

Welcome

Welcome to Hillside Court. This property is managed by the Estates Management team (part of the Facilities Management Directorate) of the University of Reading with the assistance of Walmsley Residential Lettings Ltd.

Hillside comprises Hillside House, a large Victorian house that was once the home of the Sutton family (whose seeds business was once a major enterprise in Reading), and a more modern development known as Hillside Court in what was the garden of the big house.

Hillside is situated north-west of the campus, between the campus and the town. It is about a ten-minute walk from the University Sports Centre, and a fifteen-minute walk from the main University library. A good range of local shops (some with long opening hours) can be found nearby, and Hillside is also convenient for bus routes into the town centre.

Appendix 3: Student Welfare Support

The information in this Handbook is not exhaustive or fully comprehensive and there may be additional items in place in the Property. It is your responsibility to make yourself aware of information on notice boards, via emails or Blackboard and to respond or act accordingly.

Dangerous and irresponsible behaviour or vandalism will be treated as breaching your tenancy agreement, and may result in you being served with notice to quit. If appropriate, serious matters will be referred to the Police.

University disciplinary procedures are set out in the University Calendar. There is a copy of the Calendar on the web at www.reading.ac.uk/calendar

Student Services Helpdesk – <http://www.risisweb.reading.ac.uk/>

Carrington Building, 0118 378 5555, (8.30am – 5.30pm/5pm Fridays)

General help and support, including information on withdrawals and suspensions, student loans, tuition fees, course changes, transcripts & statements. Disability Office and Careers Advisory are based in the same building: www.reading.ac.uk/careers and www.reading.ac.uk/disability

Study Advisers – <http://www.reading.ac.uk/internal/studyadvice/sta-home.aspx>

Carrington Building, Room 106, 0118 378 4242 (Reception 11am – 2pm)

Academically-focused advice from friendly professional advisers. These sessions are 'tailor-made' for you, to help you tackle study queries and to study with less stress and more success.

Peer Support – <http://www.reading.ac.uk/internal/peersupport/peer-homepage.aspx>

Carrington Building, Room 106, 0118 378 4242 (Reception 11am – 2pm)

Students trained in listening and helping skills to give friendly, informal and confidential support. Weekly 'flop-in' - a place to chat with free tea and coffee (see website for details of place and time).

Counselling and Wellbeing - <http://www.reading.ac.uk/internal/counselling/cou-home.aspx>

Carrington Building, Room 106, 0118 378 4216 (Reception, Weekdays 11am - 2pm). If keeping problems to yourself isn't helping, why not share them? - You can come in to arrange a consultation. In an emergency or if students feel so distressed they cannot wait for a routine appointment, they should ask for an appointment with the Duty Counsellor.

RUSU Student Advisors - www.rusu.co.uk/studentadvice

RUSU Hub, 0118 378 4100. Ask at reception for an appointment or details of drop in sessions. Advisors can help you with immigration, academia, finance, housing and other issues.

Medical Practice - www.reading.ac.uk/medicalpractice

University Health Centre, 0118 987 4551, Weekdays 8.00am – 6.30pm

For any health problems: we provide Primary Medical Services for our registered patients, and specific services for students.

Chaplaincy - www.reading.ac.uk/chaplaincy

Park House Lodge (behind the library), 0118 378 8797, Weekdays, 8am - 6pm

Drop in without an appointment: Friendly and welcoming to all, regardless of faith. Offering relaxation training, individual discussions with chaplains, quiet space for prayer/meditation and a range of community/social activities. Open all day for Fairtrade tea and coffee.

Samaritans - www.samaritans.org

08457 909090, jo@samaritans.org - both 24 hours a day. Drop in centre: 59a Cholmeley Road, Reading, 0118 926 6333, 9am-10pm. Samaritans provides confidential non-judgemental emotional support for people who are experiencing feelings of distress or despair, including those which could lead to suicide.

Appendix 2: Useful numbers

Estates Management team	0118 378 2578
Walmsley Letting Agents	0118 947 0511
University Security Team	0118 378 7799
Student Services Helpdesk	0118 378 5555
Study Advisers	0118 378 4242
Peer Support	0118 378 4242
Counselling and Wellbeing	0118 378 4216
RUSU Student Advisors	0118 378 4100
ITS Help	0118 378 6262
University Medical Practice	0118 987 4551
University Dental Centre	0118 975 9660
Mental Health Advisor	0118 987 4551
WestCall (Urgent Out of Hours NHS GP Service)	0118 978 7811
Thames Valley Police (non emergency number)	0845 850 5505
Yellow Taxis (company approved by the University)	0118 966 0660

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Appendix 1: Indicative Charges

Additional window cleaning	£50.00 minimum charge. Full costs incurred are charged.
Fire Safety (cost of repairs or replacement materials will also be charged) NB please note the guidance in Section 5 Health and Safety.	
Removal of fire signs	£100 minimum charge
Abuse or discharge of fire extinguisher	£100 minimum charge
Covering the smoke detector/Removal of smoke detector	£100 minimum charge
Interference with fire doors	£100 minimum charge
Replacement of fire blanket	£100 minimum charge
Replacement of fire alarm break glass	£100 minimum charge
Banned electrical appliances in rooms i.e. kettles, heaters etc.	Removal for safe-keeping.
Burning candles/incense in rooms	Removal for safe-keeping.
Miscellaneous	
Replacement extension cable (including not leaving in room at the end of tenancy)	£10.00 charge
Replacement reading/Connect internet cable (including not leaving in room at the end of tenancy)	£10.00 charge
Replacement of window or door glass	Cost as per invoice
Littering through windows and on grounds	£50 minimum charge. Full costs incurred are charged
Carpet cleaning	£50 minimum charge. Full costs incurred are charged
Cleaning up bodily fluids Use of external company for cleaning up bodily fluids if deemed necessary	£100 charge £300 minimum charge, full costs incurred are charged

Appendix 1: Indicative Charges

This is a table for your information indicating some of the charges that can be incurred. It is not exhaustive and there may be other items which will be charged for. Please note that some of these charges will result from a breach of the terms of your tenancy agreement, and this may have serious implications for your continued residence.

