

**INFORMATION FOR RESIDENTS**  
**University Hall**

- 1 Arrivals and departures**
  - **Start of Session**
  - **Return from Christmas vacation**
  - **Return from Spring vacation**
  - **During the Christmas and Spring vacations**
  
- 2 Services in Residence**
  - **Provision in Study Bedrooms**
  - **House Service Assistants**
  - **Keys**
  - **Recycling**
  - **Bed Linen**
  - **Decoration/Posters**
  - **Guests and Guest Accommodation**
  - **Security**
  - **Absence from Residence**
  - **Fire Procedures**
  - **Smoking**
  - **Ball Games**
  - **Water**
  - **Kitchens**
  - **Maintenance**
  - **Meal Programme**
  - **Technology Provision**
  - **Heating**
  - **Energy Consumption**
  - **Laundry**
  - **Shower/Hair Attachments**
  - **Communal Facilities**
  - **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 Service Commitments**

## INFORMATION FOR RESIDENTS

### 1 **ARRIVALS & DEPARTURES**

#### **Start of Session**

**All residences open at 10 am on Saturday 18 September 2010.** The first meal will be dinner on the Saturday evening. On Sunday 19 September, breakfast and lunch will be provided in accordance with usual meal programme. The evening meal on Saturday 18 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 for ease of meeting other residents.

#### **Christmas vacation**

The residences close at 10am on Saturday 18 December 2010 and re-open on Tuesday 4 January 2011 at 2pm for accommodation only and the first meal will be breakfast on Wednesday 5 January 2011. 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.

#### **Second Semester Arrivals**

Students starting for Second Semester can collect their keycard from the residence after 10am on Friday 28 January, 2011

#### **Spring Vacation**

The residence contract includes the period of the Spring vacation. A charge of 50% of the term time is included in the residence fees. This does 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 11 April, 2011.

#### **Departure**

The residences close for the summer vacation at 10am on Saturday 28 May 2011.

### 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.

**House Service Assistants** must be allowed access to the bedrooms every day in order to carry out their duties, and to ensure that we fulfil our responsibilities. In the event of staff absence/recruitment difficulties/incllement weather etc., then we reserve the option to reduce the level of service on the understanding that normal service will be resumed as quickly as possible.

**Keys** – you should carry your room key with you at all times. If you lose your key you should inform the Residence Manager immediately. The full charge of replacing the lock will be passed onto you if it becomes necessary for us to change the lock to your room. Your matriculation card will give you access to all three buildings at University Hall.

**Recycling** – containers for recycling can be found in the utility rooms in Lumsden, in the games room in Old Wing and the common room in Wardlaw. Please remove tops and caps from containers (both plastic and glass) before placing them in the containers. Paper recycling times will be collected from your room provided they are placed in the appropriate bin. Please do not put any broken glass or sharp objects into your waste paper bin.

**Bed Linen** – is changed every second week on a Monday and Tuesday. A notice will be put up to let you know when this will take place. The linen change arrangements are that you strip your bed of the dirty linen and bring it down to the linen room in Lumsden (opposite the Janitors' room) between 8.00 am and 9.00 am where it will be exchanged for a clean set.

**Decoration/Posters** – the display of posters, postcards, etc. is limited to the noticeboard using drawing pins to attach. Do not use Blu-Tac, White-Tac or any other form of adhesive on the notice board. Do not use sellotape, drawing pins, adhesives, Blu-Tac, or White-Tac on the walls, ceilings, furniture, or any other fixture or fitting, as they may cause damage for which you will be charged.

**Guest & Guest accommodation** – you are responsible for the behaviour of your guest whilst they are in the residence. Occupants of shared rooms may entertain guests only by mutual agreement with their room mates. Unofficial overnight guests are not allowed in the residence, and anyone found to be disregarding this rule will be charged the current bed and breakfast rate for the number of nights involved. There are a limited number of camp beds available for hire, and these can be booked from and paid for in advance from the Residence Manager's office for the guest's stay.

**Security** – all efforts are made to ensure the premises are secure. Please lock your bedroom at all times when not occupied. All external doors in Old Wing are now permanently locked and because they are linked to the fire alarm system will only release if the fire alarm is activated. Access to Old Wing is by Lumsden Front Door which is swipe card activated as is the door for Wardlaw. Please remember to carry your matriculation card with you at all times. The University cannot accept responsibility for loss or damage to personal property.

**Absence from Residence** – you are asked to fill in your name and room number in the diary which can be found in the Janitors' room if you intend to be absent from the residence overnight or at the weekend.

