Accommodation
Handbook for Residents 2019/20
## Contact details

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<td>01243 816429 or 816108</td>
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<tr>
<td>Nurse Health Advisers</td>
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## Emergencies (Out of hours)

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Revised February 2019
Dear Student

We look forward to welcoming you to our accommodation and wish you every success with your studies.

This Handbook is devised to help you with day-to-day residential life and is divided into two sections:

- Residential Licence and Terms and Conditions
- General Information about Residential Life

Please read it carefully as both sections form part of the Residential Licence Agreement you will need to sign before arrival at University. Please keep the handbook in a safe place so you can refer to it throughout the year.

We pride ourselves on our friendly, supportive and secure accommodation/services. Your Residential Advisors, Welcome Representative and Block Representative will play an important role in your time in the residences and are the first people to turn to if you require any help or information. The quality of life in our halls is dependent on the members who live in it. Please help us to continue our tradition of caring for our community by caring about and caring for others in your hall or house. Inevitably, to assist in the smooth running of a community there must be some rules! You will read about the rules as you go through this handbook. Please abide by them. May we particularly draw your attention to the Code of Conduct to which you must adhere to.

If you have any queries concerning your accommodation package, please refer to our Accommodation Brochure, which, if you do not already have a copy, can be downloaded from our website.

We look forward to welcoming you to our accommodation and wish you every success with your studies.

The Accommodation Office team (Tel: 01243 793477)
RESIDENTIAL LICENCE AND TERMS AND CONDITIONS

Please make sure you understand the implications of the Licence Agreement – if you need any clarification please ask when your room is allocated. You will be asked to sign a Residential Licence Agreement Sheet when you arrive to take up residence.

THE STUDENT RESIDENTIAL LICENCE AGREEMENT – AN EXPLANATORY NOTE

1. The Residential Licence Agreement (the Licence) is a legal document and consequently has to be written in terms recognised by the legal profession. Please read it carefully before signing the agreement. The Licence details the arrangement between the University of Chichester (the University) and an individual student under which:
   a. The University undertakes to provide residence for the student during a specified time as set out in the Fourth Schedule of the Licence. The University reserves the right to cancel or suspend the Licence if the student is in debt or subject to disciplinary procedures (First Schedule 2 iii) or is in contravention of the licence;
   b. the student agrees to pay the licence fee by the specified dates for the use of the room. The licence fee and the dates on which the licence fee has to be paid are shown in the Fifth Schedule of the Licence.
   c. The student enters into an occupancy agreement for the period indicated on the Residential Licence Agreement Sheet and is not entitled to terminate at intermediate points (First Schedule clause 4). In the event of a student leaving they will still be responsible for the licence fee, unless, the room can be re-filled with a suitable student, subject to approval from the Accommodation Office. If a student is leaving the University they will be required to submit two weeks written notice to the Accommodation Office and they will be charged a £200 cancellation fee for ending the Licence Agreement early.
   d. The room initially allotted to the Student is shown in paragraph 1 on the Residential Licence Sheet. The University reserves the right to allocate an alternative room if circumstances make such action necessary (First Schedule of the Licence, clause 7 ii); and the student can ask to change his or her room (First Schedule of the Licence, clause 7 iii).

2. The First Schedule lists the various obligations on the University and on the Student. In essence, these obligations seek to ensure that the University behaves as a good licensor and the student behaves as a good licensee so that all can enjoy the best possible community life in a safe environment. The Student also agrees to abide by a Code of Conduct; detailed in the Accommodation pages on the University website: [www.chi.ac.uk/student-life/accommodation](http://www.chi.ac.uk/student-life/accommodation) and summarised in this handbook.

3. The Second Schedule specifies general and catering arrangements for students in accommodation. The licence fee includes a daily allowance to spend at either Campus Restaurant (excluding Bank Holiday periods). The allowance is reduced during Reading Weeks and at Weekends as only Brunch is served.

4. The Third Schedule specifies the arrangements for the payment of the licence fee. Failure to pay the licence fee by the specified date will, save in exceptional circumstances, result in the immediate commencement of possession proceedings. A student who encounters financial difficulties and is unable to pay their accommodation instalment payments on time is urged to contact the Support and Information Zone (SIZ) on 01243 816222 at the earliest possible opportunity. The SIZ will be able to connect you to the appropriate support team to discuss your difficulties. Three payments are due for the period of the licence agreement. The interim periods are not indicative of the monies requested; they are based only on a percentage of the total contract period.

5. The University gives notice that building programmes designed to improve facilities and surroundings may be in progress during the academic year. The programme of work may result in some unavoidable disturbance to students in residence. Students who wish to occupy the residences must accept this situation.

6. This agreement is made pursuant to the accommodation offer letter issued at the time of offer and incorporates any of the wordings relating to students occupation within that letter. Should there be, for any reason, discrepancy between the offer letter and this agreement the agreement will take precedent.
RESIDENTIAL LICENCE AGREEMENT SHEET

AN AGREEMENT made the __________________________ day of ___________________________________201_

BETWEEN UNIVERSITY OF CHICHESTER, whose registered office is at College Lane, Chichester,
PO19 6PE, a company limited by guarantee, company number 4740553, and

(Name of student): ______________________________________________________________________________

of (Home address): ______________________________________________________________________________
_______________________________________________________________________________________________

undertaking (Course name): ________________________________________________________________________

WHEREBY THE FOLLOWING IS AGREED:

1. The University permits the Student to occupy the premises known as ________________
   (the room and house/block) for the period (day/month/year)_____________________ to
   (day/month/year)_______________________________________
   (the term), or such other room as may subsequently be agreed in accordance with paragraph 7 (ii) or 7 (iii) of the
   First Schedule, during the Academic Year 2019/2020 as set out in the Fourth Schedule on the terms and subject to
   the agreements and conditions set out in the First Schedule and the Third Schedule hereto.

2. The Student shall pay the fees as specified in the Fifth Schedule or in accordance with any separate agreement
   entered into with the Finance Office.

3. The Student agrees to abide by the Residential Code of Conduct, (www.chi.ac.uk/student-life/accommodation)
   The student agrees not to park a car or similar transport on the University of Chichester property, unless given
   permission in writing by the Director of Estate Management. (or has paid the appropriate fee for a designated
   parking space outside Havenstoke Halls of Residence). Students residing at Stockbridge Halls are not permitted to
   bring a car into the City due to planning constraints.

4. The terms and conditions set out in all the Schedules hereto are incorporated.

5. The Student agrees to abide by the terms and conditions set out in the ‘Handbook for Residents’.

6. This is a letting under Ground 8 of Schedule 1 of the Housing Act 1988. The Room is let by the specified
   educational establishment to a full-time student pursuing a recognised course of study in accordance with the
   statutory provision quoted above.

7. I confirm that I have viewed the Health and Safety Video and will engage in the Accommodation E-Induction process
   before taking full occupancy of the room.

As WITNESS the hands of the parties hereto the day and year first before written

_______________________________________________________________________________________________ (the Student)

_______________________________________________________________________________________________ (Accommodation Office staff, University of Chichester)
The First Schedule

1. The full-time Student of the University of Chichester shall be entitled to occupy the room for the weeks shown on the Residential Licence Agreement Sheet and specified in the Fourth Schedule and for such other periods as the University may subsequently agree, appropriate to the academic programme on which the Student is registered. A student must take up residence within 7 days of the start of the licence agreement commencement date otherwise the Accommodation Office are able to re-allocate the room and the resident will be liable for the licence fee owed for the period when it was unoccupied.

2. The Licence shall be terminated by the University if:
   i) the Student ceases to be registered as full-time;
   ii) the Student fails to pay the fees in the time scales described in the Fourth Schedule;
   iii) the Student is in violation of any of the conditions of occupancy, either of this Licence and its schedules or other University regulations, or if the student is required to vacate the place of residence as a result of disciplinary proceedings.
      All damages caused by the Student will require immediate payment during the licence term. Outstanding accommodation charges will be pursued following approved processes.
   (iv) a student may be removed from halls with immediate effect if they have not declared a criminal conviction, which in the opinion of the Director of Estate Management means they should not be housed in University accommodation.
   (v) The licence will be immediately terminated where the University, acting reasonably, requires the student to withdraw from their academic studies. The student will be liable for all accommodation fees /any other associated accommodation monies owed, up to the point of termination.

3. Nothing in clause 2 (above) shall prevent the University agreeing to a termination of the Licence on special terms.

4. The student shall enter into the Licence Agreement for the weeks specified on the Residential Licence Agreement Sheet, and shall not be entitled to terminate at intermediate points unless they are leaving the University or by agreement with the Accommodation Manager. If a student leaves the University they will be required to submit two weeks written notice to the Accommodation Office and they will be charged a £200 cancellation fee for ending the Licence Agreement early. If a student leaves the residence but not their studies they shall be responsible for the licence fee for the entire term of the licence agreement unless the room can be re-filled with a suitable student, subject to approval from the Accommodation Office. A student wishing to extend their licence agreement may be permitted to do so but will occupy the accommodation on the same terms as their licence agreement.

5. The Student agrees with the University:
   (i) to occupy the room only as a study bedroom and not part with the possession of the room nor share the occupancy with any other person without prior permission in writing from the Accommodation Office or it being a designated shared room and to vacate the room immediately upon termination of the Licence, however determined;
   (ii) to use the room and all the communal areas including the grounds and facilities provided for himself or herself and others in a reasonable manner and not so as to become a nuisance or give offence to other students, employees of the University or any other persons, abiding by the rules in the ‘Handbook for Residents’ or any other associated Accommodation Office regulations or documentation.
   (iii) not to sell, dispose of, remove, damage or otherwise misappropriate any furniture, fixture or fitting, contained in the room and to deliver up the same at the end of this Licence, however terminated;
   (iv) to keep the room and associated facilities clean and tidy and not to deface, damage or misuse the fabric or decor of the room or the block of which it forms a part nor any of the furniture fittings or fixtures in the bedrooms or communal parts of the block.
The Student should note that the use of adhesives or similar materials (including blu tack) for the purpose of affixing items to the walls of the room or the communal areas is forbidden. A noticeboard is the only authorised place to position personal decoration.

(v) to allow access to the room for inspection and maintenance by University staff or by duly authorised officers of the University at any time, if in an emergency or if there is reasonable suspicion that there is an illegal activity taking place in the room or, at any reasonable time on prior notice being given.

(vi) to refund to the University the cost of any malicious damage to (fair wear and tear excepted) or necessary unscheduled cleaning of the fabric, decor, furniture or fittings to his or her room and the appropriate proportion of cost of damages /cleaning of communal areas and communal fittings, furniture and fixtures (a matrix of costs is provided in the back of this Handbook as a guide of charges that may be raised.);

(vii) to attend any individual, flat, block, hall or general meeting called by the Staff Wardens, Residential Advisors, Welcome Representatives, or any other member of staff from the Accommodation Office.

(viii) to report to the Accommodation Office staff or Residential Advisor, as soon as reasonably practical and following university processes, all defects in a block, whether to the fabric, furniture, fixtures or fittings;

(ix) not to move, deface or misuse any firefighting equipment and to recognise that all fire doors should be kept in the closed position and not be wedged open, defaced or obstructed in any way;

(x) not to use in the room any electrical equipment without first gaining the approval of the Accommodation Manager or representative. Approval will not be given for kitchen appliances eg; refrigerators, freezers, toasters, kettles, grills, bbq’s or fan heaters;

(xi) to observe any instructions or requests, whether written or verbal, from authorised staff or agents of the University relating to Accommodation operations, the facilities, its cleaning and maintenance or the accommodation services being provided by the University;

(xii) not to keep any animal(s), insect(s), bird(s), fish or reptile(s) in the room;

(xiii) not to carry out any profession or trade from their room;

(xiv) to participate fully in fire precautions and other safety measures, including fire evacuation practices and hall induction processes arranged by the University;

(xv) not to park a car or similar transport on University property (except Havenstoke). Non-compliance with this term will result in immediate. Students resident at Stockbridge Student Village and Fishourne Road East Halls are not permitted to bring a car into the City due to planning constraints.