Detail	Amount
Access and Security	
Replacement Door Key/Card	£15.00 charge per key/card
Failure to hand in keys/cards at end of tenancy	£50.00 charge
Late or early arrival without notice	£25.00 charge
Out of office hours call-out for lost keys/cards	£15.00 charge may be applied
Kitchen	
Misuse of kitchen equipment resulting in damage	£50.00 minimum charge. Full costs incurred are charged
Additional cleaning to kitchen if agreed standards are not maintained	£45.00 minimum charge. Full costs incurred are charged
Recycling bins contaminated with general waste	£16.50 charge per bin bag
Bedroom	
Subletting	Strictly prohibited – can result in termination of tenancy agreement
Guest staying in room for excessive time (no longer than 3 consecutive nights or for more than a total of 8 nights in one calendar month)	Charge at guest room rate and abuse of this can result in termination of tenancy agreement
Damage to walls, flooring, furniture, fittings or windows of study bedroom	Cost as per invoice
Additional cleaning to bedroom if agreed standards are not maintained during term time or at end of the tenancy period	£45.00 minimum charge. Full costs incurred are charged
Cleaning to en-suite if agreed standards are not maintained during or at the end of the tenancy period	£45.00 minimum charge. Full costs incurred are charged
Leaving furniture not in original position at end of tenancy	£25.00 minimum charge
Rubbish/unwanted items left at the end of the tenancy period	£16.50 charge per standard sized bin liner or similar bulky item

1. Contact Information

1.1 During Office Hours

Any queries about your letting, or maintenance or other issues should be directed to Walmsley Residential Lettings who are located at:

9/11 Bridge Street
Caversham
Reading
RG4 8AA

The opening hours are:

Monday – Friday 09:00 – 18:00 and Saturdays 09:00 – 17:00, excluding Bank Holidays.

Contact details:

Telephone: 0118 947 0511

Fax: 0118 946 1625

Email: lettings@walmsley.co.uk
maintenance@walmsley.co.uk (dedicated email address for maintenance issues).

1.2 Out of Office Hours

If you have a problem that requires assistance out of office hours (see 1.1 above), please contact the University of Reading Security team:

Telephone: 0118 378 7799

Security will investigate problems which may arise out of normal office hours: e.g. noise disturbances, lock outs, fire alarms and maintenance problems. Please do not hesitate to call Security for urgent problems or emergencies. If a problem can wait until the following morning please report it when the Walmsley Office is open.

If you need to speak to someone regarding a confidential welfare matter ask Security to contact the on-call person for you, and they will be able to arrange for you to talk to a member of the Welfare Team (see Section 1).

In an emergency situation call: 0118 378 6300 (ext 6300)

1.3 Welfare

Student welfare, pastoral care, student conduct and behaviour is the responsibility of the Warden.

The Warden is there to offer help and support on any matters of concern to you. In general

1. Contact Information

they have considerable academic experience and are a good source of advice and support on any academic or personal matter.

The Warden is Dr Fred Davis. Dr Davis is a senior member of academic staff in the Chemistry department. He is available to see any student on a confidential basis by appointment or at 'surgery' times. His email address is: f.j.davis@reading.ac.uk.

8. Complaints Procedure

In the first instance please report any problems or dissatisfaction to Walmsley. In most cases their staff will be able to resolve any issues at this point, but they will liaise with the Head of Estates Management or his staff if necessary.

Stage 1

If you are still dissatisfied and wish to pursue the matter further, you should write to the Head of Estates Management, Facilities Management Directorate, Building L046, London Road, Reading RG1 5AQ, who will investigate your complaint further and reply to you with a decision.



Stage 2

In the unlikely event that the complaint is not resolved at Stage 1 and you wish to pursue the matter you should write to the Director of Estates and Facilities Management, Facilities Management Directorate, Whiteknights, PO Box 235, Reading RG6 6BW.



Stage 3

The final stage of the complaints procedure, if the complaint has not been resolved, is for it to be dealt with through the University's Student Complaints Procedure: <http://www.info.reading.ac.uk/student/docs/appealscomplaintsguide.pdf>

Please note that the Data Protection Act prevents us from responding to complaints from third parties (including parents or guardians) without the written consent of the person concerned.

7. Tenancy Cost and Charges

Walmsley Letting Agents will be responsible for the day-to-day management of your residency at Hillside. This will include collection of rent and deposit monies from you.

7.1 How to Pay

The initial payment to cover your deposit and first rent period must be received prior to your arrival and in cleared funds. The amount required from you will be advised by Walmsley Residential Lettings. Internet transfer of the funds is the easiest way to pay and they would be pleased to provide their bank details upon request. They are also able to accept credit/debit card payments, but please be aware that a 3% surcharge will be added to your payment.

