

THE UNIVERSITY OF
WARWICK

**Undergraduate
Campus
Accommodation**

2009-2010

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Approved Code of Practice

The University has signed up to the Universities UK Code of Practice for University Managed Student Accommodation, approved by Parliament in April 2006. All campus accommodation is now included in the Code.

The Code has been prepared primarily to assist managers of student accommodation by setting out the main elements of good management practice. It covers, among other matters, health and safety, maintenance and repair, and relationships between managers and student tenants. It also should assist students in understanding both the standards and procedures and their obligations as tenants.

Further details of the code can be found at:

www.warwick.ac.uk/accommodation

THIS DOCUMENT, THE CONTRACT AND THE STUDENT FINANCE GUIDE CREATE LEGALLY BINDING OBLIGATIONS BETWEEN THE STUDENT AND THE UNIVERSITY SO PLEASE READ THEM BEFORE YOU SIGN THE CONTRACT.

UNIVERSITY SERVICES AND RELATED INFORMATION

STUDY BEDROOMS

All rooms are centrally heated to achieve a room temperature of 21°C, and therefore the use of heating apparatus other than that provided by the University is forbidden.

Please note that health regulations now require that water from a hot water supply should be really hot (60°C): be careful.

Bedding, linen and pillow cases are supplied by the University. You are expected to provide and launder your own towels and provide your own soap, and you are requested to make your own bed. Mattresses should not be laid upon the floor. Do *not* use the bedding or furniture from the halls for sunbathing outside the residences. If you wish to use your own duvet or pillows, please store the University bedding neatly in your cupboards: clear bags can be provided for storage available from your domestic assistant.

Please do not remove University property from either your room or your residence: you will be deemed responsible for consequent loss or damage. Please do not bring additional furniture into the residence. Do not de-activate the safety restrictors on your windows. Please do not go in or out of the windows. If bedroom furniture is re-arranged, please ensure access for cleaning the window area and return to the original position at the end of the letting period.

The lamps and ceiling lights will be damaged if anything is placed on them which prevents heat from escaping. Burns, spillages and other damage to the carpet or to fittings will incur a charge for cleaning or replacement.

You are not permitted to run any form of a business from your campus accommodation.

RESIDENTIAL NETWORK – RESNET

All bedrooms in University on-campus accommodation are provided with a network (ethernet) outlet. Further information can be found at:

<http://www.warwick.ac.uk/go/resnet>

The Acceptable Use Policy can be found at:

<http://www.warwick.ac.uk/go/resnetaup>

KITCHENS/COMMUNAL AREAS

Each residential area has a kitchen(s) which is provided with a sink, cooker, microwave, kettle, toaster, fridges and freezers. You will need to provide your own crockery, cutlery and cooking utensils.

You are responsible for cleaning after cooking. When you finish eating, please wash, dry and put away *all* of your pans, crockery, etc. Dirty implements left lying around may be removed by the accommodation service staff. Those abandoned at the end of the letting period will be disposed of.

As a group, you should ensure that the kitchens and lounges are *tidy* every day. Do not leave crockery, food packets, magazines, coats etc. lying around – they merely increase the workload on the domestic assistants who are trying to ensure you live in a clean and hygienic environment. If your kitchen is not deemed to be tidy enough to be cleaned, they may be left and you will be required to tidy them sufficiently for the next day. If this occurs often, your group may be charged for extra cleaning. In the worst situations the kitchen/lounge may be locked off at nights to prevent damage being done or residents may be asked to leave.

Cleaning of the communal areas is undertaken by the University; a detailed schedule is available in your kitchen area. If you are in when the domestic assistant arrives, please be prepared to vacate the area for a short period of time

Refrigerators must be defrosted and cleaned weekly if they are to be effective. Please co-operate with the domestic assistants who are responsible for cleaning. Refrigerators and freezers work most effectively if not overfilled and not allowed to ice up. **When a rubbish bag becomes full, take it to the refuse area for your residence.** Replacement rubbish bags are normally left for you by your domestic, but ask your Tutor for some if there are none available. Please do not place anything on the tops of the kitchen cupboards – accidents have occurred in the past where items have been pulled down from the cupboards by mistake.

All broken glass, broken crockery and sharp objects should be put in the box provided.

Bicycles and shopping trolleys must not be taken into the residences. If found they will be removed.

Please note that the University Safety Officer has stated that, with respect to festivals such as Christmas and Diwali, as long as decorations are not obstructive or an obvious fire hazard and that electric lights are not left unattended or left on overnight, they are acceptable. Please make sure that any decorations are removed after the end of the festival (or at the end of term).

Spray snow is banned because of the difficulties inherent in its removal and the danger posed by the undue pressure that sometimes has to be applied to windows to effect such removal.

Candles, oil burners, fireworks, joss sticks, live coals, shishas, hookahs, flammable liquids and gases etc are a potential source of damage as well as a fire hazard and must not be used in residences.

