

TENANTS'
handbook
2021-22



Welcome to Keele

For those of you joining us for the first time, we would like to wish you a very warm *welcome* and a *fantastic* year. For those who are returning, welcome back and we hope you have a great year here on campus.

We hope you enjoy your time here at Keele and find this handbook useful in helping you settle into life on campus. As well as detailing what is expected of you as a tenant, it also explains how to make the most of the facilities we have available in and around our halls of residence.

Please take the time to read through this handbook in conjunction with the Terms and Conditions that form part of the legally binding agreement you have accepted - view these at keele.ac.uk/accommodation/downloads or in the accommodation portal. Access the portal by going to the KLE; on the landing page, under quick links, click Student portal > Accommodation.

Your Residence Life team is on hand throughout the duration of your stay to help you feel safe and comfortable as you settle into our halls' community. If you have any concerns or queries about your welfare, please contact them on the details that can be found on page 30.

If there is anything in this handbook or on our website that you have questions about, just contact us at **student.services@keele.ac.uk**.

Coronavirus: please note all information is correct at the time of printing, though we may need to implement changes in line with the latest Government guidance. For the latest updates, please visit keele.ac.uk/coronavirus.

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Moving in essentials

Terms and conditions

These form part of the legally binding agreement you have accepted after you were made an offer of accommodation. You can view the Terms and Conditions at keele.ac.uk/accommodation/downloads or on the accommodation portal on the KLE (on the landing page, under quick links, click Student portal > Accommodation). Please note that the University will take action against anyone who breaches the Terms and Conditions and the Halls of Residence Rules which you can find in Annex A of the Terms and Conditions.



TOP TIPS:

Only use your *notice board* to attach items to the wall.

Avoid sticking LED lights onto walls – they may look nice but when you take them down, you may find that it damages the paintwork (which incurs a charge)

Inventory

When you have moved into your room, you should check your inventory against what is in your room. You can access the inventory via the KLE or at accommodation.keele.ac.uk (using the same log on as you did to accept your offer of accommodation). Please do this within 3 days of moving in. If you have any queries, if there are any problems with your room, or if anything is missing or damaged, contact us at servicedesk.keele.ac.uk. Any damage found at the end of your tenancy, or missing items that are not noted as missing on your inventory, will be charged for. If you do not inform us of any damage or defects when you move in, it may be difficult for you to prove later that they were not caused by you. A list of indicative costs for damage in the halls is available on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Damages'.

Pictures and posters

Whilst these brighten up your room, it's best to stick posters only onto notice boards or doors, and to do so using white tac. Please note that you will be charged for any damage caused by posters which have been stuck to the walls.

Internet

Our internet service is wireless. It is available in every student bedroom and throughout your hall of residence.

To connect, look for 'eduroam' in your connections list on your device and you will then need to log on using your Keele email address and password. Help and support is available from the IT Service Desk. Find out more at keele.ac.uk/wireless or get support from it.service@keele.ac.uk.

Hot water and heating

Hot water is available all day.

You are able to drink water out of the cold and mixed taps.

Heating is regulated according to outside temperature. Heating hours can be found on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Heating'. These times are reviewed throughout the year as the weather changes, with the heating normally turned off during the summer months.



MAKE SURE
you check your inventory
within 3 days of moving in



Most bedrooms are fitted with a radiator that has a thermostat to control your room temperature; you can do this by adjusting the controls on your radiator. It will have settings on it from * to 5 – we suggest to start it at 3. To lower the temperature, turn it to 2 or lower; to increase the temperature, turn it to 4 or higher. The heating may not come on if the outside air temperature is too warm.

Please note that there are varying factors which may also affect the temperature of your room. Please remember that sunlight and electrical appliances can raise the temperature of your room, meaning that the thermostat will register this increase and may automatically close down as a result.

We recommend opening your room window for 30 minutes a day helps prevent condensation and resultant mould growth (read more on page 20). Please turn your radiator setting to 1 when you open your window to avoid wasting energy. When you close your window again, you can then adjust the setting again.

Please note that if you ever have a heating fault, these are classed as urgent and are normally dealt with within 48 hours of notification (excluding weekends).

It is your responsibility to report all faults or maintenance issues at servicedesk.keele.ac.uk, even if you have already telephoned or reported the issue to a member of staff.

For emergencies that are out of hours, i.e. 17:00 – 08:00 Monday to Friday and any time at weekends, such as no electricity, heating or hot water, ring Security on +44(0)1782 733004 and they will call the duty tradesman.

Watching tv

If you watch live TV, including iPlayer, on either a television or your computer, you will need a TV licence.

The Licensing Authority will write to you to check if you need a licence. Please do not ignore this letter as they will keep writing to you until you reply; if you do not respond, they will send you a warning and possibly a fine.

