



University of
Central Lancashire
UCLan

Summergrove Halls Handbook 2024



Arriving and settling in

Key collection

Please check the arrivals information on uclan.ac.uk/accommodation for up-to-date information.

Who to contact

The UCLan Student Services Accommodation Team are your point of contact for accommodation enquiries. They can also refer you to a range of other services provided by the University, including those relating to welfare, counselling and finance.

If you would like to discuss any issues regarding your accommodation you can also email: StudentAccommodation@uclan.ac.uk

Security

Never let strangers into the halls and always lock your door and secure windows when you are not in your room. Please note the window stays are there to prevent the window being blown completely open during windy weather and are not a security device to prevent a burglar gaining access.

In any emergency, please call the UCLan Security Control Centre on **01772 892068**.

Residences Team

Summergrove Halls has an on-site Residences Team led by a Residences Officer and two Assistant Residences Officers. The Residences Officers can be contacted during the day between 9am-5pm and an appointment can be made by visiting their office or calling them to arrange a time out of these hours if necessary.

The halls Residences Team ensure you get the most out of living in UCLan halls, and events are run throughout the year to promote inclusion and build a community which you will be proud to be a part of.

Opening hours: Monday - Friday, 8am - 6pm

Tel: **01772 893355**

Email: SummergroveHall@uclan.ac.uk

Student Accommodation Service

University Accommodation staff can help you with queries about rent and contractual matters such as requests to move room within the halls (subject to availability). The Student Accommodation Service is based at Preston Campus.

Opening hours: Monday - Thursday, 9am - 5pm. Friday, 9am - 4pm

Tel: **01772 892529**

Email: StudentAccommodation@uclan.ac.uk

Useful Things To Know Before You Arrive

Repairs

Repair requests must be emailed to SummergroveHall@uclan.ac.uk

Insurance

We strongly advise that you take out a personal insurance policy to cover theft/damage to your property contained in your room and communal area, and against damage that you may cause through negligence to your accommodation. Further advice may also be sought from the Students' Union.

Inventory

(Statement of the condition of your room, furnishings and fittings)

You will be given the opportunity to complete an inventory online. Details of how to access this will be sent to you via email when you move in. It is in your interest to check each item in your room against the inventory. Should you disagree with the inventory in any way, please place notes on the online inventory within five days of receiving it.

Please do not remove property from either your room or residence, as you will be deemed responsible for any subsequent damage/loss.

Student Support

The Support Centre at the Westlakes Campus is situated in the reception area of the Samuel Lindow Building. Our aim is to help you make the very best of your time at UCLan by providing a high-quality information and support service, which is accessible to all. We have a team of two dedicated Student Support staff, who are on hand to provide you with advice, support and guidance during your time with us. No matter how big or small your query there will be someone here to help.

Term time and non-term time opening hours are:

Monday to Thursday, 9am - 5pm

Friday, 9am - 4pm

If you are an international student, you may have specific questions or require information to assist you during your time here at UCLan. Student Support are able to provide advice and guidance on Tier 4 immigration and visa issues as well as supporting you from your arrival and enrolment through to your graduation.

Student Support also works in conjunction with the Wellbeing Service to provide wellbeing support to you throughout your time at university. You can access this support and arrange appointments by emailing wellbeing@uclan.ac.uk or by speaking to a Student Support Adviser at the front desk or with the Wellbeing Officer in Room SLB 017.

The team also operates as the front face of our Inclusive Support Service. You can disclose a disability or long-term condition to the team and receive information and guidance about available support that's right for you.

Summergrove Halls Handbook

Mail

Mail is delivered to the front desk by external service providers.

Summergrove Halls

'XXXX' Hall, Room Number

Hensingham

Whitehaven

Cumbria

CA28 8XZ

Never send money through the post - any important mail should be sent via a recorded or registered delivery service.

At the end of the Accommodation Contract in June, all mail is returned to sender. It is your responsibility to inform people that your address has changed.

Launderette

There is a small laundry room on the first floor of Eddington Hall and details of prices and instructions for use are clearly displayed. An iron and ironing board is available in the laundry room as well as the shared kitchen.

Please note the laundry is cashless. Access is available 24/7.

Car parking

Car parking is free for students.

Transport and shopping

The closest town for shopping is Whitehaven. There are no direct bus services, but many students use local taxis. Public transport options are available from:

Bus route 30 from the bus stop on the A595 directly opposite the Westlakes Science Park where the UCLan campus is based in the Samuel Lindow Building. There is also a bus stop at the village of Keekle that also has an alternative bus route. Both bus stops are approximately 10 - 15 minutes' walk away from Summergrove Halls. Please ask Student Support for directions and advice if needed.

Bicycles

Electric and non-electric bikes/scooters must not be stored in bedrooms, hallways or stairwells because they can obstruct fire evacuations and fire exits. Electric bikes and scooters also come with an increased fire risk and for this reason must NOT be charged within any area of the building, especially not flats and/or bedrooms.

Secure bicycle storage is available within the car park.

Banking

Most students use internet banking, however, there are branches of the following banks in the area:

TSB Bank

59 Lowther Street, Whitehaven

Telephone: 01946 299998

Halifax

40/41 King Street, Whitehaven

Telephone: 0345 720 3040

Santander

22 King Street, Whitehaven

Telephone: 0800 0851491

Cumberland Building Society

30 Lowther Street, Whitehaven

Telephone: 01946 66683

Be aware of your surroundings when withdrawing cash from ATMs, especially during the hours of darkness.

