



**UNIVERSITY OF  
STIRLING**

## Residences Welcome Booklet

Session 2011 - 2012

Residential Services  
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## **Introduction:**

The University provides accommodation for a mix of students from many different age groups and from all over the world. This provides a fantastic opportunity for you to meet lots of new people, share new experiences and make life long friendships. The realisation will dawn all too soon of just how quickly your time as a student passes by! We therefore hope that you will make the most of your time in University accommodation.

Learning to adapt to communal living in an unfamiliar environment can sometimes be challenging. Many students can find the initial few weeks difficult and it is very important to be sensitive to the needs of other and to be willing to compromise to make residences life a fulfilling and enjoyable experience for all.

Each residence is a part of the thriving University community within the larger Stirling population, and you can take full advantage of the excellent facilities available to you, in both the university and in and around Stirling itself.

We hope that your time here will be as rewarding, stimulating and fulfilling as possible – make the most of it!

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## **What to do next**

Having just collected your keys and moved into your room, you may well be asking yourself 'what do I do now?'.....

## **Keys**

You are issued with a set of keys on arrival. The keys are your responsibility – if you have not been given a complete set on arrival – **SEE THE DUTY CONCIERGE NOW!** If you do not hand in a full set of keys at the end of your occupancy agreement, you will be charged for the purchase of new keys.

If you lose your keys during your occupancy please speak to your concierge immediately – please note that you may be required to pay for a new set of keys

Please ensure that your flat / house and bedroom doors are LOCKED at all times. If the locking mechanisms are not functioning properly, please contact the duty concierge promptly.



The front doors to halls will be locked by staff at 7pm each weeknight and all day over the weekend – please make sure you carry your keys with you at all times.

## **Inventories**

The next thing for you to do is to complete the bedroom and flat communal inventory (where applicable). This is given to you on arrival when you receive your keys. If you do not have one – see the concierge staff **NOW**.

It is important that you remember to note any discrepancies, as the inventory is kept as an official record of the condition of the room/property when you moved in. The inventory is compared with the condition of the room/property when you leave, and you may be charged for any missing items or damages.



**It is in your own interest to complete the inventory carefully and return it to reception in your residence as soon as possible.**

Please note the use of Blu Tac / sellotape is not permitted.

Please also ensure that you hand in your safety of electrical equipment testing sheet at the concierge desk within the first week of your arrival.

## **Residential Services**

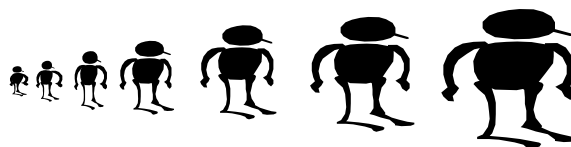
The Residential Services team is responsible for the provision of a comprehensive accommodation and residential service for all university owned and managed accommodation. The main Residential Services office is located at Geddes Court and is open from 9am – 5pm Monday to Friday.

If you have any queries regarding any aspect of your accommodation please don't hesitate to contact the office on 01786 467060 or 01786 467061. Alternatively you can email Residential Services at [accommodation@stir.ac.uk](mailto:accommodation@stir.ac.uk)

## **CONFIDENTIALITY**

Any conversation with the RS team will take place in confidence. The only exceptions to this rule are those in which the life of those students concerned is (or might be) endangered, or where the support worker might be liable to criminal and/or civil prosecution in the event of non-disclosure. Any submission by a support worker on behalf of a student (such as for leave of absence or regarding inability to study) will be made only with the student's full consent.

## **RESIDENTIAL SERVICES STAFF INCLUDE:**



### Senior Concierge / Day and Night Shift Concierges

The senior concierge / concierge run the residences on a day to day basis and can be found at the residences reception desk, they are generally your first port of call if you have any problems. Some residences are manned 24 hours a day, in others cover is provided by staff from other properties.

### Accommodation Liaison Students (known as ALS)

These are students who have been employed to assist the concierge staff. They are a handy source of information and practical advice and provide a vital link between students and Residential Services.

The ALS participate in a duty rota and are available every night and throughout weekends, although they might not always be at the concierge desk. They also hold drop-in sessions for anyone who might wish to discuss a problem or just want a chat. Please ask at your residence reception for further information.

### Cleaning Staff

Cleaning staff work on weekday mornings and are there to assist you in keeping the property clean. Please ensure access to the sink area in particular is provided for staff on the designated cleaning day.

