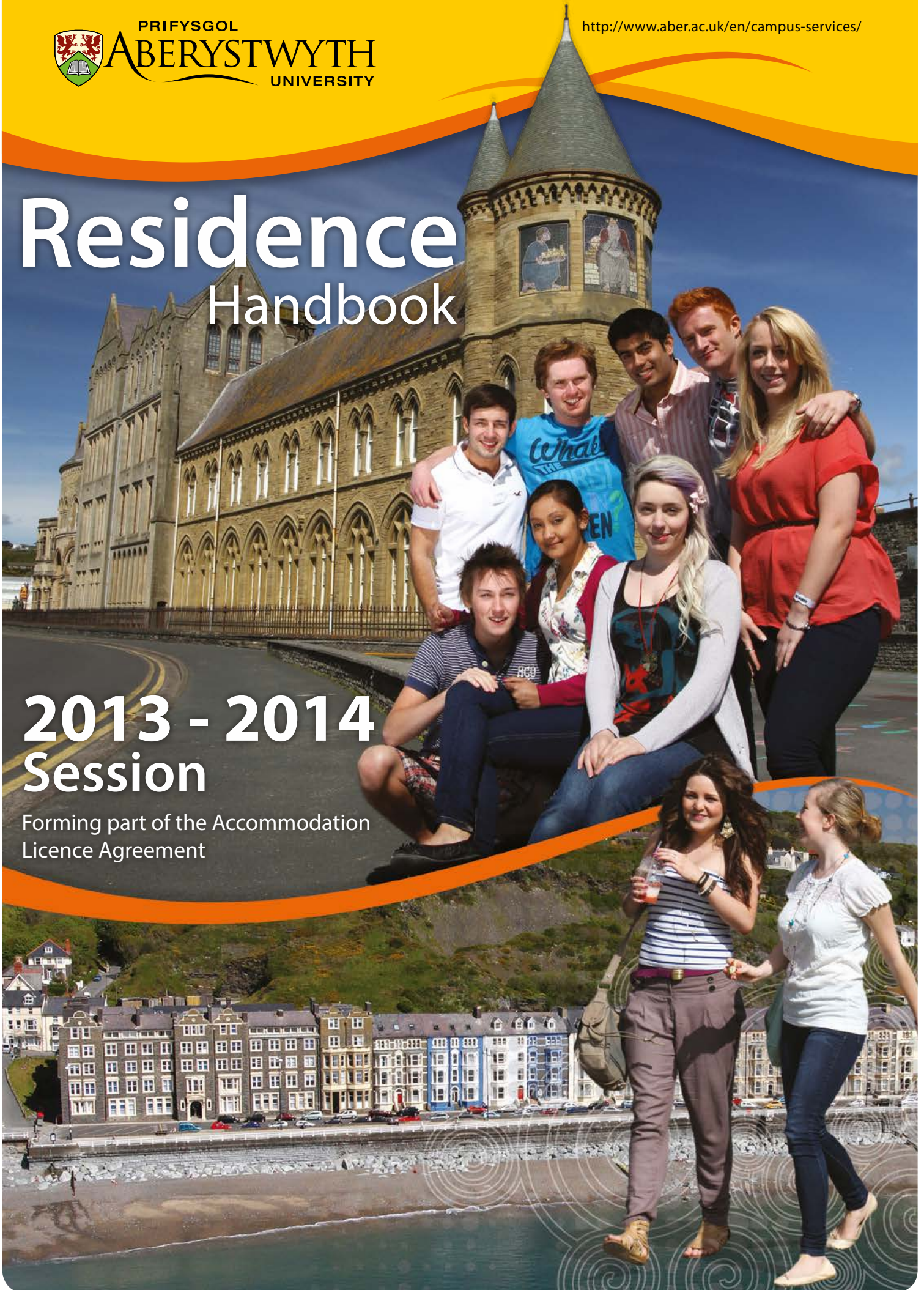


Residence Handbook

2013 - 2014 Session

Forming part of the Accommodation
Licence Agreement



This Residence Handbook forms part of the Accommodation Licence Agreement for students who are offered a place in Aberystwyth University owned and managed Residences, and should be read in conjunction with that Licence. The information contained expands on and explains some of the details in the Licence. includes general details common to all Residences managed by Aberystwyth University.

Your Residence Handbook also contains useful information about your room, services available in Residences and elsewhere at the University. It provides answers to many questions frequently asked by students coming into Residences.

This booklet is divided into nine main sections:

1. General Residence Regulations
2. Breaches of Licence
3. Medical
4. Finance
5. Living in Residences
6. Information Relating to Individual Residences
7. Supporting Your Studies
8. Quick Reference
9. Contacts

The acceptance of a residence room by paying the acceptance fee and or the taking up of residence, constitutes an agreement to abide by the Licence Agreement and general residence regulations detailed in this handbook. Any breach of the Licence Agreement and general conditions of residence in this handbook may result in University disciplinary proceedings.

Please ensure you read the following carefully – you will be asked to complete a Licence Agreement pack stating that you agree to these terms and conditions before you move in.

[View sample licence](#)

Standard of Accommodation

All Aberystwyth University Residences operate in line with the Universities UK (UUK) Code of Practice for university managed student accommodation, which stipulates standards of facilities and their management. We will therefore provide accommodation that is maintained to a reasonable standard and complies with relevant health and safety laws and the UUK Code of Practice.

<http://www.universitiesuk.ac.uk/acop>

Data Protection Information

Aberystwyth University complies with the Data Protection Act (1998) which governs the use of all personal data held and the controls required over its accuracy, access and security.

Students have the right to privacy of personal data. Access to all student data within the University whether on paper, computer files or other storage media is strictly controlled.

The University's standard response to enquiries about individuals is that information cannot be disclosed without the student's authority.

The University's policy regarding confidentiality applies equally to enquiries from parents.

Click the page number for each item in the index to be taken straight to the information you would like to see.

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The Residence Handbook forms part of the Accommodation Licence Agreement for students who are offered a place in Aberystwyth University owned and managed Residences, and should be read in conjunction with that Licence. You should read this section carefully as it expands and explains important details in the Licence.

Any major emergencies within the University are managed according to the University's Business Continuity and Disaster Recovery Plan, a copy of which is available upon request.

Action in Emergencies

Ambulance, Police, Fire & Coastguard:
External telephone call 999 or
Internal telephone call 222

Fire

Fire Brigade call outs

In previous years students in University residences have cost Mid and West Wales Fire Service huge amounts of money, due to call outs to attend false fire alarms. Every time the fire alarms are activated in residences the Fire Service must attend, and this costs around **£400** for each visit.

The Fire Service have the authority to charge residents where they consider the alarms have been activated through malicious or neglectful actions.

Repeat offenders could face a £6,000 fine and up to 6 months imprisonment.

You can avoid false fire alarms by following these simple guidelines.

How the Fire Alarms work

- Kitchens have **heat detectors** installed and they will only cause the fire alarm to activate when excessive heat builds up in the kitchen area.
- Bedrooms and corridors are fitted with **smoke detectors**. When they sense smoke the fire alarm will activate. Sensor heads cannot tell the difference between smoke from a fire, smoke from cigarettes, hairspray, deodorant, steam from the bathroom or anything else that is similar to this. All of these will cause the alarms to sound.

Common Causes of False Fire Alarm Activation

The following list highlights the most common causes of fire alarm activations and what to do to avoid setting the fire alarms off.

How to avoid Activation

- Do not wedge the kitchen door open to let smoke out of kitchen when cooking - open the windows, and use the extractor fan.
- Steam from en-suite showers - Do not leave shower doors open to allow steam to escape into the bedroom.
- Avoid spraying aerosols such as deodorant and hairspray under or near detectors. They should be used with caution in bedrooms and not at all in any communal areas.
- Be careful not to use the iron, hair dryers, or straighteners under your detector head.
- Do not smoke in residences.

Never cover the detector heads – you will be charged £50 plus the costs of administration and electrical checks for doing this and you may be asked to leave University Residences.

Fire Precautions

Your co-operation with the following regulations is mandatory: The necessary precautions you must take to avoid the risk of fire, and the regulations you must obey in the event of a fire, are detailed as follows:

Action in Event of Fire:

1. Activate the fire alarm by breaking the glass in the fire call point in your kitchen or corridor.
2. Call the **Fire Service – Phone 999 or 222** on internal phones.
3. In most Residences activating the alarm will Staff. They will assess the situation and, if necessary, call other assistance. Where procedures are different you will be notified on arrival with specific information.
4. **Warn** – Neighbours around you may not hear an alarm because they are watching television, listening to music, or sleeping. Please alert them on your way out.
5. **Leave the building in an orderly manner and assemble at the assembly point. Do not run or stop get dressed or collect belongings.**
6. **Fire Notices detailing evacuation procedures and assembly points are posted on each bedroom door and in public areas. These are updated regularly to meet current legal Fire Regulations.**
7. Use **Fire Extinguishers and blankets** if safe to do so. **You must make sure that you know their location.** On no account tackle a fire if there is a prospect of placing yourself or other residents in danger.
8. **Stay out** – Do not re-enter the building until allowed to do so by an authorised person.
9. **Report** – Each and every use of the fire fighting appliances should be reported **immediately** to Residence Reception, or our 24hour **helpline 01970 622900** to enable a full check and re-instatement of

the equipment to be carried out. This is particularly important in the case of portable equipment, even if only minimal use has been made of it.

10. Don't keep your bike in your room or obstructing any escape routes.

In the event of a major emergency or power cut it is required that all residents must evacuate the residences, using the 'alarm' evacuation procedure outlined above.

The University takes a very serious view of any misuse of any fire equipment because of the dangers or inconvenience caused to others. The misuse of fire alarms and fire fighting equipment puts lives and property at risk and is a serious criminal offence. Section 8 of the Health and Safety at work Act 1974 makes interfering with fire equipment illegal. In the event of malicious or negligent fire alarm activation, resulting in the Fire Service being called, the Fire Service may pursue a prosecution against the individuals involved. This may result in a fine and or imprisonment.

Fire Alarm - The fire alarm sounds as a continuous ringing. Fire alarms are checked weekly and will ring for a very short time. You will receive an email telling you which day your fire alarm is tested. Please make a note of this so checks are not confused with drills or actual alarms.

Fire Drills – Fire drills, both notified and un-notified, take place regularly throughout the Licence Period in all Residences. Fire drills are designed to be as realistic as possible and a continuous ringing alarm will sound. All residents will be required to leave the Residence and meet at the publicised assembly points in accordance with the evacuation procedure where a roll-call will be taken. Failure to leave is a disciplinary offence.

Fire Safety Checks – Our staff carry out weekly fire safety checks in every flat or house within our Residences, to ensure all fire equipment is in full working order and that we maintain full compliance with Fire Safety Regulations. You will receive a schedule of when these checks will take place by email. If during these fire safety checks, the cleanliness of the property poses a health and safety risk, staff will request a residence cleaning inspection.

Memorise – these precautions and the fire safety orders displayed in each kitchen and bedroom, together with those instructions provided on fire blankets and extinguishers, and the Residence Regulations in the Licence Agreement.

Fire Extinguishers – In Catered Residences fire extinguishers are located at regular intervals within each flat, normally within or adjacent to Amenity Rooms. In Self Catered Residences fire extinguishers are located in every kitchen (powder based – coloured blue, or coloured red with a blue band) and on most landings/ corridors (water based – coloured red). All incidents of use must be reported as soon as possible to your Residence Reception. **It is against the law and University Rules to tamper with any fire equipment. Any student found to have tampered with fire equipment will face disciplinary action.**

Tampering with Fire Protection Equipment – Fire protection equipment and smoke or heat detectors should not be obstructed, covered, damaged or tampered with in any way. Tampering with this equipment is a criminal offence. In the event of this occurring the resident will be charged the full cost of repair or replacement and will be subject to disciplinary action. This could lead to eviction from your Residence.

Residences Staff reserve the right to enter any room at any time to investigate and remove any item obstructing fire detection equipment.



Safety in Residences

This section includes important safety tips and advice to ensure your accommodation remains a safe environment. Please read it carefully and note items which are not permitted in Residences.

Cooking

Cooking - Every care should be taken in the kitchen when cooking food. Please note these points for your safety.

1. **Never leave cooking unattended** and avoid excessive heat at all times.
2. **Never cook when you are tired or have been drinking alcohol.**
3. **Always wash the grill pan after every use;** never cover the grill with foil.
4. Microwave ovens must only be used according to the instructions.
5. **Deep fat frying is prohibited;** be careful to keep heat to the minimum required when shallow frying
6. **Keep the kitchen door shut, use the extractor fan and open the window when**

cooking.

7. Don't let combustible **waste** accumulate in your kitchen or bedroom.
8. **Report any accidents** – even minor ones, and always tell staff immediately if you have to use the fire extinguisher or fire blanket

If you are in doubt or cannot find correct instructions, do not use electrical equipment until you have spoken to staff at Reception or by calling the Residence Helpline, 01970 622900.

Prohibited items: Fire Hazards

You are not permitted to bring any of the following items into any part of your accommodation; please note that possession of a prohibited item will lead to disciplinary action.

- **Candles**
- **Incense Sticks**
- **Plug-in air fresheners**
- **Fairy Lights**
- **Barbecues**
- **Fireworks**

The use of barbecues and fireworks is strictly prohibited anywhere on University property.

Residences Staff reserve the right to enter any room at any time to investigate, remove and confiscate any items which constitute a fire hazard.

Storing Flammable Material –Some personal items may contain flammable materials, such as nail varnish remover and hair sprays. Always follow the safety instructions given and store away from sources of heat and places where direct sunlight might fall on them. Apart from these types of items, flammable materials must not be brought into Residences. If you are in any doubt please ask for advice.

Smoking Policy

Smoking is prohibited in all University buildings, semi-enclosed building entrances and immediately outside all entrances, windows and other areas where smoke could enter a building. If you wish to smoke, you should stand at least **5 metres** from the nearest building and ensure that your cigarette ends are disposed of safely and properly, and that you do not litter the grounds.

Failure to comply with the policy will result in disciplinary action. There are no study bedrooms set aside for allocation to smokers. The above policy applies to all Residences.

Charges for smoking in Residence

- 1st Offence is £25 + £10 admin fee + costs of cleaning. Formal (1) warning.
- 2nd Offence is £25 + £10 admin fee + costs of cleaning. Formal (2) warning.

Prohibited Items: Furniture

All furniture provided in University accommodation meets the required standard of fire safety and complies fully with the Furniture and Furnishings (Fire Safety) Regulations.

Residents are not permitted to bring any furniture (Including inflatable furniture) into residences.

Furniture introduced without permission will be removed at the individual Resident's expense.

Where nobody acknowledges ownership, the University reserves the right to remove and recharge the cost of removal to all Residents within the hallhouse/or flat/ as appropriate.

Electricity

Electrical Sockets in your Residence – All mains sockets are of the normal 13 amp type. Your electrical equipment must not exceed this limitation at any socket, and each individual item must be electrically safe. You are advised to provide yourself with a FUSED Multipoint Adapter.



Power Cuts

In the event of loss of power in your flat / house or across a wider area, please contact the Residences Helpline on 01970 62(2900 who will be able to offer you advice and assistance.

Electrical Safety:

- Make sure that all equipment is correctly fused.
- Do not overload sockets.
- Make sure the flex for the extension lead is long enough so as not to cause a trip hazard.
- Check your electrical gear regularly for damage or overheating.
- Switch off and unplug when not in use.
- Don't allow leads or cables to be coiled – this causes a high risk of fire.

Portable Appliances brought in from Abroad - Mains electricity voltage in the United Kingdom is 240v and you connect to the power supply using a 3 pin 13 amp plug. Many countries (particularly in the Americas and Japan) have mains supplies of 110-120v. Please ensure you use the correct voltage and plug size (3 pin not 2 pin) as this can be dangerous. Using appliances designed for these lower voltages at UK voltages can result in fire and/or electrocution. Such appliances should not be brought with you, but

if you have brought them, they must not be connected to the mains electricity supply.