Use the pin board in your room for notices, timetables, pictures and such. DO NOT use sticky tapes of any sort on the walls or doors, eg to fix coat-hooks, air fresheners, etc; Do not stick stars or posters on the ceilings; they damage the paintwork and any such damage will be charged to you. Please use Blu-Tack to affix posters etc to walls. All posters including Blu-Tack must be removed at the end of each letting period.

Please note, in order that the Residences retain a pleasant and harmonious appearance for all, except when events of sufficient importance are taking place: eg. Student elections and international competitions such as the World Cup, nothing should be displayed in or from the window of your room.

Household cooking and other domestic appliances such as microwaves, toasters, rice cookers, kettles, beverage makers, fridges and freezers are not allowed in study bedrooms without medical certification. Rooms must not be connected using either internal or external wiring (including computer cabling). The practice is potentially dangerous, prevents windows being securely closed and is unsightly.

The University continues to do its best to keep rents as low as possible and residents are urged to help by *turning off unwanted lights and other electrical appliances* and carrying out any other measures to reduce running costs.

External television aerials are not permitted. There is an external aerial socket in each kitchen/common room for shared viewing.

Note: Residents must obtain individual T.V. Licences.

SMOKING

You are not permitted to smoke in any University building. This includes your study bedroom.

PERIOD OF RESIDENCE

Your fee for the term entitles you to occupy your room from the first day of the contract until **10am on the last day of the letting period**. Please co-operate with the domestic staff by vacating your room promptly and leaving it in a clean and tidy condition. Ensure that you remove all your cooking utensils from the kitchen, disposing of old and unwanted food and other debris in the plastic bin bags provided. Any items left behind at the end of a letting period will be disposed of.

DEPARTURE

If you wish to leave your accommodation, please read sections 9 and 10 of the University Residential Regulations and section 4 of the Contract.

Please note that:

- 1) Rooms are offered for the academic year.

- 2) If you decide to move out during the year without permission and a suitable replacement cannot be found, you will continue to be responsible for the rent.

Please note that if you are moving off campus another person must come on to campus to replace you, even if they do not come into your specific room. If you intend to leave campus accommodation you should talk it over with a member of Warwick Accommodation before finalising your plans so that you are sure of your commitments.

OVERNIGHT ABSENCE

If you intend to be away for one night or more you should, if possible, inform the Residential Staff for your area and, either with them or a friend, leave an address where you can be contacted. Please co-operate in this as emergencies (fire, family problems and such) do occur and it then becomes essential that your Residential Staff can either relay a message to you or account for your absence.

GUESTS

Information about guest accommodation may be obtained from Warwick Accommodation.

VISITORS

“Visiting hours” are nominally 10.00 to 24.00 hours and, although not rigidly enforced, visitors who are being a nuisance will be required to leave, as well as being subject to the normal regulations of the University.

No other person is allowed to occupy your room overnight, whether you are present or absent, without explicit permission of a member of the resident staff. Domestic assistants are required to report cases of doubtful occupancies and extended absences.

Visitors may be allowed to stay for two nights over a weekend, provided the following guidelines are adhered to:

- **All** cases of overnight guests **MUST BE REPORTED** to the Residential Staff.
- Students are only allowed **ONE** guest at a time. That is, **NO MORE THAN TWO** persons should occupy a room overnight
- There is a **STRICT 2 NIGHT LIMIT** for guest occupancies.
- The lending of rooms (‘subletting’) or room keys **IS STRICTLY PROHIBITED**.
- **Children** may not stay at any time.

May we remind you that failure to comply with **ANY** of these guidelines will result in disciplinary action against the offending residents.

Note: You are personally responsible for the conduct of your guests and visitors, members of the University or others, and for any damage they cause.

NOISE

The most common complaint about campus accommodation is noise. One anti-social person can keep the whole residence awake. Small things like slamming

doors, talking and shouting can be extremely irritating to someone trying to work or sleep. Major disturbances – persistently turning up your radio or musical equipment, shouting or playing games in the area immediately outside – are much worse.

Games must therefore be confined to the playing fields or grassed areas away from the halls.

If you are being annoyed by noise and the offender does not respond positively to your request for quiet, you should raise the matter with your Residential Staff. Disciplinary action will be taken against persistent offenders.

The volume of radios and music equipment etc must be kept down at all times, and should not be audible outside your room. There are practice rooms available for musical instruments within the Arts Centre and Westwood because the residences themselves are unsuitable.

DRUGS

The University takes all reasonable measures within its powers to discourage the use of illegal drugs amongst its students. We remind students that possession of illegal substances is a criminal offence and that possession with intent to supply is a more serious offence.

