

Residential Services



Stenton Hall Student Handbook



Welcome

On behalf of all members of staff of the Park Group of Halls, I would like to extend to you a very warm welcome.

We have three Halls of Residence within the Group - Windsor, Stenton and Mackinder, offering accommodation for up to 1446 students. Both Stenton and Mackinder Halls have brand new buildings. Mackinder Hall is built on the site of the former Whiteknights Hall and includes some older accommodation now known as Mackinder, Dunsden Crescent.

This is a particularly exciting time in Park Group, not only because of the introduction of new Halls, but because of the commissioning of purpose built catering and social hubs. Each of the three Halls have an established Junior Common Room Committee whose members will be on hand to welcome you to the Hall on arrival and will help you settle down. Your JCR Committee will plan and organise various social events throughout the year.

I sincerely hope you are able to make the best of all the facilities on offer, and have a very active social and academically fulfilling year.

Professor Keshavan Niranjana

Senior Resident Tutor
Park Group of Halls

This Handbook is intended to give you useful information about the Hall and to summarise its regulations. When you join the University and accept a place in Hall you undertake to obey University regulations which include Hall rules as noted in the Terms and Conditions of Residence. It is therefore important to read this booklet very carefully and retain it for future reference, as it forms part of Terms and Conditions of Residence.

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

Dangerous and irresponsible behaviour or vandalism will be treated as disciplinary matters and may, if appropriate, be referred to the Police.

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

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1. Contact Information

1.1 During Office Hours

The Park Group Reception is open Monday to Friday from 8.30am to 6pm (not bank holidays or University closure days). During these hours please report any problems to the Group Reception:

Park Group Reception
Windsor Hall
University of Reading
Shinfield Road
Reading
RG6 6HW

(Please note that until the end of September the Park Group Reception address will be: Park Group Reception, Windsor Hall, Upper Redlands Road, Reading, RG1 5JL).

Telephone 0118 378 8800
Email: park@reading.ac.uk

It is your responsibility to make yourself aware of all communications from the Hall. Notices and messages are sent to students via their University email address only and you should regularly check your in-box.

1.2 Out of Office Hours

If you have a problem that requires assistance out of the normal reception opening hours please contact the Security team:

Telephone: 0118 378 7799

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

If you need to speak to someone regarding a confidential welfare matter ask Security to contact the on-call person for you, and they will be able to arrange for you to talk to a member of the Welfare Team (see Section 1.4).

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

1.3 Residences Team

The Residences Team is responsible for the day-to-day management of the Hall and can be contacted via Park Reception as per the details above.

This includes an Administration team, Building Attendants and a Housekeeping

1. Contact Information

team. Stenton Hall is part of the Park Group of Halls and the Group Residences Manager is Justin Milward and the Deputy Group Residences Managers are Linda Kydd and Steven Thomas.

1.4 Welfare

Student welfare, pastoral care, student conduct and behaviour is the responsibility of the Resident Tutor for Stenton Hall.

The Resident Tutor is there to offer help and support on any matters of concern to you. In general they have considerable academic experience and are a good source of advice and support on any academic or personal matter. They also play an important role in the social aspects of the Hall and work closely with the Junior Common Room (see Section 1.5).

The Resident Tutor for Stenton Hall is Dr Katja Strohfeldt-Venables. Dr Strohfeldt-Venables is a member of academic staff in the School of Pharmacy.

The Resident Tutor is available to see any student on a confidential basis by appointment or at 'surgery' times. Detailed contact information is available on Hall notice boards and on the Hall Blackboard site or you can make an appointment via the Group Reception.

1.5 Junior Common Room

The Junior Common Room (JCR) is a student society with a formal Constitution to which all student members of the Hall belong. A committee of student representatives run social activities and events and are also responsible for managing the JCR funds. This year residents of Windsor Hall and Whiteknights Crescent will share the communal facilities in Childs Hall. Each Hall will have its own student committee which will co-ordinate student activities with the other two committees.

The Common Room fee is charged to each student by the JCR, to be paid on arrival.

The Stenton Hall JCR Officers for 2010/11 are as follows:

President - Simon Combstock

Vice-President - Ben Haines

Treasurer - Fred Clifford

Secretary - Erika-Lee Shaw

Male Welfare - Peter Fairchild

Female Welfare - Siân Watkins

Social - JoAnn Howard Bowles & Max Holden

Sport - Dawud Muneer

2. Residents' Rooms

2.1 Your Room

All of the study bedrooms in the Hall are fully furnished and centrally heated. Each room contains a 4ft bed, desk and desk chair, bookshelves, reading lamp, wardrobe and drawers. All of the rooms include an en-suite bathroom. Coat hangers are not provided.

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

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

A connection for internet access is also provided. An Information leaflet regarding the *readingConnect* service will be given to you on arrival.

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

Smoking is not permitted in any area of the Hall and this includes your study bedroom.

2.2 Inventory and Deposit

An inventory form will be given to you at the beginning of your stay and this must be completed and returned to the Park Reception. If the inventory is not returned it will be assumed that there are no issues with your room. This inventory will be used to determine any appropriate Deposit charges (see next paragraph) at the end of each term.

Students in Hall are charged a refundable deposit of £200 in addition to their Hall fees. This is payable in advance of your arrival to Hall and is known as the Deposit. For more information on the Deposit refer to Section 8.4 of this Handbook.

2.3 Keys/Door Cards

On arrival you will be issued with a University ID card, which will be programmed to give access to your accommodation, and a mail box key. These are your responsibility. Residents who lose their keys/cards must report the loss to Park Reception. Replacement keys/cards will be charged at £15 per lost item. Keys that are subsequently found must be returned within 7 days or the charge for new keys will be taken from the Deposit. Keys/cards must not be given to a third party in any

2. Residents' Rooms

circumstance.