Check out tvlicensing.co.uk/students for more information. If you use a TV without a licence you could be given a fine of up to £1000 by the Licensing Authority. Please note that not all rooms have TV aerial points and that reception in some halls of residence is poor, so we recommend that you use your computer or device instead.

Kitchen appliances

The appliances in your hall kitchen may vary from those you are used to. You'll find information on how to use the appliances in each of the kitchens.

If the information is missing, please report it at servicedesk.keele.ac.uk and we'll arrange for it to be replaced.



Health & safety



Please see Section 7 of the Terms and Conditions.

Health

We have a health centre on campus located at Horwood hall of residence. It's free to register and means you'll have someone nearby to go to if you ever need to see a doctor. To register and find out more, visit keelepractice.co.uk or call +44(0)1782 753550.

You can also get advice from: Haywood Walk-In Centre High Lane Stoke-on-Trent ST6 7AG **+44(0)1782 673500**

In case of an emergency, ring Security on +44(0)1782 733004 (or 888 from any internal phone).

If you are taken ill, let someone know. If you (or a guest) have an infectious disease, you need to notify Security or the emergency services immediately.

Try to avoid going to A&E (Accident & Emergency) for minor problems, as this usually means a very long wait for you.

Covid-19

We all have a part to play in keeping our communities safe and helping to control the spread of Covid-19. If you have symptoms or a confirmed case of Covid-19, or have been asked to self-isolate, we are here to support you; please follow our guidance on what to do at keele.ac.uk/coronavirus.

If you need to self-isolate, we will provide you with detailed information and guidance on self-isolation, practical support, and communicate regularly with you.

Meningitis

Students have a slightly higher risk of contracting Meningitis – an inflammation of the brain lining caused by bacteria or viruses. If you have not been vaccinated against this, contact your doctor to arrange this.

If you start to suffer from the following symptoms, seek medical help immediately: severe headache; vomiting; high temperature (fever) of 38°C (100.4°F) or above; drowsy or difficult to wake; confusion and irritability; severe muscle pain; severe headache; stiff neck; sensitivity to light; convulsions or seizures; rapid breathing; a general feeling of being unwell; a distinctive skin rash that doesn't turn white when pressed with a glass. NOTE: Symptoms can appear in any order. Some may not appear at all. Not everyone will have all symptoms.

Smoking

Please see Section 7.13 of the Terms and Conditions.

The inside of all buildings on the Keele University campus (including kitchens, bedrooms, bathrooms and common rooms) in the halls of residence are no smoking. Anyone found smoking or using electronic/vaporised cigarettes in a building or leaning out of a window could be disciplined under the University's Regulations – see Regulation B.1. You are permitted to smoke outside and away from the buildings – please put your cigarette ends in the bins provided.

Drugs

Please see Regulation B.1 of the University's Regulations. The 'possession, use or supply of any illegal substances', or permitting any other person to do so within the University accommodation that you are responsible for will be treated as a disciplinary offence under Regulation B.1. Find out more at keele.ac.uk/studentdiscipline.

Items not allowed in halls

Please see section 7.11 of the Terms and Conditions.

You must not bring the following into halls:

- Fireworks
- Chinese Lanterns
- Firearms
- Air Weapons

Fire safety

Please see section 7 of the Terms and Conditions.

Fire safety is very important, and the measures that we install in our accommodation are there to make sure that you, your fellow residents and guests and staff of the University are protected at all times.

All fire safety prevention and detection equipment that is provided in our University buildings is maintained to the highest standard and is there to ensure that there is minimal chance of a problem occurring. Anyone found to be tampering with any fire safety equipment (listed below) will be investigated under the University Discipline Regulation – Regulation B.1 (find out more at keele.ac.uk/studentdiscipline):

- Fire alarms/fire alarm panels
- Smoke detectors and heat detectors
- Fire doors
- Fire extinguishers and fire blankets
- Manual call points (MCPs)

Fire doors and fire safety equipment – see section 7.12 of the Terms and Conditions. Tampering with, or misuse of these puts lives at risk; this includes propping or wedging open fire doors. Cooking is the most common cause of fires and fire alarms in the halls of residence. Never leave cooking unattended. Frying and grilling can set off the fire alarms quickly if food gets too hot or burnt.



Emergency safety

See section 7.14 of the Terms and Conditions.

If the fire alarm sounds (a prolonged alarm that activates in a University building) it is your responsibility to make sure that you leave the building as quickly as possible via the nearest fire exit, and that you report to the nearest fire assembly point. The halls staff will test a fire alarm in your building weekly – this involves a fire alarm being activated for a short period (normally up to 5 seconds). This will happen at the same time each week and does not require you to evacuate the building.