(xvi) to carry an identification badge on his/her person whilst in or on any University grounds or premises and if requested, to show this identification to Security or other authorised staff;

(xvii) not to discharge any fireworks; not to light any fire, barbeques or the like in or on any University grounds or premises;

(xviii) to act courteously to University staff and contractors

(xix) not to store any bicycle, canoe or similar large item that would not normally be stored in an accommodation facility;

(xxx) to maintain the communal areas in a clean and hygienic manner;

(xxi) not to leave food in the areas they are responsible, except specified storage areas.

(xxii) to abide by all Health and Safety rules, regulations and policies related to the halls of residence or the University;

(xxiii) not to distil/brew alcohol in University premises or on University land;

(xxiv) not to possess, use or supply illegal drugs in University premises or on University property;

(xxv) to abide by the Disciplinary Procedures and the Code of Conduct (available on the Accommodation Office website (www.chi.ac.uk/student-life/accommodation) and pay for damages caused to the premises or furniture within 28 days of receipt of invoice;
(xxvi) to participate in personal and flat recycling of waste in line with the University recycling initiatives; 
(xxvii) comply with the Under 18s Policy if applicable.

6. The University agrees, subject to the observance by the Student of the terms of this Licence:
   (i) to allow the Student access to and use of the bedroom together with its fixtures, fittings and furnishings for the period set out in the Licence;
   (ii) to allow the Student alone and other authorised students, access and use of the communal areas of the block and University for the term;
   (iii) to maintain the fabric of the room and fixtures, fittings and furnishings thereof and the fabric of the block together with its fixtures, fittings and furnishings in a habitable and safe condition;
   (iv) to maintain an adequate supply of electricity, heating, hot and cold water and other services normally provided in the blocks or rooms in accordance with published programmes; subject to section 7 of the Second Schedule of the licence;
   (v) to clean the block (not house or flat) communal areas in accordance with the published programme posted in all halls.
   (vi) operate and manage the facilities to the Accreditation Network UK (ANUK) Code of Practice.

7. It is further accepted that:
   (i) The University reserves the right to allocate an alternative room of similar type should building maintenance or student welfare reasons make this necessary. Failure to do so will result in the licence agreement becoming null or void.
   (ii) The University will sympathetically view a request by the Student to move to a room other than that specified in the Licence but no undertaking is given by the University that such a request will be met. If the Student wishes to move to another room he or she should submit his or her request in writing to the Accommodation Officer, with reasons for the request. A £200 administration charge will be levied for moving rooms, if approved. This amount will cover the costs incurred such as deep clean of the room and administration fees.

**The Second Schedule**

1. For students in catered accommodation the University shall provide a daily allowance which can be used at either Campus Restaurant each weekday. Brunch is available during Reading Weeks, Saturdays and Sundays during the weeks specified in the Forth Schedule. No catering will be available during the Christmas and Easter breaks or on Bank Holidays. Any amount from the daily allowance not used will expire at the end of each day and cannot be rolled over. Some food items, such as confectionery, cannot be purchased using the daily allowance.

2. For students in catered accommodation there will be no rebate for any missed meals except in periods where there are exceptional circumstances for example if the student is admitted to hospital or absent on medical or compassionate grounds (This does not include meals missed due to placement periods). In these circumstances the student should apply in writing, in advance where this is possible, to the Deputy Director of Estate Management for authorisation of a rebate of the food charge element of the residence fee.

3. For students in catered accommodation students only have entitlement to the catering allowance for those periods detailed in Section 1 of the Second Schedule. During the remaining times, Students will be expected to provide their own meals.

4. The University’s Estate Management staff or their agents may have access to the room at any time for urgent or requested maintenance purposes or at any reasonable time, on giving notice, for routine maintenance work.
5. The University may carry out maintenance work in the block or communal areas or their immediate vicinity at any reasonable time of day without notice unless the work involves interruption of services in which case a warning period will be given.

6. The University will ensure that any maintenance staff or contractors acting on their behalf shall have identity badges on display on their person. Wherever practical the Students of a particular hall will be notified of any intended maintenance or repair work.

7. No departure from normal or expected standards of repair or service shall give rise to a claim for any abatement of the charges set out in the Handbook unless such departure is of such duration or such significance that it would have given rise to a reduced charge had it existed at the commencement of the academic year. Any reduction in fees will be calculated as a portion of the total licence fee by the Residential Services Manager.

8. The University shall insure the fabric, fittings and furnishings of the room. The University will arrange a basic block insurance policy for the Student’s personal effects and equipment. This policy may be upgraded by the Student for an additional fee.

9. The Student shall remove all personal effects and surrender the key to Accommodation Office staff at the end of the term, or upon termination of this Agreement by other means, before leaving. Failure to vacate the room by 3.00 p.m. on the last day of the Licence Agreement, however determined, will lead to an appropriate additional charge for extended occupancy being levied. If a student fails to return their keys they will be charged the full cost of a replacement key and lock (£125). (The replacement charge for key cards is £5).

10. Students will be required to complete an ‘Inventory Check’ at the end of their stay. Any damage, excessive wear and tear or additional cleaning will be invoiced after the inventory check and require immediate payment.

11. The expression 'at reasonable times' shall be interpreted as 'the normal working hours of the University’ which are for the purpose of this Licence 8.00 a.m. to 6.00 p.m. on weekdays, excluding Bank Holidays and weekends.

12. The University shall not be liable to the Student nor shall the Student have any claim against the University in respect of any interruption of any Services to be provided by the University under this Licence by reason of mechanical or other defect or breakdown or frost or other inclement conditions or other unavoidable shortages of fuel, materials, water, labour or any other reason beyond the reasonable control of the University.

The Third Schedule

1. The residence fees stipulated in the First Schedule (2) shall be due and payable by the dates given whether specifically demanded or not.

2. Nothing in the above shall prevent the University from entering into an agreement in writing with any student about the payment of fees by installment but any such variation will only be considered in cases of hardship.

3. No refunds will be due if the student vacates the room for prolonged periods, even if the absence is course related. This includes a refund of the catering element of a licence ‘package’, if applicable.
The Fourth and Fifth Schedule

Instalment agreement (for accommodation and catering fees)

**Bishop Otter Campus**

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<td>Springfield 1-4</td>
<td>37</td>
<td>161.35</td>
<td>£5,969.95</td>
<td>£2,387.98</td>
<td>£2,387.98</td>
<td>£1,193.99</td>
</tr>
<tr>
<td>Springfield 5-6</td>
<td>37</td>
<td>170.73</td>
<td>£6,317.01</td>
<td>£2,526.80</td>
<td>£2,526.80</td>
<td>£1,263.40</td>
</tr>
</tbody>
</table>

**Bognor Regis Campus**

<table>
<thead>
<tr>
<th>Hall Name</th>
<th>Licence period</th>
<th>Weekly rate</th>
<th>Total Amount</th>
<th>1st Instalment (40%) Due 1/10/19</th>
<th>2nd Instalment (40%) Due 20/1/20</th>
<th>3rd Instalment (20%) Due 20/4/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Barbara Smith</td>
<td>37</td>
<td>177.17</td>
<td>£6,555.29</td>
<td>£2,622.12</td>
<td>£2,622.12</td>
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<tr>
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<td>177.17</td>
<td>£7,086.80</td>
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<tr>
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<td>37</td>
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<td>£2,387.98</td>
<td>£1,193.99</td>
</tr>
<tr>
<td>Longbrook</td>
<td>40</td>
<td>161.35</td>
<td>£6,454.00</td>
<td>£2,581.60</td>
<td>£2,581.60</td>
<td>£1,290.80</td>
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<tr>
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<tr>
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<td>166.25</td>
<td>£6,650.00</td>
<td>£2,660.00</td>
<td>£2,660.00</td>
<td>£1,330.00</td>
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<tr>
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<td>£6,454.00</td>
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<td>£1,290.80</td>
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</tbody>
</table>
University Managed Properties

<table>
<thead>
<tr>
<th>Hall Name</th>
<th>Licence period</th>
<th>Weekly rate</th>
<th>Total Amount</th>
<th>1st Instalment (40%) Due 01/10/20</th>
<th>2nd Instalment (40%) Due 20/1/20</th>
<th>3rd Instalment (20%) Due 20/4/20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stockbridge</td>
<td>39</td>
<td>136.99</td>
<td>£5,342.61</td>
<td>£2,137.04</td>
<td>£2,137.04</td>
<td>£1,068.52</td>
</tr>
<tr>
<td>Stockbridge</td>
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<td>£2,794.60</td>
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<tr>
<td>Fishbourne Road</td>
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<td>£5,342.61</td>
<td>£2,137.04</td>
<td>£2,137.04</td>
<td>£1,068.52</td>
</tr>
<tr>
<td>Fishbourne Road</td>
<td>51</td>
<td>136.99</td>
<td>£6,986.49</td>
<td>£2,794.60</td>
<td>£2,794.60</td>
<td>£1,397.30</td>
</tr>
</tbody>
</table>

*Adventure Education and QTS Secondary PE’s second instalment - 3/2/20

* Institute of Education second instalment is due 13th January 2020.

Contract Dates 2019/20

<table>
<thead>
<tr>
<th>Contract Dates 2019/20</th>
<th>1st Years</th>
<th>Returning Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract length</td>
<td>Arrival date</td>
<td>Departure date</td>
</tr>
<tr>
<td>37 Weeks</td>
<td>22/09/2019</td>
<td>07/06/2020</td>
</tr>
<tr>
<td>39 Weeks</td>
<td>21/09/2019</td>
<td>20/06/2020</td>
</tr>
<tr>
<td>39 Weeks Fishbourne Block B</td>
<td>22/09/2019</td>
<td>21/06/2020</td>
</tr>
<tr>
<td>40 Weeks</td>
<td>22/09/2019</td>
<td>28/06/2020</td>
</tr>
<tr>
<td>51 Weeks</td>
<td>21/09/2019</td>
<td>13/09/2020</td>
</tr>
</tbody>
</table>

Damages will be billed as they occur and must be paid for within 28 days. Students totally reliant on the Student Loan, or students entering University-owned accommodation after the start of the academic year, should speak to the University of Chichester Finance Staff on arrival to arrange a different payment profile.

Heating is provided in Amberley, Chilgrove and Harting Halls using pre-paid meter cards which are available from the Accommodation Office free of charge. The instalments due do not represent a payment for an individual semester/term. The total amount due for accommodation is divided into three instalments: 40% for the first instalment, 40% for the second instalment and 20% for the third instalment to coincide with the student loans company maintenance loan payment dates, for ease of student budgeting purposes only.

Residential Advisors are required to occupy facilities from the first week in September, however the relevant 39/40 week payment schedule will be applied, and dependent on the hall they are allocated. The relevant payment due dates are also applicable, dependent on the hall within which they reside. Any student wishing to arrive early will be sent an additional invoice for the period up until the instalment agreement commences. This invoice will need to be paid before arrival in order that access to the room can be authorised.
Residential Life

This section is set out alphabetically for ease of reference.