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

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

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

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

2.4 Cleaning and Care of Room

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

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

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

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

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

2. Residents' Rooms

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

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

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

2.5 Bedding

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

A limited number of bedding packs will be available to purchase from the Group Reception. The bedding pack will consist of a duvet, duvet cover, pillow, pillow case and sheet. There are a limited number of **double size bedding packs available Reception which will be large enough to accommodate the 4ft bed sizes in Stenton Hall.**

3. Hall Information

3.1 Post and Parcels

Your **postal** address at the Hall is:

Student Name
Room and Flat number
House name
Stenton Hall
University of Reading
Shinfield Road
Reading
RG6 ---

You will be provided with your full postal address, including details of your House name, flat and room number and the last 3 digits of your postcode, on arrival . If you require the full postal address before you arrive please e-mail park@reading.ac.uk.

Students are given a key to a post box where letters are placed daily from Monday to Friday.

Please note that post boxes are shared with other students and the Hall cannot be held responsible for missing items of post. All items of any value must be sent by registered post.

Registered post and parcels can be collected from Park Post room which is located in the Park Lounge building adjacent to the mail boxes. If a parcel or registered mail has been received for you a notification slip will be put in your flat mail box and the item(s) may be collected from Park Post room during the published opening hours. You should bring your notification slip and proof of identity (your student ID card) when you come to collect your delivery. It is your responsibility to check your mail box regularly and to collect parcels promptly. The Group Reception is unable to accept exceptionally large or heavy parcels for health and safety reasons.

The Post room is open for set times only in the morning and late afternoon/evening. If you are expecting a delivery by courier service please ensure you specify delivery via Park Reception if Park Post room is closed. Reception is adjacent to Park Post in Park Place.

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

3.2 Kitchens

Residents are provided with a shared kitchen to prepare their meals. Each kitchen, shared by 8 to 10 residents, is equipped with a microwave, two cookers, kettle,

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toaster, fridge, freezer and food storage cupboard. Equipment must not be removed from the kitchen. Instructions on how to use the equipment provided are available in the kitchens.

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

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

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

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

Please do not put broken glass or other sharp objects into the rubbish bins. Please wrap these items carefully and place them in the skips on site. Bottles should be taken out to the bottle banks on site, do not allow bottles to accumulate before recycling. Students are expected to remove rubbish sacks to the skips when the bins are full and not allow rubbish to build-up or overflow in the kitchen/pantry.

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

3.3 "Eat at Park"

All Residents of Stenton Hall may use "Eat at Park" to dine at any time, cash, debit and credit cards are all accepted for the payment of meals and snacks. "Eat at Park" will be open from 8am to 7.30pm weekdays and from 8.30am to 2.00pm at the weekends. Breakfast, lunch and dinner will be available, along with bar snacks and a 'Grab and Go' service.

3.4 Smoking Policy

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

3.5 Park Group Bar

There is a new bar/social building located adjacent to Windsor Hall and will be open from 10am to 1am seven days a week. The bar will serve coffee, snacks, soft drinks,

3. Hall Information

cocktails, mocktails (non-alcoholic cocktails), beers, wines, ciders and juices. Events will be organised for some evenings such as quizzes and a huge screen will show sporting events.

Along with the rest of the Hall the Hall Bar is a non-smoking area.

3.6 Communal Areas

Park Lounge is the name of the social area at Park Place and is a shared facility for all students in Park Group. The Lounge is equipped with comfortable chairs, large screen televisions and two pool tables

3.7 Laundry

The laundry room is located in Park Lounge. Entry is via the main lobby entrance to the Lounge. It is equipped with coin operated washing machines and tumble driers.

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

3.8 Maintenance and Damage

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

If any maintenance problems/requirements arise please email these, with a full description of the fault and location (state Hall, room, unit etc), to park@reading.ac.uk. Alternatively you may go in to the Reception and fill out a paper form.

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

The cost of repair or replacement of any damage or loss that is attributable to a resident or a guest of a resident will be charged to that resident. Damage that is unattributable may be charged to the Battels of students living in the unit where the damage took place or, if in a public area, to all students.

Maintenance Response Times

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

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Priority 1 - Emergencies

Response time within 4 hours from issue being reported

Completion time within 28 hours from issue being reported

Priority 2 - Urgent

Response time within 2 working days from issue being reported

Completion time within 4 working days from issue being reported

Priority 3 - Non-urgent

Response time within 7 working days from issue being reported

Completion time within 14 working days from issue being reported

Grounds - Snow clearing and gritting

During freezing weather the Grounds Maintenance team will grit roads and footpaths to Halls. All roads will be treated before 12.00 noon.

3.9 Lifts

The lifts at Stenton Hall are tested to the highest standards. However, as with all lifts, occasionally they can go wrong. Faults must be reported immediately. If you do get stuck in the lift, **STAY PUT, STAY CALM**, and follow the simple instructions provided on the instruction card located in the lift.

Please do not overload the lifts. Tampering with the Security telephone in the lift will be viewed as gross misconduct and disciplinary action will be taken.

3.10 Grounds

Barbecues are not permitted on Hall grounds.

3.11 Out of Bounds Areas

The following areas are closed to residents except in emergency or when they are officially working there: housekeeping areas, lift room, electrical cupboards, roof area, staff and the senior resident's accommodation except by appointment.

3.12 Hall Telephones

Adjacent to the entrance door into Park Reception there is an Emergency Help Point which connects directly to the Security team. This may be used in an emergency or for out of hours assistance. In addition there is an internal telephone extension in each House to allow residents to contact University departments, Park Reception or University Security in the event of an emergency.

3.13 Television Licences

Students are welcome to bring their own televisions for private use in their rooms. However, TV licences are the responsibility of the student. Please see www.tvlicensing.ac.uk for further information. Also, members are reminded that

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televisions may constitute a fire hazard and therefore old and poorly maintained sets may not be brought into Hall.

3.14 Pets

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

3.15 Lost Property

Lost property will be collected and logged at the Group Reception before being sent to the central lost property store in the Palmer Building on Whiteknights campus.

3.16 Bicycles

Students are welcome to bring bicycles with them to Hall and these can be kept in a locked cycle shed located adjacent to your Hall. Park Reception will programme your student card to provide access to the cycle shed if required.. All bicycles should be securely locked with a strong cycle lock within the shed. It is recommended you have identification, such as a post code, indelibly stamped on the frame and also ensure your bicycle is covered by an insurance policy.