A preferred route for the monthly rent, due on the first day of each month in advance, is by automated payment into Walmsley's bank account.

PLEASE CONTACT WALMSLEY IMMEDIATELY IF THE ABOVE PAYMENT METHODS ARE NOT POSSIBLE IN ORDER TO DISCUSS ALTERNATIVE OPTIONS.

7.2 Deposit

Residents are charged a refundable deposit of **£250** in addition to their rent. This is payable in advance of your arrival at Hillside, and is known as the Deposit. It is normally used to offset the cost of making good any damage or replacing any missing equipment. This may take the form of a charge against an individual, or, where damage is done and the resident responsible cannot be identified, the charge may be made on a more general basis at the discretion of Estates Management. Deliberate damage will be a breach of your tenancy agreement, and could result in termination of the agreement.

The Deposit should not be regarded as, in any sense, an absolute limit to a resident's liability in respect of damage, nor should it be used to set-off against any rent arrears. The Deposit will be handled by Walmsley and safeguarded according to the terms of the Tenancy Deposit Scheme.

7.3 Charges

Please refer to Appendix 1 for a list of Indicative Charges.

7.4 Personal Possessions Insurance

You are strongly advised to insure your personal possessions against loss or damage. Endsleigh Insurance is recommended by the University for occupants of residential housing.

2. Residents' Rooms

2.1 Your Room

All of the bedrooms in Hillside are single, fully furnished and centrally heated. Each room contains a bed, desk and desk chair, bookshelves, reading lamp, pin board, wardrobe and drawers. Coat hangers are not provided.

The furniture provided must not be moved elsewhere and, on departure from Hillside, rooms must be left as found at the time of first occupation. All personal belongings must be removed at the time of departure.

Additional large furniture items and heavy equipment are not permitted in study bedrooms.

A connection for internet access is also provided (see separate information in room regarding *readingConnect*). A four socket extension lead is provided, please do not use any other extension leads (if more than one is required please enquire to Walmsley).

Kitchen equipment is not permitted in your bedroom. Residents are not allowed to bring a mini-fridge into their room. If you have a medical reason for requiring a fridge in your room (e.g. the storage of prescription medicine), permission should be sought via Walmsley and a doctor's certificate is required.

The tap water in Hillside is labelled to indicate suitability for use.

Smoking is not permitted in any area of Hillside and this includes your bedroom.

2.2 Inventory and Deposit

An inventory will be checked with you at the beginning of your stay. This inventory will be used to determine any appropriate deposit charges (see next paragraph).

Residents in Hillside are charged a refundable deposit of £250 in addition to their tenancy charges. This is payable in advance of your arrival at Hillside and is known as the Deposit. For more information on the Deposit refer to Section 7.2 of this Handbook.

2.3 Keys/Door Cards

On arrival you will be issued with a key and/or door card to your room, these are your responsibility. Residents who lose their keys/cards must report the loss to Walmsley. Replacement keys/cards will be charged at £15 per lost item. Keys that are subsequently found must be returned within 7 days or the charge for new keys will be taken from the Deposit. Keys/cards must not be given to a third party in any circumstances.

Lost keys/cards are a security risk. The University reserves the right to change locks, at the cost to the resident, in order to maintain security if keys/cards are lost. All keys/cards must be returned at the end of the tenancy.

2. Residents' Rooms

If you are locked out of your room, you will need to contact Walmsley during office hours or the Security team if this happens out of hours (0118 378 7799).

Please note that for an out of office hours call out for lost keys/cards there may be a charge and persistent offenders will be referred to the Warden.

All residents will also be issued with a University ID card which must be shown on request to University staff.

2.4 Cleaning and Care of Room

It is the responsibility of residents to keep their rooms and the shared areas clean and tidy and to leave them as such when vacating at the end of the tenancy. Residents are also responsible for removing rubbish from their rooms to the skips when they vacate their rooms at the end of the tenancy.

Cleaners will empty rubbish bins usually weekly, but please empty your bin into the skips on site if it is full in between the cleaner emptying it. Any resident who fails to keep their room, and shared areas to which they have access, clean and tidy commits a disciplinary offence and Hillside reserves the right to have the room or shared area cleaned and any additional costs will be levied upon the resident(s) concerned.

The cleaning staff will access your room to empty the bin on a regular basis and make inventory/cleaning checks. The maintenance staff will access your room for either regular items or specific requests. In general notice will be given before access is required except where an emergency prevents this.

Walmsley will undertake quarterly visits to the individual rooms to ensure that proper use and general care is being taken with the room. You will be given notice of such visits.

Residents are responsible for the condition of their rooms and furniture and must pay for any damage attributed to them or their guests. Deposit charges will be imposed if rooms are not left in a reasonable and clean condition particularly when vacated at the end of the tenancy. All accidents/damage must be reported as soon as possible to Walmsley.

The notice board in your room should be used for posters, pictures etc. Damage is caused by the fixing of pictures and posters to walls with blue tac or similar and the use of these is prohibited. Any necessary repainting or repapering will be charged.

Please do not throw anything out of the windows and clothing and carrier bags, etc must also not be hung out of windows.

See the Health and Safety section (5) in this handbook for details of items not permitted in Hillside.