There will be one fire evacuation exercise each semester where staff will test that you are able to react to a fire alarm. It is important that you contact the Student Accommodation team and notify them if you do not think that you will be able to hear a fire alarm, for example if you have a hearing impairment or other illness that would prevent this, and they will then work with you to ensure that measures are taken to keep you safe. It is your responsibility to ensure that you evacuate correctly, and failure to do this, or failure to do so when asked by a university officer, may result in disciplinary action being taken under the University Discipline Regulation – Regulation B.1. Find out more at [keele.ac.uk/studentdiscipline](https://www.keele.ac.uk/studentdiscipline).

Electrical equipment

See section 7.4 – 7.6 of the Terms and Conditions.

The University only allows specific electrical items in the halls of residence; this is because electrical items are often the cause of fires. The full list can be found in section 7.5 of the Terms and Conditions.

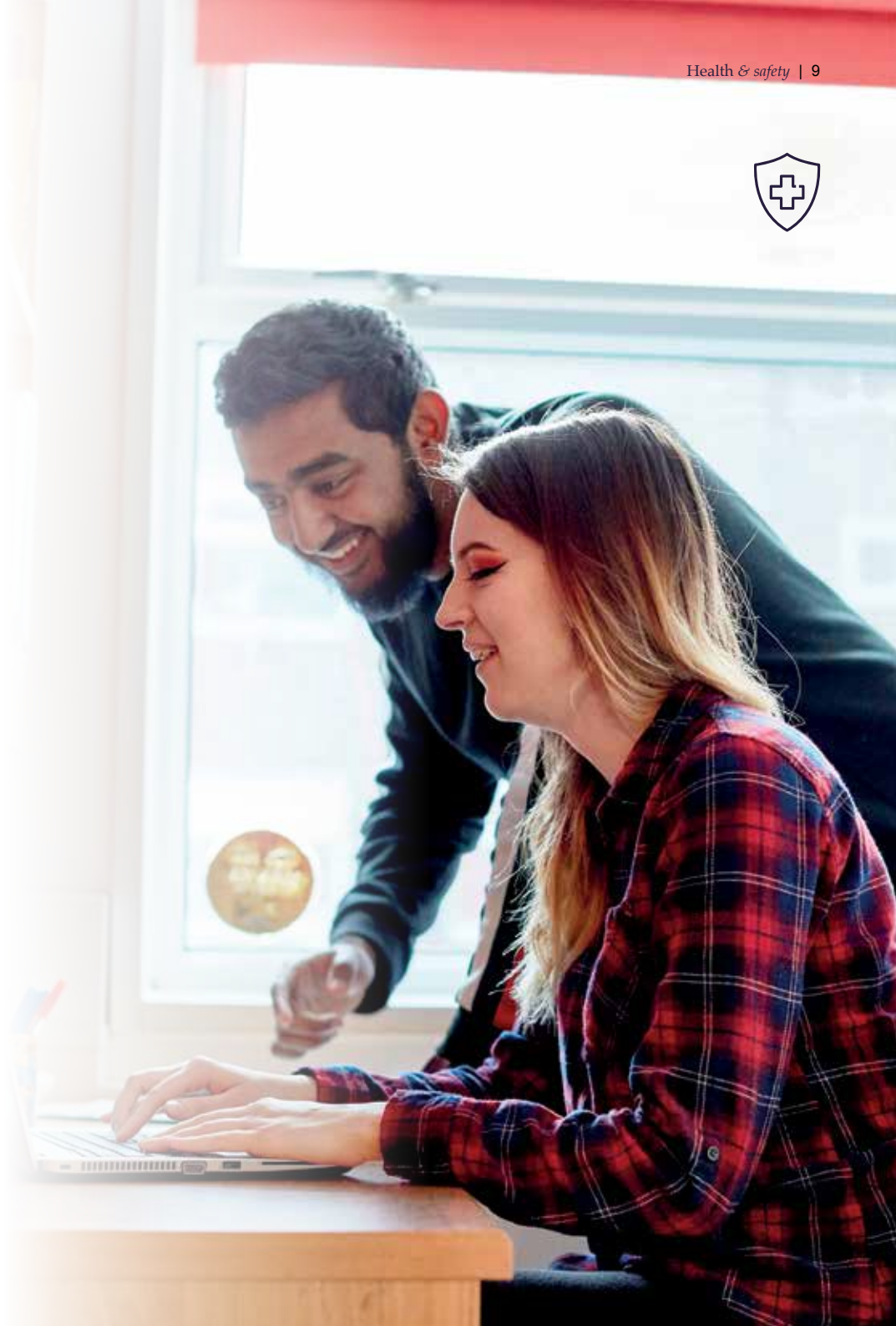
- You should also avoid overloading sockets – use an extension lead and not a cube adapter.
- Do not attach one extension lead to another as this will overload the socket.
- Plug adapters must be bought in the UK; if you have brought one from another country it may be removed.
- All items must be PAT tested; to help you make sure your belongings meet our Terms and Conditions, we provide free PAT testing sessions at the start of each semester. Any item found without a current PAT test sticker after these sessions will be removed from the accommodation. You will be notified and can then either pay to have your item PAT tested or collect it when you move out of your accommodation at the end of your tenancy.

