

# Residents'

## Handbook



2016 - 2017  
Session

Forming part of the Accommodation  
Licence Agreement

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# Welcome to Aberystwyth!

**Before your arrival and during your time in Aberystwyth University Residences you will understandably have questions about a variety of different things. We hope this handbook will help to answer those questions and provide you with some additional information to ensure you get the most out of living in our Residences. Please read it in conjunction with your Accommodation Licence Particulars (found within your Accommodation Licence Pack) and the Terms and Conditions of your Accommodation Licence Agreement (found at the back of this handbook).**

If you have any queries about the handbook or your accommodation, either before or during your stay with us, please feel free to ask.

## A Personal Service

We, the Residences Team, are responsible for the day-to-day management of the accommodation and are based within your residences. Come and see us in person or contact us by telephone or e-mail about anything related to your accommodation.

If you have any problems in your accommodation, e.g. you are locked out, are unwell, need a repair or have a problem with a neighbour, we have staff on hand 24 hours a day to help.

You can contact us in the following ways:

**Phone:** 24 hour Residence Helpline - 01970 622900

**E-mail:** [accommodation@aber.ac.uk](mailto:accommodation@aber.ac.uk)

**In person:** Visit the Accommodation Office, based in **Y Sgubor, Fferm Penglais** (Open 08.30am - 6.00pm, Monday to Friday).

Out of office hours you can visit our friendly Porters who are based in the Penglais Campus Reception.

## The small print

The Terms and Conditions of your Accommodation Licence Agreement can be found at the back of this handbook. The Accommodation Licence Agreement is a legal contract between you and the University which outlines your obligations and the University's obligations so please ensure you fully understand your obligations before accepting.



# Pre-Arrival

**The residences are fully furnished but you will need to bring some personal items. This page sets out what's provided and what you will need to bring.**

## What is provided in your Accommodation:

### All bedrooms contain:

- Desk & computer chair
- Desk lamp
- Bed & mattress
- Wardrobe
- Curtains or blinds
- Wired computer network connection
- Waste bin
- Electric sockets

### Some bedrooms contain:

- Wash basin
- En-suite and studio rooms have a separate shower room including a wash basin and toilet
- Noticeboard
- Bedside table
- Wi-fi connectivity is available in most rooms
- Shelving

### All Self-Catered Residence kitchens contain:

- Oven with grill & hob
- Microwave

- Fridge and freezer\*
- Kettle
- Toaster
- Vacuum cleaner, dustpan & brush, mop & bucket
- Iron & ironing board
- Dining table / breakfast bar with chairs / stools
- Cupboard space for each resident

### Catered Residence kitchens contain:

- Table top oven / hob
- Microwave
- Fridge and freezer\*
- Kettle
- Toaster
- Shelving space
- Vacuum cleaner, dustpan & brush, mop & bucket
- Iron & ironing board

## What to Bring:

### Bedding

You will need to provide your own pillows, duvet, bed linen, blankets etc. The size of bedding you need will depend on your residence:

- Fferm Penglais - double bed (4ft 6in)
- Some rooms in Penbryn - small double (4ft), we will contact you in advance if you are allocated to a room with a 4ft bed.
- Rosser G - small double (4ft)

- All other residences - single bed (3ft)
- Towels and tea towels
- Basic cleaning products
- Toilet roll
- Cutlery, crockery, saucepans, kitchen utensils and non-electrical cooking equipment
- A good quality, fused bar adapter plug

**For a full list of items that you should not bring please refer to Appendix 2.**

You can pre-order a bedding or kitchen essentials pack to be delivered to your room from [www.Click2Campus.com](http://www.Click2Campus.com), or use the 'Buy online, collect in store' services available at

- [www.matalan.co.uk](http://www.matalan.co.uk)
- [www.mandco.com](http://www.mandco.com)
- [www.argos.co.uk](http://www.argos.co.uk)

## Storage Space

Storage space may be limited so don't bring too much. Supplies are cheaply and easily available locally. Remember - fridge and freezer space is limited so plan your shopping accordingly - perhaps wait until you arrive so you can do a group shop!

## Fridge/Freezers\*

If you require a fridge for medical reasons please include this information on your application for accommodation or contact the Accessibility Advisor at Student Support Services – [disability@aber.ac.uk](mailto:disability@aber.ac.uk) / 01970 621761/622087. The Residences Team will then provide you with this equipment.

Extra fridge/freezer storage is not provided for non-medical dietary requirements. We do encourage students to buy fresh produce locally and to get together as a group to make meals where possible for which the appliances provided are ample for the amount of people sharing the flat/house. However, we do recognise that this does not suit everyone's life style and we facilitate the option of permitting students to purchase their own additional fridge/freezer with the requirement that an Additional Items form is completed, available from the Accommodation Office. Please note that any additional white goods older than 12 months have been PAT tested.

## Posters & Pictures

We want you to be able to personalise your accommodation, and have provided notice boards for you to fix things to.

You should only fix posters, pictures and decorations to notice boards, or on doors using white-tac.

Please avoid sticking anything to walls, ceilings, windows or in corridors. Remember, you will be charged for making good any marks and damage to paintwork or furnishings.



# Arrival

## When can I Arrive?

You will be able to collect your keys for your room on the stated arrival time and date printed on your Licence Particulars.

At the end of your Accommodation Licence Pack you will need to complete an Online Induction, here you will be able to book your arrival slot.

## Where do I collect my keys?

Please refer to the [Moving In](#) section of our website for details of where to collect your key depending on your anticipated arrival slot.

## Early Arrivals

**Please see section 2.3 & 4.2 of the Accommodation Licence Agreement**

If you have any extenuating circumstances which mean that you need to arrive early e.g. your course begins before the Licence start date or due to international flights, you can make an Early Arrival Request by contacting the Accommodation Office by e-mail - [accommodation@aber.ac.uk](mailto:accommodation@aber.ac.uk) or phone (01970) 622984.

If your Early Arrival Request is approved you will be charged for the additional nights from the date that you collect the key.

International students using the 'Meet & Greet' service are able to arrive early.

## Late Arrivals

**Please refer to the 'Licence Period' in the Licence Particulars**

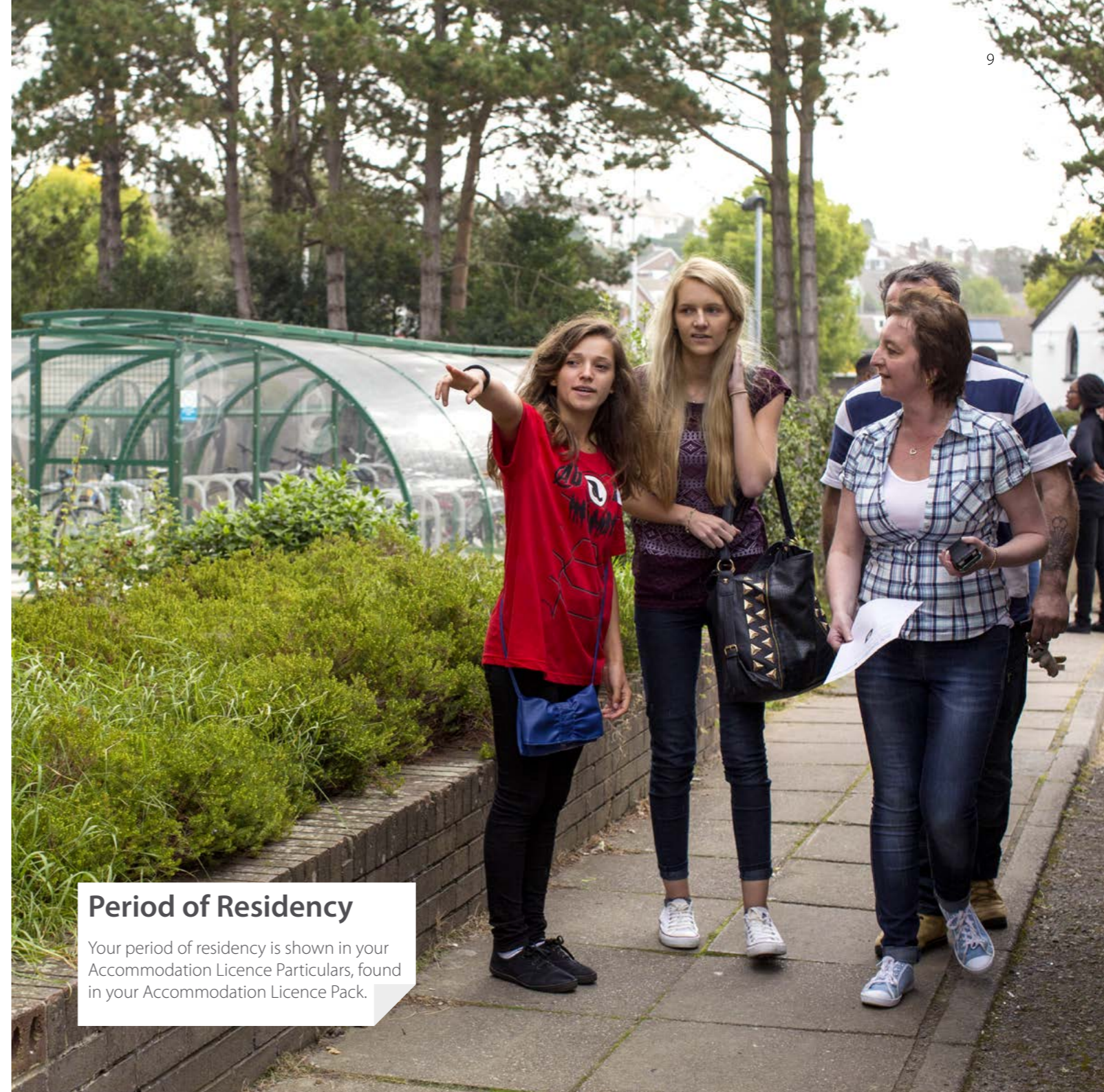
If you are unable to arrive at the start of your licence for any reason please make sure you complete the Late Arrival form on your Induction. If you do not notify us of your late arrival then your room may be released and given to another student. Late arrivals will be charged from the start of your licence period.

## Attending Activities Week?

If you are registered to attend Activities Week then we can allow early arrival into your residence, further details will be provided by the [Students Union](#).

## Period of Residency

Your period of residency is shown in your Accommodation Licence Particulars, found in your Accommodation Licence Pack.



## Get to know the area

Make sure that you keep yourself safe, and know how to reach your destination: if you need directions feel free to ask staff. Aberystwyth has a very low rate of crime and we believe students have a safe and secure environment, but it pays to be vigilant.

# Living in Residence

## What Next?

### Get connected

Make sure you set up all your devices so you can get online. All bedrooms have a network point which gives access to the internet and AU network, and most rooms have Wi-Fi. To connect to the network just follow the link below:

[www.aber.ac.uk/en/is/computers/stunet/](http://www.aber.ac.uk/en/is/computers/stunet/)

If you need any help just contact Information Services in the Hugh Owen Library:

- [www.aber.ac.uk/en/is/](http://www.aber.ac.uk/en/is/)
- [is@aber.ac.uk](mailto:is@aber.ac.uk)
- 01970 622400

### Online Room Inventory

#### Please refer to section 5 of the Accommodation Licence Agreement

Shortly after you move in, you will receive an email asking you to complete an online inventory of your study bedroom and shared areas. This is to record the condition of the accommodation and should be completed within 7 days of arrival. It's your responsibility to ensure that your inventory is completed.