6. Green Issues & Recycling

- TINS (rinsed out please) - drink cans, food tins
- PLASTICS (rinsed out please) - Drink bottles, shampoo bottles, shower gel containers, milk bottles, meat containers etc

Any non-recyclable material placed in these clear liners will contaminate the contents meaning that all the waste must be sent to landfill sites. Kitchens/pantries that persistently contaminate the bags may be charged for the extra cost of landfill waste.

General waste destined for landfill (black bin liners)

- Food waste
- Tissues, cotton buds etc
- Crisp packets, sweet wrappers, carrier bags
- Polystyrene packaging material

For health and safety reasons, glass must not be disposed of in either the recyclable or general waste bags situated inside the buildings. Any glass items should be disposed of in the bottle banks or large black (general waste) skips in the grounds of Hillside.

At certain times of the year clothing recycling banks may be provided for your use, alternatively please take unwanted items to local charity shops.

Your ideas/suggestions

We welcome any ideas/suggestions on green issues and recycling in your area.

Please email waste@reading.ac.uk

6. Green Issues & Recycling

We are very concerned to be as environmentally aware as possible. To this end we have implemented a number of measures in University properties to try and be more environmentally friendly.

6.1 Energy Saving

Some while ago we agreed to purchase only “green electricity”; as you may know this is a bit more expensive but produced in ways that minimize impact on the environment.

As part of our green policy we have invested in energy saving bulbs to reduce electricity consumption. They usually last a reasonably long time so with normal use they should last for the duration of your tenancy. If there is no spare bulb in your room, you can obtain a replacement by calling in at the Estates Management office during normal office hours. Please bring the defunct bulb with you.

Please try and help by implementing the following energy saving tips:

- Turn off your lights when you leave your room
- Do not leave door and windows open in the winter
- Use the kettle to boil water for cooking instead of heating a pan on the stove. Not only will this be more efficient, but it generally takes less time too. Don't leave the oven on any longer than necessary
- Draw the curtains at night to keep the heat in
- Have a shower instead of a bath as showers use far less energy
- Switch all electrical appliances off at the plug instead of using the 'standby' function
- Kettles should be filled with enough water for your needs and not to the maximum level every time.

6.2 Recycling

Recycling is in place at all University properties. Please recycle as much as possible and do your bit towards helping the environment.

There are two bins in each kitchen/pantry and also in the bedrooms. The bins for recyclable items will be supplied with clear bin liners. In these bins you will be able to recycle clean waste only including the following:

Recyclable waste (clear bin liners)

- PAPER- Newspapers, old revision notes, cards, flyers, magazines, books, envelopes etc
- CARDBOARD – Boxes (folded) packaging, paper bags

2. Residents' Rooms

Please do not put broken glass or other sharp objects into rubbish bins. Please wrap these items carefully and place them in the skips on site. Please place bottles in the bottle banks located on site and not into the kitchen bins.

2.5 Bedding

Residents are required to provide their own towels, bed linen, duvet, duvet cover, pillows and pillow cases, and are responsible for washing these themselves. Bed linen must be used. A mattress protector is supplied and this should be used in addition to your own bed linen.

A limited number of bedding packs will be available to purchase from Walmsley. The bedding pack will consist of a duvet, duvet cover, pillow, pillow case and sheet. The cost for these are payable at the commencement of your tenancy. All purchased bedding becomes your property and should be removed at the end of your tenancy.

2.6 Heating and Hot Water

You can regulate the temperature of the radiator in your room by adjusting the radiator thermostat (numbered 1-6). The radiators heat up very quickly so please help to save energy by turning it down when you go out. If you have any problems with the hot water or central heating please contact Walmsley.

You should never change the boiler or water tank control settings yourself. These are set up to ensure the safe operation of the system and at temperatures that protect you from Legionella and other water-borne diseases.

2.7 Electricity Supply

Your room has 4 x 5 amp sockets that should be sufficient for most computers, hairdryers, televisions and stereos.

Outside your room door you will find two switches that should be pointing down – these are circuit breakers and protect against overloading. The 2.5 amp switch controls the ceiling and washbasin lights and will sometimes switch off if a light bulb blows. If this happens replace the bulb and then switch the circuit breaker back on. If it still doesn't work inform Walmsley.

The 5 amp switch controls the sockets (and desk lamp) and will turn off if you overload the socket or if one of your appliances is faulty. To identify the problem: unplug everything, switch the circuit breaker back on, then plug one appliance in at a time until you discover the faulty one. The faulty appliance must not then be used. If the breaker will not reset please inform Walmsley.

3. General Information

3.1 Post and Parcels

Your **postal** address at Hillside is:

Resident Name

Your House Number*

Hillside Court

Allcroft Road

Reading

Berkshire

RG1 5DJ

*Enter your house number at *.

Please do not state your room number in your address at this confuses the Post Office!

The post delivery person will deliver mail to your house if letters are correctly addressed (see above).

Registered mail is signed for at Estates Management and kept for you to collect as a precaution against loss. Parcels are also kept at Estates Management for your collection. You will be notified if there is an item of mail to be collected. When collecting mail you will be required to show some form of photographic identity.

Estates Management is unable to accept exceptionally large or heavy parcels for health and safety reasons.

It is illegal to open letters addressed to other people. All mail for former residents should be left in the kitchen for the staff to collect or brought to the office if you are passing by.

