

Welcome to your room 2018/19

EVERYTHING YOU NEED TO KNOW ABOUT YOUR ACCOMMODATION



Welcome to the University of York

Here's some essential information about living in University accommodation.

A more detailed breakdown of your rights and responsibilities can be found in the terms and conditions of residence that you agreed to when you accepted your room offer. We advise you to familiarise yourself with them in full at: york.ac.uk/accommodation/terms-and-conditions

Useful contacts

REPORT A PROBLEM

york.ac.uk/fix-my-room

+44(0)1904 325555 (Campus West)

+44(0)1904 325101 (Campus East)

SECURITY

Emergency: +44(0)1904 323 333

All other calls: +44(0)1904 324 444

ACCOMMODATION SERVICES

Live chat:

york.ac.uk/university-accommodation-accommodation@york.ac.uk

+44(0) 1904 322 165

 @UoyAccomm

 /UoYAccomm

 When you see this icon check the stated section of the terms and conditions for further information.



Troubleshooting

REPORTING A PROBLEM

 Terms section: 17b/c

If something breaks in your bedroom, kitchen or bathroom, or you need to tell us about a cleaning issue, you can:

- report and track it online at york.ac.uk/fix-my-room
- if you're on Campus East phone **+44 (0)1904 325 101**
- if you're on Campus West phone **+44 (0)1904 325 555**

By reporting a problem you are giving us permission to enter your room to make the repair. We will aim to visit between 9am and 6pm whenever possible.

As part of your terms and conditions of residence you must report any problems straight away. The repair service is free as long as you have not caused the damage.

Even if you damage something by mistake, let us know so that we can fix it before it gets worse.

WIFI ISSUES

If you're having problems connecting to the internet please visit:

york.ac.uk/it-services/services/wifi

You can also call IT Services on **+44 (0)1904 323 838** or email itsupport@york.ac.uk

EMERGENCY

In an emergency like a gas leak, power cut, major water leak or fire, please call Security on **+44(0)800 433 333**. Calls to this number are free.

If there is an immediate danger to your or someone else's health or safety and you can't get through to the Security, dial **999** for the emergency services (police, ambulance or fire brigade).

STAFF ACCESSING YOUR ACCOMMODATION

 Terms section: 30

We will need to access your accommodation throughout the year for regular inspections, safety checks and routine maintenance. We'll normally give you at least 24 hours notice before entering your room unless there is an emergency, we are carrying out a statutory safety inspection or we suspect a safety breach which may put others in danger.



Living with others

GUESTS

 Terms section: 19

You can have one occasional adult guest stay in your room for a maximum of two consecutive nights, providing this does not disrupt other residents and it is not a regular arrangement. You should inform your flatmates beforehand.

Remember, you're responsible for your guests actions. You should remain with them while they are staying and do not give them your key.

NOISE

 Terms section: 22

You must be respectful towards other people living and/or working in and around your residence at all times. In particular, don't make (or allow your guests to make) any loud noise between 11pm and 8am, or at any time in the week before and during exam periods.

Use your common room for anything that might disturb your neighbours after 11pm, such as playing music, watching videos or making phone calls.

If you are struggling to reach an agreement with your housemates or neighbours, you can email your college team for support. If the noise becomes antisocial out of hours, you can call Security on **+44(0)800 433333** for immediate help.

DEALING WITH PROBLEMS

Although we hope you won't have any problems with your housemates, it's normal for people to fall out and disagree occasionally when they are living together.

If you don't feel you can tackle the problem alone or you've tried without success, speak to your college team. Your College Tutor may help you to hold a flat meeting to tackle small problems. More serious issues may be escalated to your Assistant Head of College.

Any form of violence, bullying, discrimination or intimidating behaviour is taken very seriously. You should to contact a member of your college team if you are verbally or physically harassed by a fellow resident.

If you experience or witness a disciplinary offence such as intimidating behaviour or drug use, you should report it online:

york.ac.uk/student-misconduct



Looking after your accommodation

CLEANING

 Terms sections: 30e/h, 23a,d and 27a

What you need to do

Your room

You're responsible for tidying and cleaning your bedroom, including:

- vacuuming regularly
- cleaning surfaces (we recommend a non bleach-based cleaner)
- cleaning your ensuite.

A vacuum can be found in your kitchen. You can request additional vacuum bags at: york.ac.uk/fix-my-room

If you have an ensuite it's your job to keep it clean. This includes mopping up any excess water on your floor after a shower to prevent mould and keeping plugholes clear to avoid blockages. A cleaner will perform a top-up clean on your ensuite once a month.

TOILET ROLL

We aim to provide toilet roll to each ensuite bathroom upon your arrival. After that you'll need to buy your own.

Your hallway

Always keep your hallway and fire escapes clear.