### TV Licence

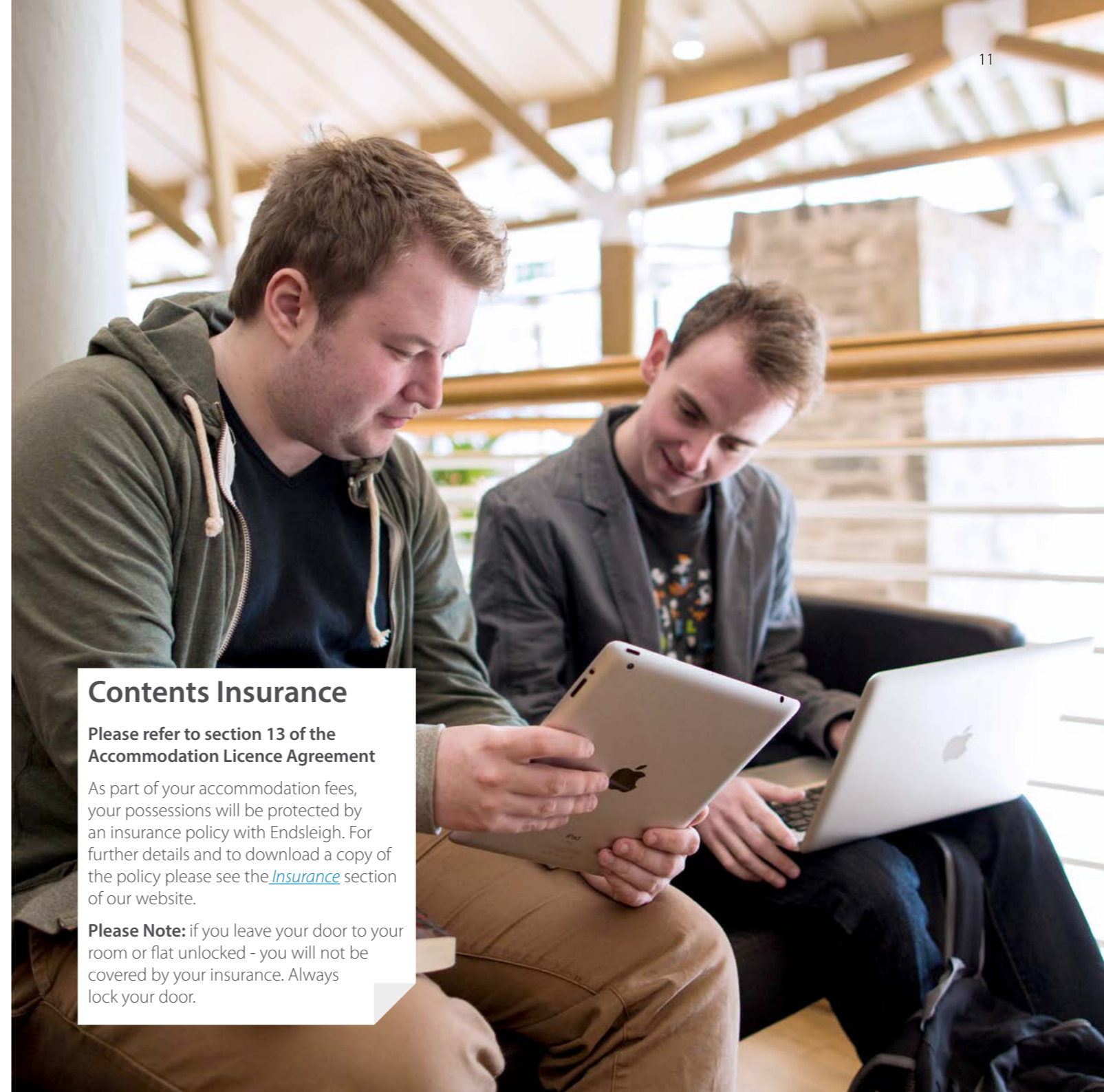
If you bring a television or any other TV receiving equipment, you must have a valid TV licence. This applies whether the TV is in your own bedroom or in communal areas. Remember, failure to hold a TV Licence can lead to a fine of up to £1000, so you must have one if you need it.

[www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

TV licensing general enquiries: 0300 790 6090

### Phones

There is a telephone in the entrance to each building which automatically connects you to the Residences 24 hour helpline (01970 622900), unfortunately this cannot be used for external calls. Bedrooms do not have telephone lines. Sadly we cannot guarantee mobile phone coverage in our Residences.



## Contents Insurance

#### Please refer to section 13 of the Accommodation Licence Agreement

As part of your accommodation fees, your possessions will be protected by an insurance policy with Endsleigh. For further details and to download a copy of the policy please see the [Insurance](#) section of our website.

**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.

## Vandalism & Damage

If you are found to be responsible for any damage -accidental or deliberate - which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. We will also recover the costs of any emergency call-out resulting from carelessness.

Residents will be charged collectively for repair of such damages, vandalism or missing items where the person responsible cannot be identified.

Sample charges are given in **Appendix 2**. Please note, if your deposit is insufficient to cover any charges due, you will be invoiced for the additional charges.

## Access

### Access card and keys

#### Please refer to section 2.6 of the Accommodation Licence Agreement

Access throughout accommodation is controlled by means of access cards and/or keys. Locks are provided to every study bedroom door and flat/house front door. Access into communal parts of larger sites is also controlled.

Please keep all access cards and keys secure. You should carry your University ID card (Aber Card) with you at all times. Security staff may ask to see your ID, especially during busy times on campus. Never lend your card or keys to anyone else.

Always report lost or stolen access cards or keys as you realise they are missing. Replacements will be charged for so keep them safe!

### Access by staff to your accommodation

For all routine and planned visits such as inspections, safety checks and maintenance visits, we will where possible notify you in writing 7 days in advance.

There are a small number of instances where advance notice will not be provided, as follows:

- In an emergency such as a flood, fire, or suspected fire

- Fire Drills (twice annually)
- Where a safety restraint has been removed from a window
- Where a complaint has been received regarding an issue such as noise, behaviour or issues with visitors
- Where a resident is reported as smoking in the building or possessing illegal drugs
- Where there may be a welfare or health and safety issue
- Inspection of a vacant room due to a resident departing through the year
- Where a Resident Tutor is making a delivery or visit

Staff will always carry identification and knock the door/ring the doorbell before entering the flat/house. You should refuse access to anyone who cannot provide University ID.

### Access for repairs and planned maintenance

Please remember that access to the property by contractors will be required in order to complete a repair with building and maintenance works starting from 9.30am (except in the case of an emergency where immediate access is required).

If you have reported a fault you should expect a contractor to visit within the priority timescale. In reporting a repair you are consenting to personnel entering your room or flat to assess or carry out the repair. Remember that you have the right to ask

for proof of identification from any tradesperson. If you wish, you can ask for notice to be given of when the repair will be attended to, but this can extend the timescale of the repair.

A calling card will be left in your room when a contractor enters your room, which will tell you if the job has been completed or if further work is required.

There are certain planned and routine maintenance tasks in residential areas which the University is obliged to carry out by law. We will normally give 7 days' advance notification of work via your University email account and endeavour to keep disruption to a minimum. Please find below some typical examples of planned maintenance visits to your flat or house:

- Weekly tests to Fire Alarm Systems in all blocks
- Monthly testing of the water tap temperatures (to guard against legionella)
- Monthly testing of the emergency light system
- Monthly inspections of the fire extinguishers
- Quarterly inspections of the fire alarm system
- Quarterly clean of your shower head (to guard against legionella)
- Quarterly check of the smoke sensors, fire doors and emergency lighting

Longer term we arrange for testing of electrical appliances, boilers, pipework and pumps. Other planned maintenance not listed here may also be required, and we will endeavour to give you advance notice. We are unable to give notice for routine maintenance tasks.

Contractors will carry identification which should always be requested and will knock the door/ring the doorbell before entering the flat/house. You should refuse access to any contractor that cannot provide this ID.

In an emergency eg flood, fire (or suspected fire), we may need to access your room without prior notification.

### Repairs & Fault Reporting

#### Please refer to Appendix 1 and section 9 of the Accommodation Licence Agreement

If any items in your room or communal areas are broken or faulty, you can report this yourself through the online fault reporting form on the [Living in Residences](#) section of our website.

Alternatively you can report repairs by calling the 24 hour residences helpline on 01970 622900.

**Please report any faults immediately, especially if it can affect your safety.**

You should make sure that you include your name and room details as well as full details of the fault. Please be as detailed as possible! Rather than saying 'tap broken' say exactly what the problem is and where it is, for example 'tap dripping constantly in kitchen', or 'no hot water coming from tap in bathroom'.

You are not allowed to make your own repairs to the premises or make any adjustments to it, such as replacing or attaching fittings to shower heads, painting walls, etc. Furthermore, you should never tamper with safety features such as window restrictors or smoke detectors.

## Emergency repairs

You can report emergency repairs such as floods or loss of power to the Porters out of office hours - call the 24 hour residence helpline - 01970 622900

These are the only repairs that can be dealt with outside normal office hours.

# Cleaning

Please refer to **Appendix 3 and section 9.2 of the Accommodation Licence Agreement**

## Responsibilities

### Your Room

You are responsible for keeping your room clean and tidy. A Hoover is provided in each flat/house, remember to check and empty the bag regularly - replacement bags can be collected from the Accommodation Office. If you have an en-suite room you will need to keep your own shower and toilet clean.

### Kitchen

You, along with the others sharing your kitchen, are jointly responsible for cleaning cookers, microwaves and worktops after use; cleaning and putting away crockery, cutlery and pans after use; arranging with the other residents in the flat for ovens, fridges and freezers to be cleaned and defrosted regularly (at least once per term) and removing any items placed in rubbish and recycling bins. Recycling bags can be collected from the Residence Reception.

Rubbish should be placed in the proper bins, and not left on the floor of the bin store areas. Wrap any sharp or broken objects (e.g. broken glass, tin lids etc.) in newspaper before throwing them out. When you leave your room at the end of your contract, you are jointly responsible for removal of all rubbish, and leaving your flat clean and tidy.

## Cleaning Service

Our team of Domestic Assistants are on hand to provide a cleaning service in all communal areas outside of your flat - entrances, landings, stairwells and corridors. You may see them popping into your flat to borrow your Hoover where they will also check it is working and replace the Hoover bag if necessary.

If you are living in a Catered Residence they will also clean corridors, shower rooms/bathrooms and toilets.

It is your responsibility to clean the kitchen area and remove rubbish bags and recycling to the appropriate disposal area.

## Inspections

Good housekeeping creates a pleasant environment and keeps your accommodation safe. Poor hygiene

can attract germs and pests, and increases the risk of the hazards in your accommodation.

Routine Inspections are carried out by Accommodation staff as follows:

1. **Community Visits** at least three times per term - This visit will include an inspection of the communal areas within your accommodation i.e kitchen, shared bathrooms, corridors / hallways.
2. **Bedroom Inspections** at least once per term – This visit will include an inspection of your study bedroom and en-suite (where applicable).

These visits are also an opportunity for you to ask us any questions about your accommodation or any other part of University life and an opportunity for us to monitor maintenance issues, fire, health and safety considerations and to ensure that accommodation is being kept in reasonable order and free from use of prohibited items, which if found will be confiscated.

We will tell you about some of the latest projects and initiatives that are up and coming at the University and within your community, giving you the chance to get involved.

If the property does not meet the required hygiene or safety standards we will inform you of what you need to do to remedy the situation and arrange a time to re-inspect.

If on the re-inspection there are still areas that do not meet the required standard then the University will remedy the situation without further consultation and will deduct any costs plus administrative charges from your damage deposit.

Flats/houses that do not meet the required standard will be checked on a more frequent basis and disciplinary action may be taken against residents who consistently fail to comply with requests to improve hygiene or remedy a health and safety issue.

We reserve the right to check properties without prior notice for compliance with health and safety obligations. This includes keeping all fire doors shut and fire escape routes clear, and ensuring that hobs, ovens and grill pans are kept clean and free of grease at all times.

Further information on these visits and to check the dates of when your accommodation will be visited can be found in the [Living in Residences](#) section of our website.

## Cleaning Rotas and Products

Making and sticking to a cleaning rota is an effective way of keeping your flat clean, tidy and safe. If you need any help, please ask a member of staff.

Save money and time by buying your cleaning products together as a flat / house. The following items are a good starting point:

- Anti-bacterial multi-purpose cleaner for floors and surfaces
- Degreaser for cookers, hobs and grill pans
- Hob cleaner for ceramic hob tops
- Oven cleaner
- Washing up liquid
- Cleaning / washing up gloves, cloths, 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 follow the instructions carefully.





## Help with appliances

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/>

For step by step operational guides for all of the appliances within your flat / house please refer to the [Living In Residence](#) section of our website.

## Heating and Hot Water

The heating and hot water times for your residence can be found in the [Living in Residences](#) section of our website.

# Services and Facilities

## Learning Centres & Computer rooms

Our Learning Centres provide you with a convenient place to undertake your own academic work, or study as a group on a particular seminar or project, right in the heart of your residence. They are open 24/7 and include individual PCs, Wi-Fi, printing and photocopying services, vending and soft seating areas.

These can be found at:

- The Lounge @ Pentre Jane Morgan (open 24 hrs)
- The Lounge @ Rosser (open 24 hrs)
- Computer rooms are also available in Pantycelyn, in academic buildings and in the town.
- SGUBORfach café & shop in Fferm Penglais

## Bookable Rooms

Our bookable rooms provide you with another space to use, whether it be to meet friends, for society meetings, group work, as a performance space or just somewhere else to sit, study and reflect! All residents automatically have access on their Aber Card and just need to visit the rooms to self-book:

- Y Ffaldbach (small room in Y Ffald\*)  
Ground Floor, Block 2, Fferm Penglais
- Sgubor 4, Y Sgubor, Fferm Penglais
- Sgubor 5, Y Sgubor, Fferm Penglais

\*Y Ffald also provides a large open plan space which is available for all residents to use 24/7 and provides a relaxing place to meet, read books, play games or simply just chill out on the soft seating provided!

## Keys

### Lost keys / Aber Cards

You will be asked to sign for your keys upon arrival and again when you hand them in at the end of the licence period. Please report any lost keys immediately to The Accommodation Office, or Campus Reception out of office hours. If you lose or misplace your keys, there is a replacement charge of £30 per key. For a replacement Aber Card the charge is currently £8. Broken Card: £2.00 Stolen Card: £2.00

### Locked out?

If you lock yourself out, you will need to contact The Accommodation Office (Or Campus Reception out of hours) to confirm your identity. If you lock yourself out more than 3 times, you may be invited to meet with your Residence Manager to resolve any problems.

**Remember** - Always take your key out with you so you don't get locked out and you don't have to disturb your flatmates trying to get in. Don't leave doors wedged open – think about security.



## Services and Facilities *continued...*

### Mail

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

It is your responsibility to collect your mail from your designated mail box. If you don't include your room number when giving your address, your mail cannot be delivered.

