Welcome to St Andrews

Welcome to the University! We hope that you enjoy living in St Andrews and that you find your time in the halls of residence a rewarding experience.

This guide has been designed for students who are living in university halls of residence. If, once you have read through the Guide, you still have some questions, please speak to a member of your Residence Management Team, Wardennial Team or visit our webpages www.st-andrews.ac.uk/accommodation
Arrival at St Andrews

You must, for staff and student safety follow the Scottish Government and Public Health Scotland Guidance as well as any University guidance on the safe use of University buildings including accommodation.

Collecting Your Keys

Collecting that your keycard is available on the arrival date and slot you selected at the pre arrival section of your acceptance. If you arrive before your arrival slot, then there will be a short delay in collecting your key and/or keycard.

If you do not return an inventory, we will assume that everything in the room was satisfactory when you arrived.

Roles within the Residence

Each residence has a Residence Management Team, who is responsible for looking after the operational aspects of the residence e.g. the condition of the general hall environment, housekeeping services, general maintenance and repairs, health and safety and promoting discipline. Please check the specific Hall information on the University accommodation webpages for details of who they are and how to contact them www.st-andrews.ac.uk/accommodation/ug/residences

Meals (catered halls only)

There are 19 meals per week provided in the standard residence. There is a ‘You said / We did’ board in each dining room, so if you particularly enjoyed a meal or have any constructive or helpful comments to make please fill in one of the suggestion slips, including your name and room number, and leave it on the board. We will respond to all comments as quickly as we can.

You will be charged for any missing items or damages.

Student Accommodation Services

Student Accommodation Services is responsible for the allocation of rooms and rooommate assignments, as well as disciplinary referrals involving health and safety regulations. Any questions you might have relating to your accommodation contract should be referred to Student Accommodation Services. They can be contacted via email accommodation@st-andrews.ac.uk or by phoning 01334 462510.

Wardennial Team

The Wardennial Team and Assistant Warder are responsible for the welfare of the students. The Wardennial Team keep close watch of the Hall Committees and the Residence Management Team to ensure things run smoothly in the halls.

Most residences have a Resident Warder, who will give an introductory talk to students in the first few weeks of the first semester. Please check the specific Hall information on the accommodation webpages for details of who the Warder are, and how to contact them.

Warder/Resident Assistant Warder

In each residence there is a Student, who is responsible for working with the Warder and the students residents to develop the community spirit within the residence. There is also an elected Hall Committee, which meets to discuss matters of student interest and represent the interests to the Warden, Residence Management Team and the University. Your residence fee includes a Hall Committee subscription which is used to put on events and purchase items for the residence, as well as pay for any unauthorised damages throughout the year.

Catering Team (catered halls only)

The Catering Team in your hall is responsible for preparing and serving meals. If you have any specific food allergies or dietary requirements, please contact the Catering Team as soon as you are offered a place in a catered hall, so that the appropriate arrangements can be made for you. The Chef Manager’s contact details can be found on the Hall specific webpage.

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Inventory

Please check the inventory, fill it in carefully, and return it to your Residence Management Team within 48 hours of your arrival. It is very important you correctly record anything which is missing or damaged, as the inventories are kept as an official record of the condition of the room when you move in. They are then compared with the condition of the room / property when you leave, and you will be charged for any missing items or damages.

You will be offered a place in a catered hall, and to develop a sense of community.

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Scottish Government and Public Health Scotland

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Provision in Study Bedrooms
The type of room you have been allocated is shown on your accommodation contract, which also details the residence fees payable and dates of occupancy. Rooms are either single, or shared with other person(s) - i.e. a twin or triple (all postgraduate accommodation is in single rooms).

Each bedroom contains (for each occupant):
• Desk and chair
• Bookcase
• Bed, mattress and mattress protector
• Wardrobe and drawer unit
• Waste bin

There are also curtains, carpet, electric sockets and a wired network connection in each room.

There are a number of kitchens, kitchenettes and pantries throughout the standard catered residences which are available for you to make snacks and light meals.

At David Russell Apartments (catered), you will have access to the shared kitchen/lounge area in your apartment which you will share with four or five other residents.

