



University of
Central Lancashire
UCLan



Student
Accommodation

iQ Kopa Halls Handbook

Please ensure you refer to the latest information provided by the University concerning COVID-19, as some measures within this guide may not be applicable (eg visitor/guest policies).



Welcome

Student Accommodation Service

Living at UCLan offers you a guarantee of value for money accommodation, a safe and comfortable living environment and a vibrant and inclusive halls community.



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Arriving and settling in

Key collection/Reception weekend

Please check the Arrivals Information on the Accommodation section of the University website for up to date information.

uclan.ac.uk/accommodation

Who to contact

iQ Kopa Management Team

Your halls are managed by the iQ Kopa Management Team.

The management team are your first line of contact for any queries you may have. 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: kopa@iqstudent.com

If you need urgent help outside office hours telephone Security on **07747 567 631**.

Security Team

Security staff maintain a presence at iQ Kopa during the night and they are happy to help with any enquiries or issues you may have. They patrol the site regularly, responding to any incidents that occur, and are empowered to enforce the Conditions of Residence. iQ Kopa maintains a 24/7 service and can be contacted by ringing **07747 567 631**.

For further information on how to keep safe, you can visit the UCLan Security Control Centre based in Harrington Building. Tel: **01772 892068**. Information can be provided on various safety aspects, including preferred routes for walking to and from the city centre - for further information see: uclan.ac.uk/information/services/fm/security/index.php

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 an emergency Security can be contacted at any time.

Student Accommodation Service

University Accommodation staff can help you with queries about rent and contractual matters such as requests to move room.

The Student Accommodation Service is based at the Students' Union Building, Room 13, 24 Fylde Road, Preston PR1 7BS.

Opening hours:

Monday to Thursday 0900hrs to 1700hrs

Friday 0900hrs to 1600hrs

Tel: **01772 892529**

Email: StudentAccommodation@uclan.ac.uk

Repairs

Telephone iQ Kopa Reception (**01772 823332**) or log on to the iQ portal and register the repair online. Emergency repairs (outside office hours) telephone Security **07747 567 631**.

The <i> Student Support and Information Centre

The <i> is the student information and support centre here at UCLan. Our aim is to help you make the very best of your time at University by providing a high-quality information and support service, which is accessible to all.

We have a team of dedicated staff made up of experienced customer support advisers and recent graduates, 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 can be found at: uclan.ac.uk/students/library-it/library/opening_hours.php

If you are an international student, you may have specific questions or require information to assist you during your time here. The <i> 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.

The <i> also works in conjunction with the Student Support and Wellbeing service to provide wellbeing support to you throughout your time at University. You can access this support and arrange appointments by attending one of our daily drop-in sessions or by speaking to an <i> adviser at the front desk. 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.

You can also call into the drop-in zone for support with any concerns, find a list of services and the drop-in timetable at: uclan.ac.uk/dropinzone

Insurance

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

The University and iQ Management does its best to discourage unauthorised insurance and other salespeople from campus. Please report any such activity within the halls to the manager.

Inventory

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

You will be given the opportunity to complete an inventory online via the iQ Portal. Details of how to log on to the iQ portal 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. The iQ staff will come to your room/flat to check the disagreement with you and any necessary amendments can then be made and signed off by both yourselves and the management.

Mattresses should not be laid upon the floor and your bed should not be repositioned under the window.

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

Mail

General mail is delivered to your flat letterbox by the Royal Mail and external service providers. Parcels are delivered to reception and the iQ staff sign for them on your behalf. Please ensure that your friends and family correctly address their mail to you.

<Your Name>

Flat <Number> Room <Number>

iQ Kopa

130 Moor Lane

Preston

Postcode: **Flats 1-77 have a postcode of PR1 1LR**
Flats 78-118 have a postcode of PR1 1LT

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 July, all mail is returned to sender. It is your responsibility to inform people that your address has changed.

Launderette

There is a launderette on site which is located just off the common room. The launderette is run by an external company, Circuit Launderettes, and can be accessed 24 hours a day.

Car parking

Parking is not available at iQ Kopa. The car park can be used for loading and unloading only. The University has very limited parking on campus and is not normally available to students who live on campus. For more information on University permits and visitor parking please telephone: **01772 892066**.

Transport

The main public transport routes through the university campus are Adelphi Street and Fylde Road with buses available to the city centre and beyond. Local transport is provided by Preston Bus with longer journeys by Stagecoach.

