



Student
Accommodation
Handbook
2012-2013



Welcome to Canterbury Christ Church University

Canterbury Christ Church University Accommodation Services welcomes you to your new home. Whatever campus you're studying at, we would like to take this opportunity to wish you an enjoyable and safe experience while staying with us in Canterbury Christ Church University managed accommodation.

This handbook is designed to provide you with as much information about your new home as possible. It's very important that you read the contents of this handbook carefully before arriving at your accommodation, as this handbook works in conjunction with your Licence Agreement. By accepting your Licence Agreement, you're agreeing to the Terms and Conditions highlighted in this handbook. The handbook also provides you with all the information that you may require prior to your arrival and during your stay. Should you still have any questions however, please do not hesitate to contact a member of our team. For your specific contact, please see page 5.



Canterbury Christ Church University is signed up to The Universities UK Code of Practice for the Management of Student Housing.

The Code assists those managing student accommodation by setting out the main elements of good management practice. It includes health and safety, maintenance and repair and relationships between managers and student tenants. It is also designed to help students in understanding both the standards and procedures applying to their accommodation and their obligations as tenants or licensees.

www.universitiesuk.ac.uk/PolicyAndResearch/GuidanceAccommodationCodeofPractice/Pages/default.aspx

Your Student Licence

The Licence Agreement that you've accepted is a legal contract between you and the University. It lays out clearly the obligations that you have as a Licence holder in the accommodation and the obligations that the University has to you.

The minimum duration of the agreement between the University and the Student is for the Licence Period stated in your Summary of Offer, unless the agreement is terminated earlier in accordance with clause 4, or the Student's right to cancel under clause 5.

You **MUST** read the Terms and Conditions in the back of this Handbook to fully understand these obligations and the minimum duration of the agreement.





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Contacts

Accommodation Services Manager

Amanda Browne

Tel: 01227 782737

Email: amanda.browne@canterbury.ac.uk

Senior Student Residences Officer

Kaz Mirza

Tel: 01227 782385

Email: kaz.mirza@canterbury.ac.uk

Accommodation Services Department

(via i-zone)

Tel: 01227 782222

Email: accommodation@canterbury.ac.uk

Canterbury

• St Georges Place

Office Hours

Mobile: 07912 774756

Out of Office Hours*

Mobile: 07912 774756

Email: stgeorges@canterbury.ac.uk

• Parham Road Student Village

Office Hours

Tel: 01227 472537

Out of Office Hours*

Mobile: 07834 678898

Email: parham@canterbury.ac.uk

• Pin Hill

Office Hours

Mobile: 07834 677355

Out of Office Hours*

Mobile: 07834 677355

Email: pinhill@canterbury.ac.uk

• Lanfranc

Office Hours

Tel: 01227 456392

Out of Office Hours*

Mobile: 07921 494708

Email: lanfranc@canterbury.ac.uk

• All other Residencies at Canterbury

Office Hours

Tel: 01227 782222 (via i-zone)

Out of Office Hours*

Tel: 01227 782355 (Security)

Email: accommodation@canterbury.ac.uk

Broadstairs

• Northwood Court and All Other Residencies at Broadstairs

Office Hours

Tel: 01843 609173

Out of Office Hours*

Tel: 01843 609120 (Security)

Email: accommodation.broadstairs@canterbury.ac.uk

Medway

• All Residencies at Medway

Office Hours

Tel: 01227 782222 (via i-zone)

Out of Office Hours*

Tel: 01634 894450 (Security)

Email: accommodation.medway@canterbury.ac.uk

Folkestone

• All Residencies at Folkestone

Office Hours

Tel: 01227 782222 (via i-zone)

Out of Office Hours*

Tel: 01227 782355 (Security)

Email: accommodation.folkestone@canterbury.ac.uk

* (5.30pm - 8.30am)



What we provide and the inventory

In all student accommodation we provide a fridge, freezer, electric kettle, cooker, microwave, vacuum cleaner, toaster, iron and ironing board. Additionally, washing machines are provided where not offered communally. Rooms are supplied with a mattress and bed base, wardrobe, desk and computer chair, book shelf, notice board, curtains or blinds, floor covering, lampshade, waste paper bin and electrical, TV and internet sockets (not applicable where internet provision is wireless).

All rooms are checked by us before your arrival, but we strongly advise that after you've collected your keys, and before you put any of your possessions into your room, you complete a room inspection form, which will be issued to you. This is your opportunity to record anything that is missing or damaged. If we don't receive a completed room inspection form from you within seven days of arrival, we'll assume that all decoration, fixtures, fittings and other inventory items meet our letting standard. At the end of your Licence period, an inspection will be carried out by Accommodation staff, and taking into account fair wear and tear, you'll be charged for any missing or damaged items.

What to bring

You'll need to bring a duvet, pillows, bed linen and mattress protector (1-bed flats, studio flats and Superior rooms at Parham Road Student Village and all rooms in St Georges have double beds); towels, tea towels, crockery, cutlery, saucepans and some food for the first few days, and cleaning materials for keeping the kitchen, bathroom and your bedroom clean and tidy. Both bed and kitchen packs can be purchased online by going to <http://shop.canterbury.ac.uk> but only once you have received and accepted your accommodation offer.

Toilet rolls are not provided in en suite rooms and shared toilets, although there will be one as part of your welcome pack when you arrive.

All bedrooms have a notice board so that you can put up pictures and posters. Please ensure that you don't affix any posters, pictures or any other items to the walls in your accommodation as you will be recharged for any redecoration needed.

What not to bring

Items which are not permitted and which you should not bring with you include: candles, incense sticks, tea lights, BBQs, oil heaters, chip fryers, smoking equipment such as pipes and ashtrays, dartboards, weapons of any description either real or replica. Large items of furniture or equipment are not allowed in student accommodation for health and safety and fire safety reasons. Pets of any description are also not allowed.





Key collection

Keys will be available for collection from the date on which your Licence starts. You'll receive an email inviting you to complete the Student Accommodation Induction which will offer you the opportunity to book arrival times if you are arriving on one of the large intake days. In all cases you'll be given information about where to collect your key. Please make sure that you are given a receipt when you pick up your key.

If you have a key identification tag, remove it and keep it safe to stop anyone who finds your keys from entering your room/flat. Ensure the tag is replaced when you return your keys.

Please take care not to lose your keys or swipe card. Replacements are available from Residency Receptions, but a charge of up to £80 will be payable. In some cases, it may be necessary to change your lock which will incur an additional charge.

Do not give your keys to anyone else, keep them safe.

Living together

The majority of students in our accommodation share facilities and therefore need to collectively organise certain tasks. We strongly suggest that during the first week you sit down with house/flat mates and discuss and agree how you will jointly share cleaning, washing up and taking out the rubbish. It also presents the opportunity to confirm ground rules regarding noise, study times, guests and the sharing of personal belongings.

Members of the Housekeeping staff will make a visit to all flats and houses during the first couple of weeks to talk to residents about the level of cleanliness they expect to find during the inspections and the consequences of not meeting these expectations.



Internet



Your Internet service - Provided by ASK4

ASK4 provide the internet connection to your room via the network socket or, in some properties, via a wireless connection only.

For residencies with wireless connection only ASK4 provide a wireless Internet connection to your property via a router you will then have an active Internet connection of up to 10Mb/s.