Your full postal address can be found on the [Living in Residences](#) section of our website, plus also check out the poster on your kitchen noticeboard! Please ensure you include your room number on all mail.

### Parcels and couriers

Parcels delivered by Royal Mail or a Courier company will be delivered directly to your flat / house. If you are out when the Postman / Courier calls they will leave a calling card with instructions on where to collect the parcel from or details of how to arrange a re-delivery. Unfortunately we are unable to accept any parcels on your behalf at the Accommodation Office. We would advise that you always include your mobile number on the delivery instructions.

### Mail forwarding

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 receive. We would advise that you can make arrangements directly with Royal Mail to have mail redirected to another address. You can do this up to one week before departure.

### Laundry Rooms

Card and phone app operated washing and drying machines are available at:

- Cwrt Mawr - adjacent to Communal Block
- Rosser Blocks C & G
- PJM Amenity Block
- Penbryn, Ground floor block 1
- Pumlumon Basement
- Fferm Penglais x3

Laundry cards can be purchased in each laundry room (with the exception of Rosser G). To top up visit - [www.circuitcardtopup.com](http://www.circuitcardtopup.com). Alternatively why not download the Circuit Laundry app as a hassle free way to pay.

With Circuit's Laundry View you are able to go online and check the availability of washers and dryers in your laundry. You can even receive an email alert when your wash and dry cycles are complete.

For more information on our laundry room, visit the [Living in Residences](#) section of our website or visit Circuit's web page at [www.circuit.co.uk](http://www.circuit.co.uk)

#### Reporting a fault

Please call Circuit's helpline on 0800 0924068 or call 01422 820040 from a mobile. Alternatively, report a fault online at <http://www.circuit.co.uk/i-want-to-do-mylaundry/get-in-touch/>



# Aber Card

All students at Aberystwyth University are provided with an [Aber Card](#) which should be carried with you at all times whilst on campus. The Aber Card is an important resource giving you access to a range of facilities and services and is used:

- as your student id
- as the door key to your study bedroom - depending which Halls of Residence you are in
- to purchase food in University hospitality outlets; if you are in catered residences it will be credited before you arrive
- for library borrowing, including the use of self-issue machines
- to access 24-hour computer rooms
- to access the library out of core hours (to enter and exit)
- for printing, photocopying and scanning
- as your Student Union card
- as your Sports Centre card

To make sure your Aber Card is ready for you to collect when you arrive, apply for it today by uploading a photo to your [Student Record](#).

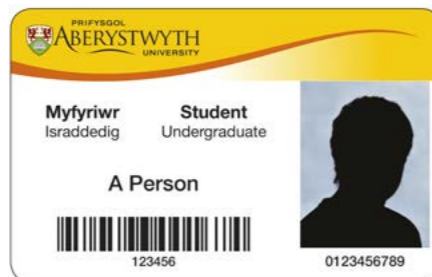
**It is really important that your Aber Card is ready for you when you arrive to avoid any delays with accessing your accommodation or if in a catered residence delays in being able to purchase food/drink.**

## Hospitality and your Aber Card

Campus Services has a number of Hospitality Cafés, Restaurants and Shops where you can buy a snack, drink, or full meal. If you live in a Catered Residence, this is where you will take your meals.

All students get a 10% discount off everything they buy from our restaurants, cafes and shops. You will automatically have a Hospitality account set up for you to load payments and if you live in Catered Residences, your allowance will be pre-loaded onto your card at the beginning of each term. You can top up your card at any Hospitality outlet, or online via the link on the [Hospitality](#) website.

If you have any special dietary requirements or need any further information, please telephone (01970) 621961 or call in at TaMed Da at Penbryn.



## Catered Residences

When you arrive you will receive your Aber Card with your room key. The Accommodation Licence Fee includes a set allowance for meal and non-alcoholic drink purchases. Each term your card will be loaded with a proportion of this amount, to be used during the period of residence. Any unused credit cannot be carried forward at the end of your Licence Period.

The amount apportioned to the Card should allow you to buy at least one meal a day. You can 'top up' your card at any time.

## Vending

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



## Electrical Safety Tips:

- Make sure that all equipment is correctly fused.
- Never overload sockets.
- Make sure the flex for the extension lead is long enough not to cause a trip hazard.
- Check your equipment regularly for damage or overheating.
- Switch off and unplug items when not in use.
- Don't allow leads or cables to be coiled – this causes a high risk of fire.

## General Safety

**Aberystwyth is recognised as one of the safest and friendliest University towns in the country, and we are confident that you will quickly make new friends and get to know the town.**

Dyfed Powys Constabulary have a dedicated police presence for the University campus. The team regularly interact with students and you can contact them by phoning 101 or by e-mailing [AberystwythNPT@dyfed-powys.pnn.police.uk](mailto:AberystwythNPT@dyfed-powys.pnn.police.uk).

### Crime & insurance

**Please see section 8.11 & 8.12 of the Accommodation Licence Agreement**

Crime on campus is relatively low, but it's important that you keep residences secure. Always keep your flat/corridor and where possible external doors locked, as well as your bedroom: Your insurance policy covers the theft of your belongings from your room - but only if your bedroom door is locked.

Never leave valuable items on display, and if you live on a lower floor, you should also close your window when you go out. Some flats are fitted with intercom and key fob systems instead of doorbells, which allow you to screen visitors. Use common sense in ascertaining the validity of a caller, and remember you can always ask strangers who they are visiting.

Please report any faults with locks or security measures you may find.

### 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.

### Electrical safety

**Please see section 10.2 of the Accommodation Licence Agreement**

You will probably bring with you many items of electrical equipment for use in your residence. Electrical equipment that is faulty can cause electric shocks or electrocution. In addition, electrical appliances are often the cause of fires, both due to faults with the equipment or misuse of the equipment.

The use of irons, kettles and cooking equipment is not permitted in bedrooms. Do not bring any item into the residences which may put others at risk. Take care not to overload electrical sockets (NB bar adaptors may be used with care; cube adapters are not permitted). Refrigerators and freezers may not be kept in study bedrooms, except in the case of medical needs, for which prior consent must be obtained through the Accommodation Office. Please refer to Appendix 2 for a full list of prohibited electrical items.



## Portable Appliances brought in from Abroad

Mains electricity voltage in the UK is 240v and you connect to the power supply using a 3 pin, 13 amp plug. Many countries (particularly 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 lower voltages than the UK can result in fire, electrocution or electrical failure. Please leave these appliances at home. If you have brought them with you, they must not be used. More information is available at <http://www.twothirtyvolts.org.uk/electrical-safety/>

## General Safety *continued...*

### Health and Safety

Breaking health and safety rules is a serious matter which could lead to disciplinary action being taken against you. Please report any potential hazards to any member of staff and ensure that you and your visitors do not behave in a manner which may cause risks to yourself, other students or staff.

### Removal of dangerous items

If an item that is deemed to be dangerous is discovered in your accommodation, it will be removed by the Residence's staff. You will then be contacted regarding the item.

#### Safety in Halls

- Main entrance doors into your Residence must be kept locked at all times. Never wedge doors open for security and fire safety.
- Shut windows and lock your room door when you go out.
- Don't give your keys to anyone else.
- Don't let strangers in to your flat or block. If there is someone who you do not recognise, ask who they are or call (01970) 622900.
- Don't be offended if staff ask 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 (01970) 622900.

### PAT Testing

All electrical items brought into Residences which are over a year old must have a Safety Test and be certified. Electrical goods without a valid certificate or receipt confirming they are under a year old will be removed, along with any prohibited items.

Every year we hold a PAT testing Roadshow where you can take your electrical items to be tested, further details can be found in the [Living in Residences](#) section of our website.



### Emergency Assistance

If you require the assistance of the police or ambulance service you should dial 999 or Internal telephone call 222.

Make sure that you also inform the Campus Reception on 01970 622900 in order that the police or ambulance can be met by staff and guided to your location. If you call from an internal telephone your call will be answered by University staff directly.

## Emergency evacuation

When the Fire Alarm sounds you must leave the building immediately, following the fire exit signs.

Do not stop to collect personal belongings.

Make your way to the assembly point and do not re-enter the building until you are told to do so.

Always leave the building when the fire alarm sounds.

See back of bedroom doors for emergency evacuation point.

# Fire Safety

**Please refer to Appendix 4 and section 8 of the Accommodation Licence Agreement**

**The most significant hazard for students living in residences is fire, and you should familiarise yourself with the Fire Action notice in your room when you arrive, and check the escape routes out of the building (including those that you would not normally use).**

## Fire precautions

The University has an enhanced level of fire detection in residences for your safety. The detection is designed to give early warning of a fire and consists of a combination of heat and smoke detectors.

Smoke detectors are very sensitive and may be easily activated by aerosols such as deodorants and hair sprays (use away from the detector heads), steam from showers or hot taps (keep doors closed when showering), smoking cigarettes (prohibited – all buildings are non-smoking), and the use of hair dryers or straighteners (use away from the detector heads). If a detector is activated, the fire alarm will sound and you will have to evacuate the building. You will not be allowed to return to the building until you have confirmation that it is safe to do so.

It is imperative that you use the extractor fans or open the kitchen windows when cooking as the fumes from cooking can also activate the fire alarms.

Other important features of the fire precautions are the fire doors and self-closing mechanisms which are present throughout the residences. A fire door, provided it is closed, can hold back fire and smoke for at least 30 minutes. This will enable the residents to evacuate the building before their lives are in danger. The self-closing mechanism is intended to close the door behind the occupant and therefore prevent the fire from spreading.

Under no circumstances should the mechanism be disconnected or tampered with. Not only is this a criminal offence but it may put the lives of other residents at risk.

## If you discover a fire

Activate the fire alarm immediately by breaking the glass cover on the red call point located at the exit to the building. Leave the building and make your way to the assembly point, then contact the residence staff by phoning the 24 hour residence helpline (01970 622900) and inform them of the nature of the fire.

University Security will inform the Fire Service and manage the incident.

## Fire drills

Fire Drills give you the opportunity to practice the emergency procedures in a controlled situation. They are required by law and full

co-operation will ensure that minimum disturbance is caused.

## False alarms

The Fire Service and the University work together to reduce the number of false alarms taking place on the campus.

False alarms can cause you and your fellow residents' great inconvenience, particularly if they occur in the middle of the night. More seriously, when the Fire Service appliances are dispatched to your residence they are not available to attend a genuine emergency elsewhere, which could have tragic consequences for those involved in the genuine emergency.

Even if you know you have caused the activation and believe there is no danger you must still evacuate the building, every time.

## Fire alarm testing

To ensure that the fire alarms function correctly, they are tested weekly. You will be given warning of when the testing will take place. On these occasions you do not have to evacuate the building. At any other time you should assume that when the fire alarm sounds there is a genuine fire and you should evacuate the building.

## Furniture

All furniture provided in AU accommodation complies fully with the Furniture and Furnishings (Fire Safety) Regulations. Residents can bring additional furniture (except inflatable furniture) into Residences provided an Additional Items form is completed, available from the Accommodation Office. Furniture introduced without permission will be removed at the individual Resident's expense. Where nobody acknowledges ownership, the University can remove and recharge the cost involved to all Residents within the hall / house / flat, as appropriate.

## Malicious fire alarm activations

Breaking the glass of the fire alarm call point when there is no fire is classed as a malicious fire alarm activation. Anyone who is identified as having done so is likely to be fined and face disciplinary action which could lead to being excluded from residence. In the event of this occurring the resident will also be charged the full cost of checking equipment and repair or replacement. Furthermore, this is a criminal act and liable to prosecution.

The Fire Service can charge or prosecute individuals 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.



## Fire extinguishers

Fire extinguishers are provided throughout the residences. They are not provided for the purpose of securing your means of escape but in order that you may prevent a small fire becoming a big fire. Before you use one, make sure your escape route is available and not compromised, and that you understand how and feel confident in operating it. Instructions are printed on the side. If you don't feel confident using it, just evacuate the building. Water extinguishers are generally located in corridors and staircases, and must not be used on fires involving live electrical equipment, or flammable liquids such as cooking oils and fats.

Kitchens contain dry powder or foam extinguishers, and fire blankets which may be used on cooking fires such as burning grill pans. If you have used an extinguisher or find fault with one, you must inform the residence staff so a replacement can be arranged.

Fire extinguishers are provided for your assistance and if tampered with they will not be available when required. Abuse of fire-fighting and fire prevention equipment is a criminal act and will lead to severe disciplinary action and large fines, not to mention compromising your safety.

## Fire Safety *continued...*

### Storage

You must not store any items on corridors or stairways in University buildings. This legal requirement ensures that escape routes remain clear and combustible items aren't stored on them. Bicycles are not permitted in any residential area, including bedrooms and shared areas, though bike storage sheds and racks around the campus are plentiful. Please contact the Accommodation Office to reserve a space.

### Smoking Policy

Smoking is prohibited in all AU Buildings, semi-enclosed building entrances and immediately outside all entrances, windows and other areas where smoke could enter a building. This applies equally to traditional smoking materials and e-cigarettes. If you smoke, stand at least 5 metres from buildings and ensure that cigarette ends are disposed of safely and properly. Don't litter the grounds. Failure to keep to the policy will result in disciplinary action.

