

Residential Services

Handbook for Residents
2012/2013



UEL
University of
East London

uel.ac.uk/residential

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Welcome

Dear Student,

Welcome to the University of East London Student Village. This guide will provide you with all you need to know about the policies and procedures in the Student Village.

We hope that you will enjoy your time here and that it will be as rewarding as possible. Take advantage of the facilities on offer and make the most of them!

Before you come, please take time to read through this handbook, which provides valuable information and will help you find your feet. Read it in conjunction with your Accommodation Agreement and, if you have any queries, please don't hesitate to ask a member of the Residential Services team on (0)20 8223 5409.

If you experience financial difficulties during your stay, please discuss these with the Residential Services Team as early as possible. They can advise on support available within the University or, in some exceptional circumstances, vary payment arrangements on compassionate grounds.

The University is a member of the UUK Code of Practice for University Managed Student Accommodation. For more information on the Code, please see www.thesac.org.uk

Kind regards



Head of Residences, Conferences and Events

Your Accommodation Agreement

The Accommodation Agreement you accepted is a legally binding contract between you and the University, which lays out both your obligations and those of the University. You MUST read the terms and conditions in the Accommodation Agreement, in addition to this handbook, to fully understand your obligations.

Your period of residence is agreed as part of the accommodation agreement and, unless you are a single-semester-only student, is for the full academic year.

For information on leaving the accommodation early, please see page 21 of this guide.

Useful Contacts and Who's Who?

When contacting the numbers below from your room, please use the last four digits only.

The Residential Services Team:

+44 (0)20 8223 5409 or dlres@uel.ac.uk

Contact the Residential Services team for any issues you are having within your accommodation or for any questions concerning your halls, including any financial issues around paying your rent. Also contact Residential Services about any issues regarding maintenance or cleaning.

The UEL Security Team: +44 (0)20 8223 5599

Our campus Security Team is available on campus 24 hours a day, and is able to assist if you are facing any issues around safety or security on campus. The Security Team can also assist you outside office hours if you are locked out of your room.

UEL Silent Witness: +44 (0)20 8223 5799

If you witness any incident including damage to the buildings which you are concerned about on campus, but wish to remain anonymous when reporting that incident, then our Silent Witness scheme is here to help. Just call the above number and leave the details of the incident and we will investigate it.

UEL IT Service Desk:

+44 (0)20 8223 2468 or servicedesk@uel.ac.uk

Any issues with your internet connection, UEL Direct or UEL Plus accounts are dealt with by our IT directorate.

UEL Student Services Helpdesk: +44 (0)20 8223 7716

The Student Services Helpdesk is the first point of contact for many non-academic issues that are not directly to do with your accommodation. These include student Oyster cards and Council Tax letters.

UEL Student Money, Advice and Rights Team:

+44 (0)20 8223 6200 or smart@uel.ac.uk

The SMART team is on hand to help with student money-related issues and to provide advice, information and guidance on government and university funds, the Access to Learning Fund, emergency loans, Teacher Development Agency bursaries and all aspects of managing your money.

UEL Disability, Dyslexia and Access Centre:

+44 (0)20 8223 7611

THE DDAC team is on hand to ensure that, if you are a student with a disability, you receive the correct amount of support throughout your studies with UEL.

UEL Student Health and Wellbeing Team: +44 (0)20 8223 7611

The Health and Wellbeing team is responsible for providing guidance, advice and clinical support on all health-related matters to all our students.

Chaplaincy

Within the diverse context of UEL, the chaplaincy provides a unique opportunity to explore faith and personal spirituality. As well as chaplains from different Christian traditions and a Buddhist chaplain, we have Muslim, Buddhist and Sikh chaplaincy volunteers and faith advisers, and are actively seeking to develop a stronger multifaith service at UEL. We are committed to ensuring that the spiritual needs of all faith traditions – and those with no tradition – are appropriately provided for.

Further information can be found at uel.ac.uk/chaplaincy/index.htm

Arriving

Collecting your keys and checking in

You will be able to collect your keys after 10am on the day your contract starts. If you are arriving on one of our main arrival days, such as Welcome Weekend or the International Welcome Programme, our special opening hours can be found on our website uel.ac.uk/residential

Your accommodation start date is displayed on your Accommodation Agreement in UEL Direct.

Please be aware that **before** arriving you need to have paid your £750 deposit and advanced rent, accepted your Accommodation Agreement, either paid in full or set up an instalment plan and completed the e-induction. Please ensure you have completed these tasks before leaving for UEL. Failure to complete all these steps may result in a delay with your keys being issued when you arrive.

If you require special arrangements to pick up your keys please contact Residential Services on +44 (0)20 8223 5409 or dlres@uel.ac.uk

Your inventory

After you have arrived and collected your keys you will be required to fill out an inventory form. We use online inventories, for which a link and a password will be e-mailed to you.

Check every item in your room and communal areas and record anything that is missing or damaged. Inventory lists help record the condition of the room or property when you move in, and are compared to the condition of the room or property when we complete periodic inspections and check out inspections. You will be charged for anything that is then missing or damaged.

You must complete this form online within five days of your arrival to avoid the possibility of being held responsible for any missing items or damages upon vacating the accommodation.

Please note that if you do not complete the inventory, we will assume that everything in the room is in new condition.

Your deposit

As part of your £750 advanced payment, £250 is taken as a deposit. Provided there are no damages, missing items or outstanding rent, your deposit will be refunded to you in full, approximately four weeks after the end of your contract. Payment is usually made by BACS and is repaid to you, irrespective of who made the payment and is subject to receipt of a Refund Request form, available online at uel.ac.uk/residential/current-students/reporting.htm

Settling in

Once you move in, have a wander around and introduce yourself to your flatmates. Make a note of where the fire exits are and who to speak to for more information. You will also need to attend the Welcome Talks in the first few weeks of term. These are compulsory for new students and will provide you with a lot of useful information regarding your stay in halls.

If you have any issues or concerns regarding your accommodation, please speak with the Residential Services team who are responsible for the day-to-day running of your accommodation.

Early departure

If you decide to withdraw from the University, you will need to ask your School Helpdesk to e-mail Residential Services to confirm your withdrawal. You will be required to give no less than four weeks' notice to leave your accommodation and will be liable for the rent during your notice period.

If you are wishing to move out of the residences, but are continuing your studies at UEL, you are liable for the rent until the end of the academic year or until a replacement UEL student can be found.

For more information please first read your Accommodation Agreement in conjunction with this document.

Emergencies

If you encounter an urgent problem or an emergency situation during the day, please contact Residential Services immediately. If it is outside of office opening hours, please contact Security who will manage it until the appropriate person has been contacted.



The Residences

Provision

All bedrooms contain:

- a single bed
- desk and chair
- wardrobe with hanging section
- shelving
- carpets and curtains
- telephone for incoming and internal use
- network connection point
- waste bin
- electric sockets
- en-suite shower room and toilet including washbasin.

Some bedrooms contain:

- under-bed storage.

