

David Russell Apartments and Fife Park share facilities and all information below refers to both sites unless specified.

## Contact Information

### Management Team

Consists of the Residence Manager, Deputy and Assistants and they are responsible for the operational aspects of the Residence eg Catering, Cleaning, Repairs and Health and Safety. We would encourage all students to make use of all forms of contact available to ensure that issues are dealt with promptly. Reception is located in facilities building and is open 8am – 6pm Monday to Friday, 9am – 2pm on Saturday and 11am – 7pm on Sunday. The internal telephone number is **7100** or you can email on [drh-reception@st-andrews.ac.uk](mailto:drh-reception@st-andrews.ac.uk)

### Wardens Team

The Wardenial Team consists of the Warden, Deputy Warden and seven Assistant Wardens, all of whom are experienced academic persons responsible for pastoral care, community building and discipline within the residences. The Wardens Office is situated in the facilities building close to Reception. There will be a member of the Wardenial Team in the Wardens Office each evening between **7pm** and **8pm** for student surgeries. Between **7pm** and **8am** the Duty Warden can be contacted on 7103 from any internal phone or on 01334 467103 from an external connection. For more information on pastoral care, community building and discipline within DRA/FP as well as full details of the Wardenial Team please go to the DRA/FP website at <http://www.st-andrews.ac.uk/drafp>

## Services

### Service Commitments

You will find a copy of the Service Commitments for House Services at the end of this document; it is intended to provide you with a clear understanding of the role, responsibilities and approach of the residence management team and staff. Please make use of the suggestion box in the computer room or Bistro for constructive comments, and do add your name to these.

### Keys

You will have been issued with a key and key card on your arrival.

**DRA** – the key card will open the main house, flat and bedroom door, laundry, facilities building and activities room. The key will open your lockable cupboard in the kitchen. You will also have a mailbox key per apartment. It is possible to set your bedroom to remain unlocked while you are in the room (Double Dipping). You should insert your key card into the lock two times in quick succession; the light will flash green. To lock your door again you need to repeat the process. We would recommend for security reasons that you only use this facility when you are in the apartment.

**FP** – the key will open the house and bedroom door, the key card will open the laundry, facilities building and activities room.

You should carry your key and key card with you at all times.

### Lockouts & Lost Key Cards

If you get locked out or lose your key or key card this is not considered to be an emergency and will be dealt with at 11am, 5.45pm, 8.30pm & 11pm. (To assist student safety after 11pm lockouts will be dealt with as they occur and there will be no charge) If

you require access/replacement card in an emergency a charge of £30 will be levied. The proceeds from this charge will be used to purchase items for student use for example in the Activity Room or Music Room. A charge of £10 will be made for replacement key cards issued at the specified time, which will be returned within 14 days if you find your key.

### **Maintenance**

Minor repairs will be attended to as quickly as possible. Please report any defects or matters requiring attention to reception. If a repair has not been completed within 5 days please let us know.

### **House Services**

We do not provide a cleaning service. You are responsible for cleaning your bedroom and public areas in your house/apartment. If there is an empty room in your house/apartment we will clean the room but not the public areas. To ensure that all houses are kept in good order there will be a monthly cleanliness and safety check of your house/apartment by the housekeeping Supervisor/Manager. You will be notified in advance when this inspection will take place. If your house/apartment falls below the standards required you will be given one week/month to rectify the areas highlighted. If on a re-check the areas have not been rectified we will carry out the necessary measures and invoice the cost to the occupants of the house/apartment. If you have any questions regarding the standards required please contact the duty manager.

### **Privacy**

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, Assistant Warden, Head of Student Accommodation or their deputies. The University reserves the right of entry at any reasonable time by authorised personnel in the course of their duties. A visiting card indicating the reason for the visit will be left in the room. The only exception to this is the annual Health & Safety inspection which has to be carried out without any notice being given.

### **Mail**

Internal and external mail is delivered to each house Monday - Friday only. Any packages too big to fit through your mailbox, or any registered mail, will be delivered to DRA who will issue you with a notice. You may then collect your package from the Bistro during opening hours by showing your parcel slip and matriculation card. Mail/Parcels delivered by courier companies will be delivered to your house/apartment and you should make arrangements to accept these deliveries, we cannot accept these deliveries at our office.

### **Posters**

The display of poster etc is limited to the notice board and any other wooden surface in bedrooms. No other surfaces should be used.

### **Pets**

No pets of any kind may be kept in the residence. Please do not feed any stray animals that may appear from time to time.