Your kitchen

You and your flatmates are responsible as a group for cleaning your kitchen.

This includes:

- regularly emptying your bins into the outside recycling bins
- washing up and putting away crockery and utensils
- clearing and cleaning your worktops, hobs, ovens, sink and floors
- preparing for your weekly clean.

Top tip!

Working together makes the job quicker and easier. Make a rota with your flatmates for taking out the rubbish and recycling and cleaning your kitchen. You can print one out at: york.ac.uk/kitchen-rota

What we do

Kitchens

Once a week we'll give your kitchen a top-up clean and replenish your bin bags to help you keep on top of things. Make sure your sink, worktops and floor are clear in preparation.

Find more information about this service on the cleaning poster and schedule on your kitchen noticeboard.

Shared bathrooms are cleaned every weekday (except bank holidays). Make sure that you remove your personal belongings when you're finished in the bathroom.

Ensuite bathrooms are cleaned once a month. We'll let you know when we're due to clean your bathroom so you can clear your belongings.

WHAT HAPPENS NEXT

- ✓ **If your kitchen is tidy** we'll put a tick on your cleaning notice and carry out your weekly kitchen clean. Thank you!
- ✗ **If your kitchen is untidy** and our cleaners can not perform a full weekly clean, they'll leave a cross on your cleaning notice. Crosses are reset each term. If you receive a cross we'll clean the areas that are okay, but:

First time that term

Uh oh, you've got a cross! Check the number(s) circled on your cleaning schedule for what you need to improve on for next time. Get together with your flatmates to make sure that it's sorted for your next weekly clean.

Second time that term

You're just one cross away from being charged. If you're having problems resolving these issues with your flatmates you may want to ask your college or tutor for help. You could also make a kitchen cleaning rota, download a template at york.ac.uk/kitchen-rota

Every following time that term

If you receive a third cross in one term, each kitchen user will be charged £12.50 to cover the cost of the additional cleaning required. Every following cross that term will incur a charge from thereon.

WHAT NOT TO BRING

 Terms section: 24

You should not have the following items in your accommodation. If you do they may be removed from your room:

- candles and incense burners – these are a fire hazard and not allowed, even for decoration
- portable heaters – unless provided by the University
- heated clothes dryers – these may cause damp and mould in your room
- untested electrical equipment – see 'Portable Appliance Testing' on page 11 for further information
- fairy lights that are not battery powered.

HOW TO AVOID THESE COMMON PROBLEMS

Blocked toilets

Please only flush toilet paper down the toilet. Sanitary products and wipes will block toilets and make them overflow. Put them in the sanitary bin provided. If you have an ensuite, put them in your own bin and remember to empty it into an external waste bin.

Damp and mould

It's important that you keep your accommodation well-ventilated to prevent damp and mould:

- Use the clothes dryers in your college's launderette rather than drying clothes in your room.
- Use the extractor fans in your kitchen and bathroom.
- Keep the shower door shut during and after taking a shower.
- Use pan lids when boiling food
- Regularly open your bedroom window.
- Open windows after cooking or when taking a bath or shower.

Waste and recycling

i Terms section: 23b

We've made it as easy for you to recycle as possible. Almost everything can go in your mixed recycling bin, glass bag, or food bin.

We provide black bin liners for your general waste bin and clear bin liners for your mixed recycling bins. **Please use the correct bags for each bin.**

To avoid attracting insects and vermin or causing unpleasant smells you should empty your kitchen bins as soon as they're full. Use the external bins near to your accommodation block. Make sure you empty each container into the correct bin.

Glass bag

✓ All colours of glass jars and bottles.

✗ Glass kitchenware such as Pyrex dishes.



Food waste bin

✓ All food waste including cooked meals, meat, bread, vegetable peelings and tea bags.

✗ Egg shells or empty food packaging.



Mixed recycling bin

(use the clear bin liners provided - no black bin bags)

- ✓ **Plastic:** rinsed bottles, punnets, butter and yoghurt pots.
- ✓ **Paper:** Post-It notes, envelopes (including windows), newspapers and magazines.
- ✓ **Cardboard:** such as clean empty pizza and sandwich boxes.
- ✓ **Tin, metal and foil:** empty cans (drinks, food, and aerosol), tin foil, crisp wrappers, sweet wrappers.
- ✗ Disposable coffee cups and cardboard beverage cartons.
- ✗ Food and liquids.
- ✗ Carrier bags - re-use them or recycle them at a supermarket.
- ✗ Clothing and bedding.



Non-recycling landfill waste bin

✓ Only things you can't recycle such as Tetra Pak cartons, chewing gum, disposable coffee cups, black plastic food/microwave trays, hard plastic, polystyrene, padded envelopes, used tissues/paper towels and sanitary waste.