**ABSENCE FROM RESIDENCE**
If you intend to be away for a period of more than three days, during term time, please let the Accommodation Office know, giving details of where you may be contacted. It allows us to contact you if there is an emergency and it assists the staff to check the facilities in the event of an evacuation. Please note refunds of rent cannot be given for periods of absence.

**ACCESS TO YOUR ROOM**
You MUST allow access to your room by all authorised persons at the published times for inspection at reasonable times. There will be no exception to this rule. The University of Chichester reserves the right to gain access to your room at all times and to invite in external agencies if there is reasonable suspicion that your room may contain illegal substances or you are undertaking illegal activities in the premises.

**ACCOMMODATION CHARGES**
Payment for accommodation at the University of Chichester is required by the dates published in the Fourth Schedule. If you are in debt at the end of the year external debt collectors will be employed to collect the outstanding monies. If you think you are going to have problems with your payments, seek help from the Money Advice Service based in Student Support Services.

**ACCOMMODATION OFFICE**
If you have any queries concerning your accommodation the Accommodation Office at the Bishop Otter Campus can be found at the bottom of the Amberley Halls of Residence, near the Chapel. The Accommodation Office at the Bognor Regis Campus can be found on the ground floor of Barbara Smith Halls, Block 9. Every now and again information will be requested by the Accommodation Office e.g. dates you will be staying on campus over the Christmas and Easter holidays etc. It is important that any forms are completed and returned by the required date.

**ANUK CODE OF STANDARDS FOR LARGER DEVELOPMENTS**
The ANUK National Code is voluntary and was established for both educational establishments and private sector accommodation suppliers. University of Chichester has joined this code as part of their commitment to providing you with a first-class housing service and facilities.

Those institutions that join the Code must provide students with information, reassurances and procedures that must be followed if a dispute occurs. The Code is fully supported by NUS (National Union of Students) who are a key stakeholder and have representation on the management and complaints procedures of the Code. The Code will act as a student accommodation quality guide. The advantages of living in a building covered by the Code are as follows:-

- Best practice regarding day-to-day accommodation management.
- Your contract is clearly written, stating what you are paying for and how much your rent is, with reasonable terms and no hidden costs.
- Your accommodation should be fully prepared for you when you arrive to take up residence.
- Your accommodation meets with a set of nationally recognised standards in respect of services, furniture and fittings.
- Repairs and maintenance are carried out within agreed timescales.
- The building meets with, and exceeds, related health and safety standards.
• You will be given information to explain what management routines are followed in the buildings.
• There is a set and accountable procedure for dealing with any disputes or complaints.

Full details about the National Code, a copy of the Code, its current membership and the complaints procedures, can be gained from www.anuk.org.uk or by telephoning the National Code Administrator on 0113 243 0169.

BALL GAMES
For health and safety reasons all ball games and similar pastimes are not allowed in halls of residence or on any of the open areas adjacent to the halls or in the communal areas. Playing field areas should be used if you wish to play ball games or similar. Any damages resulting from unauthorised ball or other games will be charged accordingly.

BEDROOMS
Each room contains a bed, bedside table, desk lamp, wardrobe, desk, drawers, desk chair and curtains. You will be required to provide your own bedding unless you are an international student.

BICYCLES/SURF BOARDS/SIMILAR LARGE ITEMS
Bicycles must be left only in the designated cycle sheds or areas provided. Please ensure a high quality lock is used. You should take reasonable precautions to ensure the security of your cycle, which is brought onto campus entirely at your own risk. You are strongly recommended to insure your cycle. Under no circumstances may cycles be stored in halls since they may impede the evacuation of the building in the event of an emergency and such blockages are prohibited under fire regulations. Any cycles found inside halls will be removed immediately. All other large items should be in a location approved by the Accommodation Office staff. The Accommodation Office staff reserve the right to refuse to store an item on campus.

BOOKING FEES AND DAMAGE FEES
You are responsible for the proper care of the furnishings, fittings and equipment, as well as the decorative state of your room and, along with the others in your hall, for the communal areas. No alterations or repairs should be made to the fabric of the building. You will be asked to check an inventory of your room when you arrive and when you leave, which must be returned to the Accommodation Office within 48 hours of occupation. A non-refundable booking fee of £120 must be paid in advance of taking up residence. It will be used to secure the room. Damages will be billed as they occur. Please refer to the back page of this handbook for a list of charges. Invoiced damage (including extra cleaning) must be paid within 28 days.

BUS SERVICE
An inter campus bus service operates during term time between the two campuses. Inter campus buses are free, timetables on the webpages www.chi.ac.uk/about-us/how-find-us and on the menu bar of Moodle.

The SU also run a night time safety bus. Tickets cost £1.00
CARERS
If you have additional requirements and have a helper occupying a separate room, they are expected to adhere to the Licence Agreement and Code of Conduct, sign a residential agreement and make payment (at advertised rates) for the room in accordance with Schedule Four.

CAR PARKING
Havenstoke
Resident students may purchase an annual permit to park in a designated bay in Havenstoke. There are limited spaces available and these shall be allocated on a first come, first served basis. Contact the Accommodation Office for further details. Vehicles parked without the correct validation permit will receive a penalty charge. The cost for the 37 week parking contract is £250

Stockbridge and Fishbourne Road East Halls
It is a condition of occupancy at Stockbridge and Fishbourne Road East Halls, that no cars are allowed to be brought onto Stockbridge Halls and Fishbourne Road East Halls land, unless they have a disabled badge, or are moving in/out. A temporary permit can be requested from Stockbridge Halls and Fishbourne Road East Halls reception for this.

CHRISTMAS AND EASTER VACATIONS
You are entitled to stay in your room, and/or leave your belongings, over Christmas and Easter if you so wish. The dining room, however, will be closed during these holidays. Please complete forms given out by the Accommodation Office staff before each period in order that the University may know who will be staying on campus during the holiday seasons.

CHRISTMAS DECORATIONS
Christmas decorations and other celebration paraphernalia are prohibited in all communal areas which are fire escape routes.

CLEANING OF YOUR ROOM
Residents are responsible for keeping their bedroom, ensuite bathroom (if applicable) and communal areas of their flat (if applicable) clean, tidy and in a fit and livable state.
The Housekeeper will be conducting regular bedroom and communal area inspections.

The inspection frequency will be published in each hall of residence.

Housekeepers will leave ‘fail notices’ for students whose communal areas/bedrooms fall below the standard expected. Should standards not improve within a specified timeframe, Housekeepers may decide to charge for a force clean which will be carried out by our contractors. If a force clean occurs, the costs associated with this service will be passed onto the students who bear responsibility over the areas being cleaned.

Should an area be found in a grossly unacceptable state, where it is deemed to be hazardous to health, a force clean may be arranged immediately - again the costs associated with this will be passed onto the applicable residents.

Should bedrooms/communal areas be found in an unacceptable state on a regular basis then the Accommodation Disciplinary Procedures may be invoked. Further subsequent warnings may escalate the disciplinary process to a formal investigation whereby your academic Heads of School will be notified.
If you are struggling to keep your areas clean and tidy please see your Housekeeper at the earliest opportunity to discuss the options available to you to ensure the upkeep of your accommodation.
CHAPLAINCY
Our Chaplaincy offers opportunities for students to explore faith, discuss life and find community. The Chaplain is based at Bishop Otter Campus but holds services and provides space for discussion and time for quiet reflection on both campuses.

The Chaplain is here for all students: to listen to and support them, and to assist students of all faiths to locate places to worship and pray where they may feel most at home.

More details can be found by visiting the Chaplaincy web pages at: www.chi.ac.uk/chaplaincy or checkout the Facebook page: University of Chichester Chaplain and Twitter: @chiunichaplain

CODE OF CONDUCT
The quality of life in our residential community is dependent on the members who live in it. Please help us to continue our tradition of being a caring community by caring about and for others in your hall. Inevitably, to assist in the smooth-running of a community there must be some rules which we ask you abide by. Full details of the Halls’ Code of Conduct can be found on the Accommodation Office website (www.chi.ac.uk/student-life/accommodation) but a brief summary of pertinent points are listed below:

• Members of University of Chichester are expected to conduct themselves at all times in a manner supportive of an academic community of an institution of higher education.
• Provide consideration for others in the Halls of Residence and University staff and agents.
• Noise should be kept to a minimum. Loud music and other noises which interfere with the well-being of others will not be supported. Particular care should be taken at night, when maintenance of an atmosphere conducive to sleep and late night study is essential. Excessive noise will not be tolerated between midnight and 7.00am.
• Communal areas must be maintained in a clean and fit state for their purpose. In particular kitchens and toilet facilities must be kept clean and tidy.
• Study/bedrooms must be kept clean and in a fit and habitable state by all students.
• Due attention should be given to the safety of other residents and oneself, particularly through the adherence to the Fire Regulations.
• Security precautions must be followed and doors to halls must be kept locked at all times. Entrance codes to residences and/or keys should not be given out to other parties.

Students in breach of the Code of Conduct risk invoking the Accommodation Disciplinary Procedure (available for viewing on www.chi.ac.uk/student-life/accommodation). In serious breaches of this Code and/or Residential Licence Agreement students risk termination of their licence agreement and may also, via the University’s Disciplinary Procedures, risk expulsion from the University.

COMPLAINTS
The University Accommodation Complaints Procedure can be found on the Accommodation Office website (www.chi.ac.uk/student-life/accommodation) and this process must be followed when making a formal complaint.
CONFIDENTIALITY POLICY
The University of Chichester Accommodation Office is committed to providing a confidential advice service. All users of the service have the right to confidentiality to protect their interests. Assuring confidentiality is necessary to maintain the credibility of the service.

Whilst staff and agents of the University of Chichester have a duty of confidentiality under current data protection legislation this confidentiality is limited by the duty of care we have to our students and staff. The duty of care takes precedence where there are serious concerns about the individual’s mental or physical health or for the safety of others exposed to serious risks from that person.

Subject to what follows, no information regarding a student shall be given directly or indirectly to a third party who is not a member of Accommodation Office staff or agent, without that client’s expressed consent. No information will be given to any external agency without the client’s express consent unless the provision of such information is required by law. The Director of Estate Management may, however, decide that information should be disclosed without the client’s consent if, in their judgment, there is a risk of immediate physical danger to the student or others.

The University of Chichester recognises that information may need to be shared when Accommodation Office staff discuss cases. Staff are expected to ensure that such discussions take place in an appropriate environment - and not normally outside the University, except when seeking additional advice from an external advisor.

It is the responsibility of the Accommodation Office staff to ensure that all statistical records given to third parties are produced in an anonymous form, so that individuals cannot be recognised.

It is the responsibility of the Accommodation Office staff to ensure that all individual case records are locked securely at the end of each working day. This includes note-books, copies of correspondence and any other sources of information. It is also their responsibility to ensure that all computer records are held secure and are appropriately protected.

If Accommodation Office staff wish to correspond with clients, they are responsible for confirming that it is acceptable to call or write to them at home in relation to their case. All staff must ensure they make no reference to the purpose of their call when making telephone contact through third parties. All details of expressed consent must be recorded on file.

COOKING
You will need to bring crockery, cutlery and any cooking utensils, pans etc you would like to use. Kitchens in catered halls have microwaves, hobs, fridges, freezers toasters and kettles. Kitchens in self-catered halls also have ovens. Please ensure at all times, whilst cooking, that no item is left unattended. The fire alarm systems are directly linked to the Fire Service, who will attend. False alarms may lead to a cost being charged to the block or person involved. Help us to reduce false alarms.