Each communal kitchen at DRA, Fife Park, Gannochy, Powell and Whitehorn contains:
• Fridge/freezer
• Electric cooker
• Kettle
• Steam iron and ironing board
• Clothes airer
• Pots and pans
• Roasting tin and baking sheet
• Basin, cutlery tray and side table
• Duster and brush, mop & bucket and vacuum cleaner
• Flip top bin
• Induction (DRA and Fife Park)

Central Facilities
Please see the specific hall information with regard to the facilities that are available in your residence, these can be found on the Accommodation webpages.

What to Bring With You
Bedding is not provided in the residences: bedding packs are available for you to purchase in advance via www.unikitout.com/collections/st-andrews saving you space and trouble. There are two types of bedding packs available - for double or single beds. The bedding packs consist of duvet and pillow (two for double bed), sheets, pillow case (two for double bed) and a duvet cover. They can also provide towels, cutlery and kitchen items. You should bring your own towels and tea towels with you and are responsible for making your own arrangements for personal laundry and laundering of bedding (please see section 4 on page 8 regarding Laundry).

(Section 16.3 of Terms of Occupancy)
Under the Terms of Occupancy, you are prohibited from bringing your own furniture, curtains, soft fabric lampshades or halogen lamps into your bedroom or the residence, since all furnishings must comply with relevant safety legislations (Furniture and Furnishings Regulations 1993 – Fire Safety Amendment). Additional furnishings may only be provided with the written permission of the Residential Services Manager or Student Accommodation Services.

You are also responsible for supplying your own cutlery, crockery, pots and pans and cooking utensils. It is advisable to wait until you arrive in St Andrews to buy these products as you may be able to club together with housemates or others in your hall to buy these items.

Poster and Pictures
The display of posters, postcards etc. is limited to the notice board using drawing pins to attach.

Please DO NOT:
• use blu-tac, white-tac or any other form of adhesive on the notice board
• use sellotape, drawing pins, hooks, blue-tac or white-tac on the walls, settings, furniture or any other fixture and fitting

If these items cause damage you will be charged.
TV Licence
If you have a television set or laptop in your room or in the communal kitchen, you will need a TV licence to watch any channel, including cable or satellite, or to record and watch programmes. If you are living in Agnes Blackadder Hall, David Russell Apartments, Fife Park Apartments, Powell or Whitehorn, where a TV is supplied, you must still provide your own TV licence. For further information please visit: www.st-andrews.ac.uk/accommodation/login/vanrent/residents/television

Internet
All study bedrooms in halls have a cabled network socket for access to ResNet (Residence Network) as well as access to the University wireless service “Eduroam”. Charges for ResNet are included in the residence fees so no additional charges will be made for connection to this service.

Please remember, when you connect your computer to the network, you do so as per the ResNet terms and conditions.

To connect to ResNet you will require an Ethernet cable. These are available from your Residence Manager or IT Services. Once you have this cable you can then follow instructions below.
1) Connect your cable to the socket and start your computer.
2) Ensure your computer setup is correct.
3) Launch a preferred internet browser (such as Mozilla Firefox).
4) Your browser will then be re-directed to the registration pages.
5) Use your University username and password to login as directed.
6) Proceed carefully through the on-screen instructions.
7) Restart computer when requested.

Once your computer has restarted, you will be able to access a range of network services including your email and the web.

For further information, terms and conditions and support advice please visit www.st-andrews.ac.uk/orientation/once-you-arrive/it-support/internet-access

IT support and advice is available from the IT Services desk, who are based in the main University Library. www.st-andrews.ac.uk/itsupport

We cannot guarantee 100% Wi-Fi coverage in residences, however, if you experience issues, please visit our troubleshooting webpage: www.st-andrews.ac.uk/itsupport/network/networkservices/wirelessaccess/troubleshootingwi-fiissues

Telephone
Telephones are provided on corridors and within flats for making emergency calls.
Keys and Replacements

(Section 16.12 of Terms of Occupancy) Your matriculation card, key or keycard will open your bedroom and the front door of the building where you stay. It is important that you carry your matriculation card, key or keycard with you at all times. For security purposes, you are not permitted to have copies of your key or card made. We also recommend that you remove any tags that might identify your room. If you lose your key, this prevents anyone who finds it from entering your room. Please make sure you keep the tag safe and when you move out of the residence, return it to the key where you picked it up.

(Section 11.5 of Terms of Occupancy) You must keep your room keys or keycard with you at all times. A charge may be administered if you are locked out, keys are lost or mislaid.

If you lose your key / card or tag, to obtain a replacement please let the Residence Management Teams know immediately. You will be charged for a replacement and if there is a requirement to replace the whole lock, then an additional charge will be incurred. If you are unsure about anything to do with keys and locks, please check with your Residence Management Team.

