

Appendix 3: Student Welfare Support

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 fair trade 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.

Welcome

Welcome to Off-site Housing which comprises accommodation in houses in Upper Redlands Road, Redlands Road, and Shinfield Road. These properties are 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.

All the properties are close to the main Whiteknights site, and are therefore close to the heart of the campus as well as being convenient for bus routes and shopping facilities.

Appendix 2: Useful Numbers

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

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

Appendix 1: Indicative Charges

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 letting off 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.
Misc	
Replacement extension cable (including not leaving in room at the end of term)	£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	£100 charge
Use of external company for cleaning up bodily fluids if deemed necessary.	£300 minimum charge, full costs incurred are charged

Contents

1. Contact Information	5
1.1 During Office Hours	5
1.2 Out of Office Hours	5
2. Your Accommodation	7
2.1 Keys	7
2.2 Inventory & Deposit	7
2.3 Cleaning and Care of your Accommodation	7
2.4 Smoking	8
2.5 Windows	8
2.6 Furniture and Equipment	8
2.7 Kitchens	8
2.8 Fridges and Freezers	9
2.9 Heating and Hot Water	9
2.10 Maintenance and Damage	9
2.11 Blocked Sinks	10
2.12 Rubbish and Recycling	10
2.13 Grounds	10
2.14 Laundry Facilities	10
2.15 Post and Parcels	11
2.16 Television Licences	11
2.17 Pets	11
2.18 Telephones	11
2.19 Bicycles	11
2.20 Buses	12
2.21 University Car Club	12
2.22 Car Parking	12
3. Welfare and Conduct	13
3.1 Personal Problems and Advice	13
3.2 Visitors	13
3.3 Noise	13
3.4 Electoral Register	13
3.5 Firearms, Weapons and Dangerous Items	14
4. Health and Safety	15
4.1 Your Health and Safety responsibilities as a resident	15
4.2 Your Health and Safety Concerns	15
4.3 Fire Safety—IMPORTANT, READ NOW	15
4.4 First Aid	19
4.5 Security	19
4.6 Personal Safety	19

Contents

5. Green Issues & Recycling	20
5.1 Energy Saving	20
5.2 Recycling	20
6. Tenancy Costs & Charges	22
6.1 How to Pay	22
6.2 Deposit	22
6.3 Charges	22
6.4 Council Tax	22
6.5 Personal Possessions Insurance	23
7. Complaints Procedure	24
Appendix 1 – Indicative Charges	25
Appendix 2 – Useful Numbers	27
Appendix 3 – Student Welfare Support	28

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 originally issued at end of term	£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	
Sub letting	Strictly prohibited – 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 residency period	£45.00 minimum charge. Full costs incurred are charged
Cleaning to en-suite if agreed standards are not maintained during term time or at end of the residency period	£45.00 minimum charge. Full costs incurred are charged
Leaving furniture not in original position at end of session	£25.00 minimum charge
Rubbish/unwanted items left at the end of the residence period	£16.50 charge per standard sized bin liner or similar bulky item
Additional window cleaning	£50.00 minimum charge. Full costs incurred are charged.

7. Complaints Procedure

Complaints against another Resident:

If you have a grievance against another resident, please speak to them in the first instance; they may not realise that they have caused you a problem! If this does not work, please discuss the problem with Walmsley staff who will try to find a solution.

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 Residential Services 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.

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, or see Appendix 3 for contact details of possible sources of support.

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

The following are considered emergencies:

- Fire alarm activation (in the case of fire phone 999 immediately)
- Break-ins, theft or suspicious people on site
- Loss of electric power or gas leak

1. Contact Information

- Flood or other major fault
- Security risks e.g. broken ground floor windows, front door not locking
- Call-out of ambulance or police
- Any violent incident at your residence

The following are considered to be non-emergencies:

- Maintenance issues
- Broken window (not ground floor)
- Lost or forgotten keys

6. Tenancy Costs and Charges

6.5 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 Off-site housing.

6. Tenancy Costs and Charges

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

6.1 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.

6.2 Deposit

Residents are charged a refundable deposit of £250 in addition to their rent. This is payable in advance of your arrival, 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.

6.3 Charges

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

6.4 Council Tax

Council Tax is a system of local taxation collected by local authorities. It is a tax on domestic property. Full-time students are exempt from paying Council Tax. Non-student partners may be liable for Council Tax though. For more information please contact Walmsley, or Student Services in the Carrington Building.

2. Your Accommodation

2.1 Keys

On arrival you will be issued with keys to your accommodation; these are your responsibility. Residents who lose their keys must report the loss to Walmsley. Replacement keys 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 must not be given to a third party in any circumstances.

Lost keys 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 are lost. All keys must be returned at the end of the tenancy.

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 there may be a charge and persistent offenders will be considered to be in breach of their tenancy agreement.

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

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 Off-site Housing are charged a refundable deposit of £250 in addition to their tenancy charges. This is payable in advance of your arrival at the accommodation and is known as the Deposit. For more information on the Deposit refer to Section 6.2 of this Handbook.

