



UNIVERSITY OF
STIRLING

Accommodation Information Booklet

Spring Semester Applications 2012



Residential Services

Geddes Court
University of Stirling
FK9 4LR

Tel: 01786 467060

Fax: 01786 466844

E-Mail: accommodation@stir.ac.uk

<http://www.stir.ac.uk/campus-life/accommodation>

Welcome to the University of Stirling

This information booklet has been designed to answer some of the questions you may have regarding spring semester accommodation for 2012. Please also refer to our web site or call us if there is any further information you require.

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 467060/7061 or email us at accommodation@stir.ac.uk (undergraduate) or pgfamilyaccommodation@stir.ac.uk (postgraduates or families).

Residential Services is located at Geddes Court and the office is open Monday to Friday, 9am to 5pm.

Residences have a team of staff, team members include:

Senior Concierge / Day Shift Concierge / Night Shift Concierge

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

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.

Every night accommodation liaison students participate in a duty rota, although they might not always be at the 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.

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.

Before you Arrive

Applying for University Accommodation

Once you have an unconditional offer to study at Stirling you will receive information on how to apply online for University accommodation. This information will explain how to access the University portal and the “apply for accommodation” link. You will only be able to access this link when your place becomes unconditional.

Please note that no accommodation will be allocated until we are in receipt of a submitted online application for accommodation.

Once an on line application is received an offer of accommodation will be sent to your University of Stirling e-mail account and you should ensure that you check this regularly. You then have 7 days within which to accept or reject the offer of accommodation.

Accommodation Options for Spring 2012

Below are the available accommodation options for all students for Spring semester 2012. Accommodation is available from 16 January 2012 to 2 June 2012.

New Undergraduate/New Nursing & Midwifery/Arcadia Students	
Residence	Room Type
Andrew Stewart Hall Spring Semester Rent £2014	Bedroom with ensuite facilities or private facilities or shared private facilities (2 sharing)
A K Davidson Hall Spring Semester Rent £1562	Standard Bedroom
Murray Hall Spring Semester Rent £1280	Standard Bedroom
Geddes Court Spring Semester Rent £1280	Standard Bedroom
The four Halls of Residence are located on campus. Bedrooms and Bathrooms are located in corridor formation. The Halls offers shared kitchen/dining facilities.	

Visitor Exchange/Erasmus Students	
On Campus	Off Campus
Geddes Court University of Stirling Stirling, FK9 4LR Located on campus Geddes Court offers Hall of Residence accommodation. Bedrooms & bathrooms are located in corridor formation. The Hall offers shared kitchen/dining facilities. Spring semester Rent £1280 (Inc. of electricity)	Bayne Street Union Street Development Stirling, FK8 1PG Located in the city centre within the Union Street Complex, Bayne Street offers accommodation in 5 person standard room flats. The flats also share kitchen/dining facilities and have shared shower/WC facilities in each flat. Spring semester Rent £1337 (ex of electricity)

Returning Undergraduate Students	
On Campus Flats/Chalets	Off Campus Flats/Chalets
Alexander Court Fraser of Allander House H H Donnelly House Mainly 5, 6 or 7 person flats Spring semester rent £1576	John Forty's Court Union Street Development (Bayne St, Lower Bridge St & Union Street) Mainly 6 or 7 person flats Spring semester rent £1337
Muirhead House Flats Pendreich Way Chalets Spittal Hill Chalets Mainly 5 person flats/chalets Spring semester Rent £1533	

New postgraduate students and students with the international study centre (ISC) are required to pay a non refundable £300 rent pre payment during the on line application process. This can be paid using a debit / credit card via an on line payment site.

Your Occupancy Agreement

By accepting the offer of accommodation made, you agree to abide by the Universities Occupancy Agreement. Please ensure you read the agreement carefully and please contact us if you have any queries. Your electronic signature during the on line acceptance process confirms your agreement.

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 session.

You should ensure that you have a copy of your agreement details to hand, as you will be required to show this on arrival at your residence.

Terminating your Occupancy Agreement

Your agreement is a legally binding document and covers you for the full duration of the session applied for. 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 flat;

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.

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.

If at any time 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 can be agreed.

Please note that Residential Services require at least **one full weeks** notice prior to rent collection dates to cancel a direct debit instruction. 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. Students are responsible for cancelling any direct debits directly with the bank.

Should you miss a rent payment for any reason please contact Residential Services and ask to speak to Susan Blakey on 01786 467063.

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.

SDSS also provide advice on money matters and you may be entitled to extra assistance via hardship funds or bursaries. Contact them for further information.

Payment of Rent

Payment by Direct Debit is the preferred method (only applicable if you have a UK Bank Account) and collection dates are shown below:

Number of Payments Chosen	Date of Payment
1 Instalment	12 March 2012

Please ensure that your chosen account has sufficient funds to cover the direct debit payments on the date 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.

Access to Residences

Accommodation will be available from 10.00 am on Monday, 16th January 2012.

Early Arrival

We are sorry but Residential Services are unable to accommodate any arrivals prior to Monday, 16th January 2012.