Health and medical services

Mansion House Surgery

19-20 Irish Street, Whitehaven, Cumbria, CA28 7BU

Telephone: 01946 693660

Opening times: Monday - Friday, 8am - 6.30pm
 Saturday and Sunday, closed

An alternative GP practice is available at;

Fellview Health Centre

Birks Road, Cleator Moor, Cumbria, CA25 5HP

Telephone: Tel: 01946 810427

Opening times: Monday - Friday, 8am - 6.30pm
 Saturday and Sunday, closed

If you need GP assistance when the surgery is closed, please call NHS 111. Dial 111 and the service will direct you to the treatment that is best appropriate to your needs, taking into account your location, the time of day, and the capacity of local services.

Your residence

Bedrooms

Every bedroom in our accommodation has:

- A study desk and chair
- Desk drawers
- Wardrobe
- Bed and mattress
- En-suite bathroom

Kitchens

- Cooker and microwave
- Refrigerator
- Freezer
- Vacuum cleaner
- Ironing board and iron
- Toaster and kettle
- Crockery and cutlery
- Pans

What to bring

N.B You will be given the opportunity to order a bedding pack in advance of your arrival.

You will need to provide the following items:

- Bedding (only if not pre-ordered)
- Towels and tea towels
- Hairdryer
- All electrical appliances should be rated for 220-240 volts and compliant with the relevant British Safety Standards.

Internet and Wi-Fi

You will find instructions about how to connect to the internet in your bedroom.

Wi-Fi connection is provided free of charge, but students must use the internet in an acceptable way, comply with current legislation and not misuse the service in any way.

For all problems with your internet connection, please contact LISCustomerSupport@uclan.ac.uk

TV Licences

If you do bring a television onto the premises then you need to purchase an individual TV Licence, and you may still need a TV Licence if viewing TV programmes on a device other than a television, so for further information visit: tvlicensing.co.uk/students

Telephones

Telephones are not provided in Summergrove Halls.

Mobile signals vary according to the networks available. A good signal can be obtained at Summergrove Halls from any carriers that use the O2 or Vodafone networks. EE is not recommended for this area.

Takeaways and food deliveries

Students who order takeaways and online grocery deliveries should ensure that they are available to receive them.

The front desk will not accept deliveries.

Additional facilities at Summergrove Halls

Vending machines - supplies are available to purchase from on site vending machines.

Restaurant - the restaurant is available for students on the catered package. More information on the conditions of the [catered package](#).

Terrace Bar - the bar area is available for students to socialise with a pool table, table football and TV. The space is available 24/7. A quiet study space is available adjacent to the Terrace Bar 24/7.

Lounge - available 24/7 across from the front desk as a space to socialise.

Reflection Room - available 24/7 everyday on the first floor of Eddington Hall.



Access to your rooms

Room inspections

All rooms in Summergrove Halls are inspected prior to you taking up residence and the condition of your accommodation will be notified to you via the room inventory. You will be emailed and given advance notice of any room inspections of your room which are planned to take place during the academic year.

Your room will also be inspected when you vacate halls and if any recharges are to be made because of damage, etc., these will be notified to you via email, together with details of the appeals procedure.

Remember: all occupants have a responsibility to report communal damage as it may occur.

Access for responsive maintenance

After you have requested a repair, the Residences Team will report this to the maintenance team as soon as possible.

If a repair is needed in your room, the maintenance team will first knock and wait for you to reply. If you are not in, they will enter, assess the work required, and if possible will try to complete the repair straight away, in order that you receive a speedy and efficient service.

Sometimes a University contractor will need to be called to complete a repair.

If you have any queries or concerns regarding the progress of a job, please contact your Residences Officer.

Cleanliness visits by staff to communal areas

Staff visit rooms on a regular basis to ensure that the communal areas are clean and tidy. If, for instance, a kitchen is deemed to be unacceptable they will ask all of the occupants to clean the area and they will revisit, normally 24 hours later. Further staff investigation and actions may be required should any room remain in a dirty and unhygienic condition.

Health and safety visits by staff and contractors

Periodically, contractors will also need to visit your residences in order to carry out vital work to ensure that the building complies with legislation to safeguard your health and safety whilst you are in residence.

In some circumstances, however, immediate access to your room may be required by staff, authorised contractors or emergency services personnel, eg during fire alarm activations, urgent maintenance repairs, unattended music systems playing loudly, etc.

All authorised holders of master keys are permitted to enter a room in such urgent circumstances, if having knocked on the door, there is no reply, staff and authorised contractors have master keys to access storage and maintenance areas and to unlock rooms in case of emergencies.

Important rules

Cleaning

Cleaning staff will clean the stairwells and landings in your halls, but you are responsible for maintaining the cleanliness of your room and the communal areas of your hall. All occupants may be charged if extra cleaning is required in the communal areas.

Kitchens

You are responsible for cleaning after cooking and removing any rubbish. You will be charged for excess cleaning if kitchens are left in an unacceptable condition.