2.3 Cleaning and Care of your accommodation

It is the responsibility of residents to keep their flat/room/house and the shared areas clean and tidy and to leave them as such when vacating. Residents are also responsible for removing rubbish from their accommodation when they vacate their flat/room/house.

Cleaners will visit your accommodation to clean the communal areas but all residents are jointly responsible for maintaining a reasonable standard of cleanliness. Any resident who fails to keep their flat/room/house and shared areas to which they have access clean and tidy is in breach of their tenancy agreement, and the University reserves the right to have the flat/room/house or shared area cleaned and any additional costs will be levied upon the resident(s) concerned.

The cleaning staff will access your room/flat/house to clean the communal areas and make

2. Your Accommodation

inventory/cleaning checks. The maintenance staff will also access your room/flat/house 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 properties to ensure that proper use and general care is being taken with them. You will be given notice of such visits.

Tenants are responsible for the condition of their accommodation and furniture and must pay for any damage attributed to them or their guests. Charges will be imposed if rooms/flats/houses are not left in a reasonable and clean condition particularly when vacated. All accidents/damage must be reported as soon as possible to Walmsley.

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

2.4 Smoking

Smoking is not permitted in any area of University properties and this includes all areas of Off-site Housing accommodation. Smoking is also not permitted within 10 metres of University buildings.

2.5 Windows

Please shut windows when rooms or flats are unattended. You are responsible for cleaning the inside of your windows during your stay.

2.6 Furniture and Equipment

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

You will need to supply your own towels, bedding, cooking utensils and cleaning materials.

Ironing boards and vacuum cleaners are provided, but tenants must supply the vacuum cleaner bags.

See the Health and Safety section (5) in this handbook for details of items not permitted in University accommodation. Kitchen equipment is not permitted in the bedrooms.

2.7 Kitchens

Portable electrical appliances such as kettles, microwaves and toasters are supplied in communal kitchens; if you have a self-contained flat you will need to supply your own.

5. Green Issues & Recycling

- 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.

Your ideas/suggestions

We welcome any ideas/suggestions on Green Issues and recycling in your area.

Please email waste@reading.ac.uk

5. 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 our properties to try and be more environmentally friendly.

5.1 Energy Saving

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.

5.2 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 and also in the bedrooms. The recyclable bins 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
- TINS (rinsed out please) - drink cans, food tins

2. Your Accommodation

Equipment must not be removed from the kitchens. Instructions on how to use the equipment provided are available in the kitchens.

It is your responsibility to keep the cookers clean and not to let grease and fat build up as this is a fire risk.

Cutlery, plates, bowls, pots and pans are not provided in kitchens and are your 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.

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

2.8 Fridges and Freezers

You are responsible for cleaning and defrosting the fridge and freezer when necessary, and before vacating the accommodation. This doesn't take long and keeps the appliances working efficiently. NEVER remove ice with a sharp instrument. Try to keep items away from the sides and back of the appliances so that the air can circulate freely and keep the temperature constant. Please throw away any out-of-date food.

2.9 Heating and Hot Water

You can regulate the temperature in your room with the radiator thermostat (numbered 1 to 6). If you have any problems with the hot water or central heating please contact Walmsley.

2.10 Maintenance and Damage

Residents must report to Walmsley 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 address, room, unit etc), to maintenance@walmsley.co.uk. Alternatively you may go in to their office and fill out a paper form.

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. In addition emergencies may be dealt with outside of normal working hours.

2. Your Accommodation

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

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 unattributable may be charged to the residents living in the unit where the damage took place or, if in a public area, to all residents.

2.11 Blocked Sinks

To prevent blockages never pour fat or rice down the sink. Fat that is solid when cold is particularly likely to cause a blockage. If sinks do block for this reason the cost of remedial works will be passed on to you.

2.12 Rubbish and Recycling

The University of Reading operates a recycling programme for all rubbish. Please see the notices in your kitchen and also the Recycling Section (5) in this Handbook for more information on what should be recycled. You will find recycling bins outside all properties and separate bins in all communal kitchens.

You must make sure all rubbish is put in the bins provided. Rubbish must not be left outside of the bins as this encourages vermin and other wildlife. Any electrical or large items for disposal should be reported to Walmsley to arrange collection and not left in the bin bays.

All occupants are responsible for bringing the refuse bins back onto the property after they have been emptied following the weekly refuse collection.

2.13 Grounds

If you have a personal garden space it is your responsibility to maintain the garden.

Barbecues are not permitted on any Off-site property.

2.14 Laundry Facilities

There are laundry facilities available for your use at all times:

- 3, 5 and 7 Upper Redlands Road – communal washing machine and tumble dryer
- 25 Upper Redlands Road – communal washing machine and tumble dryer
- 8, 8a, 10 and 10a Redlands Road – Martindale Court laundry
- 4 Shinfield Road – communal washing machine and tumble dryer

Washing lines are not permitted inside the buildings and wet items of washing should not be hung over radiators or other areas as this causes condensation, mould and wet areas on

4. Health and Safety

4.4 First Aid

If you or another resident or guest requires first aid treatment please contact your medical service or call Security on 0118 378 7799 if out of hours. Please also inform Walmsley/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 an eye on them until they recover. If you are in any doubt please call Security on 0118 378 7799 for help.