### **Noise**

Must be kept to a reasonable level at all times. Late in the evening, music and other noise must be kept down and after midnight music is not allowed. Anyone wishing to have a party/social gathering in their apartment/room must get approval from the Warden at least 48 hours in advance by filling in a Party Request Form which are available from Reception or the dra/fp website.

## **Facilities**

### **Bistro**

The Bistro is located at the rear of the facilities building overlooking the SUDS pond. It is open from 8.15am – 7pm Monday – Friday and 11am – 7pm Sunday. It sells a range of light snacks, main meals, pastries and beverages for eating in or takeaway. A range of meal packages and vouchers will be available please see reception for further details.

### **Nisbet Room**

The common room is available for use of all residents. It has Sky TV, DVD Player, Xbox and Playstation which are connected to a projection TV. The Wardenial Team also has a selection of games for loan, which you may borrow by exchanging your matriculation card or other form of ID. This room is open 24 hours and can be booked at reception. You are not permitted to connect your own equipment.

### **Activity Room**

Has a range of games including table football, ping pong and pool table. Equipment is owned by the hall committee. The room is open 9am – Midnight and access is by key card.

### **Music Room**

Has a drum kit, guitar amp and piano. The room is available for individuals or small groups to practice in. The key card can be collected from the office or Duty Warden/Porter in exchange for matriculation card or other ID. The room is available 9am – Midnight and a booking system is in operation.

### **Computer Facilities**

There is a computer room located next to house 30 in Fife Park and this can be accessed by using your matriculation card. Problems with the equipment should be reported to the helpdesk or the DRA or FP IT rep.

### **Laundry**

The laundry is situated between Nisbet and Shairp houses. You are asked to remove your washing from the laundry room as soon as possible after use to enable us to keep the room clean and tidy. We would also ask that wet washing is not hung in bedrooms for drying; this both damages the fabric of the building and causes an unhealthy atmosphere for sleeping in.

### **Car Parking**

Student Car Parking is only available at New Hall, DRA, FP & AP. There is no University parking for students in town. A valid permit must be displayed and can be obtained from the Estates department on 3999 or by emailing [stupark@st-andrews.ac.uk](mailto:stupark@st-andrews.ac.uk)

Information below provided by Students Union who run bar and Shop

### **Bar**

You may not have realised it, but one of the biggest and newest bars in the whole of St Andrews is only a few minutes away from your bedroom and even better, it's run by the Union. Found in the DRA Facilities Building, the bar offers pool, leather sofas, a patio, Sky and plasma screen TV's – without needing to trudge all the way into town and back again. Get yourself and your flatmates down there for a relaxing drink or two, all within walking distance of your bed. Current opening hours are 6pm to 11pm – keep an eye out for updates and events. The bar can be used for birthdays, post –exam celebrations, or whatever you want – and we do external bars upon request, with those fabled Union prices every time. Any questions, Sandy will sort you out, call him on 01334 46 2721

### **B.E.S.S., University of St Andrews Students' Association Shop**

Is within DRA and has a varied selection of Drinks, Food, Snacks, Stationery, Gifts and Cards. University crested clothing from Hoodies to Rugby Shirts available. Term opening times are Monday – Friday 11am – 7pm, Saturday 9am – 5pm & Sunday 12pm – 5pm. Every penny we make goes back to Student Societies, Welfare etc. So please support us.

## **Health and Safety**

### **Fire Procedures**

Details of Fire Procedures can be found on the notice board in your room. You should familiarise yourself with all fire exits and locations of all fire fighting equipment. Any tampering with fire safety equipment – including smoke detectors, extinguishers or fire blankets – endangers the lives of your 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. Whenever the fire alarm sounds you must leave the building immediately by the nearest safe exit and then phone the Fire Service on 9-999.

**Fire Park** – Residents are responsible for testing (and recording the test) of the Fire Alarm in each house. Instructions on how to carry out the test and a sheet to record the test can be found in the plastic folder in the hallway. The Porter will test the fire alarm and check the extinguishers and fire doors on a monthly basis.

**DRA** – Alarms are tested on a weekly basis between 9am – 10am. The porters will check fire extinguishers, fire doors and emergency lights on a monthly basis, usually on a Tuesday.

### **Fire Hazards**

Do not cook in your bedroom.

**Candles** – a no candle policy exists within all University residences, for the safety of yourself and other residents, if you are found to have candles in your room whether or not they have been used they will be confiscated and you may be expelled from the residence system. In addition joss sticks are prohibited.

**Drapes/Wall hangings** – again these are a fire hazard and for your own safety and that of other residents are not permitted in bedrooms.

