

Pre Arrival Booklet

2011 - 2012

Residential Services

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Welcome to the University of Stirling

Whether you are moving away from home for the first time as a new undergraduate, a postgraduate student or returning to university accommodation for another year, this information booklet is designed to answer some of the questions you may have.

About Residential Services

The Residential Services team is responsible for the provision of a comprehensive accommodation and residential service for all university owned and managed residences.

If you have any queries regarding any aspect of your accommodation, from rental payments to concierge provision please don't hesitate to contact the office on 01786 46 7060/7061 or email us at accommodation@stir.ac.uk.

Your Occupancy Agreement

By accepting the offer of accommodation made, you have agreed to abide by the Universities standard terms and conditions in relation to residences.

All first year students are normally allocated a single study bedroom in a University residence on campus, although in times of high demand students may be required to share a twin room. If campus accommodation is full prior to the guarantee date, suitable alternative accommodation will be arranged by Residential Services. If you have been allocated a twin room you will be given priority to move into a single room on campus as they become available.

Please note that it is a condition of occupancy that all Residential Services staff (residences managers, concierge, cleaning and maintenance staff) have right of access to all rooms to carry out their duties. There will be unannounced health and safety inspections throughout the year.

You should ensure that you have printed off a copy of your agreement details from your online booking, as you will be required to show this on arrival at your residence as proof of identity. This can be done by accessing your online booking, choosing contracts from the left hand navigation bar, clicking view to show your details and then use the print button at the bottom of the page to print off your contract. Please ensure you have ticked to accept the terms and conditions before printing off your agreement.

Terminating your Occupancy Agreement:

Your agreement is a legally binding document and covers you for the full duration of the 2011/2012 session that you applied for on line. You can terminate this agreement only in the following circumstances:

1. If you cease to be a registered student of the University of Stirling
2. If the University agrees to grant you a leave of absence
3. In exceptional circumstances, as agreed by the Head of Residential Services
4. If you find another student, who is not already occupying University accommodation, to take over your room

You should note that a release fee of £25 is payable plus any rent due, until the agreed date of termination.

If you do not take up your allocated place in University residences, the University may exercise the right to terminate your occupancy agreement. You should note that you remain liable for all rental charges until a suitable replacement is found.

The Head of Residential Services as your landlord has the right to terminate your occupancy agreement if you fail to observe the terms and conditions of the agreement. It should be noted that in these circumstances no refund of rent will be given and a £25 termination fee is applicable.

Payment of Rent

During the booking process you will have selected to pay by either Direct Debit or Special Arrangement. Payment by Direct Debit is the preferred method and collection dates are shown below:

Number of Payments Chosen	Eligible Contracts	Dates of Payment
1 or 2 Instalments	38/39/50/52 Weeks	12 October 2011 12 March 2012
6 Instalments	38/39/50/52 Weeks	12 October 2011 12 November 2011 12 December 2011 12 March 2012 12 April 2012 12 May 2012
8 Instalments	38/39/50/52 Weeks	12 October 2011 12 November 2011 12 December 2011 12 January 2012 12 February 2012 12 March 2012 12 April 2012 12 May 2012

You should note that you may change your designated bank account at any time during your occupancy period. However, if you do wish to change the nominated account you will need to contact Residential Services. Please ensure that your chosen account has sufficient funds to cover the direct debit payments on the dates as shown.

Special Arrangement Payments

In certain cases you may have opted to pay by 'Special Arrangement', this will generally be in cases where students do not have UK based bank accounts from which to arrange a direct debit mandate.

If you have chosen to pay by special arrangement, and this has been agreed by the Head of Residential Services, you must contact Residential Services on arrival at the University to

arrange an appropriate payment method. If you do not contact Residential Services you should note that special arrangement defaults to one full year payment. Failure to return the direct debit form prior to arrival in September will revert the rent payment due to one full year payment due on October 12th 2011.