Facilities

HEATING 🌡️

📄 Terms section: 13h

Your accommodation will be heated to a target temperature of 19–21°C from around the start of October until the end of April. These dates may shift slightly if it's unusually cold or hot.

When your room is at target temperature your radiator may feel cold. If you don't think your room is reaching the target temperature during the winter months or there is a fault with your heating, please let us know at:

york.ac.uk/fix-my-room

PORTABLE HEATERS 🔥

📄 Terms section: 24a

If the heating in your room fails or needs to be temporarily switched off, we may give you an approved portable heater until we fix the problem.

Portable heaters and heated drying racks are **not allowed otherwise** as they use a lot of energy, can prevent our thermostats from working by creating a false temperature and cause condensation and mould. They may also be a fire risk if they haven't been safety tested.

WATER 💧

We regulate the temperature of your hot water to help keep you safe. We may occasionally visit your room to check that we are doing this correctly.

If you have been away for longer than a week we recommend running your taps and shower for a few minutes to remove any stagnant water in the tap head.

TELEVISION LICENSE 📺

If you want to watch BBC iPlayer or live TV, whether it's on a television, computer, or another device in **your own room** you will need to buy a TV licence.

tvlicensing.co.uk/students

If we have provided a television in your kitchen, we pay for its license.



PARKING 🚗

i Terms section: 22m

We ask students to leave their car at home but if you have a disability, are living at Halifax College or your course involves placements, you may be eligible to apply for a parking permit.

york.ac.uk/students/getting-around/cars-parking

MAIL ✉️

Letters and small parcels are delivered to the individual mailboxes at your block/ house, or to your college reception. Large parcels and mail that needs to be signed for will be delivered to your reception and we'll email you to let you know that it's ready to collect.

BUILDING WORK 🛠️

i Terms section: 29

We're constantly looking to improve and develop our campus and accommodation in order to give our students a better experience. This means that at times we may need to undertake building work or maintenance that might affect your college or block.

If you're in an area that could be affected by building work or any other routine maintenance, we'll let you know and send you regular updates throughout the project.

To minimise noise disturbance, the majority of building work takes place on weekdays from 8am to 6pm. If work is due to take place outside of these hours we'll always try to tell you in advance.



Safety and security

i Terms section: 24

The University campus is a safe community. To help keep it this way, we provide 24-hour security staff across campus, and 24/7 reception points close to each college.

SECURITY

As part of your terms and conditions, you agree to keep your accommodation secure. This includes:

- keeping your keys, key fob or key card with you **at all times**
- **never** marking your keys, key fobs or key cards with your address
- **never** copying your keys or sharing them with anyone else
- locking your door and windows **whenever** you leave your room
- securing the corridor and entrance doors behind you when you enter or leave
- **always** accompanying your guests
- **never** letting someone you don't know into your block.

If you see anyone acting suspiciously on campus, ring **Security on +44(0)800 433333**.



KEYS

If you lock yourself out of your room you can get a temporary key at your college reception. You'll be asked to provide identification to help prevent unauthorised access to your room, and you must return the temporary key **within 24 hours** or you'll be charged £10 for a replacement.

- All room keys and key cards must be returned to your college reception when you move out
- If you lose a card or key you will be charged **£10 for a replacement**.

CONTENTS INSURANCE

i Terms section: 14

We've got you covered – personal possessions insurance is included in the price of your University accommodation. Find out what you are covered for, how to make a claim and how to extend your policy at:

cover4insurance.com/university-of-york

SAFETY TALK

You'll be invited to a compulsory safety talk when you arrive which will cover these topics in more detail. Be sure to attend or you'll be fined. Even if you attended a talk in your previous year you have to attend again if you're staying in our accommodation for another year.

FIRE AND ELECTRICAL SAFETY ⚡

i Terms section: 24a/b

Our accommodation is well-equipped to ensure your safety if there is a fire, but there are certain rules you need to follow to avoid putting yourself and others in danger:

- **always** leave the building when the fire alarm sounds
- **only** use British standard fused plugs or adaptors
- **do not** leave electrical devices unattended when switched on
- **report** broken or damaged electrical sockets or equipment
- **do not** link extension leads together
- **do not** use faulty electrical appliances
- **do not** leave appliances charging when you're away or asleep
- **never** tamper with fire safety equipment
- **never** smoke in or near University accommodation or buildings
- **never** smoke e-cigarettes in University accommodation or buildings
- **do not** have candles or incense burners – these are not allowed, even if they're just for decoration.

SAFEZONE APP 📱

Download the Safezone app. It gives you quick access to emergency calls, first aid, campus maps and a general help desk.

york.ac.uk/safezone



PORTABLE APPLIANCE TESTING ✔️

i Terms section: 24a

All electrical appliances (including adaptors and extension leads) should be checked for safety with a Portable Appliance Testing (PAT) session before they are used on campus.