COUNSELLING
There are times in life when it’s easier to talk to someone outside your friends and family about issues that are bothering you. The UTalk Counselling Service offers you the opportunity to talk through your personal problems and difficulties with a qualified and Registered Counsellor for an average of six sessions. The counsellor will listen to you, be non-judgemental, respect your views and help you find your own answers and plan a way forward. To book a counselling assessment please contact the SIZ desk and ask for a UTalk assessment or email UTalk@chi.ac.uk."
DAMAGE TO YOUR ROOM AND OR COMMUNAL AREAS
Should there be any damage to your room you will be charged for repairs, unless someone else admits responsibility and is willing to pay. All residents in a hall are deemed to be collectively responsible for any damage to communal areas. It is in your interest to prevent other residents or visitors from causing any damage. Accounts for any damage must be paid to the Accommodation Office within 28 days of invoice; otherwise a student risks the licence agreement being terminated. Any damages found in communal areas will be invoiced to all residents who bear joint responsibility for the area concerned. It is the residents responsibility to provide the Accommodation Office with the name(s) of persons responsible for the damage.

DENTISTS
It is extremely difficult to locate an NHS dentist in this area so we strongly recommend you remain registered with your dentist at home.

DISABILITY AND DYSLEXIA ADVICE AND SUPPORT
The Disability and Dyslexia Service provides a range of support services to students with disabilities, continuing health conditions, specific learning difficulties and any additional needs that require support or adjustment in teaching, learning and exams.

The team also includes a Sensory Adviser who assists students with vision and/or hearing impairments to access course materials in alternative formats and to make the most of assistive technology.

Our Dyslexia Advisers are able to assist with assessing and arranging appropriate support for students with a range of specific learning difficulties including dyslexia, dyspraxia and dysgraphia. Even if you have previously not been assessed as having had difficulties it is not too late to recognise the issue and deal with it now. The service can also advise the Accommodation Office if applicants require prioritisation for particular types of accommodation because of their disability or medical condition. Applicants requesting special, prioritised or adapted accommodation on campus because of a disability or medical condition must contact this service to discuss their needs as early as possible in the application process, and by 1st April in the year of application.

Students who feel their condition means they will need to live on campus after their first year must contact the Disability Team by 1st April in their first year, who will explain the applications process. You can book an appointment with an advisor through the SIZ desk in the Learning Resource Centre on either campus, or by ringing 01243 816222. You can also e-mail the service direct through disability@chi.ac.uk. For more information see the webpages: www.chi.ac.uk/disabilityservice

DISCIPLINARY PROCEDURE
If students do not adhere to the Code of Conduct, or contravene the Licence Agreement, they may be asked to meet with a member of the Accommodation Team and following this, written warnings may be issued. The first of the two stages of the disciplinary process are informal. Thereafter, the matter will be escalated to the Residential Services Manager (or nominee in their absence). Where serious misconduct is suspected then matters may be escalated or go directly to the Deputy Director of Estate Management for consideration and may result in you being required to leave your accommodation. For further details on the disciplinary procedures please visit our website at: www.chi.ac.uk/student-life/accommodation
DOCTORS
We strongly recommend that all students register with a GP local to the University Campus; it will still be possible for you to see your ‘home’ GP during holidays as a temporary patient. The nurse health advisers will help you through the registration process.

We maintain close links with three local surgeries:

Lavant Road Surgery - within walking distance of Bishop Otter Campus and Havenstoke Halls of Residence. They also have an on-site Pharmacy.  www.lavantsurgery.co.uk; 01243 527264.

Cathedral Medical Practice is also within walking distance of Bishop Otter Campus, and within walking distance of University–managed accommodation at Stockbridge Halls and Fishbourne Road East Halls. www.cathedralmedicalgroup.nhs.uk; 01234 813450.

Bersted Green Surgery is within walking distance of Bognor Regis Campus. www.berstedgreensurgery.nhs.uk; 01243 864843.

ELECTRICAL APPARATUS AND PORTABLE APPLIANCE TESTING
Residents are responsible for ensuring that any equipment they bring to the University is electrically safe and suitable for UK electrical systems. Electrical equipment must not overload the University’s electrical supply. Individual electrical items shall not be rated above 1kw.

One CE approved fused multi-adaptor (rated at 10 amp with a maximum four ways) for use with low wattage equipment only, such as PC and printer is permitted in each room. All plugs and adaptor must comply with BS1363.

Non UK equipment and associated Non-UK to UK adaptors may not be used unless they have been inspected and approved by the University. Contact the Accommodation Office to arrange a portable appliance test. If you are in any doubt about the suitability of your electrical appliances contact the Accommodation Office. The University will undertake an electrical test for all appliances, if deemed necessary.

Arrangements for items to be tested must be made on the day of arrival. Electrical items belonging to students which are placing an excessive load on the electrical system, or which, in our view are unsafe or unfit for use will be removed and stored until the end of year. Power supplied is 240v and 3 pin plugs must be utilised.

Items that should not be brought onto the University include:
• Cubed adapters (more than one)
• Rice cookers
• Items requiring a continental electrical adapter in order to work.
• Individual fridges/coolers
• Electrical room heaters
• Electric blankets
• Deep fat fryers
• Grills and sandwich makers

(Past experience dictates that these last two items are inherently dangerous due to a combination of an accumulation of fat, poor washing up practices and late night high spirited food binges). If you have a query regarding a piece of electrical equipment that you are not sure whether it needs testing, please email healthandsafety@chi.ac.uk.
EMERGENCY ACTION IN THE EVENT OF A FIRE
On discovering a fire:
1. Operate the nearest fire alarm ‘break glass’ which will result in the fire services automatically being called.

2. Contact the University emergency number on extension 6363 (both campuses). They will direct the fire services vehicles.

3. Do not attempt to tackle the fire unless you have been trained to do so – and then without putting your personal safety at risk.

4. Evacuate the building by the nearest signed exit and assemble at the point which is indicated on the building emergency procedures.

On hearing the fire alarm:
1. Evacuate the building by the nearest available signed exit route.

2. Assemble at the point which is indicated on the building emergency procedures.

3. You must leave when requested, even at a practice – it is a disciplinary matter if you refuse.

DO NOT:
STOP IN THE BUILDING TO COLLECT PERSONAL POSSESSIONS OR RE-ENTER THE BUILDING UNTIL THE FIRE SERVICE HAS GIVEN PERMISSION

EMERGENCY ACTION IN THE EVENT OF A MEDICAL INCIDENT
If you discover a situation in office hours where first aid or emergency medical treatment is necessary call the University emergency number 01243 816363 for a First Aider.

Out of hours urgent medical treatment can be dealt with by telephoning the NHS 111 service or follow the emergency medical procedure flow chart that can be found on all notice boards in each Hall of Residence. The Campus Wardens can be contacted by internal telephone.

If an ambulance is needed, dial 999 (9-999 on an internal phone) and ask for Ambulance Service and contact the University emergency number 01243 816363 immediately after the ambulance has been called so that the ambulance can be directed to the correct location.

St. Richard’s Hospital Accident and Emergency Department is open 24 hours a day; the Bognor War Memorial Hospital Minor Injuries Unit is open Monday to Friday 9.00am – 5.00pm.

An accident on campus must be reported to the Health and Safety Officer on Extension 6488 as soon as is practicable.
EMERGENCY ACTION IN THE EVENT OF A SECURITY INCIDENT
If you notice a breach of security any time of the day or night please report it on 01243 793477 at Bishop Otter Campus and 01243 793488 at the Bognor Regis Campus or SIZ Reception on 01243 816000.

After normal office hours please contact Security who patrol the campuses on a regular basis. They can be contacted on 01243 793477 at Bishop Otter Campus and Extension 01243 793488 at the Bognor Regis Campus.

EMERGENCY ACTION IN THE EVENT OF URGENT REPAIRS/BREAKDOWN OUT OF HOURS
Emergency repairs e.g. serious leaks, complete loss of electrical power etc must be reported immediately to the Duty Caretaker/Security (during the hours of 8.00pm to 8.00am).

Bishop Otter Campus - Extension 6147
Located at the main entrance to the campus.

Bognor Regis Campus – Extension 2184
The Security/Porter’s Lodge is located to the left of the Main Entrance.

The above numbers are manned 24 hours per day, 7 days a week. It may be necessary to enter the hall and your room to carry out maintenance from time to time. We will endeavour to let you know in advance through your Residential Advisor, or member of staff from the Accommodation Office.

END OF CONTRACT
You are expected to vacate your room by 3.00 p.m. on the day shown in your Residential Licence Agreement. If you stay after this time, just like a hotel, an additional charge will be made. If you wish to stay beyond the date shown on your residential licence, please speak to the Accommodation Office who may be able to extend your booking. Rooms are used for conferences during the summer months so it may not be possible to grant your wish.

When leaving your room to go on summer vacation, please start clearing at least a week before you leave to help the domestic cleaners, who otherwise have an almost impossible task of throwing away tons of rubbish. Last year the University sent 850 tonnes of rubbish to landfill, which is equivalent to 850 minis. It is your duty to help recycle as much as possible.

Please clear all pin boards of posters and clean out cupboards and wardrobes i.e. remove all personal possessions. If rooms and the communal areas are left in an unacceptable state requiring additional cleaning you will be charged for this. It is the student’s responsibility to clean, ovens, microwaves, hobs and fridge/freezers if any of these are left in an unacceptable state you will be charged for this.

You will be expected to agree to a departure appointment to allow the proper processing of paperwork and checking of your inventory. Details of how to book the appointment will be released towards the end of your contracted licence period. Please follow all guidance issued regarding departure.
ENVIRONMENTAL POLICY
The University is fully committed to reducing the impact it has on the environment. This means that we try to be careful about the way we use valuable resources, encouraging recycling and keeping waste to a minimum. Both campuses have recycling centres and we also provide recycling facilities in all halls of residence to enable students to recycle paper, cans, glass, cardboard and packaging.

Help the University to continue to reduce our carbon footprint by:
• Switching off lights when they are not in use
• Turn off the heating before opening the window
• Not leaving electrical equipment on over night

We are continuously trying to improve our environmental performance and if you have any suggestions or comments that could help us then please do contact the environmental team. Further information about the University’s environmental goals and activities can be found on Moodle/Campus Facilities/Environment and Sustainability.

FEES
If you have any queries about the payment of your accommodation fees please speak to our Finance Department on ext 6108 or 6429. Fees are to be paid online. Failure to pay fees in a timely fashion could lead to eviction processes being invoked. If you are in unexpected financial crisis contact the Student Money Advice Service: stumoneyadv@chi.ac.uk

FIRE PRECAUTIONS
You are expected to comply with fire precautions at all times and should familiarise yourself with fire alarm break glass switches, emergency routes and the location of fire fighting equipment in the hall. Fire practices are held at regular intervals; willful failure to participate in these practices is viewed as a serious matter and treated as misconduct. The removal of, or tampering with, the fire fighting equipment, fire/smoke detection installations, or the misuse of any other devices installed to provide protection against fire are criminal offences under the Regulatory Reform (Fire Safety) Order 2005.

Particular care is necessary in residences:
• Corridors, staircases and other open areas must NOT be obstructed by furniture or other items, such as bicycles. These will be removed and persistent breaches may result in disciplinary actions being invoked.
• Fire doors must NOT be wedged open or a fine may be issued.
• As the heat and smoke sensors are sensitive, they are easily triggered. For this reason cookers and grills must NOT be left unattended, kitchen doors must be kept shut at all times and candles/joss sticks must not be used in halls. Even accidental initiation of an alarm requires the building to be evacuated and the Fire Service called. The costs incurred in handling careless or malicious false alarms will be charged to the person(s) responsible.