- Any electrical item purchased overseas and brought to the UK must be PAT tested on arrival. Any item found not to be suitable for use in the UK will be removed.
- Please note that using an adapter on an electrical item bought overseas does not make it suitable for use in the UK.
- Fridges and freezers may not be kept in bedrooms (see section 7.6 of the Terms and Conditions). If you need one for a specific reason, e.g. medicine storage, contact Student Services on student.services@keele.ac.uk. We will then provide one for you depending on your needs. You must not purchase your own fridge.

Pets

See section 6.6 of the Terms and Conditions.

Only Registered Assistance dogs are allowed in the halls of residence. You must get written permission from the University before bringing your dog into halls. You are not allowed to keep pets, animals, fish or reptiles of any description in the accommodation buildings.



Staying safe & secure



Keys

If you lose your campus room key, you will need to contact us at servicedesk.keele.ac.uk, complete the lost keys form on the 'Accommodation' tile, and we will check the following places in case they have been found and handed in to us (you can also check these locations):

- Students' Union Reception
- Sports Centre Reception
- Library
- Security Lodge (Darwin Building)

If your keys have not been found, you can buy a replacement set from us. There is a cost per replacement key – you can find the estimated cost on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Keys'.

You can ask to be let into your room by contacting the Student Accommodation team or Security. Please note there is a charge for this service – current charges are shown on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Locked out'. Always lock your room when you leave it, even if going to the shower or kitchen. If staff find it unlocked, they will lock it. If you need us to let you in, you may incur a charge.

Your safety

See section 7 of the *Terms and Conditions*.

Security are based in Darwin Building. Call **+44(0)1782 733004** (or 888 in an emergency from an internal phone). We are lucky we have a safe and helpful campus community here at Keele and, though this is the case, it's important we still keep safety in the back of our minds.

All students are asked to download the SafeZone App onto their device – find out more and download it from keele.ac.uk/safezone.

Stay safe by using common sense and following these top tips on safety.

Do

- Avoid leaving valuables so they can be seen from the outside. Make sure you keep important documents like your passport locked away.
- When you arrive at your accommodation, familiarise yourself with the fire exits, assembly points and fire alarm activation points.
- Check that the front door of your block is shut after you enter or leave the building.
- Make yourself familiar with the procedures for emergency evacuation.

- Take care when cooking – more than half of fires in the home start in the kitchen.
- Make sure your bedroom door is locked when you leave, even if you are just going to the kitchen or communal bathroom, and don't forget to lock the kitchen when you leave (if it has a lock).
- Make sure you turn off all electrical appliances (except the freezer and refrigerator) when you go out.
- Close the window when you leave your room.

Don't:

- Let anyone else in to your block or room if you don't know them and without seeing some ID; all Keele staff have a Keele Card.
- Leave your room or block unsecured; this can invalidate your insurance.
- Leave valuables and other laptops visible through the window of your bedroom.
- Leave anything that you are cooking unattended; it can easily catch fire. If it does, you will be charged for the damage caused.

- Food delivery drivers are only allowed to deliver to the front door of your accommodation block. Please don't try to let them in – if you are having a delivery you must collect your shopping from the front door.
- Tamper with the main door access or wedge it open for consistent access. This puts the security of all residents at risk and it will be treated as a damage charge.

Staff access to your room

See section 13 of the *Terms and Conditions*.

Whilst your room in halls is your home for this academic year, there are occasions when staff require access for a variety of reasons, including cleaning and maintaining your room, safety and fire checks. Inspections also take place to check the general condition of the room and the work carried out by staff. Where possible you will be notified when we require access, except in an emergency or when you have requested a repair. All staff and their contractors carry ID – ask to see it.

Emergency procedure

In the event of an emergency, you will need to evacuate the block. Instructions on what to do are on the back of your bedroom door. Make sure you read them and know what to do. Staff will direct you to an appropriate assembly point. You will be provided with updates as and when possible by staff. If you have a guest staying, make sure they evacuate the block as well. If you feel you might not hear the alarm (you may be a heavy sleeper), contact Student Services on student.services@keele.ac.uk as soon as you move in.

In the event of an emergency that prevents you from being able to return to your room, you will be provided with a temporary place to stay; the location of this will depend on the time and nature of the emergency. You will be allocated a liaison officer who will take you through what will happen next.