All electrical appliances in a communal area will be tested when we carry out testing of our own appliances. Any items found to be unsafe will be removed.

Every year we offer free testing of students' electrical appliances. We'll let you know when this is scheduled to take place on campus.

ELECTRICAL ITEMS FROM OVERSEAS 🌐

If you bring electrical items from overseas to use in communal areas, please ensure that they conform to EU standards. If they don't, we may remove them from your kitchen.

The United Kingdom uses a voltage of **230V** with a frequency of **60 Hz**. Only use a British standard fused voltage adaptor with three rectangular blades and never try to force another plug type into the socket.

worldstandards.eu/electricity/plugs-and-sockets/g

Your contract and payments

When you accepted your room, you entered into a legally binding agreement to follow our terms and conditions of residence. This handbook covers some of these terms and conditions but you should make sure that you have read and understood the full document at:

york.ac.uk/accommodation/terms-and-conditions

PAYING FOR YOUR ACCOMMODATION

 Terms section: Schedule 1 page 28

You should pay for your accommodation as soon as you receive your student funding. The deadlines for each instalment are:

- 31 October 2018
- 31 January 2019
- 30 April 2019

To find out exactly how much you need to pay visit:

accommodation.york.ac.uk

The easiest way to pay for your accommodation is by Direct Debit, but you can also make payments online using e:Vision or the University's Online Payment service.

For your first payment only

If you made an advance payment of £300 when you accepted your room offer, deduct £180 from your first accommodation payment. If you did not make an advance payment, there will be a £120 damage deposit to pay, as well as your first term's rent.

Find more information and links to all payment options at:

york.ac.uk/students/finance/paying



DEPOSIT AND CHARGES

 Terms section: 4

Returning your deposit

Remember to provide us with your bank details online so we can return your deposit at the end of your contract.

You'll receive your £120 room deposit back once your room has been inspected and deemed not to need any further work or repair:

- We'll let you know the outcome within 28 working days of the end of your contract.
- The outcome of the inspection will be sent to your personal email address listed on your eVision account.
- If you have outstanding charges left to pay, we'll use your deposit towards them.

Standard charges

It's your responsibility to make sure you leave your accommodation in the same clean and tidy condition it was in when you arrived. We'll deduct any charges from the £120 deposit you paid when you booked your accommodation if we need to clean and/or remove any rubbish.

Kitchen charges are split equally between all kitchen users. If you've damaged anything in your accommodation we'll charge for that separately.

Where possible we try to use standard charges for common problems. For more unusual costs, we may have to wait for an invoice from the supplier. You can find a list of standard charges at:

york.ac.uk/contracts-payments-and-prices



Leaving or changing your room

i Terms section: 20

LEAVING YOUR ROOM

By accepting your room offer you entered into a legally binding contract to pay for your room for the full let length. You will be able to vacate early if you are:

- withdrawing from your course
- taking a Leave of Absence from the University
- going on a research placement.

All requests to vacate are subject to a notice period.

MOVING OR SWAPPING ROOMS

If you're not happy with your room, it may be possible to move to a different one.

We usually open the Request to Transfer process in Week 3 of Term 1. There is a £50 room transfer charge for changing rooms. If we have a limited number of vacant rooms, we'll prioritise those students with health, welfare or mobility requirements.

If we're not able to help you via our Request to Transfer process, you can try to swap your room with another student by using our accommodation adverts page.

For more information on leaving or changing your room visit:

york.ac.uk/leave-change-room

SUBLETTING

i Terms section: 20

You're not allowed, under any circumstances, to privately sublet University owned accommodation. Under the terms and conditions of residence you agree that you're the only person who can live in the room. If you allow another person to live in your room, you'll be in breach of your agreement and will also remain responsible for payment of the accommodation fees and any damages to the room.

ACCOMMODATION ADVERTS

If you would like to try and find a room to swap with another student, or advertise your own room, you can do so via our accommodation adverts page:

york.ac.uk/accommodation-adverts



The Student Accommodation Code

We adhere to The Student Accommodation Code.

The Code is designed to ensure that students have safe, good quality accommodation and get the best out of their time living in university or college residences.

The Code outlines important details about our responsibilities as a university, including, fire and safety requirements, repairs and maintenance procedures, health and wellbeing responsibilities and details of the student complaints procedure.

www.thesac.org.uk

IPC STUDENTS 🌍

If you're an International Pathway College (IPC) student some of this information will be different for you. Contact the IPC team if you have any questions about your contract.

You can call them on **+44 (0)1904 321500**



Enjoy your stay! The Accommodation team

york.ac.uk/students/accommodation

 @UoyAccomm

 /UoyAccomm