Bicycles

Bicycles must not be stored in bedrooms, hallways and stairwells because they obstruct the fire exits and can cause damage, and they will be removed from the building in order that the fire safety regulations can be maintained. Bicycle racks are available and are situated outside the blocks of iQ Kopa.

Banking

All major banks and building societies are represented in the city centre. Cash-points are available outside Foster Building entrance, Harrington Building entrance and also outside the Students' Union on Fylde Road. Be aware of your surroundings when withdrawing cash from ATMs, especially during the hours of darkness.

Health and medical services

It is vital that you register with the University's Health Centre as soon as possible after your arrival. The University's Health Centre is located in Foster Building and is open daily. The telephone number is **01772 892598** and if out of hours this will direct you to either the emergency number **111** or Primary Care on **01772 788058**.

Student Services videos

Click on the links below to view a range of videos outlining the support available to you:

Inclusive Support: youtu.be/fAYIO4DJbiA

Wellbeing Support: youtu.be/uLeelqf4v4k

The <i>: youtu.be/pQXiHPyG5XU

Disclosing Disabilities: youtu.be/O4wHvb53obs

UCLan Student Health Guide 2018/19 issuu.com/healthguidepublishing/docs/shg_uclan_issuu

Residences

iQ Kopa Bedrooms

Every bedroom in our accommodation has:

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

There are also adapted rooms for those students with disabilities.

iQ Kopa Kitchens

- Cooker and microwave
- Refrigerator
- Freezer
- Vacuum cleaner
- Ironing board and iron
- Mop and bucket
- Toaster and kettle

What to bring

You will need to provide the following items:

- Bedding including pillows
- Towels and tea towels
- Hairdryer
- A small amount of crockery and cutlery, bottle openers, and can openers.
- Pots and pans and basic utensils. NB some flats have induction hobs that will only work with compatible pans - please check with iQ prior to arrival.

All electrical appliances should be rated for 220-240 volts and compliant with the relevant British Safety Standards.

Internet and Wi-Fi

For all problems with your internet connection, please contact the iQ Kopa site team.

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 at iQ Kopa.

Access to your rooms

Room/ Flat inspections by iQ staff

All rooms/ flats in iQ halls are inspected by iQ staff prior to you taking up residence and the condition of your accommodation will be notified to you via the room/ flat 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/ flat 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 flat occupants have a responsibility to report communal damage as it may occur.

Access for responsive maintenance

If you have requested a repair, a member of staff or authorised contractor will respond as soon as possible, and as detailed in the Response Times for Repairs which is included at the end of this handbook. If the repair is needed in your room, they 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.

Cleanliness visits by iQ staff to flat communal areas

iQ staff visit flats 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 flat's communal areas remain in a dirty and unhygienic condition.

Health and safety visits by staff and contractors

We are legally obliged to visit the communal areas of your flat each week to check on such items as the emergency lights, the fire extinguishers and adherence to Fire Regulations.

Periodically, contractors will also need to visit your residences in order to carry out vital work to ensure that iQ are complying with legislation to safeguard your health and safety whilst you are in residence. For instance, there is a planned maintenance programme to help prevent any outbreak of Legionnaires Disease. You will be given 7 days' notice of any visits by contractors who will be carrying out this statutory maintenance.

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, iQ staff and authorised contractors have master keys to access storage and maintenance areas and to unlock rooms in case of emergencies.

Community living

Cleaning

iQ cleaning staff will clean the stairwells and landings in your hall but you are responsible for maintaining the cleanliness of your room and the communal areas of your flat. All flat 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 blue tac, white tac, 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-tac 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 - kopa@iqstudent.com

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

Ball games

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

Noise

Excessive noise is not acceptable at any time.

You must remember that other residents may want to sleep or study. The volume of hi-fis and TVs should be kept down at all times. The most common complaint in any community is noise. One anti-social person can keep the whole flat/ 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 raise the matter in the first instance with Security. If necessary, get together with other residents and make a joint complaint. Anti-social people will face disciplinary action, and persistent offenders may be asked to withdraw from the halls or be suspended from the University. You may telephone/ text Security from your room regarding noise abuse from neighbours and they will attend to solve the problem without involving you.

The University operates a "Good Neighbour Policy". Local people who live close to the halls of residence have a contact number for the Security Office. Students are expected to respect the privacy of the local residents and any complaints from them will be dealt with under the Conditions of Residence and the Regulations for the Conduct of Students.

Overnight absence

If you intend to stay away for more than two nights, you should, if possible, inform your flat mates and the iQ Kopa management team, 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 StudentAccommodation@uclan.ac.uk with your new details.