Further information is available at:

<http://www.twothirtyvolts.org.uk/electrical-safety/>

PAT Testing

All electrical items brought by students into their studybedrooms must be PAT tested and labelled accordingly unless they are under 12 months old and proof of purchase is retained..

Prohibited Items

Electrical equipment – For fire, safety, health or economy reasons, residents are not allowed to bring the following items of electrical equipment into the accommodation:

Heating Equipment – including items such as heaters, tanning equipment, electric blankets.

Cooking Equipment – including items such as toasters, micro cookers, slow cookers, deep fat fryers, rice cookers, microwave cookers, sandwich toasters, kettles.

Refrigerators and Mini coolers – where a fridge is required for medical reasons, the Residences Team will provide you with this equipment. Please note, extra fridge/ freezer storage is not provided for any non-medical dietary requirement.

Electrically powered tools

Multi-adapters – fitting directly into a socket.

Clothes Washing and Drying Machines

Musical Amplification

Uplighter Lamps

Residences Staff reserve the right to enter any room at any time to remove and confiscate any prohibited items.

Appliance Testing

All electrical items brought by students into their study bedrooms **must** have an Electrical Safety Test and labelled accordingly.

We have organised for a local contractor to visit each residences on the dates below. If your electrical items are over 1 year old they will need to be tested.

There will be a small fee for each item tested. Any items which are not tested and are found in your residence will be removed and disposed of.

Cash or card services only accepted, no cheques.
Card payments may carry a service charge.

Monday 7th October 2013 – Pentre Jane Morgan

– Communal Block Foyer: 11:00am – 6:00pm

Tuesday 8th and Wednesday 9th October 2013 – Rosser/Trefloyne

– Cwrt Mawr Communal Block: 11:00am – 6:00pm

Thursday 10th October 2013 – Cwrt Mawr

– Cwrt Mawr Communal Block: 11:00am – 6:00pm

Friday 11th October 2013 – Pantycelyn

– Pantycelyn Foyer: 11:00am – 2:00pm

Friday 11th October 2013 – Brynderw

– Store Room (by main entrance): 3:00pm – 6:00pm

Saturday 12th October 2013 – Seafront

– Alexandra Halls Foyer: 3:00pm – 6:00pm

Saturday 12th October 2013 – Cwrt Mawr, Rosser & Trefloyne

– Cwrt Mawr Communal Block: 11:00am – 2:00pm

Monday 14th October 2013 – Seafront

– Alexandra Halls Foyer: 11:00am – 6:00pm

Tuesday 15th October 2013 – Penbryn

– Medrus 1: 11:00am – 6:00pm



Other Prohibited Items

The University Rules and Regulations and the Accommodation Licence Agreement prohibit you from bringing certain items onto the premises. Disciplinary action will be taken if residents fail to comply with these conditions.

Pets:

No pets/animals of any type are permitted to be kept anywhere within your residence or the surrounding grounds.

Weapons:

Possession of any item by a Resident or their guest, which is deemed likely to be a danger to themselves, any other student or a member of staff will lead to the item being confiscated. Action will be taken in line with Aberystwyth University Rules and Regulations and Police will be involved where it is deemed necessary.

This includes replica, pellet (BB), paintball and air activated weapons, crossbows and longbows, catapults, non-domestic knives and any other item deemed by the University to be a weapon. Toy guns may be confiscated if they cause a disruption to other residents or the local community. Residents should also note that kitchen knives should only be stored in the kitchen or amenity room in your flat / house; knives removed from these locations will be deemed as weapons and the above will apply.

Prohibited Substances (Drugs)

Possession of, dealing in or taking banned substances is a criminal offence which contravenes Aberystwyth University Rules and Regulations and may lead to disciplinary action. Any Resident or his/her guest proved to be in possession of, dealing in or taking, illegal substances will result in action being taken against the Resident in line with Aberystwyth University Rules and Regulations.

All individuals on University property are liable

to random searches of their offices, personal possessions, vehicles and accommodation. Such searches will be carried out by Police or Security Operatives after permission has been given by the owner / Resident.

Persistent complaints of the misuse of drugs will result in police action being taken against the offender(s).

Security and Personal Safety in your Residence

When you arrive at University you may find yourself away from home for the first time. It is natural to miss family, friends and old routines. There are many others in the same situation as you, and we are confident that you will quickly make new friends. Aberystwyth is recognised as one of the safest and friendliest University towns in the country.

Get to know the area

When you first arrive, you will be keen to find your way around the campus and the town. Make sure that you keep yourself safe and, if uncertain, ask a member of staff for general directions before you set off. Maps of campus and town are available at <http://www.aber.ac.uk/en/maps-travel/>

Keep yourself safe

Aberystwyth has a very low rate of crime affecting students and we believe students have a safe and secure environment but it pays to be vigilant.

Travelling Around

- When you are travelling around the campus or town please stick to main roads and well lit paths.

- Try to avoid being out and about after dark especially if you are on your own, use the bus whenever you can and never get into a stranger's car no matter how nice they seem.
- When walking, avoid shortcuts through dark alleys, parks and waste ground.
- Walk confidently and make sure that you do not have valuables on display such as mobile phones, money, jewellery, lap tops, i-pods and MP3 players.
- Try to disguise your valuable items, especially laptops, in different bags rather than a carry case.

Driving

- When driving stay on routes you are familiar with and ensure that you have enough petrol to complete the journey.
- Park your car in a well lit car park, where you know people will be around when you return.
- Reverse your car into the space so that it is easy to drive away when you return.
- Do not leave valuables inside the car where people can see them, lock them in the boot where they are out of sight.

Safety in Halls

- **Main entrance doors into your Residence must be kept locked at all times. Never wedge doors open.**
- Never leave your window open when you leave your room, even if only for a few moments.
- **Lock your room door when you go out.**
- Do not give your keys to anyone else; this may lead to disciplinary action.
- **Do not let strangers in to your flat or**

block. If there is someone who you do not recognise ask them who they are or report it to Residences Reception (01970) 622900.

- Don't be offended if a member of staff asks you for ID – please carry your ABER card at all times.
- Only use fire exit doors in an emergency.

Please report anything that you think is suspicious to **Residences Reception (01970) 622900**, who will arrange for the appropriate action to be taken.

If you need to speak to the police you can do so in one of the following ways, by contacting :

- Residence Reception during office hours
- Campus Reception out of hours.
- Police – non emergency 101
- 24 Hour Residences Helpline (01970) 622900

Security Marking

All valuables should be marked with your postcode. If they are stolen it can help the Police to return them to you.

Visitors

To register a guest...

Guests must be registered before 4pm on weekdays, or for weekends by 4pm on Fridays, to be eligible to stay. You should seek the agreement of your flatmates first. Registered Visitors will only be allowed access when accompanied by the University Student they are staying with and should not stay for more than 3 nights. You may only have one guest at any time staying with you.

You can register a visitor by completing the **visitor registration form** on your individual Residence page at <http://www.aber.ac.uk/en/accommodation/our-residences/>.

It is a breach of the licence agreement to entertain any visitors, either other residents or third parties, overnight without obtaining prior permission from the Residences Team. Everyone is entitled to privacy and non-registered guests or residents are to return to their own room after midnight.

You are responsible for the behaviour of your visitors and should be particularly careful to ensure that visitors departing late in the evening do not cause a disturbance. Any visitor staying without permission, or behaving in a manner which does not comply with the University regulations will be required to leave and the residents concerned may face disciplinary procedures. Under no circumstances should visitors be permitted to sleep in the communal areas of the Residence.

Please note: Visitor registration is monitored; if you register guests on a very frequent basis you may be asked to make alternative arrangements.

Windows and Notices:

Do not place, attach or fix any items such as aerials or receivers onto your external window sill or hang any items out of your windows. The University will not accept responsibility for any damage to such items through removal, accident or water damage caused during the maintenance or cleaning of the external walls and windows of the buildings; removal of items will lead to a charge being issued to the resident responsible. Do not throw any items out of windows at any time.

Window restrictors have been fitted to all windows for your safety. Tampering with them will result in disciplinary action.

Notices:

Authorisation to display any notices must be obtained from the Residence Manager prior to the material being displayed.

Conduct and Behaviour

Conduct which is in breach of, or an abuse of the Licence Agreement or Aberystwyth University Rules and Regulations, will lead to disciplinary action being taken in line with the Aberystwyth University Rules and Regulations.

If the case of the above, the Resident may be moved to alternative accommodation (Without prejudice) pending investigation, offered alternative accommodation for the remaining Licence period or be served with a Notice To Quit (as required by the Protection from Eviction Act). If the Resident is required to leave the Residence, at the absolute discretion of Aberystwyth University, the Occupier may not be permitted any rebate of accommodation charge paid or due.

Any Resident who is dissatisfied with any decision or disciplinary action taken in connection with these conditions can discuss the matter initially with the Residence Manager, Head of Residential Services or Senior Tutor as appropriate.

The disciplinary and appeals procedures described in Aberystwyth University Rules and Regulations will apply where disciplinary action is taken.

The Aberystwyth University Rules and Regulations are available at <http://www.aber.ac.uk/en/regulations/contents/student/rules/>

Anti-Social Behaviour

Besides specific instances of unreasonable or disruptive behaviour annoy other residents, four main areas are emphasised. Breach of any of these may result in disciplinary action.

1. Noise

Unreasonable noise which disrupts studies and affects sleep, is selfish. Staff have instructions to pay particular attention to disturbing levels of

music and television and to groups of people making noise in kitchens or study/ bedrooms. Excessive noise will not be tolerated at any time and is a breach of the Licence Agreement. The following are not permitted inside or around Residences:

- Parties and Social gatherings
- Ball games of all kinds
- Possession of DJ equipment / decks, or amplifiers of any sort including those attached to or integral to any musical instrument (e.g. electric guitar)
- Any complaints received will be investigated and may result in items being confiscated.
- When returning late at night, keep noise to a minimum and be careful to shut doors quietly. Neighbours need their sleep too.

2. Living in a local community

Please remember that you will be living in a residence with others who may have a different lifestyle to you. For residents of town and seafront accommodation, your neighbours may be non-students. Residents in the local community and others within your residential building will be keen to get along with all their neighbours. Please be mindful of your behaviour when leaving and returning to your residence.

3. Theft

Any residents identified as being responsible for theft of any kind, including food and/or cooking utensils belonging to other residents, may face disciplinary proceedings. If found guilty they could be required to vacate residences, **may be expelled from the University**, and prosecuted.

4. Equality and behaviour

Aberystwyth University has a positive policy of equality. Expressions of, for instance, a racist, sexist, religious or homophobic nature in the Residence will not be tolerated in any circumstances. Language or behaviour of a

violent, indecent, disorderly, threatening or offensive nature expressed directly or indirectly towards fellow residents, staff or visitors, constitutes unacceptable behaviour which will lead to disciplinary action. Please note that the distribution of publications likely to cause offence is not permitted.

Residents are reminded to use common sense when making comments via social media as the above also applies when communicating with other residents on such platforms, should a complaint be received.

Storm Warnings and Tides

There have been tragic accidents in recent years during stormy conditions in the seafront area. It is advisable to avoid the beaches and foreshore during bad weather. You are asked to take particular note of any Warning Notices regarding dangerous weather conditions experienced along the coast.

- Be careful not to get cut off by the tide when walking along the shore – check tide times before setting off - at <http://www.discoverceredigion.co.uk/English/where/coast/TideTables/Pages/TideTables.aspx>
- Keep an eye on tides and rip currents before swimming
- Inflatable toys are great fun in pools, but we advise against using them in the sea, as there is a high chance of being swept out
- Don't drink and dive – stay away from the sea if you have been drinking
- Advice on rip tides, surfing, tides, waves and beach safety can be found at <http://rnli.org/safetyandeducation/stayingsafe/beach-safety/Pages/Beach-safety-advice.aspx>

If any emergency happens on or near the sea, call 999 and ask for the Coastguard.

Damages, Rules and Regulations

Damages

You are responsible for the fixtures and fittings in your room and communal areas within your flat. All damage should be reported to your Residence Reception immediately, so that we can repair it and investigate the cause as soon as possible. Please note that checks will also be carried out and recorded as part of the frequent inspections. The University charges residents for vandalism and damage caused during the year; Wilful, negligent or reckless damage will also result in disciplinary action, however we know that accidents happen and this may not apply if we feel that damage is accidental. Please note that you are responsible for any guests that you invite into the residences; if they damage anything while they are here you will be liable for the costs.

How are damage charges issued?

1. Once damage is identified the Residence Management Team will notify residents in the relevant area, conduct an investigation into how the damage was caused and if possible who caused it.
2. Residents have 7 days to respond to the notification. After this time an invoice will be raised for cost of the damage.
3. Where an individual cannot be identified the cost will be shared amongst all of the residents.

Repairs and Charges following Damage

Residents are prohibited from making their own repairs or providing replacement items or parts, because the University is required to supply items or parts which match all relevant legislation and are compatible with existing contents. Residence Staff will make arrangements to effect repairs and an account of all costs for labour and materials will be supplied to the relevant resident(s) for payment

through the Residence Reception.

Charges for very minor repairs (Under £10.00 per resident) may be deducted from the Deposit. However if costs of damage or loss are significant, the resident(s) will be required to pay for the loss directly. This is to ensure that the Deposit remains intact as security against further damage or loss for the Licence Period.

Please note that any costs of repair or replacement charged are the direct costs of making-good any damage.

1. **Study Bedroom** – Damage to a Study Bedroom is the direct responsibility of the resident, and costs of damage repair or replacement will be charged to the resident.
2. **Shared Common Parts** – Damage to Shared Common Areas (e.g. corridors, landings, kitchens and amenity rooms) is the collective responsibility of the residents in and around the area where the damage occurs. If the occupiers who caused the damage can be identified they will be fully responsible for any costs. However if this is not possible, all residents within the relevant area (e.g. flat, house, block, corridor) will be collectively responsible and the costs of damages will be proportionately charged. It is important that residents come forward if they have information relating to how damage has been caused, as this can help avoid collective charges being necessary.

Charges for Cleaning

Areas of Residences (Bedrooms or shared common areas) that fail a regular or ad-hoc inspection by Residences Staff will be cleaned by the Residence housekeeping team and costs will be charged accordingly.

1. **Study Bedroom** – Cleanliness of a Study Bedroom is the direct responsibility of the resident, and costs of cleaning will be charged to the resident.

2. **Shared Common Areas** – Cleanliness of Shared Common Areas (e.g. corridors, landings, kitchens and amenity rooms) is the collective responsibility of the residents in the relevant area. If the residents who caused the un-cleanliness can be identified they will be fully responsible for any costs, however if this is not possible then **all residents** within the relevant area (e.g. flat, house, block, corridor) will be collectively responsible and the costs of cleaning will be proportionately charged.

Please note that any costs of cleaning are the direct costs of providing the service. Any residents causing un-cleanliness through misbehaviour may also be subject to **separate action**.

The first hour or part-hour of cleaning is charged at £50 to cover inspection, administration, cleaning materials and labour costs of one member of staff. Extra staff or additional hours or part hours as necessary are charged at £15.00 per staff/hour plus any costs incurred for additional or specialist cleaning materials or equipment.

We strongly encourage residents to draw up a rota for cleaning for general cleaning and to individually clean and clear away after preparing meals or using the kitchen, to prevent the need for any cleaning charges to be applied.

Health and Safety

Below you will find a list of health and safety rules that we require you to follow. They have been put in place to help create a harmonious and safe environment for everyone who uses the residences. Breaking health and safety rules is a serious matter which could lead to disciplinary action being taken against you. In your actions you need to consider not only your own health and safety but also the health and

safety of others.

Please report any potential hazards to any member of Residential Services.