All communal kitchens contain:

- electric oven and hob
- refrigerator
- freezer
- sink with hot and cold water
- worktop space
- vacuum cleaner
- mop and bucket
- dining table and chairs.

Studios additionally contain:

- combi microwave oven
- two hob points
- dining table and two chairs.

What to bring

Whilst there are cupboards and storage areas supplied within your flat, please be aware that the space is limited, especially for fridge and freezer items and your kitchen equipment. Therefore, please pack accordingly.

When you move into your apartment you will need to bring your own bedding. We supply a mattress protector on your bed and advise you to keep it on in case anything is spilt on the mattress, as you may be charged for a replacement mattress.

You will also need to bring with you bath towels, tea towels, food for the first couple of days, cleaning materials, cutlery, crockery, a toaster, saucepans and toiletries. Please note that toilet rolls are not provided.

Finally, a good-quality, multi-plug extension lead which incorporates its own fuse is also useful. If you are travelling from outside of the UK, it's best to wait until you arrive before purchasing electrical items. Alternatively you can bring adapter plugs compatible with the voltage system in the UK. Please be aware that electrical items may be required to pass a Portable Appliance Test (PAT) for their electrical safety.

What not to bring

Additional refrigerators, freezers or other white goods including electric heaters are not permitted within the residences.

Televisions

If you have a TV in your room you will require a valid licence. This can be purchased online at www.tvlicensing.co.uk. If you bring a TV (or anything else to receive or record TV programmes such as TV recorders, set top boxes or PCs with TV receiving capability) without a valid TV licence you could be prosecuted and fined up to £1,000. If only one TV is being used in a communal area, only one licence is needed.

The TV licensing authority recognises that most students do not need the final three months of their licence as they leave the campus during the summer. Therefore you can claim a refund for any completely unused quarters (three consecutive calendar months). If you buy a TV licence in October it allows enough time to qualify for a refund at the end of the academic year. For further information please call [0870 241 5973](tel:08702415973).

Please note TV Licensing is a UK Government organisation and is not part of UEL.

Posters and pictures

In all areas of the residential buildings, including your rooms, posters, pictures and decorations may only be affixed on noticeboards using drawing pins, or on doors by the use of white tack. Notices, posters and decorations must not be affixed to walls, ceilings, windows or in corridors. Remember, you will be charged for making any damage to walls, stairs or paintwork (eg Blu Tack marks).

Connectivity and Internet

The campus network

All rooms have network points that allow you to connect your own computer to the UEL network.

Your connection provides access to network resources on campus including:

- UEL Plus
- UEL Direct
- University e-mail
- personal network filestore
- many websites.

You will need:

- a computer
- a network cable (provided by UEL IT Services)
- a supported operating system such as Windows 7, XP or Vista; we also support Apple's operating system.

Connecting to the internet

To connect to the internet, you need to connect your PC to the port in your bedroom. Open a new browser window and type in <http://hallreg> – this will then direct you to a screen with instructions detailing how to connect. If you do experience any problems with your connection please contact the IT helpdesk on extension [2468](tel:2468). For more information see uel.ac.uk/itforresidence.

Rules

Please see uel.ac.uk/comphandbook for a complete set of rules on using UEL's network.

Please pay particular attention to section 5, which underlines the University's policy on the use and prevention of offensive or other inappropriate material, including material that is: pornographic; racist, sexist or discriminatory in any other way (including, but not limited to, disability, sexual orientation, age or religion); politically extreme; damnatory, untrue, abusive or malicious; bullying or harassing to others; an infringement of rights of any other person anywhere in the world; or otherwise objectionable.

Further information

For more information on internet provision at UEL you can visit uel.ac.uk/it or call our IT team on [+44 \(0\)20 8223 2468](tel:+442082232468).

Telephones

Each bedroom has a telephone. If you do not know the number of your telephone you can find out by dialling '0' from your room phone and asking switchboard for your extension.

To receive incoming calls the person calling you should dial [+44 \(0\)20 8223 5000](tel:+442082235000) and then your extension number. To make outgoing calls you will need to purchase an 0800 phone card from a newsagent, supermarket or the student shop. Dial '9' to obtain an outside line and then follow the instructions on your phone card.

All phones will allow you to contact Security, the Residential Services office and the emergency services, regardless of subscription. Problems with phone lines and damaged phones should be reported to the Residential Services team.



Services and Security

UEL security

The UEL Security team regularly patrols the campus and the residences. They are here for your safety and security – if you need any assistance please don't hesitate to ask them. They can be contacted outside of normal office hours by dialling 5599 from your bedroom phone or by calling 020 8223 7771 from your mobile in an emergency.

Keys

Take care of your room keys and the key for your kitchen/flat/corridor and keep them with you at all times. Please do not attach a tag to your keys so that if you do lose them they won't be easily identified.

For security reasons, you are not permitted to make a copy of any keys. If you do lose your keys please contact Residential Services immediately so they can be replaced. There will be a charge for replacing your key and your lock if deemed necessary. If it is necessary to change your lock, there will be a further charge.

If you are locked out of your room, there will be a £10 fee to let you back in and you will need to show some sort of ID to Residential Services (preferably your student card). Please note that you remain responsible for the security of your belongings.

Insurance

The University has a basic insurance policy with Endsleigh Insurance Services Ltd to cover your possessions while you are living in halls. It is important that you check the limitations and exclusions of the policy to ensure that sufficient cover is in place for your individual requirements.

The policy has several exclusions – for example lost keys, mobile phones, laptops and bicycles – but can be upgraded at www.endsleigh.co.uk

The insurance cover note is available online at uel.ac.uk/residential/documents/endsleigh-cert.pdf

Hot water and heating

Heating is controlled within your room, and is controlled by you. To receive heat, you need to turn it on at the wall and then press the touch button; it will not heat without your input as part of UEL's commitment to saving energy. If you are having any issues with either heating or hot water, please do contact Residential Services immediately.

Please note that heating faults are not classed as an emergency but are normally fixed within 48 hours (excluding weekends) of notification.

Mail

Please ensure your family and friends are aware of your correct mailing address. Royal Mail delivers mail directly to your flat mailbox; UEL does not hold mail for students.

To give your postal address:

For students in West Village
State your name, block, flat number and room letter, followed by:
University of East London
University Way
London E16 2RB

For students in East Village
State your name, block name, flat number and room letter followed by the following and your correct postal code:

- Longbridge House, 9 University Way, London E16 2GJ
- Marley House, 7 University Way, London E16 2GH
- Redbridge House, 5 University Way, London E16 2GG
- Shepherd House, 3 University Way, London E16 2GB
- Templars House, 1 University Way, London E16 2GA

Please make sure you arrange for re-direction of your mail when you leave the accommodation as we do not forward mail and it is returned to sender once you have moved out of halls.

Laundry facilities

There are launderette facilities on site. The machines are cashless and are operated using a card which can be purchased from the vending machine located in the Residential Services office, Longbridge House. The card costs £3 to purchase and you will then need to buy a credit of £10 or £20. The cards can be topped up on line at www.circuittop.com by selecting the University of East London. You will be also be able to check the availability of washing machines on campus online at www.circuitgroup.com/vieweastlondon.