Networking

Please note that every student bedroom (with the exception of 9 Union Street, Bridge of Allan) is networked and access to this service is available at no extra charge to University residents. Students will be required to provide a cable to connect their computer to the socket (available from residential services or student union shop)

Access to Residences

First Year Undergraduates & International Students: You are invited to attend an induction course at the start of the first semester and accommodation will be available from 10.00 am on Saturday 10th September 2011.

Postgraduate Students: Accommodation will be available from 10.00 am on Saturday 10th September 2011.

Returning Undergraduates: Accommodation will be available from 10.00 am on Sunday 11th September 2011. If you wish to arrive earlier than this date you must contact your residence or residential services. A payment of £15 per night is payable on arrival.

Refurbishment of Residences

The University of Stirling is committed to upgrading its residential accommodation and is pleased to announce that refurbishment of residences will take place during forthcoming years. Every effort will be made to keep disruption to a minimum, however, students who are required to relocate to allow this work to be carried out will be provided with other suitable University accommodation.

Residences Contact Details

The correct postal address and telephone numbers of University residences are shown below, your name and room number should be clearly marked on any post / parcels sent. Residences may require you to sign for mail that they have had to sign for themselves

Residence	Address	Concierge Desk Phone Number
Andrew Stewart Hall (ASH)	University of Stirling Stirling FK9 4LP	01786 466960
AK Davidson Hall (AKD)	University of Stirling Stirling FK9 4LL	01786 466972
Geddes Court	University of Stirling Stirling FK9 4LR	01786 466980

Murray Hall	University of Stirling Stirling FK9 4LJ	01786 466965
Muirhead House	University of Stirling Stirling FK9 4LG	01786 466990 Office located at Polwarth House (open 9am – 5pm Monday to Friday)
Alexander Court	University of Stirling Stirling FK9 4NH	01786 466094
Fraser of Allander	University of Stirling Stirling FK9 4LE	01786 466986 Office located at Fraser of Allander (open 9am – 5pm Monday to Friday)
Polwarth House	University of Stirling Stirling FK9 4LQ	01786 466990 Office located at Polwarth House (open 9am – 5pm Monday to Friday)
HH Donnelly House	University of Stirling Stirling FK9 4LD	01786 466986 Office located at Fraser of Allander (open 9am – 5pm Monday to Friday)
Pendreich Way	University of Stirling Stirling FK9 4LU	01786 466960 Concierge office located at ASH
Spittal Hill	University of Stirling Stirling FK9 4NN	01786 466998 Office located at Spittal Hill (open 9am – 5pm Monday to Friday)
John Forty's Court	Forthvale Court Cornton Stirling FK9 5AL	01786 449471
Union Street	<u>Union Street</u> Stirling FK8 1NZ <u>Bayne Street</u> Stirling FK8 1PG <u>Lower Bridge Street</u> Stirling FK8 1AB	01786 447633
Thistle Chambers	Murray Place Stirling FK8 2EQ	01786 447699 Concierge desk at Union Street, Stirling
Alangrange	1 Grange Gardens Bridge of Allan FK9 4TQ	

Lyon Crescent	Lyon Crescent Bridge of Allan FK9 4DN	01786 834560 Concierge located at House 2 (open 9am – 5pm Monday to Friday)
Friarscroft	2 Hillfoots Road Bridge of Allan Stirling FK9 5LF	
Union Street Bridge of Allan	Top Flat 9 Union Street Bridge of Allan FK9 4NS	

Smoking in Residences

In accordance with legislation, the University prohibits smoking throughout all University buildings, entrances, internal courtyards or within any University vehicle, with the exception that during semester time students are permitted to smoke in their bedrooms.

This policy applies to all accommodation owned, occupied or managed by the University of Stirling. Further information can be found at www.she.stir.ac.uk/guidance/Smokefreepolicy.php

Please note that if you do not comply with these regulations you may find yourself subject to discipline under the Universities code of student discipline, as well as liable for fixed penalty fines and possible prosecution.