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

3.17 Buses

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

3.18 University Car Club

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

3.19 Car Parking

In general bringing a car to Hall is discouraged. Car parking space is extremely limited at Park Group. A permit must be obtained and the fee paid before a car is brought to the Hall. Under University regulations the Resident Tutor will make the decision following an agreed list of priorities. First year undergraduates are not normally allocated a permit and priority is given to disabled students, postgraduates and finalist undergraduates. Car parking applications can be requested from the Group Reception or found at <http://www.reading.ac.uk/internal/accommodation/NewStudents/HallsParking.asp>

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

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

Visitors should obtain a temporary visitors parking permit from the Group Reception. Visitors are only permitted to park for a maximum of 3 days. If a visitor is arriving at a time when the Group Reception will be closed a visitors permit must be obtained in advance.

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

4. Welfare & General Conduct

One of the things that distinguishes Reading from other universities is that we remain a residential university. Our Halls of Residence are more than just a place to eat and sleep: they are a part of the University. The University recognises that students, especially new students, may want welfare and pastoral support and the University seeks to provide this support in our Halls of Residence. All Hall staff, welfare and operational, support the JCRs, encourage resident students to participate fully in Hall life through social and other events, and are keen to promote the development of good relations with the wider University and local community. The success of Hall academic, social and sporting life of course depends on the involvement, enthusiasm and commitment of the students living there, but they are usually very active.

The Hall works well only if students read and act on notices and other communications from the University, the Hall and the JCR. Please therefore read the notices on the notice boards and on your Hall electronic Blackboard and follow the instructions set out there. Check your mail box and your University e-mail account regularly, at least daily, for messages. Whatever email you use for your personal communications, your University email account is the one which the University will use for all official communications. The Hall cannot be held responsible for the failure of students to read notices or to respond to instructions left in their mail boxes or sent to them by e-mail.

4.1 Conduct in Hall

The great majority of students at the University of Reading find community life in Hall both enjoyable and rewarding and also an important part of their university experience. However, the harmony and reputation of a University Hall of Residence depends mainly upon the good sense, consideration and respect of all its members who are expected to display these personal qualities at all times not only in the Hall but towards all members of the University, including its staff, and members of the public at large. The Hall wishes to afford its members the greatest possible individual freedom, both academic and personal, but it is recognized that in order to maintain an appropriate environment residents must exercise individual responsibility and follow certain conventions. In short, living in a community brings its obligations as well as its pleasures. In particular it is important to show consideration towards one another. Intrusion upon others' privacy in any way seriously undermines the harmony of Hall life. There must obviously be no insulting behaviour, physical abuse, intimidation, victimization, sexual or racial harassment, or drunk and disorderly behaviour affecting anyone, whether staff or student. Drunkenness is no excuse for misconduct. Your Residency Agreement sets out some

4. Welfare & General Conduct

of your obligations in more detail. Any action which jeopardizes the safety or security of fellow residents may result in disciplinary action.

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

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

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

4.2 Personal Problems and Advice

From time to time students need advice or experience problems of one kind or another. These may concern work or any aspect of life outside work: personal relationships, family problems, spiritual beliefs; financial, legal, medical, sexual, eating or drinking problems. They may also take the form of generalized stress, anxiety or depression. Do not hesitate to seek advice, whatever the problem is. Other people's experience can often help you to solve, or at least cope with, problems that seem intractable when kept to yourself. If you are worried about a friend or another student or just feel that someone else ought to know about their problems, do not hesitate to talk about it to one of those named below (also see Appendix 3 - Additional Welfare Support). What you say will be treated with confidence and discretion. Problems are very different so we try to provide appropriate sources of advice.

4. Welfare & General Conduct

- The Senior Resident Tutor/Resident Tutor (Warden) of your Hall
- Academic tutors and supervisors (for postgraduates), who are always willing to help students with their personal problems.
- The University Counselling Service, which is a professionally staffed, confidential service, providing free assistance with personal/emotional, social and academic problems. Information is not divulged to tutors or parents without prior permission. The Service can, if appropriate, provide a link to other therapeutic facilities. Appointments may be made by telephoning 0118 975 1823.
- Doctors in the University Medical Practice. Appointments may be made by telephoning 0118 987 4 551.
- University Chaplains, who are available to students of any or no religious belief to discuss any matters in confidence (telephone 0118 378 8797).
- The JCR Officers often advise students on both general and specific concerns and one of them is a designated welfare officer.
- There are advisors available in Reading Students' Union.
- If you would prefer to talk to some one who has no official role, there are students who act as Peer Supporters (see below) and are willing to listen to any problem in complete confidence, and to offer support and advice if appropriate.

4.3 Peer Support

The peer support network is made up of undergraduate and postgraduate students who have completed a 10-week training run by the University Counselling Service. For more information about the Peer Support Network, and details of how to contact a Peer Supporter go to: www.reading.ac.uk/counselling/peer_support.htm

The aim of the peer support network is to form a non-judgemental, confidential listening environment to help students explore their concerns. The rigorous training programme emphasizes listening and communication skills and educates the peer supporters in the kind of problems many students face that may cause them to seek support. As well as listening they can suggest other sources of help which might be appropriate. Peer support is not connected with any religious denomination. Peer supporters do not give advice, but help students to explore their feelings and clarify their options.

4.4 Drugs

Under the law it is a criminal offence to take, possess, manufacture, pass to others or sell illegal substances and it is of course expressly forbidden for any student to be involved in any of these activities. The University wishes its policy with regard to involvement with illegal drugs to be clearly understood by students. A breach of this regulation is a very serious offence and a student may expect to be served with a

4. Welfare & General Conduct

notice to quit the Hall and excluded from the University. Apart from the fact that it is a criminal offence, the reasons for this strict disciplinary line are that taking drugs can have a rapid and serious effect on academic study and can involve addiction and dangerous health risks. The recent publicity concerning the link between cannabis use and psychotic illness is a case in point.

However, it is also recognised that there is a pastoral duty towards those who become involved with drugs. It is therefore recommended that any student with a drugs problem seeks medical help in the first instance from the University Medical Practice, or from their own doctor, or from the University Counselling Service.