DON'T FORGET to download the SafeZone app and add Security to your phone contacts



Repairs & maintenance

The University, as your *landlord*, has an obligation to maintain the halls of residence to a reasonable standard and ensure that they comply with *health and safety* laws. We can only do this with *your* help.

Cleaning

See section 9.3 and 9.4 of the *Terms and Conditions*.

There is a Domestic Assistant who looks after your block. Kitchens and communal bathrooms are cleaned once a week and en-suite bathrooms are cleaned every 2 weeks.

You must make sure that all surfaces and the floor are cleared before your Domestic arrives, and you will need to leave the room when they arrive (you will get a note the day before to remind you they will be coming). They will clean available surfaces, rather than tidy the kitchen or bathroom.

If the room is not tidy and ready for us to clean, then staff will email you to say that they have not been able to clean the room. You will then have some time to correct the situation before the room is re-checked.

If the room (kitchen or bathroom) is still in an unacceptable state on a second occasion, you will be charged for the extra cleaning that will be needed. The cost of extra cleaning for communal areas will be divided between those who use them.

It is your responsibility to keep rooms clean between visits by your Domestic – this includes the cooker and keeping the fridge and freezer defrosted regularly. Instructions for how to do this are in your kitchen.

If you have a problem with your cleaning, please report it at servicedesk.keele.ac.uk.

If you have any concerns about other students not fulfilling their obligations, please contact student.services@keele.ac.uk.

Accommodation inspections

See section 13 of the *Terms and Conditions*.

Domestic Supervisors may make checks on a monthly basis to ensure that Domestics are working to a satisfactory standard; they will also check on the general condition of the property including bedrooms, kitchens and bathrooms – when this is due to happen you will be notified. Other University staff also carry out maintenance and fire safety checks.

Reporting repairs

The following emergencies should be reported immediately:

- smell of gas
- fire
- collapse of a structure
- fire alarm failure
- major water leak
- loss of heating / hot water to the whole block
- loss of power supply
- loss of lift function

Between 08:00-17:00, Monday to Friday, call **+44(0)1782 733137** to speak to the Estates Help Desk.

Outside of these hours, please call **+44(0)1782 733004**.

For a non-emergency fault or maintenance problem, you must also report this at servicedesk.keele.ac.uk. You will need to provide as much information as possible including the location of the fault or problem.

We have 4 categories of faults and repairs:

Category 1:
Emergencies – 2 hour response

Category 2:
Urgent – response within 2 working days

Category 3:
Non-urgent – response within 7 working days

Category 4:
Non-urgent – response within 14 working days

Please note that these categories are for response times; it may take longer to carry out a repair if parts have to be ordered.

If your request is not dealt with in the time period stated in our reply, please contact the Estates Help Desk for further information.

Blocked drains

See section 10 of the *Terms and Conditions*.

You must not put anything harmful, or which is likely to cause a blockage, in any pipes or drains. This includes putting anything down a sink that could block the drain; the most common cause of blocked drains is food being washed down the kitchen sink. A charge will be made to unblock the drain if this happens.



Facilities



Using the kitchen and communal areas

You will be allocated a kitchen or diner to share with your fellow residents, and so you will need to work together to ensure that the space that you have in the cupboards, fridges and freezers is shared equally. It is the responsibility of those that are allocated to a particular kitchen or diner to make sure that it is kept clean and tidy at all times, and this includes cleaning the fridges and defrosting the freezers (you will find instructions on how to do this in the kitchen). Please make sure that you take responsibility for removing out-of-date food from the fridges, as well as cleaning and storing your equipment properly after use. You will find instructions on how to use the equipment that is provided by the University, but if these are missing please report it at servicedesk.keele.ac.uk and we'll arrange for it to be replaced.



You will all need to work together to share the communal areas. Your Resident Adviser will visit you at the start of the semester to complete a 'Flatmate Agreement', and regularly after that to make sure that everything is OK. Please respect each other and each other's property and do not use anything that belongs to another person without prior permission. If you have any concerns, please discuss this with the Resident Adviser team.

Bathrooms

It is every tenant's responsibility to use the shared bathroom space with consideration for others. Tidy and clean the area after use so that it is acceptable for all tenants and ensure that all items, such as feminine hygiene products and similar sanitary waste, is disposed of in the appropriate bin.



Common rooms

Each hall, with the exception of Horwood, has an alcohol-free common room which is accessed using your Keele Card. All have vending machines, wi-fi, TV (usually with satellite) and often books, board games and a piano or pool table. There is usually one room set aside for group study. You can book a room in a common room for your society to use by contacting your Residence Life Manager on student.services@keele.ac.uk.

There are also informal learning spaces on campus, including the Library and in Chancellor's building.

