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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

Collecting Your Keys
Your room is available from 10am on Saturday 9 September 2017 – the weekend immediately prior to Orientation Week. If you arrive before 10am, then there will be a short delay in collecting your key and/or keycard.

Please note that in David Russell Apartments and Fife Park, some of the rooms may not be available until after 2pm due to previous visitors checking out the same day. Please bear with us whilst we prepare your room for you.

Catered Halls
The first meal will be dinner on Saturday 9 September. We suggest that you aim to arrive by 5.45pm on this day (5.30pm for David Russell Apartments (DRA) Catered and University Hall) as the evening meal is an ideal opportunity to meet other students and to get to know them.

For residents of Deans Court and Agnes Blackadder, the first meal will be breakfast on Monday 11 September.

Inventory

(Sections 3.1 and 3.2 of your Terms of Occupancy)
The first thing you should do once you have collected your keys is complete your inventory. This will either be located in your room, or will be issued to you on arrival. If an inventory is not provided, it is your responsibility to request one.

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

Roles within the Residence

Residence Management Team
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, and health and safety. Please see 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

Housekeeping and Porter Teams
Within each residence, there are Housekeeping and Porter Teams. They work closely with the Residence Management Team and are responsible for helping to maintain the cleanliness and carrying out any repairs within the halls.

Wardenial Team
The Warden and Assistant Wardens are responsible for the welfare of students and maintaining discipline. The Wardenial Team liaise closely with the Hall Committees and the Residence Management Team to ensure things run smoothly in the hall, and to develop a sense of community.

Most residences have a Resident Warden, 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 Wardens are, and how to contact them.

Senior Student and Hall Committee
In each residence there is a Senior Student, who is responsible for working with the Warden and the student 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 residents’ views to the Warden, Residence Management Team and the wider 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 unattributed 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 Accommodation webpages, undergraduate residences.
Student Accommodation Services
Student Accommodation Services is responsible for the allocation of rooms and roommate 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 46(2510).

Meals (Catered halls only)
We pride ourselves on the quality and high standards of catering within the residences. 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.

There are 19 meals per week provided in the standard catered residences:
• Breakfast, lunch and dinner, Monday to Friday
• Breakfast / lunch or brunch, Saturdays and Sundays

Deans Court (Main building and annexes)
serves 15 meals per week:
• Breakfast, lunch and dinner, Monday to Friday only

David Russell Apartments (catered)
serves 14 meals per week:
• Breakfast and dinner, Monday to Friday
• Breakfast / lunch or brunch, Saturdays and Sundays

Agnes Blackadder (catered)
serves 15 meals per week:
• Breakfast, lunch and dinner, Monday to Friday

Meals in residences are at set times so please check the specific hall information on the Accommodation webpages. If you are unable to return to your hall for lunch, you can request a packed lunch be provided instead and can be ordered up to the morning it is required. It includes a sandwich / baguette, crisps, fruit, chocolate bar and water / juice. Please speak to or email your Chef Manager for more information.

There is a vegetarian option at every meal. Unfortunately it is not possible to provide a full vegan, kosher or halal menu. Other medical dietary requirements should be discussed with your Chef Manager prior to your arrival in the hall (contact details can be found on the University webpages, undergraduate residences). Meals will normally be provided in the residence you reside in; however the University reserves the right to arrange meals in another residence nearby. Please note that meals are not transferable and must be taken in your hall unless by prior arrangement.

If you have any general queries about the food, meal times or the services provided, please speak to the Chef Manager in your hall, who will be happy to discuss these with you.
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
- Desk lamp and bulb
- Bookcase
- Bed, mattress and mattress protector
- Wardrobe and drawer unit
- Waste bin
- Telephone

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

Each communal kitchen at DRA, Fife Park and Albany Park 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 sink tidy
- Dustpan & brush, broom, mop & bucket and vacuum cleaner
- Flip top bin

Agnes Blackadder Hall kitchens do not include pots and pans, roasting tins or baking sheets.

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), sheet, 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).

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.

Posters 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, blu-tac or white-tac on the walls, ceilings, furniture or any other fixture and fitting

These items all cause damage, for which you will be charged.
Technology

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 or Fife Park Apartments, where a TV is supplied, you must still provide your own TV licence. For further information please visit: [www.st-andrews.ac.uk/accommodation/ug/current/residents/television](http://www.st-andrews.ac.uk/accommodation/ug/current/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.