It is the University's policy not to tolerate the use of illegal substances on its land or in its buildings. To do so would constitute a criminal offence. Students found to be using or in possession of or knowingly allowing any illegal substance, including cannabis, to be used in contravention of this policy, will be required to leave campus accommodation with four weeks' notice and will not be permitted to live on campus for the remainder of their time at University.

BARBECUES

Barbecues may normally be held only on those sites designated as such by the Estates Office. Permission to hold an outdoor event must be obtained from the Facilities Manager of University House.

NOTE: The principal organiser of a party or event is required to sign a form accepting complete responsibility for the event.

STAFF AND SERVICE ROOMS, ROOF AREAS

Please do not go into linen rooms or domestic assistants' rooms. Gaining access to the roof areas will be treated as a disciplinary matter.

PETS

No pets or any other animals may be kept in any University residential accommodation unless it is an aid for a disabled person.

ELECTRICAL SAFETY

Always follow the manufacturers' instructions. Do not overload electrical sockets. Wiring more than one appliance into one plug is prohibited as being extremely dangerous. Overloading trips a master circuit breaker and blacks out not only your own room but also several others. If a power failure is caused by overloading, you may be charged for the repair. Do not leave unattended electrical equipment

switched on. Disconnect equipment when not in use. Do not run cables under rugs or carpets and do not put combustible materials on or near electrical equipment. Extension leads to the power sockets in the corridors are forbidden. Switch off and disconnect faulty equipment immediately.

REPAIRS AND DAMAGE

If you need to report a fault within your accommodation, please log on to

www.warwick.ac.uk/accommodation

Ensure that you complete all your details and then click on to: *submit request*.

Please do not report power failures online, either speak to your Accommodation Services Manager (not the domestic assistant) or contact Rootes Reception on (024765) 22280, 8.00 am until 8.00 pm. In the case of an emergency outside these times please contact Security on (024765) 22083. Note, however, that the preferred method of fault reporting is the online form.

In the event of an emergency which is likely to endanger life or cause structural damage to property you should immediately contact Security on extension 22083 or 999 on an internal phone.

Damage to the public areas in your residence should be reported immediately, both to the Accommodation Services Manager and to the Residential Staff.

Where damage or loss occurs of the residence and it is not possible for the University to ascertain who is at fault residents will be required to pay a fair and reasonable proportion of the cost of repairing the damage or reinstating the loss including a £20 administration fee per student.

HAZARDS

For the safety of all, any potential hazard that is identified should be reported immediately to either the Accommodation Services Manager or to the Rootes Reception Desk or to a member of the resident tutorial staff.

THEFTS

Residents should be on their guard against thefts from kitchens in general and refrigerators and freezers in particular. Thefts of this nature can seriously and permanently damage community relationships. Kitchen security is the responsibility of each kitchen community.

NOTE: In the past food thieves have been removed from the University residences.

ELECTORAL ROLL

The University is required to provide local authorities with student addresses for the purpose of constructing the Electoral Roll. It is an individual's responsibility to check whether or not they have been included.

ROOM ALLOCATION AND CHANGES

All room changes must be approved by the Warden and will be subject to an administrative fee of £35.

If you wish to transfer within your current hall, the first person you should see is your residential staff. If there is nothing they can do, but they believe you should be permitted to move if possible, they will contact the Warden to see if other vacancies exist.

If you wish to transfer to other University accommodation (i.e. to any residence other than your contracted one) you must apply to Warwick Accommodation. Illegal transfers will incur financial penalty. A transfer list will be available on the Warwick Accommodation website www.warwick.ac.uk/accommodation from Monday of week 3 term 1.

PAYING YOUR FEES

Paying your fees

Details of how to pay your accommodation fees can be found in your Student Finance Guide. This should have been sent to your home address at the beginning of September. If you have not received a copy of the Student Finance Guide please visit <http://www.warwick.ac.uk/go/ao/ourservices/finance> where one can be downloaded.

What to pay

Details of all charges for campus accommodation can be found in your Student Finance Guide. Please note, the University does not send invoices to students for accommodation fees. Accommodation fees are due in full at the start of each term.

How to pay your accommodation fees

Direct debit is the University's preferred method of payment. All students living in University accommodation, on or off campus **are required to pay their accommodation fees by direct debit.**

Please refer to your Student Finance Guide for specific instructions in this regard.

Late payment of fees

Please note that late payment penalties for accommodation fees are levied each term. Details of the level of late payment penalties can be found in the Student Finance Guide.

