

INFORMATION FOR RESIDENTS
**(Andrew Melville, John Burnet main Hall, McIntosh Hall, St. Regulus Hall
and University Hall)**

- 1 Arrivals and departures**
 - **Start of Session**
 - **Christmas vacation**
 - **Spring vacation**
 - **Departure**

- 2 Services in Residence**
 - **Provision in Study Bedrooms**
 - **Meal Programme**
 - **Technology Provision**
 - **Heating**
 - **Insurance Policy**
 - **Hall Subscriptions**

- 3 Payment of Residence Fees**

- 4 Television Licences**

- 5 Transfer Requests**

- 6 Roles within the Residence**

- 7 Complaints Procedure**

- 8 Privacy of Residents**

- 9 Postal Address**

- 10 Residential Accommodation Forum**

INFORMATION FOR RESIDENTS

1 **ARRIVALS & DEPARTURES**

Start of Session - All residences open at 10 am on Saturday 19 September 2009. The first meal will be dinner on the Saturday evening. On Sunday 20 September, breakfast and lunch will be provided in accordance with usual meal programme. The evening meal on Saturday 19 September is the only weekend evening meal provided. Students arriving on Saturday should plan to arrive in time to attend the first meal (by 6pm) for the Warden's introduction and to meet other residents.

Christmas vacation

The residences close at 10am on Saturday 19 December 2009 and re-open on Tuesday 5 January 2010 at 2pm for accommodation only and the first meal will be breakfast on Wednesday 6 January 2010. The contract does not include the Christmas vacations. On most occasions it is possible to leave possessions in the rooms, providing surfaces are cleared to allow cleaning. However there are times when the University wishes to carry out maintenance in those rooms during the vacation. Advance notice of this will be posted in the hall. Students do not have access to these Residences during the Christmas vacation.

Spring Vacation

Students may remain in residence during the Spring vacation i.e. 27 March to 11 April, 2010. The residence fees for this period are 50% of the term time residence fees and do not include meals. Depending on the number of students remaining in residence, students may either stay on a limited self-catering basis or buy a meal plan provided in their current residence or another residence. The first meal after the Spring vacation is breakfast on 12 April, 2010.

Departure The residences close for the summer vacation at 10am on Saturday 29 May 2010.

2 **SERVICES IN RESIDENCE**

The residence fee includes room, heat, light and power, the provision and change of bedlinen, 19 meals per week, technology fee for data connection and telephone line and rental, insurance for student's possessions and the Hall subscription.

Provision in Study Bedrooms:

The rooms are single or shared with one other person i.e. twin. The type of room allocated is shown on the e-contract which also shows the residence fee payable. There is a bed, drawer and wardrobe storage, study desk, light and chair for each occupant. 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. The University provides bedding and bed linen i.e. duvet and cover, pillow, sheets and pillowcases but students supply their own towels and make their own arrangements for personal laundry. There are facilities for the washing and drying of clothes. Students should supply their own cutlery and crockery for use in pantries/study bedrooms since crockery and cutlery may not be removed from the dining rooms.

Meal Programme:

There are 19 meals per week, breakfast, lunch and dinner, Monday to Friday and breakfast and lunch on Saturday & Sunday. These meals are at set times. Students may request a packed lunch if they are unable to return to residence. There is a vegetarian option at every meal; however it is not possible to provide a full vegan, kosher or halal menu. Other special dietary needs should be discussed with the residence management team. Meals will normally be provided in the residence to which the student is allocated; however the University reserves the right in the event of staff shortages or in the interests of economy or similar circumstances to arrange meals in another residence nearby.

Technology Provision:

All study bedrooms have a telephone service with the option of voice mail. Information about the University's telephone system can be viewed at: <http://www.st-andrews.ac.uk/students/accommodation/ResTel/> The technology fee also covers a data connection to ResNet. For further information about this please check at <http://www.st-andrews.ac.uk/students/itsupport/Networksandsystems/resnet/>

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. 5 to 11pm – Monday to Sunday

September to December – standard level as above

January (revision and examination period) – 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

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 subject to renewal terms being agreed for Session 2009/10, however the current policy covers claims with a limit of £1,000 for any individual item, Computer Equipment with a limit of £1,000 and a single article of clothing with a limit of £250. There is a policy excess of £25. This policy only covers forcible entry and excludes, among other items, money, jewellery, and bicycles. The Insurers are: Royal Sun Alliance, Policy No: SA13871023. The period of the Insurance is from 1 August 2009 – 31 July 2010. If you require further details of the policy, contact Ken Stewart, (01334) 462465 from whom claim forms are available, if required.