The following is a list of the types of behaviour which constitute a breach in health and safety rules and regulations. This list is provided as a guide and is not exhaustive.

- Tampering with fire alarms, fire fighting equipment, or propping open fire doors.
- Covering smoke / heat detector heads.
- Damage to or the removal of door and window closers – especially those on Fire Doors.
- Failure to evacuate immediately the fire alarm sounds or returning to the building before being given permission to do so.
- Blocking corridors, stairways or fire escapes with equipment or belongings.
- Allowing a room or flat to be so unhygienic, it may cause a risk to health.
- Storing flammable materials e.g. petrol is not permitted anywhere in residences.
- Behaving in a manner that may cause risks to yourself, other students or staff.

Any resident breaching the health and safety rules and regulations will have to pay the full cost to repair and replace damaged equipment.

Disciplinary Code

A to D of the disciplinary code

The University recognises that the majority of its students behave in a responsible manner. However, on occasions incidents arise which might cause damage or harm to University property, its students or staff, or to the public. In these cases it is the responsibility of the University to take action under its Rules and Regulations.

In most cases students can expect a 4 stage approach:

Informal Stage: Informal Warning

A member of Residences staff will discuss the matter with the resident concerned and give appropriate advice and encouragement to modify their behaviour. The details of the discussion and any action taken will be recorded on the student's hall record.

Formal Stage (1): Written Warning

The student will be informed in writing of the alleged incident and will be met by the Residence Management Team. The details of the discussion and any action taken will be recorded on the student record.

Formal Stage (2): Final Written Warning

The student will be invited to a formal disciplinary meeting where the details of the alleged incident will be discussed. Please note at this stage the student may be required to transfer to alternative accommodation or served with Notice to Vacate Aberystwyth University accommodation. If necessary the details of the alleged incident may be passed on to the senior tutor and the University Formal stage invoked.

University Formal Stage: Referral to Senior Tutor

In the case of very serious or persistent breaches of the licence agreement and breaches of

Charges Relating to Fire Safety:

Description	Charge	Admin	Total
Fire Alarm Activation: Accidental or negligent (cooking, hair spray, aerosol etc)	£25	£10	£35+ costs
Fire Alarm Tampering or Activation: Damage, covering, removal of detector heads, break glass	£50	£10	£60+ costs
Fire Equipment Tampering or Misuse: Cost of refill+ costs of cleaning / drying	£32.50	£10	£42.50+ costs
Fire Doors Wedged Open	£15	£10	£25
Failure to Evacuate: Formal Warning	£25	£10	£35
Smoking in Residence: Formal Warning	£25	£10	£35+ costs

Any fire damage costs will be recovered.

Administration charges apply for each individual invoice raised.

the University Rules, the Senior Tutor will be informed. The Senior Tutor will normally then conduct a disciplinary hearing. In very serious cases, the student may be referred to the University Disciplinary Panel and may face suspension or exclusion from the University.

Please Note: The stage of action which a resident is subject to is dependent on the breach of licence: a first offence does not necessarily lead to an informal warning, and so on. Where staff investigate a breach of licence you are asked to comply with requests made of you when these are given to prevent any further breach of licence or disruption to other residents from occurring.

If you are subject to disciplinary action, you are reminded that you have the right to be accompanied when the matter is discussed.

A charge of **£10.00** may be made for failure to attend a disciplinary meeting without due notice or good reason.

Appeals

You have the right to appeal the outcome of a breach of licence meeting. Appeals are to be made in writing to the Senior Tutor within 14 days of receiving a letter confirming the action taken. Full details are available upon request from your Residence Manager.

Residential Operations Standard Charges:

Standard Charges (All charges are approximate, Include VAT and labour and are subject to change)	
13amp double socket fit new / replacement	£99 / £42
Replace bed frame	£63
Bedroom ceiling - repaint	£99
Bedroom door - fit new lock in	£68
Bedroom door numbers - supply and fit	£22
Bedroom door - repaint	£91
Ceiling - repair hole in	£40
Cleaning	First hour £50 - Additional hours £15/hour
Cupboard door - repair average size	£130
Door - fit new flush standard door	£185
Door - fit new fire door	£400
Door closer - repair	£23
Door closer - supply and fit	£103
Door frame - repair and redecorate door jamb	£54
Door handle - supply and fit new	£52 set
Door hinge - repair	£26
Fire Safety training (mandatory) - non-attendance	£25
Fire detector head - replacement	£150
Fire sign - refix	£18
Fire sign - replace	£23
Kitchen cupboard door - supply and fit	£130
Light fitting - replace	£64
Light switch - fit new/replacement	£39
Mirror (approx 30cm by 60cm) -supply and fit	£47
Worktop new kitchen - supply and fit	£39 per foot
Shower valve - supply and fit	£340
Tap (replace on wash hand basin)	£41
Toilet door - fit new lock to	£33
Toilet roll holder - supply and fit	£20
Toilet seat - supply and fit	£61
Towel rail - supply and fit	£57
Wall - fill holes in and repaint, approx. 1m sq	£35
Wall - repaint approx. 3m x 2.5m high	£87
Window - re-glaze (average size window)	£181

Appeals Procedure:

You are entitled to appeal any decision regarding charges for damage caused **within 14 days of notification of the decision**. Details are available from the Residence Manager or Head of Residential Services.

Health and Safety Related Incidents: Breaches of Accommodation Licence

Examples of Offence The University reserves the right to deal with any case at a higher or lower level than as identified in the matrix.		Stages / Responsible Person			
		Local Stages			University
		Informal	Formal [1]	Formal [2]	Formal
	Accommodation License Manager	Acc License Manager and / or Head of Residences	Acc License Manager and / or Head of Residences	Senior Tutor	
Stage A Undesirable Behaviour	Leaving items in corridors/ escape routes	X			
	Failure to attend Hall H&S Inductions	X			
	Fire doors being wedged open	X			
	Not co-operating during fire incident	X			
	False alarm caused by aerosol/dust/hair drier	X			
Stage B Irresponsible behaviour	Repeat offence		X		
	Possession of Prohibited items e.g. candles / pets		X		
	False alarm caused by smoking		X		
	False alarm caused by cooking, e.g with Kitchen		X		
	Fire Door open / food left unattended		X		
	Leaving food unattended whilst cooking		X		
	Cooking in bedroom or using BBQ on site		X		
	Compromising Residence security e.g wedging / leaving flat doors on latch, giving out keys or key codes		X		
Stage C Misconduct	Inappropriate use of /tampering with fire equipment		X		
	Repeat Offence			X	
	Possession or use of fireworks			X	
	Abusive to personnel during Fire activation incident			X	
	Damage to fire doors/closers			X	
Stage D Malicious Behaviour	Tampering with fire alarm system			X	
	Failure to evacuate during alarm			X	
	Repeat Offence				X
	Intentionally starting fire (Arson)				X
	Malicious false fire alarm activation e.g. deliberate breaking of point glass				X
Intentionally endangering other students/staff personal safety				X	

Behaviour Related Incidents: Breaches of Accommodation Licence

Examples of Offence The University reserves the right to deal with any case at a higher or lower level than as identified in the matrix.		Stages / Responsible Person			
		Local Stages			University
		Informal	Formal [1]	Formal [2]	Formal
	Accommodation License Manager	Acc License Manager and / or Head of Residences	Acc License Manager and / or Head of Residences	Senior Tutor	
Stage A Informal	Noise nuisance	X			
	Untidy communal areas	X			
Stage B Formal	Repeat Offence		X		
	Accessing restricted areas e.g roof, attic, storage rooms		X		
	Minor damage, intentional or neglect		X		
	Petty theft e.g. food from a freezer		X		
	Disruption to residents or community		X		
	Incorrect disposal of rubbish (including cigarette ends)		X		
	Smoking in the Residences		X		
	Misappropriation of University property		X		
Stage C Formal	Repeat Offence			X	
	Disruption to residents or community involving aggressive behaviour			X	
	Possession of drug paraphernalia			X	
Stage D University	Repeat offence				X
	Bullying intimidating behaviour				X
	Assault of staff or fellow student/guest				X
	Possession of or use of weapons				X
	Possession or dealing of prohibited drugs				X
Criminal damage / vandalism				X	

Residents who are found to be in persistent or in serious breach of their license agreement may be subject to the following action: 1. Hold a low priority status when re-applying for University Residences for all future academic years 2. Be banned from re-applying for all future academic years 3. Be excluded (subject to due process) from the residence in both current and all future academic years.

Please Note: Under some circumstances it may be necessary to transfer individuals in to alternative accommodation either on disciplinary grounds or for Welfare purposes. Although every effort will be made to transfer within similar priced accommodation there may be a financial impact on residents transferring to alternative study bedrooms within a different price range.

GPs in the Area*

You are strongly recommended to register with a Doctor (General Practitioner) in a local practice in Aberystwyth. Information about local practices can be found in section 9 - Contacts.

Although students are not obliged to disclose personal medical records, all students are encouraged to declare any important medical condition or ailment in their application forms, as it is helpful in planning room allocations and also in emergencies.

*it is advisable that you contact and register with a local GP as soon as possible

Student Wellness Centre

In addition to your own GP, the University's Wellness Centre provides Nurses, a GP and counsellors, who can be consulted on matters relating to your health and wellbeing. They have many years experience in stress management, mental wellbeing and promoting a healthy lifestyle. These services are entirely confidential and are based on Penglais Hill. Tel: (01970) 622087 or e-mail nurse@aber.ac.uk

Illness

All cases of illness, indisposition or injury should be reported without delay to the Residence Reception either in person or by ringing the 24 hours Residences Helpline, 01970 622900. Appropriate measures will be taken and we will maintain contact until the problem is resolved.

A student who is unable through ill health to attend lectures for a period exceeding 7 days should arrange to secure a medical certificate and submit it promptly to their academic department. The Academic Department forwards them to the Wellness Centre, which will then notify the relevant University Department(s) and provide them with a copy.

Any students returning to their Residence following an absence through illness should contact the Residential Support Team and Residence Reception.

Infectious Diseases

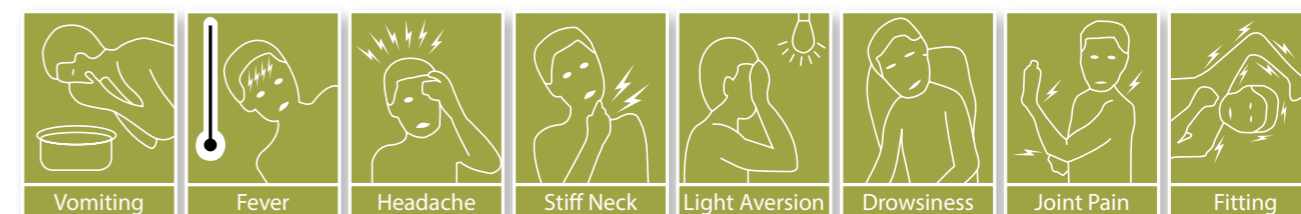
The Residence Manager and Residential Support Team must be informed immediately if there is an outbreak of any infectious or communicable disease in a house, flat or corridor, or if a student is seriously ill.

Medical Information

- **Remember:** Please register with a local GP, ASAP.
- **If you become ill contact your GP or other medical services.**
- **If serious inform Reception (24 hours (01970) 622900) and the Resident Tutor. If you begin to feel worse, or new symptoms develop, get back in touch with Reception (24 hours (01970) 622900), your GP or ring 999.**
- **Bronglais Hospital is located on Penglais Hill and it has a 24 hour A & E Department.**
- **If possible, get a friend to accompany you to hospital.**

Meningitis

- **Meningitis is potentially fatal**
- If you or anyone you know shows the following symptoms please treat it as an emergency and seek immediate medical advice.



Useful Contacts

Emergency (Internal phone only) 222

Emergency (External phone) 999

NHS Direct + 44 (0) 845 4647

www.nhsdirect.nhs.uk/

Dyfed Powys Police 101

Ambulances

- Ambulances should be arranged via the Residence Emergency Helpline, on extension 2900 (internal phone) or (01970) 622900 (Put this in your mobile!).
- This is quicker than 999 because security know exactly how to direct the emergency services to where you are, saving valuable time.
- If you do dial 999 – Please inform the Residence Emergency Helpline (01970) 622900 immediately

Accommodation Fees

Details of Accommodation Fees, Acceptance Fees and other financial aspects of the University Accommodation Licence are in the Accommodation Fees Notice published annually by the University. The following information is given for guidance.

Length of contract

Self Catering and Penbryn Residences The Accommodation Fees for all Self-Catering Residences and Penbryn Residence cover the full academic session, including Christmas and Easter vacations.

Pantycelyn Residence The Accommodation Fees for Pantycelyn cover accommodation during the sub-periods shown in the Licence which equate to the three academic terms only; the **Christmas and Easter vacations are not included**. Residents are required to leave Pantycelyn for these periods by 10am on the day stated in the Licence Agreement, taking all their belongings with them and leaving the Residences clean and tidy. When you return after these holidays, you will move back into the same room.

What's included in my fees?

The Accommodation Fee includes the provision of electricity, gas and water, along with provision of a connection to the University computer network and Students' Personal Effects Insurance.

Catered Residences

For Penbryn and Pantycelyn the Accommodation Fee includes a prepaid meal allowance. This is credited to the student's Aber Card.

Payment Accommodation Fees can be paid either by one single payment of the yearly fee prior to commencement of the academic session, or in instalments by direct debit

only. If you choose to pay by direct debit, you will be asked to complete and return an Accommodation Fees Direct Debit Mandate when you complete your Accommodation Licence Pack on line. There are two options for payments:

3 termly instalments – November, January and April

7 monthly instalments from November to May inclusive.

Payment of the Accommodation Fee in full or satisfactory completion and return to the University of the Direct Debit mandate is a pre-condition of a student being allowed to take up occupation in Residence. No other payment options are available. Further information is available at:

<http://www.aber.ac.uk/en/student-finance/undergraduate-uk/accommodation-fees/>

For information regarding unpaid fees and charges is available at:

<http://www.aber.ac.uk/en/student-finance/undergraduate-uk/undpaid-fees-and-charges/>

Direct Debit Mandate

<http://www.aber.ac.uk/en/student-finance/undergraduate-uk/direct-debit-information/>

Acceptance Fee / Deposit

A sum of £100 is required to be paid by each student as a pre-condition of acceptance for a place in Residences, termed the **Acceptance Fee**. It must be paid when a student agrees to the terms and conditions of their Accommodation Licence Agreement by using the secure online payment page provided within the Licence Pack. On taking up occupancy, the sum automatically converts to a **Deposit**. It is held as security for performance of the resident's obligations and against damage

and losses to the premises and the jointly used areas in addition to the study bedroom.

The Acceptance Fee will be refunded in full if a student cancels his / her Licence Agreement and the cancellation is received in writing by the date stated in the offer letter. The whole of the Acceptance Fee will be retained by the University if the University receives written cancellation any time after the cut off date, unless the cancellation is for university approved medical, welfare or academic reasons. In this case the University will reimburse the Acceptance Fee in full as soon as possible but less any expenses incurred by the University.

Refund of Balance of Deposit

At the end of the academic session the University will refund any unused element of the Deposit by bank transfer. This will be done as soon as possible and in any case by 31st July following the end of the Licence period, once the inventory of contents has been checked.

Financial Difficulty

If you experience genuine difficulty in making payment, or foresee difficulty you should discuss your circumstances, confidentially, as soon as possible with the Student Fees Office located at Old College.telephone (01970) 62 1583 or e-mail fees@aber.ac.uk

Personal Effects Insurance

As part of your accommodation package, your possessions will be protected by an exclusive insurance scheme (a blanket policy) arranged with Endsleigh, which has been specially negotiated by Aberystwyth University to achieve significant savings in premium. Full details of the covers negotiated by Aberystwyth University are

available together with details of how to make a claim.