### Personal Emergency Evacuation Plans (PEEPs)

If you would have difficulty leaving a building within three minutes in the event of the activation of a fire alarm, which might be because of a mobility impairment, please consider the following:

- When the fire alarm sounds in a building you are in, can you move with reasonable ease to a staircase if necessary?
- When you arrive at the staircase can you then negotiate the stairs reasonably quickly and without help?

If you feel you cannot confidently answer 'yes' to these two questions, please contact the Accommodation Office to discuss whether a PEEP should be written. You should bear in mind, when considering these questions, that lifts must not be used during an evacuation.

### Remember...

- Never wedge the kitchen doors open
- Keep any cookers and grill pans clean (burning fat creates smoke). Lining the grill pan with foil, which is discarded when dirty, will make it easy to keep the grill pan clean

- Never leave cooking food unattended
- Never cook when you are tired or have been drinking alcohol.
- Please don't put metal objects into microwaves, or stick knives/forks into toasters.
- Make sure the extractor fan is on when cooking
- When using aerosols ensure that they are not pointed towards the detector
- Keep the shower door shut whilst taking a shower and afterwards in order to prevent steam entering your room or the corridor
- Smoking is not permitted in any building on campus.
- Do not use your hairdryer or hair straighteners underneath a smoke detector
- Don't overload sockets
- Never cover or interfere with smoke or heat detectors
- Keep the kitchen door shut, use the extractor fan and open the window when cooking.
- Don't let combustible waste accumulate in your kitchen or bedroom.

Report any accidents – even minor ones. Tell staff immediately if you have to use the fire extinguisher or fire blanket.

If you aren't sure how to use any equipment provided please refer to the Equipment User Guides on the [Living in Residences](#) section of our website.

## Action in Emergencies

Ambulance, Police, Fire & Coastguard:

- External telephone call 999 or
- Internal telephone call 222
- 24 Hour Residence Helpline 01970 622900



# Travel Information

## Bicycle storage

AU actively encourages you to use bicycles to get around and we have a number of secure indoor cycle stores. These are available next to Cwrt Mawr Communal Block, Penbryn, and at Fferm Penglais. Residents are welcome to apply for one of a limited number of free spaces, further details can be found on the [Cycle Storage](#) page of our website.

If you bring your bicycle to the University please remember that you may need to top up your insurance, as your room contents insurance does not automatically cover theft or damage to a bicycle. Bicycles are not allowed in study bedrooms, communal areas, and all evacuation routes including corridors, staircases and entrances for reasons of fire safety and damage.

Bicycles found within Residences will be removed by staff and the owner may receive a warning if they are blocking exits or fire escapes.

## Buses

There are a number of regular services available to all students, with details of times available on the [Travel by Bus](#) pages. The Students Union sell bus passes which provide excellent value for money. Further details can be found on the [SU](#) website.

## Parking

Aberystwyth is a small town where most facilities are within walking distance, therefore we would encourage you to leave your car at home. If however a car is essential for you and you wish to park on campus you will need a student Parking Permit. Parking on campus is prioritised for those students living on campus.

For further information and to request a permit, please visit the [Parking](#) page of our website.





# Environment & Sustainability

## Energy and climate change

You can help the University to reduce electricity consumption by turning off lights, televisions, computers, stereos etc. when you leave your accommodation or lecture/seminar rooms. We also recommend not leaving electrical equipment on standby.

Only boiling the amount of water you need and avoiding putting warm food in fridges/freezers also helps save electricity. Turning your radiator down or having a shorter shower will help the University to reduce gas used in the boilers and limit carbon emissions.

For further information on energy saving campaigns and tips please check the Aberystwyth University [Sustainability](#) webpages.

## Storm Warnings and Tides

Whilst the seafront is a great place to live and relax, remember that stormy conditions and high tides can be dangerous. Stay off the beaches and shore during bad weather. If a Warning Notice is issued about dangerous weather conditions along the coast, please follow the instructions given. Putting yourself at risk can endanger others called to rescue you.

- Don't get cut off by the tide when walking along the shore – check tide times 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 use in the sea creates 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.**

## Recycling and waste

We actively encourage residents to recycle as much as possible. Recycling bags can be collected from the Accommodation Office in order for you to recycle paper, card, metal cans and plastic bottles. Remember to wash out containers before recycling and to squash bulky items such as cardboard. Recycling facilities are provided in all outside bin stores around your residence.

Facilities for recycling other items such as batteries, mobile phones, printer cartridges and old electronic equipment are also available. Glass recycling points are also located near to each Residence.

In some of our residences we are trialling food waste and bags can be collected from the Accommodation Office.

Where recycling or general rubbish is left to accumulate or becomes a health hazard residents will be charged for its removal.



# Community

## Accommodating each other

Living with other people at University is an important part of student life. Aberystwyth University is known for the diversity of its students and their differing needs. Sharing with people who have a different age, disability, race, nationality, ethnicity, gender, religion or sexual orientation can be an educational experience.

To ensure your experience of living with flat/housemates is fun and enjoyable, and to avoid disagreements over cleaning, washing up, loud noise and music, we have put together a handy '[Community Guide](#)', which provides top tips on being a top flat/housemate along with a sample cleaning rota.



## Visitors & Overnight guests

### Please see section 11 of the Accommodation Licence Agreement

You are welcome to have visitors to your flat / house but please bear the other residents in mind - they pay rent to live there, while your guests do not.

One visitor may stay in your room for up to three nights in any seven day period, we also recommend that you seek the agreement of your flatmates before arranging the visit. In order to comply with fire regulations, all visitors staying overnight must register their stay. This must be done by 4:00pm on weekdays, or by 4:00pm on Fridays for weekends. You can register a visitor by completing the visitor registration form on the [Living in Residences](#) section of our website:

Visitors may not stay overnight in the residences if their host is absent from residence (this is a disciplinary offence). As you are the resident, you are responsible for ensuring that your visitors observe the Terms and Conditions of your Accommodation Licence Agreement.

Please ensure that guests departing late in the evening do not cause a disturbance.

Visitors staying without permission, or behaving in a manner which does not comply with AU regulations will

be required to leave and the resident concerned may face disciplinary action. Visitors are also permitted from sleeping in communal areas.

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

## Causes of friction

Your behaviour can have a huge impact on the people that you live with so it is important that you keep them in mind and try to get along with everyone. Small tensions can quickly become problems, so try to avoid them. Common causes of conflict include:

### 1. Noise

- Playing music too loud, especially after 11.00pm - everyone has a right to expect to sleep without disturbance
- Having noisy friends over to your room, especially late at night
- Constantly having friends over to your kitchen/flat without consulting flatmates.
- Clattering around in rooms, corridors or kitchens, and banging doors

Noise or behaviour which disrupts studies and affects sleep is selfish and breaches the accommodation licence agreement. Excessive noise will not be tolerated at any time of the day.

### 2. Cleanliness

- Leaving dirty dishes, food and rubbish lying around
- Not contributing to your share of the cleaning in communal areas

### 3. Anti-social behaviour

- Playing 'pranks' on others, e.g. hiding belongings or taking food

### 4. Theft

Residents identified as being responsible for theft of any kind, including food and/or cooking utensils belonging to others, will face University disciplinary proceedings. This may also lead to prosecution.

### 5. Equality and behaviour

Expressions of a racist, sexist, religious or homophobic nature in Residences 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. 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.



## 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 will be given in the confirmation letter and are also available from the Management Team.

The disciplinary and appeals procedures described in Aberystwyth University Rules and Regulations apply where disciplinary action is taken, and are available at <http://www.aber.ac.uk/en/regulations/contents/>

# Breaches of the Accommodation Licence Agreement - By you or your visitors

### Please refer to section 17 of the Accommodation Licence Agreement.

We want you to enjoy your time living in university accommodation and want you to feel at home. However, to ensure yours and your fellow resident's safety and well-being it is important that you follow the regulations laid out in this Residents' Handbook. Should you, or your visitors breach these regulations then we have in place the following disciplinary procedures.

### Disciplinary Code

#### Please refer to Appendix 5 - Health and Safety Related Incidents: Breaches of Accommodation Licence and Appendix 6 -Behaviour Related Incidents: Breaches of Accommodation Licence.

On occasions incidents arise which cause damage, harm or disruption to property, 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.

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

If you are asked to meet staff to discuss a breach of your licence agreement, 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.

Residents who are found to be in persistent or in serious breach of their licence 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.

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.

In most cases students can expect a 4 stage procedure:

Informal Stage: <b>Informal Warning</b>	The resident concerned will be informed in writing of the incident, and staff will discuss the matter and give appropriate advice and encouragement to modify their behaviour. The details of the discussion and action taken will be recorded on the student's hall record.
Formal Stage (1): <b>Written Warning</b>	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 action taken will be recorded on the student record.
Formal Stage (2): <b>Final Written Warning</b>	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 University accommodation. If necessary the details of the alleged incident may be passed on to the Senior Tutor and the University Formal stage invoked (see below).
University Formal Stage: <b>Referral to Senior Tutor</b>	In the case of very serious or persistent breaches of the licence agreement and breaches of 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.



## Transfers

Please refer to section 16 of the Accommodation Licence Agreement

We hope you will be very happy in your accommodation, however if you find this is not the case then please come and see us in the Accommodation Office. We will hopefully be able to assist in resolving any issues you may be having, however if this is not possible then the option to transfer to another room / flat / residence is available.

For further details and to download a copy of our Transfer Request Form please visit the [Transfer](#) page of our website.

## Occupancy Issues

**Once you accept the terms of your agreement, your contract is for the full period stated in your Accommodation Licence Agreement.**

**For dates of occupancy please refer to your licence particulars.**

### Payment of Fees

**Please refer to section 4 of the Accommodation Licence Agreement**

Your accommodation fees can be paid by either a single payment of the yearly fee or via a maximum of three instalments, in October, January and May. Students are required to make the necessary arrangements for payment during completing the online Accommodation Licence Pack when securing University accommodation.

If you have any queries regarding payment methods and options, please contact the Student Fees Office – [fees@aber.ac.uk](mailto:fees@aber.ac.uk) or call 01970 621583.

### Leaving during the Licence Period

**Please refer to section 18 of the Accommodation Licence Agreement**

Once you have accepted the Accommodation Terms and Conditions and completed the Licence Pack you are bound by these Terms and Conditions and are therefore liable to pay

the accommodation fee for the duration of the licence period even if you leave before the end of this period. However release from your Licence Agreement may be possible if you are withdrawing from University, there is a change to your academic studies (e.g. take a year out, one semester only) or if you are able to find a suitable replacement tenant who is acceptable to the University, is a registered student of Aberystwyth University and who is not currently residing in AU residences.

#### Leaving due to Withdrawal

If you are planning on withdrawing from University we will only release you early from your Accommodation Licence Agreement once confirmation has been received from the Academic Quality and Records office that a withdrawal form has been processed and approved. You will then be charged for your accommodation up until the date the key is returned to us.

Returning your keys does not mean the Agreement has ended.

If you are experiencing problems living within Residences please contact the Residences Team or your Residence Manager to discuss your concerns as soon as possible.

Further information on withdrawing can be found on the [Information for Students](#) pages of our website.



## Unwanted items

At the end of the academic year you will need to take all of your personal belongings with you, including those from the kitchen. Should you have any items which you no longer need or cannot transport home provision is normally made for unopened dry or tinned food, and items in good condition, to be donated to a local charity. We will be providing further details closer to the time. Any items left in rooms will be disposed of, and any costs involved in the removal of belongings will be deducted from your deposit.

## At the end of your stay

**When you leave the accommodation you will need to leave it clean and tidy – as you found it – in order to protect your deposit.**

### When you leave

**Please see section 19 of the Accommodation Licence Agreement.**

Before the end of the tenancy you should make sure that all debts to the University have been settled. You will need to have moved out, locked your room and returned the keys to the Accommodation Office by 10.00am on the last day of your licence agreement.

Make sure that all inventory items are present, and that any furniture has been returned to its original location. Make sure that you clean and Hoover your room (including en-suite bathroom if you have one), and leave any communal areas clean and tidy.

You will be held liable for any rent on your room and any administration costs incurred. You will also be charged for replacing keys and/or changing locks if keys are not returned. After you have moved out of your room and handed in your keys, the room and communal areas will be checked. If any damages or losses are found, or if extra cleaning is required or rubbish left in your room or in communal areas, deductions will be made before your deposit is refunded. If you choose to leave early, you are still jointly responsible for any communal areas.