If you are leaving Hillside and changing your address you should notify the Post Office so that they can re-direct your mail.

3.2 Kitchens

Each kitchen is equipped with a microwave, cooker, kettle, toaster, fridge and freezer. Equipment must not be removed from the kitchens. Instructions on how to use the equipment provided are available in the kitchens.

Cutlery, plates, bowls, pots and pans are not provided in kitchens and are the residents' responsibility.

Deep fat fryers are not allowed in the kitchens under any circumstances and if found will be required to be removed. Rice cookers must have a British extension cable and plug and must be Portable Appliance Tested or be less than one year old.

5. Health and Safety

You must have a 'Personal Emergency Evacuation Plan' (PEEP) for your specific property. It is your responsibility to provide sufficient information about your abilities and impairments to the Hillside management team to enable them to complete a PEEP for you. Walmsley will assist you and confirm the facilities available in each property.

5.8 Disabled Visitors

In the event of an emergency evacuation residents with a disabled visitor are responsible for evacuating their visitor from Hillside. In the event of a prolonged evacuation, you and any visitors will be directed to a temporary place of safety. You are required to follow any instructions given to you by or on behalf of University staff.

5. Health and Safety

that thieves do not gain access to Hillside.

If you see any strangers walking around Hillside and you are in any doubt, please contact a member of staff or call Security on 0118 378 7799.

Under no circumstances should an entrance door be propped open and please do not let strangers walk in behind you when you enter Hillside, this is the easiest way for thieves or trouble makers to gain unauthorized access.

If your door card or key is lost or stolen, report it immediately to Walmsley or if out of office hours to Security on 0118 378 7799.

Students are expected to carry their University Access cards at all times and must show them to staff when requested.

Always lock your room, even when you only intend to be away for a short time. If you live in a ground floor room always lock your window when you are away from your room, Do not leave valuable items in view of passers-by. If you will not be returning to your room until after dark, close the curtains before you leave.

Please report any crimes that occur to:
Walmsley (0118 947 0511)
The University Security Team (0118 378 7799)
Thames Valley Police (0845 8 505 505)

5.6 Personal Safety

- Avoid being out on your own after dark
- Avoid dark alleys, parks and isolated areas, especially at night
- Let your friends know when you are going out, where you are going and roughly what time you expect to be back
- If you are out late at night organise your return home safely either with a friend or in a registered taxi. Information about taxi companies is available at Hillside.
- Personal alarms are available for purchase from the Whiteknights House reception.

5.7 Disabled Persons Emergency Evacuation Procedure

People with disabilities are welcome at Hillside. We will talk with you to assess your level of disability and then allocate you suitable accommodation.

If you use a wheelchair you will be located in ground floor accommodation that has been adapted to meet the needs of wheelchair users.

The University has a managed emergency system to ensure that disabled residents and disabled visitors are safely evacuated in the event of an emergency. You will be briefed on the evacuation procedures from your room and the communal areas of the building.

3. General Information

Kitchens will be cleaned on a regular basis, however residents are expected to wash their own dishes promptly and clean work surfaces after use. Please throw away any out-of-date food. The University reserves the right to have the kitchen area cleaned and any additional costs will be levied upon the residents concerned.

It is the responsibility of residents to defrost freezers on a regular basis.

Recycling is in place in all our properties. Please see the notices in your kitchen and also the Recycling Section (6) in this Handbook for more information on what should be recycled.

Rubbish is collected from outside your house Monday to Friday Please do not leave bags out overnight because they can be torn open by local wildlife. At weekends you will need to take your own rubbish to the bins located at the top of the car park, next to the garage.

Please do not put broken glass or other sharp objects into the rubbish bins. Please wrap these items carefully and place them in the skips on site. Bottles should be taken out to the bottle banks on site, do not allow bottles to accumulate before recycling.

To prevent sink blockages never pour fat down the sink. If sinks do block for this reason the cost of the remedial works will be passed on to everyone in your house.

Parties are not permitted in the kitchens and noise should be kept to a minimum at all times.

3.3 Smoking Policy

Smoking is not permitted in any areas of Hillside. Smoking is also not permitted within 10 metres of Hillside or other University buildings.

3.4 Common Room

There is a common room located on the ground floor of Hillside House which can be used for quiet study or viewing television. Parties, celebrations or any other gatherings are strictly prohibited.

3.5 Computer Access

Residents in Hillside can connect to the University network via the readingConnect cable supplied in your room, and this facility is subject to the University policy agreement that all students sign.

3.6 Laundry Room

The laundry room is located in the basement of Hillside House. The laundry is equipped

3. General Information

with coin-operated washing machines, tumble driers, irons, ironing boards and socket outlets for the use of steam irons.

Clothes lines are located behind houses 15-18. Clothes must not be washed in study bedrooms or bathrooms. Washing lines are not permitted and wet items of washing should not be hung over radiators or other areas in bedrooms or bathrooms as this causes condensation, mould and wet areas on floors which may be a safety hazard.

3.7 Maintenance and Damage

Residents must report without delay any damage to or faults in their room or in common areas and are not to attempt to rectify faults themselves.

If any maintenance problems/requirements arise please email these, with a full description of the fault and location (state property, room, unit etc), to maintenance@walmsley.co.uk. Alternatively you may go to their office and fill out a paper form: -

Walmsley
9/11 Bridge Street
Caversham
Reading
RG4 8AA

It should be noted that maintenance staff may require access to bedrooms to remedy faults and that this might be when you are not in your room. In addition emergencies may by their nature have to be dealt with outside of normal working hours.