Doctors and Counsellors are bound by the rules of medical confidentiality and will not inform the University without the patient's consent.

A student might approach their tutor, or those responsible for welfare in their Hall, staff in the Students' Union responsible for welfare, or a Peer Supporter, but they should bear in mind that the responsibility of a member of academic staff to other members of the Hall and University might impose some limit on the degree of confidentiality that could be maintained.

4.5 Alcohol

Alcohol is also a drug, although its use in moderate quantities is viewed more tolerantly by society. Its abuse however can cause similar harmful effects. Excessive drinking can have serious long-term adverse effects on health, and immediate adverse effects on academic work. It can also be the major cause of antisocial behaviour in Halls of Residence. Hall members must also be alert to the immediate dangers of excessive alcohol consumption. For example, a student who has become unconscious due to excessive drinking is in a dangerous condition and will need appropriate support and care. Help should be sought if this situation arises (see Section 5.4 for more information).

You should be aware of the sensible drinking policies supported by the Halls and Students' Union and make sure you know and keep to the medically recommended maximum levels of alcohol consumption. Drunk and/or disorderly behaviour is an offence and offenders will be subject to disciplinary sanctions.

4.6 Medical Arrangements

Students are required to register with a local doctor or with the University Medical Practice. Information on how and when to register is provided in your welcome pack. Any student entering a hospital must ensure that the Group Reception is notified of their admission and of their return to Hall.

4. Welfare & General Conduct

Meningitis Awareness - Meningitis is a rare, but frequently deadly disease which is caused by several different bacteria and viruses. It can strike anyone at any time, but next to children, the group most at risk are young adults. It is important, therefore, that you are familiar with the symptoms of meningitis. Early symptoms may be similar to those you get with 'flu or a hangover, such as: feeling feverish; vomiting; severe headache; stiff neck; back and joint pains. If any of the following symptoms develop you must get medical help urgently: rash of tiny red bruises that do not fade under pressure; severe dislike of light; disorientation. For further information, see www.meningitis-trust.org.

4.7 Confidentiality in Student Health and Welfare

Halls abide by the University's policy on confidentiality in student Health and Welfare. In brief, information given in confidence by a student will, as a rule, be treated in complete confidence. This includes information about a student's physical or mental health or financial circumstances. Disclosure of this kind of information will only be on a need to know basis. Confidential information will not be disclosed to parents or other family members without the explicit consent of the student. However, the University owes a duty of care to all its members, staff and students, and in some circumstances it might not be able to discharge this duty without infringing confidentiality and there will be circumstances in which the disclosure of information may be necessary (e.g. where there appears to be a risk that the student will harm himself/herself or others, or where the student is seriously ill).

Any student to whom information has been given in confidence, or who has acquired information which is regarded as confidential, may be concerned about the welfare of a fellow student but uncertain whether to disclose this information or not. In these circumstances it is sensible to seek advice from an appropriate person, e.g. the senior member of academic staff in the Hall, or a doctor or Counsellor on whether the matter is sufficiently important to breach confidentiality, and, if so, to whom they should report their concerns. A concern for confidentiality should not prevent anyone helping students in difficulty.

4.8 Noise

Halls of Residence are communal buildings where people live in very close proximity to each other. It is therefore essential that noise is kept to a minimum at all times. Care and consideration should be shown to allow fellow residents peace and quiet for study. It should always be possible for members to work in their own rooms without their concentration being unduly disturbed, and of course at night they should be able to sleep without disturbance.

4. Welfare & General Conduct

You are responsible for any noise made in your room by yourself or by visitors. Please be particularly considerate when returning late to your rooms as others may be asleep. Shouting and singing, slammed doors and pounding feet inevitably disturb large numbers of people. Special care must be taken to avoid loud conversation in corridors or rooms after 11pm. Music played must not be loud enough to disturb others at any time. The use of headphones or earphones when listening to music in your room is strongly recommended. Musical instruments must not be played in study bedrooms. Parties must not be held in study bedrooms or in pantries/kitchens.

At all times, noise of any description which unduly disturbs others is not permitted. Noise generated within a room and which can be clearly heard outside is by definition potentially disturbing, as is noise generated in public places and audible in other peoples' rooms. If you are uncertain whether noise from your room disturbs your neighbours or those in rooms above or below you, ask them (although you should not be surprised if their natural wish to maintain good relations with their neighbours inhibits a fair assessment, especially initially).

If you are disturbed you should first ask those responsible to be quieter. If this is not successful or possible report the matter to the Group Reception. If you are disturbed out of office hours, telephone Security on 0118 378 7799. Residents should not feel obliged or be pressured to tolerate unacceptable levels of disturbance. A very serious view is taken of the behaviour of those who do not respond positively, co-operatively and immediately to complaints of disturbance. Complaints are investigated and disciplinary action taken when appropriate.

Offenders against the noise regulations may expect to be fined, in proportion to the seriousness of the disturbance, the time of the disturbance and their previous history. Other disciplinary sanctions may also be applied. Persistent offenders may be required to move out of the Hall.

4.9 Harassment

Harassment is an unacceptable form of behaviour. The University is committed to ensuring a humane **and fair** environment, in which the rights and freedoms of persons are respected, and to protecting its members, staff and anyone else for whom it has a responsibility from any form of harassment which might inhibit their pursuing their work or studies, or feeling comfortable in their social environment. Any action or behaviour which is intended to or is likely to diminish the quality of life of any member on the grounds of gender, sexual orientation, religion, race, colour, ethnic or national origin or language is viewed as a serious matter. Unacceptable forms of behaviour may include single or repeated acts of bullying, verbal or physical abuse, ill-treatment, unwelcome sexual advances, unwelcome requests for sexual

4. Welfare & General Conduct

favours, offensive physical contact or verbal behaviour of a sexual nature, or other hostile or offensive acts or expressions relating to people's sex, sexual orientation, religion, race, colour, ethnic or national origin, or language.

Steps will be taken to protect Hall members from these forms of behaviour and offer them appropriate support. Offenders must expect to be subject to the strongest disciplinary actions appropriate to the offence. For details of procedures in cases of Harassment, see the University Calendar (<http://www.reading.ac.uk/internal/Calendar>).