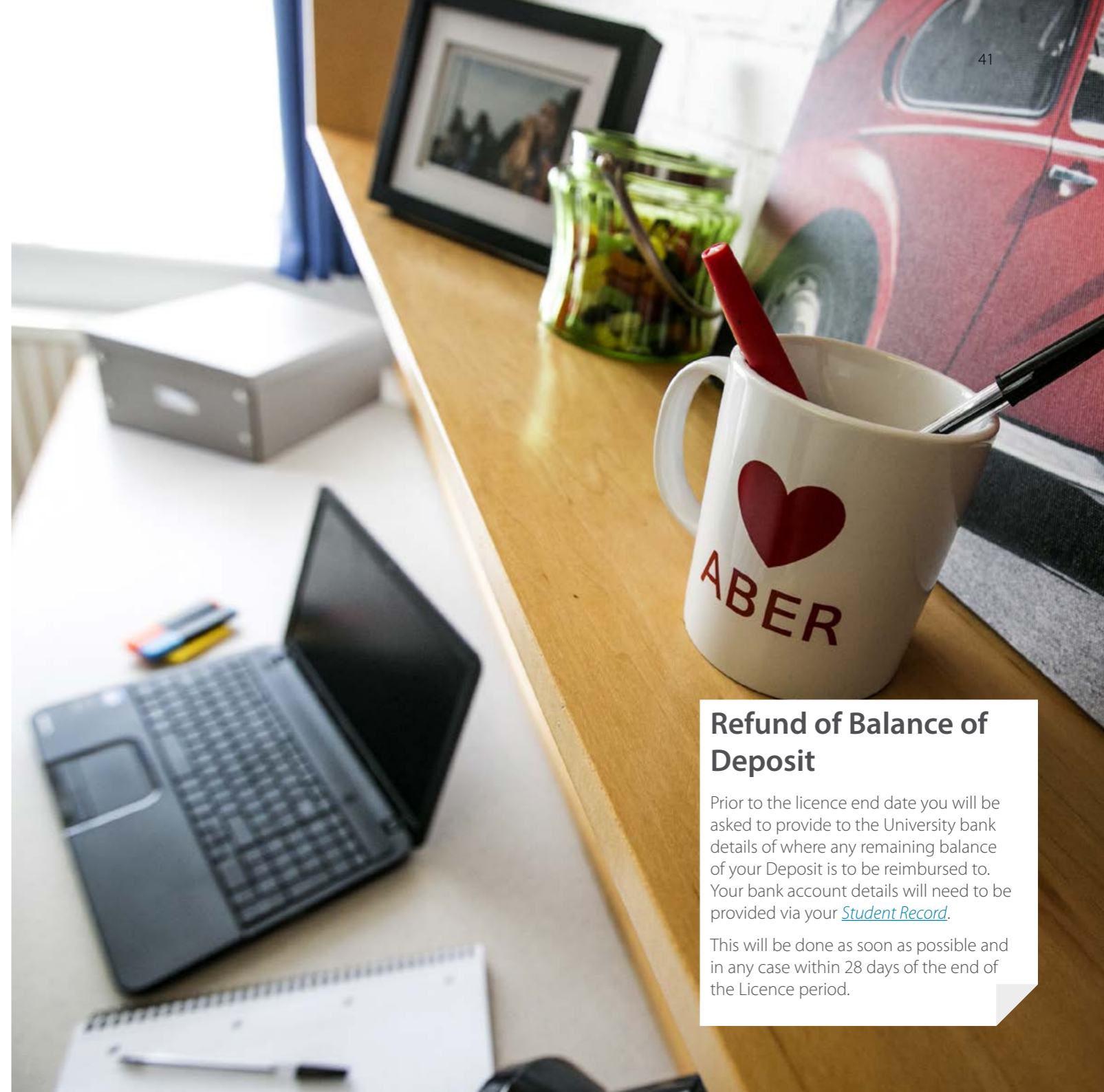
### Storage

Outside the period of your Agreement, unfortunately we cannot provide storage space for your belongings, though we can offer information about local storage companies. Should this be needed we recommend that you make appropriate arrangements for your belongings well in advance of the end of your licence. Any items left in rooms or shared areas after the contract has ended will be disposed of.

### Summer Accommodation

We are unable to extend your licence agreement beyond the end of the academic year as the rooms are used for summer business. However if your licence ends earlier than the end of the academic year then it may be possible to extend your licence agreement, please contact the Accommodation Office to make a late stay request.

Some rooms are available for students who wish to stay on campus during the summer vacation with a minimum of one month stay. An application for summer accommodation is required with priority given to students continuing their study course over the summer period. For further information please see the [Summer Accommodation](#) section of our website.



## Refund of Balance of Deposit

Prior to the licence end date you will be asked to provide to the University bank details of where any remaining balance of your Deposit is to be reimbursed to. Your bank account details will need to be provided via your [Student Record](#).

This will be done as soon as possible and in any case within 28 days of the end of the Licence period.

## Accommodation next year

**Don't rush to arrange your accommodation, there is plenty of student housing in Aberystwyth so take your time. It's so important to make sure you are happy with who you want to live with, where you want to live, and how much you can afford to pay.**

### University Residences

Places are available in University accommodation for students in their 2nd, 3rd and 4th years, we don't just provide accommodation for first years.

We provide hassle-free accommodation with many benefits:

1. Choose to live with your friends
2. Choose from any of our residences
3. Location, location, location – convenient to campus and town
4. Flats/houses varying in size e.g. 2-10 bedrooms
5. Choose to use your existing deposit – so nothing to pay!
6. All inclusive fees – no bills to worry about!
7. Internet & Wi-Fi included
8. Personal contents insurance included
9. 24/7 assistance
10. Single tenancy agreements – not joint & several, plus no guarantors needed

Applications open around November - details on the exact dates and how to apply will be advertised nearer the time.

**LIVE  
WITH US  
LOVE LIFE!**



### Private Sector Accommodation

Alternatively if you don't want to live in University Accommodation as a returning student you may want to consider private sector student housing.

We offer free advice and can help with your search as much as possible. Further information is available on the [Private Sector](#) page of our website.



# Health & Support

**Going to University is a challenging and exciting experience with lots of opportunities, but adjusting to a new environment can be difficult. We provide accommodation for a diverse range of students from different backgrounds and expect you to be tolerant and flexible.**

You may find the transition easy. However, you may find the first few weeks at University difficult and different from what you are used to. If you find things are overwhelming, please talk to someone – staff in the Accommodation Office, Residence Management Team, your Resident Tutor, your Personal Tutor or Student Advisor in the Student Welcome Centre - who will be pleased to see you to help in any way that they can. Do drop in to ask for advice.

This might seem like the last thing you would want to do but you'd be surprised by how common some worries and negative feelings are.

## Residence Life

By choosing University accommodation, you will receive a warm welcome from our Residence Life Team and become a member of a much bigger, supportive, fun and vibrant community of like-minded people. There is a huge range of exciting events and activities on offer throughout the year as part of your Residence Life experience.

Each residence is a vibrant community with its own distinctive character offering you a safe and secure environment in which to socialise, study and relax.

### Residential Support

All Residences have a support network of [Resident Tutors](#). Their role is to help you settle in and provide support and assistance during your time in residence.

Teams in each residence provide an on-call, out-of-hours service at evenings and weekends. The details of on-call rotas are emailed to you each week. There are also community nights and each tutor has a specific 'patch' – a group of flats/houses – for which they are responsible.

At the start of each year Resident Tutors hold welcome activities to enable you to meet and get to know your neighbours.

## GP Registration

Although we work closely with local GPs and hospital services to ensure that you get good care and attention when needed, it is important that you register with a local GP practice on arrival in Aberystwyth.

**If you become ill or have an accident during your time in residences you should contact your GP. If serious, contact 24 hour Residence helpline on 01970 622900.**

**If you begin to feel worse, or new symptoms develop, ring the helpline 01970 622900, or your Doctor's Surgery who will also have an out of hours service.**

If you are unable to attend lectures or seminars due to ill health, please contact your academic department.

## Drugs

The University will not condone the use of prohibited substances. If you feel you need support with substance misuse or have concerns about substance misuse in residences please don't hesitate to seek advice/support from the University's Wellbeing Service located at the Student Welcome Centre.

## Student Support Services

### Finance, accessibility and wellbeing

#### 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:

- Accessibility Service
- Study Needs Assessment Centre
- Advice, Information and Money Service
- Wellbeing Service
- Childcare
- Signpost Mentoring
- Care Leaver Support

You can visit the Student Welcome Centre for general advice on any of the above services, or to make an appointment with a specialist advisor –

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

Telephone: 01970 621761/622087

E-mail: [student-support@aber.ac.uk](mailto:student-support@aber.ac.uk)

## International Students

The International Office is based on the second floor of the Cledwyn Building (opposite the Student Welcome Centre) and runs a welcome programme for new international students. Further details are available from <http://www.aber.ac.uk/en/international/>. International Students are encouraged to visit the International Office as soon as they arrive:

International Office, Aberystwyth University, Cledwyn Building, Penglais Campus, Aberystwyth, Ceredigion, SY23 3DD Wales

Tel: +44 (0)1970 622367

Fax: +44 (0)1970 622063

Email: [international@aber.ac.uk](mailto:international@aber.ac.uk)

## Meningitis

Students have a slightly higher risk of contracting meningitis - an inflammation of the brain lining caused by bacteria or viruses. There is a national vaccination programme to offer inoculations for Meningitis C to all under 18s and students in their first year at University. If you were not vaccinated against Meningitis C at school, contact your GP as soon as possible. This vaccine does not protect against Meningitis B so be aware of the symptoms. They can vary but are not unlike flu (or in some cases hangovers). If you begin to suffer from some of the following symptoms, contact your doctor immediately:

- Severe headache
- Stiff neck and possibly other joints
- Dislike of bright lights
- Drowsiness/lack of coherence/lethargy
- Fever and/or vomiting

A rash (spots or bruising under the skin which do not turn white when pressed eg with a glass).

## Health & Support *continued...*



### Aberystwyth University Students' Union (AberSU)

AberSU is here to make sure you have the best experience possible at University. It is led by students for students, and is a completely separate organisation from the University.

Open all year-round, the Union offers a sociable and relaxing space to study, unwind or actively participate in activities. It houses two bars, including fresh Starbucks coffee and Stone Willy's food, along with a student shop.

During Welcome Week, a whole host of events and activities run with the chance to sign up to over 100 sports clubs and Societies including a host of volunteering Initiatives.



### Advice Centre

**Free, impartial and independent advice**

The Union also runs a free, friendly advice service available to all Aberystwyth University students, which is staffed by a professional team of advisers who offer a confidential, impartial and independent service to students on a diverse range of issues, for example, housing, money, academic and health.

To make an appointment contact the Welcome Desk at the Union on: [union.advice@aber.ac.uk](mailto:union.advice@aber.ac.uk) / 01970 621700 or fill in the Appointment Enquiry Form on the [Advice](#) page of the website.

Keep an eye on [www.abersu.co.uk](http://www.abersu.co.uk) for full details of Welcome Week.



### Careers Service

**For help with planning your future career**

The Careers Service offers advice, guidance and information to all students and graduates of Aberystwyth University. Making use of the wide range of support offered by the Careers Service will help you to get maximum value out of your time at Aberystwyth from the day you arrive. Don't make the mistake of thinking you only need us at the end of your course when you are about to leave Aber!

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

Tel: 01970 622378

Email: [careers@aber.ac.uk](mailto:careers@aber.ac.uk)





# Appendix 1

## Maintenance Target Response Times

This table outlines target times for attending reported faults in Cwrt Mawr, Rosser, Trefloyne, Penbryn, Brynderw and Pentre Jane Morgan (PJM). In the case of an 'Emergency Fault' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

	Urgent Repairs	Permanent Repair	General Repair
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

### Definitions:

**Urgent Repairs** means events that require immediate repair to prevent a serious health and safety risk and/or major consequential damage to the premises whether by means of rectification or temporary repair.

**Event** means in relation to any Management Obligation, a failure to achieve any relevant Performance Standard which has been reported to the Helpdesk.

**Temporary Repair** means in respect of an Urgent Repairs, works undertaken that are of a temporary nature until such time a Permanent Repair can be effected.

**Permanent Repair** means rectification of a Temporary Repair.

**General Repair** means any repair other than an Urgent Repair or a Permanent Repair of an Urgent Repair.

This table outlines target times for attending reported faults in Fferm Penglais. In the case of an 'Emergency Fault' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

Rectification Priority Category	Rectification Period
Urgent Repair	6 hours
Emergency Repair	6 hours
General Repair	5 days

### Definitions:

**Urgent Repair** means a repair to rectify a health and safety risk and to secure and/or prevent minor consequential damage to a building and/or the surrounding area.

**Emergency Repair** means a repair that requires an immediate response to prevent a serious health and safety risk and/or major consequential damage to a building and/or the surrounding area.

**General Repair** means a repair that is neither an Emergency Repair, an Urgent Repair or a Temporary Repair.

## Appendix 1 *continued...*

This table outlines target times for attending reported faults in Seafront Residences. In the case of an 'Emergency Fault' the immediate response may be a temporary fix, with the fault permanently repaired as soon as possible.

### Rectification Priority Category

#### Priority A. Response within 1 hour:

1. Matter of life or death, injury or damage to staff, tenants or the public.
2. Electric shock.
3. Fire hazards.
4. Gas escape.
5. People trapped in lifts.
6. Similar incidents.

#### Priority B. Response within 4 hours:

1. Health and Safety issues.
2. Security risks.
3. Damage to equipment.
4. Damage to fabric of building.
5. Failure of alarms.
6. Total failure of Services.
7. Broken glass.
8. Total lighting failure.
9. Danger of falling objects.
10. Leaking chemicals.
11. Flooding.
12. Trip hazards/holes.
13. Loss of heating.
14. Power/lighting failures not covered above.
15. Similar incidents.

#### Priority C. Response within 24 hours:

1. Lift breakdown. Damage to fixtures or fittings that could affect health.
2. Blocked toilets or drains (category determined by health risk posed).
3. Damaged locks (other than where affecting external security or valuables).
4. Similar incidents.