<http://www.endsleigh.co.uk/Student/Pages/blockhalls-insurance.aspx>

Whilst our blanket policy gives a comprehensive range of covers, you may identify some categories as being insufficient for your particular needs. If so you can supplement the cover by payment of additional premium to Endsleigh. This can be arranged on-line or by phoning 0800 0283571.

Many Household Policies give extensions of cover to students whilst away from their parental home, at University. Such Household Policies may "fill in" any shortfall in our blanket policy. You should check with the broker or insurer who deals with your Household Policy whether there is automatic extension of cover whilst away from home and if enhancement of the inner limits is needed.

Please Note: if you leave your door to your room or flat unlocked - you will not be covered by your insurance: always lock your door.

ACCOMMODATION FEES NOTICE 2013/14

	ANNUAL COST AND DIRECT DEBIT INSTALMENTS (APPROXIMATED)					Weekly Rate £	Daily Rate £	Length of Licence
	Annual cost 2013-14 £	Three Instalments			Seven Instalments			
		November £	January £	April £	November / May £			
Self-catered Residences								
Standard Single	3,484	1,161	1,161	1,161	498	93.45	13.35	Sessional (2)
En-suite Single (Sessional (2))	4,019	1,340	1,340	1,340	574	107.80	15.40	Sessional (2)
En-suite Single (50 weeks)	5,390	1,797	1,797	1,797	770	107.80	15.40	50 weeks
Budget Single	2,910	970	970	970	416	78.05	11.15	Sessional (2)
Twin	2,871	957	957	957	410	77	11	Sessional (2)
Bunk	2,153	718	718	718	308	57.75	8.25	Sessional (2)

Catered Residences

Single	4,254	1,418	1,418	1,418	608	114.10	16.30	Sessional (2)
Twin	3,719	1,240	1,240	1,240	531	99.75	14.25	Sessional (2)
Bunk	2,754	918	918	918	393	73.85	10.55	Sessional (2)

Catered Residences Welsh Medium

Single	3,426	1,142	1,142	1,142	489	108.50	15.50	Term Time (1)
Twin	2,984	995	995	995	426	94.50	13.50	Term Time (1)
Bunk	2,210	737	737	737	316	70.00	10.00	Term Time (1)

INSTALMENT FIGURES ARE ONLY APPROXIMATE

THE KEY

(1) Term Time - The overall length of licence is 31.57 weeks.

Occupancy periods (i) Commences 10am on 20th September 2013 - Ends 10am on 15th December 2013, (ii) Commences 10am on 4th January 2014 - Ends 10am on 13th April 2014, (iii) Commences 10am on 03rd May 2014 - Ends 10am on 8th June 2014.

(2) Sessional - The overall length of licence is 37.29 weeks.

Occupancy period commences 10am on 20th September 2013 - Ends 10am on 8th June 2014

(3) 50 Weeks

Occupancy period commences 10am on 20th September 2013 - Ends 10am on 5th September 2014

PLEASE NOTE:

- Bed Linen and personal linen are not provided at any Residence.
- Accommodation Fees include energy, the provision of a network connection and a basic level of personal contents insurance.
- Fees are not payable in weekly instalments.
- Daily and weekly rates stated in this document are accurate; the annual cost and the direct debit instalments are approximated to the nearest pound.

Getting to Aberystwyth:

Train

There is a regular train service from London, Euston, journey time 5 hours. The main inter-city services offer connections to Aberystwyth at Birmingham and Wolverhampton. A frequent bus and taxi service operates from the station to both campuses.

Air

Arrivals at London, Heathrow, Gatwick, and other airports are linked by a national bus service to Aberystwyth.

Bus

Inter-city journeys by bus terminate at the railway station. A frequent local bus service operates to both campuses. Further information is available from <http://www.abersu.co.uk/news/article/6013/Bus-Cards/>. The Students' Union also sell buss passes for use in the town which provide excellent value for money.

Taxis

A large taxi rank is situated next to the railway station. For more detailed information please visit: <http://www.aber.ac.uk/en/maps/>

When to Arrive

Student intake arrival dates and times –

Please report to the appropriate residence reception listed below, between the times stated:

From 10.00am – 6.00pm Friday 20th September 2013:

- Seafront Residences: Pumlumon Reception
- Brynderw: Brynderw
- Alexandra Hall: Pumlumon Reception
- Pantycelyn: Pantycelyn Reception
- Penbryn: Penbryn Reception
- Cwrt Mawr, Rosser & Trefloyne: Cwrt Mawr

Reception (Cwrt Mawr Communal block)

- Pentre Jane Morgan: Pentre Jane Morgan Amenity Block

From 6.00pm Friday 20th September 2013 to 9.00am Saturday 21st September 2013:

- Seafront Residences: Pumlumon Reception
- Brynderw: Pumlumon Reception
- Alexandra Hall: Pumlumon Reception
- Pantycelyn: Pantycelyn Reception
- Penbryn: Penbryn Reception
- Cwrt Mawr, Rosser & Trefloyne: Cwrt Mawr Reception (Cwrt Mawr Communal Block)
- Pentre Jane Morgan: Pentre Jane Morgan Amenity Block

From 9.00am - 6.00pm Saturday 21st September 2013:

- Seafront Residences: Pumlumon Reception
- Brynderw: Brynderw
- Alexandra Hall: Pumlumon Reception
- Pantycelyn: Pantycelyn Reception
- Penbryn: Penbryn Reception
- Cwrt Mawr, Rosser & Trefloyne: Cwrt Mawr Reception (Cwrt Mawr Communal block)
- Pentre Jane Morgan: Pentre Jane Morgan Amenity Block

From 6.00pm Saturday 21st September 2013 until 8:00am on Monday 23rd September 2013:

- Seafront Residences: Pumlumon Reception
- Brynderw: Pumlumon Reception
- Alexandra Hall: Pumlumon Reception
- Pantycelyn: Penbryn Reception
- Penbryn: Penbryn Reception
- Cwrt Mawr, Rosser & Trefloyne: Penbryn Reception
- Pentre Jane Morgan: Penbryn Reception

From 8:00am Monday 23rd September 2013, all residence keys must be collected and

returned to Residences Reception, Penbryn Reception

Please note: There are limited parking facilities on both Penglais Campus and at the Seafront Residences. Please ensure that you do not park for more than 20 minutes to unload at the residence and then re-park the car away from the residences. Aberystwyth is a small town so please avoid arriving between 11am and 3pm if you wish to avoid long queues (Other than for those with mobility problems).

Residential Occupancy Year

Self-Catered Residences and Penbryn Catered Residence Licence dates (37.29 weeks):

Occupancy period:

- 20th September 2013 (1st night) - 8th June 2014 (10:00am)

Pantycelyn Licence dates (31.57 weeks):

Occupancy period:

- 20th September 2013 (1st night) - 15th December 2013 (10:00am)
- 4th January 2014 (1st night) - 13th April 2014 (10:00am)
- 3rd May 2014 (1st night) - 8th June 2014 (10:00am)

Period of Residence

The resident shall not begin to occupy their allocated accommodation earlier than 10am on the date of commencement of the standard University residential occupancy year, unless

a prior arrangement has been made with the Accommodation Office.

Early arrival charges, which is pro-rata based on Licence Fee for those who have been accepted for early arrival, will be payable for the period from the date you collect your keys to the Licence commencement date. You will be automatically charged for any the additional nights by the Finance Office.

If you are aware that your course starts earlier than the Licence start date please contact the Accommodation Office by e-mail accommodation@aber.ac.uk or phone (01970) 622900.

Room keys must be collected at the latest by 12 noon on: **Tuesday 24th September 2013.**

If keys have not been collected or notification of late arrival has not been received by this date, the vacant rooms will be offered to other students and the original Resident will be charged for the period that the room was empty.

Where a room has been reserved, and notification of late arrival has been received, the resident will be charged in full from:

20th September 2013

The Resident must vacate their allocated accommodation, and remove all belongings from their room, no later than 10am on the last day of the occupancy period.

Residents studying on courses with non-standard term dates where the official course ends after the general University occupancy period may be able to remain in specific accommodation if requested. If this is the case the resident must contact the Accommodation Office ASAP.

In this case the resident will be automatically charged accordingly for the additional period.

Keys

All keys issued to Residents on arrival must be signed for.

All keys **must be handed in and signed back** in at the end of each occupancy period. Notices will be posted at the end of each session detailing the location to hand the keys in. This will be either at the residence reception during office hours or at Campus Reception out of office hours.

Where the Resident has withdrawn from the University or from his/her course and the procedures within this document have not been followed, the Occupier shall remain responsible for the accommodation charge on his/her room.

The Resident **must not** hand the keys to other Residents or non-residents or leave them in his/her room – Occupants doing so will remain responsible for the accommodation charge and for any damage incurred irrespective of who was in possession of keys at the time.

Lost Keys

The Resident must report the loss of any key at once to the Residence Reception during Office hours or Campus Reception out of office hours. If the keys are lost/misplaced a standard replacement charge will be payable by the Resident – currently **£30.00** per key. For a replacement AberCard the charge is currently **£15.00**.

Lock-outs from University Residences

Students who lock themselves out of their accommodation are advised that they are required to visit their Residence Reception in order to report the lock out, to verify their identity and to complete a lock out form.

A charging system for lockouts is as follows:

1st Lock-out	Further Lock-outs
No charge	£5 per lock-out

Deductions will automatically be made from the student's deposit, providing there are enough funds to cover the costs.

If students persistently continue to lock themselves out then they will be invited to meet with the Residence Manager to discuss the matter.

Students are therefore advised to always take their key out with them to ensure that they do not get locked out of their room or flat/house front door.

Online Room Inventory

Shortly after taking up residence in the accommodation, residents will receive an email inviting them to complete an online inventory of the study bedroom and shared areas. This is to record the condition of the accommodation and should be completed by all residents within 7 days of taking up residence. It is the responsibility of the individual resident to ensure that the inventory is completed.

Moving in and out of Residential Accommodation

Residence in University accommodation is for the full Licence period stated in the Accommodation Licence. Any student wishing to move either within or out of University accommodation during the Licence period may be charged an administration fee, currently **£25.00**. The University will use all reasonable endeavours to assist in finding suitable replacement Residents where necessary.

A Resident who wishes to leave in order to take up accommodation in the private sector or for any other reason, must find a suitable

replacement student acceptable to Aberystwyth University to take over their residential licence with the University.

- All persons involved must go together to the Accommodation Office to complete the relevant paperwork.
- The replacement student must pay the required acceptance fee and sign a licence agreement.
- The occupier vacating the room may be required to pay a **£25.00** administration fee.
- **If you are experiencing problems living within University Residences please contact the Residences Team to discuss any concerns you may have, at Pumlumon or Penbryn Reception.**

A Resident wishing to transfer into a vacant room within any University owned or managed accommodation must discuss the transfer with the Accommodation Office. Please note that transfers are not usually considered until after the third week of term.

- All persons involved must go together to the Accommodation Office to complete the appropriate paperwork and sign a new licence agreement.
- The student may be required to pay a **£25.00** administration fee.
- Residents may be required to meet with the Residence Management Team to discuss the reasons for a transfer request.
- **If you are experiencing problems living within University Residences please contact the Residences Team to discuss any concerns you may have, at Pumlumon or Penbryn Reception.**

Students withdrawing from their course:

If you are thinking of withdrawing from the University; whether that be temporarily or permanently, it is important that you explore all

your options with your Resident Tutor, or staff at the Student Welcome Centre. If you decide to withdraw you should:

- Inform the Accommodation Office of your intention to leave the University owned or managed Residence and complete the necessary withdrawal forms and provide appropriate documentation from relevant University Offices. Charges will be made until such notice is received.

Return of Keys

- **On moving to another room / departure from the Residence ALL keys must be returned in person to the Accommodation Office / Residence Reception.**
- No keys should be sent to the Accommodation Office.
- Keys must not be left with other Residents or non-residents.
- If your keys are not returned you will remain responsible for the cost of the remainder of the Licence period and may be charged for replacement locks.

Any Resident not complying with the above procedures will continue to be held responsible for the accommodation charges on his / her room.

Aberystwyth University accepts no responsibility for any items remaining in rooms after the Licence end date unless prior written agreement has been made with the Residence Manager. Permission will only be granted in exceptional circumstances at their discretion.

Any items left in rooms will be saved for 14 days during which the University will use reasonable endeavours to contact the Resident. After this period the belongings will be deemed as abandoned and will be disposed of. Any costs involved in the removal of belongings will be charged to the Resident.

Residence Staff

All the staff are committed to making the residences as safe, comfortable and pleasant as possible for you and will be pleased to assist you whenever possible. However you may find it more convenient to approach the correct person.

Management Structure

The Head of Residential Services has overall day to day responsibility for the management of the residences. They are assisted by a team of Residence Managers and an Accommodation Licence Manager who are responsible for ensuring the smooth operation of all residences which includes investigating Breaches of Licence, and working with Students to prevent such breaches occurring. This team also work alongside the resident Student Support Co-ordinators and Tutors who are responsible for welfare and maintaining the study environment. The Accommodation Office Manager is responsible for the allocation of rooms and for the application procedure for all residences.

Residence Reception Team

Reception is the first place you should report maintenance and service related issues. If you are in doubt about other matters start here, they will be pleased to direct you to the most appropriate person for your query.

Residence Manager and Team

The Residence Manager and their team of Duty Managers, Clerical Assistants, Day and Night Porters and Domestic Assistants are responsible for the management and or delivery of all services and facilities (Building management, cleaning, health and safety, security and inspections) within the residence.

Accommodation Licence Manager

The Accommodation Licence Manager, assisted by Residence Manager and their team of Duty Managers is responsible for all discipline within

the Residences.

Residence Receptions

- Cwrt Mawr, Rosser, Trefloyne, Penbryn, Pantycelyn and Pentre Jane Morgan
Tel. 01970 622984 between 8:30am and 6pm
Monday – Friday residences@aber.ac.uk
- Brynderw and Seafront Residences
Tel. 01970 626097 between 9am and 2pm
Monday – Friday residences@aber.ac.uk

Resident Tutor

Living in University accommodation provides a sense of belonging and the opportunity to build relationships with other students and the University. Our goal is to provide a supportive environment which aids your transition to independent living and promotes a positive University experience beyond the class room.

Resident Tutors live in residences alongside you to provide support to you throughout your time in residence, especially during key periods such as the first few weeks after arrival.

Resident Tutors arrange welcome activities for residents and will visit you periodically throughout the year to catch up on your progress. They may be contacted on any matter to do with your personal growth and wellbeing.

Resident Tutors will encourage you to become fully involved in residential life by joining the Residence Committee.

The Student Welcome Centre, in the heart of Penglais Campus, is your one-stop-shop for questions and enquiries, including fees, loans, visas, money doctor, disabilities, health and international regulations.

Residential Essential Equipment

If you have not arranged bedding, Kitchen, and Study packs during your stay in University

accommodation then Click2Campus have a range of packs to get you started at University. Click2Campus will deliver your order to an address of your choice:

www.Click2Campus.com

Alternatively, you may wish to purchase your bedding pack and other related items from the following stores, which offer a 'buy online-collect in store' service.

www.matalan.co.uk

www.mandco.com

www.argos.co.uk



Aber Card

Your Aber Card entitles you to a discount from all of the Hospitality outlets. All Students and Staff get a 5% discount when showing their Aber Card at the till when they pay. Students paying by their Aber Card Receive 10% discount off everything in all of the Hospitality outlets.

All students will automatically have their Aber Card set up with Hospitality, and for those in catered accommodation, your allowance will be loaded onto this card. You can top up your card at any of the Hospitality outlets or by completing and sending in the Aber Card Top Up Form to our finance department.

The Aber Card can be used in the Sports Centre, Library, for photocopying and for access into the 24 hour computer rooms. Please note that amounts loaded onto your card for Hospitality cannot be used for paying for printing / photocopying or fines in the Library, or in the Sports Centre and vice versa.