Guests

You may have guests for up to three consecutive nights during any week, three times per term. 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.

You must obtain a guest pass from reception at iQ Kopa. Please ensure that you have spoken to your flat mates regarding your prospective guests and that they agree to your guest having use of the services available in your flat. To obtain a guest pass bring a copy of a letter which they have signed as their agreement to your guest staying.

Guests are monitored on the frequency of their visits to ensure that constant visits do not cause friction. iQ 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.

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, the University Health Centre or your GP.

Intercoms

Your accommodation is equipped with an intercom, which enables you to determine the identity of callers at the front door of your block before going out to let them in. The automatic front door entry has been deliberately disconnected to prevent the entry of people who have not been screened by residents. In the past, several hundreds of pounds worth of damage/vandalism has taken place in the stairwells through students simply letting people into the block without checking their identity. The residents of each block are responsible for the security of that block. If any damage is caused to an intercom the residents of that flat will be charged equally for the replacement.

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.

Respect for your community:

[Yes to Respect: UCLan Values Video](#)

Environment and sustainability

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.

The times for hot water and flat heating have been set to deliver a plentiful supply of both when they are needed during reasonable times and to conserve fuel supplies. The fuel consumption of the rooms in the halls of residence is monitored and compared to what is considered reasonable consumption. Any excessive consumption will be investigated and may well result in an excess charge being levied on the student(s) responsible.

Excessive energy consumption is usually caused when a student uses an unauthorised extra heating appliance, or one student takes excessively long showers and depletes the hot water supply for other flatmates.

Litter

All students are expected to behave responsibly and to avoid causing or adding to litter on the campus and public thoroughfares. iQ Kopa 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. The cleaning staff will report the location of any domestic refuse that is found outside accommodation and the cause will be investigated and the culprits will be disciplined under the Conditions of Residence.

Recycling

Students are encouraged to recycle their waste packaging etc via the recycling bins that are strategically placed around the halls of residence.

Information regarding the recycling bins provided for your use can be found on all kitchen notice boards.

Safety and security

Never let strangers into the halls. Always lock your door and windows when you are not in your room. In an emergency the security guard can be contacted at any time on **07747 567631**. You should ensure that you lock your windows whenever you leave your room/flat. 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. If in doubt, contact the security guard on **07747 567631**. 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, you are also responsible for the loss or damage to any University property in your room.

See also the advice regarding insurance and crime prevention.

Be aware that CCTV surveillance is in operation on all University buildings including iQ Kopa, and that this is observed 24 hours per day.

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 kopa@iqstudent.com

Crime prevention advice

- Secure ALL doors and windows when room/ flat 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.
- Carry debit/credit cards with you at all times.
- Report crime or damage to the Police and the University, this enables early action and repair.
- Strangers found wandering in residential areas on campus should be reported to Security.

Keys and electronic fobs

Electronic locks are fitted to the entrance doors of the accommodation blocks and common room/laundrette. Any lost keys and electronic fobs must be reported immediately to the iQ Kopa management team. Depending on the circumstances, keys and electronic fobs are replaced for a charge of £25, and £15 respectively. Keys and fobs are not able to withstand being thrown repeatedly to the ground from upper floor windows to give guests access to the halls.

When permanently vacating your room, keys and electronic fobs should be returned to the iQ Kopa reception staff. Failure to return the key and electronic fob may result in a continuing charge for your room and a charge for your key, electronic fob and a replacement lock. All electronic fobs are checked upon return and any found not to be working because of damage will be charged at £15 per fob to that student's account.

Cleaning and maintenance staff, authorised contractors and other members of staff are instructed to lock your room in your absence, even if your room was open when they entered it, so please keep your key and electronic fob with you at all times.



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 staff if you know the cause and location of the activation

DO co-operate with Security 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 vacate the building as quickly as possible

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

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 on the pavement outside Moor Lane Halls. Stay outside and wait for instructions from the Fire Officer or iQ 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 flats

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 fire fighters

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

DO NOT wedge open fire doors, ie the kitchen, flat and room doors

- If you tamper with fire detection equipment someone could lose their life as a result
- If you tamper with fire detection equipment you are committing a criminal offence and could be investigated by the police and prosecuted
- 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 – ie, the kitchen, flat and room doors

DO NOT spray aerosols directly beneath the detector in your room or the corridors of your flat or on the stairs (ie 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.