Be aware of food hygiene, and do not store any uncovered food unless it is stored in a plastic bag or container to eliminate cross contamination, uncooked meat/poultry in the fridge alongside or above food items that will be eaten raw, such as cheese, salad etc.

Posters

Each year we find that some students attach self-adhesive hooks, posters, etc., using sticky tack, drawing pins, sticky tape as well as other self-adhesive items which inevitably causes damage to the painted wall surfaces. Therefore, we strongly advise the following:

- Do not attach any items to the paintwork by any means
- Use white sticky tack to attach to wooden surfaces only
- Use drawing pins to attach to notice boards
- Do not attach posters to walls – this is likely to cause damage to the paintwork and if this occurs you will be charged for repainting costs.
- Appeals against all damage charges raised after the end of your accommodation contract must be submitted by email by 31 August of the same academic year that you are notified of the charge:
StudentAccommodation@uclan.ac.uk

At the end of the contract claims by individuals against damage charges relating to communal areas cannot be considered because they cannot be investigated at this stage. All occupants have a responsibility to report communal damage as it may occur.

Guests

You may have guests for up to three consecutive nights during any week, three times per semester. Guests must be 18 years of age or older. We do not allow overnight guests during the first two weeks of term, when students are settling into their accommodation.

Guests are monitored on the frequency of their visits to ensure that constant visits do not cause friction. The University reserves the right to refuse permission. Remember that your guests are your responsibility while on site - this includes being responsible for (and paying for) any damage they may cause. Also, if you have an unauthorised guest who is discovered in the halls, they will be told to leave the building irrespective of the time of day/night, and you may face disciplinary action.

You must obtain a guest form from your Residences Team at least 48 hours before your guest is due to arrive. If you have any queries, please don't hesitate to contact your Residences Team via email SummergroveHall@uclan.ac.uk

Noise

Excessive noise is not acceptable at any time.

You must remember that other residents may want to sleep or study. The volume of music/gaming systems and TV volume should be always kept down. The most common complaint in any community is noise. One antisocial person can keep the whole floor awake because noise travels easily in this sort of communal building. Slamming doors and talking and shouting in the corridors can be extremely irritating to someone trying to work or sleep. If you are being annoyed by noise, and you are not comfortable in approaching the offender then you should contact UCLan Security.

Antisocial people will face disciplinary action, and persistent offenders may be asked to withdraw from the halls or be suspended from the University.

Overnight absence

If you intend to stay away for more than two nights, you should, if possible, inform other students who live on the same floor as you and email StudentAccommodation@uclan.ac.uk leaving an address where you can be contacted. Please co-operate on this, as emergencies (fire, families and such) do occur and it is then essential that the University can contact you or account for your absence.

If you change your contact details, home address, mobile telephone number etc. please contact the UCLan Student Accommodation Service with your new details.

Smoking/Drugs

Smoking of any substance (including e-cigarettes) is not permitted in any University building, including the halls of residence, in compliance with the current University procedure. Do not stand close to any building whilst smoking outside, smoke may drift into rooms through open windows and cause annoyance to residents. Any student found smoking in the halls of residence will face disciplinary action under the Conditions of Residence, and you will be held responsible for your guests if they are found smoking in the halls of residence. Repeated breaches of these Conditions of Residence may mean referral under the University's Regulations for the Conduct of Students, and the possibility of more significant sanctions.

Under the Misuse of Drugs Act 1971, it is a criminal offence for the University knowingly to permit the use, production or supply of any controlled drugs in residences. It should be clear, therefore, that we do not condone the possession, use or supply of illicit drugs on any of our premises. The University makes available health information regarding drugs. If you have a problem or are concerned about drugs, you should seek advice from Student Support and Wellbeing or your GP.

Ball games

Ball games are not allowed, both inside and outside the halls of residence, whether a sign is displayed or not.

Pets

All pets are prohibited in the halls of residence and we strongly advise against feeding animals which you may think are strays. This could lead to an animal being enticed away from its owner causing distress to the animal and owner. Please do not forget that you are only resident in halls for a 42-week period. If you think an animal is a stray please contact the RSPCA.

Energy conservation

The University is committed to energy conservation, and it is the responsibility of everyone to conserve energy where they can. This can be achieved by simple actions such as turning off lights and other electrical items when leaving your room and ensuring that the correct temperatures are used when cooking. Ensure that all fridge and freezer doors are closed and that there is not a build-up of ice that prevents closure, if in doubt contact your hall manager.

Litter

All students are expected to behave responsibly and to avoid causing or adding to litter inside and outside the halls. Students are expected to dispose of litter/rubbish in a proper manner via the correct containers that are placed outside the blocks, including recycling containers. There should only be one bag of rubbish in any kitchen at any time and any full bag of rubbish must be disposed of as soon as is practicable. If any domestic refuse is found outside accommodation the cause will be investigated and the culprits will be disciplined under the Conditions of Residence.

Bins can be found in Eddington Hall outside the main kitchen.

Safety and security

Personal safety

Never let strangers into the halls. Always lock your door and windows when you are not in your room. You should ensure that you lock your windows whenever you leave your room. There have been occasions in the past when rooms have been burgled as a result of windows being left open. Please note the window restrictors are there as a health and safety precaution and are not a security device to prevent a burglar gaining access.