Full details of the scheme and an Aber Card Top Up Form are available at: www.aber.ac.uk/en/hospitality/ For students with special dietary requirements or if you require any further information, please telephone (01970) 621961.

Catered Residences – Students in Catered Residences are automatically members of the scheme and are supplied with an Aber Card on arrival.

The Accommodation Licence Fee includes a set amount specifically for meal and non-alcoholic drink purchases, and this amount has to be used during the period of residence within the three academic terms. Any unused amount of this sum will be forfeited at the end of the Licence Period.

A proportion of this amount is loaded onto the Card at the start of each of the three terms. The amount apportioned to the Card is normally sufficient for at least one meal a day; and the Card is designed to be 'topped-up' at any time with further amounts as desired.

If you don't have a card, both staff and students of Aberystwyth University can apply for one at the Library.

What if I lose my Aber Card?

Please inform Information Services (Based in the Hugh Owen Library) as soon as possible if your card is lost, stolen or not working. A lost card will be blocked until it is found or a replacement is issued.

Replacement costs are as follows:

Lost card: £15.00

Broken Card: £2.00

Stolen Card (Where police crime report number is given): £2.00

Charges are made for replacement cards to cover the cost of the materials and processes involved in making the new card. Replacement cards are normally available within 24 - 48 hours of payment.

This information is correct at time of going to press. For up to date information, please see <http://www.aber.ac.uk/en/is/library/card/>

So please remember

- Always show your card to get your Discount
- If you are a Student, pay by your Aber Card to get your
- 10% Discount
- Can be used at all of our Cafes and Restaurants
- Easy to top up at any of our outlets
- No Cost to join
- Can be topped up at any of our Cafés & Restaurants

Housekeeping**Cleaning**

Catered Residences - In these Residences, corridors, bathrooms, stairwells and the small amenity rooms are cleaned on weekdays by members of the Residence housekeeping staff. Residents are expected to clear and clean away after making any meals to clear up any mess for which they are responsible. They are also responsible for removing rubbish.

Any undue un-cleanliness or damage of these areas will be reported to the Residence Manager. Bedrooms are not cleaned by staff and each resident is responsible for maintaining the cleanliness of his/her bedroom.

Self Catered Residences - In these Residences any thoroughfares in residential buildings such as landings and stairwells are cleaned on weekdays by members of the Residence housekeeping staff, who will report any undue un-cleanliness or damage of these areas to the Residence Manager.

Residents of flats or houses are individually responsible for maintaining acceptable levels of cleanliness and safety within their own bedroom (Including bathroom equipment in ensuite bedrooms); and collectively responsible along with the other occupants of the flat / house for

maintaining acceptable levels of cleanliness and safety of all common parts such as kitchen/ diners, bathrooms and corridors within the flat in order to comply with Health and Safety requirements and the Accommodation Licence Agreement.

Students are advised to arrange cleaning rotas for common parts of their flat or house. If residents need any assistance with this, they should ask their Residence Manager, as rotas can be provided.

Many residents find that buying cleaning products together as a flat at the start of term works well. We encourage residents to set up a **cleaning kitty** and would recommend that you buy the following items to help with cleaning:

- Anti-bacterial multi-purpose cleaner for floors and surfaces
- Degreaser for cookers, hobs and grill pans
- Hob cleaner for ceramic hob tops
- Oven cleaner – always follow instructions carefully
- Washing up liquid
- Cleaning gloves, washing sponges and scouring pads, brillo pads
- Disposable kitchen towel
- Fridge cleaner and deodorizer
- Toilet cleaner and separate cleaning gloves and cloths
- Shower and bathroom multi-purpose cleaner
- Black rubbish bags

Always make sure you follow the instructions on the product and never mix products. If you have any queries, please ask staff for advice.

Fire doors are not to be wedged open or blocked, neither should evacuation routes be blocked by, for example, rubbish or bicycles etc.

Inspections

All Residences are regularly inspected, to ensure that an acceptable and safe level of cleanliness is being maintained by the residents and to check for damage and unauthorised changes to the inventory of the contents.

A pre-planned and published schedule of inspections of living areas takes place throughout the Licence Period, see <http://www.aber.ac.uk/en/accommodation/residents/>

In Catered Residences, inspections of bedrooms and shared common areas take place throughout and at the end of each academic term. In Self Catered Residences, inspections of bedrooms and common parts of flats or houses take place throughout the academic session.

Bedrooms or common parts that fail inspections due to not being cleaned may be cleaned by Residence housekeeping staff, and the cost of cleaning will be apportioned to the resident of the bedroom or residents of the flat / house / corridor as appropriate according to a published scale of charges which are designed to cover costs only (See pages 16-17).

Bedrooms or common parts that fail inspections due to damage or missing items of inventory will have the damage repaired and / or replacement items supplied, and the costs will be charged directly to the occupant / occupants as appropriate (See Fault Reporting – this section).

Fault Reporting

Any faults however caused should be reported to your Residence Reception as soon as possible during office hours. Emergencies or faults requiring immediate action should be reported in person or by telephoning your Residence Reception during office hours. Non-urgent faults can be reported using the fault reporting form for each residence, available on

each residence page at <http://www.aber.ac.uk/en/accommodation/our-residences/>. Click on your individual residence page to be directed to the fault reporting form. Any faults however caused out of office hours should be reported to Campus Reception (01970) 622900. **Failure to immediately report a fault may have severe health and safety repercussions and as such any failure may be subject to disciplinary measures for breach of the Accommodation Licence.**

Residence Maintenance Targets

Our staff carry out regular checks to external areas. We do not, however, regularly check residents' private rooms. As you would expect we ask that you report any maintenance needs or hazards as soon as possible. This is simply because the sooner we know of a problem, the sooner we can fix it for you. Aberystwyth University reserves the right for itself or those authorised by it to enter its residential accommodation for the purpose of welfare, inspection, maintenance and repairs, giving due notice where possible and to move residents to other similar accommodation if necessary. Where a maintenance operative has entered your room to attend to a reported problem or as part of essential maintenance work the operative will leave a card detailing:

- If the job has been completed.
- If an item is faulty and instructing that it should not be used pending replacement.
- If parts have been ordered to enable repair.
- If the job is incomplete an estimate of the time remaining and next visit where possible.

You should keep this card safe and take it with you when discussing the work with any Residence staff. We will make every effort to deal with your request as soon as we can and with

the minimum of disruption. We are committed to customer care and have the following guidelines:

We know that we are temporary visitors to your home, and will leave your property as we found it, causing as little disruption as possible.

We will aim to contact you at least 24 hours in advance before carrying out repairs or otherwise needing access. This, of course, may not apply in cases of emergency, for disciplinary reasons, or where you have requested that we visit immediately.

We will always knock or ring the bell before entering your property, as well as to individual rooms before entering. You have the right to ask for identification / to ring for verification before allowing access.

The Target Rectification Table below outlines target times for attending and rectifying reported faults. In the case of an 'Emergency Fault' the response may result in a temporary fix, in which case the fault will then be permanently repaired as soon as possible thereafter subject to availability of parts and labour.

Target Response Times

	Urgent work	Permanent Repair	General Work
Building fabric	6 hours	5 days	4 weeks
Drainage	6 hours	5 days	4 weeks
Fixtures and fittings	6 hours	5 days	4 weeks
Floors and floor coverings	6 hours	7 days	7 days
Decorative finishes	n/a	n/a	4 weeks
Heating, water system and sanitary fittings	6 hours	7 days	7 days
Electrical installation	6 hours	7 days	7 days
Fire and smoke alarms	6 hours	7 days	7 days
Fire extinguishers	Replaced with 24 hours		
Essential equipment (e.g. total failure of locks, cooker, fridge, bed)	Replaced with 24 hours		
Other equipment	Replaced with 7 days		
Roads, paths, etc.	1 day	5 days	4 weeks
External works	n/a	n/a	4 weeks

We welcome feedback on the quality of our service. This can be addressed in confidence to the Residence Manager. We always like to hear when we've given an excellent service, as well as your concerns!

Access to Rooms

Aberystwyth University reserves the right for its own employees or those authorised by it to enter its residential accommodation

for the purpose of welfare, inspection, maintenance and repairs, giving due notice where possible and to move Occupants to other similar accommodation if necessary. Throughout the year the University holds several Open Days for which we sometimes need access to residence/houses/blocks/flats and rooms to show to staff and prospective students of the University. The residence staff will give you at least 24 hours notice wherever possible should we need access to your room.

For all Planned Programmed maintenance at least 7 days notice will be given.

Waste

All Residents are responsible for safe disposal of their own household waste, and share a responsibility for any waste generated communally within corridors, flats or houses.

1. Residents are responsible for safe and clean removal of all waste within bedrooms and shared common areas of the flat or house. Each Residence has a designated central waste disposal point within the vicinity of the Residence, and residents are required to take all waste to these areas. Waste will not be automatically cleared or collected from within the Residence.

2. Any waste that is not dealt with appropriately by Residents will be removed by Residence staff and a charge can be levied for costs incurred (see Financial – Charges for Cleaning).

Recycling

Recycling is part of life in Aberystwyth and recycling bags are provided at Residence Receptions for disposal of paper, cardboard, plastics and textiles. Glass recycling points are located at various points near to each Residence.

Please take time to find which facilities are available within your Residence upon arrival at <http://www.aber.ac.uk/en/maps-travel/maps/penglais/>

Kitchen equipment: How to use

Manufacturers appliance manuals for all electrical equipment supplied by the University in your flat / house can be found using the following link:

<http://www.manualsonline.com/>

If you have any difficulties locating the appropriate manual please call in to the Residence Reception where a member of staff will help.

Firstly, always ensure that the appliance is plugged in and switched on.

How to use the Kettle

Although the kettle is simple to use we recommend that you read these instructions prior to use.

- Remove the lid and fill the kettle with desired amount of water. It should be above the minimum mark and below the maximum mark. These markings are on the external water level indicator.
- Ensure the lid is securely fitted by ensuring the 4 latches around the lid are placed beneath the rim of the kettle.
- Ensure the ON/OFF switch on the kettle is off, fit the connector to the kettle and insert the plug into the power socket.
- Press the top of the ON/OFF switch and the "power on" light will illuminate to indicate that the kettle is now switched on.
- Once the water in the kettle has boiled the kettle will automatically switch off and the "power on" light will go off.
- The amount of time taken for the kettle to automatically switch off will depend on the amount of water in the kettle.
- The kettle can be switched off at any time by pressing the bottom of the ON/OFF switch.

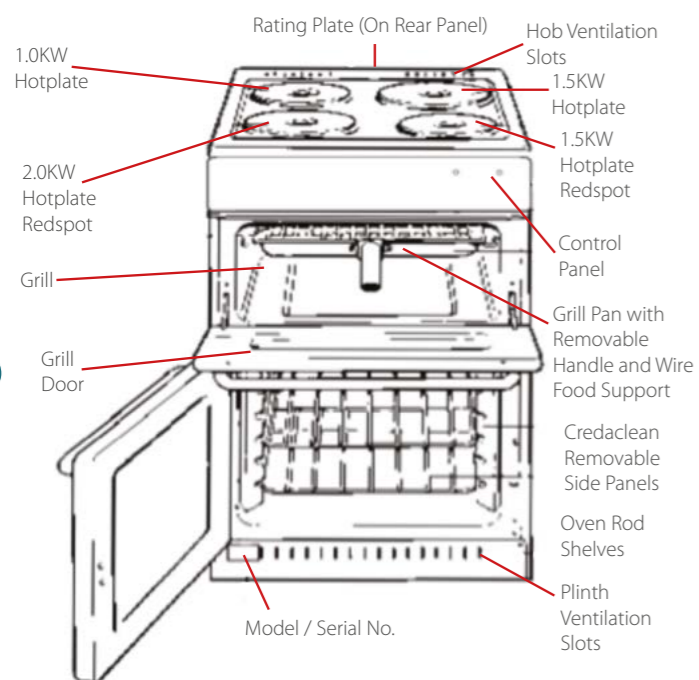
Please do not:

- Use the kettle outside.
- Touch the hot surfaces.
- Remove the lid when the kettle is boiling.
- Operate the appliance if the kettle or connector is damaged.
- Put the kettle on top of the cooker.
- Put anything other than water into the kettle.

If the kettle is damaged in any way please return to reception where you will be given another one.

How to use the Cooker

Features:



Safety Information

- Turn the cooker off when not in use.
- Always use dry good quality oven gloves when removing items from the oven or grill.
- Stand back when opening the oven door to allow any build up of steam to disperse.
- Always place the pans centrally on the hot plate making sure that handles are kept away from the edge of the hob and cannot become heated by other hotplates or pans.
- Make sure the shelves are in the correct position before switching the oven or grill on.
- Any food spills should be wiped up immediately to prevent the risk of a fire.

Operating the Hob

1. Rotate the control knobs in either direction to provide fully variable heat control .
2. When any one of the hotplates is on, the red indicator light on the control panel is on.

3. To switch a hotplate off turn the corresponding knob to ●
4. The rapid heating hotplate is denoted by the red spot on the centre.
5. Knob Position - 1 - Warming.
6. 2 - 3 Simmering.
7. 4 - 5 - 6 Cooking, Frying, Boiling.

Operating the Grill

1. Open the door
2. Position the shelf in a suitable position.
3. Turn the grill on by turning the control knob clockwise to the grill symbol on the knob and allow to preheat for around 5 minutes.
4. The amber indicator light will glow to show that the grill has been switched on.
5. Ensure the food is correctly positioned under the grill element.
6. Do NOT line the grill pan with aluminium foil.
7. Warning: Always use an oven glove to protect your hand when using the grill as all metals parts can become very HOT.
8. Do not leave the handle in position when grilling.

Operating the Oven

1. Turn the oven on by rotating the oven control knob anti-clockwise.
2. Select the temperature in the oven by selecting the temperature (in degree Celsius) printed on the knob.
3. The amber temperature indicator light on the control panel will glow until the preset temperature is reached.
4. Once the temperature has been reached, the amber light will go off and then cycle on and off to maintain the pre-set temperature.
5. Ensure you stand back from the appliance when opening the oven door to allow any build up of steam or heat to escape.
6. Check food is thoroughly cooked and piping hot.

Using the Freezer

Before you start using the freezer, check that:

1. The interior is dry and air can circulate freely at the rear.
2. Insert the plug into the wall socket and switch on the electricity supply. Avoid accidental disconnection by taping over the switch. The compressor will start running.
3. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
4. If you are going to store already frozen food open the freezer door and check that the freezer has reached the correct temperature. Then you can put in your already frozen food.
5. If you are going to freeze fresh food, you should turn the thermostat knob to 4 and wait at least 3 hours before putting in your fresh food to be frozen.
6. Front edges of the cabinet may feel warm. This is normal.
7. We recommend that you set the thermostat knob at 2 and monitor the temperature to ensure the appliance maintains desired storage temperature.
8. Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached.
9. IMPORTANT NOTE: If there is a power failure do not open the door. Frozen food should not be affected if the failure lasts for less than 12 hours. If the failure is longer, then the food should be checked and either eaten immediately or cooked and then re-frozen.
10. Don't use pointed sharp edged objects such as knives, forks to remove the ice.
11. Don't freeze fizzy drinks.

Temperature Control and Adjustment

Temperature is controlled by the thermostat which is located on the rear wall of the cabinet. Thermostat knob is located on the front of the appliance, "4" is the coldest setting. The normal storage temperature of your appliance should be - 18°C. Lower temperatures may be obtained by adjusting the thermostat knob towards "4". Please remember each time the door is opened cold air escapes and the internal temperature rises. Therefore never leave the door open and ensure it is closed immediately after food is put in or removed.

Storing Frozen Food

1. Put packets in the freezer as quickly as possible after purchase.
2. Do not exceed "Use By", "Best Before" dates on the packaging.
3. If there are not instructions on the packet, refer to the storage life guide on the door liner.