Post

All post delivered to campus is held for collection in the central Post Room which is behind the Media Building, facing the back of the Lennard-Jones Building. Only you can collect your post, and please bring your Keele Card with you for identification. Please ensure all post to you is addressed clearly and correctly, including your name, block and room number, and hall of residence. This will result in you receiving it quicker and more reliably. Your hall address is on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Post and parcels'.

Please note:

- All courier deliveries and collections are done via the Post Room. They will not deliver or collect anything from the accommodation blocks.
- To ensure delivery to the correct person, any post that carries a partial address or that is not addressed to the name shown on your Keele Card may be opened by the post room staff. If the identity of the recipient is not found the item/s will be returned to sender where there is a return address, or disposed of if not.

Term-time opening:

Monday to Friday 08:00-18:00
Doors will be locked 10 minutes before closure.

The Post room does not open on Saturday, Sunday and Bank Holidays and operates on reduced hours during the Christmas vacation period. Details of vacation opening hours are published at keele.ac.uk/vacation.

Contact the team at postroom@keele.ac.uk.





Launderettes

Each hall has a launderette managed by a private company, Circuit Launderettes. All machines are operated by a card, which you will need to buy when you arrive. They are available to buy from machines in the:

- Sports Centre
- Chancellor's Building

You will need to register your card at circuit.co.uk and click on 'Getting Started'. The laundry card costs £2. Please note that if you lose your card you will lose the money on it and will be charged £2 for a replacement. For top tips on laundering your clothes and costs of using the machines, check the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Launderettes'. You can also see the live availability of washers and dryers on the Keele App – find out more and download it from keele.ac.uk/app.

Bicycle storage

See section 11.5 of the Terms and Conditions.

There are secure bicycle stores in each of the halls of residence. These all have padlocks on the entrance doors. If you would like to store your bicycle in one of the stores you will need to complete a Student Cycle Registration form on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Bicycle storage'. In order to complete this form, you will need information such as make, model, frame number, etc.

You will be given a key to the store on payment of a £15 refundable deposit. Please note that any unregistered bicycles stored in the hall of residence bicycle stores will be removed and disposed of. Bicycles must not be kept in the accommodation blocks.

Bicycles are covered by your hall Insurance up to a value of £250 (theft from designated bicycle storage on campus), but check to make sure that the level of cover is sufficient for the value of your bike, as you can arrange additional cover with the insurance provider.



Keele University cannot accept any responsibility for any items left in the bicycle store. We recommend the use of a solid 'D type' lock.

Please note that the bicycle stores are emptied during the summer vacation on 1 September each year. Bikes should not be kept in the accommodation blocks or attached to campus trees or railings.

You might also choose to join the Keele Bicycle Users Group for information and support – find out more at keele.ac.uk/kc. They also arrange for regular bike servicing and repairs on campus.

Car parking

Students resident on campus are not permitted to bring a car unless they meet one of the eligibility criteria listed on the student parking web pages. You can find out more about parking at Keele at keele.ac.uk/parking, or contact parking@keele.ac.uk if you have any queries.

Your environment

Living in the halls of residence means living with people from *all over the world*. It often takes *time* to adjust and settle into your new home, especially if people have different expectations about living together. Keep your expectations *realistic* and discuss these as it could help *avoid* misunderstandings later on.

The Residence Life team are on hand to help you settle in and support you during your time in halls. You have a list of contacts on page 30.

Noise

See section 9.2 and 7.2 of the *Terms and Conditions*.

When living in a communal environment, it is normal to expect that there will be some noise as a result of sharing with other people. However, the noise you create should not cause a nuisance to any other person at any time, and you should respect the needs of others to be able to sleep, rest or study at all times of day and night. Your Resident Adviser will discuss noise when talking to you about your 'Flatmate Agreement' and you will have the opportunity to discuss as a group what you can reasonably agree to or expect from each other. However, in the event of a complaint of noise being made – the Student Discipline

team will investigate this, and if any student is found to inappropriately disturb others, then they will be investigated under the University Discipline Regulation – Regulation B.1. Find out more at keele.ac.uk/studentdiscipline.

Anti-social behaviour

See section 9.2 of the *Terms and Conditions*.

If the behaviour of a student or guest becomes anti-social to either another resident or a member of staff, the University may take action, including notifying the police. In certain cases, the student concerned may be moved to a different accommodation block or removed or banned from the halls of residence. Examples of this sort of behaviour include violence/threats or bullying, vandalism, theft, carrying an offensive weapon, use/production or supply of illegal substances, or aggressive or offensive communication.

Sharing your room

See section 11.2 of the *Terms and Conditions*.

