street  
London W1T 5HB  
Web: <http://www.camden.gov.uk/parking>  
Tel: 020 7974 4646

### **Schafer House**

168-182 Drummond Street  
London NW1 3HZ  
Camden Council  
Web: <http://www.camden.gov.uk/parking>  
Tel: 020 7974 4646

### **Parties**

A small number of parties may be permitted during the year but only after the Residence Management have been consulted and given general approval. Normally two weeks' notice is required for any party, and parties will only be allowed on Fridays or Saturdays, by the agreement of all residents of a kitchen group or corridor.

### **Temporary Absence**

If you stay away overnight or at weekends please let the Residence Management know by leaving a note or signing out. It causes concern and sometimes considerable inconvenience when residents go 'missing' without explanation.

### **Health**

**You must ensure that you register with a NHS General Practice in London while you are a student at UCL.** Ridgmount Practice (formerly Gower Place Practice), is located on 8 Ridgmount Street, London WC1E 7AA. You can contact Ridgmount Practice on 020 7387 6306, email: [gpp@nhs.net](mailto:gpp@nhs.net) or visit their web pages for further information <http://www.gowerplacepractice.nhs.uk/>.

If you are feeling unwell, visit your doctor. If you require assistance contact the Residence Management during the day or the duty Warden for your building out of hours. If you are diagnosed with a serious infectious disease that may create a risk to other residents, for example, meningitis, mumps, pandemic flu etc. you must notify the Residence Management and Wardenial staff immediately so that steps can be put in place to safeguard the health of others.

- 999 is the telephone number to call an ambulance in the UK
- The nearest hospital to UCL with a 24-hour A & E department is University College Hospital (UCH), 235 Euston Road, London NW1 2BU. Telephone: 0845 155 5000.
- NHS 111 Direct provides a reliable source of health information. Their services include listings of local GPs, dentists, hospitals, pharmacies, opticians and much more. You can contact NHS 111 Direct on 111 from any landline or mobile phone free of charge or via the web

<http://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcare/services/Pages/NHS-111.aspx>

- Other non-emergency support services can be found at

<http://www.ucl.ac.uk/currentstudents/support>

All accidents, injuries and medical emergencies occurring in Halls and Student Houses must be reported to the Residence Management at the earliest possible time after the accident.

### **Risk Assessment**

If you indicate on your application for accommodation that you have a disability, medical condition, injury or illness, an Additional Requirements Risk Assessment will be carried out by the Residence Management within two weeks of arrival. If you are diagnosed with a disability, medical condition, injury or illness during your stay in residence you must inform the Residence Management, so that an Accommodation Risk Assessment may be completed. Students with a disability, medical condition, injury or illness, requiring specialist items of furniture, must contact UCL Student Disability Services prior to arrival.

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### **Meningitis**

Meningitis outbreaks occasionally occur within the student population and this can be a potentially very serious condition. Although vaccination against meningococcal meningitis type C has reduced the incidence of bacterial meningitis in the student population, the disease still occasionally occurs as a result of infection with the type B bacterium. Meningitis is most commonly caused by a virus, and in this case the disease is often mild and resolves without treatment. When meningitis is caused by the meningococcal bacterium, the disease can progress rapidly and requires urgent treatment. There is no need for you to be alarmed, but you do need to familiarise yourself with the symptoms of meningitis and see a doctor immediately if you get these symptoms. The symptoms are: high temperature, headache, vomiting, neck stiffness, suspicious rash, severe dislike of light, feeling abnormally sleepy. Often, the rash does not disappear when pressed with a glass tumbler. If you become unwell with these symptoms consult a doctor immediately or go directly to the nearest hospital Accident and Emergency Department. If you are living in a Hall or Student House where someone begins to develop these symptoms, call a doctor or ambulance for them if they become increasingly unwell over a period of three or four hours. For further information visit <http://www.meningitis.org/> or <http://www.meningitisnow.org/>.

### **Infection Control**

Outlined below is guidance issued by the local health council on infection control, in the context of pandemic flu. While this is a scenario we hope not to be facing this year the guidance works for colds and flu as well.