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

Items not permitted in halls

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
- ✗ Microwave ovens
- ✗ Plug-in cookers/hobs
- ✗ Deep fat fryers
- ✗ BBQ trays
- ✗ Washing machines
- ✗ Driers
- ✗ Rice cookers
- ✗ Toasters
- ✗ Kettles
- ✗ Fridges
- ✗ Freezers
- ✗ Candles, incense sticks, tea lights, fireworks or any other items operating with a flame
- ✗ Any substance which is capable of producing 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
- ✗ Deep fat fryers
- ✗ Washing machines
- ✗ Driers
- ✗ Plug-in cookers/hobs
- ✗ Deep fat fryers
- ✗ BBQ trays
- ✗ Candles, incense sticks, tea lights, fireworks or any other items operating with a flame
- ✗ Any substance which is capable of producing a psychoactive effect in a person who consumes it, and is not an exempted substance under the Psychoactive Substances Act 2016

Electrical safety

You must permit iQ 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 iQ staff.

Any item of electrical equipment which iQ 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 electrical appliances which are faulty or dangerous. This includes cables and leads
- If you are in any doubt as to the safety of your equipment, the University will give you advice
- Cooking of food is not permitted in bedrooms
- **DO NOT** overload sockets by plugging in too many appliances at once, and remember that joining cables or wires together is **extremely dangerous**
- Your electrical plugs and sockets must be compatible with the socket outlets in the halls, which are to British Standard Specification. Many electrical adapters 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.
- iQ 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.

Gas safety

iQ Kopa is powered by electricity only

Please note: Portable gas appliances are prohibited in all University owned and leased accommodation.

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.

Kitchen appliances

Cookers

All cookers in halls are electric with four cooking rings or induction hobs, a grill and an oven.

The controls for these are on the front panel of the cooker and are clearly marked. There are four circular switches grouped together that control the cooking rings and additional circular switches, one for the grill and one for the oven.

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 iQ staff, or if outside office hours. Security on **07747 567631**.

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 the iQ Kopa staff, or security out of office hours. 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.
- Contact Security or iQ staff immediately and advise them of your suspicions.
- Do not re-enter the kitchen until allowed to do so by a Security or iQ 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 the Hall Manager to arrange storage of your frozen foods whilst your freezer defrosts.

Microwave

Depending on the number of residents per flat, your flat will be provided with a standard microwave, or a combination microwave-oven. 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.

Vacuum cleaners

The vacuum cleaners in iQ Kopa are a "cylinder" vacuum. With a number of people using one machine the dirt collection compartment can fill up very quickly and this must be emptied on a regular basis. Contact the iQ Kopa staff at reception for replacement vacuum bags.

Heating

Every room at iQ Kopa contains an electric panel heater.

The electric panel heater **must not be covered**. Students will be recharged for damages should any occur due to them covering the heater.

Safety notes

Ensure that the heater is not covered in any way.

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

The heater requires a free flow of air to function properly.

Appliances information and instructions

Extractor hood CST61SS

https://www.cda.eu/connector/downloads/manual/10182/CST61_im.pdf

Extractor hood SRTD6.2W

<https://service.baumatic.co.uk/manuals/std6.2w.pdf>

Hotpoint fridge freezer RFAA52S

<http://www.mychoice.co.uk/media/handbook/Hotpoint/RFAA52S.pdf>

Indesit TLAA10 under counter fridge

<https://www.manualslib.com/manual/867123/Indesit-Tlaa-10.html>

Amica under counter fridge FZ9064

https://www.amica-international.co.uk/connector/downloads/manual/6776/FC1264_im.pdf

Daewoo combi microwave KOC9Q1T

http://www.daewooelectronics.co.uk/media/manual/KOC9Q1T_manual.pdf

Daewoo pinger microwave KOR6N7RS

http://www.daewooelectronics.co.uk/media/manual/KOR6N7RS_Manual.pdf

Single fan oven MS100SS

https://www.matrixappliances.co.uk/connector/downloads/manual/8814/MS100_im.pdf

Maintenance

Repairs

If anything in your accommodation needs to be repaired or replaced, please contact the iQ Kopa staff at reception or call **01772 823332**. (In an emergency call security on **07747 567631**). You may also register your repair online via the iQ portal.

iQ Kopa has an onsite maintenance technician who will respond as quickly as possible to maintenance requests. If a repair is needed in your room, they 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 an approved 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 the iQ Kopa staff who will be pleased to help you. If an emergency occurs out of hours please contact security on **07747 567631** who will call out a contractor if necessary.