For residencies with the connection via a network socket, the service is delivered over a dedicated, fibre optic network. The base connection is 10Mb/s, perfect for web browsing and emails.

In addition to Broadband ASK4 supplies some additional services such as 4 Gaming, 4Connect and 4 Voice.

For more information on the services supplied by ASK4 please head to: <http://onlinelifestyle.ask4.com/canterbury/> and follow ASK4 on Facebook at www.facebook.com/askbroadband

To contact ASK4 directly please call the support team on 0845 123 8710 or 0114 303 3232.

Alternatively you can text 'help me' to 07797 800 545 or email support@ask4.com where we will be able to answer any questions you have.

TV Licence

If you bring a device with you to watch or record television programmes, you will need a TV Licence. A device can be a laptop, PC, mobile phone, games console, digital box etc. To purchase a licence or for more information go to <http://www.tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1> If you don't have a valid TV Licence you can be fined up to £1,000.

Please be aware that as a result of geographical location, TV reception in some of the residencies can be poor. Further details for digital reception can be found at <http://www.dtg.org.uk/industry/coverage.html>





Mail delivery

Mail is delivered to your Residence Reception or your house/flat mail box in the morning, (Monday to Saturday) and is available for collection. Please ensure that all mail is properly and fully addressed to include room and flat number.

If you're expecting delivery of a parcel or secure item of post, please arrange for the delivery with the Accommodation staff at your Residency Reception. An email will be sent to you giving details of where to pick up your parcel or secure item. You will need to show your student ID card and sign for the item when you collect it.

CCTV and 24 hour security

The Accommodation and Security staff take pride in providing a safe and welcoming environment at all of our Residencies.

CCTV is installed in some areas of the Residences for your security and safety. This is carefully managed by the University Security Staff to ensure residents' privacy.

All University accommodation has 24hr security available. In case of emergency or problem, you should contact them either by calling the security helpline number **01227 782111**, or by contacting the Security Caretakers on site if you have a Reception. The Security Caretakers have disciplinary powers and any residents who ignore warnings from them may be subject to further disciplinary action from the University. To ensure overall safety, Security Caretakers have the power to stop and request ID from any resident or person in the residency. Security is everyone's concern and it is also yours and your flat mates' responsibility to ensure that you are all living in a secure and safe environment.

Noise

Noise can be a particular problem when so many people live in close proximity to each other.

Residents must not make excessive noise between the hours of 11.00pm and 07.00am on Sunday to Thursday nights and between midnight and 8.00am on Friday and Saturday nights. Noise should be at a sensible level at all other times. Requests to turn down music should be responded to in a positive manner. Unacceptable noise outside these hours will be treated as a serious breach of terms and conditions and may lead to early termination of your Licence.

Excessive noise is the greatest source of friction, both internally between residents in block accommodation and with the wider community. Avoid slamming doors, having loud discussions in your room or kitchen, shouting in corridors or out of the window. Be particularly mindful of noise you may make when returning home after a night out.





Insurance

Residents' belongings are covered by a block insurance policy provided by Endsleigh Insurance. This provides cover for loss or damage to belongings from theft, fire or flood. We suggest you visit the website below for further details to check the cover is adequate for all your possessions, especially if you have specialist equipment or anything of particular value.

Please visit the website below for further information and for details on how to make a claim. Although the crime rate in University Accommodation on campus is low, we cannot over-emphasise the importance of keeping residential areas locked. For security, always keep your flat/corridor door (or, where possible, the outside doors to buildings) locked at all times, never prop these open. Your insurance policy covers the theft of your belongings only if your door is locked. www.endsleigh.co.uk/Student/Pages/blockhalls-insurance.aspx

The University advises that valuables are not brought into residencies unless it is essential to do so. If this is the case, you should make every effort to ensure that they are kept safe, secure and appropriately stored.

The local Police Community Support Officer can arrange to have valuables marked to keep them safe and increase the chance of recovery should anything happen. www.canterbury.ac.uk/support/student-support-services/students/pcso/index.asp

Laundry

Most of our residencies have laundry facilities within their kitchen areas. Those that do not have a coin operated launderette located either within the residence or very close by. Please ensure that laundry is not dried in kitchens and communal areas or on radiators, which can present a risk of fire.

First Aid

In case of emergency, you must always consider calling an ambulance in the first instance. If the injury is minor, please contact staff on residency sites for assistance or telephone the Security helpline number on 01227 782111.

Cleaning – your responsibility

It is in everyone's interests to maintain a clean, hygienic and safe environment. All residents are responsible for the cleanliness of their own bedrooms and en suite rooms. It is the responsibility of all residents in the flat/house to keep the kitchen clean, making sure that it's clear of washing up and food waste, and emptying bins and recycling in the appropriate external wastebin before they overflow. Cleaning the kitchen also includes making sure that the grill pan is clean, that the oven and microwave is cleaned regularly and that the fridge freezer is kept clean and free of ice.

Housekeeping staff will inspect kitchens and shared bathrooms once a week to ensure that they are kept to a good and clean standard. Information about which day the Housekeeping staff will attend and what they'll be looking for is posted up in each kitchen so that all residents are aware of what is expected. If, after a number of warnings, it is still unacceptable, a fine will be issued. It is therefore important to make sure that you talk to your housemates and keep to the rota given to you by the Housekeeping Team.

Waste – landfill and recycling

Please recycle your waste, as the University supports all aspects of recycling. Throughout every site and campus there are clear ways in which we can all support our recycling policy. Individually labelled bins are placed in most kitchens and it is your responsibility to follow the house/site instructions in dealing with this important matter. There are also special bins at different University locations for disposal of ink cartridges and batteries.

Student Champions will visit your accommodation each term to help answer your questions about waste, recycling and energy, and direct you to nearby facilities if needed.

Our challenge is to reduce the amount of waste we produce to only 5% landfill in 5 years, and 75% recycled, and as a resident we need your support as follows:

- Food waste: Every week, cook a meal together in your flat to use up items that may exceed their best before or use-by date – often the best meals come from having to be creative! Remember to use lids, as this will cook the contents quicker, reducing cooking time.
- Packaging waste: Packaging waste is a large proportion of overall waste. Try to buy things in the types of packaging that can be recycled; remember to crush boxes and bottles before putting them in the recycling bin. Get yourself reusable shopping bags; they're much easier to carry, and reduce plastic bag waste.
- Charity donations: Give good quality unwanted items to charity rather than throwing them away. There are many charity outlets in Canterbury as well as bins for books and clothing on the campus. At the end of the year we make it even easier to donate by providing you with charity sacks.







Cars and parking

There is limited parking available at the following accommodation sites: Parham Road Student Village, Northwood Court in Broadstairs, Lanfranc House and Pin Hill. The spaces will be offered firstly to students who may need their car for travelling to work placements, and then any spaces left can be applied for on request to the Accommodation Office or Residency Reception.

To request a car park space at your accommodation site, please email the Accommodation Department directly.

If you must bring a car with you and there are no spaces at your accommodation, you can contact your relevant Local Council to discuss alternative parking such as permits.

Bicycles

You are very welcome to bring your bike to University but they must not be stored anywhere inside your accommodation as they may form an obstruction in the event of an emergency situation. There is ample storage for bicycles across all sites and campuses, including covered storages. There are also lockers, showers and changing facilities available for cyclists across the university.

Public transport

Kent has excellent bus and rail services and we encourage students to take advantage of them. The Canterbury campus, for example, is only ten minutes from the nearest bus and train stations.