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/itsupport/network/networkservices/residences](http://www.st-andrews.ac.uk/itsupport/network/networkservices/residences)

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/](http://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-fi-issues](http://www.st-andrews.ac.uk/itsupport/network/networkservices/wirelessaccess/troubleshootingwi-fi-issues)

Telephone
You will find a telephone handset in your room. This provides you with your own private, five-digit, dedicated telephone line with optional voicemail. The line will already be activated for internal calls. These numbers ARE NOT available to direct dial from outside the University and calls to the public network are barred unless to an 0300 / 0500 / 0800, self-provided, calling card (available locally).

To access a five-digit extension number from outwith the University a caller must dial 01334 462222 (from overseas ++44 1334 etc.) and then enter the 5 digit extension number when prompted. Should you be unsure of your room telephone number dial 0, 2100 or 7221 during normal office hours.
### 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. Should you then 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, reattach it to the key when you hand it back in.

If you lose your key/card or tag, to obtain a replacement please let the Residence Management or the Wardennial 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, causing 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 driers when you have finished, as this will prevent others from using them.

The laundry is provided by Washstation and uses the latest technology in contactless payment, featuring Apple Pay, Android Pay, Master Pass and debit and credit card. You are only charged for usage and do not need to top up a card.

Connect 360 is an interactive easy to use system which allows you to view the machine availability. If all machines are occupied, a student can request an email to be sent once a machine becomes available. You can also get an email when your laundry is complete. To view, log onto [www.washstation.co.uk](http://www.washstation.co.uk)

You can contact Washstation by telephone, email, tweet or using online system depending on your preference. Details will be displayed in your laundry.

### Mail

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

**28 November – 23 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.

**23 December – 4 January** (vacation period)

Agnes Blackadder, DRA, Fife Park, Angus / Stanley Smith, Albany Park, Deans Court:  
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)

**4 January – mid January**

Agnes Blackadder, DRA, Fife Park, Angus / Stanley Smith, Albany Park, Deans Court. Standard level, plus one hour boost at lunchtime.

John Burnet, McIntosh, St Regulus, St Salvator’s, University Hall. Standard level.

**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 - 10.30pm.
Insurance
The University has a block insurance policy for students’ possessions while they are in the residence. The policy provider is Endsleigh Insurance Services Ltd. The University provides no advice or administrative services relating to the contract of insurance. For all matters relevant to the insurance policy you should contact Endsleigh (contact details below).

The policy for the academic year 2017-2018 includes the following cover:

- Any one student GBP 5,000
- Any one item GBP 1,250
- Computer equipment per student GBP 2,000
- Audio equipment including recording media per student GBP 1,000
- Photographic equipment, video cameras and camcorders GBP 1,000
- Musical instruments per student GBP 600
- Jewellery, watches and valuables per student GBP 600
- Sports equipment per student GBP 1,000
- Any single article of clothing GBP 350
- Policy excess: GBP 25 each and every claim rising to GBP 50 in respect of laptops and tablets

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

Cover provided
Personal effects of students in residence at properties provided by the University of St Andrews. The policy does not operate in respect of property outside the student’s accommodation. This may also be invalidated if you do not lock your room when leaving.

Period of insurance: 1 August 2017 - 31 July 2018
If you require further details, or have reason to make a claim, contact Endsleigh:

Call free 0800 032 7081 or visit www.endsleigh.co.uk to claim online quoting policy number HH1260.
To view current insurance certificate please see: www.st-andrews.ac.uk/accommodation/insurance

Important insurance information
Policy number HH1260
University of
St Andrews has
arranged basic
insurance cover for
you with Endsleigh,
the No. 1 student
insurance provider.

Your policy number
for this insurance
cover is HH1260.

To find out what’s
covered, to extend
and personalise your
cover or to ask any
questions visit
www.endsleigh.co.uk/
reviewcover quoting
your policy number.

The only insurance
provider recommended by
nus
national union of students
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 cleaning 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 this 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 and Agnes Blackadder, we will vacuum your bedroom and also provide a routine 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 WCs 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 wiping 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, Albany Park and Agnes Blackadder (catered or self-catered). All occupants of a flat 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 Albany Park and 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 the Out of Hours Janitors on 01334 476161 or 1212 from your internal phone. For DRA / FP / ABH repair requests, speak with 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 wherever 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 control the pressure of water which 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 feel you 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.