With the exception of rooms that are allocated by the University as temporary shared rooms, all student bedrooms are let as single bedrooms. Guests may stay – see page 21 of this handbook – however if your guest stays for longer than 3 days they will be deemed as sharing your room and they will be asked to leave, even if they have paid for another room on campus. If they fail to leave, it will be considered that you have breached the Terms and Conditions – this could result in a charge, you could be moved to a different accommodation block or, for persistent breaches, removed from the halls of residence.

If you are *disturbed* by a neighbour, ring *Security* whilst the noise can still be heard: +44(0)1782 733004



Damage

See section 10 of the *Terms and Conditions*.

If you damage anything in your hall, report it at **servicedesk.keele.ac.uk**. You will incur a charge for repairing the damage. Please be aware that if you do not report it, the damage will be identified either during a routine room inspection or when you vacate the property; the cost will then be deducted from your deposit. If damage occurs in a communal area like a kitchen, the Residence Life Manager will try to identify who has caused it. If no one comes forward to take responsibility, then the charge for repair will be divided between all the tenants who have access to that area.

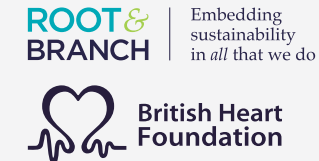
A list of indicative costs for damage repairs can be found on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Damages'. If you wish to appeal against a damage charge, you must do this within 7 days of being notified.

Recycling

The University aims to become "zero waste to landfill". To support this aim, recycling facilities are available campus-wide, including in the halls of residence. There are kitchen

bins for dry mixed recyclables as well as general waste. You can also recycle unwanted clothes in the British Heart Foundation collection points in each hall, and donate any food at the end of your tenancy to the local food bank. Details on recycling/donation collection points are advertised just before the end of your tenancy.

You can find out more about our recycling at: keele.ac.uk/waste-recycling



Rubbish

Rubbish should be put in the proper bins and not left on the floor, either in the accommodation block or in the bin store areas. Please do not pour used cooking oil or any liquids into the bins and remember to recycle where possible.

Kitchen bins are emptied on a daily basis on Monday to Friday (excluding bank holidays). If bins fill up between these times, please take the waste to the bin store areas in your hall (shown on your hall map). Free bin bags are available from your Domestic Supervisor or Hall Steward.

The grounds

Keele has the largest campus in the UK, which includes lawns, lakes and woodland. These are great places to relax. Please follow these common sense rules:

- No swimming or boating on the lakes
- BBQs should only be used on the dedicated BBQ stands in each of the halls – not in the woods, where there is a risk of dry leaves catching fire
- Ball games are not allowed on the lawns in the halls of residence, but you can use the sports fields

Snow and ice

During winter months the University has a procedure in place for Salting and Snow Clearing. In addition to the work carried out by the Grounds team, there are rock salt bins provided for individuals to use at key locations across the campus, such as known frost pockets, steps to buildings and steep gradients. Further details are on the accommodation web pages in the **A-Z section – keele.ac.uk/accommodation/atoz** – look under 'Gritting'.

Your responsibilities



Halls of residence rules

See Annex A of the Terms and Conditions.

With so many people living together, it is necessary to have some rules that help everyone to understand their responsibilities to each other and to the environment in which they live, as well as ensuring that everyone knows what is, and is not, acceptable conduct or behaviour. Whilst these rules are necessary, the University wants every student to enjoy their experience of living in our halls of residence, and so understanding how your behaviour can impact on others can go a long way to minimising any problems arising. Please make sure that you read the Terms and Conditions of your Accommodation License Agreement so that you understand responsibilities that you have when residing in Keele accommodation.



VENTILATE YOUR WARDROBE
AND CUPBOARDS
Don't cram them full as air
needs to circulate to *avoid*
mould building up

Condensation

See Section 8.1 of the Terms and Conditions.

Condensation is caused when excess moisture in the air (from cooking, washing, drying clothes and showering) meets a cold surface (such as a window) or a surface that gets little air (such as behind a wardrobe). This can result in black mould patches. You can help reduce condensation and mould by:

- Opening your window for 30 minutes each day.
- Keeping air vents clear from obstruction.
- Drying your washing in the tumble dryers in the launderettes – do not dry clothes on radiators as this is one of the fastest ways to build up mould.

- Making sure the extractor in your bathroom comes on when you shower (please report via **servicedesk.keele.ac.uk** if this does not happen).
- If you have an ensuite room, close the bathroom door when you shower.
- Ventilate your wardrobe and cupboards to help to avoid mould building up – don't cram them too full as air needs to circulate.

If you think you may have mould or damp in your room, report this at **servicedesk.keele.ac.uk**. Please note you will be charged for any repair work to mould or damp caused by not following the guidelines above.



Guests

See section 11.2 of the Terms and Conditions.