Always secure your windows when not in your room.

Occasionally unauthorised people may try to access the halls. Such people should be actively discouraged; it is a disservice to yourself and your fellow students to allow them to remain in the residences. Remember it is your property and amenities that are threatened. Money and valuables should never be left unattended in public areas. **Always keep your room locked when you are not in it.** If you don't, not only could you suffer considerable personal loss, but you are also responsible for the loss or damage to any University property in your room.

If you require any further information regarding health and safety issues and statutory testing information pertaining to your accommodation (such as information regarding fire risk assessments, fire extinguishers, means of escape, fire alarms, emergency lighting, portable appliance testing, legionella, asbestos, notifiable diseases, etc.) contact StudentAccommodation@uclan.ac.uk

If you would like assistance in walking back to Summergrove Halls from the Samuel Lindow Building, the Security Team are happy to facilitate this Monday - Friday at 8.45am and at 5.00pm. Please call the Team on 07809190532.

SafeZone app

UCLan is now offering you an added layer of safety and help when you may need it the most, through a new system called SafeZone. SafeZone is a free app and electronic system, giving you extra peace of mind when starting university or returning to campus. It can be used to anonymously flag urgent issues and is available to download now from the [Apple](#) or [Google Play](#) store.

Crime prevention advice

- Secure **ALL** doors and windows when your room is unoccupied even if only for a short time
- Using your home address, postcode all valuable property and include your house number
- Postcode attractive or saleable items using a UV marker or an engraver
- Never put expensive items in view of windows
- Always carry debit/credit cards with you
- Report crime or damage to the police and the University, this enables early action and repair
- Strangers found wandering in residential areas should be reported to staff

Electronic locks

Electronic locks are fitted to the entrance doors of the accommodation blocks and to individual bedrooms.

When permanently vacating your room, your electronic key card should be returned to Summergrove Halls front desk. Failure to return your key card may result in a continuing charge for your room.

Please always keep your key card with you. If you do lose your card, a replacement can be obtained from Summergrove Halls front desk. There will be a charge for this.

Fire safety

If the fire alarm sounds:

DO vacate the building as quickly as possible, even if you think that there is not a real fire

DO contact Security if you know the cause and location of the activation

DO co-operate with staff and/or the fire brigade

DO NOT return until you are advised it is safe to do so

If you discover a fire:

DO make sure fire doors are closed

DO activate the fire alarm at the nearest break glass unit if it has not already been activated by the room smoke/heat detectors

DO vacate the building as quickly as possible

DO NOT stay behind to try and fight a real fire yourself

DO NOT return until you are advised it is safe to do so

Every student has a responsibility in the avoidance of fire risk and must take notice of all advice given, written or verbal, by fire officers, security and accommodation staff.

Staff take initial control of incidents in the halls of residence and all students must act upon their advice and instructions at all times and not hinder them or the emergency services in the execution of their duties.

Fire blankets and fire extinguishers are provided in cooking areas and the extinguishers are of the multi-purpose variety.

Failure to evacuate is a severe breach of your Conditions of Residence and will result in disciplinary action.

The evacuation meeting point is at the main car park under the covered walkway. Stay outside and wait for instructions from the Fire Officer or Staff.

Fire escapes: The maintenance of the means of escape is part of your responsibility in fire risk avoidance.

DO NOT block any fire exits

DO NOT block hall corridors

DO NOT leave anything in stairways, landings and hallways

DO NOT block the interconnecting fire doors between rooms

DO ensure that electrical cables and leads do not cause trip hazards in the communal areas

DO NOT tamper with fire detection equipment. This equipment is there to protect the lives of all of the occupants as well as staff and firefighters.

DO NOT cover or disable smoke/heat detectors, or remove the warning sticker

DO NOT attempt to disconnect smoke/heat detectors

DO NOT tamper with fire extinguishers or fire blankets

DO NOT wedge open fire doors, i.e., the kitchen and room doors, or disconnect door closers

Tampering with smoke/heat detectors, extinguishers and other fire-fighting equipment is a criminal offence.

- If you tamper with fire detection equipment someone could lose their life as a result.
- If you tamper with fire detection equipment you could face a large fine or a jail sentence or both
- If you tamper with fire detection equipment you could jeopardise your future at the University

Students who activate Fire Alarms due to carelessness or ignore the Fire Regulations will also find that they face disciplinary repercussions.

Repeated failures to observe Fire Regulations can also result in more serious disciplinary actions from the University.

Don't activate the fire alarm through careless or thoughtless behaviour:

DO NOT cook in your room

DO NOT leave cooking unattended

DO NOT cook using a dirty grill pan or hob

DO NOT wedge open fire doors - i.e., the kitchen and room doors

DO NOT spray aerosols directly beneath the detector in your room or the corridors of your hall or on the stairs (i.e., anywhere there are smoke/ heat detectors)

By following the few simple procedures above, the number of accidental activations will be reduced, which in turn could help save lives at a real fire elsewhere.

Electrical safety

You must permit UCLan staff/ contractors to inspect any item of electrical equipment belonging to you and/or kept on the premises and make such items of equipment available for inspection if required to do so by UCLan staff.

Any item of electrical equipment which UCLan reasonably determines to be unsafe, or undesirable must be removed from the premises.