Influenza is mainly spread by contact and sometimes in breath (e.g. by coughing) from infected people. You can minimise the risk of infection by:

- Always covering your mouth and nose with a tissue when you cough, spit or blow your nose
- Disposing of used hand tissues immediately in a closed container (bag it and bin it)
- Washing your hands with ordinary soap and water before and after eating or touching your face
- Frequently cleaning surfaces which are touched by different people (e.g. door handles, handrails, telephone receivers, counter-tops) with a solution of ordinary detergent or washing-up liquid in water
- Keeping your mobile phone clean, and not allowing anyone else to touch it
- Not using anyone else's mobile phone
- Not touching anyone else's comb, tooth-brush, make-up, personal stereo, food or drink or anything else which may have been near their face

If you or someone in your household develops pandemic flu you can minimise the risk and infection spreading to other people by:

- Immediately washing cups, plates, cutlery etc. which have been used by anyone who has influenza in an ordinary solution of washing-up liquid in hot water
- Keep bed-linen, towels and clothes which have been used by someone who has flu in a closed plastic bin-bag or carrier bag until you are ready to wash them. Keep them separate from other washing.
- Wear ordinary 'kitchen' plastic gloves when handling any unwashed items which have been used by someone who has flu. Afterwards, wash the outside of the gloves thoroughly in warm water and detergent before you take them off. A pandemic may or may not happen this year; rather than wait until it does, it is recommended that you buy some tinned food, a tin opener, Ibuprofen, tissues and clean wipes, and keep them in your room and/or flat.

### **Mental Wellbeing**

Living in student accommodation may well be the first experience you have of living independently, and whilst this is mostly exciting, it can also be stressful at times. It can be especially difficult for

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International students who often have limited opportunities to return home during the academic year. If you feel lonely, homesick, depressed, stressed-out, or you have a specific personal problem then you can talk to the Residence Management and Wardenial staff confidentially. Should the problem(s) persist then UCL Student Psychological Services has a range of services and information available to you, from personal development workshops and one-to-one counselling sessions, to self-help guides and a variety of online support at <http://www.ucl.ac.uk/student-psychological-services>.

To find out more about the service telephone 020 7679 1487. If you feel that someone you live with is behaving differently, isolating themselves from other people, becoming very emotional, or tearful, then do not ignore it. Try to encourage them to speak to a member of the Residence Management or Wardenial staff, or see their doctor; if the student is not registered with a doctor, or in a crisis, they can attend an Accident and Emergency department. The nearest hospital to the College with a 24-hour A & E department is University College Hospital (UCH), 235 Euston Road, London NW1 2BU. Telephone: 0845 155 5000. If you are diagnosed with a mental health condition the Student Disability Services at UCL is a useful point of contact, and it is worth taking the time to register there when you first arrive, if you have not already done so. You can contact the Student Disability Services by telephone on 020 7679 0100, email [disability@ucl.ac.uk](mailto:disability@ucl.ac.uk) or online at <http://www.ucl.ac.uk/disability>.

### **Student of Concern**

UCL is committed to the wellbeing and safety of our students. There are many sources of support for students who are having difficulties whether they are academic, emotional, financial or physical, however sometimes it is hard to know how to help a student who appears to be struggling, particularly if you feel they are unwilling or unable to seek the help they need.

### **Concerned about another student?**

If you are concerned about the behaviour of a student and do not want to discuss this with the Warden you can submit the online [UCL Student Cause for Concern Form](#) or email [studentofconcern@ucl.ac.uk](mailto:studentofconcern@ucl.ac.uk). During the working week, within 24 hours of receiving a Student of Concern form, Student and Registry Services will send a request for a meeting with the student. The person who submitted the form will be notified of this action. Student and Registry Services will then work with the student and other services to support the student's physical, mental and emotional wellbeing.

You can also report incidents of harassment and assault by completing the Student Cause for Concern Form and request an appointment with a welfare adviser or the Adviser to Women Students.