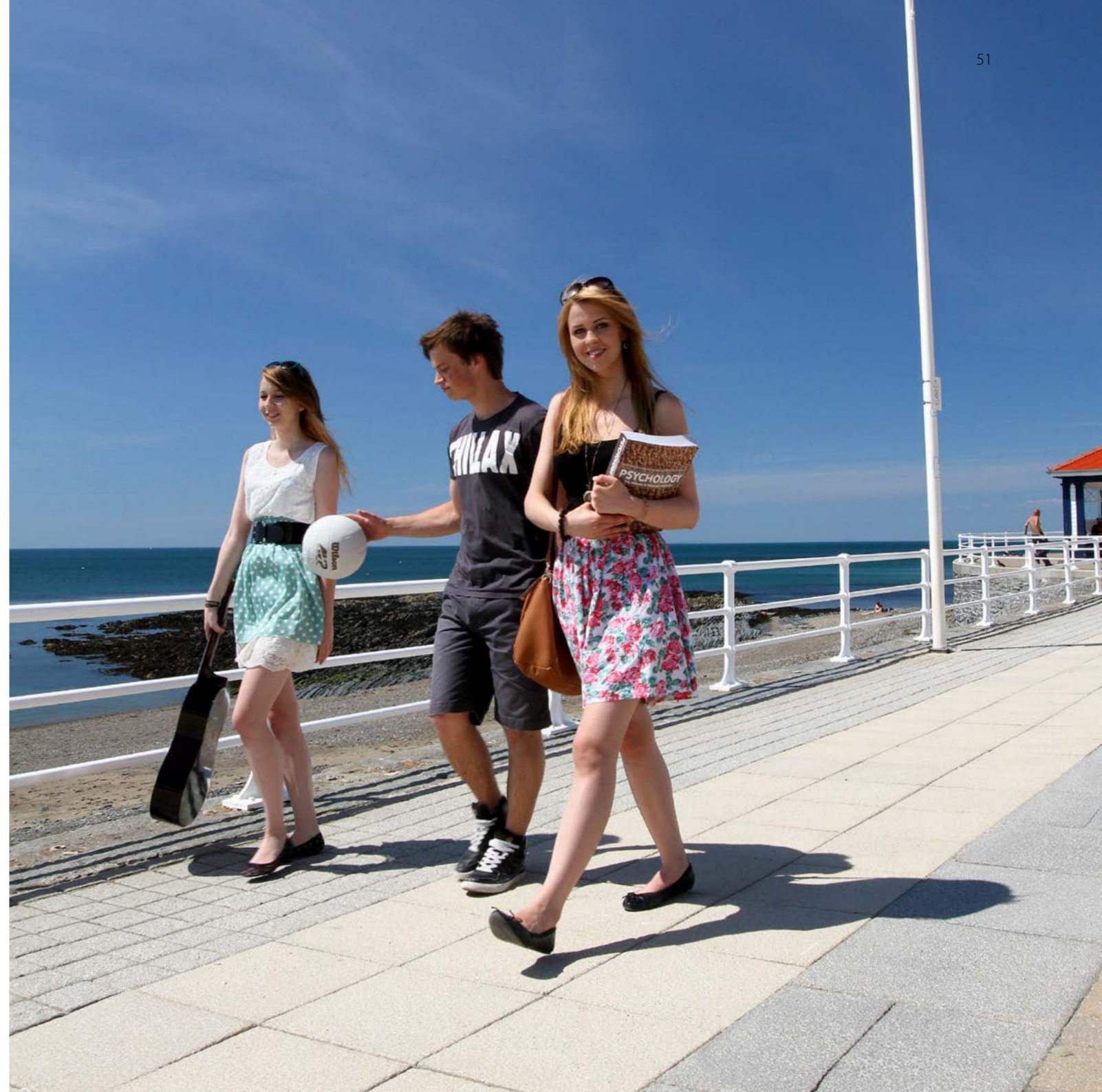
#### Priority D. Response within 7 days:

1. Loss of ventilation or humidification.
2. Jammed windows, sticking doors, etc, which could constitute a health or security problem.

#### Priority E. Response within 4 weeks:

Non urgent items that do not pose a health or security problem

1. Broken fixtures and fittings.
2. Ordinary repairs to decor or fittings.
3. Jammed windows (except where covered above).
4. Sticking doors (except where covered above).
5. Repairs to appliances.
6. Similar items.





## Appendix 2

### Prohibited Items

**Please refer to section 8.8 & 10.2 of the Accommodation Licence Agreement**

University Rules and Regulations and the licence agreement prohibit you from bringing certain items onto the premises. Disciplinary action will be taken if residents are found to have:

Item	Additional details
<b>A</b>	
Air activated weapons	
Aromatherapy oil burners	
<b>B</b>	
Barbecues	These are prohibited from all part of the campus including in and around your residence.
BB guns	
<b>C</b>	
Candles	
Catapults	
Clothes washing and drying machines	
Crossbows	
<b>D</b>	
Deep fat fryers	
DJ equipment	
Drugs	Including any form of drug paraphernalia. Possession, dealing in or taking banned substances by any Resident or his/her guest is a criminal offence, breaching University Rules and Regulations which leads to disciplinary action. The Police will be called. Possession of drug paraphernalia is not permitted.
<b>E</b>	
Electric blankets	
<b>F</b>	
Fairy lights	
Fireworks	These are prohibited from all part of the campus including in and around your residence.
Fondue sets	
<b>G</b>	
Gas appliances	
Grill machines	
<b>H</b>	
Halogen lamps	
Heaters	

## Appendix 2 *continued...*

Item	Additional details
<b>I</b>	
Incense sticks	
Inflatable Furniture	
<b>K</b>	
Kettles	In bedroom
Knives (non domestic)	
<b>L</b>	
Lamps	
Laser pens	
Longbows	
<b>M</b>	
Micro cookers	
Microwaves	
Mini coolers	
Multi-adapters fitting directly into a socket	
Music amplification	
<b>O</b>	
Oil appliances and lamps	
<b>P</b>	
Paintball guns	
Paraffin appliances	
Pellet guns	
Petrol appliances	
Pets	No animals of any type are permitted to be kept anywhere within Residences or the grounds.
Plug in air fresheners	
Power tools	

Item	Additional details
<b>R</b>	
Replica guns	
Rice Cookers	<p>If the rice cooker conforms to the following criteria then they can be used in residences:</p> <ul style="list-style-type: none"> <li>• It must have a British 3 pin plug</li> <li>• The 'CE' mark must be displayed on the appliance (usually found on the label on the side of the rice cooker)</li> <li>• It must be PAT tested</li> <li>• Residents must still ensure that they never leave their cooking unattended.</li> <li>• Adapters will not be permitted (with use on ANY appliance)</li> </ul>
<b>S</b>	
Shisha pipes	
Slow cookers	
<b>T</b>	
Tanning equipment	
Toasters	In bedroom
<b>W</b>	
Weapons	<p>Any weapons or replica, pellet (BB), paintball and air activated weapons, laser pens, crossbows and longbows, catapults, and non-domestic knives and any other item deemed by the AU to be a weapon. Toy guns will be confiscated if they are used to cause a nuisance, and kitchen knives must only be stored in the kitchen area of your flat. Knives found anywhere other than in the kitchen will be deemed as weapons and they will be confiscated. Possession of any item by a Resident or their guest 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 AU Rules and Regulations, and Police will be involved where it is deemed necessary.</p>

## Appendix 3

### Standard Residential Charges

If something gets broken or damaged it will need to be repaired or replaced. This can cost much more than you think – labour, materials, delivery and VAT all add up!

This table contains some sample charges; however please bear in mind that these charges are approximate and may differ.	
Carpet cleaning (per room)	£25
Mattress replacement	£60
Mattress cleaning	£15
Desk chair replacement	£60
Desk chair cleaning	£10
Cleaning (1st hour)	£50
Rubbish (per bag)	£10

## Appendix 4

### 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
Fire damage		£10	£10+ costs



## Appendix 5

### Health and Safety Related Incidents: Breaches of Accommodation Licence

Examples of Offence		Stages / Responsible Person			
		Local Stages			University Formal
		Informal	Formal [1]	Formal [2]	Senior Tutor
The University reserves the right to deal with any case at a higher or lower level than as identified in the matrix.		Accommodation License Manager	Acc License Manager and / or Head of Residences	Acc License Manager and / or Head of Residences	Senior Tutor
<b>Informal</b> 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			
<b>Formal (1)</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 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		
Inappropriate use of /tampering with fire equipment		X			
<b>Formal (2)</b> Misconduct	Repeat Offence			X	
	Possession or use of fireworks			X	
	Damage to fire doors/closers			X	
	Tampering with fire alarm system			X	
	Failure to evacuate during alarm			X	
<b>University</b> Malicious Behaviour	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



## Appendix 6

### Behaviour Related Incidents: Breaches of Accommodation Licence

Examples of Offence		Stages / Responsible Person			
		Local Stages			University Formal
		Informal	Formal [1]	Formal [2]	
The University reserves the right to deal with any case at a higher or lower level than as identified in the matrix.		Accommodation License Manager	Acc License Manager and / or Head of Residences	Acc License Manager and / or Head of Residences	Senior Tutor
<b>Informal</b> Undesirable Behaviour	Noise nuisance	X			
	Untidy communal areas	X			
<b>Formal (1)</b> Irresponsible behaviour	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			
<b>Formal (2)</b> Misconduct	Repeat Offence			X	
	Disruption to residents or community involving aggressive behaviour			X	
	Possession of drug paraphernalia			X	
<b>University</b> Malicious Behaviour	Abusive to personnel			X	
	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	

# ACCOMMODATION LICENCE AGREEMENT

## INCORPORATING THE RESIDENTS' HANDBOOK, UNIVERSITY REGULATIONS AND (FOR CATERED RESIDENCES ONLY) CARD SCHEME TERMS

This Licence incorporates the Particulars, and the terms of and regulations in the Residents' Handbook, the University Regulations and (for catered licences only) the Card Scheme Terms (as those terms are defined below).

This Licence only applies whilst the Student is a registered student of the University.

Some of the provisions in this document will only apply if this Licence is (as the case may be) for a twin Room or for a termly licence or for a catered licence or for a Room within a shared Flat/House. Such provisions are highlighted in this document as relevant.

This Licence is governed by the law of England and Wales.

This Licence creates legally binding obligations between the Student and the University. If the Student breaches their obligations in this Licence the University has a variety of remedies (including any under civil or criminal law) and potentially may terminate this Licence early and/or take disciplinary action.

Before agreeing to the terms and conditions of this Licence, the Student should read this Licence and the Residents' Handbook, University Regulations and (for catered licences only) Card Scheme Terms and take any legal advice they may need to ensure that they understand the terms, conditions and obligations under these documents.

### 1 Definitions

**1.1 Accommodation Fees Notice:** the University's accommodation fees notice in force from time to time and forming part of the Residents' Handbook. The Accommodation Fees Notice can be downloaded from the following web page – <http://www.aber.ac.uk/en/student-finance/undergraduate-uk/accommodation-fees/>. Alternatively, a hard copy can be requested from the University's Residential Services department.

**1.2 Card:** has the meaning given to that term in the Card Scheme Regulations (for catered licences only).

**1.3 Card Scheme:** the scheme for the pre-paid debit Card for the purchase of Catering Services (for catered licences only).

**1.4 Card Scheme Terms:** the University's terms and conditions in force from time to time for the Card Scheme. The Card Scheme Terms can be downloaded from the following web page – <http://www.aber.ac.uk/en/hospitality/aber-card/terms-conditions/>. Alternatively,

a hard copy can be requested from the University's Residential Services department (for catered licences only).

**1.5 Catering Services:** the supply of food and non-alcoholic drinks in the University owned or managed catering outlets which are specified in the Card Scheme Terms as the outlets at which the Card can be used for the purchase of Catering Services (for catered licences only).

**1.6 Common Parts:** all communal stairwells, corridors and lobbies, any common room facility and any laundry room within the Residence, any communal bicycle parking facilities and all footpaths providing access to and from the Residence and owned by the University.

**1.7 Contents:** the fittings, furniture, soft furnishings and effects contained in the Room and the Shared Areas from time to time as specified in the Inventory.

**1.8 Deposit:** the £100 paid by the Student as the Acceptance Fee and which, on commencement of the Licence Period, automatically converts to a security deposit to be held in accordance with clause 6.

**1.9 Early Arrival Request:** a request by the Student to arrive before the start date or (for termly licences only) the start dates referred to in the definitions of (as relevant) Licence Period and Licence Sub-Period in the Particulars to

this Licence and which the University has agreed to under the Residents' Handbook.

**1.10 Flat/House:** a self-contained flat or house (as the case may be) at or within the Residence containing private study bedrooms and Shared Areas (this definition and any reference to Flat/House in this Licence shall only apply to licences of Rooms in flats or houses).

**1.11 Inventory:** the inventory of the contents in the Room and the Shared Areas as at the start of the Licence Period in relation to which clause 5 applies.

**1.12 Keys:** Keys, access cards, swipe cards, fobs and any other device for securing or gaining lawful access to the Premises.