Any faults should be reported direct to Circuit Launderette on Freephone 0800 092 4068 and reported to the Residential Services office. The operators aim to offer a 24-hour response time. See below for launderette locations:

- West Village – ground floor of Clare House
- East Village – Longbridge House in front of Residential services.

Cleaning

Who's responsible?

You are responsible for cleaning all areas within your flat, including your bedroom, which should be kept to a good standard of cleanliness. You are also responsible for emptying your own rubbish bins.

To assist, we provide you with a vacuum cleaner and a mop and a bucket. Furthermore, our cleaning team will assist with cleaning your kitchen once per week, but you must wash all your own pans, utensils and crockery.

Large disposal bins are located outside each of the halls in the West Village and in the centre of the East Village near to Redbridge House. Students are responsible for disposing of their own rubbish in these bins.

UEL's cleaning team will also clean the communal areas (ie up to your flat door) daily, but will report any excessive amounts of rubbish or damage to Residential Services to investigate.

Residential Services carry out regular inspections of kitchens and communal areas, and termly inspections in rooms. If a room is found to be in an unacceptable state, the resident will be given 24 hours to clean it. The cost will be charged to you if we have to ask our cleaning team to clean the room or kitchen for you. This also applies at the end of your Accommodation Agreement. You will be charged for making good your room if it is not left in an acceptable state.

It is also your responsibility to clean and defrost the fridge/freezer on a regular basis, to ensure that out-of-date food is thrown away and to prevent the build-up of offensive odours. Defrosting of the freezers must take place before the build-up of ice stops the freezer door shutting. Failure to defrost regularly causes the doors to break and replacement costs will be charged to all users of that freezer.

Rubbish and Recycling

You are responsible for the disposal of your own rubbish within your room and communal flat areas. All rubbish needs to be bagged up and disposed of appropriately in the large wheeled bins. Residential Services will investigate any rubbish left in communal areas and offenders will be fined.

The University actively encourages its residents to recycle and use the recycle bins situated around the campus for this purpose.

In London, we produce enough rubbish to fill Canary Wharf's One Canada Square tower every ten days. Most of this rubbish is buried in landfill sites, but these are filling up fast and we're running out of space. To help deal with London's growing rubbish issues we all need to recycle more.

We have also provided recycling bins within the kitchen area of each flat. Please use this facility.

To find out more about recycling in London, please visit: www.recycleforlondon.com

The Green Thing: the environment and sustainability

UEL has a significant effect on the environment. With over 23,000 students studying with us, it is important to manage the effect that we all have on the environment. To do that, we have created the Green Thing.

What we buy, what we consume, the energy we use and how we deal with our waste all have a significant impact.

We want you to get involved in UEL's environmental impact by doing the Green Thing.

We have some elements already in place to help with our impact:

- motion-sensitive lights are used in all common areas in the halls; please help us to be more energy efficient by also turning the lights off in your room when you have finished with them or when you are going out
- if you are using a kettle, please fill it with just enough water for the drinks you require at the time – this will save electricity
- turning your thermostat down by just 1°C will save significant amounts of electricity
- remember to always cook with the lid on the saucepan to keep heat in
- when you are brushing your teeth, turn the tap off as this will save on water wastage
- report leaks to Residential Services as soon as possible – a dripping tap can waste up to 140 litres per week.

While these things may appear small, if all residents made these changes, the result would be significant to the environment.

More information, and details of how you can get involved in UEL's Green Thing, can be found at uel.ac.uk/greenthing

Repairs and Maintenance

You can report maintenance problems online at uel.ac.uk/residential/current-students/reporting

During office hours, you should report them to the team at the Residential Services office.

How long will my repair take?

Each repair is assessed individually and is given a weighting according to the issues it presents and any health and safety issues. We have a Service Level Agreement for maintenance which is available at uel.ac.uk/facilities/sla. Responses are normally made on Mondays to Fridays except for emergency repairs.

If your repair is not completed within the following timescales, you should contact Residential Services who will investigate further.

Your repair will be carried out by appropriately qualified personnel, and for some jobs we may employ an external expert to do the job. Please note that, on occasion, a part may need to be ordered which will delay your repair.

On completion of your repair, the technician will leave a calling card to let you know the repair has taken place.

Priority 1 – Immediate Response

(as soon as possible or as stated below)

Where there is threat to human safety or excessive damage to property.

- Leakage of gas or electricity – isolation of services. Repairs will be done immediately if possible ie if parts are in stock.
- To establish the situation with regard to passengers trapped in lifts. Release passengers if possible; if not contact lift maintenance contractor who will respond within one hour of being notified. Repairs are dealt with as in Priority 2.
- Large escapes of water – isolation of services. Repairs will be done immediately if possible ie if parts are in stock.
- Main entrance door repairs; this will depend upon availability of spares. If this is a problem alternative means may be employed.
- Fire alarm faults or false alarms.
- Make safe dangerous structures, ie propping up, removing or cordoning off.

Priority 2 – Response within four hours

- Board up broken windows (repair where possible).
- Loss of heating in winter months.
- Loss or lack of hot or cold water if none other available.
- Clear drain blockages – sinks/baths.
- Lift maintenance contractor to restore lift service by all means possible if no other lift is available in the building.

- Repairs to fire doors and closers.
- Replace locks.
- Paint out or remove offensive graffiti.
- Restore any loss of electricity.
- Repairs to lighting where no other exists or where flickering lamp causes to customer discomfort.
- Repairs to any lights on staircases.
- Repairs to doors and/or door frames and window frames where security is at risk.
- Temporary repairs to roof leaks.

Priority 3 – Response within one working day

- Repair broken window where previously boarded up (except sealed double-glazed units as these take longer to manufacture).
- Minor plumbing repairs eg WC cisterns and bowls, water hammer.
- Repairs or replace fridge freezers and cookers depending on availability of spares.
- Repairs to lighting not described in Priority 2 above.
- Restore lift services where not described in Priority 2 above.

Priority 4 – Response within five working days

- Repairs to furniture.
- General carpentry repairs eg internal doors and frames, window frames non-security risk.
- Replacement of baths, basins and kitchen units.
- Repairs to wall tiling particularly showers.
- Repairs to other fitting eg curtains and tracking.

Priority 5 – Response within seven days

- All other repairs.

Right of access

The University of East London reserves the right to enter residence areas – including bedrooms – for the purpose of effecting necessary repairs, maintenance schedules and redecoration, or for safety or fire checks.

We also carry out termly inspections of your rooms, and more regular inspections of the communal areas to check the general condition and identify any faults or damage.

Prior notice will be given except in emergencies or visits to make a repair you have requested.

Vandalism and damage

If you are found to be responsible for wilful damage or vandalism (accidental or deliberate) to the fixtures, fittings, furniture or decoration of any part of the residences (which exceed reasonable wear and tear) you will be liable to pay for the costs and labour involved in making good the damage. A list of the most common costs is included in the back of this guide.