4.10 Disciplinary Procedures and Appeals

The Disciplinary procedures are set out in the Regulations for Conduct in the University Calendar (<http://www.reading.ac.uk/internal/Calendar>). When an officer of the University with disciplinary powers summons a student in connection with any disciplinary matter the student must attend. When asked to provide evidence of identity by a member of University staff a student is required to do so. Students are normally held responsible for any damage, disturbance, or other irregularity in their rooms, whether or not they were themselves present at the time. The University reserves the right to move students to other accommodation when necessary for disciplinary reasons.

4.11 Junior Common Room Committees

Junior Common Room Committees arrange a variety of social events in the Hall from bar quizzes to Balls. Guidance on the operation of JCRs can be obtained from RUSU but JCRs should note that no commitments (e.g. advertisements, invitations) in respect of an event should be entered into until permission is formally granted by the Senior Resident Tutor/Resident Tutor (Warden) who will always consult operational staff about the feasibility of the event. The Senior Resident Tutor/Resident Tutor reserves the right to refuse, or place conditions on, any event, particularly where a number of those attending will not be members of the Hall. Some Halls have rooms for meetings and for social gatherings arranged by members of the Hall. Rooms in Hall may not be booked by non-members of the Hall, nor by members acting merely as nominees for others and no JCR room or facility will normally be allowed to be used by non-members of the Hall without the agreement of the JCR Committee and the Halls Management.

4.12 Visitors

There are no fixed visiting hours for visitors, but the following rules must be followed:

- Residents are responsible for the behaviour of their visitors at all times.

4. Welfare & General Conduct

- Consideration must always be given to neighbours when entertaining late in the evening and particularly when visitors leave (especially if it is late).
- Visitors must be willing to identify themselves and their hosts if challenged. Otherwise they may be asked to leave the Hall immediately.
- Visitors must be accompanied by their hosts in any public area after midnight.
- Overnight visitors should be registered by their host either by filling in the form available on Blackboard, or by completing the form at the Group Reception (any visitor who is in the Hall after 2.00am will be regarded as an overnight visitor).
- No overnight visitors under the age of 16 are permitted.
- Overnight visitors should not stay for longer than three consecutive nights and should not stay for more than a total of eight nights in one calendar month (if this rule causes a particular problem at any time please do not ignore it but write to the Senior Resident Tutor/Resident Tutor (Warden) explaining the circumstances and asking if anything can be done to solve the problem).
- Only one visitor at a time may be signed-in in any one room.
- Residents must not allow visitors to use their room in their absence.
- Sub-letting of rooms is strictly prohibited.
- Nobody may sleep overnight in any public room (including the JCR).

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

Please note that this is not an intrusion into your privacy. It is most important that in case of an emergency, for example a fire, we know how many residents there are in the building.

4.13 Electoral Register

The Hall enters all qualified occupants of Hall accommodation on the Electoral Register, so that they are entitled to vote in national and local elections.

4.14 Firearms, Weapons and Dangerous Items

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

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

5. Health and Safety

5.1 Your Health and Safety responsibilities as a student

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

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

- Comply with all relevant health and safety rules published by the University, or your School/Unit/Hall of Residence
- Follow instructions from University and Halls staff on health and safety matters
- Report any accident/near miss you are involved in (report forms available in all buildings)
- Immediately report any significant hazard you discover to a member of staff (Group Reception)
- Know the Fire Action Procedures (notices posted in all buildings)
- Know the First Aid Procedures (notices posted on the Health & Safety Notice Boards in the Hall)

It is very important that you do not interfere with or misuse anything provided in the interests of health, safety or welfare. This includes fire alarm equipment, sounders and extinguishers. If you deliberately misuse or interfere with this equipment you may be subject to disciplinary action.

5.2 Your Health and Safety Concerns

You should raise any health or safety concerns you may have with a member of staff in the Hall of Residence (Group Reception) or School/Unit concerned. If the matter is not resolved or attended to within a reasonable period of time or if you are still worried, then contact the University Health and Safety Services:

Contact details:

Health and Safety Services

Physics Buildings

Whiteknights

Tel 0118 378 8889

Email: safety@reading.ac.uk

5. Health and Safety

5.3 Fire Safety

The risk of fire is a major concern in the Halls of Residence. Breaches of fire regulations are treated as serious disciplinary offences. Serious cases may lead to termination of your residency agreement and in extreme cases expulsion from the University. Students are reminded that interference with fire equipment might be a criminal offence and can result in prosecution.

Everyone in Hall must familiarise themselves with the fire precautions and regulations. These are posted around the building and in your room.

It is very important to familiarise yourself with:

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

What to do if you find a fire:

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

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

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

What to do if you hear the fire alarm:

- If the fire alarm goes off, you MUST evacuate the building immediately.
- Go to the assembly point and wait there for instructions from the person in charge (they will normally be wearing a fluorescent vest).
- NEVER assume it is a false alarm
- DO NOT use lifts when evacuating the building
- NEVER go back into the building until the person in charge says that it is safe to do so. If the fire alarm stops this does not mean that it is safe to go back in, it just means that someone is investigating and has switched off the alarm. There could

5. Health and Safety

still be a real fire.

- In the event of a prolonged evacuation Hall Management will direct you to a temporary place of safety. You must follow instructions as required.

Fire Talk and Test

During Freshers Week all new residents MUST attend a short presentation on fire safety. Attendance will be recorded and failure to attend will result in a fine and you will have to attend another talk. You will also be required to pass a multiple choice on-line fire safety test in the first few weeks of term.

Fire Safety Equipment

The Halls of Residence are fitted with fire safety equipment to help protect you. Therefore:

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

Abuse of any fire equipment will result in a charge and disciplinary action.

Malicious Activations

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

False Alarms

Prevent fire alarm false activation by:

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

5. Health and Safety

Cooking

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

Smoking

- Smoking is not permitted in any areas of the Hall

Naked Flames

- All open flame items (including candles, tea lights, joss sticks etc) are strictly prohibited in University accommodation and if found will be required to be removed and a fine will be imposed

Electrical Equipment

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

5. Health and Safety

5.4 First Aid

If you or another resident or visitor requires first aid treatment please go to the Group Reception during office hours. If out of hours call Security on 0118 378 7799. Please also inform the Group Reception/Security if you or anyone else is unwell or if an ambulance has been called.