Your accommodation will be checked on a regular basis for cleanliness by concierge staff and you may be charged for extra cleaning if this is not up to standard. Further details will be available in your residence.

Please note that the cleaning service may be subject to alteration.

## **Emergency Information**

The concierge and ALS on duty will deal with any problems as they arise. If you are taken ill or involved in an accident (or know someone who is), you should contact the concierge desk as soon as you can.

In the event of an emergency, you should always contact the relevant concierge desk in the first instance as detailed below:

<b>Residence Location</b>	<b>Contact Concierge Desk at :</b>	<b>Phone Number</b>
Alexander Court	Alexander Court	01786 466094
Murray Hall Muirhead & Polwarth	Murray Hall	01786 466965
Andrew Stewart Hall Fraser & Donnelly Pendreich Way Chalets	Andrew Stewart Hall	01786 466960
AK Davidson Hall	AK Davidson Hall	01786 466972
Geddes Court Spittal Hill Chalets	Geddes Court	01786 466980
Union Street Development Thistle Chambers	Union Street Development	01786 447633
John Forty's Court Lyon Crescent	John Forty's Court	01786 449471
9 Union St, Bridge of Allan	Cottrell Porters Reception Desk	01786 467000
Alangrange Friarscroft	Cottrell Porters Reception Desk	01786 467000

A taxi service for medical emergencies which do not require an ambulance may be accessed via concierge staff who will assess each individual request. Please note that you will be charged via a University invoice for the journey costs incurred if you cannot pay at the time.

## General Safety

Keeping safe while you are in residences is something we take seriously and the following sections offer important information on how you can help us to ensure you enjoy a safe and happy time:

1. All electrical equipment you bring with you that is more than 12 months old should be safety tested by a qualified electrician and certification provided. Unsafe items may be removed by staff until they are repaired or removed from the residence.
2. Remember not to overload the wall sockets and keep any cables tidy to prevent them trailing on floors or stairs or restrict doors from closing.
3. Flags or banners must not be used for decorative purposes nor hung in windows.
4. If you wish to bring additional items of furniture with you, please apply in writing to Residential Services prior to bringing it. This includes requests for fridges or freezers. All items must comply with current legislation safety and must be removed when you leave – you will be charged for removal otherwise.

### **Crime**

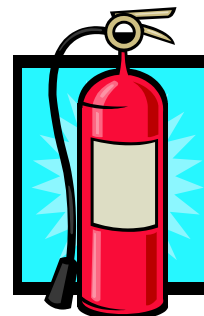
Criminal activity in University Residences, or their immediate environs, should be notified to staff, and crimes should be reported to the Police. University policy is to offer support to victims of crime, and to help the Police track down offenders – please help us in any way you can with this.



## Fire Safety

One of the first things you should do once you have moved into your residence is familiarise yourself with the locations of the fire exits, the fire alarm call points (also known as break glasses) and the fire extinguishers and fire blankets.

Please take time to read the Fire Regulations, found on the back of each bedroom door.



If you hear the fire alarm (it is unmistakable – the noise is deafening) you should immediately make your way to the nearest fire exit and leave the building quickly and quietly. Following the green fire exit signs and fire notices posted around your residence will lead you to the nearest exit. Do not carry any breakable items such as glasses or bottles, as this can be hazardous if broken underfoot.

You will not be permitted to return to your room until the alarm has stopped and the Fire Brigade and/or University staff has indicated that it is safe to do so.

Fire alarm tests are done on a regular basis and you should check with your concierge desk for details for your residence.

Please remember, no matter how many times there is a 'false alarm', you must treat every alarm as the real thing. Failure to observe the fire regulations can also result in disciplinary action being taken against you in line with the Code of Student Discipline.

Please note that for fire safety the following items are not allowed in or in the environs of any University residence. If they are found they will always be removed by staff (whether lit or unlit) and can only be claimed back on departure.

1. Candles & tea lights
2. Fireworks
3. Flammable liquids such as petrol or paraffin
4. Incense, joss sticks, oil lamps or aromatherapy oil burners
5. Laser pens
6. Sun beds
7. Fondue sets or chip pans (either electrical or pans filled with oil)
8. Fairy lights or snake lights
9. Portable heaters

What if I discover a fire?