Freezing Fresh Food

1. If you are going to freeze fresh food in excess of 2 kg turn the thermostat knob to 4 and wait for at least three hours before placing the fresh food in the freezer. Remember to return the knob to its normal setting after freezing.
2. Do not freeze too large a quantity at any one time. The quality of the food is preserved when it is frozen right through to the centre as quickly as possible.
3. Take special care not to mix already frozen food and fresh food.

Using the Refrigerator

1. The fridge compartment is for the short term storage of fresh food and drinks.
2. Cooked dishes must be stored in airtight covered containers.
3. Fresh wrapped produce can be placed on the shelf. Fresh fruit and vegetables should be cleaned and stored in the crisper bins.
4. Bottles can be placed in the door section.
5. To store raw meat, wrap in polythene bags and place on the lowest shelf. Do not allow to come into contact with cooked food to avoid contamination. For safety, only store raw meat for two to three days.
6. Keep the food packed, wrapped or covered. Allow hot food and beverages to cool before placing them in the fridge. Do not store explosive substances. High proof alcohol must be stored upright in sealed containers. Left over canned food should not be stored in the can.
7. Some fruit and vegetables suffer damage if kept at temperatures near 0°C. Therefore wrap pineapples, melons, cucumbers, tomatoes and similar produce in polythene bags.
8. Place chilled cooked food and similar food near the rear of the fridge inner liner where the cold wall is located.
9. Shelves, racks, crisper bins, drawers, flaps, bottle grippers are all removable.
10. Do not leave frozen food at room temperature to thaw; the best way to defrost food is to put it in the fridge to thaw slowly. Make sure you avoid defrosting food or food juices dripping onto other food.
11. Operating temperatures are controlled by the thermostat knob. Settings may be made from 1-5 (5 being the coldest position). We recommend you set the thermostat halfway between settings 2 and 3.

12. To turn on the fridge:
 - a) Insert the plug into the wall socket and switch on the electricity supply.
 - b) When the door is open the fridge interior light will come on.
 - c) You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also give rise to noise, whether the compressor is running or not which is quite normal.
 - d) Set the thermostat knob half way between 1 and 5.
 - e) Front edges of the cabinet may feel warm. This is normal.
13. Ensure that contents are labelled and dated.
14. Do not exceed "Use By" "Best Before" dates on the packaging.



Using the Vacuum Cleaner

Before you use the vacuum cleaner please check:

- The plug is not loose.
- The cable is not worn.
- The bag is in place and is not full.

If the machine is faulty do not use it. Report it on a defect repair form or take it to reception.

Please remember that the vacuum will not pick up large items of refuse. Paper, crisp packets,

pen tops etc should be picked up prior to vacuuming the floor.

The bag will be replaced on a regular basis, should you need a new one please contact reception.

Once you have finished with the machine please unplug it, wrap the cable up and store in the correct place.

Any problems please contact reception where someone will be happy to help you.

Using the Iron

- Put water into the iron through the fill opening (ensuring it is unplugged at this time).
- Place iron on ironing board and plug appliance in to a near by plug.
- Select temperature/setting required using the temperature control dial.
- Red light will come on, stand appliance on its heel - when temperature is reached the light will go out.
- Iron by pressing and moving the soleplate around a garment on the ironing board.
- Between ironing always stand appliance on its heel and NEVER leave on its soleplate as it will burn the surface.
- To spray water onto garment, press the water spray button whilst pointing the nose of the appliance in the required direction.
- To switch iron off - turn temperature down and unplug at the mains.

Safety:

- DO NOT use iron if cord is worn, stretched, kinked, or damaged in any way.
- DO NOT use the iron on any other surface (only use on ironing board provided).
- DO NOT leave appliance unattended whilst on.

- DO NOT submerge appliance in water in order to fill the water tank.
- Never store appliance near hot appliances, steam or a cooker.

Using the Microwave

- Plug appliance in and turn on at the mains.
- Place food onto a non metallic plate and place in the centre of the appliance.
- Close the door.
- Select cooking power level (defrost, low, medium, high etc.).
- Select cooking time, according to food packaging instructions, if available.
- In some instances you will then need to select start.
- To cancel operation turn the timer to '0', press STOP or open the microwave door.

Safety:

- Please wipe clean inside appliance after each use to ensure any remains do not burn on next use.
- DO NOT turn the microwave on when empty.
- DO NOT put sealed containers into the microwave as they may explode.
- DO NOT put metal or paper into the microwave as they may catch fire.
- Take care when removing items from the microwave as they are likely to be hot.
- For long cooking times, check food every couple of minutes for burning or over cooking.
- DO NOT place or store anything on top of the microwave
- NEVER heat oil or fat in your microwave.

Energy Awareness

Here are some quick and easy ways you can help to save energy whilst living in Residences:

Lighting

- Switch off lights that are not needed
- Don't leave lights on in unoccupied areas
- Ensure that someone switches off lights after hours

Computing

- Do not switch on computers or printers until they are needed
- Switch off monitors if they will not be used for 15 minutes or more

Heating

- If temperatures are too high turn the heating down rather than open windows.
- Close doors and windows when the heating is on.
- Report doors and windows that do not seal correctly to the site office.
- Dress appropriately for the season.
- Do not use portable electric heaters - report your heating problems.

Water

- Report dripping taps.
- Make sure taps are turned off after use.
- Don't use more water than you need.
- Use a sink plug or bowl when washing dishes.
- Avoid overfilling kettles.

Inventories of Contents

Online Room Inventory

Shortly after taking up residence in the accommodation, residents will receive an email inviting them to complete an online inventory of the study bedroom and shared areas. This is to record the condition of the accommodation

and should be completed by all residents within 7 days of taking up residence. It is the responsibility of the individual resident to ensure that the inventory is completed.

1. **Bedroom Inventory** - Each resident is individually responsible for completing their bedroom inventory, including, where applicable,
2. **Communal Inventory** - Residents are collectively responsible for ensuring that an inventory is completed for all communal areas.

Kitchen / Diners

Kitchen / Diners are located in Self Catered Residences only. Each flat or house has a kitchen / diner equipped with Cooker, Microwave Fridge/Freezer, Toaster, Kettle, Iron and Ironing Board and a Vacuum Cleaner. There is usually a separate storage cupboard for each resident. Residents are expected to supply their own cutlery, crockery, cooking utensils and household linen.

[Click2Campus.com](http://www.click2campus.com) can also supply and deliver a kitchen pack.

Amenity Rooms

Amenity Rooms are located in Catered Residences only. Students in these Residences are expected to take main meals through the Hospitality outlets provided on campus; however the Amenity Rooms are supplied with basic catering equipment sufficient to make light snacks and drinks. Included are small bench-top cookers, a microwave, a small fridge / freezer, kettle, iron / board and a toaster. A vacuum cleaner is also provided in the flat for use. Cutlery, crockery, cooking utensils and household linen are not supplied. The surfaces in these rooms are cleaned by Residence staff on a daily basis Monday to Friday, but students

are obliged to maintain adequate levels of cleanliness including cleaning up after their own use of facilities, otherwise a charge may be levied (See pages 12-13).

Secure Indoor Cycle Parking Cwrt Mawr, Rosser & Trefloyne and Penbryn

The University actively encourages residential students to use bicycles as a mode of transport, and is currently developing the provision of secure indoor cycle parking. The first two of these are now available next to Cwrt Mawr Communal Block and Penbryn, if you are a resident at Cwrt Mawr, Rosser, Trefloyne or Penbryn, you are welcome to apply for one of a limited number of spaces.

If you do decide to bring your cycle to the University please remember that you will need to take out separate insurance, as your Endsleigh room contents insurance does not cover theft or damage to a cycle.

In accordance with University Fire Regulations and your Accommodation Licence, bicycles are prohibited in study bedrooms, communal areas, and all evacuation routes including corridors, staircases and entranceways. **Any bicycle found within any part of a Residence will be removed by Residential and Hospitality Services staff and a recovery fee will be levied.**

<http://www.aber.ac.uk/en/accommodation/info/securecyclestorage/>

Computer Network

All University Halls of Residence have an Internet connection via a wired Ethernet network socket in every study bedroom, as the primary internet connection. Wireless access is also available as a secondary connection in some locations.

This service is available to registered users at Aberystwyth University only.

Internet access is provided in support of the academic aims of the University and all use is governed by the Information Services Regulations and the JANET Acceptable Use Policy link to <https://community.ja.net/library/acceptable-use-policy>. You should familiarise yourself with what these contain.

To connect to the network your computer will need

- an ethernet card (most come with this as standard)
- a network (RJ45) cable - these are available to purchase on campus

New students will need to have activated their Aberystwyth University email account and will receive an email before arrival with instructions for doing this: <http://www.inf.aber.ac.uk/advisory/faq/14/>

All students will need to set up their computer for use on our network. Full instructions can be found on this page: <http://www.aber.ac.uk/en/is/computers/stunet/> You can set this up anytime before you arrive.

If you are unable to set up your computer in advance instructions will be available on campus from Information Services: <http://www.aber.ac.uk/en/is/help/contactus/>

Computers are available for your use in computer rooms (some open 24/7) in:

- Pentre Jane Morgan
- Cwrt Mawr / Rosser / Trefloyne
- Pantycelyn

and also at other locations in academic buildings.

Facilities include:

- Wi-Fi
- Computers with Windows 7 and Office 2010
- Flat-screen monitors, DVD drives and USB ports
- Printer / copiers / scanners

The Lounge@Rosser and the Lounge@PJM have facilities for group work and vending machines.

If you have any questions please contact: 01970 62 2400 / is@aber.ac.uk

Television Licences

The use of television sets, videocassette recorders, set-top boxes or DVD recorders to receive or record television program services must be covered by an appropriate TV licence. A licence is also required if a TV enabled personal computer is used to record or receive television programmes. This applies to individuals who have brought TV sets from home to watch television programmes in either their own bedroom or in communal areas. **In these circumstances failure to purchase a TV Licence is a criminal offence. You are strongly advised to purchase a TV Licence** as soon as possible upon arrival at Residence if you own rent or have on loan a TV set.

The TV Licensing Authority has an agreement with the University that its representatives can visit the University to make checks throughout Residences. TV Licensing representatives are required to report to Residence Reception upon arrival and departure, and will be accompanied by a member of management staff when visiting. Both TV and University representatives are required to carry relevant ID and to show this upon request. TV Licensing representatives are entitled to knock at the bedroom door of residents in Catered Residences and at the flat or house door of residents in Self Catered Residences, but are not entitled to gain further

entry to living areas.

Please note the TV Licensing Authority hold records that refer to the previous resident, therefore it is possible that Residents may receive a Licence Renewal reminder even if they do not possess a TV set. In this case residents should simply appropriately complete and return the reminder document to TV Licensing.

Failure to purchase the appropriate licence can lead to a fine of up to £1000.

The responsibility for proof of licence rests with the Resident concerned.

www.tvlicensing.co.uk

TV licensing general enquiries: 0300 790 6090

Communications

Where to look for Information?

Communicating with all the students in residences can be difficult on an individual basis. We therefore try to give you important information using as many ways as possible to try to ensure you don't miss anything important and to ensure your experience at Aberystwyth University is a positive and enjoyable one.

People: Each residence has a network of staff who can offer a wealth of information and advice about all sorts of things whether it is about where you are living, the local area or just where to go and eat! All you need to do is ask!

Notice boards: There are notice boards in each reception area. Any important information concerning you will be posted here - keep your eyes open and regularly check them out.

E-mail: You will have your own personal University e-mail address which you can use and where we can contact you.

Weekly E-mail: Distributed each Wednesday

during term by e-mail. This carries details of events and opportunities on campus.

Web Site: The University web site has loads of info available to you about everything from accommodation to fees, bursaries and Scholarships. www.aber.ac.uk

The Accommodation Office: Based at Penbryn Reception they can help you with any accommodation based enquiries.

Telephones: Pick up the phone and dial the main University switchboard (between 9am - 5pm Monday - Friday) on 01970 62 (3111 internal) and the operator can put you in touch with anyone within Aberystwyth University. If you are in the University and have an emergency simply pick up an internal telephone and dial 2900 to speak to Residences Staff or 222 to dial the Emergency Services.

Residential Support Co-ordinators: Living in the same residence as you, they are available to assist in any way they can. They are particularly skilled to deal with "settling down" and making the transition to University life - contact the Residence Reception about where to find them.

Get in the know!

- Please read carefully all the information we send to you.
- Keep an eye on your notice boards and the weekly e-mail.
- Let us know if you need help.
- Report any maintenance issues so we can get them fixed.
- If you think we could do something better - or if we are exceeding your expectations - let us know!

We understand that asking for assistance is not always the easiest thing to do but we are here to help you - Just ask





- Bicycle storage
- Catered Residence
- Shower en suite
- Computer rooms



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Penbryn

Penbryn is situated on the University's Penglais Campus near to the academic buildings, the Arts Centre, the Students Union and sports facilities. Every room has a washbasin. Rooms have wi-fi links to the campus area network. Terraced on the side of a hill, many rooms have fine views of Aberystwyth and the surrounding countryside. Most rooms are single study bedrooms, with a small number of bunk or twin rooms. Penbryn is a Catered Residence and the Accommodation Fees include a fixed charge to cover the cost of meals approximately equivalent to one meal a day which can be taken at TaMed Da Restaurant or any of the Catering Outlets. Students are expected to provide all their own bedding.

No. of students: 313



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Rosser

Each self-contained flat at Rosser provides single study bedrooms with en-suite facilities for 8 students. The flats are well equipped but students are expected to provide their own cutlery, crockery and all bedding. All rooms have wired and wi-fi links to the Campus area network. Rosser lounge provides computers, Wi-Fi access, group study areas, 'easy' furniture to chill out and a vending service with a launderette located opposite.

No. of students: 392

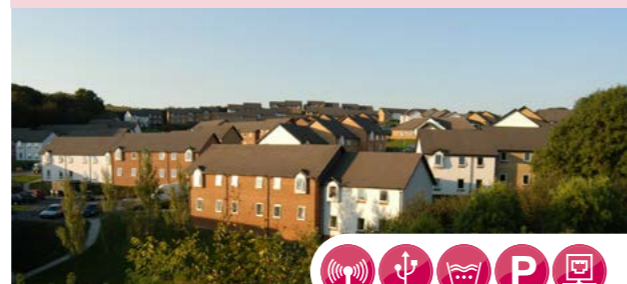


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Cwrt Mawr

Cwrt Mawr is situated at the highest point of the University Campus, close to academic buildings and a supermarket. Twelve blocks each contain six self-contained self-catering flats, housing eight to eleven students. Each room has a washbasin. Most rooms are single study bedrooms, with a small number of twins. Each flat is well equipped but students are expected to provide cutlery, crockery, and all bedding. All rooms have wi-fi links to the campus area network. The communal block provides a music practice room, well equipped launderette, and secure indoor bicycle storage within 30 yards.

No. of students: 600



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Pentre Jane Morgan Student Village

The student village comprises individual houses designed to accommodate groups of 6 to 8 students in single, twin or bunk study bedrooms, sharing kitchen and bathroom facilities. All rooms have wifi links to the Campus area network. This complex has central facilities on the site which house the launderette and PJM lounge, with provides computers, Wi-Fi access, group study areas, 'easy' furniture to chill out and a vending service. The Village is accessible from the main campus by footbridge. Students are required to provide their own cutlery, crockery and all bedding.

No. of students: 1200

- Wifi
- Laundry
- Residents' Car Parking
- computer network link in all bedrooms



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Pantycelyn

Pantycelyn is located on Penglais Hill, adjacent to Campus. Accommodation is in single study bedrooms with a small number of twin or bunk rooms. Each room has a washbasin and a network connection. Pantycelyn is designated a mixed Welsh Residence - there will be sufficient Welsh speakers to ensure that the language is the main medium of communication. Pantycelyn is a Catered Residence and the Accommodation Fees include a fixed charge to cover the cost of meals approximately equivalent to one meal a day, to be taken at Bwyty Pantycelyn or at any of the Catering Outlets. Students are expected to provide all their own bedding. Communal facilities include a computer room, television lounge, launderette and amenity rooms to complement a number of active clubs and societies.