For information on Travel and Transport, please refer to our website at <http://www.canterbury.ac.uk/support/facilities-services/operational-services/travel-and-transport.asp>





Energy efficiency

The University is involved with various national projects such as Green Impact and the Student Switch Off Campaign. In addition, there is a Champions Network managed by the Sustainability Department who also run events and projects throughout the year. To sign up and get involved, email sustainability@canterbury.ac.uk or go to www.canterbury.ac.uk/projects/sustainable-development/

Think about the following and make them part of your everyday routine and this will really help:

- Reduce electricity consumption by turning off lights, televisions, computers, stereos etc when leaving bedrooms or lecture/seminar rooms, and avoiding leaving equipment on standby. Open your curtains, natural light is best!
- Only boil the amount of water you need and avoid putting warm food in fridges.
- Turning your radiator down or having a shorter shower will help the University to reduce gas used in the combination boilers and limit greenhouse gas emissions. Put on a jumper before turning heating up, and if it is so hot in your halls that you have to open a window, please advise your Residency Reception who will adjust your thermostat if you cannot do it yourself.
- Please report dripping taps to your Residency Reception so we can get these fixed.

Snow and ice

The University has a snow and ice policy in place and this can be viewed on the Facilities website at www.canterbury.ac.uk/support/facilities-services/estates-infrastructure/winter-gritting.asp



Fault reporting

Repairs are carried out by University staff or approved contractors. Requests for repairs should be made at your Residency Reception or via i-zone. You'll receive email notification that you've reported a fault and a brief description of the fault. If there is a delay in repairing the fault you'll receive an update via your email address.

Reporting a fault in your accommodation will form a contract between you and the University. You must therefore expect a member of maintenance staff or a contractor to enter your property to repair the fault. If we need access to your accommodation to carry out routine maintenance or inspection we will give you at least 24 hours' notice of when this is due to happen. In an emergency, for example a flood, we may enter your accommodation without prior notice.

Charges may be incurred by residents if non-urgent problems are reported during out-of-office times resulting in emergency contractors being called.

We would also refer you to your responsibility as a tenant, including Section 1.1.4 of your Licence Agreement at the back of this handbook.

Planned maintenance

We try to carry out planned maintenance of buildings so as to minimise inconvenience to residents but it is inevitable that some work will be carried out while you live there. We'll normally give 7 days' notice of planned work.

Right of entry

In order to ensure that health and safety standards are being met, the University reserves the right to enter all its residences without prior notice.

Occasionally the Security Caretakers need to visit rooms where there is a noise nuisance or other disturbance. For security reasons, another member of staff will normally accompany such visitors.

A clipboard with Staff & Contractor Access Logs will be located at the front of your property and anyone entering should sign in and out on this log."

Vandalism and damage

Residents will be held responsible for damage in their room beyond fair wear and tear. Any damage should be reported immediately to your Residency Reception. Rooms are inspected prior to arrival and departure. Residents will be invoiced for the cost of repairing damage.



In circumstances where costs relate to an item/area in any communal area of your accommodation, if no resident(s) accepts responsibility the costs will be spread equally between all residents in the house/flat. Residents are expected to maintain the security of communal areas by locking outer doors when going out.

When damage is identified, students will be contacted, allowing the person(s) responsible (or anyone that has knowledge of who is responsible) 24 hours in which to identify themselves to Accommodation staff. Where the person(s) responsible for the damage are identified, they will be charged accordingly.

Condensation and ventilation

Condensation can cause staining and black mildew but there are several ways this can be reduced or avoided altogether. Remember to:

- Use extractor fans in kitchens and bathrooms.
- Ensure doors are closed to other areas of the residence.
- Where condensation has occurred be sure to leave room heating ON to assist in drying out and remember to keep the room well ventilated.
- Leave the small ventilation grill in your window open at all times.



If you discover a fire

In the event of fire you should break the glass in the nearest fire alarm call point, leave the building immediately and proceed to your designated assembly point. Residents must evacuate the building if the fire alarm sounds, and only return to the building when a Fire Officer or Security Officer instructs them to do so. Residences in Headlease accommodation should leave their house immediately and telephone 999 and ask for the Fire Service.

Fire alarm procedure

Follow the guidelines set out in your accommodation. Fire Evacuation Procedure notices are placed strategically throughout our accommodation, and you are asked to familiarise yourself with the procedure at the earliest opportunity.

- If you are able to and it is safe to do so, shut windows and doors when leaving your room.
- If you are able to, shout "FIRE" or bang on doors to warn others.
- Leave quickly and safely and go to your designated safe area.

Fire drills

Fire evacuation practices are arranged periodically throughout the year. You are required to cooperate with the instructions of University staff during practice events. If you have a disability, the University fire safety officer will advise you about safe evacuation in the event of a fire in accordance with your Personal Emergency Evacuation Plan (PEEP).

Firefighting equipment

The fire extinguishers and fire blankets are supplied for use only in an emergency. Tampering with any fire safety equipment (eg malicious use of fire alarms, unnecessarily discharging fire extinguishers, propping open fire doors or capping smoke detectors) is a serious offence. Any resident found misusing safety equipment will be subject to the University's disciplinary procedures and will receive a fine.

Fire alarm testing

Fire alarms are tested on a regular basis and weekly testing in houses/flats takes place in accordance with University policy.

Candles and incense sticks

The use and storing of candles and incense sticks in rooms is **strictly forbidden**. Candles have been associated with around 2000 University-related fires around the UK.



Fire safety basics

Cooking safety

- If you are called away from the cooker, remove the pans, and turn off the heat.
- Don't be distracted whilst cooking.
- Always clean the grill pan after use.
- Turn saucepan handles so they don't stick out and are not over another ring.
- Keep the oven door shut whilst cooking.
- Don't put tea towels or oven gloves down on the cooker after you have used them.

Frying safety

- Oven chips are safer and easier than frying in oil.
- Chip pans/electric fryers are not allowed in residencies.
- Use only small amounts of oil in frying pans when shallow frying.
- Dry any food before putting it into oil – water will cause the oil to 'boil over' and ignite with explosive force.
- NEVER leave the cooker whilst frying.
- NEVER allow the oil to smoke – this is an indication that the oil is too hot and can easily catch fire.
- If there are flames, use the fire blanket if you think it is safe to do so, and sound the fire alarm.
IF IN DOUBT GET OUT!
- NEVER THROW WATER ON FRYING PAN OR OIL/FAT FIRES.
- Never use a fire extinguisher unless you are trained and confident to do so. IF IN DOUBT, GET OUT!

If you follow all the above instructions you will be making sure that you and your housemates are all living in a safe environment. By ignoring these instructions you are putting not only yourself, but all others in the accommodation at risk.

Smoking

Smoking is not permitted in any University building or residence. There are designated smoking areas outside your residence, which are clearly marked. If you are found to be smoking in any part of the residence other than the designated smoking areas, you will be fined. Persistent offenders could face eviction.

Barbecues

Students are not permitted to have BBQs in any of the Residencies or grounds. Anyone found having a BBQ may be subject to a disciplinary action.

Personal Emergency Evacuation Plans (PEEPs)

Should any impairment mean that you would face difficulty in responding quickly to fire alarm activation, please contact Student Support and Guidance who will develop a plan to ensure your safe evacuation.