**Electrical Appliances** – as the overloading of power circuits may result in a serious fire risk you are prohibited from using all high powered electrical equipment in study

bedrooms e.g. heaters (unless supplied by the residence), kettles, irons, electric blankets, toasters, refrigerators, microwaves, electric rings, and cooking apparatus of any kind etc (please refer to the separate "Use of Electrical Equipment in Residences" safety notice)

- Personal electrical equipment used, including connecting leads, must be serviceable and in a safe condition.
- Plugs must be wired in the correct manner and fused according to the manufacturers' instructions. A plug must only supply one piece of equipment. If additional sockets are required, multi-way distribution boards with 13 amp shuttered outlets must be used.
- If in doubt, contact the Residence Manager who, if necessary will seek the advice of an appropriately qualified person.
- Any person bringing electrical equipment into the residence should ensure that it has been examined by a competent person and will be held wholly responsible for its use and for the consequences of its misuse.
- The Head of Student Accommodation Services/Residence Manager has the right to refuse use of (and, if necessary, remove from the study bedroom) any piece of electrical equipment within the residence.
- The University takes NO responsibility for damages or injuries caused by personal electrical equipment within the residence

Unfortunately despite this clear policy sometimes we find that residents break these rules and put others at risk. Our responsibility for Health & Safety means that in these circumstances we are obliged to confiscate such equipment if found. Obviously even if it is not being used when found, if it is plugged in then it probably has been.

### **Additional Furniture**

You are expressly prohibited from providing any additional furniture or furnishings unless these items comply with the Furniture and Furnishings 1993 (Fire Safety Amendment), and you may only do so with written permission from the Residence Manager/Head of Student Accommodation Services. If you rearrange the furniture in your room please ensure that you return it to its original position at the end of your contract.

### **Smoking**

Smoking is not permitted in any area at DRA or Fife Park including communal areas, bedrooms, bathrooms, kitchens and the covered areas by the mailboxes. Please ensure you extinguish cigarettes before putting them in bins. Smoking in buildings will be dealt with under the disciplinary code and could lead to disciplinary action or expulsion from the Residence. Please remember that cigarette butts are litter and should be extinguished and disposed of sensibly.

### **Personal Safety**

St Andrews is generally considered a safe place but there have been attacks on students in the past. Students should be especially vigilant on Friday and Saturday nights, as this is when most trouble occurs in town. Personal alarms are on sale in the Students' Union and are a good deterrent but it is better to be walking with other people. In exceptional circumstance taxis will take students to residences on production of a matriculation card and the student will be billed by the University.

### **Ball Games**

Are strictly prohibited on the site. This includes other games which involve throwing e.g. Frisbee. This will ensure that the fabric of the building and also the safety of other residents is protected.

### **Illness**

If at any time you are unwell, ask a friend to notify a member of the Wardenial Team. If you require the services of a doctor and are unable to attend the surgery please contact the doctor's surgery for assistance or advice. If you require assistance during normal office hours please contact Student Support Services on 2720.

### **First Aid**

First Aid boxes are located in reception, van, kitchen, first aid room and Porters Lodge. A First Aid notice is displayed in the facilities building, bottom of each apartment, Laundry and Computer Room.

### **Bicycles**

Are not allowed in the apartments or houses. Storage is available throughout the site. If you have a bike you are advised to have this insured.

## **Environment**

### **Energy Consumption**

We have an objective of reducing energy consumption by 5% year on year without affecting residents 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 the residences. The interhall energy competition allows students to benefit from any savings, please see [www.st-andrews.ac.uk/interhall](http://www.st-andrews.ac.uk/interhall) for further details.

You can help DRA and Fife Park by adopting the following simple but effective practices:

- Switch off the lights when nobody is in the room/house.
- Don't dry clothes on your radiator.
- Don't leave your TV switched on "standby" when it is not in use (Still uses 75% of power!)
- Don't leave PCs switched on when not in use.
- Report any dripping taps.
- Heating levels – if your room is too hot, turn down the radiator thermostat to adjust heating levels.
- Opening a window? Turn your radiator off as well.
- Recycle bottles, cans, paper etc.

There is a black container and white bag for recycling in each house. If all students could place plastic bottles, drinks cans and glass in the boxes and paper based materials in the bags and then empty them regularly into the relevant recycling bins in the car park we can reduce the amount of waste being generated by the University. For further information about environmental issues please visit [www.st-andrews.ac.uk/environment](http://www.st-andrews.ac.uk/environment) Please do not put any glass or sharp objects into your waste paper bin or refuse sacks, but take it directly to the bottle and glass bins.

# Service Commitment

## **Mission**

Residential & 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 written note 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 practice 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 as 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.

## **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 local level. Please let us have your views by following these guidelines:

- If your dissatisfaction is general rather than specific please use the Suggestions 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.