

**INFORMATION FOR RESIDENTS
(3 GREGORY PLACE)**

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INFORMATION FOR RESIDENTS

1 ARRIVALS

The residences open at 10 am on Saturday 20 September 2008. Please email studacc@st-andrews.ac.uk with your anticipated time of arrival to arrange for the collection of keys.

2 DEPARTURES

Students are required to vacate their accommodation on or before 10 am on the final day of their contract and return their keys to Student Accommodation Services. Students with contracts for a shorter period than 37 weeks will see the start and end dates of the agreement on the contract.

3 SERVICES IN RESIDENCE

The residence fee includes room, heat, light and power, the provision of bedlinen, technology fee for data connection and telephone line and rental and insurance for student's possessions.

Provision in Study Bedrooms:

The rooms are single and have a bed, drawer and wardrobe storage, study desk, light and chair for each occupant. Bed linen i.e. duvet and cover, pillow, sheets and pillowcases, is provided but students supply their own towels and make their own arrangements for laundering bedlinen and personal items. The residents may use the facilities in Deans Court for the washing and drying of clothes. Students are expressly prohibited from providing any additional furniture or furnishings unless these items comply with the Furniture and Furnishings Regulations 1993 (Fire)(Safety) (Amendment), and only with written permission from the Residence Manager/Head of Student Accommodation Services.

Heating:

The standard heating times in residence are

Morning: 2 ½ hours of heating e.g. 6.30 to 9.00 am - Monday to Sunday

Evening: 6 hours of heating e.g. 4.30 to 10.30 pm – Monday to Sunday

September to December – standard level as above

January – enhanced level – continuous heating morning through evening (8 ½ hours minimum) – Monday to Sunday

February/March – revert to standard level plus one hour boost at lunchtime – Monday to Sunday (heating duration at weekends to be reviewed should weather conditions be extreme)

April/May – revert to standard level

Hot Water: is available from start e.g. 7am to last finish e.g. 10.30 pm

Technology Provision:

All study bedrooms have an internet connection however this is not part of the University's system.

Insurance Policy:

The University has a block insurance policy for students' possessions while they are in the residence and while their possessions are in storage in the residence during vacation periods. This policy is under review for Session 2007/8 however the current policy covers claims of up to £750 for any individual item and a maximum of £3000 in total. There is an excess of £25 payable on any claim. This policy only covers forcible entry and excludes, among other items, money, jewellery, and bicycles. If you require further details of the policy, contact Ken Stewart, (01334) 462465 from whom claim forms are available, if required.

4 PAYMENT OF RESIDENCE FEES

Prior to the start of the academic session, payment should be made in full or an Instalment plan should be agreed with the Old Union Reception. Students wishing to pay by instalments can do so either by direct debit or credit/debit card. To speed up the matriculation process and to avoid delay in payments clearing, it is advisable that all payments and confirmation of bank transfers are sent direct to the Old Union Reception. Check: <http://www.st-andrews.ac.uk/finance/studenthome.html> for full details

5 TRANSFER REQUESTS

Moves within or between Residences can only take place subject to the availability of rooms and if they are approved/arranged by Student Accommodation Services. Students seeking to move between residences should complete a Transfer Request Form at Student Accommodation Services.

It is not possible to offer a transfer to all students who request one and if a transfer is possible either within a residence or residences, no further transfer requests will be considered during the session.

Students who believe there are extenuating circumstances necessitating a priority move, should complete a Transfer Request Form (available from Student Accommodation Services) outlining their reasons for the request. In circumstances where a medical condition is the factor necessitating the transfer a doctor's letter supporting this is required.

6 TELEVISION LICENCES

A student who has a television set in his/her room needs a TV licence to watch any channel, including cable or satellite, or to record and watch video tapes. For further information go to the Television Licences FAQ page using this link: <http://www.st-andrews.ac.uk/students/accommodation/>

7 MAINTENANCE AND REPORTING REPAIRS

Repair and maintenance requests should be made to the Residence Manager at Deans Court deanscourt@st-andrews.ac.uk. All other matters should be referred to Student Accommodation Services studacc@st-andrews.ac.uk

8 COMPLAINTS PROCEDURE

In the event that you have any complaints which cannot be addressed in the residence, please consult the complaints procedure which is available from the Residence Managers office, Wardens Office, Student Accommodation Services or:

<http://www.st-andrews.ac.uk/resbus/Complaintsprocedure.doc>

9 PRIVACY OF RESIDENTS

The privacy of residents will be respected at all times and whenever practicable, 24 hours notice will be given of any visit other than by the Manager, Head of Student Accommodation Services, their deputies or cleaners. The University reserves the right of entry at any reasonable time by authorised personnel in the course of their duties; this includes the annual Health and Safety Inspection. A visiting card indicating the reason for the call will be left in the room.

10 POSTAL ADDRESSES

The full postal address is 3 Gregory Place, **North Street, St. Andrews Fife KY16 9PU.**