Please note we have CCTV coverage in the vast majority of common areas across the Student Village, with over 200 cameras in total.

Residents will be charged collectively for repair of such damage, vandalism or missing items where the person responsible cannot be clearly identified.

Please note that charges are invoiced for payment immediately.

Fire Safety

The most significant hazard for students living in residences is fire. The University takes a very serious view on fire safety and general health and safety both in the residences and in the academic buildings.

You should note that malicious activation of the fire alarm or tampering with fire safety equipment is a criminal offence which may leave you liable for up to a £1,000 fine and prosecution. It is also a serious breach of your Accommodation Agreement, for which there is an automatic £200 fine. It may also result in your Agreement being terminated and further action being taken under the University's disciplinary regulations which may in turn affect your academic study here at UEL.

To prevent accidental activations you should ensure you keep your kitchen door closed at all times, especially when cooking, to ensure that the smoke detector in your hallway is not activated by smoke or steam coming from the kitchen. Similarly, you need to keep your shower door closed whilst showering to prevent activations by steam. They can also be activated by aerosols such as deodorants and hairsprays, smoking and the use of hairdryers or straighteners.

Please note that smoking is not permitted anywhere in the residence.

Students with a disability who may require assistance during fire evacuations should ensure they speak with the Disability and Dyslexia Advice Centre when they arrive at UEL so a Personal Emergency Evacuation Plan can be drawn up (see Useful Contacts page 2). Alternatively, please inform Residential Services and we will arrange for this to be completed.

Fire alarm procedure

Whenever the alarm sounds or in the event of a fire you should:

- West Village** – leave the round buildings immediately, closing all doors behind you. Your assembly point is the Dockside, away from the building.
- East Village** – the alarm will only sound on your corridor unless two detectors have been activated. Do not use the lifts, close doors and proceed to the assembly points. Your assembly point is at the Dockside.

If you discover a fire, activate the fire alarm by using the break glasses around the campus. Also, the Fire Brigade or the other emergency services can be contacted on **9-999**.

Precautions

Fire blankets are located in the kitchens; instructions for their use can be found on the containers and should be studied. Residents should only ever fight a fire if they feel they can do so with safety.

Doors are fitted with door closers to ensure they are shut after use. Under no circumstances should these doors be propped or wedged open, or the door closers tampered with. All residents are held responsible for the fire safety practice within their accommodation.

You should ensure that all corridors and stairways are clear and not used for storage of any kind.

You are obliged to treat all fire alarms seriously and evacuate the building when the fire alarm sounds. To assist you with this, you should familiarise yourself with the evacuation procedure, which is displayed in each bedroom.

The use of candles, joss sticks and shishas is also banned in all UEL buildings.

Smoking is not permitted in any UEL buildings, including in our Halls of Residence.

Please also do not leave cooking unattended at any time.

You are also required to attend the Welcome and Fire Safety talks at the start of your Accommodation Agreement. Attendance is compulsory and those who do not attend will be ineligible for a place in halls in the future. Dates of these talks will be provided on your arrival at UEL.

General Safety

Non-fire emergencies

If the emergency is other than a fire, and you require the assistance of the police or ambulance services, then you should dial 9 for an outside line and then 999 from any University phone or 999 from your mobile phone.

UEL's Security Team can be contacted 24 hours a day on 5599 from your room phone or +44(0)20 8223 7771 from your mobile in the case of an emergency. Please alert security in addition to the emergency services so that a security officer can meet the emergency services and take them to your location on the campus.

For any other type of emergency please contact UEL Security, who will be able to manage the situation from then on.

Items which must not be brought into the residences.

The following items must not be brought into the Residences: Additional heaters, additional refrigerators (except for medical reasons), halogen lamps, chip pans, oil, petrol, paraffin or bottled gas appliances, aromatherapy oil burners and fondue sets. These can cause serious fires.

You will be asked to pay for any damages caused by their use and may face disciplinary action.

Please note that additional soft furnishings are only permitted with written permission from Residential Services.

Health and safety inspections

Please note that University staff will undertake regular inspections of communal areas within flats, and a termly inspection within your room.

The University takes health and safety very seriously and you may face disciplinary action if your behaviour contravenes UEL's health and safety rules and regulations. A full copy of the University's Health and Safety Handbook is available at uel.ac.uk/hshandbook

Some examples of these include:

- misuse of a fire alarm and/or fire safety equipment as detailed in the section on fire safety
- removal or defacing of fire and/or health and safety notices
- blocking corridors, kitchens, stairways or fire exits with equipment or personal belongings (including sofas and gym equipment)
- behaving in a manner that cause risks to yourself, other students or staff
- storage of flammable equipment (eg petrol, solvents or fireworks)
- drying damp clothes in your bedroom, as this encourages damp. You should use the laundry facilities provided on campus for this purpose

- allowing a room or flat to become so unhygienic that it may pose a risk to your health.

Removal of dangerous items

If an item deemed to be dangerous is discovered in the accommodation, it will be removed by Residential Services or a technician. You will then be contacted regarding the item.

First aid

The University has trained first aiders on site, including in both Residential Services and Security Services. First-aid boxes are located around the campus and if you require first-aid assistance you should contact a member of staff or ring Security on extension 5599 from your room phone or 020 8223 7771 in an emergency.

General safety

If you need advice or further information on any aspect of general safety, please contact either Residential Services or Security Services.

The Royal Albert Dock

Until the mid-1970s the Royal Albert Dock adjacent to UEL's Docklands Campus was used by ocean-going ships and is consequently a very deep stretch of water with a fast undercurrent. Throughout the year the water is extremely cold, and anyone entering the water could experience considerable difficulty in getting out before becoming seriously affected by the cold temperature. In your own interests you are reminded it is an offence to cross the boundary fence for any reason at all.

Window restrictors

In order to comply with health and safety regulations, window restrictors are fitted to all common area and bedroom windows within the Student Village. Instructions on how to use these restrictors are as follows:

- use the window handle to release the window from the locked position
- lift the hook on the restrictor and slowly guide the window to the desired position
- ensure the hook is placed securely in position
- lock the restrictor into position so that it does not move up or down.

Please note these window restrictors have been fitted for your own safety.

Residential Services will not tolerate any misuse or damage to these safety devices or to the flat windows. We estimate that the cost for replacing these devices is approximately £80 plus the fine for causing damage.

We carry out regular inspections of communal areas and termly inspections in rooms. Where a window restrictor has been removed in a communal area, all residents in the whole flat will be responsible.

Snow and ice

The University has a policy of making good the worst effects of snow and ice on paths and roads. Students should take extra care when the weather is bad. Students with disabilities who may require extra help during such conditions should contact Residential Services.