FURNISHINGS AND FITTINGS IN YOUR ROOM
Since your room has been furnished for a specific purpose, you are not allowed to bring additional items of furniture onto campus. You are responsible for laundering your own bed linen, towels, tea towels, and your personal clothing.
HEALTH AND SAFETY
In the interest of your own and other students’ safety you are not allowed to burn candles or joss sticks or store any flammable liquids such as kerosene, lighter fuel, petrol, BBQ lighting fluid, methylated spirit, paraffin etc in the student residences. (This is not an exhaustive list and refers to any substance with flammable properties.) For this reason we insist that aerosol products are kept to a minimum and away from heat sources. Please note that storage of offensive weapons/objects that can endanger a person’s health and safety will not be permitted. If found, these items will be held until the end of the licence agreement.

HEATING
Please note the information below only relates to those residences where central heating is present in the block (rather than room specific heating). Please see published information by the Estate Management Department regarding the dates when the central heating is in operation.

Central heating times throughout residences and the target temperature for each period.

<table>
<thead>
<tr>
<th>Heating times (Weekdays)</th>
<th>Temp</th>
<th>Heating times (Weekends)</th>
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<td>6.30am – 10.00am</td>
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<td>6.30am – 10.00pm</td>
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<tr>
<td>10.00am – 4.00pm</td>
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<tr>
<td>4.00pm – 10.00pm</td>
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</tr>
<tr>
<td>10.00pm – 6.30am</td>
<td>13 deg*</td>
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</tbody>
</table>

Times and temperature set points must NOT be altered. Any evidence of alteration will lead to an investigation and could lead to disciplinary action being invoked if a student is found guilty of tampering with University property.

The heating season shall normally operate between 1st October and 1st May (inclusive). During exceptional weather conditions these dates may be varied. Residents will be notified of any changes to the heating period.

HOMESICKNESS
Many students suffer from homesickness at some point when at University. For the majority of students this passes very quickly when they make new friends and 'find their feet' on their course. It is important to remember that studying at University is not a period of isolation. Living in halls often teaches students how to live away from home for the first time. You may learn much more than you had originally thought you would! You will discover how to manage your money and laundry, whilst interacting with a community of people from a variety of backgrounds.

It is important to remember that everyone is in the same situation and however daunting it may seem, in a few short weeks after arrival you will have made friends with people who may be in your life for longer than the duration of your course. If you are struggling with being away from family and friends please talk to someone, for example your Residential Advisor or staff from the Accommodation Office. Your Residential Advisor will have probably been through the situation, or at least know someone who has been. Please allow yourself time to put down roots at University. If you do need more support, ask the Support and Information Zone about Wellbeing Pop-ups or email the Student Wellbeing Adviser Team on AdviseU@chi.ac.uk.

INCIDENTS
Accidents and incidents that occur in University owned or managed accommodation must be reported to the Accommodation Office as soon as possible, and an incident report completed by those involved. Contact Security if out of office hours.
INSPECTION OF ROOMS
Regular routine inspections of halls and rooms will take place for health and safety purposes and to ensure that the terms and conditions of the licence are adhered to. Adequate notice of the inspection will be given by the Housekeeper, who will dissipate any information emanating from the inspection. Inspection notices will be posted on notice boards to highlight when rooms will be entered.

It is your responsibility to clean your bedroom at least once every week. Housekeepers will inspect your room and if it fails to meet the required standards you will be issued with a Cleaning Warning. If you receive 3 Cleaning Warnings in a Semester you will also receive a Formal Disciplinary. In the event that your room is consistently not to standard the Housekeeper will instruct the Cleaning Contractor to clean the room and you will be charged for this work. The Housekeeper may charge for every time they have to revisit.

Housekeepers will inspect the following items:
• Your carpet should be vacuumed and clear of belongings to allow Housekeepers to view it.
• Surfaces should be tidied and dusted.
• Rubbish should be in your bin – which can be emptied into the kitchen bin or placed in the bins provided behind Springfield 3 and 4.
• Recycling should not be stored in your room – please ensure this is placed in the appropriate bins in your kitchen.
• En-suites should be cleaned using an appropriate product – shower cubicles should be free from lime scale and soap residue and sinks and WC’s should be clean and free of stains and marks. The floor should be clean and washed regularly.

INSURANCE
A block contents policy has been arranged for all resident students. It is a condition of residence that you subscribe to this policy. The cost is included in your accommodation charge. Please note that if your bedroom door is left unlocked, even if you are in the bathroom or kitchen, and something is taken, any claim will be invalid. You must activate the above insurance by following the publications given to you on arrivals day. You can upgrade the policy to cover high risk/expensive items such as laptops and mobile phones at an extra charge which is paid direct to the Insurance Company.

INTERNET CONNECTION
Internet services are provided by Glide Student via both a wired connection in each room and also by wifi.

The Office 365 ProPlus scheme provides students and staff with a free subscription of Microsoft Office for use on PC, Mac, iOS, and Android. See the University Help Pages for more information: https://help.chi.ac.uk/microsoft-office-365-proplus-students-and-staff. In some cases the University has access to favourable deals on other academic and specialist software; please enquire at the Support and Information Zone for further details.

PC/Laptop Specification
The computer you wish to connect in your room will need an Ethernet card installed – they are usually provided as standard on all modern computers, however, plug in versions can be purchased relatively cheaply from computer shops.

A step-by-step connection guide will be provided in each room, but if required, help is available from the Support and Information Zone on both campuses.
It is recommended that students update their machines with the latest service packs and security patches before they come to campus. However, the Support and Information Zone will be able to advise students on how to set up their machine and with the process of downloading the required service packs and security patches. Please note, the University cannot supply upgrades to operating systems.

Conditions of Use

Users of the internet service are required to comply with the University’s Computer Use Code of Conduct and the Joint Academic Network (JANET) Acceptable Use Policy, just as they are when using University-owned computers. Please note that the University reserves the right to disconnect any users who do not comply with these conditions. The Computer Use Code of Conduct and IT Security Policy can be found on the IT Help pages at http://help.chi.ac.uk

KEYS

Keys for the entrance doors and your own room are issued on your arrival. Keys must be returned when you leave, following your Inventory Check. They should not be handed into the Accommodation Office without having had the bedroom and associated communal areas checked, unless previously arranged with an appropriate member of staff of Accommodation Office. If you lose or damage a key you will be charged the full cost of a replacement key and lock (£125). (The replacement charge for key cards is £5.) Keep your room door and hall doors locked for security.

Keys should not be copied and nor can they be passed onto third Parties for use.

KITCHENS

You will have access to a kitchen for the preparation of light snacks and drinks. Please note you will be asked to approve an inventory of its contents on arrival. Please ensure that all items remain in the kitchen; it is advisable to keep personal items in your room. It is a joint responsibility of all students to keep kitchens clean. If kitchens are persistently found in an unacceptable state the dirty items of crockery will be thrown away and any replacement costs charged to the users of the kitchen. The responsible students also risk invoking the Accommodation Disciplinary Procedures. Please avoid using the kitchens to prepare food at unsociable hours, for example the early hours of the morning, unless necessary on religious grounds. Basic cleaning equipment is kept in the kitchen for emergency use by students who use that kitchen. It is the students’ responsibility to keep ovens, hobs, microwaves, work surfaces, sinks and floors clean. Students are required to utilise the recycling bins and participate fully with the University’s Environmental Policy. Further information on what is provided in each kitchen can be found on the University website at: www.chi.ac.uk/student-life/accommodation

LAUNDERETTES

Launderettes are located:
- at the side of the Bishop Wilfrid Halls of Residence, Bishop Otter Campus.
- in Havenstoke Close, adjacent to the Bishop Otter Campus.
- behind Block 9, Barbara Smith Halls, Bognor Regis Campus.
- at both Stockbridge and Fishbourne Road East Halls

Coins (£1 and 20p coins) are required to operate the machines. Please keep within the load limit of 8lb (half a black sack full). Any problems connected with the machines or any damage should be reported to telephone extension 3477. Please note that University of Chichester cannot be held responsible for damage caused to washing while using the laundry facilities. Students are responsible for laundering of all personal items.
LINEN AND BEDDING
If you are an international student you will be provided with bedding (duvet and sheets) and towels. Please be aware that you are responsible for keeping the items clean. We recommend you wash these on a weekly basis to keep them in good condition. You will be charged for any bedding or towels that have been stained or ruined due to negligence.

LOCK-OUTS
If you lock yourself out of your accommodation you will need to go to the Accommodation Office during office hours so they can identify you by checking your records before letting you in. There will be a £5 charge for every lockout, following your third request to be let back into your room, as an administration charge. After office hours please use the advertised number for lockouts which can be found on the notice board in your Hall of Residence.

MAIL
Your incoming mail is distributed from the Accommodation Office (with the exception of the Havenstoke Houses, Stockbridge and Fishbourne Road East).

Mail is managed following approved procedures. All parcels and registered packages are to be signed for by the students. Students are asked to collect credit cards and cheque books from their banks and not ask for them to be sent to the campus. You may post items for internal staff at the Accommodation Office reception.

There is a post box for external mail at the main University Receptions, which is emptied by the Post Office each weekday evening. Mail can be sent directly to Havenstoke, Stockbridge and Fishbourne Road East Halls. The postal addresses for these are:-

FISHBOURNE ROAD EAST HALLS
Room Number
Fishbourne Road East Halls
Fishbourne Road East
Chichester
West Sussex
PO19 3FH

HAVENSTOKE
Room Number
House Number
Havenstoke Close
Chichester
West Sussex
PO19 6RR

STOCKBRIDGE HALLS
Stockbridge Road
Chichester
West Sussex
PO19 8FG

After you leave University-owned accommodation it is your responsibility to ensure you have let the relevant companies and individuals know your new address details. Students' post can be collected at the published times from the Accommodation Offices on the Chichester and Bognor campuses and from the Reception areas at Stockbridge and Fishbourne Road East Halls.

MEALS FOR RESIDENTS STAYING IN CATERED ACCOMMODATION
Resident students staying in catered accommodation are provided with meals as part of their contract. Your student card is proof of payment and NO meals will be given without its presentation at the till point. If you lose your student card you must go to the Support & Information Zone immediately to arrange a replacement card, any lost or damaged cards will cost £10 to replace. Please keep in mind the importance of replacing your card as soon as possible as you will be charged for meals without one.

You MUST NOT take cutlery and crockery from the dining room. If you do it will be viewed as theft and you will be subject to disciplinary procedures. Please ensure your dress is appropriate when eating in the dining hall – no pyjamas permitted, and shoes must always be worn.
Residents staying in catered accommodation will receive a daily allowance which can be spent in the Restaurants at either campus. Any amount not used will expire at the end of each day. Please note some items, such as confectionery, cannot be purchased using the daily allowance. You may, if you wish, pay for additional items. Students living in self-catered accommodation can purchase a catering package if they wish.

If you have any specific dietary requirements, suggestions or problems regarding your meals or service please speak with the Catering Manager at either campus.

Reading Weeks
During Student Directed Study Weeks brunch will be served. Service times may be subject to alteration – which will be advertised in advance via Portia.

Claims for meals not taken
Rebates for any missed meals can only be given in very exceptional circumstances (for example when a student is absent on medical or compassionate grounds, not due to study commitments). In these circumstances a student should apply in writing, in advance where possible, to the Accommodation Office.

Food Allergies
If you suffer from a food allergy it is important that you contact the catering manager on campus within your first week on site.