Any electrical appliance used for cooking must not be left unattended for any reason. This includes appliances with automatic cut-offs, and it must not be presumed that such systems will work. Please refer to the paragraph on insurance.

All electrical appliances and leads must comply with BS1363.

To avoid danger from electric shock or fire:

- DO NOT use personal electric appliances which are faulty or dangerous. This includes cables and leads.

- If you are in any doubt about the safety of your equipment, UCLan staff can advise you, but the responsibility for any charges incurred and the cost of the repair are yours.
- DO NOT overload sockets by plugging in too many appliances at once and remember that joining cables or wires together is **extremely dangerous**.
- Cooking of food is not permitted in bedrooms.
- Your electrical plugs and sockets must be compatible with the sockets in the halls, which are to British Standard Specification. Many electrical adaptors and plugs attached to appliances brought into the country from abroad are dangerous. Examples include ½ pin plugs and flat pin plugs. Please replace all non-British standard plugs with ones to the correct specification.
- UCLan staff can impose an inspection, at the resident's cost, of any appliance that is deemed unsafe, and remove any such items from the accommodation.
- All extension leads must be protected with a correctly rated fuse.
- All electrical items brought into the accommodation must conform to British Standard Specifications.
- Be aware that the voltage used in the UK is 240v and any appliance must be able to operate on this voltage.

Personal fridges, heaters and other personal domestic appliances

Household cooking and other domestic appliances such as heaters, microwave ovens, toasters, kettles, fridges and freezers are not permitted in study bedrooms. These items can overload the electrical circuits in your accommodation and cause the electrical supply to 'trip-out'. Any such loss of electrical power will be investigated.

Residents are urged to turn off unwanted lights and other electrical appliances and carry out any other measures which will help to save energy and reduce running costs.

Items which are not permitted in halls of residence

Not permitted in bedrooms:

- Heaters
- Nitrous Oxide or pressurised gases of any type, in cylinders of any size and type, except for prescribed medical use
- Any portable gas appliances
- Any firearms flare guns, weapons, knives, air guns, swords or ammunition
- Any dangerous or illegal substances
- Plug-in cookers/hobs
- Deep fat fryers
- BBQ trays
- Washing machines
- Driers
- Microwave ovens
- Rice cookers
- Toasters
- Kettles
- Fridges
- Freezers
- Candles, incense sticks, tea lights, fireworks or any other items operating with a flame
- Any substance which can produce a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Not permitted in communal areas:

- Heaters
- Nitrous Oxide or pressurised gases of any type, in cylinders of any size and type, except for prescribed medical use
- Any portable gas appliances
- Any firearms flare guns, weapons, knives, air guns, swords or ammunition
- Any dangerous or illegal substances
- Plug-in cookers/hobs
- Deep fat fryers
- BBQ trays
- Washing machines
- Driers
- Candles, incense sticks, tea lights, fireworks or any other items operating with a flame
- Any substance which can produce a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Kitchen appliances

Cookers

- All cookers in halls are electric
- All cookers can be isolated by the 'cooker switch' which can be found on the wall by the cooker
- When the unit is not in use the switch should be in the 'OFF' position
- Never leave your cooking unattended when using grill and rings
- If any item is faulty, report it straight away to SummergroveHall@uclan.ac.uk

When cooking:

- Make sure the window is open
- Make sure the oven/grill is clean
- Make sure the extractor fan is switched on and working
- Make sure the cooking utensils are fit for purpose
- Make sure no metal objects are used in the microwave
- Always switch off the cooker at the wall after use
- Make sure that your cooking area is clean and grease-free
- Make sure the kitchen door is closed - never wedge or prop it open, it is a fire door

Refrigeration

All refrigeration in halls is electric and there are fridges and freezers in use. All refrigeration is controlled by a rotary switch found inside the cabinet or a rotary switch on the rear of the casing, the higher the number, the cooler the cabinet.

The temperature is affected by the surrounding temperature so a higher setting may be required in summer. Be aware that when a door is opened an internal light should switch on, if it doesn't, check that the unit is switched on at the socket and report any fault to SummergroveHall@uclan.ac.uk

Keep the fridge clean and be aware of hygiene when storing cooked and raw meats, wipe any spills and monitor use-by dates on your food items.

In the unlikely event of a suspected coolant leak from your fridge or freezer, please:

- Open the kitchen windows and leave immediately, closing the kitchen door behind you
- Email SummergroveHall@uclan.ac.uk to advise them of your suspicions
- Do not re-enter the kitchen until allowed to do so by a member of staff

Freezers

If the temperature control is set to high the freezer will frost up over time and it will become necessary to defrost the unit. Contact your Residences Officer to arrange storage of your frozen foods whilst your freezer defrosts.

Microwaves

Before using any microwave check that the unit is clean and if necessary clean any splash marks from inside the cabinet. It is advisable to buy a plate cover for use when warming food up to prevent splashing onto the cabinet walls. Before heating frozen food through, read the instructions on the food container thoroughly, if the exact power setting advised on the food is not shown on the microwave, set to the nearest one and then set the timer accordingly. Never leave your cooking unattended when using a microwave.

Safety notes

Ensure that no heaters are covered in any way.

No clothes are to be dried in front or on top of heaters.