If you have a temporary condition or injury which may impede or slow down your safe evacuation from a building, consider contacting Student Support and Guidance who can arrange a temporary PEEP to ensure your safety.



Going to University is a challenging and exciting experience with lots of opportunities, but many students find adjusting to a new environment can be difficult. We provide accommodation for a diverse range of students from different backgrounds and expect you to be tolerant and flexible in your dealings with the other students you will be living with. The first few weeks at University are likely to be different from what you are used to and you may find things overwhelming at first. If you find that you need information, help and support, please contact the University's i-zone as the central point of contact for all student services, and they will be able to advise you and contact the various support services or other central professional services, if necessary.

Register with a doctor

It is ESSENTIAL that you register with a local doctor as soon as possible, you will find it very difficult to access health care in the event of illness if you are not registered with a local GP – please DO NOT forget to do this as soon as possible after you arrive at University.. If you are unwell at any time and require assistance, please contact your Residency Reception or Security. You can call NHS Direct on 0845 6447 for medical advice and in an emergency dial 999 and then contact a member of staff on call. For more information about registering with a doctor and general health information please visit www.canterbury.ac.uk/health-information.

Dentist

There are two types of dental care available - private and National Health Service (NHS) funded. All dentists will provide private dental care but not all will accept NHS patients. A full list of all dentists in the UK is available at www.nhs.uk.

Meningitis

Young people under 25 have a slightly higher risk of contracting meningitis which is an inflammation of the brain lining caused by bacteria or viruses. There is a national vaccination programme to offer inoculations for Meningitis C to all under 18s and students in their first year at University. If you weren't vaccinated against Meningitis C at school, contact your GP as soon as possible. This vaccine doesn't protect against Meningitis B so be aware of the symptoms. They can vary but are not unlike 'flu (or in some cases, hangovers). If you begin to suffer from some of the following symptoms, contact your doctor immediately:

- Severe headache.
- Stiff neck and possibly other joints.
- Dislike of bright lights.
- Drowsiness/lack of coherence/lethargy.
- Fever and/or vomiting.
- A rash (spots or bruising under the skin which do not turn white when pressed eg with a glass).

Immunisation against illness

Contagious illnesses can spread easily on a University campus; please make sure that you are fully immunised before you arrive you may regret it otherwise, and your studies can be seriously disrupted if you get ill. Check with your family or your doctor which immunisations you have had. If you are a UK student aged between 18 and 25, there's a very good chance that you've had only one dose of the MMR (Measles, Mumps and Rubella) vaccine. You need two doses to have greater immunity. Make sure you are fully protected against mumps with 2 doses of MMR before you come to university. For further information see <http://www.canterbury.ac.uk/support/student-support-services/students/health/mumps.asp>

For further information on all the vaccinations recommended you can contact your GP or contact NHS direct either online at www.nhsdirect.nhs.uk or call 0845 46 47 or visit www.canterbury.ac.uk/health-information.





Student Support Services

A wide range of support services (including disability advice services, counselling and emotional or psychological well-being, general welfare support, study skills and information on financial support) are available for you at the University.

For more information please visit: www.canterbury.ac.uk/student-support

Employability and careers

The University provides services to help students develop their employability skills, undertake volunteering in the local community, and also find work through our online Job Shop and University TempShop, you can find us on Facebook and Twitter or for further information visit:

www.canterbury.ac.uk/support/employability-and-careers-services/index.asp

www.canterbury.ac.uk/support/employability-and-careers-services/students/volunteer/index.asp

<http://cant.prospects.ac.uk/>

Personal Safety in your accommodation

Some students may find that they are unable to use the standard fire exit routes due to a physical disability or their tendency to become confused during an emergency due to a cognitive or sensory impairment. You must agree your own Personal Emergency Evacuation Plan if this applies to you. Contact the i-zone to arrange to meet someone in the Disability Team as soon as possible, to ensure that this Plan is in place for you.

Drugs and Alcohol

The possession or misuse of drugs (including cannabis) constitutes an offence in law. All students found in possession will be subject to the University student disciplinary procedures found at www.canterbury.ac.uk/support/student-support-services/students/student-procedures.asp

For some students drinking alcohol and experimenting with drugs are not new experiences, for others it may mean coming into contact with alcohol and drugs in a whole new way, or for the first time altogether. There will also be students who choose to avoid intoxicants, or who just don't find them that attractive or interesting. Whatever your attitude to drug and alcohol use, there are some things that you should know:

- Any substance that is 'intoxicating' can be abused and can be addictive
- Any substance abuse can have very serious consequences for your physical and mental health, relationships, future career and in the extreme your future altogether. It can seriously damage your academic performance and mean you are not giving of your best to your studies – and that's a waste when you think what you are paying and sacrificing to come to university!"
- The use of illicit drugs can have very serious consequences for you staying in university accommodation – we will give you notice to quit if you are using drugs on our premises.

Whatever you choose to do, it's wrong to pressure anyone else to use any kind of substance. Respect their point of view. If you are concerned about your level of drug or alcohol use then you can contact Student Support and Guidance, where there are staff who have professional expertise in supporting those who are affected by their use of drugs or alcohol. Remember, when it comes to alcohol, most people tend to over-estimate how much other people are drinking and can end up drinking more themselves just to try and "be like everyone else" – the reality is they are likely to be drinking a lot less than you think!



The i-zone

The i-zone is the central point for all questions that you may have about any non-programme related information to do with the University. You can phone the i-zone on **01227 782222**, email: i-zone@canterbury.ac.uk or visit The i-zone which has desks at all the campuses and in the St Georges Student Union.

The Students' Union

There are various services and facilities provided by our Students' Union, and these include campaigning and representation, entertainment, as well as a vast number of sports clubs and societies for you to join. To find out more visit: www.ccsu.co.uk

Student Accommodation Environmental Champions

Student Accommodation Environmental Champions will be recruited from first year students living in accommodation with a particular interest in environmental sustainability and who will be working with the Accommodation staff in supporting you to live sustainably and will also be available to support you when needed.

Personal safety

The campus is generally a safe environment and violent or distressing incidents are rare. However, you shouldn't take unnecessary risks. Please report any incident (whether directed towards you or someone else) to your Residency Reception, Security or another member of staff. Such reports will be treated in confidence unless we are legally obliged to pass information on.

Being aware of possible dangers and adopting a few sensible procedures will help you to avoid becoming a victim of crime. When out and about, the following precautions can reduce the risk of attack:

- Never walk home alone after dark.
- Even if you don't feel it, try to look confident.
- Keep to busy, well-lit roads; short cuts are not worth the risk.
- Be aware that mobile phones and MP3 players are a popular target for street robbers, so don't advertise their existence.
- Cover up jewellery and tuck in the ends of scarves so they can't be grabbed from behind.
- Listening to a personal stereo could prevent you from hearing an attacker approach. Be aware of your surroundings at all times.
- Personal attack alarms can be a valuable item to carry around.
- If you carry a bag, carry it tucked under the arm furthest from the road with the fastening next to your body.
- If someone tries to grab your bag, let it go. Your safety is more important.
- Carry your valuables separately in different pockets. Don't carry them all in one bag.
- Try and minimise the amount of valuables you carry with you.
- When going out, tell someone where you're going and what time you're due to return or if you intend staying away from the accommodation for any length of time.
- When in pubs or clubs, never leave your drink unattended.