1. Activate the fire alarm immediately – using the break glass points
2. Contact the concierge to let them know what the situation is so they can inform the Fire Brigade on their arrival
3. If you are confident in doing so, attempt to put out the fire using the fire fighting equipment available. If you are unsure leave the fire alone and evacuate immediately.
4. In the chalets, you must dial 999 to contact the Fire Brigade. Then telephone the University on 01786 467999 to let them know that the Fire Brigade have been called.

## Some do's and don'ts of fire safety.....

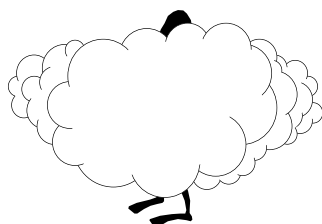
### DO

1. Always use an ashtray to put out cigarettes (where smoking is permitted)
2. Report any faults with fire equipment
3. Make sure grill pans do not have a build up of fat in the tray
4. Open windows when you are cooking and keep kitchen doors shut
5. Get your own electrical equipment tested
6. Exit the building whenever you hear the fire alarm
7. Use a bar adapter and for overseas students, an appropriate international adapter
8. Recycle flammable items promptly e.g. papers, cardboard, bottles
9. Ensure fire exits and corridors are kept clear at all times.
10. Keep any electrical cupboards clear – they are not to be used for storage

### DON'T

1. Tamper with fire safety equipment – it's illegal!
2. Smoke in bed
3. Leave cooking food unattended
4. Prop, wedge open or obstruct fire doors
5. Burn candles, incense or joss sticks or use any other flammable items e.g. paraffin lamps
6. Use fairy lights or other similar decorative lighting
7. Hang flammable materials (e.g. curtains, wall hangings) near heat / light sources.
8. Ignore the fire alarm
9. Open fire doors to allow access to others – they are alarmed
10. Use cooking equipment (i.e. toasters, kettles, microwaves) in bedrooms
11. Access loft spaces or roofs
12. Use silver foil on cooking appliances to prevent spills or for room decoration
13. Dry clothes on top of the heaters

The greatest danger from a fire is not the fire itself, but the smoke, which spreads with great speed. To prevent the spread of smoke, fire doors have been installed in every corridor and kitchen. Do not wedge these doors open.



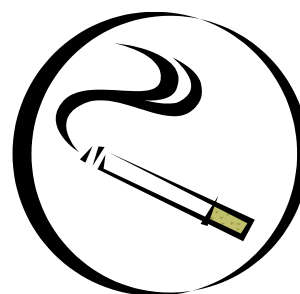
Please do not tamper with any fire fighting equipment. The University takes any infringement of this particular regulation very seriously indeed. As this is also a criminal offence, the Fire Brigade may also insist that you are prosecuted.

## Smoking in Residences

Due to legislation smoking is not permitted in most wholly or substantially enclosed public places in Scotland.

Smoking is therefore prohibited throughout all University buildings, around entrances to buildings, within internal courtyards or in any University vehicle. However, smoking is permitted in the bedrooms of University residential accommodation during student occupancy only.

This policy applies to all University owned and managed buildings.



## First Year Undergraduate Information

### WELCOME TALKS

A welcome talk will take place for the first year residences at the Logie Lecture Theatre on:

**Sunday 11 September 2011**

3.00pm	Andrew Stewart Hall
4.00 pm	AK Davidson Hall
5.00 pm	Geddes Court
6.00 pm	Murray Hall

Please note that attendance is compulsory for all residents. If you have any queries or require directions please speak to the concierge staff & ALS.

### Hall ID Card

The ID card is a security measure, which tells staff that you have the right to be in the property.

Each first year resident in halls is required to carry their Hall ID card with them at all times. Always remember to take your Hall card out with you, as you are required to show it when asked to do so by any member of University staff e.g. when entering your residence later in the evening.



Hall cards are administered by the ALS team and will only be issued to you once you have returned your room inventory to the reception desk and have supplied the relevant doctor's information for your residences information form.

## Overnight Guests and Signing In (Halls Only)

Please refer to information posters located in each Hall of residence, if you have any queries please contact your concierge staff or ALS.

## Residences Rent

In applying for and accepting your University accommodation, you have entered into a legally binding agreement to pay all the rental charges associated with your bedroom.

The first rent payment is due on **OCTOBER 12<sup>TH</sup> 2011**

If at any time during this academic year you find yourself in financial difficulties and are unable to pay your rent please come and speak to us here at Residential Services. Staff are experienced in assisting students in such circumstances and agreement for different repayment schedules to suit individual needs are often agreed.