Alcohol

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 bear in mind 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 that you will be charged for any damage or cleaning required by yourself or one of your guests 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

(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.

Illness

(Section 16.1 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 covers 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. This is because it is important that the staff in the residence know if you are not in halls for fire safety purposes. They will also be able to help you if there are any other special arrangements you require upon your return to halls. More information can be found at: www.st-andrews.ac.uk/students/advice/health

If you require the services of a doctor and are unable to attend the surgery, please notify the Wardennial Team. You can also call NHS 24 on 1045 from any University phone or 111 from any other phone, should you require free advice from a medical professional if you are unable to attend the surgery.

There are first aid boxes within each residence and a first aider should always be present on site. Staff within the Wardennial Team and/or members of staff (i.e. housekeeping staff and porters) are first aiders. There will be a notice confirming who the first aiders for your hall are, close to your room. For further advice, please check the specific hall information sheet or contact the Residential Services Manager or Wardennial Team.
Smoking

(Section 18.1 of Terms of Occupancy)
Smoking is strictly forbidden in any part of University buildings including student bedrooms. We take the health and safety of residents very seriously; if you smoke, allow your guest(s) 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 warden of the residence and subject to a charge and a written warning. If you or your guest(s) 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 banned from re-applying. In the case of significant health and safety breaches, a first warning will not be given and the Warden or the Residence Service 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 doorways. Please see the specific hall information sheets for further information about where it is appropriate to smoke.
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 unavailable, dial ‘0’ on any residence telephone, which will access an automated service that will give further instructions. Outside office hours, the Out of Hours Janitors provide emergency cover and can be contacted on 01334 476161.
or 1212 from an internal phone. Please use your discretion when determining how severe the situation is and as to the appropriate course of action.

Removal of Dangerous Items

(Sections 10.6 and 15.1 of Terms of Occupancy)
Students are prohibited from bringing dangerous or offensive weapons into halls of residence or any other University owned property. Any item of this nature found will be confiscated and you will be subject to disciplinary action.

Certain sports equipment (e.g. fencing foils or archery equipment) can be classified as offensive or dangerous. You may only bring these items into the residence once your Residential Services Manager has received confirmation from the Sports Centre that you are a member of the appropriate official University Club. If you are unsure if your sports equipment is classified as offensive, please contact your Residential Management Team for clarification.

Electrical Equipment

(Sections 17.1, 17.2, 17.8, 17.9, 17.10, 17.11, 17.12, 17.13 and 17.14 of Terms of Occupancy)
Please see links below for permitted and prohibited electrical equipment.

Electrical items catered hall: www.st-andrews.ac.uk/accommodation/ug/current/electcatered

Electrical items self-catered hall: www.st-andrews.ac.uk/accommodation/ug/current/electnoncatered

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 currently in use.

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 shuttered 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 this testing time, you must inform a member of the Residence Management Team, who will arrange for further testing, though the cost for this additional service will be charged to you.
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 specific law information sheet or on your bedroom door. 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 fire 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. ONLY IF 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.
There are many simple but important measures you can take on a daily basis for living sustainably when in University residences.

**Electricity**
- Turn off your lights whenever possible especially when your room is unoccupied.
- Use energy-efficient light bulbs: they last up to ten times longer than an ordinary bulb and 100W energy-saving bulbs can save you up to £60 over the lifetime of the bulb.
- Switch off all electrical appliances when they are not in use and turned off at the socket. Leaving items on standby still use up to 75% of the power!!
- Switch off mobile phone and laptop chargers when not in use.
- Turn down the heater and keep cosy with a jumper and a thick pair of socks.
- Turn off the heater when you open your window.
- Up to 35% of heat is lost through the roof and windows. Close your curtains at night in order to retain the heat from the day in your room.

**Water**
- Cut down on your shower time. It is a massive energy user. Challenge yourself to four minutes or less.
- Do not leave the water running while you brush your teeth. On average a person uses 150 litres of water a day, one third of which goes straight down the drain without being used.
- Buy a water filter and avoid plastic water bottles.
- Report dripping taps to the Residence Management Team who will arrange to have them fixed.

**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!
- Allow food to cool before putting it in the fridge or freezer (also better for health and safety reasons!).
- Do not leave the fridge or freezer door open for any longer than necessary.
- Eat a vegetarian meal at least once a week: meat and dairy products have the highest carbon footprints of any food group.