For your own safety

Be especially alert at the beginning of term:

- Lock your door whenever you leave your room, even if you're only going to the kitchen.
- Report any fault with any security equipment.
- Don't lend your keys to anyone else or leave valuables lying around.
- Ask people you don't recognise who they are visiting before you let them into the accommodation.
- Keep your bike locked securely in proper bike storage areas.
- Close your window when you're going out if you live in a ground or first floor room.
- Check the limits of your insurance, you have basic cover through the University, but top up your policy if necessary if you have equipment that is not covered.

Causes of friction

Life in student residencies has many advantages and can give you the opportunity to meet new people and make new friends. However, there are lots of people around you and everything you do affects them and small tensions can become problems. Common causes of conflict include:

- Playing music too loudly, especially after 11.00 pm. Remember everyone has the right to expect to sleep at night without disturbance.
- Having noisy friends in your room, especially late at night.
- Having friends constantly over to your kitchen/flat without consulting flatmates.
- Clattering around in rooms, corridors or kitchens, and banging doors, especially fire doors.
- Leaving dirty dishes, food and rubbish lying around.
- Playing 'pranks' on others, for example hiding belongings or taking food or borrowing kitchen items belonging to a housemate.

Please be considerate towards your housemates and you can make friends for life, or at least be friends while you live together. For more advice please visit www.canterbury.ac.uk/about/equal-opportunities.

Worship

Canterbury Christ Church University is multi-cultural and multi-faith and we have student groups from many different world faiths. These groups can be contacted during Freshers' Fair or through the Clubs and Societies Sabbatical Officer at the Students' Union.

An up-to-date list of places of worship and advice and where the different faith communities are in Canterbury is available from the Chaplaincy Centre.

For more information, go to: www.canterbury.ac.uk/about/chaplaincy/index.asp or www.canterbury.ac.uk/about/equal-opportunities.



Sport and recreation

The University offers an extensive programme of sport and recreational opportunities for all ability levels at the new Sports Centre. Christ Church Sports Centre is a newly built, state-of-the-art facility featuring a fully equipped sports hall, fitness suite and sport and exercise studio. For full details, go to: www.canterbury.ac.uk/support/fitness-centre/index.asp

Administration issues

Early departure

You are legally bound to pay rent for the entire duration of the contract, even if you vacate your room for a period or leave before the end of the Licence Agreement. Returning your keys does not mean the Licence Agreement has ended.

If you wish to leave your accommodation but are intending to continue to be a full time registered student of the University, you will only be released from your Licence if you find a replacement student not currently in University managed accommodation. You'll have to pay for your University accommodation until a replacement student moves into your vacated room. If you're considering this option we strongly recommend that you visit Accommodation Services to discuss this matter in more detail prior to signing any other agreement with another landlord.

If you cease to be a student at the University by withdrawing from your course or course termination, your licence to occupy university accommodation ends and you must vacate the accommodation and hand your keys into the site office. Full details of how to terminate your agreement can be found in the Terms and Conditions at the end of this handbook.

Students withdrawing from University and their accommodation will be charged a £50 administration fee to terminate your Licence Agreement.

Payment of rent

The rent is payable either in full before the start of the academic year or in three equal instalments. Full details about payments, due dates and administrative charges are detailed in the Finance Terms and Conditions when you apply online.

Moving rooms

In the first few weeks, many new students make a friend in another part of the campus or due to homesickness feel they are not fitting in with their flatmates and want to move rooms. These feelings often pass so try and allow a couple of weeks settling in time. We try to discourage transfers between rooms, flats or houses during the first couple of weeks of term as we find that students often settle in if they give it a bit of time. Transfers may be permitted at the discretion of the Accommodation Team.

Students may be charged a £50.00 administration fee for a room move.

Visitors

You are responsible for the behaviour of your guests and these guests will be expected to comply with all Terms and Conditions of your Licence Agreement when they are in the accommodation. Guests must not be left in accommodation unaccompanied. Residents are limited to one overnight guest for no longer than two consecutive nights in any one week and must sign in their overnight guest in with the Residency Reception.

Residents should discuss the arrival of any guest with housemates to ensure they are satisfied with the arrangements as this can be an area of friction.

When you leave

The occupancy of your room lasts for the entire period stated in your Licence, normally between 40 and 47 weeks. Rooms should be returned undamaged and in a clean state. There is no need for residents to vacate their rooms during the Christmas or Easter vacation.

If you want to extend your contract over the summer period, this may be possible but please check with the Accommodation Office for availability.

If you cease to be a student at the University by withdrawing from your course or course termination, your Licence to occupy university accommodation ends.

When you leave you need to:

- ✓ Arrange a room inspection before you leave by contacting the staff at your site or by emailing the Accommodation Office. If you leave and we find something wrong you could be charged.
- ✓ Ensure that all outstanding debts to the University have been settled.
- ✓ Ensure that you make arrangements to have your post redirected as we are unable to forward any post on after you leave and will need to return it to sender.
- ✓ Remove ALL your personal belongings.
- ✓ Check that inventory items are present.
- ✓ Restore all furniture to its original position.
- ✓ Empty desks, drawers and wardrobes.
- ✓ Clean en suite bathrooms.
- ✓ Remove posters, pins, blu-tack etc from pin boards and ensure all walls are cleared and unmarked.
- ✓ Clean and vacuum your room and all communal areas, leaving it clean and tidy.
- ✓ Remove all rubbish/waste/unwanted items to the appropriate dustbin/recycling areas.
- ✓ Vacate your room, lock it and return your keys to Security or Residency Reception where you will be issued with a receipt. You will be charged for replacing keys and/or changing locks if keys are not returned.
- ✓ After you have moved out of your room and handed in your keys, the room and communal areas will be checked. If any damages or losses are found, or if extra cleaning is required or rubbish left in your room or in communal areas, a charge will be generated on your account.

Making a complaint

During your stay with us in the accommodation, staff are available to advise you when you want to raise a query or note a concern about anything in your accommodation. It is important that you feel able to talk to us if you feel unhappy or dissatisfied about any aspect of your accommodation. If you inform us at the earliest opportunity, quite often matters can be dealt with informally and promptly, without needing to go any further. However, if you feel you need to make a complaint to the Accommodation Manager please see the University procedure on making complaints:

www.canterbury.ac.uk/support/student-support-services/students/student-procedures.asp

Canterbury Christ Church University

Terms and Conditions

applicable to university accommodation 2012-13

If accepted, the University's offer of accommodation, these terms and conditions, the Student Finance Guide for Accommodation Fees 2012/13, the Student Accommodation Handbook and the terms of the Block Insurance policy will create legally binding obligations between the University and the Student. Please read all of them and make sure you understand and agree to all of them before you make a commitment. These documents will form the contract between the University and the Student.

The agreement between the University and the Student becomes legally binding when the Student ticks to confirm acceptance of these terms and conditions, clicks the ACCEPT button on the University's accommodation website (www.canterbury.ac.uk) and pays the £100 Administration Fee and sets up an arrangement for payment of Accommodation Fees to the University.

Any person who occupies University accommodation will do so on these terms and conditions, whether they booked through the University's website or not, and will be liable to pay the applicable Accommodation Fees.

The contract that will be formed between the University and the Student will be governed by English law which international students may find quite different to the law which applies in their own country. Take advice before making a commitment if you feel you need it.

In these terms and conditions, the words in the left-hand column below have the meanings given in the right-hand column.