Electrical safety

All electrical appliances that are brought into the residences must be PAT (Portable Appliance Testing) tested to ensure they are safe for use within halls. During term time University contractors will be on site to test your appliances. You will be notified of the date that contractors will be on site and you should arrange for all your electrical items to be put in an accessible place in your bedroom so they can be tested. Once each item has been tested a label will be placed on it confirming that it has met the required standard. Any items that fail the PAT test will be confiscated and only given back when the resident is moving out

Please note that items that have passed electrical safety tests overseas may still fail UK safety regulations. European/International two-prong plugs cannot be used directly in a UK socket without an earthed adaptor. Using these plugs in this way is extremely dangerous as there is no earth, leaving the appliance live. Any items found like this will also be confiscated.

If, during routine inspections, residents are found to have items in their rooms and kitchens that do not display a PAT label, the item/s will be removed from halls and placed into storage. Any PAT testing undertaken at a later date will be charged at a higher rate. All electrical items that are brought into the residences must meet electrical and safety standards and be PAT tested, be of a safe design and carry a BSI Kitemark.

Please note that the use of halogen bulb desk and table lamps is not permitted in University accommodation as they pose a serious risk of fire. If found, the item will be confiscated and removed for safekeeping. The use of kettles, fridges, irons, microwaves or other cooking equipment or heaters in the bedrooms (except studio flats) is strictly prohibited as it poses a serious health and safety risk, particularly from fire. Fridges required for use in bedrooms for storage of medical items must be authorised by Residential Services. All appliances used must be plugged directly into the electric socket. Each appliance must be fitted with the correct fuse (maximum fuse rating five amps) and only one appliance wired to one plug. Faulty fittings and dangerous wiring will be removed and it is possible that a charge will be made. Holes must not be made in furniture or fabric to accommodate wiring. You must not attempt to carry out repairs to University property. Alteration of any electrical equipment is prohibited. Please report all faults to Residential Services. Please ensure you unplug all your appliances and turn off the electrical switch if vacating your room for any length of time.



Health and Support

Going to university can be a challenging time and an exciting experience with lots of opportunities. We provide accommodation for a diverse community and expect you to be tolerant and flexible.

You may find the transition easy. However, you may find it takes a few weeks to get used to university life.

If you are having difficulties please either come into talk to Residential Services or alternatively visit our Student Health and Wellbeing Team located in the North Building on Docklands Campus (see Useful Contacts page).

Health

UEL urges you to register with a local GP on arrival. Student Services have a health centre where you can register with the University doctor – please see their contact details below. No-one knows when illness may strike so it's really important to make registering with a doctor a priority when you arrive.

Contacts for appointments:

Docklands Campus – 4440 or +44 (0)20 8223 4440
Located in the North Building

Stratford Campus – 7611 or +44 (0)20 8223 7611
Located in the Student Services area on The Green.

In the case of an emergency, ask someone to call your doctor or an ambulance. It is up to the resident to decide whether to wait for the emergency doctor or to call an ambulance. Remember it might take the emergency doctor a number of hours to arrive. If an ambulance is called please advise Security on **5599** so they can meet the ambulance and bring them to your location. If the situation is critical they will notify Residential Services who will contact your next of kin. You must advise the University if your next of kin details change.

You can also call NHS Direct on **0845 4647**, who may be able to advise on minor issues.

You can also visit local NHS Walk-in Centres at:

Newham NHS Walk-in Centre at Newham General Hospital
Glen Road
London E13 8SH.
Tel: +44 (0)20 8363 9200

Leytonstone NHS Walk-in Centre at Whipps Cross Hospital
Whipps Cross Road
London E11 1NR
Tel: +44 (0)20 8539 5522

Smoking

Smoking is not permitted anywhere within University buildings, including the Halls of Residence, and is subject to disciplinary action. Smoking bins are provided outside the halls for your usage.

Drugs

The University will not tolerate the use of illegal substances/drugs. If there is reason to believe that illegal substances are being used, the University has the right to search your accommodation under the University's Drugs Policy. The police may also be informed.

If you feel you are having problems with drugs, or have encountered such activities, don't hesitate to seek advice from our Student Health and Wellbeing Team.

If you have witnessed illegal substances on campus, you can report them anonymously via the Silent Witness line referred to on page 2, telephone number 020 8223 5799.

Infectious diseases

If you have what is known as a notifiable illness or disease, you are required to inform the Residential Services team immediately. They will, in turn, inform the Director of Service and the University's Health and Safety Unit as part of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. Residential Services will also record this information on the UEL incident report form, which will be passed to the Occupational Health and Safety Unit (OHSU). Where the occurrence is outside of normal working hours, Security should be contacted where the Security Officer-in-Charge will instigate any follow-up action required and ensure that appropriate action is taken including the completion of any relevant forms.

A notifiable disease may include:

- certain poisonings
- some skin diseases, such as occupational asthma, farmer's lung, pneumoconiosis, asbestosis and mesothelioma
- infections such as leptospirosis, hepatitis, tuberculosis, anthrax, legionellosis and tetanus
- other conditions such as occupational cancer, certain musculoskeletal disorders, decompression illness and hand-arm vibration syndrome.

The full list of reportable diseases can be obtained by ringing the Health and Safety Executive on **0845 345 0055**.

Please note that, from time to time, such as in the case of an epidemic (eg swine flu), further guidance will be issued by Residential Services. You are advised to read any guidance on receipt.

Meningitis

Students do have a slightly higher risk of contacting meningitis – an inflammation of the brain lining caused by bacteria or viruses. There is a national vaccination scheme to offer inoculations for meningitis C to all students in their first year of university. If you were not vaccinated at school or college, please contact the Student Health and Wellbeing Team as soon as possible. The vaccine does not protect against meningitis B, so be aware of the symptoms – these can vary but can be similar to flu or even a hangover.

If you begin to suffer from some of the following symptoms please contact Student Health and Wellbeing or your doctor immediately: do not wait, meningitis is a serious illness.

Severe headaches, stiff neck and possibly other joints, dislike of bright lights, drowsiness, lack of coherence, lethargy, fever and/or vomiting, or a rash (spots or bruising under the skin which do not turn white when pressed with a glass).

For any further support or information please do not hesitate to contact the Student Health and Wellbeing Team at uel.ac.uk/healthcentre

Visitors and Absence

Visitors policy

Please see the visitors request form at uel.ac.uk/residential/current-students/documents/VisitorRequestForm.pdf

Study bedrooms are for occupation by one student only.

Residents are required to sign their guest(s) in after 6pm so, for health and safety reasons, we know who is on campus. You need to do this at Security.

If your guest is staying overnight (ie staying after 11pm), they can stay for a maximum of two nights in any seven-day period. You need to fill out the above form, and get it signed by your flatmates and Residential Services. You will then need to accompany your guest and take the completed form to Security reception (located on the ground floor of the East Building) where your guest will be issued with a temporary ID card, which must be **worn at all times** whilst on the campus and in the residences. Please note that you need to get your guest signed in before 11pm.

You accept total responsibility for the behaviour, actions and safety of your guest(s). If she/he breaches the terms of your contract or this handbook, this will result in you facing disciplinary action.

You must always be at home when your guest(s) are present, and do not give them your keys and/or free use of the premises.

Your guest(s) may be asked to leave at any time by either Security or Residential Services if they believe their behaviour to be unreasonable.