4.5 Security

If you follow some simple security procedures you can help to ensure you are not a target for criminals. Your front door should always be kept locked and windows closed when rooms/flats/houses are unattended – even if this is just for a few minutes. Do not let strangers into your property, even if they claim to be visiting someone else. Staff employed by the University and by Walmsley will carry identification (which you should ask to see), and will probably have a key for the property. Visitors should ring the appropriate doorbell and wait for the person they are visiting to let them in.

Please be vigilant; if you have any suspicions about anyone in the vicinity of the property please ring University Security immediately (0118 378 7799).

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)

4.6 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.
- Personal alarms are available for purchase from the Whiteknights House reception and they cost £1.

4. Health and Safety

- NEVER throw water on to pans/grills with hot oil in them
- NEVER cook if you are affected by alcohol or drugs
- Barbecues are not permitted within the grounds of Off-site housing

Smoking

- Smoking is not permitted in any Off-site Housing 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 the property or used in your bedroom. If found these items will be required to be removed and a fine may be imposed. If you are not sure if an electrical item is permitted please ask the staff at Walmsley.
- All electrical equipment being brought into Off-site housing must 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.
8888

2. Your Accommodation

floors which may be a safety hazard.

2.15 Post and Parcels

The Royal Mail delivery person will deliver letters and parcels to your house if they are correctly addressed. Any letters sent care of Estates Management or through the University internal mail will be delivered to your house, usually once a week. Parcels will be held at Estates Management and you will be notified to come collect them, you must bring some form of photographic identification with you. Estates Management is unable to accept exceptionally large or heavy parcels for health and safety reasons.

Please note that it is illegal to open letters that are not addressed to you. Post for previous residents should be left in the hallway for staff to collect. All mail for former residents is forwarded on to them or returned to the sender.

If you are leaving your accommodation you should notify Royal Mail so they can forward your mail.

2.16 Television Licences

Residents are welcome to bring their own televisions for private use in your accommodation. 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 into University accommodation.

2.17 Pets

Animals of any kind are not permitted in any of the properties.

2.18 Telephones

Most Off-site Housing properties are equipped with telephone sockets which are connected to the BT network. You will need to contact BT to arrange an account with them. Some properties can only connect to the internet through this telephone line.

Residents are not permitted to install any additional satellite or cable lines.

2.19 Bicycles

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

2. Your Accommodation

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

2.20 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.

2.21 University Car Club

The University has a car club scheme set up with Connect by Hertz. 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

2.22 Car Parking

All Off-site Housing residents who have off-road parking spaces will need a parking permit. Car parking applications can be requested from Security Services.

Permits are only issued to residents with a valid insurance certificate, MOT certificate and the driver must have a valid driving licence that permits them to drive in the UK (for more details see www.direct.gov.uk/en/motoring/DriverLicensing).

Owners of cars parked without permits or parked inappropriately will be subject to charges.

Visitors should obtain a temporary visitors parking permit from Security Services.

All cars that are parked on University property are left at the owner's risk. Do not leave items of value on display inside your car.

4. 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

The Off-Site 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 Off-site Housing kitchens
- 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)

4. Health and Safety

is a criminal offence and could result in prosecution.

Everyone living in Off-site Housing must familiarize themselves with the fire precautions and regulations. These are posted around the building and in your room.

It is very important to familiarize 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
- Phone 999 and report the fire
- Phone University Security (0118 378 6300) and report the fire
- 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.

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

3. Welfare and Conduct

3.1 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. 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 4.4 Health and Safety regarding serious issues which could arise and which should be treated as emergencies.

3.2 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 guests leave the property
- Visitors can only stay for three nights in any ten day period
- Only one resident visitor at a time
(If the two rules above cause particular problems do not ignore them but contact Walmsley who will be able to advise).
- Residents must not allow visitors to stay in the property in their absence
- Sub-letting is strictly prohibited
- Visitors must be accompanied by their host when using the kitchen in communal properties.

3.3 Noise

Please keep noise to a minimum in the property, at all times, as a consideration to your neighbours and fellow residents. Offenders could find themselves in breach of their tenancy agreements.

3.4 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: -

3. Welfare and Conduct

<http://www.reading.gov.uk/councilanddemocracy/electoral/registertovote/General.asp?id=SX9452-A7854B61>

3.5 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 any Off-site Housing property 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 Off-site Housing premises at any time. It is forbidden to keep gas canisters for cooking in any Off-site Housing property. Fireworks should not be brought into or stored in rooms/flats/houses. They are not to be let off anywhere within the Off-site Housing gardens or grounds.

4. Health and Safety

4.1 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 University and Walmsley staff 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 the properties)

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 may be subject to disciplinary action.

4.2 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

4.3 Fire Safety

The risk of fire is a major concern in all tenanted property and Off-site Housing is no exception. 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 wrongful use or interference with fire equipment