Student	The student named in the Offer
University	Canterbury Christ Church University of North Holmes Road, Canterbury, Kent, CT1 1QU
Offer	The University's offer of accommodation communicated to the Student via the University's on-line booking system (www.canterbury.ac.uk)
Accommodation	The room allocated to the Student by the University and set out in the Offer
Administration Fees	£100 payable when the Student accepts the Offer
Common Parts	Any shared facility such as kitchen, bathroom, common or other room allocated to the Accommodation and those parts of the University's property which are necessary for the purpose of gaining access to the Accommodation
Contents	The fixtures fittings and equipment in the Accommodation and in the Residence
Licence Period	The period during which the Student is permitted to occupy the Accommodation
Payment Dates	Either: If paying in full, on or before the first day of the licence period If paying in instalments, the dates set out in the Student Finance Guide
Residence	The Residence named in the Offer
Rights	Use of the Contents and the Common Parts allocated to the Accommodation

Services	(a) repair of the Residence (b) insurance of the Residence (c) insurance of some of the Student's personal possessions (d) disposal of rubbish deposited in proper receptacles (d) use of the dining facilities at the advertised rates of fare The services are subject to additional terms and conditions set out in the Student Accommodation Handbook
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When the Student accepts the Offer, pays the Administration Fee and either pays the Accommodation fees in full or makes an arrangement to pay in instalments, the University will permit the Student to occupy the Accommodation during the Licence Period, subject to these terms and conditions, the terms and conditions set out in the Student Accommodation Handbook the terms and conditions in the Student Finance Guide (Home, Island and EU Students) or (Overseas Students) and the terms and conditions of the Block Insurance Policy. The Student agrees to comply with their obligations set out in those documents.

1.0 Student's obligations

1.1 To pay the Accommodation Fees to the University in advance on or before the Payment Dates

1.2. To complete a condition check of the Accommodation on arrival and return any comments to the University within 7 days of taking occupation (if the Student does not report any damage or missing items at the start of their occupancy, the Student may not be able to prove later that any damage was not the Student's fault).

1.3. To keep the Accommodation and (jointly with other students) the Common Parts in a clean and

tidy condition and properly ventilated. To take proper care of the Contents and return them to their original positions at the end of the Licence Period. Not to cause any damage (other than fair wear and tear). The University may give the Student and/or (as appropriate) other students in the Residence written warning if the Accommodation or the Common Parts need to be cleaner or tidier. If there is no improvement on the date of the follow-up visit specified in the notice, the University shall be entitled to hire cleaners to do the work and recover the cost of doing so (or a fair proportion of it) from the Student.

1.4 At the end of the Licence Period to vacate the Accommodation by 10.00 am, leaving the Accommodation and the Common Parts used by the Student clean and tidy, clear of rubbish and personal belongings, and generally in a condition reasonably acceptable to the University.

1.5. To take proper care of all keys/entry cards and return them to the University at the end of the Licence Period (the University will charge the Student a minimum of £10 for each missing key or card, more if the locks have to be changed; and £5 for each time the University has to give the Student access to the Accommodation after "Freshers" week).

1.6. To allow the University at reasonable times after giving 24 hours' notice to enter the Accommodation for the purpose of viewing, inspection, maintenance or repair (no notice being necessary in an emergency, for routine cleaning, where the University has serious concerns for the Student's welfare, or where the need for repair was reported by the Student). The University will give 7 days advance notice if access is required for planned maintenance.

1.7. To comply with all applicable legislation to avoid the Student's actions or negligence having an adverse effect on the University or on the owners or occupiers of nearby property.

1.8. To comply with the University's Regulations previously made available to the Student and with the proper and reasonable requests from University staff (including contracted workers).

1.9. To report to the University (as directed in the Student Accommodation Handbook) any damage or want of repair or failure of the Services within 24 hours of becoming aware of it. To report to the

University immediately any fire or accident resulting in injury or damage to any part of the Residence or to the Contents. To report to the University immediately any suspicious circumstances likely to affect the security of any part of the Residence. If the Student becomes aware of damage to the Residence caused by an intruder, to report the incident to the University as soon as reasonably practicable (and in any event within 24 hours).

1.10. Subject to the rights of appeal outlined in the Student Finance Guide (Home, Island and EU Students) or (Overseas Students), to pay to the University all costs reasonably incurred in enforcing the Student's obligations or arising from a breach of them ((including a combined administration and interest charge of £25 for (i) change to bank instructions or details without giving notice to the University's Finance Department at least 10 working days before the relevant Payment Date, or (ii) return of direct debit, credit card or cheque transaction or (iii) each demand for payment or reminder letter which the University properly and reasonably sends to the Student).

1.11. Where damage or loss occurs at the Residence and (despite all reasonable efforts) it is not possible for the University to ascertain who is at fault, to pay a fair and reasonable proportion of the cost of repairing the damage or reinstating the loss including a £20 administration fee. The Student shall not be required to contribute to loss or damage which in the University's reasonable opinion has been caused by an intruder provided that the Student has complied with his/her obligations in these terms and conditions relating to security.

1.12. Promptly to send to the University a copy of any communication the Student receives which is likely to affect the Accommodation or the Residence, such as a notice from the local authority, or the owner of neighbouring property.

1.13. Not to alter, add to, remove or do anything which may cause damage to any installation or equipment in the Residence. Not to do anything or which may be a fire risk or in any other way put the health and safety or security of others or the University's or other people's property at risk. To comply with the recommendations on electrical safety set out in the Student Accommodation Handbook. The Student must within 3 days of request either provide a safety certificate for, or remove from the Residence, any item which in the University's reasonable opinion, is unsafe otherwise

University may remove it without further notice to the Student, charge its proper and reasonable storage costs to the Student, and return it to the Student at the end of the Licence Period. Weapons, even if licensed, and replica weapons will always be treated as being unsafe in a student residence environment. **Causing or increasing fire, health and safety or security risks will be treated by the University as a serious breach of the Student's agreed obligations, which could give rise to early termination of the Student's licence under clause 4.**

1.14. Not to put anything harmful or which is likely to cause blockage in any pipes or drains.

1.15. Not to remove from, affix to, change, damage, mark or attempt to repair any part of the Accommodation the Common Parts the Residence or the Contents.

1.16. Not to bring additional furniture (including fridges and cooking appliances) into the Residence.

1.17. Not to use the Accommodation for business purposes or for any purpose other than as a study bedroom and to do any practical or creative work only in the relevant facilities in the teaching departments.

1.18. Not to share the Accommodation or sub-let it or transfer occupancy to any person, and not to have more than 2 visitors in the Accommodation at any time. Occasional overnight visitors are allowed, on the conditions set out in the Student Accommodation Handbook. To register all visitors with the appropriate Residences Reception. **Unauthorised occupation of the Accommodation will be treated by the University as a serious breach of the Student's agreed obligations, which could give rise to early termination of the Student's licence under clause 4.**

1.19. Not to cause any nuisance, offence, disruption, harassment or persistent disturbance to others. **Noise nuisance between the hours of 11.00 pm and 7.00 am on Sunday to Thursday nights and between midnight and 8.00 am on Friday and Saturday nights will be treated as a serious breach of these terms and conditions and may lead to early termination of the Student's licence under clause 4.** At all times the Student must avoid creating noise at a level which interferes with the comfort, study or sleep of another resident or the occupiers of neighbouring property.