Laundry
You are responsible for your personal laundry and the laundering of your own bedding.

Please do not hang up wet washing in your bedroom, corridor, or kitchen area. This both damages the fabric of the building, causes condensation and dampness and creates an unhealthy atmosphere to sleep in. You will be liable for any damages caused to the building as a result.

Facilities
Each hall has laundry facilities available for students to use, but due to the number of people using the facilities, it is important that you don’t leave your washing in the washing machines or tumble dryers when you have finished, as this will prevent others from using them.

The University currently have two laundry providers. Please see specific laundry information in your residence.

Mail
Please check with your residence for guidance on the mail delivery and collection system in your residence.

Insurance
The University has a block insurance policy for students’ possessions while they are in the residence. The current policy provider is cover4students.com. The University provides no advice or administrative services relating to the contract of insurance. For all matters relevant to the insurance policy please use the following link: www.st-andrews.ac.uk/accommodation/insurance

Heating and Hot Water
The standard heating times in your residence are:

Morning: 2.5 hours of heating, e.g. 6.30am – 9.00am – Monday to Sunday.
Evening: 6 hours of heating, e.g. 4.30pm – 10.30pm – Monday to Sunday.

September to November – standard level as above.
26 November – 21 December – to cover the revision and examination period enhanced level – continuous heating from morning through to the evening (8.5 hours minimum) – Monday to Sunday.
19 December – 6 January (vacation period): Agnes Blackadder, DRA, Fife Park, Angus / Stanley Smith, Albany Park, Dean Court, Powell and Whitehorn: Enhanced level – continuous heating from morning through to the evening (8.5 hours minimum).
John Burnet, McIntosh, St Regulus, St Salvator’s, University Hall: Standard level – 2.5 hours heating (6.30am – 9am, Monday to Sunday).
6 January – mid January Agnes Blackadder, DRA, Fife Park, Angus / Stanley Smith, Albany Park, Dues Court, Powell and Whitehorn: Standard level, plus one hour boost at lunchtime.

Mid January onwards – all residences revert to standard level plus one hour boost at lunchtime – Monday to Sunday. Heating duration at weekends will be reviewed if weather conditions are extreme.

March / April / May – revert to standard level. Report any problems to the Residential Services Manager’s Office.

Hot water
This is available from 6.30am to 10.30pm.
Service Levels
Our staff are professional, obliging and helpful – however it is not part of their role or remit to clean up any bodily fluids – especially if it is alcohol related! There are appropriate cleaning materials available to borrow/use via the Residence Management or Wardennial Teams, and you will be responsible for clearing this up yourself. If, on inspection, the level of cleanliness is not satisfactory, we reserve the right to contact external cleaning contractors and the cost will be charged to you. In public areas of the residence, it is important to ensure these areas are clean and able to be used for the enjoyment and comfort of all other residents as such, should a similar issue arise in a public area, cleaning contractors are automatically contacted to deal with the issue. If the cost of the carpet cannot be attributed to a particular student, the cost will be charged to the Hall Committee.

Bedroom
You are expected to keep your room clean and tidy. For self-catered accommodation, we provide a vacuum cleaner for you to use. If your room is en-suite then you are also responsible for cleaning your own shower room and WC. We also provide a waste bin for your room, which should be emptied regularly and directly to the external bins and not to the kitchen area!

For catered accommodation, with the exception of David Russell Apartments, Agnes Blackadder and Whitehorn, we will vacuum your bedroom and also provide an external cleaning service. If your room is en-suite then you are also responsible for cleaning your own shower room and WC. We also provide a waste bin for your room which will be emptied daily (Monday to Friday). The showers and WC in the shared washroom facilities will also be cleaned daily (Monday to Friday). Your House Service Assistant or Residence Management Team will be able to provide you with more details regarding the day on which your room will be serviced.

Kitchen
You (and the other people you are sharing a kitchen with) are all jointly responsible for maintaining an acceptable hygiene standard throughout the kitchen area. It is your responsibility to clean up after yourself. This includes cleaning up any spillages, cleaning cooker tops and worktops after use and washing and putting your dishes and cutlery away. It is also the responsibility of all occupants to remove the rubbish to the external bins, and to move paper, glass and cans, and plastic to the recycling facilities.