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

5.5 Security

We provide Security patrols all year round for your well-being, but we need your co-operation to maintain the security of the buildings. The University Halls of Residence can become targets of local criminals so, please be vigilant and ensure that thieves do not gain access to your Hall.

If you do see any strangers walking around the Hall please show them to the Group Reception and if you are in any doubt contact a member of staff or phone Security on 0118 378 7799.

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

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

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

Always lock your room, even when you only intend to be away for a short time. If you live in a ground floor room always lock your window when you are away from your room, do not leave expensive items in view of any passer-by and if you are returning to your room late at night close the curtains before you depart.

Please report any crimes that occur to:
The Group Reception (0118 378 8800)
The University Security Team (0118 378 7799)
Thames Valley Police (0845 8 505 505)

5.6 Personal Safety

- Avoid being out on your own after dark

5. Health and Safety

- Avoid dark alleys, parks and isolated areas, especially at night
- Let your friends know when you are going out, where you are going and roughly what time you expect to be back
- If you are out late at night organise your return home safely either with a friend or in a registered taxi. Generally information about taxi companies is available in Hall.
- Personal alarms are available for purchase from the Whiteknights House reception and they cost £1.

5.7 Disabled Persons Emergency Evacuation Procedure

People with disabilities are welcome in the University Halls of Residence. We will talk with you to assess your level of disability and we will then allocate you suitable accommodation.

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

The University has a managed emergency system to ensure that disabled residents and disabled visitors are safely evacuated in the event of an emergency.

Hall Management teams will brief you on the evacuation procedures from your room and the communal areas of the building. The evacuation procedure is based on the use of areas designated as 'refuges' where it is safe to wait in the event of a fire while the situation is assessed.

You must have a 'Personal Emergency Evacuation Plan' (PEEP) for your specific hall. It is your responsibility to complete this. The Group Residences Manager/Deputy Group Residences Manager will assist you and confirm the facilities available in each Hall.

5.8 Disabled Visitors

Residents who receive a disabled visitor must make themselves familiar with the designated areas where disabled people can safely visit and refuge areas as below. In the event of an emergency evacuation they must evacuate their visitor or accompany them to the refuge or other designated area and then inform the Evacuation Officer (Security) of the location of their disabled visitor.

NB. The lift facilities within the University of Reading Halls cannot be used by wheelchair users to gain access to upper floors. Therefore the evacuation procedures do not make provision for the evacuation of wheelchair users from the upper floors.

Designated Safe Area, available to individuals who cannot evacuate Stenton Hall via

5. Health and Safety

normal procedure:

Refuges:

On each floor landing

Designated Areas:

“Eat at Park”, Park Lounge

6. Green Issues & Recycling

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

6.1 Energy Saving

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

As part of our green policy we have invested in energy saving bulbs to reduce electricity consumption. These bulbs are expensive and for that reason we have added them to the inventory for your room. The additional good news is that they have a longer life so they should last throughout your year in Hall with normal use. If there is a problem with your bulb please take it to the Group Reception for replacement.

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

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

6.2 Recycling

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

There are different coloured bins in each kitchen and also in the study bedrooms. All of the bins will be clearly labelled so please ensure you dispose of your rubbish in the appropriate bin. In these bins you will be able to recycle clean waste only including the following:

6. Green Issues & Recycling

Recyclable waste (clear bin liners)

- PAPER- Newspapers, old revision notes, cards, flyers, magazines, books, envelopes etc
- CARDBOARD – Boxes (folded) packaging, paper bags
- TINS- Drink cans, food tins (please rinse these out)
- PLASTICS- Drink bottles, shampoo bottles, shower gel containers, milk bottles, meat containers etc (please rinse these out)

Any non recyclable material placed in these clear liners will contaminate the contents, eventually sending the waste to land fill sites. Kitchens/pantries that continually have contaminated bags may be charged for the extra cost of landfill waste.

General land fill waste (black bin liners)

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

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

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

Your ideas/suggestions

We welcome any ideas/suggestions on green issues and recycling in your Hall. Please email begreeninhalls@reading.ac.uk.

7. Conditions of Residence

7.1 Conditions of Residence

The University's offer of accommodation, the Standard Terms and Conditions of Residence: www.reading.ac.uk/web/files/accommodation/OffersTandCs.pdf and this Handbook will create legally binding obligations between the University and the Student. Please read all of them and make sure you understand and agree to all of them. The agreement becomes binding when the Student indicates on the Student Accommodation Online system that he/she accepts the University's offer of accommodation or when a signed acceptance form is received by the University or, if earlier, when the Student is given possession of the Accommodation, which includes acceptance of the keys.

7.2 Returning Students

There are limited numbers of spaces for students to return to live in Hall for their 2nd, 3rd or 4th year of study. Applications for returning students to return to Hall for the 2010/11 session can be made in early 2010. Students will be informed in the Spring Term of the results.

7.3 UUK Codes of Practice

The University is affiliated to the Universities UK/SCOP Code of Practice for the Management of Student Housing. The Code covers health and safety, maintenance and repair, environmental quality, landlord and tenant relationship, student welfare, guidance on communal living, disciplinary procedures and the administration of, and compliance with, the Code.

Copies of the code are available to students via the following link:
www.universitiesuk.ac.uk.

8. Hall Fees Information

8.1 Hall Fees

The fees for the session 2010/11 for Stenton Hall are as follows:

Self-catered, premium single room with en-suite (31 weeks, includes Freshers week)

Total for 10/11	£4,090
1 st payment (Autumn Term)	£1,595
2 nd payment (Spring Term)	£1,595
3 rd payment (Summer Term*)	£900

Self-catered, premium single room with en-suite (39 weeks, includes Freshers week)

Total for 10/11	£5,135
1 st payment (Autumn Term)	£2,003
2 nd payment (Spring Term)	£2,003
3 rd payment (Summer Term*)	£1,129

*Summer Term rates are charged to students who are resident in Hall throughout the academic session. Students moving into Hall during the Summer Term only will be charged at the Autumn/Spring Term rates.