1.20. Not to add to or change the telephone services to the Accommodation without the University's prior written consent and not to add to or change the information technology services installation or supply in the Accommodation.

1.21. Not to bring into the Residence any animal unless it is an aid for a person with a disability. The Student is requested to notify the University in advance if an assistance animal is needed at the Residence, as adjustments may need to be made to accommodate it (e.g. away from students who may be allergic to it). Students will be responsible for the proper care and control of assistance animals and any damage or nuisance which an animal causes.

1.22. To leave any bicycle parked in a cycle rack and not to bring any bicycle inside the Residence.

1.23. Not to park any other vehicle at the Residence without a valid permit (this condition does not apply to drivers with a disability who park in designated bays) and to pay the relevant fines for unauthorised parking.

1.24. Not to cause any obstruction of the Common Parts. **Obstruction of fire escape routes will be treated as a serious breach of these terms and conditions and may lead to early termination of the Student's licence under clause 4.**

1.25. Not to be in possession of, use or allow others to use, any illegal substance (including cannabis) in the Accommodation or in any other University premises. NOTE: Convictions and even police cautions for drug-related offences can seriously impair - or destroy completely - career prospects in some types of employment, eg teaching, health professions.

1.26. Not to smoke in the Accommodation or any other part of the Residence.

1.27. Not to prepare food in the Accommodation or in the Common Parts unless it is in a fully fitted kitchen designated for use with the Accommodation.

1.28. Not at any time to leave the Accommodation unoccupied without locking the door and window. Not to leave the main entrance to the Residence open or to allow anyone to enter who is not a resident, or a representative of the University carrying identification, or who is not accompanied by a resident or representative. Nothing in this

clause requires the Student to put themselves at any risk if anyone attempts to force entry. In such circumstances, the Student should not resist but should report the incident at the earliest possible opportunity to the University.

1.29. To pay any Council Tax which may become due on the Accommodation if the Student loses their Council Tax exemption.

2.0 University's obligations

2.1. To provide the Services, subject to the terms set out in the Student Accommodation Handbook. Insurance of students' personal possessions is on limited cover and the Student is responsible for checking the policy and obtaining any top-up cover required for items not included in the policy.

2.2. Except for the circumstances described in clause 2.3, to give the Student at least 7 days notice before entering the Accommodation for planned maintenance purposes and 24 hours notice before entering the Accommodation for other purposes.

2.3. The University is not required to give the Student advance notice before entering the Accommodation in the case of an emergency, if the University has serious concerns about the Student's welfare, if the University needs to carry out repairs which the Student has requested, for cleaning, or where it is otherwise reasonable to do so.

2.4. Not to interrupt the Student's occupation of the Accommodation more than is reasonably necessary.

2.5. Not to disclose personal information obtained from the Student except as permitted by clause 3.2 of these terms and conditions or where there is serious risk of harm to the Student to others or the University's or other people's property.

2.6. To provide the Student with information and advice on:

(a) action to be taken in the event of an emergency, including emergency contact details, how to call an ambulance, where to get first aid, and how to report an accident or safety defect;

(b) health & safety matters such as how to avoid common fire risks; safe cooking in the designated areas of the Residence and why cooking in bedrooms is a safety risk and in breach of these terms and conditions; electrical safety and voltage differences; the dangers of using candles or other

naked flames or storing flammable material; fire extinguishers; the possibility of disciplinary action or criminal proceedings for mis-use of fire precautions equipment;

(c) how to get access to the Accommodation in the event of the Student losing their keys;

(d) students' responsibilities for cleaning;

(e) the respective roles and responsibilities of the University and its resident students;

(f) health, welfare, and guidance on communal living;

(g) where to get advice on financial difficulties;

(h) where to get counselling;

(i) how to register with a local health service;

(j) the management structure for the Residence and contact details of the University's accommodation office, with out-of-hours emergency contact details;

(k) any special arrangements made to help with any disability the Student may have disclosed to the University.

Much of this information and advice can be found in the Student Accommodation Handbook.

2.7. To give a receipt for any of the Student's property which is confiscated in accordance with these terms and conditions.

2.8. To ensure security staff are clearly identified, and that any staff or contractors requiring access to the Accommodation carry, and allow the Student to inspect appropriate identification documents.

2.9. To maintain any kitchen facilities in the Common Parts serving the Accommodation in good order and repair, and keep any equipment there in proper working order (as long as the University had notice of the problem, or ought reasonably to have been aware of it).

2.10. To ensure clear and appropriate instructions for use are given for any equipment which the Student needs to operate in the Residence.

3.0. Other conditions

3.1. The Student is responsible for the conduct of any invited visitor(s) and must pay the University for any loss or damage they cause.

3.2. The Student hereby authorises the University to use his/her personal data for all lawful purposes in connection with the Student's licence to occupy

the Accommodation (including debt recovery, crime prevention and detection, measuring satisfaction, allocating rooms, ensuring there is an appropriate student mix in the Residence, dealing with insurance, enabling the University to carry out its obligations, where there is a serious risk of harm to the Student or to others or to the University's or other people's property, and for all matters arising from the Student's membership of the University).

3.3. The University's liability for loss or damage to person or property is excluded unless the loss or damage is caused by the University's negligence or breach of its obligations in these terms and conditions or obligations imposed by law.

3.4. The University is not liable to repair any damage caused by the Student unless the cost is met by insurance or by the Student (any excess on the policy being payable by the Student). This clause shall not apply where the University has an overriding statutory obligation to carry out repairs in order to make the Residence safe, but in such cases if the Student caused the need for repair the University may recover the cost from the Student.

3.5. The University may temporarily suspend use of the Common Parts if they are not kept in a clean and tidy condition by the students using them (but will give fair warning of its intention and will not withdraw essential services such as electricity and water supply).

3.6. The Student's licence to occupy the Accommodation does not affect the University's disciplinary powers or grievance procedure. If the Student does not comply with these terms and conditions, they may be subject to the University's Student Disciplinary Procedures.

3.7. Where the Student is dissatisfied with the Services, they are entitled to complain under the University's Student Complaints Procedure.

3.8. The University is entitled, at the Student's expense, to remove from the Accommodation or the Common Parts any article placed there by the Student or their visitor which constitutes an obstruction or a fire or health or safety risk but (unless perishable) will if requested return it to the Student when the Student moves out of the Accommodation. The University is entitled to remove any item left in the Residence by the Student at the end of the Licence Period and shall not be obliged to return it to the Student. Even so,

the University will use all reasonable endeavours to contact the Student to arrange for an item to be collected if it is of obvious value and presumed left in error, but will be entitled to impose a reasonable deadline for collection and to ask the Student to pay reasonable storage and carriage charges.

3.9. Notices relating to the Student's licence must be in writing and the University's address for service is given at the start of these terms and conditions. Notices to be served on the Student may be delivered by post or by hand to the Accommodation or to the Student's last-known address.

3.10. The licence is an agreement between the University and the Student and it is not intended to confer any benefit on anyone else.

3.11. Where the Student transfers from the Accommodation originally allocated to any other University accommodation, these terms and conditions shall apply to that alternative accommodation (unless the transfer has not been authorised by the University, in which case only the Student's obligations and the termination provisions shall be binding and the University may require the Student to return to the Accommodation originally allocated).