The cost of repair or replacement of any damage or loss that is attributable to a resident or a guest of a resident will be charged to that resident. Damage that is not directly attributable may be charged to the residents living in the unit where the damage took place or, if in a public area, to all residents.

Maintenance Response Times

The Maintenance Services department has set response times that it works towards for resolving maintenance issues:

Priority 1 - Emergencies

Response time within 4 hours from issue being reported

Completion time within 28 hours from issue being reported

Priority 2 - Urgent

Response time within 2 working days from issue being reported

Completion time within 4 working days from issue being reported

Priority 3 - Non-urgent

Response time within 7 working days from issue being reported

Completion time within 14 working days from issue being reported

5. Health and Safety

- Barbecues are not permitted within the grounds of Hillside

Smoking

- Smoking is not permitted in any areas within the Hillside properties

Naked Flames

- All open flame items (including candles, tea lights, joss sticks etc) are strictly prohibited in University accommodation and if found will be required to be removed. Failure to comply will be considered a breach of the tenancy agreement.

Electrical Equipment

- Never overload electrical sockets or use adapters, one item per socket is the rule
- Only use the University-supplied four socket extension leads
- Ensure the correct rated fuse is used in each appliance
- Only use CE marked plugs and appliances (this includes rice cookers)
- The UK electrical supply is 240v and all appliances must be rated for this voltage
- Electrical items such as irons, kettles, toasters and other kitchen equipment must not be used in your bedroom. Electric/fan heaters, electric blankets, Christmas/fairy lights, air conditioning units and plug-in air fresheners etc. must not be brought into Hillside or used in your bedroom. If found these items will be required to be removed, and you will be considered in breach of your tenancy agreement. If you are not sure if an electrical item is permitted please ask the staff at Walmsley.
- All electrical equipment brought into Hillside must be safe and if necessary independently inspected (a certificate should be provided as proof that the inspections have been carried out within the previous 12 months). Any unsafe items must be removed from the premises immediately.

5.4 First Aid

If you or another resident or visitor requires first aid treatment please contact your medical service or call Security on 0118 378 7799 if out of hours. Please also inform Walmsley and Security if you or anyone else is unwell or if an ambulance has been called.

If you are concerned for the health and well-being of anyone who has consumed excessive alcohol ensure that they get back to their room safely and that someone keeps on eye on them until they recover. If you are in any doubt please call Security on 0118 378 7799 for help.

5.5 Security

We provide Security patrols all year round for your well-being, but we need your co-operation to maintain the security of the buildings. The University and its various residential properties can be targeted by local criminals so please be vigilant and ensure

5. Health and Safety

on fire safety. This is in the interests of your personal safety, and the safety of your fellow residents.

Fire Safety Equipment

Hillside properties are fitted with fire safety equipment to help protect you. Therefore:

- NEVER set off fire alarms without good reason
- NEVER cover, remove or tamper with smoke detectors (a remote checking system will indicate when this has happened and you will be charged).
- NEVER wedge open self-closing doors. The kitchens have specialist heat detectors; wedging the door open will cause cooking fumes and steam to activate the smoke detectors in the corridors and could damage the door and self-closing mechanism
- DO NOT block or obstruct fire exit doors, routes, corridors or stairs. These must be kept clear so that in the event of a fire all residents can get out as quickly as possible

Abuse of any fire equipment is a criminal offence and will be considered a breach of your tenancy agreement. You risk not only endangering life and limb, but a charge and possible eviction.

Malicious Activations

The University has a zero-tolerance approach to malicious activations of fire alarms including tampering with detectors. Any student found to be responsible for a malicious activation will be suspended pending a decision by the Standing Disciplinary Committee. Such activity also breaches your tenancy agreement.

False Alarms

Prevent fire alarm false activation by:

- ALWAYS shower with the door shut to keep steam in
- ALWAYS shower with the extractor fan on to remove steam
- ALWAYS keep aerosol sprays such as deodorants and hair spray well away from fire detector heads
- ALWAYS report faults with extractor fans, doors and windows to Walmsley or Security IMMEDIATELY
- NEVER remove the fire detector sensor head—this sets off the alarm

Cooking

- NEVER leave pans or food unattended on the cooker, especially when frying or grilling
- NEVER use chip pans or deep fat fryers—these are banned from Hillside
- ALWAYS check that you have switched the cooker off after use
- If you burn whatever you are cooking, open the window to let smoke escape (don't open the corridor door)
- NEVER throw water on to pans/grills with hot oil in them
- NEVER cook if you are affected by alcohol or drugs

3. General Information

3.8 Grounds

Ball games and barbecues are not permitted in Hillside grounds.

3.9 Telephones

The telephones located in the houses accept incoming calls and can be used to call the emergency services (999) in the case of an emergency. You can make national and international outgoing calls from the payphone located outside house number 2.

3.10 Television Licences

Residents are welcome to bring their own televisions for private use in their rooms. However, TV licences are the responsibility of the resident. Please see www.tvlicensing.ac.uk for further information. Also, residents are reminded that televisions may constitute a fire hazard and therefore old and poorly maintained sets may not be brought to Hillside.

3.11 Pets

Pets of any kind are not permitted at Hillside or in the grounds.