For standard catered accommodation, the facilities are cleaned once a week by the House Service Assistants. However, you must maintain the hygiene standards throughout the rest of the week. A cleaning service is not provided in David Russell Apartments, Fife Park and Agnes Blackadder (catered or self-catered), Whitehorn and self-catered rooms in Gannochy. All occupants of all flats are responsible for cleaning and maintaining all areas including individual bedrooms and the communal kitchen / lounge area. Flats here are subject to monthly cleaning inspections. Monthly inspections also occur in Fife Park.

In the event that we are unable to deliver cleaning or inspection services to the described level, e.g. due to staff absence / recruitment difficulties / inclement weather etc., then we reserve the option to reduce the level of service on the understanding that normal service levels will be resumed as quickly as possible. We will keep you informed of our progress in returning to the original service levels.

(Section 24.1, 24.2 of Terms of Occupancy)

When you move out, you are expected to leave the accommodation in a clean and tidy condition, and charges will be made if extra cleaning is required at the end of the tenancy or if in the interests of health and safety for the occupants, an interim clean is required.
Minor repairs, replacement of light bulbs etc. will be attended to as quickly as possible. Please report any defects or matters requiring attention to the Residence Management Team via the office, phone or email. The preferred method of reporting will be available in your residence. Please ensure that you include your name, full room number and as much detail regarding the fault and location of the fault as possible. If you fail to report a fault and as a result further damage is caused to University property then you will be responsible for repaying any costs incurred.

Outside office hours for your hall, repair requests can be made to a member of the Wardennial Team but only if the repair is urgent (i.e. along the lines of a burst pipe!). If it cannot wait until they come on duty, please contact University Security Team on 8999. For DRA / Fife Park repair requests contact the Duty Porter.

**Health and Safety Inspections**

Inspections of each bedroom are conducted at least annually. The purpose of these inspections (apart from enforcing the Health and Safety Policy) is to ensure that the fabric and furnishings of the buildings are sound, and not damaged in any way because of occupant misuse. Any damages found because of misuse, breach of the Terms of Occupancy, or contravening rules will result in a charge for any damage to the fabric of the building. If you are tempted to put your posters etc. back up after inspection, DON’T – you will be charged for a re-offence and your posters or pictures confiscated.

**Maintenance – Postgraduate Accommodation**

Since postgraduate accommodation is occupied all year round, it may be necessary for us to ask students to move to alternative accommodation while essential maintenance or reinstatement work is carried out or to ensure that the rolling programmes e.g. redecoration are completed. Students will be given advance warning of this and whenever possible work will be scheduled during the summer months, when alternative accommodation is available.

**Right of Entry**

Whenever possible and practicable, 24 hours’ notice will be given of any visit to student rooms other than by the Manager, Warden, Assistant Warden, Director of Residential & Business Services or their deputies. The privacy of residents will be respected at all times, but 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 and safety inspection, which has to be carried out without any notice being given.
Health and Safety

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 the buildings it is very difficult at all times to tell the person of which room in turn could lead to scalding. Any such attachments if found will be confiscated.

Drugs

Section 10.1 of Terms of Occupancy
The University does not condone the use of any prohibited substances. All staff involved in the running of accommodation have a legal duty to report any information regarding illegal drug use. If you or your guests are having problems with drugs (including prescription or over the counter drugs), are worried about a friend or are having problems with drugs, including prescription or over the counter drugs, are worried about a friend or have encountered such activities, please do not hesitate to seek advice from the Wardennial Team.

Drugs

Section 10.2 of Terms of Occupancy
If you have chosen to accept alcohol free accommodation, you have agreed not to drink alcohol in the apartment. If you do, you will receive a first and final written warning. If you drink alcohol for a second time you will be moved to another residence at the University’s discretion. You will be held responsible for your guests and/or visitors complying with these conditions while they are in your apartment.

Alcohol

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Alcohol is not essential to enjoy the experience of student life, and when consumed in excessive amounts it can have a negative effect and could lead to unexpected and unwanted consequences. We understand that most students are going to want to enjoy alcohol, but please remember to control your personal safety and the safety of others while under the influence – look after yourself and your friends, and remember that if you have guests or visitors, YOU are responsible for them. You should also bear in mind your personal safety and the safety of others while under the influence. The excuses ‘I don’t remember’, or ‘That’s not like me’ will not suffice.