3.12. These terms and conditions, the Student Finance Guide, the Student Accommodation Handbook, the terms of the Block Insurance Policy and the Offer contain all the terms agreed to by the University and the Student. Any variation to the terms after the contract has been formed will only be effective if agreed between the Student and the University's Accommodation Manager. The University will confirm any agreed variation to the Student in writing at the time the variation is made.

3.13. If the Student is under the age of 18 years when the Offer is made, the University may impose additional reasonable conditions, including a requirement to provide a guarantee and indemnity agreement from someone such as a parent, or to pay the Accommodation Fees in full in advance, as a pre-condition to the Student being entitled to accept an offer of Accommodation.

4.0. Termination of the Licence

4.1. If the Student notifies the University before the start of the Licence Period that the Student wishes to cancel, the University will cancel the agreement and refund the Student's advance payment of

Accommodation Fees. The Administration Fee will not be refunded.

4.2. If the Student does not take up residence in the Accommodation, or make arrangements with the University for late arrival, within 24 hours of the start of the Licence Period, the University may terminate the agreement at any time up to the point the Student actually does move in, in order to let another student have the room. In that case, the Student will be liable for the Accommodation Fees up to and including the date of termination. The Administration Fee will not be refunded.

4.3. The Student may terminate the licence agreement at any time by serving notice on the University but unless the reason for termination is a serious or persistent breach of any of the University's obligations the notice shall not become effective until all of the following conditions have been met:

- (a) the Student has complied with all their obligations up to the date of termination; **and**
- (b) another student who is not already in University accommodation who is reasonably acceptable to the University enters into an agreement for the remainder of the Licence Period (the University will assist the Student in trying to find a replacement student but does not guarantee that a replacement will be available) **and**
- (c) the Student has paid the University a £50 fee to cover the administration and cleaning costs involved in changing the occupancy.

4.4. The University may terminate the licence agreement at any time by serving at least 4 weeks notice in the prescribed form on the Student if:

- (a) any payment is overdue [by 28 days or more]; or
- (b) the Student is in serious or persistent breach of any of the Student's obligations; or
- (c) the Student does not have status as a registered student of the University; or
- (d) the Student is not attending a full-time course at the University; or
- (e) in the reasonable opinion of the University the health or behaviour of the Student constitutes a serious risk to the health, safety or welfare of him/herself or others or the University's or other people's property.

4.5. If the licence agreement is terminated early the University will refund to the Student a fair proportion of pre-paid Accommodation Fees as soon as possible after the termination becomes

effective PROVIDED THAT pre-paid Accommodation Fees will only be refunded for the period where the void in the Residence caused by the Student's early departure has been filled and there is no loss to the University. The Administration Fee will not be refunded.

4.6. The conditions which apply to the Student being released early from the licence agreement, as set out in clause 4.3, and the University's "No Refunds" policy in clause 4.5, shall not apply if the Student is able to show that the reason for termination is a serious or persistent breach of the University's obligations, or because the Student is prevented from continuing their studies or living independently because of a disability.

4.7. If the licence agreement is terminated as a result of the Student's withdrawal from the University, the Student will be liable to pay Accommodation Fees for the period until the formal date of withdrawal or, if later, until the Student vacates the Accommodation and returns the keys to the University. The Student will also pay the University a £50 fee to cover the administration and cleaning costs involved.

4.8. The Student may apply to transfer to another room in the Residence or at another University residence but the Student must first:

- (a) apply to the University's Accommodation Office for a transfer;
 - (b) if a transfer is granted, enter into a new agreement for the new accommodation; and
 - (c) pay to the University a £50 administration fee; and
- (d) have complied with their obligations in these terms and conditions in all important respects.

4.9. The University shall be entitled to relocate the Student to comparable alternative University accommodation during the Licence Period where it is reasonable to do so. Unless the reason for relocation is because the Student is in breach of one or more of their obligations, or to provide temporary accommodation during periods when the University campus is closed, the Student will have the right to terminate their licence (without having to comply with the conditions in clause 4.3 and without compensation) as an alternative to relocating. Where the University relocates the Student because the Student is in breach of one or more of the Student's obligations or where the relocation is made at the Student's request the

Student shall pay the University an administration and cleaning fee of £50.

4.10. The University will make vacated rooms available to other students for room transfers, but transfers will not be treated as replacements for the purposes of complying with clause 4.3. Refunds of Accommodation Fees will only be given where the void in the Residence caused by the Student's early departure has been filled and there is no loss to the University. There will be no refund of the Administration Fee. The University shall be entitled to fill any rooms which are already vacant before allocating people on its waiting list to the Accommodation.

4.11. The University's acceptance of the keys at any time shall not in itself be effective to terminate the licence agreement while any part of the Licence Period remains unexpired. Early termination by the Student must be in accordance with clause 4.3 or clause 5.

5.0. Consumer Protection (Distance Selling) Regulations 2000

5.1. Under the Consumer Protection (Distance Selling) Regulations 2000, the University is required to provide the following information if the University has not met the Student before the Student accepted the Offer.

5.2. The University is the supplier of the Accommodation and the address for all communications is given at the start of these terms and conditions and in the Offer.

5.3. The services supplied, the duration of the agreement and the price are set out at the start of these terms and conditions and in the Offer.

5.4. The arrangements for payment are set out in clause 1, in the Student Finance Guide and on any payment schedule issued to the Student by the University's Finance Department.

5.5. The Student has the right to cancel the licence agreement by giving written notice (by email, fax or post) to reach the University within 7 working days after the student accepts the Offer (acceptance only being valid once the Student has paid the Administration Fee and the first instalment of Accommodation Fees).

5.6. The Student's right to cancel will not apply

once the University has started to provide the Accommodation to the Student. After the Student moves in, it will be too late to cancel under this clause (but the Student may still be able to terminate the licence under clause 4, if a suitable replacement occupier is found).

5.7. There is no extra charge if the Student books the Accommodation by post or other means of distance communication.

5.8. The Offer remains valid until the Offer Expiry Date specified in the Offer but after that date the University may offer the Accommodation to a different student if the Student has not accepted it (acceptance only being valid once the Student has paid the Administration Fee and the first instalment of Accommodation Fees).

5.9. The minimum duration of the agreement between the University and the Student is for the Licence Period, unless the agreement is terminated earlier in accordance with clause 4, or the Student's rights to cancel under this clause 5.

5.10. The Offer names a specific Residence, but if for any reason beyond the University's control the Accommodation is not ready for occupation at the start of the Licence Period (for example, if a prior occupier has refused to leave, or if the Accommodation needs work carrying out to it), or if it is needed for a student with a disability, the University will where possible offer the Student alternative accommodation. If alternative accommodation is offered, the Student will be obliged to accept it (provided it is comparable or better). Where the alternative accommodation is in the same Residence as the Accommodation, and of the same or better type, and in good repair and condition, it shall be regarded as comparable and suitable, and shall not constitute a variation to what the University agreed to provide. Where the alternative accommodation is not in the same Residence as the Accommodation, or is not in a building within 2km of the Accommodation, the Student shall be entitled to terminate the agreement if the Accommodation is still not ready for occupation after the first 4 weeks of the Licence Period, as an alternative to accepting the substituted accommodation. If the alternative accommodation would normally be provided at a lower rate than the Accommodation, the Student need only pay the lower rate during the period s/he occupies the substituted room.



i-zone

For advice and guidance
ask the i-zone team on **01227 782222**
or email i-zone@canterbury.ac.uk

www.canterbury.ac.uk/accommodation



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