Failure to pay your fees in accordance with the instructions laid out in the Student Finance Guide may result in your enrolment at the University being suspended under the terms of University Ordinance 17, *Payment of Annual Fees, Residential Charges and other Debts.*

FIRE

Instructions as to the course of action to be taken in the event of fire are posted within individual rooms and kitchens. Please make certain that you are familiar with the advice given. Familiarise yourself also with the locations of fire alarms within your block and inform yourself of the alternative means of escape in the event of a fire. (These external fire doors must not be opened except in the event of a fire) A fire drill is normally held for each individual residence in the Autumn term without prior warning. The objectives of the fire drill are:

- (a) To ensure that the residents know how to leave the building in an orderly fashion, thus avoiding the possibility of panic in an emergency.
- (b) To ensure awareness of the relevant assembly points for a role call in the event of a fire.
- (c) To ascertain that the alarm can be heard in all parts of the building.
- (d) To check that all alarms are functioning.

For the safety of all it is essential that all residents co-operate with Fire Brigade Officers, University Officials and Security Staff who may be involved in fire drills. It is a disciplinary offence not to vacate a building when the fire alarm sounds.

If you discover a fire, raise the alarm immediately. In the event of a fire alarm sounding leave the building immediately, closing the door of your room behind you and go to the nearest smoke free exit. You must not return to the building until instructed to do so either by the fire officer in charge or by a University Security Officer.

Should the exit be blocked, or you encounter thick smoke, do not panic but return to your room and close the door. The door should resist a fire for 30 minutes and the Fire Brigade will attend. When you see them, open the window, shout to attract attention and follow instructions.

If fumes begin to enter, place wet clothes around the cracks and remember that air is fresher closer to the floor. A damp handkerchief over nose and mouth is also helpful.

Remain calm at all times.

Fires are most common in kitchens and are almost always caused by carelessness and/or stupidity.

The fire extinguishers do not work upside down.

A fire blanket may be used to extinguish a small cooking fire; never a water extinguisher. Electric current must be disconnected before a water extinguisher can be used on an electric fire.

Remember that the main purpose of an extinguisher is to aid the evacuation of the building. An attempt to extinguish a fire should only be made:

- If safe to do so
- The escape route is clear
- The extinguisher is the appropriate type
- The operator is trained and confident in its use

Fires larger than a burning waste paper basket should not be tackled.

A fire should not be fought if the escape route is threatened or if the fire continues to grow.

If someone's clothes catch fire, smother the fire with a fire blanket whilst forcing them to the ground.

If your clothes catch fire, lie down and roll across the ground: call for help.

Anyone tampering with or using a fire extinguisher except for the purpose of putting out a fire will be heavily fined and billed for recharging the extinguisher.

Note: Anyone setting off a false alarm or who tampers with smoke detectors and/or fire equipment will be fined and may be required to leave the Residences.

Fire doors must not be wedged open! They prevent the spread of smoke and flames.

Fire and accidents must be reported to the security officers, the nearest residential staff and the Rootes reception desk

FIRE ALARMS

This section provides guidance and information regarding the fire alarm systems installed within the residences.

How does the system work?

Each residence has its own stand alone 'addressable' fire alarm system. This means the main control panel 'talks' or addresses and monitors each device on the system individually. As well as genuine fire alarms, the panel can signal if any device is not functioning or is missing or dirty.

What is a device?

A device is anything connected to the fire panel. This includes call points, smoke detectors, heat detectors, ionisation detectors, optical detector heads, magnetic door releases, break glass call points and sounders.

Where are the various detectors used?

- Smoke detectors are used in study bedrooms and the corridor areas.
- Heat detectors are used in kitchens and lounges.

What happens when the alarm is activated?

The alarms will sound locally in the building. At the same time an alarm will sound in the Security Gatehouse and officers will attend immediately.

On hearing an alarm you should immediately follow the laid down evacuation procedure described within this Handbook and proceed to your designated assembly point.

YOU MUST NOT RETURN INTO THE BUILDING UNTIL YOU HAVE BEEN SO INSTRUCTED BY EITHER A FIRE BRIGADE OFFICER OR A SECURITY OFFICER.

How can you help prevent false alarms?

The number of false alarms can be limited by following some simple guidelines.

1. Do not touch any of the ceiling mounted fire alarm detectors or sounders.
Remember: removing a device from its housing will activate the alarm.
2. Do not use kettles in bedrooms - steam from the boiling kettle will set off optical detectors if located within the room.

3. When using the shower do ensure the ventilation fan is running. Do keep the bathroom door closed. Again steam will activate the fire alarm.
4. Report immediately all ventilation fans that are not working.
5. Do ensure extractor fans are running when cooking in the kitchen.
6. Do not leave food cooking unattended, eg. toast.
7. Do be aware that large amounts of deodorant spray or aerosol spray near a detector can activate the alarm.
8. Candles and naked flames present a huge fire hazard; can also cause false alarms and are banned for these reasons.
9. Smoking is not allowed in halls of residence including within study bedrooms.

Remember: the fire alarm system is there to protect you!

By following the above guidelines the number of false alarms will be reduced (this means less inconvenience to yourself and other building users), moreover, the demand on the resources of the Fire Brigade will also decrease, which could prove vital in the event of a genuine fire alarm.