Absence and vacations

For health and safety reasons, you are required to let Residential Services know when you are not going to be on campus. Please do so by following this link uel.ac.uk/residentialabsence

Do not forget to lock your doors and windows (where applicable). You should keep your keys in your personal safekeeping during vacations; in no circumstances should you hand your keys on to another person.



Personal Safety

Protecting yourself

The campus is, in general, a safe environment. There are over 200 cameras located around the Docklands Campus, which are recorded and monitored in UEL's control room. Security personnel also patrol the campus regularly, particularly at night. However, please remember that you are in a large city and you should not take any unnecessary risks.

Please report any incident to a member of Security, to Residential Services or via the Silent Witness line 020 8223 5799. Reports are treated in confidence.

If you are going out, tell someone when you'll be back and where you are going, especially if you are going to be away overnight. Please use walking routes that are well-lit, keep to proper footpaths and only use licensed taxis.

Protecting your own belongings

Although the crime rate on campus is significantly lower than surrounding areas, we cannot over-emphasise the importance of keeping all areas locked. Please be aware that your room door will automatically lock behind you so you need to ensure you keep hold of your keys, and never prop your door open. Your insurance will only cover theft of your belongings if your door was double locked.

Please don't leave valuable items on the window ledge or within view from the outside world. Most flats have an intercom to screen visitors; please ascertain the validity of any caller before you let them in.

Never allow someone you don't know to tailgate you into the block, ask strangers who they are visiting and, if you have a bike, ensure it is secured to the bike racks provided.

Causes of friction

Living on campus has a number of great advantages: facilities are close together and everything is readily accessible. However, there are lots of people around you and everything you do can affect them and small tensions can quickly become serious problems. Common causes of conflict can be:

- playing music too loud, especially after 11pm, as everyone has a right to sleep without disturbance
- having noisy friends over to your room, especially overnight
- having friends constantly over to your kitchen and/or your flat without you consulting your flatmates
- leaving dirty dishes, food and rubbish lying around
- playing pranks on others such as hiding belongings or taking food.

Please be considerate to your fellow residents. We would always encourage students to talk through any conflicts with each other first. If you are unable to resolve the issues between yourselves please discuss with the Residential Services team who will be able to provide assistance.

Noise

It is important to realise that any building housing a large number of young people will have a level of noise even during normal periods.

Please show consideration to your neighbours and fellow residents. Avoid slamming doors, having loud discussions or shouting in the corridors and please turn your music down if you are asked.

Noise must be kept to a reasonable level at all times and is required to be heard only within the confines of your room.

If you are disturbed by noise, and discussion with the individual does not resolve the problem, please report the matter to Residential Services (during normal opening hours) or Security (outside of normal opening hours). Repetitive creation of unacceptable levels of noise that disturb your fellow residents is a breach of your Accommodation Agreement and disciplinary action will be taken.

Travel and Transport

Car parking

There is no parking available for students during peak hours (8am to 5pm Monday to Friday) with the exception of Blue Badge holders, who may apply for a peak hours parking permit using the student peak hours parking permit application available from uel.ac.uk/parkingpermit

Students who held a permit for 2011–12 and wish to renew for 2012–13 need to complete a renewal form.

Students who have a significant health condition but do not hold a blue badge may also be considered for a peak permit. To apply on these grounds, students must complete a peak permit application form and have it verified by a member of the Disability, Dyslexia and Access Centre.

Parking on the access road at Docklands Campus is strictly prohibited and students are asked to be respectful of our neighbours and to avoid parking inconsiderately in areas around the campus.

Students currently have unrestricted parking after 5pm and at weekends at Docklands and Stratford Campuses. There is no student parking at Duncan House at any time. Vehicles using the car parks during off peak hours should display a valid Off Peak permit.

Students wishing to apply for off-peak permits for 2012–13 should complete the relevant application form and return it to UEL Security or e-mail it to Security Parking Permits (from the University's email system).

Please note that parking enforcement is in operation at all times and vehicles not displaying a valid permit are liable to receive a penalty charge notice.

Students moving in or moving out will be permitted to park for short periods (ie under an hour); please see Residential Services about this issue. Parking will be available on campus over the arrivals weekend, Saturday 15 and Sunday 16 September 2012 and moving-out weekend, Saturday 15 and Sunday 16 June 2013.

Motorcycle parking

Under no circumstances are motorcycles permitted to park directly outside any of the halls or walkways – users must use designated bays at all times. Residents park their motorcycles at their own risk and the University does not accept responsibility for any damage, loss or theft.

Feedback and the UUK Code of Conduct

We hope you enjoy your stay at the University of East London's Student Village, we welcome your comments and suggestions regarding our services. There are a number of ways you can provide us with feedback.

UEL runs a student satisfaction survey in residences twice during the academic year, and take actions based on the results of that survey.

Alternatively, you can contact the Residential Services team directly to discuss any issues you may be experiencing in greater detail.

If you wish to discuss cleaning, maintenance, security or the behaviour of other residents, please contact the Residential Services office in the first instance. If the matter is confidential in nature, then please make an appointment to speak in private. Any feedback given to security after hours will be given to Residential Services the next day.

You can also use the Tell Us forms located in the reception of the Residential Services office.

If you do not feel that your complaint has been handled appropriately, you can contact the Head of Residences, Conferences and Events.

If you are not satisfied of the outcome you are advised to refer to the University Complaints Procedure, of which full details can be found at:

uel.ac.uk/qa/qualityass_complain.htm

The UUK Code of Practice

UEL is a committed member of the UUK Code of Practice for University managed Student Accommodation. As part of our membership of the Code of Practice, if your complaint is still unresolved at University level, you may make a challenge through the Office of the Independent Adjudicator. To do this, you need to contact the Office of the Independent Adjudicator at www.oiahe.org.uk

More information on the Student Accommodation Code can be found at www.thesac.org.uk

Rent and Financial Issues

Your deposit and advanced rental instalment

Before you were allocated a room you paid £750. Of this amount, £250 is held as a deposit which will be refunded to you four weeks after the end of your Accommodation Agreement, subject to any damages or outstanding rent on your account.

The remaining £500 is deducted from the total you pay for your rent.

Paying your rent

You need to either set up a plan to pay by instalments (we recommend this is done from a UK bank account by direct debit), or alternatively have paid your rent in full before you arrive. If you choose to pay in full you will receive a 5% discount.

Rent is divided into six instalments, payable on the 21st of each month for six consecutive months starting in October.

Where and how to pay

We recommend paying your instalment plan by direct debit from a UK bank account, which means, subject to you having available funds in your account, the money will be paid automatically and you will not be at risk of late-payment fees.

Alternative ways of paying are as follows:

- online via UEL Direct using either a credit or debit card (payments online can be made 24 hours a day)
- in person at the Residential Services office by a credit or debit card (please note payments are not taken after 4.30pm due to banking requirements)
- in person at the Cashiers' Office in North Building by cash, credit or debit card or banker's draft
- by bank transfer – please contact Residential Services for more details.