Hall Subscription:

The residence fee shown on the e-contract includes a hall subscription which is transferred to the individual Hall Committees. The amount of the Hall Subscription is determined by the Hall Committees and is as follows for the full session for the residences covered by this document:

Andrew Melville Hall	£65.00
John Burnet Hall	£75.00
McIntosh Hall	£70.00
St. Regulus Hall	£75.00
University Hall	£75.00

The Hall Subscriptions are transferred to the Hall Committees at the start of session and adjustments made at the start of Second Semester. Each Hall Committee is wholly responsible for how this will be used. In general the Hall Subscription is used by the Student House Committee to cover the cost of social events including the ball and to defray general student charges for newspapers, television and other amenities. It is also used to pay for damage caused in communal areas or to communal facilities, which is not commensurate with fair wear and tear. The Residence Manager will invoice the Hall Committee for such damage unless the individual(s) responsible accept responsibility, in which case they will be billed directly. Any questions about the amount or use, to which the Hall Subscription is put, should be addressed to the Senior Student or Treasurer of the Hall Committee.

The Hall Subscription is calculated on a pro-rata basis and will be adjusted automatically if there is any fee amendment due to transfer or early termination of contract.

3 **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 instalment 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.

Full details can be obtained from:

<http://www.st-andrews.ac.uk/students/money/Tuitionfees/Payingfees/>

4 **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/>

5 **TRANSFER REQUESTS**

Moves within or between Residences can only take place subject to the availability of rooms, and with the agreement of Head of Student Accommodation Services after consultation with the Wardens. Students seeking a move within residence should see the Warden in the first instance. Students seeking to move between residences should contact 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.

Any student who believes there are extenuating circumstances necessitating a priority move, should contact Student Accommodation Services outlining their reasons for the request either by email or letter. In circumstances where a medical condition is the factor necessitating the transfer a doctor's letter supporting this is required.

6 **ROLES WITHIN THE RESIDENCE**

SENIOR STUDENT AND HOUSE COMMITTEE:

In each Hall there is a Senior Student who is chiefly responsible for working with the Warden and the residents to develop the community within the residence. There is also an elected House Committee which meets to discuss matters of student interest and represent the residents' views to the Warden.

WARDEN AND HIS/HER TEAM:

The Wardens are responsible for the welfare of students and maintaining discipline. The Wardens liaise closely with the Hall Committees and the Residence Management to ensure the good running of the residence and to develop a sense of community.

RESIDENCE MANAGER AND HIS/HER TEAM:

The Residence Management team is responsible for the operational aspects of the residence eg. catering, cleaning, repairs and health and safety.

STUDENT ACCOMMODATION SERVICES:

The Head of Student Accommodation Services is responsible for the allocation of rooms and room mate assignments as well as disciplinary referrals involved health and safety regulations.

7 **COMPLAINTS PROCEDURE**

In the event that you have any complaint which cannot be addressed in the residence, please consult the complaints procedure <http://www.st-andrews.ac.uk/resbus/Complaintsprocedure.doc> or from the Residence Managers office, Wardens Office, Student Accommodation Services.

8 **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, Warden, 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.

9 **POSTAL ADDRESSES**

The full postal addresses of the residences covered by this document are:

Andrew Melville Hall

North Haugh, St. Andrews, Fife KY16 9SU

John Burnet Hall	Links Crescent, St. Andrews, Fife KY16 9JF
McIntosh Hall	Abbotsford Crescent, St. Andrews, Fife KY16 9HT
St. Regulus Hall	Queens's Terrace, St. Andrews, Fife KY16 9TQ
University Hall	Kennedy Gardens, St Andrews, Fife KY16 9DL

10 **RESIDENTIAL ACCOMMODATION FORUM**

The Student Services Committee to which the Residential Accommodation Forum reports is the Committee charged by the University Court with overseeing General Rules applicable to All Residences. In addition each Residence has its own rules established from time to time for the good order and convenience of all the residents after agreement with the Warden. If the rules made by a Residence are within the limits laid down in the General Rules any changes come into effect as soon as is practicable after they are made. If the Residence wishes to make rules, which are not within these limits, it must submit its proposals to the Residential Accommodation Forum via the Warden/Head of Student Accommodation Services or the Student Representative on this Forum.