**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.
Recycling
Make good use of the recycling facilities located around St Andrews and in the halls of residence. The recycling points located around St Andrews can be found at this link: www.st-andrews.ac.uk/environment/recycling/wheretorecycle

You are responsible for recycling all paper within your bedroom. Re-use items as much as possible and challenge yourself to repair things when they break instead of throwing them away or advertise them on St AndRe-Us. www.transitionsta.org/standreuse

Some halls offer waste bins where you can dispose of peelings, coffee grinds and leftovers. The waste is then taken to an anaerobic digester that produces gas, electricity and compost so it is important that no plastic or metal is included.

Interhall Energy Competition
How about helping to make your hall as environmentally friendly as possible? Every winter, all St Andrews halls of residence compete against each other to see which can be the most energy efficient. Each month, energy readings are taken and the hall which has reduced its energy consumption the most compared to its target will race to the top of the leaderboard.

The winning halls will get a share of the £1,750 of prize money to spend on sustainability-related social events, activities or equipment – e.g. local food for a BBQ, plants for the hall vegetable garden – the choice is yours. Your energy saving points contribute towards the Hall Champions League: a mega competition including Hall Sports, Hall Charities campaign and Interhall Energy. The winning hall is celebrated with a big party at the end of April.

More information at: www.st-andrews.ac.uk/interhall

Hall Environment Representative – Be a Champion
Think global and act local by running for Environmental Representative in your Hall Committee. Environmental representatives can help by coordinating efforts towards the Interhall Energy Competition, hosting movie nights and green-themed events, improving signs and recycling efforts in hall or find ways to reduce the residents’ carbon footprint. If you are a resident, your Environmental Rep is also the person you should approach if you have any questions or concerns of an environmental nature. They will always be receptive to any good suggestions or ideas; Hall Committees are there to represent its student residents.

For more information on ‘living green’ see: www.st-andrews.ac.uk/students/advice/greenliving

Travel and Parking
The University actively encourages all staff and students to use alternatives to the private car for getting about. St Andrews is a small town and most places can be reached within 30 minutes by foot.

St Andrews also benefits from regular bus services to Leuchars train station, Dundee, Glenrothes and Kirkcaldy, all of which have further onward regular transport links to Edinburgh, Glasgow and beyond. The bus routes can be viewed at: www.stagecoachbus.com

Cycling is a popular method of transport for students and there are several cycle routes in the town which can be viewed here: www.st-andrews.ac.uk/media/university/maps/cyclemap.pdf

Car clubs provide easy and affordable access to cars and vans whenever you need them. Just book, drive and return the car. Our local car club is operated by E-car and offers electric cars and vans by the hour to its members. www.ecarclub.org

If you have no alternative but to bring your own car, car parking is available at Agnes Blackadder Hall (incorporating Andrew Melville Hall car park), Albany Park, David Russell Apartments and Fife Park Apartments. You do not have to be a resident of one of these halls to apply for a permit. A valid permit must be displayed and can be obtained from the Estates department on 01334 46(3999) or via https://portal.st-andrews.ac.uk/carparking

Parking in staff car parks is not permitted.
**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 instalment(s) 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/accommodation/ug/fees2017

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**Guests**

(Section 19.1, 19.2 and 19.3 of Terms of Occupancy)

If you are 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.

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**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 be leaving 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 email to 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 during the entire period of licence, including catering costs, if applicable.
Storage
Your contract runs for a period from approximately early September to the end of May. Self-catered and postgraduate contracts include the Christmas and Spring vacations so you are permitted to stay in the residence over these times. Catered contracts do not include the Christmas vacations but do include the Spring vacation on a self-catered basis. You are permitted to leave your belongings in your room over the Christmas vacation but you will not be able to access them. Please see the ‘Vacation Periods’ section on page 27 for further information.

Please check with the Residential Service Manager regarding availability and location of storage rooms during term time. In most residences there is extremely limited availability.

During the summer vacation, the residences are either undergoing maintenance, or are used for conference and other commercial bookings, and as such we do not have any storage facilities available for students. You can use one of the many storage companies which advertise within the residences.

Support for Students
Wardennial Team
The Wardennial Team consists of the Warden and a team of Assistant Wardens and their primary responsibility is fostering a sense of community and maintaining good order within the residence. If you require any help settling in, are having a problem with another resident, or even if you just fancy a chat, the Wardennial Team is your first point of contact.