3.12 Lost Property

Lost property will be collected and logged by Walmsley/Estates Management before being sent to the central lost property store in the Palmer Building on Whiteknights campus.

3.13 Bicycles

Residents are welcome to bring bicycles with them to Hillside. There are racks available to lock bikes to and there is also a bicycle shed located at the side of Hillside House (the front door keys to houses at Hillside also open the bicycle shed). All bicycles should be securely locked with a strong cycle lock. It is recommended you have identification, such as a post code, indelibly stamped on the frame and also ensure your bicycle is covered by an insurance policy. Bicycles may not be brought into the buildings under any circumstances. Residents bringing bicycles to Reading do so at their own risk.

For information on cycling in Reading and routes in the area see the Reading Borough Council website: www.reading.gov.uk/cycling

3.14 Buses

Information about local bus routes for the Whiteknights, London Road and Bulmershe Court campuses is available from the Reading Buses website: www.reading-buses.co.uk/university/ The website also provides details about ticket prices and a special term time bus ticket that can be purchased by students.

3. General Information

3.15 University Car Club

The University has a car club scheme set up with Connect by Hertz. Staff and students are able to rent a car for as little as £3.95 an hour once you have joined the scheme. For more details see: www.connectbyhertz.com/uni

3.16 Car Parking

In general bringing a car to Hillside is discouraged. Limited car parking space is available but a permit must be obtained and the fee paid before a car is brought to Hillside. Under University regulations Security Services will make the decision following an agreed list of priorities. Priority is given to disabled students, postgraduates and finalist undergraduates. Car parking applications can be requested from Security Services.

Permits will not be allocated before the start of term. Permits are also only issued to students with a valid insurance certificate, MOT certificate and the driver must have a valid driving licence that permits them to drive in the UK (see www.direct.gov.uk/en/motoring/DriverLicensing for more details).

Owners of cars parked without permits or parked inappropriately will be subject to charges. Cars parked in disabled bays without a University permit and disabled badge and cars parked dangerously, on double yellow lines, or causing an obstruction will be issued with an automatic penalty charge of £60.

Visitors should obtain a temporary visitors parking permit from Security Services. Visitors are only permitted to park for a maximum of 3 days.

The University discourages side-street parking because it damages relations with the residents who live near Hillside. All cars that are parked on University property are left at the owner's risk. Do not leave items of value on display.

5. Health and Safety

wrongful use or interference with fire equipment is a criminal offence and could result in prosecution.

Everyone at Hillside must familiarize themselves with the fire precautions and regulations. These are posted around the building and in your room.

It is very important to familiarise yourself with:

- Your nearest fire escapes
- Assembly points
- Fire alarm points
- Fire fighting appliance

What to do if you find a fire:

- Close the door
- Sound the fire alarm using the break glass point
- Leave the building by the nearest fire exit and report to the assembly point
- Tell the person in charge where the fire is, and what is on fire. Check with them that the Fire Brigade has been called

Never tackle a fire unless you are confident you can SAFELY extinguish the fire, do so by using either a fire blanket or fire extinguisher. Carbon dioxide fire extinguishers (with a black band) should be used on small electrical and oil fires. Water extinguishers should be used on paper and wood. You should only attempt to put out small localized fires that are contained in a waste paper bin or cooking pot for example.

NEVER go back into the building once the fire alarm has sounded —once out, stay out. Remember, your safety comes first.

What to do if you hear the fire alarm:

- If the fire alarm goes off, you MUST evacuate the building immediately.
- Go to the assembly point and wait there for instructions from the person in charge (they will normally be wearing a fluorescent vest).
- NEVER assume it is a false alarm
- DO NOT use lifts when evacuating the building
- NEVER go back into the building until the person in charge says that it is safe to do so. If the fire alarm stops this does not mean that it is safe to go back in, it just means that someone is investigating and has switched off the alarm. There could still be a real fire.
- In the event of a prolonged evacuation University staff will direct you to a temporary place of safety. You must follow instructions as required.

Fire Talk and Test

During Freshers Week all new residents are strongly advised to attend a short presentation

5. Health and Safety

5.1 Your Health and Safety responsibilities as a resident

Safety and security is a communal responsibility and we ask residents to act responsibly and take common-sense precautions to help us maintain a safe and secure environment.

As a resident you must take reasonable care for your own health and safety and that of other people who may be affected by what you do. In particular you should:

- Comply with all relevant health and safety rules published by or on behalf of the University
- Follow instructions from staff acting for or on behalf of the University on health and safety matters
- Report any accident/near miss you are involved in (report forms available in all buildings)
- Immediately report any significant hazard you discover to a member of staff at Walmsley or to Security if out of office hours
- Know the Fire Action Procedures (notices posted in all buildings)
- Know the First Aid Procedures (notices posted on the Health & Safety Notice Boards in Hillside)

It is very important that you do not interfere with or misuse anything provided in the interests of health, safety or welfare. This includes fire alarm equipment, sounders and extinguishers. If you deliberately misuse or interfere with this equipment you should be aware that this would be a breach of your tenancy agreement and it may be terminated.