If you feel that you are experiencing a problem with alcohol, or know someone else who is, please do not hesitate to contact a member of the Wardennial Team or Student Services. For more advice and contact details please visit: www.st-andrews.ac.uk/students/advice/personal/alcoholanddrugs

If you have problems with alcohol, or know someone else who does, please do not hesitate to contact the Wardennial Team. It is important that we know that you are not in hall for the safety purposes. Please also inform us when you return to halls so that they can help with any special arrangements you may require. More information can be found at www.st-andrews.ac.uk/students/alcohol

If you seek the services of a medical professional and have any difficulties in accessing this please contact Student Services or the Wardennial Team who will be able to assist you. You can also call NHS 24 on 1045 from any other UK phone, should you require free advice from a medical professional if you are unable to attend the surgery. In an emergency health situation please call 999.

Illness

Section 18.1 of Terms of Occupancy
Upon arrival to St Andrews, you are required to register with a General Practitioner at the St Andrews Community Hospital. This happens at Matriculation and cover you for the duration of your time in St Andrews. For further information and contact details, please visit: www.st-andrews.ac.uk/students/advice/health/doctors

If you are taken to hospital through injury or illness and are required to remain there over one or more nights then it is VERY important you contact Student Services or your Wardennial Team. It is also important that we know that so we can provide any assistance that you may need whilst in hospital. It is also important that the staff know that you are not at hall for the safety purposes. Please also inform us when you return to halls so that they can help with any special arrangements you may require. More information can be found at www.st-andrews.ac.uk/students/advice/health

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Smoking

(Section 18.3 of Terms of Occupancy)
Smoking is not allowed to be conducted in any part of University buildings including student bedrooms. We take the health and safety of residents very seriously. If you smoke, allow your guests to smoke and/or tamper with any smoke detectors or fire safety equipment within the residence, you will be required to attend a disciplinary meeting with the Residential Services Manager of the residence and subject to a charge and a written warning. If you or your guests are caught smoking for a second time or breach any other health and safety regulation within your residence, you will be referred to the Director of Residential & Business Services (or delegated person) who will review your contract at which stage you may be asked to leave your University accommodation and be barred from re-applying. In the case of significant health and safety breaches, a first warning will not be given and the Health and Safety Manager has the authority to refer you straight to the Director of Residential & Business Services for a contract review. This includes the use of e-cigarettes.

Under The Prohibition of Smoking in Certain Premises (Scotland) 2006, it may be against the law to smoke in enclosed areas such as dorms. Please see the specific hall information sheet for further information about where it is appropriate to smoke.
**Safety and Security**

Sections 16.7, 16.13 and 16.14 of Terms of Occupancy

All efforts are made to ensure the premises are secure. Please lock your bedroom at all times when your room is not occupied. The main doors to your residence will be locked at all times. If you are entering or leaving the building, please make sure that the door is closed properly and locks behind you. Please do not allow entry to the residence to anyone unless you are satisfied that they are a resident, a guest of a resident or are there with the University’s permission. This is to ensure both your own security and that of others. The University cannot accept responsibility for loss or damage to personal property.

If you see someone near the residence and are concerned about their presence or see them acting suspiciously, please contact a member of the Residence Management or Wardennial Team immediately.

**Emergencies**

In case of an emergency during the day when the Residence Office is open, please contact the Residence Management Team in the first instance. In case of an emergency outside office hours, you are encouraged to contact a member of the Wardennial Team. For severe emergencies or if the Wardennial or Management Teams cannot be contacted, dial 9-999 from any residence telephone. For less severe emergencies when a member of the Wardennial or Management Teams is available, you may contact a member of the University’s security staff. If you see a fire, please contact your Wardennial Team for clarification.

We recommend that if you are travelling to St. Andrews from outside the UK, you wait and purchase electrical items when you arrive here, including compatible leads and suitable adapters. Multi-way distribution boards with 13 amp shaver outlets are permitted should additional sockets be required, but these must be submitted for testing before they can be used. Cube adapters are strictly prohibited. Do not overload extension boards as they could short-circuit the equipment or lead to a fire. Further advice can be sought from your Residence Management Team.

Shortly after you arrive at the residence, you will have to submit ALL electrical equipment for testing. This will allow the University to certify all equipment as being tested and of a safe standard to use. If you bring an item into the residence after the testing time, you must inform a member of the Residence Management Team, who will arrange for further testing.