Wardennial duty rota, evening cover, emergencies and room lockouts
The contact details and office hours for the member of the Warden on duty are posted on the hall noticeboard. You should make sure that you are familiar with this information and where to find it. Wardennial cover is as follows:

Monday to Friday 7pm - 8am
Saturday and Sunday 2pm - 8am

Student Services
Advice and support on a wide range of topics can also be sought from Student Services. They are located in the ASC Office based in 79 North Street, St Andrews or can be contacted on 01334 46(2020) or theasc@st-andrews.ac.uk.

www.st-andrews.ac.uk/students/advice

Transfer Requests
Please note that it is not possible to offer a transfer to everyone who applies for one. Hall bed spaces are fully allocated at the beginning of each year; only occasionally do vacancies arise, allowing for a very limited number of transfers to take place. Transfers are limited to one move per student in any academic year. All transfers must first be authorised by Student Accommodation Services and the Wardennial Team.

Life in University halls may at first appear very different to your previous living environment. However, within a few weeks most students find they have settled in and are enjoying life in their residence. For this reason we do not consider transfer requests until after the end of Week 4. Wardennial Teams take responsibility for encouraging a sense of community within each residence and 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 try to talk through any issues with a member of the hall Wardennial Team. They can then liaise with Student Accommodation Services directly if your situation is urgent.
**Vacation Periods**

**Second semester arrivals**
Students starting in the second semester can move into their rooms from 10am on Wednesday 24 January 2018. Students should report directly to the residence to collect keys.

**Christmas and spring vacations – self-catered**
The contract includes accommodation during the Christmas and spring vacations. If you do decide to leave the residence during the vacation periods, then it is advised you inform the Residence Management Team for health and safety purposes.

**Christmas vacation – catered**
Contracts for standard catered accommodation and John Burnet Annexe do not include the Christmas vacation. These residences must be vacated by 10am on Saturday 23 December 2017 and will reopen on Wednesday 24 January 2018. The first meal back will be breakfast on Thursday 25 January 2018.

During this vacation period your room must be tidy and surfaces clear to allow for cleaning. There may be times when the University wishes to carry out maintenance work during the vacation period. If your room will be affected by this, you will be informed of any work in advance.

Contracts for David Russell Apartments catered, Agnes Blackadder Hall catered, and Deans Court do include the Christmas vacation. However, this period is on a self-catered basis.

Meals will continue as usual from breakfast on Thursday 25 January 2018.

**Spring vacation – Catered**
Contracts for all catered accommodation, with the exception of Deans Court, do include the spring vacation. The residence fee does not include catering costs for this period as it does not include meals. The last meal will be breakfast on Saturday 17 March 2018 and the first meal back will be breakfast on Monday 2 April 2018.

Deans Court is catered throughout the spring vacation.

**Departures – Undergraduates**
The residences close for the summer vacation at 10am on the end date of your online contract, Saturday 2 June 2018. You must leave the residence and take all your belongings with you by this time.

**Departures – Postgraduates**
You are required to vacate your accommodation on or before 10am on the final day of the contract. If your contract is for a shorter period than 50 weeks, please check the start and end dates of your agreement on the online contract. Thirty-eight week contracts end on 2 June 2018. Fifty week contracts end on 27 August 2018.

When You Leave

(Sections 24.1 and 24.2 of Terms of Occupancy)
Before 10am on the last day of your contract, you must:
- Remove all your personal belongings from your room and communal areas.
- Check that all inventory items are present and in the correct place.
- Clean and vacuum your room and remove all rubbish. The kitchens and communal areas of your flat, house or hall should be left in a clean and tidy state.
- Remove any unwanted items to the appropriate recycling point. Check with your Residence Management Team as they will be able to provide you with further information regarding the correct disposal of certain items including if they can be donated to one of the many charities in town.
- Return all furniture to its original position.
- Vacate your room and ensure that you return your key(s) to the Hall Reception or office.

If you fail to return your key(s), you will be charged for a replacement key and lock. Charges will also be made against you for any excessive cleaning and 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 immediately be disposed of and any cost incurred for doing so will be passed on to you.
Vandalism and Damage

(Sections 11.2, 11.3 and 11.4 of Terms of Occupancy)
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 areas, 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
The Wardennial Team is responsible for discipline in residences as indicated in the Non-academic Misconduct Policy [www.st-andrews.ac.uk/students/rules/appeals/non-academicmisconduct](http://www.st-andrews.ac.uk/students/rules/appeals/non-academicmisconduct)

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