5.2 Your Health and Safety Concerns

You should raise any health or safety concerns you may have with a member of staff at Walmsley who will liaise with the University staff concerned. If the matter is not resolved or attended to within a reasonable period of time or if you are still worried, then contact the University Health and Safety Services:

Contact details:
Health and Safety Services
Physics Buildings
Whiteknights
Tel 0118 378 8889
Email: safety@reading.ac.uk

5.3 Fire Safety

The risk of fire is a major concern in all tenanted property. Breaches of fire regulations are treated as very serious matters and could lead to termination of your tenancy agreement and, in extreme cases, expulsion from the University. Residents are reminded that

4. Welfare & Conduct

4.1 Conduct in Hillside

The University expects you, as a resident, to display good sense, consideration and respect not only in Hillside, but towards all members of the University, including its staff, and members of the public at large. It is generally recognized that in order to maintain an appropriate environment, residents must exercise individual responsibility and follow certain conventions. In short, living in a community brings its obligations as well as its pleasures. In particular it is important to show consideration towards one another. There must obviously be no insulting behaviour, physical abuse, intimidation, victimization, sexual or racial harassment, or drunk and disorderly behaviour affecting anyone, whether staff or student. Drunkenness is no excuse for misconduct. Your tenancy agreement sets out some of your obligations in more detail, and it should be noted that any serious breach of its terms and conditions could result in it being terminated and your consequent eviction.

Fire safety is of the highest priority. Anyone misusing, damaging or interfering with fire safety equipment (including smoke detectors), or who fails to comply with fire regulations, evacuation procedures, or to participate in fire practices (see section 5.3) is committing a serious breach of fire regulations and this will be viewed seriously by the University. This also applies to the obstruction of fire escape routes and wedging open of fire doors. Unfortunately there are occasional false fire alarms – but alarms must be acted upon at all times other than when there have been advertised testing periods. You should not hesitate to report anyone who puts the lives of his or her colleagues at risk in this way. If you notice that fire-fighting equipment has been tampered with, or is inoperative, you should report it at once.

We hope and expect that if you are concerned about behaviour in Hillside you will not hesitate to come forward, whether or not you wish to make a formal complaint or are willing to name those responsible. It is preferable if minor problems can be resolved informally and one should always attempt to do this in the first instance by talking through problems with your fellow residents. If that fails to resolve the issue please contact Walmsley or the Warden.

As a student-resident you are bound by both the tenancy agreement and the University's Regulations in respect of behaviour in University-owned property (see <http://www.reading.ac.uk/internal/Calendar>). Abuses of the regulations are subject to disciplinary procedures.

4.2 Personal Problems and Advice

From time to time students need advice or experience problems of one kind or another. These may concern work or any aspect of life outside work: personal relationships, family problems, spiritual beliefs; financial, legal, medical, sexual, eating or drinking problems.

4. Welfare & Conduct

They may also take the form of generalized stress, anxiety or depression. Do not hesitate to seek advice, whatever the problem is. Other people's experience can often help you to solve, or at least cope with, problems that seem intractable when kept to yourself. If you are worried about a friend or another student or just feel that someone else ought to know about their problems, do not hesitate to talk about it to someone who can advise you appropriately (see Appendix 3 - Additional Welfare Support). What you say will be treated with confidence and discretion.

However, please see section 5.3 Health and Safety regarding serious issues which could arise and which should be treated as emergencies.

4.3 Visitors

Please note the following guidelines for visitors; these are not intended as an intrusion into your privacy, but are to ensure that in the case of an emergency, for example, we know how many occupants are in the building. They are also to ensure consideration to your fellow residents. Please therefore observe the following:

- Residents are responsible for the behaviour of their visitors at all times.
- Consideration must always be given to neighbours when entertaining late in the evening and particularly when visitors leave (especially if it is late).
- Visitors must be willing to identify themselves and their hosts if challenged. Otherwise they may be asked to leave Hillside immediately.
- Visitors must be accompanied by their hosts in any public area after midnight.
- Overnight visitors should be registered by their host either by filling in the form available on Blackboard, or by notifying Walmsley (NB any visitor who is in Hillside after 02.00 hours will be regarded as an overnight visitor).
- No overnight visitors under the age of 16 are permitted.
- Overnight visitors should not stay for longer than three consecutive nights and should not stay for more than a total of eight nights in one calendar month (if this rule causes a particular problem at any time please do not ignore it but write to the Warden explaining the circumstances and asking if anything can be done to solve the problem).
- Only one visitor at a time may be signed-in in any one room.
- Residents must not allow visitors to use their room in their absence.
- Sub-letting of rooms is strictly prohibited.
- Nobody may sleep overnight in any public room.

For information on disabled visitors please refer to the Health and Safety section.

4. Welfare & Conduct

4.4 Electoral Register

Please note that you are responsible for ensuring that, if applicable, you are registered to vote in UK elections. Please visit the following website for details: - <http://www.reading.gov.uk/councilanddemocracy/electoral/registertovote/General.asp?id= SX9452-A7854B61>

4.5 Firearms, Weapons and Dangerous Items

No firearms, and/or ammunition, other weapons, including swords, replica guns, all BB guns, airsoft guns, or paintball guns may be brought into Hillside at any time. Anyone taking part in sports involving their use is responsible for arranging secure storage elsewhere with the aid of their club or society.

Collectors' knives etc will be viewed as offensive weapons and must not be brought to Hillside premises at any time. It is forbidden to keep gas canisters for cooking in Hillside. Fireworks should not be brought to Hillside or stored in bedrooms. They are not to be left off anywhere within Hillside/University grounds.