**1.13 Permitted Use:** private study bedroom only for use by the Student.

**1.14 Residents' Handbook:** the University's Residents' Handbook issued in force from time to time which sets out various rules, regulations and guidance to students in residences at Aberystwyth University. The Residents' Handbook can be found at the start of this document.

**1.15 Shared Areas:** the corridors, hallways, kitchen, dining and any other communal areas within the relevant Flat/House (this definition and any reference to Shared Areas in this Licence shall only apply to licences of Rooms in flats or houses).

**1.16 University's Regulations:** the University's rules and regulations and in force from time to time applying to all registered students of the University, and irrespective of whether or not they are a resident within a University owned and managed property. The University Regulations can be downloaded from the following web page – <http://www.aber.ac.uk/en/toolkit/rules-regs/>. Alternatively, a hard copy can be requested from the University's Residential Services department. For the purposes of this Licence the Student is referred in particular to the introductory notes, Rules 1 (Introduction), 2 (Rules), 3 (Regulations), 4 (Penalties), 5 (Disciplinary Procedure), 6 (Information) and Appendix (Criminal Convictions) of the University Regulations.

### 2 Licence to occupy

**2.1** This Licence is between the University and the Student referred to in the Particulars to this Licence.

**2.2** Subject to the terms of this Licence, the University grants the Student a licence for the Licence Period to:

**2.2.1** occupy the Room for the Permitted Use only; and

**2.2.2** use the Contents, the Shared Areas and the Common Parts for their intended purposes.



2.3 Where the Student arrives early pursuant to an Early Arrival Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be) shall commence on the date the Student arrives, not the relevant date referred to in the definition of Licence Period or Licence Sub-Period in the Particulars to this Licence.

2.4 Where the Student stays after the end of the Licence Period pursuant to an Late Stay Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be) shall terminate on the date the Student departs, not the relevant date referred to in the definition of Licence Period or Licence Sub-Period in the Particulars to this Licence.

2.5 The licence to occupy granted by clause 2.2 shall only apply whilst the Student is a registered student of Aberystwyth University.

2.6 The University reserves the right to enter the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence at all reasonable times on reasonable notice (save in emergencies when no notice is needed) and with or without University staff, its agents and workmen and any materials, tools and equipment in relation to:

2.6.1 examining the state and condition of the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.2 carrying out any repair, maintenance and replacement works or any works required under statute to the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.3 ascertaining whether the Student has complied with their obligations in this Licence;

2.6.4 investigating any reported incidents in respect of the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

2.6.5 complying with its obligations in this Licence; and

2.6.6 the University's interest in the Residence.

### **3 Parties' obligations and incorporation of terms**

3.1 The Student and the University will comply with their respective obligations in this Licence.

3.2 This Licence incorporates the terms, conditions, rules and regulations of the Residents' Handbook, the University Regulations and (for catered Residences only) the Card Scheme Terms.

3.3 The Student has not represented or failed to disclose and will not misrepresent or fail to disclose any circumstances to the University in order to acquire or maintain this Licence.

### **4 Accommodation Fee and other sums**

4.1 The Student will pay the Accommodation Fee to the University in full or in instalments on specified due dates in accordance with the payment plan set up.

4.2 Where the Student arrives early pursuant to an Early Arrival Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be), the Student will pay the early arrival charges referred to in and in accordance with the Residents' Handbook. Those charges form part of the Accommodation Fee but are payable in addition to the Accommodation Fee sum set out in the Particulars to this Licence.

4.3 Where the Student stays after the end of the Licence Period pursuant to an Late Stay Request, the Licence Period or (for termly licences only) the relevant Licence Sub-Period (as the case may be), the Student will pay the late stay charges referred to in and in accordance with the Residents' Handbook. Those charges form part of the Accommodation Fee but are payable in addition to the Accommodation Fee sum set out in the Particulars to this Licence.

4.4 The Student will pay the Accommodation Fee and any other sums payable under this Licence on the due dates and in the manner specified in this Licence and the Accommodation Fees Notice without any deductions, counter-claims or set off.

4.5 If the Student vacates the Room before the expiry of the Licence Period or (for termly licences only) the expiry of each Licence Sub-Period for any reason without the University's permission (which permission the University is not obliged to provide) then:

4.5.1 the Student will not be entitled to a refund of any Accommodation Fee they have previously paid unless the University relets the Room to another student for the whole or any part of the remainder of the Licence Period in which case the University will as soon as reasonably practicable repay to the Student the Accommodation Fee previously paid in respect of the period from and including the date of the reletting; and

4.5.2 the Student shall continue to pay accommodation charges at the same daily rate as the Accommodation Fee in respect of the period up to and including whichever is the later of:

4.5.2.1 the date on which they return the Room key to the

Residential Services department; and

4.5.2.2 the date they vacate the Room whether or not the University's permission has been given to the vacating of the Room.

### **5 Inventory**

5.1 Upon moving into the Room and no later than 7 working days after the start of the Licence Period, the Student must:

5.1.1 check that the Inventory correctly identifies all Contents in the Room and the Shared Areas and any missing or damaged Contents as at the date on which the Student moved into the Room; and

5.1.2 complete and submit the online Inventory to the University listing any missing or damaged Contents.

5.2 If within 7 working days after the start of the Licence Period the Student has not completed the online Inventory to the University listing any missing or damaged Contents, the Student accepts that the Inventory supplied by the University is correct.

### **6 Acceptance Fee and Deposit**

6.1 The Student will pay the University the Acceptance Fee on or before the date of this Licence in accordance with the accommodation offer from the University to the Student.

6.2 'Your right to cancel' – the Acceptance Fee will be refunded in full if the Student cancels the Licence, prior to moving in, by the date provided in the Accommodation Licence Pack (Acceptance Fee step – also providing details on how the Student can cancel the accommodation). The right to cancel does not apply once the Student has collected the key. Once the key is collected, it is too late to cancel under this clause.

6.3 If the Student fails to take up occupation of the Room at the start of the Licence Period the University will retain the Acceptance Fee in full to cover its administrative costs in relation to that non-occupation and seeking an alternative occupier of the Room. This will not apply if the reason for the Student's failure to take up occupation is due to medical, welfare or academic reasons accepted by the University (in which case the Acceptance Fee will be repaid to the Student as soon as reasonably practicable after the start of the Licence Period).

6.4 On commencement of the Licence Period, the Acceptance Fee automatically converts to the Deposit in relation to which:

6.4.1 The Deposit will be held by the University during the Licence Period to compensate or partly compensate the University for:

6.4.1.1 any damage, or compensation for damage, to the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence or for any missing Contents for which the Student is liable under their obligations in this Licence;

6.4.1.2 the University's costs properly incurred in relation to or for rectifying or remedying any breach by the Student of their obligations under this Licence; and

6.4.1.3 any unpaid rent and any other unpaid sums or monies due or payable by the Student to the University under this Licence.

6.4.2 If:

6.4.2.1 the Student breaches any of the Student obligations in this Licence; or

6.4.2.2 the circumstances in clause 9.4.2 apply the University may make deductions from the Deposit to compensate it or partly compensate it for any of the matters referred to in clause 6.4.1.

6.4.3 If the Deposit will not fully compensate the University for any of the matters referred to in clause 6.4.1 or in any of the circumstances referred to in the Residents' Handbook, the University may require

the Student to pay the shortfall to the University within such period of time as the University (acting reasonably) notifies to the Student in writing.

6.4.4 If the University has made any deductions under clause 6.4.2, it may but need not require the Student to pay to the University the shortfall between the original Deposit and the amount of the Deposit (if any) after any such deduction with the intent that the Deposit shall at all times be not less than the amount of the original Deposit. Such shortfall will be payable within such period of time as the University (acting reasonably) notifies to the Student in writing. Any such shortfall paid will form part of the Deposit for the purposes of this Licence.

6.4.5 Clauses 6.4.2-6.4.4 will not affect and will be in addition to any other remedies available under the civil and criminal law of England and Wales.

6.4.6 The Student will receive no interest on the Deposit and any interest earned on the Deposit will belong to the University.

6.4.7 Prior to the Licence end date the Student will be asked to provide to the University bank details of where any remaining balance of the Deposit is to be reimbursed to.

6.4.8 As soon as possible after the end of the Licence Period and, in any event, within 28 days following the end of the Licence Period, the University will reimburse to the Student any part of the Deposit still remaining after it has deducted any monies required to compensate or partly compensate it for any matters referred to in clause 6.4.1.

6.4.9 Prior to the end of the Licence Period the Student will be contacted by the University to provide valid UK bank details for the University to reimburse to the Student any part of the Deposit still remaining as referred to in clause 6.4.8. It is possible with prior arrangement to make international bank transfers; however a charge may apply.

6.4.10 If the Student secures University accommodation for the following academic year the Deposit can be transferred and used as the Acceptance Fee for that Licence Period. If the University has made any deductions under clause 6.4.2, the Student will be required to pay to the University the shortfall between the Deposit and the required Acceptance Fee.

## 7 Utilities

7.1 The Accommodation Fee includes residential use of electricity, water, sewerage, heating, lighting, water heating and (where the Residence is connected to gas) gas.

7.2 The University will use reasonable endeavors to ensure uninterrupted supplies of electricity, water, sewerage and (where the Residence is connected to gas) gas services to the Residence. However, the University cannot guarantee the supply of electricity, gas, water and sewerage supplies and will not be liable for any loss or damage resulting from the failure by the service provider to supply such services.

7.3 The University will promptly pay any electricity, gas, water and sewerages services bills for the Residence.

7.4 The Student will pay for all charges (including any connection, rental and other necessary charges) for the use of any telephone line installed in the Room or in the Shared Areas under clause 10.4. In respect of any such telephone line in the Shared Areas, the students in the Flat/House (including but not limited to the Student) will be jointly responsible for such charges.

## 8 Use

8.1 The Student will only use the Room for the Permitted Use and for no other purpose.

8.2 The Student will only use the Contents, the Shared Areas, the Flat/House, the Common Parts and the Residence for their intended purposes and for no other purposes.

8.3 The Student will not use the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence for any commercial activity, business, trade or profession.

8.4 The Student will not use the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence or allow them to be used for any illegal or immoral purposes.

8.5 The Student will not create or allow to be created any noise at any time which causes or is likely to cause a nuisance or annoyance to others or which can be heard outside of the Room or the Shared Areas.

8.6 The Student will comply with the Residents' Handbook, the University Regulations and **(for catered Residences only)** the Card Scheme Terms incorporated into this Licence.

Statutory obligations and health and safety

8.7 The Student will comply with all relevant legislation and codes of practice in relation to their use and occupation of the Room and their use of the Shared Areas and the Common Parts (including

but not limited to health and safety, furniture, soft-furnishings and fittings and fire safety legislation regulations).

8.8 The Student will not bring into or keep in the Room the Shared Areas, the Flat/House, the Common Parts or the Residence:

8.8.1 anything which in the reasonable opinion of the University is or may become dangerous, noxious, offensive, combustible, corrosive, inflammable, radio-active or explosive or any weapons or anything which may reasonably be perceived as such (including but not limited to fire arms, air rifles, pistols, crossbows, gas cylinders, knives and laser pens); and

8.8.2 candles, incense sticks, oil burners, plug in air fresheners and fairy lights.

8.9 The Student will not smoke in any part of the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence (including but not limited to outside entrances, windows and any other areas where smoke could enter the Residence).

8.10 The Student will not tamper or interfere in any way with any fire safety and precautionary equipment (including but not limited to fire alarms, fire extinguishers, blankets, smoke detectors and fire doors) and any other equipment or installation within the Room, the

Shared Areas, the Flat/House, the Common Parts or the Residence.

**8.11** The Student will not change the locks to the Room the Shared Areas, the Flat/House or the Residence and will not make or have made any duplicate keys and/or key-cards and will return all keys and key-cards to the University at the end of the Licence Period.

**8.12** The Student will not do or allow to be done anything which may adversely affect the University or any buildings insurance in relation to the Residence which may increase the buildings insurance premium.

**8.13** The Student will not obstruct the Shared Areas, the Common Parts and the escape routes from the Room or the Flat/House or allow them to be obstructed.

**8.14** The Student will not put anything harmful in or which is likely to cause blockage to any pipes and drains.

Animals, pets and bicycles

**8.15** The Student will not keep animals or pets of any description (including but not limited to birds, fish, reptiles or insects) within the Room, the Flat/House or the Residence except for any registered assistance or guide dog which the Student has first notified to the University.

**8.16** The Student will not store any bicycles in the Room, the Shared Areas,

the Flat/House, the Common Parts or the Residence (other than in any external communal bicycle parking facilities) in the Common Parts.

Threatening behaviour

**8.17** The Student will not assault, threaten or abuse (whether physically or verbally) any officer or employer or student of the University or any sub-contractors of the University or any person authorised by the University to enter the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence.

University's rights

**8.18** The Student will not do anything which may prejudice the good estate management and smooth running and efficiency of the Residence and/or the conduct of the University's business.

**8.19** The Student will not to impede the University in the performance of its duties and comply with any reasonable instructions issued by the management and pastoral staff acting on behalf of the University.

## **9 Condition of accommodation**

**9.1** The Student will not damage or mark the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence.

**9.2** The Student will keep the Room and the Contents in a clean and tidy

condition and will not cause the Shared Areas, the Flat/House, the Common Parts and the Residence to be unclean or untidy.