Feedback
There will be times during the year when you may wish to make comments/suggestions about your catering service. Questionnaires will be issued periodically and Comments Boards are available in the Dining Rooms where we welcome constructive feedback. Any feedback you have may also be discussed with your Residential Advisor, who will then take these comments to the Residents meetings.

There will be no catering service operating on Bank Holidays or over the Christmas or Easter breaks and brunch will be served on Reading Week days.

Vending Machines
Vending machines, with all-day access are provided in the Sports Activity Research Centre (SARC), in The ShowRoom foyer at Bishop Otter Campus and in The Dome entrance at the Bognor Regis Campus.

Contact Details
General Manager – BOC/BRC: Extension 6210
Catering Manager Bishop Otter Campus: Extension 6072
Catering Manager Bognor Regis Campus: Extension 2074

MEDICATION
If, for medical reasons, you require a personal fridge to store medicine, please contact the Accommodation Office by 1 August on extension 3477 who will be able to arrange this for you. It is the student’s responsibility to ensure that any needles are disposed of correctly in sharps boxes. These are available from your own personal doctor.
MENINGITIS, MEASLES AND MUMPS

Meningitis, measles and mumps are serious infectious illnesses that can spread easily when groups of people are gathered together such as at university, so it is important that you are fully protected before you start your studies.

We highly recommend that, if you haven’t already done so, you go to your doctor and get the new ‘Men ACWY’ vaccine (which offers protection against the new ‘Meningitis W’ strain as well as the other three groups of meningococcal bacteria A, C and Y) and check your MMR vaccination status.

We do also strongly advise that you get the recommended two MMR (mumps, measles and rubella) vaccinations if you have not previously been immunised. (You can also get these vaccinations when you register at a GP surgery local to the University).

Meningitis

Meningitis and meningococcal septicaemia (blood poisoning) are serious diseases that can strike rapidly with little warning and if left untreated could be fatal. Outbreaks of meningitis tend to occur where people live or work closely together, such as university, living in halls of residence, living in shared student accommodation.

Meningitis is an infection of the meninges (the protective membranes that surround the brain and spinal cord). The infection can be caused by bacteria or a virus, and it leads to the meninges becoming inflamed. This can damage the nerves and brain.

Early treatment of meningitis is essential to save lives, so it is important to KNOW THE SIGNS AND SYMPTOMS! The following are common symptoms and signs of Meningitis and Septicaemia (blood poisoning) however, remember that NOT EVERYONE gets ALL these symptoms:

- Fever/High temperature (with cold hands and feet)
- Vomiting
- Headache
- Stiff neck
- Dislike of bright lights
- Joint or muscle aches and pains
- Drowsy, difficult to wake
- Confusion
- Septicaemia signs = stomach cramp, diarrhoea, rash

The rash that shows Septicaemia (blood poisoning) will not fade under pressure - use the GLASS test: push a glass on to the rash and if it does not disappear under pressure it is a Meningococcal Septicaemia rash.

Early signs and symptoms can be confused with flu or a bad hangover. Trust your instincts - get medical help immediately, dial 999, this could be a medical EMERGENCY!

For more information on meningitis please see the Meningitis Now website
https://www.meningitisnow.org/
MENTAL HEALTH
UnMind is our mental health advice and support service supporting students with diagnosed mental health conditions as well as those experiencing problems such as stress, low mood, anxiety and difficulty coping. They work to equip students with the tools necessary to cope with the emotional demands of University life and as such run skills training interventions for students who wish to develop skills to deal with their mental health. Look out for the MOODfit and CALM emails.

If you have not accessed the UnMind service before you should attend a Wellbeing pop-up session in the first instance. These run throughout the week in the LRC on both campuses when students can come down and meet 1:1 with a wellbeing adviser without needing an appointment. The timetable is available from the Support and Information Zone and can also be found on the University help pages: https://help.chi.ac.uk/wellbeing-pop-ups. This is a chance to talk about your mental wellbeing and to think about what support might be most helpful. If necessary, the wellbeing adviser can book you in for a further session with a member of the UnMind team where your needs can be discussed further.

MENTAL HEALTH CRISIS
When someone’s mental or emotional state deteriorates quickly and this places them or someone else at risk, this is often called a mental health crisis. In this situation it is important to get help quickly from an appropriate service. You can:-
• Make an emergency appointment with your GP
• Go to your nearest Accident and Emergency department (locally St. Richards Hospital, Chichester 01243 788122)
• Out of Hours: Call the NHS Sussex Mental Healthline: 0300 5000 101.
• If you feel someone is an immediate danger to themselves or others call for an ambulance and/or the police on 999.

Please also get in touch with UnMind as soon as possible UnMind@chi.ac.uk so they can support you – we cannot provide out of hours or crisis support so do not delay accessing urgent help.

MISCONDUCT
Students may be subject to the University of Chichester Accommodation Disciplinary Procedures for conduct incompatible with the Licence Agreement. Misuse of fire protection systems, persistent noise, petty theft (e.g. of food/milk), unsatisfactory care of rooms, unauthorised overnight guests, disrespect shown to Wardens and University Staff are all instances of unacceptable social behaviour. Drunkenness and disorderly behaviour, together with any acts of vandalism are not tolerated at University of Chichester. Any student held responsible for misconduct will be subject to the disciplinary procedure and invoiced, where damage has occurred. For very serious cases of misconduct a student may be suspended from their University owned/managed accommodation. Misconduct concerned with theft, weapons or the possession, use and/or supply of drugs automatically become matters where we notify the police. Please see the Disciplinary Procedures on the Accommodation website for further information: www.chi.ac.uk/student-life/accommodation.

MOVING ROOMS
If you wish to move rooms, this may be possible, but there will be an administration charge of £200, which will require immediate payment. (Please see charges grid on the back of this Handbook.) In exceptional circumstances the University reserves the right to ask students to move rooms and possibly even share a room. However, this will be avoided if at all possible and if asked to do so the student will be provided the room at the lower rental charge. Failure to comply with this direction could lead to termination of the licence agreement.
NOISE
Noise must be kept to a minimum. Excessive noise will not be tolerated between midnight and 7.00 am. For further details please see: Code of Conduct. Overly excessive or noise which disturbs/disrupts study during the day will also not be tolerated. Should you be affected by noise, please contact the Accommodation Office or Security if at night.

NURSE HEALTH ADVISERS
The Nurse Health Advisers provide an approachable and confidential service to all students offering support and guidance on all aspects of health and wellbeing. They offer daily drop-in sessions at both campuses, timetables can be obtained from the Support and Information Zone and are also on the University help pages: https://help.chi.ac.uk/student-health-service. The Health Centres are on the ground floor at the centre of New Hall on the Chichester Campus, and in the LRC Annex (past Costa) on the Bognor Regis Campus. To book an appointment outside drop-in sessions call/text 07739 983 703 or 01243 816111 (internal extension 6111); Email: studenthealth@chi.ac.uk.

OPENING HOURS
The Accommodation Offices on both campuses will be open 8.00am-6.00pm Monday to Friday. At other times please call numbers on the office door or listed in this handbook, if assistance is required urgently.

OPERATING MANUAL
All Kitchens have a copy of the University of Chichester’s Hall of Residence Operating and Maintenance Instruction Manual which details how to correctly use and maintain the electrical equipment supplied in residences. The manual must not be defaced or removed from the kitchen; a fine will be imposed on the person(s) responsible if this occurs.

PARTIES
For safety reasons parties cannot be held in Halls of Residence. You should approach the Students’ Union Office to hire facilities. All celebrationary paraphernalia are prohibited in all fire escape routes. This includes fairy lights, Christmas trees and decorations.

PASTORAL CARE OF RESIDENTS
Internal support for students is provided by the Residential Advisor and the Accommodation Office team. Please contact them initially if you have any worries (Chichester Ext. 3477 and Bognor Ext. 3488). If you have any concerns or wish to discuss any medical or health issues, they in turn may refer you to other support teams in the University which may include the Chaplain, Student Support and Wellbeing or a Nurse. Under 18 students will be required to abide by the U18s Accommodation Policy.

PAYMENTS
Please let the Finance Office know if you are unable to meet your accommodation instalment payments on time by ringing us on extension 6429 or 6108. You may be asked to make alternative arrangements with a member of the finance team with regard to the payment schedules.

PERSONAL SAFETY
For your own personal safety students are advised:-
• to avoid walking alone after dark, particularly in poorly lit areas.
• to close/lock all ground floor windows and doors.
• to avoid letting unknown/uninvited people into your Hall/House/Room.
• keep valuables stored in your room and ensure they are out of sight if you are in a ground floor room.
• Not to tamper with fire safety equipment
If you have cause for concern about your safety at any time call Security or the Accommodation Office – numbers on the inside cover of this handbook.
PETS
You are not allowed to keep pets of any description in any accommodation area.

POSTERS IN YOUR ROOM
Please confine any posters or similar displays to the pin board area provided. They should not be fixed to other areas of walls, ceilings or doors since this can cause damage to the fabric of the room and create a fire hazard.

RECYCLING
Please collect your recyclable waste in the bins provided and empty the bins, when full, at the appropriate recycling points on both campuses. Please read and familiarise yourself with the instructions. On no condition should you throw plastic carrier bags into recycling bins.

REPORTING NEED FOR REPAIRS
Non emergency repairs:
Repairs that are required in your bedroom or in the communal areas should be reported on-line via “Support Me” on the home page of Moodle. Click on the lifebelt link and follow the procedure under the “Log a request” link.

Emergency repairs Monday - Friday 9.00am - 5.00pm:
Contact the Support and Information Zone – ext. 6222

Emergency repairs outside normal office hours:
Contact the Duty Caretaker – BOC ext. 6147: BRC ext 2184 (calls may divert to mobile)

Alternative reporting procedures via the Accommodation Office:
You can also report a problem via the Accommodation Office either in person or by phone – BOC ext 3477: BRC ext. 3488

SAFETY EQUIPMENT
The taking down, removal, re-sitting or defacing of any safety signage or equipment from within the University or bringing such equipment from outside, on to University property, is a criminal offence and will be viewed as a serious breach of conduct.

SECOND YEAR AND BEYOND
After your initial year in Halls many students rent private sector houses with friends they have made during their first year in Halls. Other students prefer to stay in Homestay or Private Home accommodation (renting a room in someone’s home). The University keeps a register of approved private sector landlords and their properties which are accredited through the local District Councils (Chichester and Arun) Accreditation Scheme.

These accredited shared-houses, along with homestay and private home accommodation, are advertised on the University’s ‘StudentPad’ website: www.chichesterstudentpad.co.uk In order to use the search facility on Studentpad you will need to use the correct password, this will be notified to all students via their @stu.chi.ac.uk email accounts at the time that the housing register goes live or you can request this password from your local Accommodation Office. There is a ‘notice board’ facility for students to advertise for housemates on this website – again you will need to use the correct password.

All the accommodation on our Studentpad website has been inspected by the University and either Chichester or Arun District Council and will meet stricter standards for housing as set out in the Accreditation Scheme.
Although the University advertises the accredited properties on our Studentpad website, we cannot accept any responsibility for the landlord’s actions or agreements that you enter into. Please therefore read any agreement very carefully before signing. There is some general advice on the University’s website which we recommend you read before entering into any legal contracts.

The University is also able to offer a finite number of rooms to students wishing to stay in Halls for their upper years. The application form for this offer are sent out in December.

Students requiring extensive adaptations to their accommodation, or for those with exceptional disability related difficulties, will be able to stay in halls for their second or third year. If you believe you may require this please contact the Disability and Dyslexia Service on 01243 812076 (internal extension 2076) before 1 April.