Please note that Residential Services require at least one full weeks notice prior to rent collection dates to cancel a rent payment request from your bank. Please do not come in the night before it's due as it is too late for the request to be stopped. The University of Stirling

does not accept any liability for any bank charges incurred by students as a result of a direct debit request being made against an account.

Should you miss a rent payment for any reason please contact residential services and ask to speak to either Isabel Maude or Susan Blakey on 46 7062. Please note if you do not contact the office, correspondence will be sent out to you in regards to rent debt which is kept on file.

Regular non payment of rent will result in a request to attend a meeting with Residential Services and may also result in you being asked to leave University accommodation.

### **Student Support**

Student Development and Support Services (SDSS) offer assistance on a range of issues, including advice on money matters and you may be entitled to extra assistance via hardship funds or bursaries. They can be found in the 4Y corridor in Cottrell building. Find out more at:

<http://www.student-support.stir.ac.uk/>



“Loan or grant late coming through? Not sure how to budget and manage your money? Worried about bills? The Student Money Advice Centre can help. Reception can be found at room 4Y4 Cottrell building, tel: 01786 467080, email: [student.money@stir.ac.uk](mailto:student.money@stir.ac.uk).

Find out more at:  
<http://www.student-support.stir.ac.uk/advice/finance/>

**Confidential, impartial and non-judgmental!”**

## **Laundry Facilities**

Bed linen is provided (sheet, pillowcase and duvet cover) in residences. Dirty linen can be exchanged for a clean set on a fortnightly basis. Please ask at the residences reception desk for details of the changeover day and the procedure you should follow. Students residing in Alangrange, Friarscroft, Lyon Crescent, Thistle Chambers and 9 Union Street Bridge of Allan will be issued with two sets of linen on arrival and it is your responsibility to carry out the laundering.

Communal laundry facilities are located in the following residences:

1. Polwarth (central laundry)
2. Spittal Hill
3. Alexander Court
4. Thistle Chambers
5. John Forty's Court
6. Union Street
7. AK Davidson
8. Murray Hall



Should you have any soiled items of laundry, a soluble bag, which reduces any risk of infection, can be obtained from the concierge, the domestic staff or the central laundry adjoining Polwarth House. This central laundry will also service wash clothes for you – please see notice boards for information and prices.

## Electricity

In all residences (apart from Lyon Crescent, 9 Union Street Bridge of Allan, John Forty's Court and Union Street) electricity costs are included in the rent charges. The University is very aware of its carbon footprint on the environment and would ask that you act responsibly in the use of electrical appliances (i.e. turn off unwanted lights; don't leave electrical appliances on standby etc).

In Lyon Crescent, John Forty's Court and Union Street the University will provide limited background heating and hot water.

At 9 Union Street please note that you are required to contact Scottish Power to have the bill changed to your own name and those of your fellow tenants.

## Repairs and Maintenance

If you need to report a repair, please contact the concierge who will arrange to get the problem fixed. On campus, repairs are normally carried out by staff from the University's Maintenance Section – certain residences off campus have repairs carried out by private contractors. Please ensure if private contractors come to your door that you check their ID. Please note that once a repair is reported we cannot guarantee an exact date or time that staff will be attending.

Please note that in circumstances where the repair is due to student damage (whether accidental or malicious) residents may be asked to pay for any charges that may result from the damage. Where this damage is in communal / shared areas you may be required to contribute towards the costs, in such cases the total cost may be shared equally amongst all residents. Any student who has legitimate grounds for objecting to this charge (i.e. they can show that they were not in residence at the time when the damage occurred) may make written representation to the residences manager. If the residences manager is satisfied that the student could not have been responsible, the student will not be charged, and this may mean that other students may be required to pay an increased share of costs.

Please note that costs will include labour and VAT in the final invoice.

## Lost Property

If you lose any items within the residence please contact your concierge at your residences reception desk in the first instance – it may well have been handed in! If not, please contact internal extension 7079, the main collection point for lost property and where a log of all such items is maintained. Please note that all unclaimed items will eventually be handed over to the Police.

## Networking Points



Bedrooms within residences, with the exception of 9 Union Street, Bridge of Allan have network points installed.

Computers connected to the network from residences have access to all the computing resources on campus and also restricted web browsing on the internet. There is no extra cost for this connection. Please contact information Services if you experience any issues with your network connection. You will also require a network cable to allow you to connect and these can be purchased from Residential Services in Geddes Court or from the Union shop located in the Atrium.