EMERGENCIES

There are not doctors present in the Health Centre at all times. If there is a serious medical emergency (e.g. person collapsed or unconscious) or a serious accident do not hesitate to summon an ambulance to take the individual to hospital as quickly as possible. **DO NOT DELAY.** To make sure the ambulance knows where to go and reaches you as quickly as possible please call Security on (024765) 22222 to arrange for the ambulance to be escorted to the correct place.

**EMERGENCY HELP MAY BE OBTAINED
ANYWHERE ANYTIME BY DIALLING:
999 on an internal telephone**

Contact a First Aider for the vicinity or the security staff who will attend as quickly as possible. **In a medical emergency** the staff at the Health Centre will give whatever clinical assistance is possible to any person presenting at the Health Centre whether or not they are registered with either of the GP practices. However please remember the Health Centre is not a casualty or accident & emergency service. If you require these services there is a hospital in Coventry with this department and the individual should go directly there.

SECURITY

Keep the front door locked at all times. Do not open the front door for anyone you do not know.

Try not to lose your key. If you do lose it, report the loss to Rootes Reception immediately. You will be charged for a replacement key upon proof of identity; refundable if you find your key and return the replacement to Rootes Reception within seven days. You may have to pay for a replacement lock unless a crime report number is provided.

The University does its best to discourage insurance and other salesmen and to keep them off campus; please report any such activity within the residences to Residential Staff.

Money and valuables should never be left unattended in public areas. *Always keep your room locked when you are not in it and close and secure the window.* Every year significant amounts of property and money are stolen in Residences. Not only could you suffer considerable personal loss but loss or damage to the University property in your room will be charged to you if your room was left unoccupied and unlocked.

If you have a laptop computer or other expensive, easily portable equipment, make sure it is kept secure.

The domestic assistants and members of staff are instructed to lock your room in your absence, even if the room was open when they entered, so keep your key with you at all times.

Residential Staff have master keys for access to storage areas and to unlock rooms in cases of emergencies. Duplicate and master keys are also held at the Reception Desk.

NOTE: University staff may require access to your room for viewing, inspection, maintenance and repairs and emergencies. All holders of pass keys are authorised to enter a room if, having knocked on the door, there is no reply.

PERSONAL SAFETY AND SECURITY

Walking Around Campus

- When walking to and from the residences do not take short cuts through unlit areas.

After darkness, students or staff who are travelling alone on Campus can contact Security at the Gatehouse who will assist in ensuring that they arrive safely at their destination.

A shuttle bus service is provided seven days a week in term time between the hours of 6.00 pm to 2.00 am. Further details are available at <http://www.warwick.ac.uk/go/ancillary/shuttlebus/>

- Broken glass is, unfortunately, an ever present hazard in the vicinity of the bars. Please be careful when wearing open toed sandals or light shoes.
- Bear in mind the dangers of excessive exposure to sunlight.

PROHIBITED WEAPONS

It is a disciplinary offence for any student, without approval from the Warden, or other authority, to have in their possession or control on campus an offensive weapon or any article capable of causing injury or being adapted for that purpose. This includes an air weapon, firearm, imitation or anything that has the appearance of being a firearm.

Where a weapon or an article capable of causing injury or being adapted for that purpose is required to be kept in a student's room within a University owned or managed residence for the purpose of engaging within a recognised sporting activity it will be the responsibility of the student concerned to make this known in writing to the Warden of the residence concerned, clarifying how the item(s) will be secured when not in legitimate use, and ensuring that written permission is received in return; a copy of such permission being forwarded to the Security Manager.

CAMPUS SECURITY

The University Security Officers are available on a 24 hrs basis for the safety and well being of members of the University.

There are trained first aiders on duty during every shift **and it is from them that assistance should be sought when first aid is required and not from the Health Centre.** Their base is the lodge by the main gate. Their telephone number is 22083 but, in an emergency, you should dial 999 on an internal phone.

INSURANCE

Rent for campus accommodation will include a level of personal possessions insurance (£4,000 of contents cover) provided by Endsleigh. Full details of the insurance cover can be found at: www.warwick.ac.uk/accommodation

LOST AND FOUND

Losses of personal property should be reported to the Rootes Reception Desk and any articles found should be handed in there. Although all Residences' lost and found property should be left at that Desk, it might be wise to check Reception the Students' Union as well if you are looking for something you have lost. All lost property is ultimately sent to Ancillary Services, Portering and Post, Westwood (tel: (024765) 22778).

Lost property is only stored for one term and then disposed of.

Forms to report lost property can be found at the following link: www.warwick.ac.uk/go/ancillary/lost .

YOU ARE STRONGLY RECOMMENDED TO MARK YOUR ACADEMIC BOOKS AND FILES WITH YOUR NAME AND STUDENT ID NUMBER.