SECURITY
Security is the responsibility of every resident and you should be particularly alert to the securing of your own room and hall. External doors must be locked at all times and you should not let unknown people enter the building. Ground floor windows should not be left unsecured. Access codes should not be given to any non-residents under any circumstances.

SMOKING
Smoking is forbidden in ALL halls of residence. If you wish to smoke please do so outside at least 5 metres from any doors and windows and 2 metres from any other parts of any building. Please dispose of your cigarette butt in an appropriate manner. Smoking of illegal substances is banned and will be treated as serious misconduct (see the University of Chichester’s Drug and Alcohol Policy.) Students are responsible for their guests not to smoke in the Halls. Students who allow this may be subject to disciplinary action.

STAYING ON IN UNIVERSITY ACCOMMODATION
If you wish to stay in University accommodation over the summer please contact the Accommodation Office as soon as possible so they can check room availability for you. Please note you will be tied to the Licence terms and conditions and external customers may be in on-campus at this time. Payment for your additional stay must be made in advance to the Finance Office.

STUDENT MONEY ADVICE SERVICE
If you have any concerns about your ability to pay for your accommodation at any time whilst you are at the University, please contact the Student Money Advice Service. Appointments can be made through the SIZ, by e-mail stumoneyadv@chi.ac.uk or by phone 01243 816038. As well as discussing your concerns about paying Accommodation Fees, our Student Money Advisors can check that you are getting all the funding you are eligible for, support you if you are experiencing problems or delays with Student Finance England, provide help with budgeting and discuss your eligibility for hardship funds. To find out more, please visit: www.chi.ac.uk/study-us/fees-finance/funding-full-time-students

RESIDENTIAL ADVISORS
Within easy access of your room/block will be a Residential Advisor who is also a student, and is able to assist with any issues within your accommodation. Residential Advisors help to maintain good relations between residents. To help support good community living, liaise regularly with your Residential Advisor and ask them to feed back any issues you have with the accommodation service, if you would prefer not to talk to a member of the Accommodation Office staff.
SUPPORT AND INFORMATION ZONE
The Support and Information Zone (SIZ) is your first point of contact for many University services and is available for extended hours, weekdays and weekends, to support and advise you. Being located in both Learning Resource Centres (LRC), but also accessible via telephone, email and self-service, you can always find friendly support staff able to assist with many aspects of University life, including: general IT and library support, queries relating to academic registry or finance, and appointment bookings for a full range of student support services (Careers and Student Support and Wellbeing Services including the daily Wellbeing Pop-ups, the Student Wellbeing Adviser Team, the Disability and Dyslexia Service, Student Money Advice, Student Counselling, the Nurse Health Advisors and the International Student Advisory Service). For more complex IT or library queries, specialist staff are also available to assist and train you in the use of all specialist LRC resources.

VISIT THE SUPPORT AND INFORMATION (SIZ) DESKS
There are service desks located in both Learning Resource Centres that can be visited in person.
Bishop Otter Campus: Ground floor, Learning Resource Centre
Bognor Regis Campus: Ground floor, Learning Resource Centre

Semester Opening Hours*: Monday to Friday: 8:00 to 22:00
Weekends: 10:00 to 19:00

Non-Semester Opening Hours:
Monday to Friday: 08:00 to 17:00
Weekends: Closed

CONTACT THE SIZ
There are several ways to contact the SIZ team:
In person: SIZ counter, Learning Resource Centres Telephone: (01243 81) 6222
Email: help@chi.ac.uk Online: Self Service portal on on your ChiView page.
Social Media: Twitter - @SIZ_chiuni Facebook - SIZchiuni

For more information about our service and current opening hours visit our website: www.chi.ac.uk/help

*Please note that the closing down procedure will start 30 minutes before closure when the SIZ telephone service closes.

STUDENT SUPPORT AND WELLBEING
The University has a wide range of specialist support services to aid students through challenging times. The services are available at both campuses and are designed to meet the needs of all students at whatever stage in their studies. For details of all the services offered click the ‘Student Wellbeing’ button on your Moodle home page or email stusupport@chi.ac.uk.

TELEPHONES
It is not possible to receive direct incoming calls on Hall telephones. They may be used to make external calls with a phone card, which uses an 0800 number or for the Emergency Services (9-999). There are pay phones on campus for students to make external calls.
TELEVISIONS
You need to be covered by a valid TV Licence if you watch or record TV whether is is broadcast live or via a streaming service such as BBC iplayer. This includes the use of devices such as a computer, laptop, mobile phone or DVD/video recorder. TV Licensing will contact all students to ask them if they have a Licence, please reply as failure to make a declaration could result in legal proceedings being taken against you.

TERMINATION OF CONTRACT
If you wish to leave your room earlier than the term specified in your licence agreement you will need to let the Accommodation Office know in writing (email is fine) and find a suitable alternative student to take up your contract. Failure to do so will result in you having continuing liability for the rent. If you are leaving your studies at the University and moving out, you will be required to submit two weeks written notice to the Accommodation Office, and pay a £200 cancellation fee for ending the Licence Agreement early.

When you leave your accommodation you will need to:-
• advise the Accommodation Office in writing
• return your keys
• return your meal card (if applicable)
• return your internet connection cable
• have your room checked against the inventory you completed when you moved in, with a member of the Accommodation Office staff.

Please note that you will continue to be charged for the room until all the above has been carried out.

U18'S POLICY
The University has an Accommodation policy to which U18 must comply. This available to view on the accommodation pages of the website at www.chi.ac.uk/student-life/accommodation. It should be noted off-spring of a student cannot be housed in University Accommodation.

VISITORS/GUESTS
Residential students are responsible for non resident guests and should ensure their safety. Visitors must behave in a manner acceptable to the hall community and abide by the terms and conditions of the students (who they are visiting). All guests must leave Halls of Residence by midnight for security reasons. Friends visiting occasionally from a distance may stay overnight for no more than two nights and for a maximum of eight visits per year, but must not sleep in communal areas. To comply with Fire Regulations, visitors staying overnight must be approved by the Accommodation Office. In exceptional circumstances it may be possible for a friend to stay for more than two nights but prior permission must be sought in writing from the Accommodation Office. A charge will be made for such stays. Please note that should your visitor wish to keep a car on campus overnight there will be a nightly charge.

VISITOR BEHAVIOUR
Any visitor may be asked to leave the University premises by an authorised member of the Accommodation Office staff, Security or Caretaking teams for any of the following reasons:-
• Where there has been a verbal or physical abuse to another because of their race, sexual orientation or disability.
• Where there is physical damage or any other acts of vandalism to the premises.
• Excessive or persistent noise above which is specified in the Code of Conduct.
• Drunk and/or disorderly behaviour including overstaying their welcome and refusing to leave when asked to do so.
• Where there has been unacceptable behaviour towards University staff or students.
• Where they are found causing a nuisance in any other building other than the one they are invited into.
• Inappropriate dress which might cause offence.
• Aggressive behaviour towards staff and students at any time.
• Found in restricted areas of the campus.
• Produces graffiti and the use of malicious or abusive words or drawings.
• Failure to accept and comply with any reasonable request by a Staff Warden, Accommodation Office Staff, Campus Wardens or Caretaker.
• Where their acts may endanger others’ safety and security.
• Failure to comply with any fire regulations that may endanger others’ safety.
• Failure to comply with any of the University’s Health and Safety policies and procedures which may lead to injury or accident.
• Where there is any suspicion of anything illegal being carried out by the visitor, then the matter will be put into the hands of the local Police.

**WASTE**
Students should dispose of waste appropriately. Please see ‘Recycling’. Please do not leave sharp objects, broken glass, electrical items or bodily waste in the bins.

**WELLBEING POP-UPS**
The University’s Student Support and Wellbeing team run semester time weekday pop-ups giving students the chance to chat to someone confidentially about any concerns or worries they may have.

These pop-ups are run every weekday across both campuses and students will be able to chat with a Professional Adviser who can sign post them to services and offer support there and then.

For the current timetable ask the SIZ or see the University help pages: [https://help.chi.ac.uk/wellbeing-pop-ups](https://help.chi.ac.uk/wellbeing-pop-ups)

**WELCOME REPRESENTATIVES / BLOCK REPRESENTATIVES**
Each hall will have a designated Welcome Representative who will be in place for the first 7 weeks of the academic year. The Welcome Reps are responsible for promoting and enhancing student engagement. They will actively participate and lead ice breaking sessions and visit halls of residence to check on student progress. The rep will work closely with the Residential Advisor and help them establish a Block Representative for each hall who will act as a ‘spokesperson’ for that particular house or hall of residence. Block Reps will actively work with the Residential Advisor to ensure a cohesive and community spirited environment.

**WINDOWS**
As a general rule if a window is broken, damaged or soiled it is charged to the resident, even when damage is caused by an unknown person from the outside. Some windows are ‘tilt and turn’ and therefore have two ways of opening. For safety reasons we only permit limited opening and you must not interfere with the window mechanism. Please do not try and force them. Many ground floor windows have restrictors which are fitted for security purposes and should therefore not be removed.

**WHAT YOU WILL NEED TO BRING WITH YOU FOR YOUR ROOM**
- Bed Linen (2 sets), duvet/blankets, pillows, towels, tea towels, toilet rolls and iron.
- Cleaning materials; multi-surface, toilet, crockery and washbasin cleaner. Basic cutlery/crockery and cooking utensils, including pans.

**PROVIDED IN KITCHENS**
- A microwave and/or hob, a refrigerator, a freezer, a toaster and an electric kettle are provided in the kitchens of the catered halls. The above and an oven are provided in the kitchens of the self-catered halls.
## Schedule of Damages and Fees – 2019/20

### APPLIANCES

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Microwave (1.2cf and smaller)</td>
<td>£50.00</td>
</tr>
<tr>
<td>Replace Microwave (1.4cf and larger)</td>
<td>£70.00</td>
</tr>
<tr>
<td>Replace Refrigerator (6cf) with Freezer</td>
<td>£120.00</td>
</tr>
<tr>
<td>Replace Refrigerator (11.7cf) with Freezer</td>
<td>£190.00</td>
</tr>
<tr>
<td>Replace Refrigerator (16cf) with Freezer</td>
<td>£250.00</td>
</tr>
<tr>
<td>Replace Cooker (Electric)</td>
<td>£375.00</td>
</tr>
<tr>
<td>Replace Cooker (Gas)</td>
<td>£300.00</td>
</tr>
<tr>
<td>Appliance Accessories</td>
<td>£10.00 +</td>
</tr>
<tr>
<td>Microwave Carousel Ring</td>
<td>£10.00</td>
</tr>
<tr>
<td>Microwave Tray</td>
<td>£10.00</td>
</tr>
<tr>
<td>Stove Burner Bowl</td>
<td>£40.00</td>
</tr>
<tr>
<td>Stove Knob</td>
<td>£5.00</td>
</tr>
<tr>
<td>Stove Surface Element</td>
<td>£60.00</td>
</tr>
<tr>
<td>Oven Bake/Broiler Element</td>
<td>£60.00</td>
</tr>
<tr>
<td>Oven Rack</td>
<td>£25.00</td>
</tr>
<tr>
<td>Refrigerator Door Shelf</td>
<td>£20.00</td>
</tr>
<tr>
<td>Refrigerator Interior Shelf</td>
<td>£20.00</td>
</tr>
<tr>
<td>Refrigerator Vegetable Drawers</td>
<td>£30.00</td>
</tr>
<tr>
<td>Replace Kettle</td>
<td>£11.00</td>
</tr>
<tr>
<td>Replace Toaster</td>
<td>£16.00</td>
</tr>
<tr>
<td>Vacuum Cleaner</td>
<td>£85.00</td>
</tr>
<tr>
<td>Replace Iron</td>
<td>£22.00</td>
</tr>
</tbody>
</table>
## DOORS AND DOOR FURNITURE