Insurance

All University of Stirling residences are covered by a block insurance policy which insures your belongings. 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 or on our website at:

<http://www.studentaccommodation.stir.ac.uk/documents/insurance-leaflet.pdf>

Once you Arrive

Key Collection

Allocated Residence	Collection Point
On Campus Accommodation:	
Andrew Stewart Hall Fraser of Allander House H H Donnelly House Pendreich Way	Reception Desk at Andrew Stewart Hall <i>(24 hour concierge service in this residence)</i>
A K Davidson Hall	Reception Desk at A K Davidson Hall <i>(24 hour concierge service in this residence)</i>
Murray Hall Muirhead House Polwarth House	Reception Desk at Murray Hall <i>(24 hour concierge service in this residence)</i>
Geddes Court	Reception Desk at Geddes Court <i>(24 hour concierge service in this residence)</i>
Alexander Court	Reception Desk at Alexander Court <i>(24 hour concierge service in this residence)</i>
Spittal Hill, Friarscroft, Alangrange	Residential Services Office, Geddes Court between the hours of 9.00 am and 5.00 pm, Monday to Friday. Outwith these hours keys can be collected from the Reception Desk at Geddes Court <i>(24 hour concierge service in this residence)</i>
Off Campus Accommodation:	
John Forty's Court	Reception Desk, Flat 30, John Forty's Court <i>(24 hour concierge service in this residence)</i>
Union Street Development (Bayne St, Lower Bridge St & Union St)	Reception Desk, Flat 4C, Union Street, Stirling <i>(24 hour concierge service in this residence)</i>
Lyon Crescent	House 2 Lyon Crescent between the hours of 9.00am – 5.00pm. Monday to Friday. Outwith these times from the reception area at John Forty's Court.

You are issued with a set of keys on arrival. They 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 the door to your flat is LOCKED at all times. If the locking mechanisms are not functioning properly, please contact the duty concierge.



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

Upon arrival in your flat, please complete the room/flat inventory. This should be in your room/flat on arrival.



If you do not have one – see the concierge staff **IMMEDIATELY**. It is important that you remember to note any discrepancies, as the inventory is kept as an official record of the condition of the property when you moved in. The inventory is compared with the condition of the property when you leave, and you may be charged for any missing items or damages.

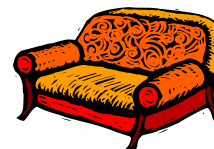
Please note the use of Blu Tac / sellotape is not permitted.

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

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

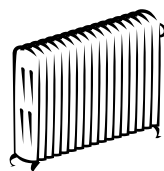
Furniture & Equipment

Bedrooms are equipped with bed, study desk and chair, wardrobe bedside cabinet. Some rooms also have a wash hand basin. Bed linen, duvet and pillows are provided and laundered on a regular basis. Students are required to provide their own towels, crockery, cutler and cooking utensils etc.



All residences listed have shared kitchen/dining areas as well as shared shower/toilet facilities with the exception of the Andrew Stewart Hall ensuite/private facilities.

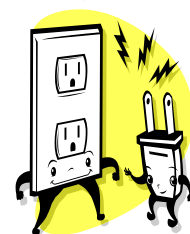
Heating/Electricity



It should be noted that at John Forty's Court, Lyon Crescent and the Union Street Development, the University provides limited background heating. However, students are required to pay additional electricity and heating costs via a prepayment metering system. Rent charges for all other residences include all heating and electricity charges.

Electrical Appliances

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 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.

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.

Transport

Car Parking

Students wishing to park on campus should note that they must:

- display a valid car parking permit, for which a fee is levied, and
- park in a designated parking space. Possession of a valid permit does not guarantee a parking space.

What Kind of Parking Permit Do You Need?

- Standard/Full year permit (Staff & Students)
- Low User Permit (Staff & Students)
- Single Semester Permit (Students Only)



The cost of your permit is determined by how often you park on campus and your vehicle's level of carbon dioxide emissions. Apply for a parking permit using the University portal (you must be a current student or member of staff to be able to view this page)

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.

Please Note: students in their first year of study ARE NOT permitted to bring a car onto campus.

Any queries, or special circumstances, please contact the car parking office direct on 01786 466065.

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

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.

Pets



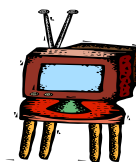
Pets are not permitted in any University of Stirling residence, with the exception of assistance dogs. Prior permission is required for assistance dogs and medical documentation will be required.

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 does not provide a television in your flat. If you decide to install a television, please be aware that it is your responsibility to purchase the appropriate television licence.



Networking



Please note that every flat 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).

Council Tax

Council Tax is a property based tax which is payable to local councils to help fund the cost of services that they provide such as the police and fire service. Most full time students are normally eligible for Council Tax exemption. In order to satisfy the "full-time" criteria for council tax exemption you must:

- be required to attend University for a period of at least 24 weeks in the academic year and
- undertake on average at least 21 hours of study, tuition or work experience in each of these weeks.

Please refer to your local Council Tax Office for rules relating to Council Tax exemptions.

For more information please refer to: <http://www.aro.stir.ac.uk/reg-enrol/CouncilTax.php>

Repairs & 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 extension number 7079, this is the main collection point for lost property and a log of all property is kept. Please note that if a period of time has elapsed since the item was lost, the item may have been handed to the police

Faith Centre/Chaplaincy

More information can be found at: www.chaplaincy.stir.ac.uk or by calling 01786 467164

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.

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 can not 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.