RESIDENTIAL ACCOMMODATION REGULATIONS

The following provisions shall be read in conjunction with, and are intended to supplement, the University's Disciplinary Regulations. In the event of any inconsistency the Disciplinary Regulations shall prevail. In addition to these Regulations, each place of accommodation also has a set of Rules, which students are also required to observe. It should be noted that membership of the University or residence in any University accommodation offers no special protection against the law of the land. The University has been, and is, prepared to use the normal procedures of the law in the event of offences such as theft or drug abuse.

A General Regulations

- (1) First year undergraduates who wish to make their own accommodation arrangements may do so provided that they notify the Accommodation Officer of the accommodation before entering into a definite arrangement with the landlord/landlady.
- (2) All undergraduates are required to notify the Accommodation Officer of changes of address during term-time.
- (3) All full-time students must live within a reasonable distance of the University.

B Lodgings Regulations

- (4) If undergraduates in lodgings intend to be absent for one night or longer, they must indicate to their landlord/landlady where they can be found, in case of emergency.

C University Accommodation Regulations

- (5) The persons responsible for the proper management of residences, and the enforcement of the Accommodation Regulations are the Wardens, the Deputy Wardens, Subwardens and Resident Tutors.

(6) Allocation of Rooms

- (a) Accommodation shall be allocated by the Warden in terms of a specified room in a residence. Students must comply with the decision of the Warden regarding the allocation of rooms.
- (b) Any student failing to take up a place he/she has accepted is liable to an administrative levy of a sum equal in amount to two full weeks' rent for the room allocated, subject to the discretion of the Accommodation Manager in the case of exceptional or extenuating circumstances to reduce or cancel the levy.
- (c) Any student failing to take up a place he/she has accepted within four days from the start of any letting period, or failing to inform the Accommodation Manager in writing beforehand of their late arrival, shall be liable to forfeit their place in University accommodation.

(7) Period of Residence

- (a) Accommodation in halls of residence will normally be offered for a period of 30 weeks, 39 weeks or 50 weeks. This letting period cannot be amended after its commencement.
- (b) Students shall be liable to pay accommodation charges on the first day of each term or on the date when occupation of

accommodation commences if this begins on a date later than the beginning of term.

(8) Changing of Rooms and Transfers

- (a) Residents may not change rooms or accommodation except by application to and with the subsequent permission of the Warden.
- (b) Any student wishing to change rooms or transfer to other University accommodation will be required to pay an administrative levy subject to the discretion of the Accommodation Manager in the case of exceptional or extenuating circumstances to reduce or cancel the levy.
- (c) The Warden shall have the right to change the room allocation at any time as he/she in his/her discretion thinks fit.
- (d) All requests to change accommodation (except in the case of transfers from one unit of accommodation to another, where both are under the control of the same Warden) must be referred to the Accommodation Manager in the first instance.

(9) Leaving University Accommodation

Any student who wishes to leave University accommodation, except in the case of transfer as provided for under paragraph (8)(b) above:

- (a) must give two full term-time weeks' notice;
- (b) shall not normally be entitled to any reduction in fees payable in respect of the period following the expiry of notice given by him/her;
- (c) shall normally be liable for rent until the end of the letting period during which the period of notice expires.

Note:

The date of leaving University accommodation shall be defined as the date on which the key is returned to the issuing office.

(10) Requirement to Leave University Accommodation

- (a) A student whose continued presence in the place of residence is felt to be detrimental to the well-being of the community or who has significantly or repeatedly breached the Disciplinary Regulations under paragraph (20) below may be required to leave the accommodation. Students found to be using, in possession of or allowing their room to be used for the consumption of any illegal substance in campus residences will be required to leave the accommodation.
- (b) A student required to vacate his/her accommodation shall be given four weeks' notice, except that:
 - (i) if the end of the letting period is less than four weeks away the student shall be required to leave at the end of that period;
 - (ii) a student whose registration as a student of the University is for any reason terminated may be required to leave with effect from the date of the termination.
 - (iii) in exceptional circumstances, and only with the approval of the Registrar, a shorter notice period may be applied.
- (c) Any student required to vacate their accommodation shall be informed that he/she may appeal against such a decision by writing to the Registrar or, if a shorter notice period was applied under

(b)(iii) above, the Vice-Chancellor, who will if it is determined that there are grounds for appeal, appoint an Appeals Committee to examine the case. The Residential Appeals Committee shall be empowered to confirm, set aside or vary the decision made under Regulation (b) above.

(11) Use of Rooms

Rooms may be used only as private living accommodation and for purposes of study.

(12) Visitors

- (a) No person may occupy or share the occupation or live in any room or premises unless specifically authorised by the University.
- (b) No residents may have extra people living in their rooms, nor may they sub-let.
- (c) Visitors are only permitted during the hours laid down in the handbook of the relevant Hall of Residence.
- (d) Students are responsible for the behaviour of their guests or visitors, who are not students of the University.