**Fire Procedures** – these can be found in your room on the noticeboard. You should familiarise yourself with all the fire exits. Please note the fire alarms are tested every Monday between 2.15 and 2.30 p.m. Any tampering with fire safety equipment including call points, fire extinguishers or fire blankets endangers the lives of you fellow residents and will be reported to the University authorities and lead to automatic expulsion from the residence and referral of the matter to the police. There will be a least 2 fire evacuation drills during the academic year and everyone in the building must leave by the nearest safe exit. The residence is fitted with smoke/heat detectors and tampering with these is an offence. Whenever the fire alarm sounds you must leave the building immediately by the nearest safe exit.

**Fire alarm activations:** if for any reason you feel you will need help to leave the building in the event of a fire alarm activation please contact the Residence Manager's Office as soon as possible after arrival.

Please note that in the event of a fire alarm activation the lifts will become non-operational.

**Smoking** – smoking is not allowed anywhere within the residence. There is a smoking area outside the covered way.

**Ball Games** – are strictly prohibited in the hall or on hall grounds. This will ensure the fabric of the building and also the safety of other residents are protected. This includes Frisbees, football, rollerblading, rugby, golf and super Soakers. There are pitches available at the Sports Centre. There are tennis courts and a multi-ball court behind Old Wing and these are available for use through the Sports Centre.

**Water** – please note the tap water in your bedrooms is unsuitable as drinking water. Should you require drinking water then please use the taps in the kitchens.

**Kitchens** – there are kitchens on each floor in Lumsden and Old Wing and on the ground and first floor of Wardlaw, with a small pantry on the top floor of Wardlaw. These kitchens are fitted with cookers, fridge/freezers and a kettle. You will need to supply your own crockery, cutlery and pots and pans. These kitchens are all fitted with heat detectors so please do not leave the kitchen unattended whilst you cooking and remember to switch off all appliances when you have finished. While cooking make sure there is sufficient ventilation in the room by either opening a window or making sure the fan is on if there is one. Do not wedge open the kitchen doors as steam and cooking fumes escaping into the corridors will activate the smoke detectors.

**Maintenance** – minor repairs, replacement light bulbs etc will be attended to as quickly as possible. Any defects or matters requiring attention should be reported via email to [unihall@st-andrews.ac.uk](mailto:unihall@st-andrews.ac.uk)

### **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. Routine key and matriculation card checks are carried out at least once a month and they will both be required to allow access to the dining room. You may bring a guest to meals providing you have purchased a meal ticket from the Residence Manager's Office in advance.

### **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

**Energy Consumption** – we have an objective of reducing energy consumption by 5% year –on-year without affecting resident comfort levels, we aim to achieve this through the installation and use of energy-saving equipment and with the co-operation of our staff and everyone who lives in hall. You can help us and your residence most by adopting the following simple but effective practices:

Switch off the lights when nobody is in the room

Try and avoid bad energy wasting practices including

Drying clothes on radiators

Do not leave your TV switched on standby when it is not in use (still uses 75% of power)

Leaving PCs switched on when not in use

Report any dripping taps

Heating levels – if your room is too hot turn down the thermostat to adjust heating levels

Opening a window? Turn off your radiator as well.

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

**Laundry** – the washing machines and tumble dryers are situated in Lumsden and Old wing on the ground floor. You are asked to remove your washing from the laundry areas as soon as possible after washing/drying is finished to enable us to keep the room in a reasonable state. We would also ask that wet washing is not hung up in bedrooms for drying; this both damages the fabric of the building and also causes an unhealthy atmosphere for sleeping in.

**Shower/Hair Washing Attachments** – please note that in the interests of your own health and safety, the use of shower/hair washing attachments (the type that can be purchased in chemists etc) is strictly forbidden. Due to the size of buildings, it is very difficult at all times to control the pressure of water which in turn could lead to scalding. If any such attachments are found, we will remove them.