No. of students: 280



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Brynderw

Brynderw is designed to accommodate 146 students in single study bedrooms in self-contained flats, housing from four to six students. Each flat is well equipped and students are expected to provide their own cutlery, crockery and all bedding. All rooms are linked to the Campus area network.

No. of Students: 146

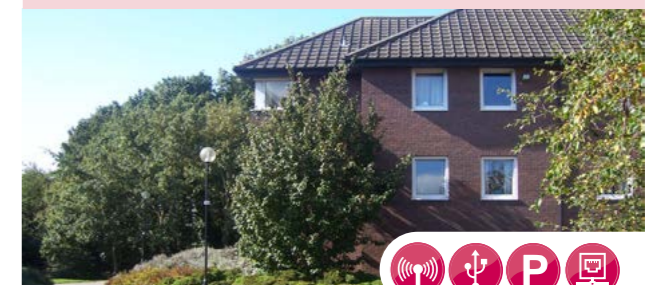


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Sea Front Residences

The University-managed Sea-Front Residences - comprising Aberglasney, Alexandra Hall, Balmoral, Blaenwern, Caerleon, Carpenter, Ceredigion, Clarendon House, Glyndwr, Pumlumon and Tŷ Gwerin offer well-equipped single, twin and bunk room accommodation in flats of varying sizes. All rooms have computer network connections. Clarendon House provides en-suite accommodation for 110 postgraduate students. There are also a number of en-suite rooms at Alexandra Hall. Students are expected to provide their own cutlery, crockery, and all bedding.

No. of Students: 715



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Trefloyne

Trefloyne is located adjacent to Cwrt Mawr and Rosser. Each self-contained flat accommodates 7 students in single study bedrooms and is well equipped, but students are expected to provide their own cutlery, crockery and all bedding. Communal facilities including a launderette and Rosser Lounge are located at Rosser. All rooms have wifi links to the Campus area network.

No. of students: 167

Mail

One of the following systems for mail collection will operate in your Residence.

Either

1. Mail is delivered directly to individual blocks, flats or houses by Royal Mail.

or

2. In **Pantycelyn** mail is delivered directly to post boxes located in the large lounge area, by Royal Mail. In **Alexandra Hall**, mail is delivered directly to post boxes located in the main foyer, by Royal Mail. It is your responsibility to collect your mail from your designated mail box. If you do not include your room number, when giving your address, your mail will not be able to be delivered.

Parcels and couriers

Residence staff are not responsible for signature, receipt or safe keeping of items delivered by private courier and residents are responsible for making their own delivery and receipt arrangements directly. Royal Mail will leave a card instructing you to collect all parcels, registered and recorded delivery mail from the Waun Fawr Post Office (Campus Residences) or the Delivery Office at Glan yr Afon Industrial Estate (Town and Seafront Residences), if you are not in when they deliver.

Any mail delivered after your departure at the end of the Licence Period will be returned to sender. We are unable to forward letters to residents who have left due to the quantity of letters we have delivered. For a fee students can make arrangements directly with the Royal Mail to have mail redirected to another address, and this should be done at least one week in advance of departure.



Postal Addresses

Always include your room number along with your flat or house number when giving your address or shopping online.

Cwrt Mawr, Rosser and Trefloyne - Always include your flat number when giving your address not your room number as your mail will not find you.

Cwrt Mawr Flats 1-60	Cwrt Mawr Flats 125 -142, Trefloyne all flats and Rosser all flats
Cwrt Mawr, Rosser and Trefloyne Residences	Cwrt Mawr, Rosser and Trefloyne Residences
Penglais	Penglais
Aberystwyth	Aberystwyth
SY23 3AN	SY23 3LH

Pantycelyn - Always include your room number when giving your address

Pantycelyn
Penglais
Aberystwyth
SY23 3BX

Penbryn - Always include your room number when giving your address

Blocks 1-3	Block 4	Block 7
Penbryn Hall	Penbryn Hall	Penbryn Hall
Penglais	Penglais	Penglais
Aberystwyth	Aberystwyth	Aberystwyth
SY23 3UU	SY23 3UW	SY23 3UY

Pentre Jane Morgan - Always include your house number when giving you address

House 1-73	House 74-151	House 152-178
Pentre Jane Morgan	Pentre Jane Morgan	Pentre Jane Morgan
Penglais	Penglais	Penglais
Aberystwyth	Aberystwyth	Aberystwyth
SY23 3TE	SY23 3TG	SY23 3TH

Town and Seafront Residences - Always include your room number when giving your address

Aberglasney Marine Terrace Aberystwyth SY23 2BX	Alexandra Hall Victoria Terrace Aberystwyth SY23 2DH	Balmoral Victoria Terrace Aberystwyth SY23 2BN	Blaenwern Victoria Terrace Aberystwyth SY23 2DH	Brynderw Stanley Road Aberystwyth SY23 1LB	Caerleon Queen's Road Aberystwyth SY23 2DP
Carpenter Marine Terrace Aberystwyth SY23 2BY	Ceredigion Marine Terrace Aberystwyth SY23 2DB	Clarendon Victoria Terrace Aberystwyth SY23 2DG	Glyndwr Queen's Road Aberystwyth SY23 2HG	Pumlumon Victoria Terrace Aberystwyth SY23 2DJ	Tŷ Gwerin Queen's Road Aberystwyth SY23 2HF

Telephones

Bedrooms or flats / houses are not automatically fitted with telephones. The University does not guarantee mobile phone coverage in any of its residences.

Vehicles

You are encouraged to leave your car at home. Transport in Aberystwyth is not a problem and distances are short. However if you must bring your car to University please note the following:

Car parking on campus is limited and is managed in accordance with the University Traffic and Parking Regulations. Car parks are split into Staff, Visitor and Hall zones. Students residing on campus are only allowed to park in Hall zones. Residents in Seafront and Town Residences cannot apply for a Campus Parking Permit and are encouraged to walk, cycle or use the regular bus service between the town and campus.

Applications for a parking permit can be made in advance of arrival: <http://www.aber.ac.uk/en/campus-services/car-parking/>

Alternatively, applications can be made after arrival through Site Security at Campus Reception. Please be aware that many residences, including Penbryn, Pantycelyn and the Seafront and Town residences have little or no parking provision and parking permits are issued to eligible students on a first come basis only.

You are asked to consider whether you really need to bring a vehicle with you to University.

Buses

There are a number of regular services available to all students, with details of times displayed at Penbryn Reception. **The Students Union offer a very economical bus pass** which is highly recommended to help residents access affordable and convenient local transport. <http://www.abersu.co.uk/news/article/6013/Bus-Cards/>

Launderettes

Coin-operated washing and drying machines are provided in Launderettes at the following locations:

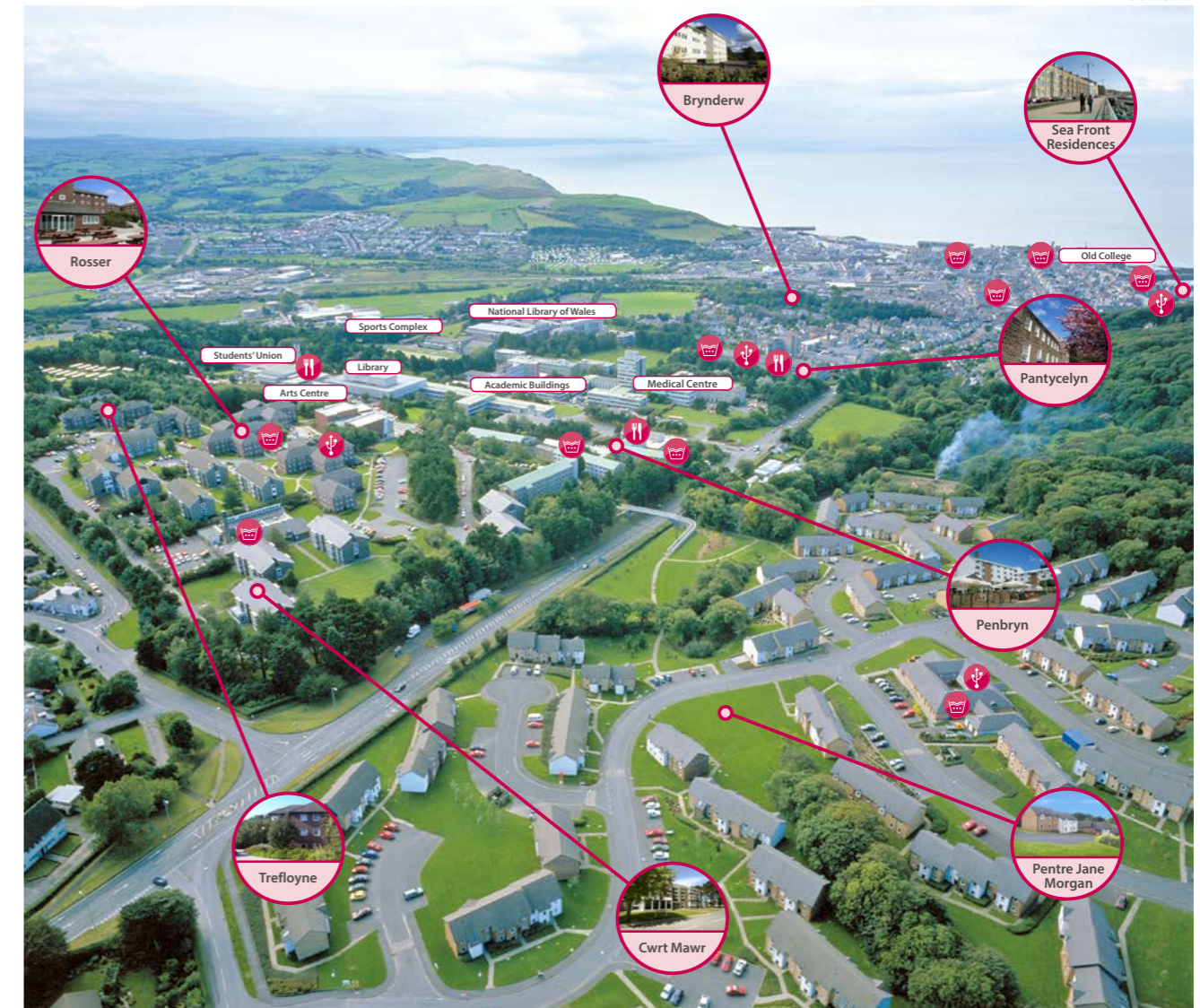
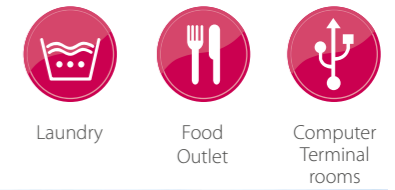
- Cwrt Mawr (Adjacent to the Communal Block)
- Rosser (Blocks D & G)
- PJM (Amenity Block)
- Penbryn (Ground floor Block 1 & 3)
- Pantycelyn
- Pumlumon (Basement)
- Alexandra Hall (Basement)

To report a fault, contact Circuit Laundry by calling 0800 092 4068, or online at <http://www.circuit.co.uk/i-want-to-do-my-laundry/get-in-touch/>

Vending

All Catered Residences and some Self Catered Residences are supplied with a wide range of confectionery and nonalcoholic drinks through cash operated Vending Machines, located centrally in foyers or reception areas.

Penglais Campus & Town Map



	Launderettes	Computer Rooms
Cwrt Mawr, Rosser & Trefloyne	Amenity block & Rosser block D & G (1st floor)	Rosser Lounge
Penbryn	Blocks 1 & 3	
Pentre Jane Morgan	Amenity block	PJM Lounge
Pantycelyn	Rear of building	Ground floor – Residents Only
Town & Sea Front	Caerleon, Pumlumon and rear of Alexandra hall. Private launderettes: North Parade, Bath Street & Bridge Street.	

A University education is about more than just your degree - it's about meeting new people, gaining independence, having different experiences and growing and developing as a person - it is this experience as a whole which will make you a desirable 'graduate' in the eyes of future employers.

Your department will help you to make the most of University by supporting you through Aberystwyth's Personal Development Planning (PDP) scheme, but there are lots of other people who are here to help you too. You may find that, at some point, you experience difficulties - perhaps related to your course, accommodation or personal life. No matter how big or small you feel the matter to be, you can always call on the following to help you resolve the issue.

Accommodation Office

The Accommodation Office is available to offer advice and guidance on all issues relating to the range of accommodation available within Aberystwyth.

Penbryn Reception

Opening times: Monday – Friday 8:30am to 6:00pm

Tel: 01970 622984

Email: accommodation@aber.ac.uk

Residence Management Team

Available on site to discuss any practical issues you may be facing about life in residences. The Residence Managers and their teams are responsible for the overall co-ordination of the services within the halls: cleaning, security, maintenance and other services. They ensure that a safe environment is maintained for all residents and staff within the site. The Accommodation Licence Manager and Residence Managers will issue warnings to residents where

they have breached their Licence Agreement. They will assist in resolving any problems you have whilst living in University Accommodation.

All Residences

Opening times: Monday – Friday 8:30am to 6:00pm

Tel: 01970 622935

Email: residences@aber.ac.uk

Resident Tutors

As a Resident you have to access to a resident support structure. Your Resident Tutor will contact you on your arrival. They will welcome you to the residential community and will help you make the most of your opportunities beyond the classroom. They can also assist when you come across barriers to your success and happiness. Whether you are new to Residences, or returning, you should think of them as someone you can trust within the University.

Details of the Resident Tutors can be found in the Residence Reception, on the web and in the Accommodation Office. The Team provide an on-call out-of hours service at evenings and weekends. The details of on call rotas will be e-mailed to you, don't hesitate to talk to them and share any concerns you may have, that's what they're there for!

Tel: 01970 622900

Do you have a disability or learning difference? Not a problem!

If you haven't already done so, introduce yourself to the University's Accessibility Advisor, located in the Student Welcome Centre.

Tel: 01970 621761

Email: disability@aber.ac.uk



Student Welcome Centre

The Student Welcome Centre, located at the heart of the Campus, provides a one stop shop for the majority of your enquiries and information needs. Here you will be able to access information and advice on money matters, study skills, signpost mentoring, childcare, welfare, health and wellbeing matters and Learner and Disability Support Services. A good place to drop in and get advice.

The Student Advisors, in particular, can help you to budget your costs, manage your finances and apply for funds and loans.

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

<http://www.aber.ac.uk/en/student-finance/>



Student Wellness Centre

Located on Penglais Hill in its own modern building, the Wellness Centre brings together nurses, counsellors and a GP to see to a wide range of health matters.

Opening times: Monday – Friday 9:30am – 4:00am

Tel: 01970 622087

Email: nurse@aber.ac.uk

Information Services

Information Services provide library, computing and media services to Aberystwyth University students. To make use of our facilities you will need an Aberystwyth University email account and an Aber card. You can find full details of our services at <http://www.aber.ac.uk/en/is/>

Tel: 01970 62 2400

Email: is@aber.ac.uk

Careers & Employment

The Careers Service offers advice, guidance and information to all students and graduates of Aberystwyth University, irrespective of whether they are full time, part time or distance learners at either undergraduate or postgraduate level. You can start thinking about the future at any time but it obviously makes sense to start earlier rather than later - see the 'Getting Started' section of our website for ideas. We're here to help - so make the most of what's on offer.

Tel: 01970 622378

<http://www.aber.ac.uk/careers/>

Childcare Facilities

The University has a brand new purpose-built day nursery catering for children from ages 6 months - 8 years.