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**Electrical Equipment**

Sections 17.1, 17.2, 17.4, 17.5, 17.6, 17.11, 17.12, 17.13 and 17.14 of Terms of Occupancy

Please see link below for permitted and prohibited electrical equipment.

Electrical items catered and self-catered halls:

If you require a pharmacy fridge for medical purposes, please inform Student Accommodation Services during the application stage or contact Student Support Services.

The Wardennial Team and/or member of the Residence Management Team have the right to refuse the use of and even remove a piece of electrical equipment that they deem to be unsafe.

Please do not bring any electrical equipment with you that has been purchased outside of the United Kingdom. British standards differ from other countries and to maintain health and safety we will confiscate all non-British electrical equipment we find, even if it is not in use.
Fire Safety

(Sections 17.3 and 17.6 of Terms of Occupancy)

All emergency and fire escape routes must be kept clear of ALL obstructions at ALL times. Rooms and kitchens are fitted with fire doors and these are in place to prevent smoke and fire spreading; they should never be wedged open.

Anyone tampering with fire safety equipment – including covering or disconnecting smoke detectors, call points, extinguishers, fire blankets or fire exit signs – is endangering your life and the lives of fellow residents and will be reported to the University authorities. This is highly dangerous, and will also lead to automatic disciplinary procedures which may result in eviction from the residence, a permanent ban from returning to student accommodation and referral of the matter to the police.

You are not permitted to have the following items in your room as they are considered a fire hazard: candles, naked flames, non-LED decorative light strings (fairy lights), joss sticks (incense sticks). If you are caught with these items in your room, even if they are being used purely for decoration, they will be confiscated and you could face a charge. Please note that this list is not exhaustive.

Fire Alarm and Evacuation Procedures

(Section 17.3 of Terms of Occupancy)

Details of the fire alarm and evacuation procedures can be found on the Fire Safety Information Poster in your room. You should familiarise yourself with all the fire exits as soon as possible after arrival.

All bedrooms in the residences are fitted with smoke detectors. If the fire alarm sounds, you MUST exit the building by the nearest exit in a safe and sensible manner. DO NOT stop to collect personal items and DO NOT use the lift. You must go to your assembly point as quickly and quietly as you can to allow for a register of residents to be taken (despite the weather!) before you seek shelter elsewhere. Registers are only taken during the night as you are in class during the day. You are not permitted to re-enter the building until a member of staff or the fire service tell you it is safe to do so.

If you discover a fire, break the glass on the nearest red fire alarm call point. ONCE SAFE TO DO SO, call 9-999 from an internal phone giving the operator details of the cause of fire and location. Vacate the building in a safe and sensible manner.

Fire Drills

(Section 17.4 of Terms of Occupancy)

So that all residents are aware of the fire evacuation procedures and the sound of the fire alarm, there is at least one compulsory fire drill during the academic year. All students must vacate the building in a prompt and safe manner and are asked to co-operate with the staff on-site.

False Alarms

You should note that the fire alarm systems are fairly sensitive and are easily triggered by steam from cooking or showers. You are asked to exercise caution when using hair dryers, straighteners, aerosols and when cooking. Never leave your cooking unattended and try to line any grill pans or trays with foil which is easily discarded after use, making it easier to keep clean. This helps to prevent the build-up of fat which generates a lot of smoke.

The fire service attends several false alarms throughout the year to the various University residences and while they are doing so, they may not be able to attend a genuine emergency. It is the responsibility of all residents to do all they can to prevent false alarms.
Environment, Energy and Sustainability

There are many simple but important measures you can take on a daily basis to live sustainably when in University residences.

Electricity
- Turn off all electrical appliances when they are not in use.
- Turn off the heater when you open your window.
- Turn down the heater and keep cosy with a jumper.

Water
- Cut down on your shower time. It is a massive energy user. Challenge yourself to four minutes or less.
- Turn off your lights whenever possible especially when your room is unoccupied.
- Wash your clothes at 30 or 40°C – that is enough to clean them and remove all but the toughest stains.
- Save up your dirty laundry and do full loads to save energy.
- Only put as much water as you need in the kettle. It will take less time to boil which makes for a quicker cup of tea!
- Put a lid on your saucepan to reduce the amount of heat that escapes.