## Residential References

Please note that whilst Residential Services is happy to provide references to students, they will not be provided for those students with serious disciplinary records or those students who have regularly been in debt to the University.

Your written authorisation is required prior to any reference being completed, please see authorisation forms located at the RS office and you should note that the turnaround for references can be up to a week.

Please ensure any private landlord / letting agency is aware of this.

**Residential Services would also like to remind you of the requirements on you in terms of your Occupancy Agreement.**

## The Code of Student Discipline – Ordinance 2

The University has certain rules and regulations in place to ensure that every member of the University community is aware of their obligations and this includes students in residences. It is no defence to state "I didn't know that" after an offence has been committed – read the information carefully for future reference. Should you have any queries then contact a staff member who will assist you.

Remember, many of the University's disciplinary regulations are designed to protect your well-being and enjoyment - not to prevent you having a good time.

When you sign your registration form at the beginning of the semester, you are agreeing to abide by: -

### ORDINANCE 2 CODE OF STUDENT DISCIPLINE

\*\*Full details of the code can be found on the University Portal by following the link: <http://www.calendar.stir.ac.uk/documents/ordinances-code-of-student-discipline.pdf> \*\*

THIS IS THE PRIMARY SOURCE FOR THIS INFORMATION AND SHOULD BE TREATED AS THE DEFINITIVE ORDINANCE.

In a general statement of disciplinary offences, the Academic Council resolved that the following constitute disciplinary offences: -

- Disruption of, or improper interference with the academic, administrative, sporting, social or other activities of the University
- Obstruction of, or improper interference with the functions, duties or activities of any University student/employee or authorised visitor
- Violent, indecent, disorderly, threatening behaviour or language (however expressed)

- Distributing/publishing offensive, intimidating, threatening, indecent or illegal posters/notices calculated to make others fearful, anxious or apprehensive
- Fraud, deceit, deception and dishonesty as a student or officer of the University
- Providing false/misleading information applying for a University course/activity
- Actions which impair safety/may cause injury on University premises
- Harassment as defined by University policy statement
- Seeking unfair advantage in academic assessment/examination
- Intentional or reckless damage/defacement/misappropriation of property (personal/University)
- Misuse/unauthorised use of University premises/property (including computer misuse e.g. social networking sites)
- Conduct which constitutes a criminal offence
- Conduct which brings the University into disrepute
- Failing to disclose name/information to an officer/employee of the University when the request for such information is reasonable
- Failure to comply with a previously-imposed penalty under the code

**In exceptional circumstances the University may also determine what may in addition be considered a disciplinary offence**

### **What happens if I don't abide by the code?**

Some discipline cases are treated as minor offences. They may often lead to a warning from the duty concierge or ALS in the first instance.

In the residences all disciplinary matters are reported to your residence manager who is an authorised officer of the University. Should the offence merit further action then all the circumstances are investigated; this may include a formal disciplinary meeting held at Residential Services, following which a range of penalties may be imposed which can include the following : -

- An Official Warning (mandatory in all cases in which a breach of discipline has occurred). This may be a Final Warning if the offence falls within twelve months of a previous warning or if the offence is of a serious nature. Official warnings are held on file for one calendar year
- A surety of good behaviour not exceeding £100.00 which is held for a period not exceeding one calendar year. The surety will automatically be lost if a further offence is committed within the same academic year. Sureties must be reclaimed in writing by the student at the end of the session.
- A fine not exceeding £60.00
- Compensation for damage to University or private property without financial limit which may result in a University invoice being raised.
- Exclusion from defined areas/activities of the University for a period not exceeding ten working days and referred to University Secretary for subsequent action

Higher penalties can be given if also referred to the following:

- The Head of Residential Services or University Secretary for summary action.
- Police involvement

*(All these sanctions are subject to review in October 2011)*

**All fines and sureties must be paid at the Residential Services office within ten working days of the date on the paperwork. Non-payment of fines and sureties will result in a University invoice being raised, which will include a further £20.00 non-refundable administration charge and should be paid at the Cash Office in Cottrell building.**

(The money from fines and void sureties is credited to the Necessitous Students Fund)

Formal disciplinary procedures are only used where an offence merits immediate action under the Code of Student Discipline or where the University feels informal measures will not result in a positive outcome.

*The University will not hesitate to call the Police where necessary. Please remember that University students are not exempt from criminal law on campus or in any residence.*

The University will not impose formal disciplinary measures whilst an offence is being investigated by the Police. You must note, however, that following the outcome of any criminal investigations, the University reserves the right to take action under the Code of Student Discipline. This can occur some time later – even into the next academic year.