(13) Parties in Halls of Residence

- (a) Written permission must be obtained from the Resident Tutor or Sub Warden responsible for the area before any party is held.
- (b) Parties may usually be held only at weekends and must end by midnight.

(14) Pets

No pets or any other animals may be kept in any University residential accommodation.

(15) Vehicles

- (a) Students wishing to keep vehicles must register them and must comply with the University Ordinance and Regulations on Parking and Traffic.
- (b) Students in residence who do not have authority for a motor vehicle on campus must not keep their vehicles on public roads within one mile of the University. Students who break this rule will be required to vacate their campus accommodation.

(16) Wiring and Aerials etc.

- (a) Electrical appliances may be operated only from the fixed power points provided. Students may not install any additional electrical wiring, computer cabling or telephones.
- (b) No additional space heating appliance may be used without permission of the Warden.
- (c) Students must not erect television or radio aerials on the roofs or in the lofts of University residential buildings.

(17) Door Locks

No door lock may be changed or added except by authority of the Warden.

(18) Infectious and Contagious Diseases

Notice shall be given to the Warden of any resident or visitor who is suffering from an infectious or contagious disease in order that the risk to the health and safety of other residents may be assessed by the University.

(19) Damage

- (a) A student shall immediately report to the Resident Tutor responsible for the area any damage to or loss of property, fixtures, fittings or furnishings. Where such damage is attributable to or the responsibility of a student he/she shall repay to the University the cost or a proportion of the cost of renewing or replacing the same. Where damage cannot be attributed to an individual student the Warden may hold responsible the group of students living in the area in which the damage or loss has occurred.
- (b) Wardens, Sub Wardens and Resident Tutors are empowered to require a student to make good the cost of damage not exceeding £25 in respect of (a) above. Where the appropriate charge exceeds £25, the power to require payment resides with the Warden.

(20) Discipline in Halls of Residence

- (a) The following types of misdemeanour will require disciplinary action:
 - (i) Anti-social behaviour such as drunkenness; disorderly conduct; unnecessary noise; selfish use of noise emitting equipment including radios, music centres, CD players, televisions, computers, musical instruments; playing games in close proximity to residences; disregard of such hours of silence and visiting hours as may be laid down in the handbook for the relevant Hall of Residence, and any behaviour causing a nuisance, inconvenience, or annoyance to other residents.
 - (ii) Non-compliance with any of the University Accommodation Regulations (as set out above), or with any rule in the handbook for the relevant Hall of Residence.
 - (iii) Wilful or negligent damage, including flyposting, to the premises, or its fixtures, fittings and furnishings.
- (b)
 - (i) Resident tutorial staff are empowered to fine up to £25 for anti-social conduct as defined in paragraph 20 (a)(i) above or for any other plainly anti-social actions not specifically mentioned, or for non-compliance with the Regulations as defined in paragraph 20 (a)(ii) above, or for wilful or negligent damage as defined in paragraph 20 (a)(iii) above.
 - (ii) Wardens are empowered to raise fines not exceeding £100 for anti-social conduct as defined in paragraph (20)(a)(i) above or for any other plainly anti-social action not specifically mentioned, or for non-compliance with the Regulations as defined in paragraph (20)(a)(ii) above, or for wilful or negligent damage as defined in paragraph (20)(a)(iii) above.
 - (iii) In the absence of the Warden, the Deputy Warden or any other member of the resident tutorial staff nominated by the

- Warden shall exercise his/her powers under paragraph (20)(b)(ii) above.
- (iv) The Warden or any member of the resident tutorial staff is additionally empowered to exact a written apology in respect of anti-social behaviour, to be communicated through him/her to any person or persons named.
 - (c)
 - (i) The Warden is empowered to sit with two students normally chosen by local student committees and two resident tutors to hear appeals against decisions made or in mitigation of penalties imposed by resident tutorial staff under paragraph (20)(b) above, it being understood that the member of the resident tutorial staff who took the initial decision may not sit on the appeals panel. Where disciplinary action was taken by the Warden alone, the appeal shall be referred to the Registrar in the first instance, who shall determine whether to deal with the matter himself/herself or to report it to the Residential Appeals Committee under the recognised procedure.
 - (ii) In the absence of the Warden, the Deputy/Sub Warden or any member of the resident tutorial staff nominated by the Warden shall exercise his/her powers under paragraph (20)(c)(i) above, except that he/she may not so act in the case of an appeal against one of his/her own decisions.
 - (d)
 - (i) Any fines levied will be used to purchase books for the University Library.
 - (ii) The Finance Director will be responsible for the collection of fines.
 - (iii) The penalty for non-payment of fines shall be exclusion from University accommodation. (Students who fail to pay fines shall also be subject to any other sanctions normally applied to debtors to the University.)
 - (e) A student shall not normally be allocated a room in campus residences for any future years of study at the University where there have been significant or repeated breaches of the disciplinary regulations.
 - (f) If a student who is not a resident of the Hall concerned causes a disturbance or breaks a Regulation whilst on the premises this will be dealt with under paragraphs (20)(b)-(d) above, unless the offence is sufficiently serious to warrant action by the University Discipline Committee. In cases of doubt or difficulty the Registrar will determine which authority takes disciplinary measures.