Recycling
- Make good use of the recycling facilities located around St Andrews and in the halls of residence. The recycling points are located around St Andrews and can be found at the following link: www.st andrews.ac.uk/environment/recycling/ recyclinglocationmap.aspx
- You are responsible for recycling all paper within your bedroom. Be sure to use as much as possible and challenge yourself to repair things when they break instead of throwing them away or/adventuring on St AndRe-Us.
- Turn off mobile phone and laptop chargers when not in use.
- Switch off all electrical appliances when they are not in use.
- Switch off mobile phone and laptop chargers when not in use.

In the Kitchen
- Put a lid on your saucepan to reduce the amount of heat that escapes.
- Only put as much water as you need in the kettle. It will take less time to boil which makes for a quicker cup of tea!
- All tenancy agreements in St Andrews include a provision for tenants to repair things when they break instead of throwing them away or/adventuring on St AndRe-Us.

In the Laundry Room
- Wash your clothes at 30 or 40°C – that is enough to clean them and remove all but the toughest stains.
- Save up your dirty laundry and do full loads to save energy. If you are not doing a full load of washing, use the half-load / economy setting.

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Payment of Residence Fees
The University has a policy whereby it does not issue invoices for the payment of accommodation fees. Prior to the start of the academic session, payment should be made in full or an instalment plan should be set up.

If you wish to pay for your accommodation in full then you can do this by international wire transfer, Bank Giro Credit (BGC) or by credit/UK debit card. There is also the option to set up an instalment plan for your accommodation fees. The first instalment is taken out when you first set up the plan and must be paid prior to arrival. The remaining instalments are taken at a later time in the year.

If you are unable to set up one of the instalment plans on offer, please contact student finance to make alternative arrangements at: studentfinance@st-andrews.ac.uk

It is important that you contact them if you have problems making a payment or if your details change, which will affect your payment plan.

More information can be found at: www.st-andrews.ac.uk/students/money/fees/howareyoupaying/paying-your-fees

Guests
(Sections 19.1, 19.2 and 19.3 of Terms of Occupancy)
If you're in a shared room, you may only entertain guests if you have a prior agreement with your roommate. If you are living in a shared house or flat then you should also check with your housemates. You may have a temporary guest for a maximum of three days in any week, and no more than twice in any four week period in residences/houses/flats/apartments.

All overnight guests must be recorded by either notifying the Residential Service Manager, Porter or by completing the Guest Sign-In book if there is one available. Any member of the University’s staff and/or any person authorised by the University shall have the right to refuse admission to any guests and/or visitors. You will be considered responsible for the behaviour of your guests. Guests are NOT encouraged to stay during Orientation Week, this is to enable the students to settle in and mix with other students.

Early Departure
(Sections 5.3, 5.4 and 5.5 of Terms of Occupancy)
There may be several reasons as to why you need to leave your residence early including studying away from St Andrews, taking a temporary Leave of Absence, or withdrawing from the University.

If you are required to study away from St Andrews as part of your course, you can terminate the contract, with a minimum of four weeks’ notice in writing, and with confirmation from your Faculty.

If you are taking a Leave of Absence from the University or have had your studies terminated, you must contact Student Accommodation Services as soon as you have had confirmation from Registry. You must confirm the date you will leave, should you require more than five days to vacate. You will be charged accommodation fees up until the end of the semester, please refer to 5.5 of Terms of Occupancy.

Cancellation notifications are only acceptable in the form of a signed letter or emailed Student Accommodation Services from your University email address received within seven days of the date you accepted your Offer of Accommodation. If your cancellation is received more than seven days after you accepted your Offer of Accommodation, and you fail to take up the accommodation, you will be liable for the rent for the entire period of licence, including catering costs, if applicable.
Support for Students

Wardenial Team

Your residential experience is supported by a wardenial team. Wardenial team members work for Student Services; they live in the hall and act as advisors and friends to all residents.

Your wardenial team consists of a warden and a number of assistant wardens. The team works with residents, the hall committee and the residential services team to build a strong and supportive community and hall identity. They are also responsible for maintaining good order in the residence.

The wardenial team provides out of hours contact and support, as well as links to daytime services. They are your first point of call if you have a health issue or an urgent mental health problem 24 hours a day, seven days a week.

The team is on duty between 7pm and 8am every weekday (Monday to Friday) and between 2pm and 8am on weekends (Saturday and Sunday). They also offer daily drop-in sessions if you require any help settling in or have a problem with another resident, or even if you just fancy a chat, your wardenial team is the place to start.