Kitchen appliances

Repairs

If anything in your accommodation needs to be repaired or replaced, please contact SummergroveHall@uclan.ac.uk

Damages

Any damage to your residence should be reported immediately to SummergroveHall@uclan.ac.uk

Cases of unreported and unattributable damage to communal areas will be charged to residents in that area.

Students should make every effort to ensure that their property and its immediate surroundings are used in a manner that retains it in the general condition of their first occupation. Repairs to any damage caused by you will be charged to you so as to cause UCLan no financial loss.

The communal areas will be inspected when you vacate your room - this could be after a room transfer, withdrawal from the university or at the end of contract, and any issues found that could involve a recharge will be notified to all students living in that room.

All occupants have a responsibility to report communal damage as it may occur.

When the communal areas are inspected after the end of your contract you will be notified of any recharges via your personal email address and appeals against all charges for damages arising from the inspections must be submitted by email to StudentAccommodation@uclan.ac.uk by 31 August of the academic year in which the charge was made. Any appeals made after this date will not be considered.

Administration

Accommodation charges

The residential charge entitles you to stay in this room for the dates stipulated on your Accommodation Contract. If you require accommodation beyond this time, you must contact Summergrove Halls directly.

Any student involved in breaching the Conditions of Residence may not be considered for future UCLan accommodation.

The fees, per person, for your accommodation are as stated in the Accommodation Contract. These fees are inclusive of electricity and water.

You should have made arrangements for payment of Accommodation fees prior to arrival.

If you have any queries regarding payment, please contact the UCLan Accommodation Office.

Tel: **01772 892529**

Email: **StudentAccommodation@uclan.ac.uk**

If you feel that you have a financial problem that will not allow you to meet your accommodation payment deadlines, you must contact the UCLan Student Accommodation Service sooner rather than later. It may be possible to rearrange your payment schedule.

If you have any queries about the terms of your contract, then please ask the UCLan Accommodation Office. On the next page are the answers to some of the most frequently asked questions.

Contractual/halls information

Changing your accommodation and moving rooms within University accommodation

If you have any queries about the terms of your contract, then please email StudentAccommodation@uclan.ac.uk Below are the answers to some of the most frequently asked questions:

There are a number of reasons why you may want to change rooms and although we accommodate these requests wherever possible, it obviously depends on whether there are other rooms available. All room changes must be approved in writing and are subject to an administrative levy of £25. Students who have unauthorised debts with the University will not be allowed to change their accommodation until their payments are up to date. Please note that unauthorised transfers will incur a financial charge.

To request a room move please follow this link and fill out your details: uclan.ac.uk/moverequest

Leaving University accommodation to move into the private sector

You have signed a legally binding contract of accommodation. This means:

- You cannot normally move out of University Accommodation to the Private Sector before the end of your contract unless you find a replacement to take your room who is not currently a resident in University Accommodation and is acceptable to the University Accommodation Service.

- If you do move out without finding an approved replacement you will still be liable for the total charge for your University accommodation. You can visit the Student Accommodation Service if you still want to move to the Private Sector, and we will do our best to assist you to find a replacement.

If you wish to be released from your accommodation contract you should be aware of the following:

- There is no guarantee that a replacement tenant will be found.
- The onus to find a replacement student tenant is yours - the replacement student tenant must be acceptable to the University.
- The University prioritises rooms where no student is contracted, this means other rooms may be re-let before yours.
- At certain times of the year new students arrive on campus unexpectedly, if we have your room key, we are more likely to be able to re-let the room to these students, thus releasing you from your obligations. The decision to leave your key card with us before the end of your accommodation contract, however, is entirely up to you, and you will still be able to change your mind and recollect your key card to access your room until an acceptable replacement is found or your contract terminates.
- If you return your key card and we have not already re-let your room you are free to make arrangements to recollect your key by telephoning the Accommodation Office on 01772 892526 during normal office hours.

Please refer to the Conditions of Residence.

Withdrawal from the University

Your attention is drawn to the Conditions of Residence:

6. Option to terminate if not a student

(i) The University grants the Student the right to occupy the Premises in order to enable him/her to attend the University as a student. The Student occupies the Premises under Schedule 1 Paragraph 8 of the Housing Act 1988 and not by virtue of any assured tenancy. If the Student fails to enrol with the University or fails to take occupation of the Premises or ceases to be a student of the University (for whatever reason) the University may bring the Accommodation Contract to an end by giving at least 28 days' notice in writing to the Student.

(ii) If the Student withdraws from the University, they should provide written notification of this to the Student Accommodation Service as soon as possible. On receipt of this written notification, the Accommodation Contract shall terminate;

(a) 28 days after the date of written notification of withdrawal given by the Student to the Student Accommodation Service or, **if later,**

(b) the date on which all of the keys or means of electronic entry for the Premises are returned to the Student Accommodation Service.

Termination is conditional upon verification of the Student's withdrawal from the University. The Student shall remain liable for the Total Charge up until the termination of the Accommodation Contract or if later, the date on which all of the keys and/or means of electronic entry for the Premises are returned to the Student Accommodation Service.

It is **your** responsibility to inform the Student Accommodation Service, in writing, that you have withdrawn from the University.