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doors minor repairs</td>
<td>£30.00</td>
</tr>
<tr>
<td>Replace Door</td>
<td>£350.00</td>
</tr>
<tr>
<td>Repair Split Door</td>
<td>£100.00</td>
</tr>
<tr>
<td>Replace Peep Site</td>
<td>£20.00</td>
</tr>
<tr>
<td>Refinish Door (one side)</td>
<td>£35.00</td>
</tr>
<tr>
<td>Refinish Door (both sides)</td>
<td>£60.00</td>
</tr>
<tr>
<td>Replace Lock (Mechanical)</td>
<td>£125.00</td>
</tr>
<tr>
<td>Replace Lock (Electronic)</td>
<td>£250.00</td>
</tr>
<tr>
<td>Replace Door Frame</td>
<td>£45.00</td>
</tr>
</tbody>
</table>

## FURNITURE (BUILT IN)

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Closet Door</td>
<td>£30.00</td>
</tr>
<tr>
<td>Replace Closet Rod</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace Closet Towel Rack</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace Closet Mirror</td>
<td>£25.00</td>
</tr>
<tr>
<td>Rehang Wall Bookshelves</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace Wall Bookshelves</td>
<td>£10.00</td>
</tr>
<tr>
<td>ITEM</td>
<td>REPLACEMENT CHARGE (inc vat)</td>
</tr>
<tr>
<td>------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Replace Bed Ends (pair)</td>
<td>£50.00</td>
</tr>
<tr>
<td>Replace Bed Frame or Base</td>
<td>£65.00</td>
</tr>
<tr>
<td>Replace Bed Lofting Pin</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace Bed Stabilizer Bar</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace Bookshelf</td>
<td>£100.00</td>
</tr>
<tr>
<td>Replace Chair</td>
<td>£75.00</td>
</tr>
<tr>
<td>Replace Coffee Table</td>
<td>£60.00</td>
</tr>
<tr>
<td>Replace Couch</td>
<td>£300.00</td>
</tr>
<tr>
<td>Replace Counter Stool</td>
<td>£50.00</td>
</tr>
<tr>
<td>Replace Desk Chair</td>
<td>£100.00</td>
</tr>
<tr>
<td>Replace Desk Chair Seat/Back</td>
<td>£40.00</td>
</tr>
<tr>
<td>Repair Desk Drawer</td>
<td>£25.00</td>
</tr>
<tr>
<td>Low Chair (Bedroom)</td>
<td>£62.00</td>
</tr>
<tr>
<td>Repair Desk Leg</td>
<td>£25.00</td>
</tr>
<tr>
<td>Refinish Desk (Staining)</td>
<td>£25.00</td>
</tr>
<tr>
<td>Replace Desk</td>
<td>£130.00</td>
</tr>
<tr>
<td>Replace Desk Hutch</td>
<td>£30.00</td>
</tr>
<tr>
<td>Replace Dresser (3 drawer)</td>
<td>£120.00</td>
</tr>
<tr>
<td>Replace Dresser (5 drawer)</td>
<td>£150.00</td>
</tr>
<tr>
<td>Replace File Cabinet</td>
<td>£285.00</td>
</tr>
<tr>
<td>Replace Mattress</td>
<td>£100.00</td>
</tr>
<tr>
<td>Replace Table</td>
<td>£70.00</td>
</tr>
<tr>
<td>Replace Wardrobe</td>
<td>£230.00</td>
</tr>
<tr>
<td>Replace Wardrobe Door</td>
<td>£40.00</td>
</tr>
<tr>
<td>Bedding (University Owned)</td>
<td>£20.00</td>
</tr>
</tbody>
</table>
## HOUSEKEEPING AND CLEANING

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (£ inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deep Clean of Room</td>
<td>£50.00</td>
</tr>
<tr>
<td>Housekeeping (30 minutes)</td>
<td>£10.00</td>
</tr>
<tr>
<td>Cleaning (30 minutes)</td>
<td>£10.00</td>
</tr>
<tr>
<td>Large Item Removal (per piece)</td>
<td>£25.00</td>
</tr>
<tr>
<td>Reset Room (Furniture Moving)</td>
<td>£25.00</td>
</tr>
<tr>
<td>Replace Wastebasket</td>
<td>£7.00</td>
</tr>
<tr>
<td>Replace Recycling Bin</td>
<td>£25 - £50</td>
</tr>
<tr>
<td>Replace Pedal Bin</td>
<td>£25.00</td>
</tr>
<tr>
<td>Replace Mop</td>
<td>£5.00</td>
</tr>
<tr>
<td>Replace Bucket</td>
<td>£4.50</td>
</tr>
<tr>
<td>Replace Broom</td>
<td>£4.00</td>
</tr>
<tr>
<td>Replace Dust Pan and Brush</td>
<td>£4.00</td>
</tr>
<tr>
<td>Replace Ironing Board</td>
<td>£22.00</td>
</tr>
<tr>
<td>Replace Kitchen Manual</td>
<td>£4.00</td>
</tr>
</tbody>
</table>

## LOST KEYS & ID CARDS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (£ inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letting Into Rooms</td>
<td>£5.00</td>
</tr>
<tr>
<td>Lost Temporary ID (Proximity)</td>
<td>£5.00</td>
</tr>
<tr>
<td>Replace Key Card</td>
<td>£5.00</td>
</tr>
<tr>
<td>Duplicate Metal Key</td>
<td>£15.00</td>
</tr>
<tr>
<td>Lost Key (Lock Change)</td>
<td>£125.00</td>
</tr>
<tr>
<td>Lost Front Door Key</td>
<td>£25.00</td>
</tr>
<tr>
<td>Damaged Key Fobs</td>
<td>£3.00</td>
</tr>
<tr>
<td>Replace ONITY lock complete</td>
<td>£250.00</td>
</tr>
</tbody>
</table>
**LIGHTING**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Light Fixture</td>
<td>£60.00</td>
</tr>
<tr>
<td>Replace Light Switch</td>
<td>£25.00</td>
</tr>
<tr>
<td>Replace Bed Side Lamp</td>
<td>£10.00</td>
</tr>
</tbody>
</table>

**NETWORK EQUIPMENT**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Network Switch and/or ancillary Equipment</td>
<td>Billed at Contractor Cost</td>
</tr>
<tr>
<td>Replace Internet router</td>
<td>Billed at Contractor Cost</td>
</tr>
<tr>
<td>RJ45 socket and face plate</td>
<td>Billed at Contractor Cost</td>
</tr>
<tr>
<td>Internet Cable</td>
<td>£5.00</td>
</tr>
</tbody>
</table>

**POWER AND ELECTRICAL FITTINGS**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Power Cable</td>
<td>Billed at Contractor Cost</td>
</tr>
<tr>
<td>Replace Power Supply</td>
<td>Billed at Contractor Cost</td>
</tr>
<tr>
<td>Replace Socket Outlet</td>
<td>£15.00</td>
</tr>
<tr>
<td>Reattach Socket Outlet</td>
<td>£10.00</td>
</tr>
</tbody>
</table>

**DECORATIONS**

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom (standard) Redecorate complete room</td>
<td>£350.00</td>
</tr>
<tr>
<td>Patch &amp; Plaster Wall (1’x1’)</td>
<td>£40.00</td>
</tr>
<tr>
<td>Paint Wall – one wall only</td>
<td>£40.00</td>
</tr>
<tr>
<td>Paint Ceiling</td>
<td>£40.00</td>
</tr>
<tr>
<td>Redecorate Common Room</td>
<td>£500.00</td>
</tr>
</tbody>
</table>
# BUILDING FABRIC

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace 1'x1' Ceiling Tile (Labour Extra)</td>
<td>£10.00</td>
</tr>
<tr>
<td>Replace 2'x4' Ceiling Tile (Labour Extra)</td>
<td>£20.00</td>
</tr>
<tr>
<td>Replace Carpet (Square Yard, Labour Extra)</td>
<td>£25.00 per m²</td>
</tr>
<tr>
<td>Replace Carpet Square</td>
<td>£20.00</td>
</tr>
<tr>
<td>Window – temporary board up</td>
<td>£10.00</td>
</tr>
<tr>
<td>Window and reglaze</td>
<td>Billed at contractor cost</td>
</tr>
</tbody>
</table>

# WINDOWS AND BLINDS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Blind</td>
<td>Billed at contractor cost</td>
</tr>
<tr>
<td>Curtain track – Refix</td>
<td>£15.00</td>
</tr>
<tr>
<td>Curtain Track – Replace</td>
<td>£30.00</td>
</tr>
</tbody>
</table>

# FIXTURES AND FITTINGS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notice board (pin board) – replace</td>
<td>£40.00</td>
</tr>
<tr>
<td>Notice board (writing board)</td>
<td>£45.00</td>
</tr>
</tbody>
</table>

# FIRE EXTINGUISHERS AND FIRE BLANKETS

<table>
<thead>
<tr>
<th>ITEM</th>
<th>REPLACEMENT CHARGE (inc vat)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tampering Or Removal of Security Tag</td>
<td>£25.00</td>
</tr>
<tr>
<td>Refill Water</td>
<td>£65.00</td>
</tr>
<tr>
<td>Refill CO2</td>
<td>£85.00</td>
</tr>
<tr>
<td>Damage by Vandalism</td>
<td>Up to £75.00</td>
</tr>
<tr>
<td>Fire Blanket</td>
<td>£30.00</td>
</tr>
</tbody>
</table>
### Improper Fire Alarm Activation

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activation Due False Alarm</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Activation Due Vandalism</td>
<td></td>
<td>£75.00</td>
</tr>
</tbody>
</table>

### Damaged Fire Alarm Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Alarm Panel</td>
<td>Billed at Contractor Cost</td>
<td></td>
</tr>
<tr>
<td>Smoke Detector Head</td>
<td>Billed at Contractor Cost</td>
<td></td>
</tr>
<tr>
<td>Call Point (Break Glass)</td>
<td></td>
<td>£20.00</td>
</tr>
<tr>
<td>Sounder</td>
<td>Billed at Contractor Cost</td>
<td></td>
</tr>
</tbody>
</table>

### Fire Extinguishers and Fire Blankets

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improper Checkout</td>
<td>Billed at Contractor Cost</td>
<td></td>
</tr>
<tr>
<td>Rubbish Left In Room At Check Out</td>
<td></td>
<td>£200.00</td>
</tr>
<tr>
<td>Moving Rooms</td>
<td></td>
<td>£200.00</td>
</tr>
</tbody>
</table>

Housekeeper charges will be published on the notice board in each Hall of Residence.

These charges will be invoiced for payment within 28 days. Non-payment may incur interest charges at current bank rates and incur the disciplinary procedures. All other items not listed will be billed at rates charged by contractors and include an appropriate administration fee. Disciplinary procedures will be instigated upon non-payment of invoices.

Please note that this is not an exhaustive list. (In cases of intentional damage an administration fee of a minimum of £30.00 will be added to these charges as well as the full cost of labour and materials etc).

This handbook contains important information about your time in University owned accommodation, which was correct at the time of compilation but is subject to change. Please retain it during your period of residence.

**This handbook is available in alternative formats on request. Please email: sensadvisor@chi.ac.uk**
Contact Details:
Accommodation Office 01243 816069
accommodation@chi.ac.uk