Student Services

Student Services help and support on a wide range of topics can also be sought from Student Services daytime services. To make an appointment, visit the Advice & Support Centre (ASC), located 79 North Street, St Andrews, or email theasc@st-andrews.ac.uk.

www.st-andrews.ac.uk/student/asc

Security Team

In addition to the hall specific arrangements above, the university Security Service operates a 24/7 service to deal with security issues. The Security Team can be reached on 01334 464889.

Transfer Requests

Please note that it is not possible to offer an inter hall transfer to anyone who applies for one. Hall bed spaces are fully allocated at the beginning of each year; only occasional vacancies arise due to late cancellations. You may also be asked to provide a number of transfers to take place. Transfers are limited to one per potential transferee each academic year. All transfers must first be authorised by Student Accommodation Services and the Wardenial Team.

Life at University

If your residence hall appears at any time to be different to your previous living environment. However, within a few weeks most students find they have settled and are experiencing all the benefits. For this reason we do not consider transfer requests until after the end of Week 4. Wardenial teams are experienced at working sensitively with students on a wide range of issues, if you are experiencing any difficulties at all. It is important that you first speak with a member of your wardenial team. They will be able to advise you on Student Accommodation Services directly. If your situation is urgent.

Vacation Periods

Second semester arrivals Students starting in the second semester may move into their rooms from 10am on Wednesday 20 January 2021. Students should report directly to the residence to collect keys.

Christmas and spring vacations – self-catered

Exempt from Catering Centre charges during the Christmas and spring vacations. If you do decide to leave the residence during the vacation periods, then it is advised you informing the Residence Management team for health and safety purposes.

Storage

Students can apply for storage, usually in the form of a socked box. The cost is £48 per box and the box will be supplied directly to the residence to collect.

When You Leave

(Sections 24.1 and 24.2 of Terms of Occupancy)

You are required to ensure your accommodation is in a clean and tidy state. The kitchens and communal areas of your flat, house or room should be left in a clean and tidy state. Any charges incurred for doing so will be passed on to you.

If you fail to return your key(s), you will be charged for a replacement key (24.1). Charges will also be made against you for any excess cleaning and/or removal of rubbish from your room and/or kitchen. If there are items missing or damaged as part of the inventory then you will also be charged for their replacement.

Please note, it is your responsibility to make sure you have packed everything and taken it with you. Any items left in your room will be immediately disposed of and any cost incurred for doing so will be passed on to you.

Contracts for all catered accommodation, do include the spring vacation. The residence fee does not include catering costs for the period as it does not include meals.

The last meal will be breakfast on 15 March 2020 and the first meal back will be breakfast on Monday 30 March 2020.

Departments – Undergraduates

The residences close for the summer vacation at 10am on the end date of your online contract, 29 May 2021. You must leave the residence and take all your belongings with you by this time.

Departments – Postgraduates

Your contract runs for a period from approximately 01 March 2020 to 30 September 2021. You are required to ensure your accommodation is in a clean and tidy state. The kitchens and communal areas of your flat, house or room should be left in a clean and tidy state. Any charges incurred for doing so will be passed on to you.

Wardennial teams are experienced at working sensitively with students, and are fully allocated at the beginning of each year; only occasional vacancies arise due to late cancellations. You may also be asked to provide a number of transfers to take place. Transfers are limited to one per potential transferee each academic year. All transfers must first be authorised by Student Accommodation Services and the Wardenial Team.

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Vandalism and Damage

If you are found to be responsible for any damage or vandalism to any fixtures, fittings, furniture or decoration within your room or the kitchen/communal area, you will be liable for any costs incurred in rectifying the problem. If there is damage to the kitchen and no one accepts responsibility then all residents using that area will be billed collectively.

Any charges incurred will be invoiced directly by the Residential Service Manager. Further information regarding the costs can be sought from the Residence Management Team.

Discipline and Breaches of Terms and Conditions

Discipline and breaches of Terms of Occupancy are managed under the non-academic misconduct policy by Residential and Business Services Staff. Some issues will be referred to the Student Conduct Officer.

Please note that for major disciplinary indiscretions, breaches of hall rules and regulations, residence contracts or for repeated antisocial behaviour, more severe disciplinary action may be taken, including expulsion from the residence system. Please make yourself familiar with the hall rules and regulations; ignorance of rules is not considered a valid excuse.
Student Accommodation Services
Residential & Business Services
Butts Wynd, North Street
St Andrews, Fife
KY16 9AL
E: accommodation@st-andrews.ac.uk

www.st-andrews.ac.uk/accommodation