**Communal Facilities** – There are two common rooms in Old wing which may be used for quiet study/reading and one common room in Wardlaw which also serves as a TV room. There is a TV room in Old Wing just off the chequered court. There are also two libraries, an Arts and a Science, both of which are situated on the ground floor of Old Wing. Please note consumption of food and drink are prohibited in these Libraries with the exception of water. There is also a music room in Lumsden situated on the Ground Floor opposite the Janitors' room. A timetable is posted on a weekly basis for students to book a practice time. Please note the last booking time is 9 p.m. and all practice must cease at 10 p.m. The use of amplifiers in this room is strictly forbidden. All communal facilities are for residents only

**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 2010/11, however the current policy covers claims As follows:

- Any one student GBP 3,000
- Any one item GBP 1,000
- Computer Equipment per student GBP 1,000
- Musical instruments per student GBP 600
- Audio Equipment including Recording media per student GBP 1,000
- Photographic Equipment, Video Cameras and Camcorders GBP 1,000
- Jewellery, Watches and Valuables per student GBP600
- Sports Equipment per students GBP 600
- Any single article of clothing GBP 250
- Theft of keys per students GBP 50
- There is a policy excess of £25.

**Perils Covered:**

All risks including theft or attempted theft (excluding theft which does not involved entry to or exit from a student's accommodation by forcible and violent means or actual threatened assault or violence).

**Cover Provided:**

Personal effects and belongings of students in residence at properties provided by the University of St Andrews. The policy does not operate in respect of a property out with student accommodation. The Insurers are: Royal Sun Alliance, Policy No: SA13871023. The period of the Insurance is from 1 August 2010 – 31 July 2011. 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 letter of offer 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 £75.00 for the full session.

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.

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 Student Accommodation Services. Students seeking a move within residence should see the Warden. 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 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 **ROLES WITHIN THE RESIDENCE**

#### **SENIOR STUDENT AND HOUSE COMMITTEE:**

In each Hall there is a Senior Student who is chiefly responsible for co-operation between the Warden and the residents, and also an elected House Committee which meets to discuss matters of domestic interest and to 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 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:**

Student Accommodation Services is responsible for the allocation of rooms and room mate assignments as well as disciplinary referrals involved health and safety regulations. Any matters relating to the contract for accommodation should be referred to Student Accommodation Services.

### 7 **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>

## 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 address is University Hall, Kennedy Gardens, St Andrews, Fife KY16 9DL  
Mail – any letters received for University Hall residents will be placed in the pigeonholes in the Crush Hall outside the Dining Room. If any parcels or registered letters are received a list is put up on a daily basis and these items can be collected from the Janitors' room at the times posted. You must provide your matriculation card as a means of identity before they will be released.

## 10 **SERVICE COMMITMENT**

### **Mission**

Residential and Business Services core function is to support the University's teaching and research ambitions by managing suitable and sufficient residential accommodation and associated services for the student population and other customers.

### **Accommodating Your Needs**

We aim for continuous improvement in the services we provide to you, our customer. When staying in University accommodation you may expect to enjoy the following standards of customer care:

On arrival you will receive a pleasant and friendly welcome by well trained staff who are familiar with the building.

Should any member of University staff have cause to enter your room then a red card will be left advising you.

Our staff will be easily identifiable by their name badge

We will adhere to the highest standards of hygiene, safety and cleaning practices at all times.

We will meet requests for minor maintenance or repairs (e.g. light bulbs) as quickly as we can.

Normally we would expect to complete minor repairs on the same day they are received. If we are unable to correct/repair in the same day we will keep you informed.

Requests for maintenance requiring "external trades" received during office hours, Monday to Friday, will be reported to Estates for their attention. You will be kept advised of the progress of resolving maintenance faults where practicable. Where a request is received for maintenance work, falling within the University's emergency categories, an immediate call out will be made.

### **Catering Services**

We aim for continuous improvement in our service to you, our customer. When using the facilities you may expect to enjoy the following standards of customer care:

You will receive a pleasant and friendly welcome by well trained staff who are familiar with the products.

Our staff will be easily identifiable by their name badge and uniform.

The service and dining areas will be clean and tidy at all times, although we would ask for your co-operation with the self clearing system.

The food and beverages on offer will be well presented at the correct temperature and be of marketable quality.

The menu will be varied and designed to meet an identified range of dietary requirements including Health Selections.

We will adhere to the highest standards of hygiene and meet the requirements of the University Food Safety Policy at all times.

**Feedback**

Whilst it is our aim to meet the standards we have set, we would hope to be able to resolve any problems that do occur at a local level. Please let us have your views by following these guidelines:

If your dissatisfaction is general rather than specific please use the Suggestion Box, or

You may contact the duty manager who will try to resolve any dissatisfaction immediately, or

If the duty manager is unable to resolve the difficulty then you should contact the Residence Manager.

If students, having exhausted the above procedure, still have cause for dissatisfaction then

You should arrange to discuss the matter with the Warden.