HARASSMENT

The University and the Students' Union believe all forms of harassment to be unacceptable and are prepared to take disciplinary action against offenders.

Both the University and the Students' Union are committed to creating a community that is free from harassment and discrimination. Harassment is unlawful. It can affect your living and working conditions, and your physical and mental health.

Am I being harassed?

The nature of harassment may make it difficult to define and it may be some time before you realise that you are being harassed. Harassment is unwanted, unsolicited or unwelcome behaviour or language that is offensive or intimidating to the recipient. Harassers can be other students, University or Union staff, or anyone formally linked to the University. Harassment can include:

- embarrassing or offensive remarks, jokes or innuendo
- unwelcome remarks about clothes or appearance
- unwanted physical contact
- demands for sexual favours
- physical threats
- bullying
- abuse of academic status

Incidents involving members of staff who make offers of academic advantage in return for sexual favours or who penalise students for reasons of racial or ethnic origin are regarded as particularly serious.

What can I do?

If the way you are being treated either by an individual or by a group makes you feel uncomfortable, unhappy or disempowered then you should talk it over with a view to changing things.

Being subjected to harassment can be a devastating experience. You may feel that what is happening is your fault, that you are powerless and alone. You aren't. There are a number of places you can go for advice, support and encouragement. Talking to someone will make you feel less alone and more able to deal with your experience. You should not feel reluctant to complain, in fact you are encouraged to do so.

How can I deal with it informally?

The following list identifies places on Campus where you can talk to someone and where everything you say will be treated confidentially:

University Senior Tutor and Counselling Service:

Ground Floor, University House.

024 7652 3761, internal 23761.

Open Monday to Friday during office hours.

Advice and Welfare Services:

First floor Students' Union Building.

024 7657 3173, internal 73173.

A professional advice service, open Monday to Friday during office hours.

Nightline:

between 9pm - 9am.

024 7641 7668, internal 22199.

A confidential listening service, run by students for students, during term time.

Welfare and Equal Opportunities Officer/Women's Officer/Equal Opportunities Chair:

024 7657 3129, internal 73129.

Elected students who are available to listen and may be able to direct you to other sources of support such as Advice and Welfare Services, the University Senior Tutor, the Anti Racism Campaign, Women's Group and appropriate societies.

Chaplaincy:

024 7652 3519, internal 23519.

The above agencies will provide non-judgmental advice and information on the options available to you. You will also be able to get information about outside organisations which offer help and support. No action will be taken without your permission and co-operation. However if you decide to make a formal complaint then they may also help you to do this. It is always a good idea to talk things over before you make a formal complaint.

How can I deal with it formally?

After you have talked things through with one of the people listed above you may decide to report it. It is important that you recognise that many people other than those listed above will feel that they have a duty to pass on any incident you report to the University authorities, who in turn may have to report serious incidents such as assault or rape to the police. Decisions may be taken out of your hands. Don't let this put you off taking action to stop harassment.

Appropriate people to whom incidents of harassment may be formally reported include: residential staff, wardens, personal tutors, departmental Chairs, senior members of the Registrar's staff, University security staff.

If the incident takes place in the Students' Union you can report it to any member of staff, stewards, the house manager or a sabbatical officer.

What happens next?

The report will be forwarded to the Registrar who will ensure that the matter is investigated. The Registrar will then decide upon the next steps, which might include referral to the police, action under the Disciplinary Regulations (for students), action under the staff disciplinary procedures, or no further action.

Students may expect to continue to receive help and advice from the Senior Tutor's Office and the Students' Union after a formal complaint has been made.

Should I report it to the police?

The University and the Students' Union encourage the reporting of serious incidents to the police and will support any individual who does this. However we do recognise that this can be a difficult thing to do and you may wish to discuss your options and any likely consequences with someone from the University Senior Tutor's Office or Advice and Welfare Services first.

Contact Numbers:

University Senior Tutor	024 7652 3761 (int 23761)
Advice and Welfare Services	024 7657 3173 (int 73173)
Welfare and Equal Opportunities Officer	024 7657 3129 (int 73129)
Nightline	024 7641 7668 (int 22199)
Chaplaincy	024 7652 3519 (int 23519)
Campus Security (24 hour emergency)	999 on internal phone
Coventry Police	024 7653 9010
Leamington Police	01926 451111
Kenilworth Police	01926 851111