8.2 Prompt Payment Discounts

For students in Hall, a prompt payment discount is given, if a student's account is settled in full by the deadline each term. The discount is awarded in arrears, so if the Autumn Term account is paid in full by the Autumn Term deadline, the discount will be applied to the student account and can be deducted from the Spring Term statement and so on. Please allow for any charges from your bank or other agency which may be deducted from your final amount.

The reduction can be claimed, provided that:

- A) Payments are due no later than:
Payment Stage 1 29 October 2010
Payment Stage 2 24 February 2011
Payment Stage 3 13 May 2011
- B) the student has no other outstanding debt to the University (including deposit charges, tuition fees and bank charges for currency conversion)

8.3 How to Pay

You will receive a statement of account at the start of each term, via email to your University email address. Please refer to <http://www.reading.ac.uk/finance/docs/studsnotice.pdf> for information on ways to pay your bill. Payments cannot be received at the Group Reception. Any queries

8. Hall Fees Information

about your statement should be addressed to the relevant department. Details of who you should contact are included in the email accompanying your statement of account.

8.4 Deposit

Students in Hall are charged a refundable deposit of £200 in addition to their Hall fees. This is payable in advance of your arrival to Hall and is known as the Deposit. It is normally used to offset the cost of making good any damage or replacing any missing equipment. This may take the form of a charge against an individual, or, where damage is done and the student responsible cannot be identified, the charge may be made on a more general basis at the discretion of the Hall Management. Deliberate damage will be dealt with as a disciplinary matter and may result in a fine as well as a charge.

The deposit must be topped up to the £200 level at the start of each term: any sum in this connection is added to the invoice for the termly Hall fees. The Deposit should not be regarded as, in any sense, an absolute limit to a student's liability in respect of damage. The Deposit will be refunded at the end of the academic year, assuming there is no damage, and will be credited to the students UK bank account.

8.5 Vacation Residence

Students may book vacation accommodation for summer vacation, as available (note that 39 week residency agreements cover the Christmas and Easter vacation periods). Booking forms and the rates are available from the Group Reception. There is a minimum charge of four nights.

8.6 Personal Possessions Insurance

A block halls insurance policy is provided by Endsleigh Insurance for students resident in University-owned accommodation. The total sum insured is £4,000 for room contents including £2,000 for portable computer equipment. The annual premium is £6.21, and this will be automatically charged along with the first Term's accommodation charges.

If you need to make a claim you should apply to Endsleigh. A flow diagram to help you with the process is available from the Group Reception.

9. Charges and Fines

9.1 Charges and Fines

A hall of residence is not a student hotel – it is an academic community that aims to be a congenial place to live and also conducive to study, and those responsible for student welfare and student conduct have a range of disciplinary powers to encourage responsible behaviour, including monetary fines. It differs from a hotel in another respect – in the interests of keeping hall fees as low as possible, the residential charges are not padded to cover the cost of careless and malicious damage to the fabric of the buildings and their furniture and fittings. The making good of any such damage must therefore be paid for by means of charges levied against individual students or, when individual responsibility cannot be established, against an appropriate group of students (which might be a small group or as large as the whole hall). Such charges may be charged against the deposit and when this happens each student affected will be provided with an itemised list. Such communal charges are not normally large, and it is within your own collective power to keep them small. It is important to recognise that, although some students might from time to time regard such a charge as inappropriate in their particular cases, this is not a subversive scheme for raising extra money for the hall. The University chooses to operate an itemised charges scheme precisely because it wishes to be fair to its student residents, rather than the alternative of inflating hall fees for everyone in anticipation of such damage.

It is important to be clear about the difference between a charge and a fine. A charge is intended to reimburse the hall for the cost of making good the damage caused, and this may include an element to cover the cost of the administrative or other consequential effort associated with it. Thus, for example, if a fire extinguisher is found to have been tampered with the cost charged might include the cost of staff time to make an urgent check of other fire extinguishers in the hall. Refer to the Complaints Procedure of this Handbook (section 10) for details of how to appeal against a charge. A fine is a penalty or punishment for breach of the University's Regulations for Conduct (other penalties may also be used). Income from fines does not go to making good damage but to a special account held in each hall used to purchase various amenities for the students. Fines cannot be charged against the deposit. Because a fine says something on the student's record about his or her poor behaviour, a student who feels they have been unfairly treated has the right of appeal against a fine (and against any other disciplinary sanction). Full details of this appeal mechanism are given in the *Regulations for Conduct* section in the Calendar (<http://www.reading.ac.uk/internal/Calendar>). Some incidents of bad behaviour can, of course, result in both a fine and a charge.

9. Charges and Fines

Everyone can easily imagine the sort of damage or mess that can lead to such charges or fines, but experience has shown us that there are a number of areas where students fail fully to appreciate the likely consequences of their thoughtless actions. This section is intended to inform you on some of these, with indicative figures shown where appropriate. The list is certainly not intended to be exhaustive. Of course, when it comes to fines, each case is normally considered in its own right, with attention paid to the circumstances and to any previous record of poor behaviour.

9.2 Access and security

Lost keys and access cards not only cause inconvenience and cost time and money to replace, but they also endanger the security of the hall. There is a charge of £15 for each replacement. Failure to hand in keys or cards at the end of the session (even if they are returned a week later) involves the hall in the cost of a replacement set. Early or late arrival without notice may attract a charge; see the Terms and Conditions of your Residency Agreement for details:

<http://www.reading.ac.uk/web/files/accommodation/OffersTandCs.pdf>

9.3 Kitchen

Note that if a kitchen or pantry is sufficiently messy that additional cleaning is required, then this will be charged for, and it can become quite expensive. It may also become a disciplinary matter where the conduct is flagrant or repeated.

9.4 Bedroom

Students are required to keep their rooms in good order. Rooms in such an untidy state that we have concerns about safety or the proper treatment of the carpets and furniture will be specially cleaned and a charge made. Repeated or flagrant cases may be treated as disciplinary matters. The end of term is particularly important, when the room may have to be turned round for vacation use in a very short time when staff time is expensive and in short supply so the charge can then be considerable.