Very serious offences such as physical violence or damage to property may lead to expulsion from the Residences and/or the University.

An appeal mechanism is available for all cases. In the first instance these are dealt with by the University Secretary. The University Secretary has the authority to increase or decrease the penalties imposed. Additionally, any unsuccessful appeal will have a £20 administration charge added to sanctions already imposed and will be immediately invoiced.

### **EXAMPLES**

The table below illustrates just some of the breaches of regulations and the kind of penalties which may be imposed by an authorised officer of the University. They are intended as a guide only as every case is judged individually.

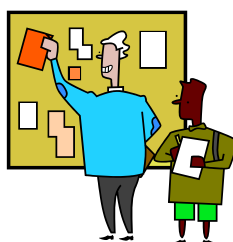
<b>Offence</b>	<b>Comments</b>	<b>Example of Sanctions</b>
Tampering with fire equipment and / or detector within residence	May also lead to prosecution by the fire brigade	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £100.00 Surety</li> <li>❖ £60.00 Fine</li> <li>❖ Exclusion from University and/or Residences</li> </ul>
Vandalism to university property	Police / Security may also be called	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £30.00 Fine</li> <li>❖ £30.00 Surety</li> <li>❖ Recharge for all repair works (including parts, labour and VAT)</li> <li>❖ Sanctions may be higher depending on circumstances</li> </ul>
Verbal abuse towards a staff member	Police / security may also be called	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £40.00 Fine</li> <li>❖ £50.00 Surety</li> <li>❖ Maximum penalty may be imposed, depending on circumstances</li> <li>❖ May be referred to University Secretary</li> </ul>
Noise nuisance	Please note zero tolerance to noise during exam periods. If the noise is coming from a students room the student with the contract for that room will be called in for interview	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £20.00 Fine</li> <li>❖ £20.00 Surety</li> <li>❖ Sanctions may be increased depending on time of the year or the circumstances</li> </ul>

Tampering with window stops	This compromises student safety.	<ul style="list-style-type: none"> <li>❖ Formal warning</li> <li>❖ £20 Fine</li> <li>❖ Sanctions may be higher depending on circumstances</li> </ul>
Failure to evacuate during fire alarm	<u>No excuses accepted!</u>	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £20.00 Fine</li> <li>❖ £20.00 Surety</li> </ul>
Unauthorised Guest	Please follow overnight guest and signing in procedures	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £20.00 Surety</li> <li>❖ £20.00 Fine</li> </ul>
Smoking in unauthorised areas	Please note that smoking in public places is against the law	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ Report to Director of Estates and Campus Services/Police</li> </ul>
Breaking/entering illegally into residences	Security for all residents is paramount	<ul style="list-style-type: none"> <li>❖ Formal Warning</li> <li>❖ £50.00 Surety</li> <li>❖ £60.00 Fine</li> <li>❖ May be referred to University Secretary/Police</li> </ul>
Repeated breaches of ordinance 2	Authorised Officer can impose an immediate 10 day exclusion from residences	<ul style="list-style-type: none"> <li>❖ Referral to University secretary</li> <li>❖ Exclusion from University and/or Residences</li> </ul>

*(All these examples are subject to review in October 2011)*

**Please note that you will be held responsible for all the activities that happen in your room whether you are there or not.**

**Remember to also check the notice boards for additional information – official notices have the same status as the rules previously mentioned.**



## Complaints Procedure

Residential Services endeavours to make sure students are happy with their accommodation but if you find something that gives you concern there are a number of ways to resolve this.

Most issues can best be settled informally by the Residences staff or Manager and the guidelines below may assist in this process:

1. For all issues relating to your residence, please contact your Senior Concierge in the first instance.

2. If the issue cannot be resolved locally please contact the Residential Services Office to arrange an appointment with the appropriate Residences Manager. Please note at particularly busy times you may need to wait for an appointment.
3. If an issue can not be resolved following the steps above a formal complaint can be made in writing to the Residential Services Office.

Further information relating to the complaints procedures for the University generally is available on the University website.

### **And Finally .....**

All of the team at Residential Services hopes that you will enjoy your stay within the residences for the forthcoming academic year. If you have any problems or concerns during your time with us please don't hesitate to contact Residential Services and we will do our best to assist you – or direct you through to someone who can.