International students should note that payments through a non-UK bank may sometimes incur charges. The amount due must be topped up in UK currency to ensure the amount is correct.

Non-payment of rent

If you are experiencing problems with paying your rent please contact Residential Services as soon as possible. When necessary, UEL will work with residents to try and work out a fair and reasonable payment plan.

Please note that late payments are subject to a £12.00 charge that will be added to your account if you pay late, if your direct debit payment fails or if you make a payment to us that is subsequently returned unpaid by your bank or credit card company.

What happens if I don't pay my rent?

If you default on your financial agreement with us, you may face action against you, including being asked to leave the halls, legal action being taken against you which may result in you being evicted from halls, recovering all the costs of your rent and all of our court costs. Ultimately, that could lead to a County Court Judgement against you which will affect your ability to get credit (such as a loan or a mortgage) in the future and in some certain cases, will bar you from professions. Please note, if you fail to pay your fees or rent, the University may withhold your exam results and re-enrolment will be prohibited.

We follow UEL's Fees Policy; for more information please view *The Essential Guide to the University of East London* uel.ac.uk/essguide/index

If you have a problem, do not ignore it – come and talk to us and we may be able to help.

Disciplinary Action

A Disciplinary Action policy is in operation in the residences at all times.

1. Introduction

This policy describes the charges that will be imposed and/or other disciplinary action that will be taken by Residential Services in the event of certain breaches of the Accommodation Agreement and handbook, damage or loss to property, and reckless or illegal behaviour by residents.

2. Establishing the facts

2.1 Any alleged breach of the Accommodation Agreement (excluding rent arrears), or alleged reckless or illegal behaviour, shall, as soon as practicable, be investigated by the Housing Officer.

2.2 The Housing Officer shall look at the evidence, which may be in the form of verbal and written reports from a variety of sources, including university employees, security and cleaning staff, other residents and their guests, other students, and from external agencies such as the Police and Fire Brigade.

2.3 Once the facts have been established, and the Housing Officer is satisfied that the alleged breach or behaviour has occurred, the charges or other disciplinary action will be imposed. The resident will always be advised, in a written format, of the action taken/charge levied.

2.4 Incidents of a more serious nature, ie physical assault, possession of a weapon, drugs etc., will be referred directly to the University Secretary and Registrar for further disciplinary action, as detailed in the University's Student Disciplinary Regulations and Procedures. Please note that Deans of Schools and Directors of Service (or senior nominees) have the authority to suspend (for a maximum of 48 hours) any student who is

alleged to have been in breach of the University's student disciplinary regulations and procedures. In addition, the resident may be dismissed from University accommodation.

2.5 For all other incidents, the resident may request a meeting with the Housing Officer and may be accompanied by a friend or a Students' Union representative. The Housing Officer has the right to have another member of staff in attendance. After the meeting the Housing Officer shall give the resident a written notice advising him/her of the decision to go ahead or withdraw the charge or disciplinary action, also advising him/her of the right to appeal.

2.6 The resident must make the appeal in writing to the Head of Residences, Conferences and Events within seven days of the notice given by the Housing Officer. The Head of Residences, Conferences and Events shall look at the evidence and the details of the appeal, and make a decision as to whether the action/charge is justified. The result of the appeal shall be notified to the resident in writing. The decision of the Head of Residences, Conferences and Events in these matters is final.

3. Miscellaneous

3.1 Any notice to leave or any other such notice or warning letter served on the resident shall not be suspended whilst the appeal process is ongoing.

3.2 Persistent offenders in the Residences may also be referred to the Secretary and Registrar, even if this is not stated explicitly below.

3.3 Residents who commit a combination of offences may be dismissed from the Residences, in addition to any charges associated with specific offences.

3.4 Offenders against the disciplinary policy will not be eligible for University accommodation in future years.

4. Criminal Offences

4.1 Where it is suspected that a criminal offence has been committed, the University will refer the matter to the appropriate authority.

4.2 The following either are, or in certain circumstances may be, criminal offences:

Illegal substances: The use of illegal substances/drugs will not be tolerated in University accommodation. If there is reason to believe that illegal substances are being used disciplinary action will be taken and the Police may also be informed.

Offensive weapons: Offensive weapons such as knives, guns, or replica guns and firearms are not permitted in University accommodation. If they are found they will be removed immediately and disciplinary action will be taken and the Police informed.

5 Charges

5.1 Accommodation charges are to be paid in full prior to moving in or, if agreed in advance, by direct debit or agreed monthly instalment plan in either six or two-monthly instalments (full academic year/ one-semester-only students). We are unable to extend deadlines and payment must be made in a timely manner. Please note that £12 will be added to your rental account if you:

- make a payment to us that is subsequently returned unpaid by your bank or credit card company
- give us a cheque that is returned unpaid by the bank
- have insufficient funds available in your bank account to make a direct debit payment
- fail to adhere to a payment plan that we have agreed with you, such as miss an instalment payment when paying in person by cash or debit/credit card
- default on your financial agreement with us and ask to pay that debt in instalments (we will charge you 5% of the outstanding debt to arrange a debt repayment plan).

6 Offences

- physical assault
- dealing in or possession of an illegal substance
- possession of firearm, weapon (licensed or otherwise), or other implement used as a weapon
- intentional or reckless interference with safety or emergency equipment (including propping opening fire doors, moving and tampering with fire equipment, detector heads, extinguishers and alarms, leaving cooking unattended)
- intentional or reckless damage to bedrooms, common areas, furniture, fixtures and fittings
- tampering with the window restrictors in bedrooms and communal areas.

Offence	Disciplinary Action	Subsequent Event
Physical assault	Depending on the severity of the incident the offender will either be suspended immediately pending investigation, issued with a final written warning or dismissed from the Residences. The offender will be referred to Secretary and Registrar, at which point further action may be taken.	Dismissal from the Residences
Dealing in and possession of an illegal substance	The University has a zero tolerance policy towards drugs on campus and has the right to search accommodation if there is reason to believe that illegal substances are being used, in accordance with the Drugs Policy. Residents who are either suspected of using or are found taking drugs in the halls will be dismissed from the Residences and reported to the Secretary and Registrar, where further disciplinary action may be taken. The Police may also be informed.	Dismissal from the Residences
Possession of a firearm, weapon (licensed or otherwise), or other implement used as a weapon	Dismissal from the Residences. Reported to the Secretary and Registrar, at which point further disciplinary action may be taken.	Dismissal from the Residences
Intentional or reckless interference with fire safety or emergency equipment (including propping open fire doors, moving and tampering with fire equipment, detector heads, extinguishers and alarms, leaving cooking unattended)	Tampering with fire safety equipment will not be tolerated as it puts lives at risk and is a serious breach of health and safety. Depending on the severity of the incident dismissal and a charge of £200 plus payment of repair/replacement costs.	Dismissal from the Residences
Intentional or reckless damage to bedrooms, common areas, furniture, fixtures and fittings.	Depending on the severity of the incident either, dismissal and a charge of £50 and payment of repair/replacement costs, or a final warning and the above charge and costs.	Dismissal from the Residences
Tampering with the window restrictors in bedrooms and communal areas	First offence: First written warning and a fine of £50 plus repair costs Second offence: Final written warning and a fine of £100 plus repair costs	Dismissal from the Residences
5. Other Offences		
Harassment, bullying, victimisation or threats to staff or visitors, including but not limited to offensive language or behaviour.	Depending on the severity of the incident the offender will either be given a final warning or dismissed immediately from the Residences, and reported to the Secretary & Registrar, where further disciplinary action may be taken.	Dismissal from the Residences