**9.3** The Student will not remove or transfer any of the Contents from any part of the Room or the Flat/House. If the University so requires, the Student will pay the University the reasonable cost of returning any such removed or transferred Contents back to the Room or the Flat/House.

**9.4** The Student will be responsible for:

**9.4.1** the cost of repair or replacement of any Contents which they have damaged or marked in breach of their obligations in this Licence; and

**9.4.2** an equal proportion divided amongst the occupiers of the whole or the relevant area of the Flat/House or the Residence (as relevant) of the cost of repair or replacement of any damage to the Flat/House or the Common Parts or of any contents in the Flat/House and the Common Parts where the students who caused such damage cannot be or have not been identified.

Any replacement of any Contents or contents under this clause 9.4 will be with similar articles supplied by the University of at least equal value to the relevant damaged or marked Contents or contents.

**9.5** The Student will promptly report to the University any disrepair or defect of which the Student is aware in:

**9.5.1** the Room, the Contents, the Shared Areas, the Flat/House and the Common Parts and any installation therein;

**9.5.2** the structure or exterior of the Residence.

**9.6** The University/Licensors will use reasonable endeavours to repair the structure of the Residence.

## **10 Alterations**

**10.1** The Student will not make any alterations or additions to the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence (including but not limited to using or driving into or fastening any nails, screws, similar objects or any other items which may adversely affect the decorative state of the Room, the Contents, the Shared Areas, the Flat/House, the Common Parts or the Residence).

**10.2** The Student will not bring into the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence any additional furniture (including but not limited to any inflatable furniture) and any heating equipment, cooking equipment, refrigerators, freezers and mini-coolers, electrically power tools,

multi-adapters, clothes washing and drying machines, musical amplification and uplighter lamps.

**10.3** The Student will not attach to the Room, the Shared Areas, the Flat/House, the Common Parts or the Residence any satellite dish, radio or television aerial or similar equipment or allow them to be attached.

**10.4** The Student will not install or permit the installment of any telephone line in the Room or the Flat/House without the University's prior consent (which consent the University is not obliged to provide).

## **11 Disposals and guests**

**11.1** This Licence is personal to the Student.

**11.2** The Student will not transfer occupancy of the Room to or share occupancy with or sub-let the Room or the Shared Areas to any person without the University's prior written consent (which consent the University is not obliged to provide) provided that (for twin rooms only) the occupation by another student of the other twin under an accommodation licence agreement with the University will not breach this clause 11.2.

**11.3** The Student will not entertain any visitors, other residents or external third parties overnight in the Room

and the Flat/House without obtaining permission from the Residence reception (which the reception is not obliged to provide) who will inform the Residence Manager.

**11.4** The Student will be liable for any breach of this Licence caused by the conduct of any guest of the Student.

## **12 Statutory notices**

**12.1** Within seven days of the Student receiving any order, notice or correspondence addressed to the University or the occupier of the Room or the Flat/House, especially any given made or issued under or by virtue of any statute, regulation, order, direction or bye-law by any public or competent authority, the Student will send a copy of the order, notice or correspondence to the University.

**12.2** Without delay following written notification by the University to the Student, the Student will take all reasonable steps to comply with such order, notice or correspondence.

## **13 Contents insurance**

The Student will be responsible for obtaining insurance of their personal belongings not included in the Students' Personal Effects Insurance cover.

#### 14 Card Scheme (for catered licences only)

Under and subject to the Card Scheme Terms:

14.1 The Accommodation Fee includes the fixed sum referred to in paragraph (d) of the definition of the Accommodation Fee in the Particulars to this Licence towards the purchase of Catering Services. The University will credit that sum to the Card, pro-rated at a daily rate at the start of each term.

14.2 The Student may use that sum within the Licence Period for the purchase of Catering Services.

14.3 The Student must top up the Card for any Catering Services used in excess of that sum – see the Card Scheme Terms.

14.4 At the end of the Licence Period the Student will forfeit any proportion of that sum that has not been used.

14.5 If the Licence is terminated early under clause 18 and the Student has spent:

14.5.1 more than the pro-rated daily rate referred to in clause 14.1 for Catering Services, the Student must pay for the overspend; or

14.5.2 less than the pro-rated daily rate referred to in clause 14.1 for Catering Services, the pro-rated daily rate for the period of occupancy

will be charged and the balance will be adjusted accordingly and repaid to the Student in accordance with clause 18.

14.6 Subject to clauses 14.4 and 14.5 the Student may continue to use the Card indefinitely beyond the last day of the Licence Period subject to the Card Scheme Terms.

#### 15 Twin Room (for twin licences only)

If the occupation licence of the other occupying student in the Room is terminated prior to the end of the Licence Period or (for termly licences only) the Sub Licence Period for any reason, the University reserves the right to convert the Room from a twin room to a single room for the remainder of the Licence Period or (for termly licences only) the Sub Licence Period. In such circumstances the Accommodation Fee will convert from the twin room rate to the single room rate for University owned or managed residential accommodation for the relevant academic year as shown in the Accommodation Fees Notice.

#### 16 Transfer to another room and re-letting

16.1 This Agreement does not relate to a specific private study bedroom within the Residence.

16.2 The University reserves the right to transfer the Student to a different private

study bedroom in the Residence or in any other residence if the University reasonably decides that such a transfer is:

16.2.1 to improve the Student's circumstances;

16.2.2 due to the Room and/or the Flat/House and/or the Residence lacking facilities which are reasonably required for the use and enjoyment of the Room or the Flat/House or the Residence;

16.2.3 to protect the interests of any other student or students; or

16.2.4 for disciplinary or pastoral reasons.

16.3 A Student may request to the University a transfer to another private study bedroom within the Residence or in any other residence during the Licence Period in relation to which:

16.3.1 The University will consider any such request on its merits and in the light of the availability of alternative private study bedrooms and the practical and financial implications for the University of granting such consent.

16.3.2 If the University agrees to any such request then the Student must sign and enter into a new accommodation licence agreement for the new bedroom and pay an administration fee of £25 if required by the University.

16.3.3 If the University agrees to any such request and the Accommodation Fee for the different private study bedroom is less than that of the Accommodation Fee of the current private study bedroom then the Student will be required to continue to pay the Accommodation Fee of the current Residence. Release from the obligation to pay the Accommodation Fee of the current Residence will only be granted when the University finds a replacement tenant (a current student not currently living in residence) to occupy the current private study bedroom such that there is no loss to the University. The University shall be entitled to fill any rooms which are already vacant before allocating to the current private study bedroom in order to release the Student.

16.4 If the Student vacates the Room before the end of the Licence Period or (for termly licences only) the Sub Licence Period or this Licence is terminated early under clause 18, the University may relet the Room to another student of the University's choice or allow such a student to occupy the Room.

#### 17 Breaches of Student obligations

17.1 In relation to any breach of the Student obligations in this Licence, the University may (as it thinks fit depending on the seriousness of the case):

17.1.1 reprimand the Student; and/or

17.1.2 impose a fine or charge not exceeding £100; and/or

17.1.3 temporarily exclude the Student from the Room, the Flat/House and the Residence; and/or

17.1.4 terminate this Licence under clause 18; and/or

17.1.5 disciplinary action under the Residents' Handbook and/or the University Regulations.

The Residents' Handbook provides guidance on how various breaches of this Licence will be dealt with initially and appeals procedures for different types of breaches.

17.2 If the Student breaches their obligations in this Licence, the Residence Manager, may, on behalf of the University, decide which of the above remedies apply and (in the case of a fine or charge) decide what fine or charge to impose (not exceeding £100).

17.3 If the University takes any of the actions under clause 17.1 against the Student, the Student may appeal against such action in accordance with the appeal procedures set out in the Residents' Handbook and the University Regulations (as relevant).

17.4 In addition to any of the remedies referred to in clause 17.1 the University retains and may seek any remedies available under the civil and criminal law of England and Wales.

#### 18 Early termination of Licence

18.1 This is a fixed term Licence and both the University and Student understand that it is not possible to bring this Licence Agreement to an end before the end date of the licence other than in accordance with the terms of the licence. The Licence may be terminated with the consent of the University if the Student finds a replacement tenant (a current student not currently living in residence) who wishes to take over the licence agreement, if approved, a tenancy substitution charge of £50 is payable by the outgoing student prior to release from the licence.

18.2 The Student may terminate this Licence before the end of the Licence Period if:

18.2.1 the Student withdraws from the University at any time after the start of the Licence Period and the University has given its prior consent to the withdrawal in relation to which:

18.2.1.1 the Student remains responsible for the payment of the remainder of the Accommodation Fee and any other sums due under this Licence in respect of the period up to and including the date of their withdrawal; and

18.2.1.2 as soon as reasonably practicable after the date of the Student's withdrawal, the University will reimburse to the Student:

- (a) the pro-rated balance of any Accommodation Fee paid in advance in respect of the period after the termination date;
- (b) the Acceptance Fee (subject to clauses 6.4.2 and 6.4.8); and
- (c) any other sums which are properly due to the Student; or

18.2.2 the University seriously breaches its obligations under this Licence. In these circumstances the University will as soon as reasonably practicable reimburse to the Student:

- 18.2.2.1 the pro-rated balance of any Accommodation Fee paid in advance in respect of the period after the termination date;
- 18.2.2.2 the Acceptance Fee (subject to clauses 6.4.2 and 6.4.8); and
- 18.2.2.3 any other sums which are properly due to the Student.

18.3 The University may terminate this Licence before the end of the Licence Period if:

- 18.3.1 the Student is no longer a registered student at the University (and on the Student no longer being

a registered student at the University, they shall vacate the Room and comply with clause 19.1 on the date of de-registration); or

18.3.2 the Student materially or repeatedly or persistently breaches their obligations under this Licence and/or the Residents' Handbook and/or the University Regulations; or

18.3.3 the Student fails to pay the whole or any part of the Accommodation Fee or of any other sums payable and properly due to the University under this Licence. The University reserves the right to withdraw the Accommodation Offer if the Student fails to pay any part of accommodation fees from a previous Licence period; or

18.3.4 in the University's reasonable opinion the behaviour or actions of the Student adversely affect the other students in the Flat/House or the Residence

18.4 Upon the termination of this Licence under this clause 18, clause 19 will apply.

### 19 End of Licence

19.1 At the end of the Licence Period or (for termly licences only) at the end of each Licence Sub-Period (in either case, however that may occur including but not limited to any early termination under clause 18) the Student will:

19.1.1 vacate the Room;

19.1.2 promptly remove all the Student's belongings from the Room, the Shared Areas, the Flat/House, the Common Parts and the Residence;

19.1.3 ensure that the Room, the Contents the Shared Areas and the Flat/House are left properly repaired, decorated, cleaned and kept in accordance with their obligations contained in this Licence;

19.1.4 return the room key to the Residential Services department; and

19.1.5 pay charges for accommodation at the same daily rate as the Accommodation Fee up to and including the date on which the Room key is returned to the Residential Services department under clause 19.1.4, regardless of any confirmation of withdrawal from the University to the Student.

19.2 If the Student fails to remove all their belongings under clause 19.1 the University may deal with such belongings as it thinks fit including but not limited to arranging for such belongings to be stored or disposed of. The Student will pay the University's costs of any such storage and disposal on written demand (to the extent that the University has not deducted the whole or any part of such costs from the Deposit under clause 6.4.

### 20 Notices under this Licence

20.1 Any notice under this Licence must be in writing and must be delivered personally or sent by pre-paid first-class post or special delivery or recorded delivery to the recipient at the following address:

- 20.1.1 notices to the University - the address given in the Particulars to this Licence; and
- 20.1.2 notices to the Student - the Room at the relevant Flat/House at the relevant Residence.

20.2 Any notice is deemed to have been duly received:

- 20.2.1 if delivered personally, when left at the relevant address under clause 20.1; or
- 20.2.2 if sent by pre-paid first-class post or special delivery or recorded delivery, at 12pm two working days after posting.

20.3 A notice under this Licence cannot be validly given if sent by e-mail. However, the party serving the notice can send a copy of the notice to the recipient's email address given in the Particulars to this Licence.

### 21 Severance

21.1 If any court or competent authority finds that any provision of this Licence (or part of any provision) is invalid, illegal

or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this Licence shall not be affected.

21.2 If any invalid, unenforceable or illegal provision of this Licence would be valid, enforceable and legal if some part of it were deleted, the provision shall apply with the minimum modification necessary to make it legal, valid and enforceable.

### 22 Rights of third parties

A person who is not a party to this agreement may not enforce any of its terms under the Contracts (Rights of Third Parties) Act 1999.

### 23 Governing law and jurisdiction

23.1 This Licence and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

23.2 The Student and the University irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Licence or its subject matter or formation (including non-contractual disputes or claims).

### 24 Licence

This Licence is a licence not an assured shorthold tenancy due to section 1 and paragraph 8 Schedule 1 of the Housing Act 1988 and related legislation.



**YOUR  
RIGHT TO  
A QUALITY  
HOME**

**THE  
ACCOMMODATION  
CODE**

**STUDENT**

## Universities UK

Aberystwyth University  
Accommodation is approved by the  
UUK Code of Practice, which aims to  
ensure students enjoy good quality  
accommodation.

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