Equipment

The University will provide you with a study bedroom, equipped with a bed, desk, desk lamp, chair, and wardrobe. A pillow, duvet, duvet cover and sheets will also be provided. You need to provide your own towels, crockery, cutlery and cooking utensils.

All eligible electrical equipment that you bring with you (i.e. stereos, phone chargers, hairdryers etc) must be Portable Appliance Tested (PAT) – refer to Safety of Electrical Equipment form which you are required to download and bring with you when you move in. Copies of testing certificates should be handed to the concierge staff in your allocated residence within your first week after arrival.

If you are coming from outside the UK you should ensure all electrical equipment is compatible with the British national standard of 240V.

Please note that chip pans, deep fat fryers, portable heaters (paraffin, electric, halogen or gas) electric blankets and sun beds are not permitted within University residences.

Inventories

Residential Services provide inventories for bedroom and communal areas (flats) and you should complete these on arrival and hand them into the concierge desk at your residence.

Laundry Facilities

The University has a number of laundries for student use on campus at the following locations:

- Polwarth House (Central Laundry)
- Murray Hall
- AK Davidson Hall
- Alexander Court
- Spittal Hill Chalets

Off campus at the following locations:

- ◆ John Forty's Court
- ◆ Union Street
- ◆ Washing machines provided in Lyon Crescent, Friarscroft, Alangrange and Union Street Bridge of Allan

Pets

Are not permitted in any University of Stirling residence, with the exception of assistance dogs. Prior permission is required for assistance dogs and medical documentation will be required.

Insurance

All University of Stirling residences are covered by a block insurance policy which insures your belongings up to the value of £3500. Please note that extra cover may be required for certain items and you should check the information leaflet provided in your bedroom for further information.

Personal Safety

The University employs its own security team. They are on duty at all times and can be contacted on 01786 467099 or via your concierge desk.

Television Licence

The University of Stirling provides a television in all Halls social areas, these are covered by a University television licence. In all other areas (this includes your bedroom, flat or chalet) it is your responsibility to purchase the appropriate licence.

Transport

Car Parking

First year students resident on campus, are not permitted to bring a car onto campus or to apply for a parking permit, including being named on a car-sharing permit unless they are officially registered as Blue Badge holders. First year students resident on campus who are found to have flouted this regulation will be banned from bringing a car onto campus or applying for a permit in the subsequent academic year.

Staff, students and visitors who persistently flout the University's Traffic and Parking Regulations in a given academic year will be banned from bringing a car onto campus for the remainder of that academic year and ALSO from bringing a car on to campus or applying for a permit in the SUBSEQUENT academic year.

Bicycles

The residences provide limited bicycle storage and you are asked to provide a secure means of locking for you bicycle and ensure there is adequate insurance. The University does not accept any liability for lost or stolen bicycles.

Overnight Guests

University residences bedrooms are for single occupancy only, it is not permitted for more than one person to stay in a room at any time.

Residential Services recognises that you may wish guests to stay from time to time and for this reason an overnight guest policy has been put into place. Information is available from the concierge staff or accommodation liaison student team.

Arrival Weekend

The weekend of Saturday 10th September and Sunday 11th September is generally a busy and exciting time for all!

The Residential Services team are assisted by a designated team of accommodation liaison students, who are students themselves and who have been trained specifically for their role. They are around to assist you with the settling in process, answer any queries and to help you find your bearings in your residence and around campus.

They also participate in a duty rota during semester time to ensure that you have someone to turn to if you feel you need help (or just a chat) and run a 'drop in' session at their office in the halls / flats. Keep an eye on residences notice boards after arrival as the team will be organising welcome events for new students – a great way to get to know other students.

All new first year undergraduate resident students are required to attend a residences welcome talk at the Logie lecture theatre on the evening of Sunday 11th September – the times for which will be advertised in your residence.