Offence	Disciplinary Action	Subsequent Event
Smoking within any part of the Residential buildings (or evidence of), the use of candles, incense sticks, shisha, fireworks, halogen bulbs, naked flame appliances.	Smoking is not permitted in University accommodation. A charge of £100 will be made and a final written warning issued.	Dismissal from the Residences
Noise nuisance: noise should not be audible between the hours of 11pm and 8am and at all other times must not be causing a nuisance or annoyance to other residents.	Charge of £50 and a written warning issued. Subsequent warnings may result in dismissal from the Residences.	Dismissal from the Residences
Unauthorised events (including parties)	Charge of £100 and payment of any costs, and an acceptable behaviour contract/ final written warning issued.	Dismissal from the Residences
Water fights, food and drink fights	Charge of £100 and payment of any costs. Final written warning issued.	Dismissal from the Residences
Inappropriate deposit of body fluids (including vomit).	Payment of cleaning and replacement costs and a warning issued.	Dismissal from the Residences
Defacement of University property, fixtures and fittings.	Offenders responsible for vandalising University property will be dismissed from the Residences and required to pay the full cost of repairing/replacing the item/s.	Dismissal from the Residences
Unauthorised multiple occupation of a room in the Residences and subletting.	Final warning. Charge of £100 and eviction of the unauthorised occupant and a final warning.	Dismissal from the Residences
Use of personal electrical equipment without displaying a PAT testing label.	Charge of £30 and confiscation until the end of the rental period.	
Repair by a resident of the University's electrical equipment.	Charge of £30 and a warning.	
Use of plug bank	Charge of £30 and confiscation and destruction of the plug bank.	
Gain entry into flat or room (misplaced or lost keys)	Charge of £10	
Loss of keys for bedroom, main door to flat/block.	Charge for replacement locks and for replacement keys for each resident (flat key). Costs vary depending on room type and hall; please refer to Charges Table on page 20.	

Details of charges for damages/lock charges/fixtures & fittings/cleaning

All damage which is not wear and tear will be charged at the commercial rate and VAT will be applied. Residential Services will need to be informed of who is responsible for any damage prior to the final inspection. Damage in the communal areas such as the kitchen and corridor will be charged equally to all residents in the flat, unless the individual responsible is identified before departure.

CHARGES FOR DAMAGES/REPAIRS

Item	Cost £
Mattress	£70
Curtains	£80
Curtain rail and fittings	£15
Blinds	£50
Carpet	£200 (£10 per carpet tile)
Bed base / under-bed drawer / under storage	£80
Wall-mounted bookshelves x 2	£60
Desk	£50–£300 (£50+ for repair of chips)
Desk chair	£85
Shelves above bed	£70
Smoke / heat detector	£65
Electric storage heater	£85
Pin board	£50–£130
Wastepaper bin	£5
Lights / switches / sockets	£20
Window restrictor / window handle	£50 – (Further window damage by quotation)
Replace bathroom door	£50–£250 (£50 for repair of chips)
Replace wash handbasin	£80
Toilet seat/lid	£25
Bathroom/wardrobe mirror	£25
Glass or plastic shelf	£15
Re-glaze window*	£80–£190 (*Additional costs may be incurred for specialist work depending on floor level)
Worktop unit/kitchen table	£220 (£30 for replacement strip and £50 to fill chips/marks)
Hob unit	£130
Cupboard door	£50
Cupboard shelves	£20
Diffuser (light fitting)	£50 each
Kitchen floor	By quotation
Ceiling tile	£10 each
Fire-blanket	£25
Redecoration / painting of bedroom / kitchen	£50–£300 (depending on the number of walls and the room size)
Vandalism	£50 Disciplinary Charge plus the repair costs for the item vandalised.

Please note that costs are indicative and may vary depending on their size and fittings in each room. If charges are made for items not listed, you will be advised of the cost accordingly.

LOCK CHANGE PRICE LIST

If your keys are lost/stolen/damaged we will need to carry out a lock change in order to ensure that the flat is secured. We do not carry spare keys for any of the rooms. Please refer to the table below for the cost of a lock change being carried out. Please note, this varies depending on the number of bedrooms in the flat. This charge will be applied to your rent account and must be paid within five days.

Flat	Price (incl VAT)
3-bedroom flat	£145
4-bedroom flat	£152
5-bedroom flat	£161
6-bedroom flat	£170
10-bedroom flat	£202
11-bedroom flat	£210
12-bedroom flat	£218
Breakdown of cost	
Keys	£8.40 each
Flat lock (supplied with one key)	£40
Bedroom lock (supplied with one key)	£65
Maintenance charge	£24

CHARGES FOR CLEANING

Where necessary, charges for cleaning will be made at £15 per hour (which includes an administration charge). The table below gives an indication of the likely charges for various cleaning tasks if no/inadequate attempts to clean by residents have been made.

Item	Cost £
Bedroom	£30
En-suite bathroom	£30
Complete kitchen clean	£90
Lobby / corridor	£30
Removal of excess rubbish and /or recycling rubbish in communal areas	£5 per bag
Internal clean of microwave	£10
Defrost and clean fridge / freezer	£30
Hob	£15
Oven	£30
Removal of graffiti	From £50 upwards
Removal of stickers/Blu Tack, etc	£10 upwards

Moving Out and End-of-Contract Arrangements

Moving out at the end of your contract

At the end of your contract please ensure your room and the communal areas you have access to are left clean and tidy. Please remove all your personal items and dispose of all rubbish in the appropriate manner. If these guidelines are not followed, your deposit, or part of it, may be kept to cover the additional cleaning costs.

You are required to vacate your room by 12 noon on the date your contract ends.

Please remember to hand in your keys to the Residential/ Security office and obtain a receipt at the end of your tenancy period or you will be charged for a complete lock change.

Wanting to move out before the end of your contract

Your contract is a legally binding agreement. This means that if you choose to move out before the end of your agreement you will still be liable for the rent and will need to pay until the end of the year, unless we can find a replacement tenant (who must be a full-time UEL student who does not already live here) until the end of the year. If we do find a replacement tenant you will be liable for a **£250 cancellation fee**.

If you are having issues with your accommodation please come and speak to Residential Services who may be able to assist.

University of East London

Residential Services

University Way
London E16 2RD
United Kingdom

Email: dlres@uel.ac.uk
Tel: +44 (0)20 8223 5409
Fax: +44 (0)20 8223 7605