### **Personal Problems**

The Residence Management and Wardenial staff will try to assist you with any personal problems and will respect confidentiality. Should you experience personal problems you may also consult:

- your Personal or Departmental Tutor;
- UCL Union Rights and Advice Office

Location: 15 Gordon Street

Telephone: 020 7679 2998

- UCL Student Psychological Services

Location: 3 Taviton Street

Telephone: 020 7679 1487

Your doctor can also help with a wide range of health, personal, social and emotional problems.

There are also a number of external sources of help, some of which are listed below:

- London Nightline (term time only)

Telephone: 020 7631 0101

Web: [www.nightline.org.uk](http://www.nightline.org.uk)

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- Samaritans Helpline (24 hrs)

Telephone: 08457 90 90 90

Web: [www.samaritans.org.uk](http://www.samaritans.org.uk)

- Mind (mental health charity)

Telephone: 0845 766 0163

Web: [www.mind.org.uk](http://www.mind.org.uk)

- Talk to Frank (drugs helpline)

Telephone: 0800 77 66 00

Web: [www.talktofrank.com](http://www.talktofrank.com)

- Drinkline (alcohol helpline)

Telephone: 0800 917 8282

- London Lesbian & Gay Switchboard

Telephone: 020 7837 7324

Web: [www.llgs.org.uk](http://www.llgs.org.uk)

### **Discrimination and Personal Harassment**

The University continues to affirm its opposition on unfair discrimination in any form and it is in keeping with this policy to prohibit any kind of personal harassment including but not limited to harassment on the grounds of race, sex, disability, sexual orientation, gender identity, age, religion, belief or lack thereof. The harassment of a student, member of staff or visitor as well as any violent, indecent, disorderly, threatening or offensive behaviour or language on UCL premises is wholly unacceptable and will be grounds for disciplinary action, which may include expulsion or dismissal. Any incidents of this nature should be reported to the Residence Management, Warden or the Registrar.

### **Information for International Students**

The UCL International Student Support website ([www.ucl.ac.uk/iss](http://www.ucl.ac.uk/iss)) provides information and guidance to all non-UK students. If you have any queries you can contact the International Student Support Team at [internationalsupport@ucl.ac.uk](mailto:internationalsupport@ucl.ac.uk). The UCLU Rights & Advice Centre can help you with queries relating to visa, immigration and employment ([www.uclu.org/services/advice-welfare](http://www.uclu.org/services/advice-welfare)).

There are a number of external organisations that also offer advice and guidance to international students. The UKCISA website provides a series of guidance notes available for download which will help you prepare for living and studying in the UK <http://www.ukcisa.org.uk/>. The British Council website includes a useful section entitled 'Study in the UK' <http://www.britishcouncil.org/>.

## **Glossary**

**Adaptor** A type of plug which makes it possible to connect two or more pieces of equipment to the same electrical supply. A cubed-adaptor is square shaped.

**Balcony** An area with a wall or bars around it that is joined to the outside wall of a building on an upper level

**BluTack** A reusable adhesive commonly used to attach papers to walls or other surfaces

**Deposit** A sum of money required to pay when accepting a place in residence

**Electoral Register** To vote in an election, you must be on the electoral register (also called electoral role). You can vote if you 18, a British citizen, or an Irish, qualifying Commonwealth or European Union citizen who is resident in the UK. Citizens of the European Union who are not Commonwealth citizens can vote in European and local elections in the UK, but are not able to vote in UK Parliamentary general elections.

**En-suite** A bathroom which is directly connected to a bedroom

**Electronic Key Fob** A electronic key fob is used for activating keyless entry systems

**Fittings** A piece of furniture which is not permanently fixed in

**Fixtures** A permanently fixed piece of furniture

**Ibuprofen** A medicine used to reduce pain and swelling

**Influenza/Flu** An infectious illness which is like a very bad cold, but which causes a fever.

**Inventory** A detailed list of all room contents

**Invoice** A request for payment

**Parapet** A barrier, similar to a wall, at the edge of a roof, terrace, balcony or other structure.

**Pigeon Hole/Post Boxes** A set of small boxes, open at the front, in which letters and messages are left for residents.

**Portico** Student Information System at UCL accessed by userid and password



**Sublet** To allow someone to rent a room or flat which you are renting from someone else

**Swipe/Access Card** A plastic card that you slide through a machine in order to be allowed into a building