Damages

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

(See also Appendices - Response Times for Repairs and Charges)

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 iQ 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 flat.

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

When the communal areas are inspected after the end of 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: kopa@iqstudent.com by the 31 August of the academic year in which the charge was made. Any appeals made after this date will not be considered.

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 the UCLan Student Accommodation Service at The Students' Union Building, Room 13, Fylde Road.

Any student involved in breaching the Conditions of Residence may not be considered for future UCLan accommodation or extensions to existing contracts.

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 in the Students' Union Building, Room 13.
Tel: **01772 892526** 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 re-arrange your payment schedule.

There is advice on avoiding student debt and this can be found at: uclan.ac.uk/the-i

If you have any queries about the terms of your contract then please ask the UCLan Accommodation Office.

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 ask at the UCLan Accommodation Office in Students' Union Building, Room 13. 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:

- That you can move within the different types of University Accommodation if vacancies exist.
- 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 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 to access your room until an acceptable replacement is found or your contract terminates.
- If you return your key 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 895636** during normal office hours.

Please refer to the **Conditions of Residence**.

Withdrawal from the University

Your attention is drawn to the Conditions of Residence:

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 he/ she 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 iQ Kopa Office.

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 iQ Kopa Office.

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

Summer vacation residence

During the summer vacation major refurbishment and maintenance programmes take place in the halls of residence. Halls are also used for conference guests in order to help keep the rents low for students. With this in mind if you require accommodation during the summer vacation you must re-apply by the required date. We do advise current student residents of the deadline date for applying for summer accommodation as availability is limited.

You may not be able to retain your term-time room and if this is the case you will be transferred to other residences provided there is availability. The Conditions of Residence and University Regulations continue to apply during the vacation. Students who have unauthorised debts with the University will not be allowed to take up vacation residence.

Holidays / Vacations

When vacating your accommodation for a period of time, take all valuables with you. Inform Security 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. This will advise you where you need to return your keys and access card to.

At the end of your contract, or whenever you move out of residence, your key and electronic card must be returned to the iQ Kopa office.

If you fail to return your key and electronic card by the end of the contracted period you may face a continuing charge for your room or be charged for replacement locks and/or replacement keys/electronic cards.

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

When returning your key and electronic card you can ask for a receipt that has a unique reference number printed on it. Please quote this number in any communication re keys and electronic cards.

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 flat/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.

In the past fridge/freezer units have been turned off with food still inside them, or empty fridge/freezer units have been left with their doors closed, and the units have been ruined by the rotting food or mould. If any unit is found in this condition, the cost of a replacement fridge/freezer will be charged to the appropriate residents of the flat concerned.

Damages / Replacement charges

Any damage to your residence should be reported immediately. Cases of unreported and un-attributable 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 iQ or 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 iQ at the time. Repairs that require external contractors are subject to a 20% administration charge.

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 to £80 for a full clean of a bedroom, or £40 - £100 for a kitchen clean.

Replacement items

The Recharges listed below 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 is not permitted within iQ premises. Anyone found to be smoking in their accommodation is likely to be recharged for a full deep clean of the room; plus the full replacement costs of any items deemed to be smoke-damaged.

Damages / Replacement charges

Description (prices from)

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 4-Foot | £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 & 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 Locks/Keys | £40 - £60 |
| Window Restrictor | £20 - £75 |
| Windows | At Cost |

(All prices shown are inclusive of VAT at the current rate)

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 / or suggestions

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



Student Accommodation Service Complaints and Suggestions Form

Date:

Nature of Complaint / Suggestion:

Personal Details of Initiator:

Name:

Contact Address::

Telephone Number:

Form Received by:

Name:

Time:

Place:

Action Taken:

Signed:

Date:

Emergencies and useful telephone numbers

In an emergency call the 24 hour security mobile number: **07747 567 631**.

The emergency services should also be contacted if necessary by dialling **999**.

Useful telephone numbers

| | |
|-------------------------------|---------------|
| iQ Kopa Reception | 01772 823332 |
| iQ Kopa Security | 07747 567 631 |
| UCLan Security | 01772 892068 |
| Student Accommodation Service | 01772 892529 |
| Health Centre | 01772 892598 |
| Out Of Hours Medical Advice | 01772 788058 |
| Preston Police | 01772 203203 |
| Samaritans | 01772 822022 |
| Student Support & Wellbeing | 01772 892572 |
| Uni Counselling Service | 01772 892572 |
| (Fire/Police/Ambulance) | 999/112 |
| NHS Direct | 111 |

Student Services

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