9.5 Fire safety

Fire safety can be a matter of life and death, and is treated seriously. **Generally, any tampering with fire safety equipment or disregard of fire-safety rules attracts a minimum fine of £100 (as well as a charge for repair or inspection). Particularly serious offences may result in termination of your Residency Agreement.** Note that tampering with fire safety equipment includes the propping open of fire doors and covering smoke sensors as well as more flagrant behaviour such as the inappropriate discharge of extinguishers and the malicious triggering of a fire alarm. Failure to evacuate the building when a fire alarm sounds, including for a fire

9. Charges and Fines

evacuation practise, or re-entering building before the all clear is given is also subject to disciplinary action which will normally result in a £50 fine. Other contraventions of fire safety that will normally attract a fine include the use of items banned for fire-safety reasons.

9.6 Miscellaneous

Failure to leave an inventoried extension cable or computer internet cable in your room at the end of term will each attract a charge of £10. Discarding litter through your room window is likely to attract both disciplinary action and a charge for clearing it up. Specially required window cleaning is expensive. The cleaning up of vomit, faeces, etc is a very unpleasant task. The resultant charge can be very high and may extend to cover any consequential permanent damage to a carpet, for example. The cost of cleaning up alone has never been less than £100 and in extreme cases a specialist contractor may need to be called in – the cost then can start at £300.

10. Complaints Procedure

In the first instance please report any problems or dissatisfaction to the Group Reception. In most cases the reception staff will be able to resolve any issues at this point but will also liaise with the Deputy Group Residence Manager or Group Residence Manager of your Hall if necessary.

Stage 1

If you are still dissatisfied and wish to pursue the matter further, you should write to the Assistant Director of Residences, Residential Services, Facilities Management Directorate, Whiteknights Campus, who will normally investigate your complaint further and reply to you with a decision.



Stage 2

In the unlikely event that the complaint is not resolved at Stage 1 and you wish to pursue the matter you should write to the Director of Estates and Facilities Management, Facilities Management Directorate Whiteknights Campus.



Stage 3

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

Please note that the Data Protection Act prevents us from responding to complaints from parents/guardians without written consent from the registered student.

If you wish to make a complaint about Welfare or Pastoral Service:

Please follow the standard University of Reading Student Complaints Procedure found at: <http://www.info.reading.ac.uk/student/docs/appealscomplaintsguide.pdf>

Appendix 2: Useful numbers

This is a table for your information indicating some of the charges that have been levied. It is not exhaustive and there may be other items which will be charged for. In cases where there has also been a breach of discipline, a fine may also be imposed (see Section 9). There is provision for appeals against charges and the procedure is set out in Section 10.

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

Appendix 2: Useful numbers

Leaving furniture not in original position at end of session	£25.00 minimum charge
Rubbish/unwanted items left at the end of the residence period	£16.50 charge per standard sized bin liner or similar bulky item
Additional window cleaning	£50.00 minimum charge. Full costs incurred are charged.
Fire Safety (cost of repairs or replacement materials will also be charged)	
Removal of fire signs	£100 minimum charge
Abuse or letting off fire extinguisher	£100 minimum charge
Covering the smoke detector/Removal of smoke detector	£100 minimum charge
Interference with fire doors	£100 minimum charge
Replacement of fire blanket	£100 minimum charge
Replacement of fire alarm break glass	£100 minimum charge
Failure to evacuate the building or re-entering the building before the all clear is given	£50 minimum fine normally applied
Banned electrical appliances in rooms i.e. kettles, heaters etc.	Removal for safe-keeping. Note this is also a disciplinary offence, see Section 9.5
Burning candles/incense in rooms	Removal for safe-keeping. Note this is also a disciplinary offence, see Section 9.5
Misc	
Replacement extension cable (including not leaving in room at the end of term)	£10.00 charge
Replacement reading/Connect internet cable (including not leaving in room at the end of term)	£10.00 charge
Replacement of Window or Door Glass	Cost as per invoice
Littering through windows and on grounds	£50 minimum charge. Full costs incurred are charged
Carpet cleaning	£50 minimum charge. Full costs incurred are charged
Cleaning up Bodily Fluids Use of external company for cleaning up excessive bodily fluids	£100 charge £300 minimum charge, full cost incurred are charged

Appendix 2: Useful numbers

Park Group Reception	0118 378 8800
University Security Team	0118 378 7799
Student Services Helpdesk	0118 378 5555
Study Advisers	0118 378 4242
Peer Support	0118 378 4242
Counselling Service	0118 975 1832
RUSU Student Advisors	0118 378 4100
ITS Help	0118 378 6262
University Medical Practice	0118 987 4551
University Dental Centre	0118 975 9660
WestCall (Urgent Out of Hours NHS GP Service)	0118 978 7811
Thames Valley Police (non emergency number)	0845 8 505 505
Yellow Taxis (company approved by the University)	0118 966 0660

Appendix 3: Additional Welfare Support

Student Services Helpdesk - www.risisweb.reading.ac.uk

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

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

Study Advisers - www.reading.ac.uk/studyadvice

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

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

Peer Support - www.reading.ac.uk/peersupport

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

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

Counselling Service - www.reading.ac.uk/counselling

University Health Centre, Northcourt Ave, 0118 975 1823 (Weekdays 9am – 5pm). Carrington Building, Room 106, 0118 378 4242 (Reception, Weekdays 11am - 2pm). If keeping problems to yourself isn't helping, why not share them? - You can come in to arrange a consultation. In an emergency or if students feel so distressed they cannot wait for a routine appointment, they should ask for an appointment with the Duty Counsellor.

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

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

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

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

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

Chaplaincy - www.reading.ac.uk/chaplaincy

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

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

Samaritans - www.samaritans.org

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

Normal office hours are weekdays 8.30 am–5.30 pm
For assistance outside of these hours please call:

0118 378 7799

Stenton Hall

** Stenton Hall is part
of the Park Group**

Group office: Windsor Hall

Tel: 0118 378 8800

Out of office hours: 0118 378 7799

park@reading.ac.uk