Summer vacation residence

If you wish to stay at Summergrove Halls after your contract with UCLan has ended, you must contact Summergrove Halls directly to make a booking. This would be subject to room availability, and Summergrove Halls own prices and booking terms and conditions will apply.

Holidays/vacations

When vacating your accommodation for a period of time, take all valuables with you. Inform StudentAccommodation@uclan.ac.uk of a telephone number you can be contacted on in case of need.

Departure/end of tenancy:

The contract you signed when you agreed to take on the room will stipulate the date on which your contract expires, and you must vacate the property on or before that date. Towards the end of the summer term, you will receive an invitation to complete our electronic check out procedure.

At the end of your contract, or whenever you move out of residence, your key card must be returned to Summergrove Halls front desk.

If you fail to return your key card by the end of the contracted period, you may face a continuing charge for your room.

If you fail to vacate your room at the end of your accommodation, the University may take legal action against you.

The accommodation must be cleaned prior to your departure. Failure to do so will result in a charge for additional cleaning together with an administrative fee.

There should be no deterioration of the property (including communal areas) beyond fair wear and tear. Any deterioration caused by neglect or malicious damage will be charged for.

Important: When your area/accommodation is vacated permanently at the end of the accommodation contract, please make sure all fridges and freezers are switched off/unplugged and the fridge and freezer doors are left open after defrosting.

In the past fridge/freezer units have been turned off with food inside them, or the fridge/freezer door has been left open, and the unit has been ruined by the rotting food or mould. If any unit is found in this condition the cost of replacement will be charged to all occupants of that kitchen equally.

Damages/replacement charges

Any damage to your residence should be reported immediately. Cases of unreported and unattributable damage to communal areas will be charged to residents in that area.

Damages in individual study bedrooms are charged to the occupier. Damages caused in stairwells can be charged to the entire block.

Repairs to any damage caused by you will be charged to you so as to cause the University no financial loss.

The following list is a guide, is not exhaustive and damages will be recharged according to the actual costs (inclusive of labour and VAT) that have to be met by the University at the time.

Cleaning

Cleaning costs can vary and are dependent on the condition of the room. Cleaning costs will be assessed by site staff. You can expect to pay anything from £20 - £80 for a full clean of a bedroom, or £40 - £100 for a kitchen clean.

Charges are approximate and subject to change

Replacement items

The recharges listed on the next page are for guidance only and provide indicative costs for replacement items. Some costs may vary from the list below. The actual recharge amount varies according to the make, model and specification of the replacement item.

Smoking

Smoking of any substance (including e-cigarettes) is not permitted in any University building, including the halls of residence, in compliance with the current University procedure. Do not stand close to any building whilst smoking outside, smoke may drift into rooms through open windows and cause annoyance to residents.

Any student found smoking in the halls of residence will face disciplinary action under the Conditions of Residence, and you will be held responsible for your guests if they are found smoking in the halls of residence. Repeated breaches of these Conditions of Residence may mean referral under the University's Regulations for the Conduct of Students, and the possibility of more significant sanctions.

Summergrove Halls Handbook

Bedroom items

Bedside Cabinet	£100 - £120
Bed - 4-Foot or Double	£140 - £190
Bed - Single	£120 - £160
Coat Hooks	£5 - £40
Desk	£160 - £190
Mattress - Double	£80 - £95
Mattress - Single or 4ft	£60 - £85
Mirror	£20 - £70
Study Chair	£40 - £130
Wardrobe	£160 - £190

En-suite items

Basin	£75 - £175
Flooring	£100 - £200
Mirror	£30 - £50
Robe Hook	£5 - £25
Shaving Point	£30 - £60
Shelf in En-suite	£15 - £50
Shower Curtain	£5 - £10
Shower Door	£100 - £150
Shower Tray	£120 - £160
Toilet Brush and Holder	£5 - £10
Toilet Pan	£100 - £200
Toilet Roll Holder	£10 - £25
Towel Rail - Electric	£140 - £180
Towel Rail - Standard	£20 - £30
WC seat	£5 - £20

Kitchen items

Bin	£15 - £25
Breakfast Bar	At cost
Coffee Table - Cluster Flat	£55 - £180
Coffee Table - Studio	£150
Combi Microwave Oven	£95 - £110
Dining Table	At cost
Dishwasher	£180 - £350
Extractor Hood	£60 - £200
Fridge/Freezer - Tall	£260 - £305
Fridge/Freezer - Under Counter	£165 - £190
Fridge/Freezer - American Style	£575
Hob 2 rings - Electric	£150 - £200
Hob 4 rings - Electric	£120 - £250
Hob 2 rings - Induction	£215
Hob 4 rings - Induction	£285
Hob 6 rings - Induction	£315
Hoover	£40 - £140
Iron	£15 - £30
Ironing Board	£15 - £30
Kettle	£10 - £25
Microwave Oven	£60 - £70
Mop and Bucket	£8 - £10
Oven	£210
Seating - Bar Stool	£90
Seating - Cube	£100 - £110
Seating - Sofa	£250 - £350
Seating - Modular Sofa	At cost

Seating - Tub Chair	£100 - £150
Seating - Dining Chair	£70
Single Kitchen Base Unit	At cost
Single Kitchen Wall Unit	At cost
Work Top	At cost