Contact the Childcare Manager.

Tel: 01970 622325

Email: childcare@aber.ac.uk

Aberystwyth Students Union

Postal Address:

The Union,
Penglais,
Aberystwyth,
Ceredigion
SY23 3DX

Tel: 01970 621700

Fax: 01970 621701

Email: union@aber.ac.uk

Web: <http://www.abersu.co.uk/>

The Student Advice Centre offers support and advice and is independent from the University. You will find us on the ground floor of the Students' Union building at the end of the corridor.

Making an Appointment

To make an appointment for Advice you can email us on: union.welfare@aber.ac.uk

Tel: 01970 621740 or drop in to reception between 9am and 4pm Monday to Friday.

An appointment will be made for you as soon as possible. If you do not require an appointment, but have a quick question or query you can check with our administrator, who may have the relevant information in reception.

As with everything on offer in the Union this service is student led but we are also a member of Federation on Independent Advice Centres (FIAC) and we subscribe to the National Association of Citizens Advice Bureaux (NACAB).

Freshers Fayre

Dates : 23rd - 25th September

Soak in the atmosphere at this lively event and get your hands on the best freebies and promotions from local and national businesses! Over 50 stalls varying from pubs, clubs and cafes to clothing shops, bookshops and florists will be competing for your attention, so take advantage of this great opportunity to familiarise yourself with the best that Aberystwyth can offer. Bring your wallets and grab some student essentials – posters, a funky houseplant for your room and of course, tickets for the best freshers' week entertainment from the Union!

Sports Week – 17th – 22nd September.

Sports Fayre – Tuesday 24th September

FAQ

How do I pay my accommodation fees?

There are two options available by which Residence Fees may be paid.

- A **single payment** of the full annual fee prior to the beginning of the academic session or at the commencement of the residence period as per the Licence Agreement, via cash, cheque (made payable to 'Aberystwyth University'), credit/debit card or bank transfer.
- By **Direct Debit instalments** deducted from a UK bank account either:

by **3 equal instalments in November 2013, January 2014 and April 2014**

or, by **7 monthly instalments from November 2013 to May 2014.**

The amounts of the monthly instalments are based on the annual fee divided by the total number of instalments (maximum of 7).

Residents will not be permitted entry to University Residences unless either a completed Direct Debit mandate or a single payment for the full year has been received.

What do I do if I cannot pay my accommodation fees?

If for any reason, you are unable to pay your accommodation fees you should contact the Student Fees Office immediately either by **telephone** on (01970) 62 2131 or by **e-mailing** fees@aber.ac.uk

What is included in my**accommodation fee?**

The Accommodation Fee includes the provision of electricity, gas and water connection to the University computer network and Students' Personal Effects Insurance. For Penbryn and Pantycelyn the Accommodation Fee includes a prepaid meal allowance. This is credited to the student's Aber Card.

Do I need insurance?

As part of your accommodation package, your possessions will be protected by an insurance scheme (A blanket policy) arranged with Endsleigh, which has been specially negotiated to achieve significant savings in premium. Whilst our blanket policy gives a comprehensive range of covers, you may identify some categories as being insufficient for your particular needs. If so you can supplement the cover by payment of additional premium to Endsleigh. This can be arranged on-line or by phoning 0800 028 3571. Details of cover can be found online at <http://www.aber.ac.uk/en/accommodation/downloads/>

Can I view my room before the term starts?

Unfortunately we are unable to allow new students to view their University accommodation before their arrival at the start of term.

What do I need to bring with me?

In addition to your personal belongings, you will need to bring bedding and towels. Students in self-catering residences should also bring cooking equipment (i.e. pots and pans) and dining utensils (i.e. cutlery, cups, plates etc). Click2Campus can also supply and deliver a kitchen pack. Student in catered residences may wish to bring a small amount of equipment for making snacks (i.e. cutlery, cups and plates).

What if I lose my keys?

Please contact your Residence Reception as soon as you realise you have lost your keys. If the keys are lost / misplaced a standard replacement charge will be payable by the resident – currently **£30.00** per key. If you use your ABER card to access your room, and lose this, please contact Residence Reception as above and also see the following information.

What if I lose my Aber card?

Please inform Information Services (Based in the Hugh Owen Library) as soon as possible if your card is lost, stolen or not working.

Replacement costs are as follows:

Lost card: **£15.00**

Broken Card: **£2.00**

Stolen Card (Where police crime report number is given): **£2.00**

Charges are made for replacement cards to cover the cost of the materials and processes involved in making the new card. Replacement cards are normally available within 24 - 48 hours of payment.

If you use your Aber card to access your room, your Residence Reception will provide you with a temporary key card whilst your replacement is being made.

This information is correct at time of going to press. For up to date information, please see <http://www.aber.ac.uk/en/is/library/card/>

Can I transfer to another residence / block / room?

If you would like to transfer or exchange rooms within any University owned or managed accommodation, you must discuss the transfer with the Accommodation Office at Penbryn.

- All persons involved must go together to the Accommodation Office to complete the appropriate paperwork and sign a new licence agreement.
- You may be required to pay a **£25.00** administration fee.
- **If you are experiencing problems living within University Residences please contact the Residences Team to discuss any concerns you may have, at Pumlumon or Penbryn Reception.**

Can I move out of my residence?

An occupant who wishes to leave in order to take up accommodation in the private sector must find a suitable replacement student acceptable to Aberystwyth University to take over their residential licence with the University.

- All persons involved must go together to the Accommodation Office to complete the relevant paperwork.
- The replacement student must pay the required acceptance fee and complete a licence agreement pack.
- The occupier vacating the room may be required to pay a **£25.00** administration fee.
- **If you are experiencing problems living within University Residences please contact the Residences Team to discuss any concerns you may have, at Pumlumon or Penbryn Reception.**

What do I do if I withdraw from University?

Student withdrawing from their course:

If you are thinking of withdrawing from the University; whether that be temporarily or permanently, it is important that you explore all your options with your Resident and Personal Tutors, or staff at the Student Welcome Centre. If you decide to withdraw you should:

- Inform the Accommodation Office of your intention to leave the University owned or managed Hall of Residence, complete the necessary withdrawal forms and provide appropriate documentation from relevant University Offices. Charges will be made until notice is received and keys are returned.

What happens at the end of my stay?

Please vacate your accommodation on the final day of your Licence by 10am. Some leeway may be granted but you must contact the Residence Manager prior to your end date to arrange for this.

Please ensure that you leave your room in the same condition you found it. If you do not clean your room or have caused any damage, you may be liable for cleaning and damage charges. Check under the bed, mattress, in and on top of the wardrobe/drawers for any personal belongings.

Notification of where to return your key will be sent to you prior to the end of term.

Can I have a television in my room?

Yes, but it is a legal requirement that anyone who owns a TV, or is in possession of television receiving equipment is responsible for obtaining a Television Licence for their own use. This applies to individuals who have brought TV sets from home for use in either their own

bedroom or in communal areas. Failure to purchase a TV Licence is a criminal offence. You are strongly advised to purchase a TV Licence as soon as possible upon arrival at Residence if you own rent or have on loan a TV set. If you live in postgraduate accommodation where a television is provided within the kitchen, you still need a licence for any television in your room.

Who is responsible for cleaning my room and flat?

Each resident is individually responsible for maintaining acceptable levels of cleanliness and safety within their own bedroom (including bathroom equipment in ensuite bedrooms). All residents in each flat / house are jointly responsible with the other occupants of the flat/house for maintaining acceptable levels of cleanliness and safety in all shared areas such as kitchen/diners, bathrooms and corridors in order to comply with Health and Safety requirements and the Accommodation Licence Agreement. Students are advised to arrange cleaning rotas for common parts of their flat or house. Fire doors are not to be wedged open or blocked, neither should evacuation routes be blocked by rubbish, personal belongings or bicycles etc.

Can I cook or have a kettle in my room?

No. You can only cook or boil kettles in the kitchen. Any cooking equipment found in rooms will be confiscated for health and safety reasons.

Can I bring my own cooking appliances for the kitchen?

Appliances such as microwaves, toasters, micro cookers, slow cookers, rice cookers, sandwich toasters and kettles should not be brought to residences for use in your room or kitchen. Deep fat fryers, chip pans and mini fridges will be confiscated.

Am I allowed to smoke in my room / residence?

No. Smoking is prohibited in all University buildings including Residences. You cannot smoke in any semi-enclosed building entrances, outside any entrances, or next to windows and other areas where smoke could enter a building. The above policy applies to all Residences. If you smoke inside Residences you will face disciplinary action.

Who do I call in an emergency?

Please ring the emergency 24 hour number (01970) 62 2900 (external / mobile) or 2900 (internal) or 999.

Where can I live next year?

University Residences

A number of beds are made available to returning students who plan to continue their studies at Aberystwyth University for a further year. Priority is given to final year students. Applications open at the end of November each year, and details on the exact dates and how to access our online application system will be advertised on the weekly e-mail to Students.

All correctly completed applications received before the given closing date for applications will be considered and a response given, normally between the end of January beginning of February each year.

Private Sector Accommodation

Please don't be rushed into signing a contract until you have established your friendship groups and attended one of the House Hunting talks, details of which will be circulated on the weekly e-mail. These will provide you with information on what to expect when living in the private sector and give you guidance for making the right choice.

Problems can arise if you sign a tenancy agreement for a house a long time before the tenancy is due to start. Our database of registered private sector accommodation can be found at: <http://accommodation-online.aber.ac.uk/private/> advice is also available from the Accommodation Office. You can also get information on accommodation in future years from the Aberystwyth University Accommodation Office Facebook page.

<p>Accommodation Office Penbryn Reception, Penglais, Aberystwyth, Ceredigion, SY23 3BY</p>	<p>General Accommodation Enquiries Telephone: (01970) 622984 E-mail: accommodation@aber.ac.uk Fax: 01970 622983 Opening Hours: Monday-Friday 8:30am – 6:00pm</p>
<p>Cwrt Mawr, Rosser, Trefloyne, Pentre Jane Morgan Residences Reception Penbryn Reception, Penglais, Aberystwyth, Ceredigion, SY23 3BY</p>	<p>For All Residents Telephone: (01970) 622984 Email: residences@aber.ac.uk Opening Hours: Monday-Friday 8:30am – 6:00pm</p>
<p>Pantycelyn Reception Pantycelyn, Penglais, Aberystwyth, Ceredigion, SY23 3BX</p>	<p>For Pantycelyn Residents Telephone: (01970) 622984 Email: residences@aber.ac.uk</p>
<p>Town and Seafront Reception Pumlumon, Victoria Terrace, Aberystwyth, Ceredigion, SY23 2DJ</p>	<p>For Sea Front Residents Telephone: (01970) 626097 Email: residences@aber.ac.uk Opening Hours: Monday-Friday 9:00am – 2:00pm</p>
<p>24 Hour Residences Emergency Helpline - Telephone: 01970 622900</p>	

Student Support Services

<p>General Support Enquiries Student Welcome Centre</p>	<p>Telephone: 01970 621761 E-mail: student-support@aber.ac.uk</p>
<p>Student Nurse, Mental Health Adviser & Counselling Service Student Welcome Centre</p>	<p>Telephone: 01970 622087 E-mail: nurse@aber.ac.uk, counselling@aber.ac.uk</p>
<p>Student Advisors Student Welcome Centre</p>	<p>Telephone: 01970 621761 E-mail: student-support@aber.ac.uk</p>
<p>Accessibility Advisors Student Welcome Centre</p>	<p>Telephone: 01970 621761 E-mail: disability@aber.ac.uk</p>
<p>1:1 Support Work & Specialist Tuition Student Welcome Centre</p>	<p>Telephone: 01970 621761 E-mail: disability@aber.ac.uk</p>
<p>Signpost Mentoring Student Welcome Centre</p>	<p>Telephone: 01970 621761 E-mail: signpost@aber.ac.uk</p>
<p>Student Fees Office and Cash Office</p>	<p>Finance Office, Ground Floor, Old College, King Street Telephone: 01970 622043</p>

General / Useful Contacts

<p>Admissions Office</p>	<p>Dr. Hywel Davies Student Welcome Centre Telephone: 01970 622021 E-mail: ug-admissions@aber.ac.uk</p>
<p>Careers Service</p>	<p>Careers Advisory Service Aberystwyth University Telephone: 01970 622378 E-mail: careers@aber.ac.uk</p>
<p>Students' Union Advice</p>	<p>Student's Union Aberystwyth University Telephone: 01970 621740 E-mail: union.welfare@aber.ac.uk</p>
<p>Information Services</p>	<p>Hugh Owen Library Telephone: 01970 622400 Email: is@aber.ac.uk</p>
<p>Bronglais Hospital</p>	<p>Bronglais District General Hospital Aberystwyth Ceredigion SY23 1ER Telephone: 01970 623131 (Main switchboard) Minicom: 01970 635943</p>
<p>Dyfed Powys Police</p>	<p>Telephone: 101</p>
<p>Dental Services</p>	<p>Ystwyth Dental Practice 01970 613520 Dental Surgery Park Avenue 01970 623369 Eastgate Dental 01970 612457 Denticare 61 North Parade 01970 612266</p>
<p>GPs in the Area*</p>	<p>Aberystwyth Student Wellness Centre 01970 622087 Church Surgery 01970 624855 http://churchsurgery.com/en/ Health Centre, Llanilar 01974 241556 http://www.wales.nhs.uk/sites3/home.cfm?orgid=752 Padarn Surgery 01970 624545 http://www.wales.nhs.uk/sites3/home.cfm?orgid=356 The Surgery, Borth 01970 871475 http://www.wales.nhs.uk/sites3/home.cfm?OrgID=691 Ystwyth Medical Group 01970 613500 http://www.wales.nhs.uk/sites3/home.cfm?orgid=762</p>
<p>Lost Property</p>	<p>01970 622900</p>
<p>Loyalty Card Queries - Hugh Owen Library</p>	<p>01970 622400</p>

*it is advisable that you contact and register with a local GP as soon as possible



Complaints Procedure

A comprehensive Complaints Procedure exists for students at Aberystwyth University. Further information and full details can be found on the following University web page:

<http://www.aber.ac.uk/en/regulations/contents/student/appendix-2/>



www.aber.ac.uk/residential



Kitchen Safety



Don't use cutlery in the toaster



Beware of wet floors



Don't leave cooking unattended



Don't put metal in the microwave



Don't use appliances with wet hands



Toaster
Bread **only**



Kettle
Water **only**



Sockets
UK plug **only**

For more information please refer to the residence handbook
24 Hour Helpline: 01970 622900 www.aber.ac.uk/en/accommodation/

RESIDENTIAL & HOSPITALITY SERVICES



Fire Safety



KITCHEN SAFETY



Don't leave cooking unattended



Avoid cooking when you are tired or have been drinking



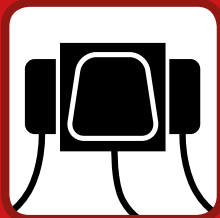
Keep grill pans, grill, hob and oven clean
Build-up of fat and bits of food can start a fire

FIRE DRILLS



Never fail to evacuate

ELECTRICAL SAFETY



Don't overload sockets

PROHIBITED ITEMS



No candles or incense

Full details in Residence Handbook

- electric blankets
- deep fat fryers / chip pans
- washing or drying machines
- musical amplification
- power tools
- fairy lights
- sun-beds
- heaters

Never cover or interfere with smoke or heat detectors - you could be endangering dozens of lives. Tampering with fire equipment is a criminal offence. Malicious use will result in disciplinary action.

FALSE ALARMS



No smoking



Use aerosols away from Smoke Alarm



Don't wedge fire doors open



Keep shower door shut



Failure to comply with the Rules and Regulations set forth in the Residence Handbook may result in disciplinary action being taken. For further information, please visit www.aber.ac.uk/en/accommodation/

RESIDENTIAL & HOSPITALITY SERVICES