Items throughout

Carpet - per 1sqm	£10 - £25
Curtains	£80 - £120
Door Closer	£50 - £70
Door Safety Chain	£20 - £25
Doors	At cost
Electric Panel Heater	£150 - £200
Fire Equipment - Break Glass and Sign	£15 - £25
Fire Equipment - Fire Blanket	£24 - £60
Fire Equipment - Fire Extinguisher	£50 - £85
Intercom Handset	£10 - 25
Light Fittings	At cost
Lock Change	At cost
Lost Fob	£10 - £20
Lost Key	£20 - £30
Lost Laundry Card	£5
Notice Boards	£45 - £90
Painting - Per Wall/Ceiling	£20 - £60
Rubbish Clearance	£5 - £10 per bag
Vinyl Flooring	At cost
Window Restrictor	£20 - £75
Windows	At cost

***All charges are approximate and subject to change**

Response Times for Repairs

Category A

Emergency - Immediate Response

Type of Repair

All gas leaks

Dangerous structural faults

Dangerous electrical faults

Major water leaks which cannot be turned off

Major fire, flood, lightning and storm damage

A need to gain entry when no other access available

Blocked drains - depending on problem, may be emergency to 14 days.

Loss of electrical power**

Burglar alarm that won't turn off

Any problems which pose immediate major danger to health and safety of residents

Other emergency works not covered above

****N.B. These repair priority categories do not include areas which are the responsibility of Statutory Utility Providers (eg Gas / Water / Electricity).**

Category B

Response within 24 hours

Type of Repair

Insecure flat entrance door
If replacement door required see Category F. All efforts will be made to effect a temporary repair in the meantime.

No Mains Water**

Broken external window (where security breached)
Board within 24 hours.

Broken internal glazing (eg door or inner pane of double glazing)
Glazing will be made safe.
For replacement see Category F.

No heating (in Winter)
If problem cannot be repaired within 24 hours, then portable heaters may be supplied.

Faulty WC (if only one in residence)

Major leaks that can be turned off

Faulty light (when only light in room)
If repair cannot be effected within 24 hours, then desk lamp may be provided.

Faulty freezer
Whilst awaiting repair/ replacement, then food to be transferred to Housekeepers' freezer.

Category C

Response within 48 hours or, if after 4pm on Friday, on next working day)

Type of Repair

Defective main cooker (i.e. all hobs and oven not working)

If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.

No hot water (when affecting sole bathing supply)

Insecure block entrance / bedroom doors

Minor leaks

Lift failure (when occupants not trapped and access for wheelchair users unaffected)

Category D

Response within 7 days

Type of Repair

Replacement showers / shower valves

Replacement of faulty freezers

Replacement of faulty fridges

Faults to part of main cooker (eg a hob or oven not working)

If repair or replacement is not possible within 48 hours, then a portable cooker and/or a microwave to be supplied.

Faulty lights, where light is not only source of illumination in room (excluding desk lamps)

Faulty door closers

Blocked sink

Suspected infestation (i.e. rodents, pigeons, insects) Resolution will depend on nature of treatment and co-operation of residents.

Faulty microwave

Repairs / replacement locks, to block entrance/ bedroom doors (where not a security issue)

Faulty taps

Repairs to broken items of furniture

No hot water (where not affecting sole bathing supply)

Ease doors

Minor repairs to windows (eg easing windows, draughts)

Response Times for Repairs

Category E

Response within 14 days

Type of Repair

Reglazing to broken external window (where security breached)

Non-dangerous electrical faults (eg faulty socket)

Damaged ceiling tiles

Faulty desk lamp

Faults with tiling in shower area

Repairs to / Replacement of tanks and cylinders

Category F

Response within a month

Type of Repair

Faulty doorbell

Repair work to cupboard doors

Minor roof/gutter repairs
Dependant on weather conditions.

Replacement doors (for security reasons)

Reglazing to broken internal window / door

Replacement of broken item of furniture

Reglazing to external window where security not breached

Category G

Work to be carried out as part of annual refurbishment programme

Type of Repair

Replacement cupboard doors

Roofing repairs

Sink units

Draining boards

Renew bath

Non-dangerous flooring repairs / replacement

Installation of repairs to tiled surround

Repair or renewal of skirting boards or architraves/ beadings

Repairs to internal doors

Replacement of door / window furniture

Replacement of doors and windows

Repairs to plaster

Painting and decorating

Repairs to blocked or leaking gutters and fall pipes

Repairs to roof slates and tiles

If possible these repairs may be undertaken more quickly if minor, and weather conditions are favourable.

Repairs to rendering

Pointing to brickwork

Repairs to paths and steps

Flagging and fencing

All other bricklaying, joinery or painting repair work

New electrical installation work

New plumbing installation work

Complaints and suggestions

You should address any complaints or suggestions you have regarding the service in writing or in person to:

Student Accommodation Service
University of Central Lancashire
Preston
PR1 2HE

or email StudentAccommodation@uclan.ac.uk

For further information about the UCLan complaints procedure see uclan.ac.uk/legal/academic-quality

We will endeavour to investigate and resolve any complaint that is made within an agreed timescale with the complainant. If we are unable to resolve any complaint there is a right of appeal within the University complaints procedure and if necessary, referral can be made to external bodies, including the Office of the Independent Adjudicator.