Guests, whether they are staying overnight or not, may not be allowed into your building depending on Covid-19 restrictions in place at the time. Please read our most up to date guidance at **keele.ac.uk/coronavirus**.

A guest is anyone who does not have a contract for the room in which they are staying. This includes non-students, students who live off campus and students who have a contract for another room on campus. There is no charge if you would like a guest to stay in your room; just click on the 'Request a Guest Visit' button on the accommodation portal in advance of their stay (access the portal by going to the KLE, clicking The Office > Accommodation). It is important that the University knows who is in the building so that we can notify the fire and emergency services in the event of an evacuation. The maximum duration of any stay **must not be more than 3 nights**, either in one bedroom or other campus bedrooms. There cannot be concurrent visits of this duration without a break of at least 3 nights. We don't allow guests during the first four weeks of term so that everyone can settle in more comfortably.

If you would like a camp bed with bedding, there is a £15 charge (a minimum of 1 working day's notice is required for this). Please note that we are not able to provide camp beds in premier ensuite rooms.

You are responsible for the actions of any guests you bring into the halls of residence. Action may be taken if your guest breaks any regulations. Even if you haven't told us you have a guest, they must evacuate the building if the alarm sounds. Please note that under 18s are not allowed to stay in the halls of residence.

If a guest is staying in the halls of residence but is not registered, this will be treated as a breach of regulations.



Breaches of the terms and conditions

See section 17 of the Terms and Conditions for clauses with specific penalties.

The University has a number of actions that can be taken if you breach the Terms and Conditions. These include fines, charges, disciplinary action, relocation to another accommodation block and temporary or permanent exclusion from the halls of residence. The action taken will depend on the seriousness of the offence.

If there is anything in the Terms and Conditions or this handbook you don't understand, please just contact us at **student.services@keele.ac.uk** and we'll help you or ask one of the Residence Life team to get in touch with you to explain.

Money matters



Deposit

See section 4 of the Terms and Conditions.

Your deposit is surety for unreturned keys and damage. It is held by the University whilst you are a tenant and returned within 28 days of the end of your tenancy. If you are returning to University accommodation for the following academic year, the deposit will be carried forward for the next year.

Payment of fees

See section 4 of the Terms and Conditions.

Details of when you will need to make a payment are shown in 4.1 of the Terms and Conditions. You will be sent an invoice via the accommodation portal on the KLE (choose The Office > Accommodation), detailing the amount due and the date when this must be paid by. If you have any queries about your invoice, please contact the Finance Income Office at finance.income@keele.ac.uk.

Your second accommodation payment is due on:

14 January 2022
for undergraduate students
01 February 2022
for postgraduate students

Your third accommodation payment is due on:

06 May 2022
for undergraduate students
01 May 2022
for postgraduate students

Insurance

See section 11.4 of the Terms and Conditions.

A basic level of insurance for your belongings is included in your rent. Please check the policy schedule to make sure that the cover provided meets your needs. If needed, you can buy additional cover for items. We've made sure to include insurance for bicycles – in the basic cover, this is up to £250 (theft from designated bicycle storage on campus). Full details can be found on the accommodation web pages in the A-Z section – keele.ac.uk/accommodation/atoz – look under 'Contents insurance'.



Administration



Moving rooms

See section 12 of the *Terms and Conditions*.

The option to move rooms may be restricted depending on Covid-19 restrictions in place at the time. Please read our most up to date guidance at keele.ac.uk/coronavirus.

When you first move in you may feel that, having made friends with people who live elsewhere on campus, you want to move to a room near them, or you prefer the facilities in another block.

We have found that most students make friends in their original accommodation block after a short time. For this reason, we do not usually allow room moves during the first month of the tenancy period. If, after this time, you decide that you want to move rooms you should access 'Room Moves' in the accommodation portal. Access the portal by going to the KLE; on the landing page, under quick links, click Student portal > Accommodation.. If you have personally requested the room move, there may be a charge for moving rooms.

Please note that the University reserves the right to move you to alternative accommodation for a number of reasons, as listed in clause 12.2 of the Terms and Conditions.

Subletting

See section 6 of the *Terms and Conditions*.

Subletting is not allowed in campus accommodation. This is when another person takes over the tenancy from the original occupant of a room and pays them rent, without the written consent of the Student Accommodation team.

If you are caught subletting there are penalties:

- We may refuse to provide a reference for you, and the person subletting from you, to a future letting agent or landlord. This means that you could have difficulty finding somewhere to live, since all reputable agents require a reference before allowing prospective tenants to sign a contract.
- The original occupant is still liable for all room fees until a suitable replacement is found for the room – this means that they will have to pay rent for the campus room, as well as any other room they may have off campus.

- Any student found to be subletting from another student will be required to leave the accommodation immediately.

Registering to Vote

A student who has a permanent home-address and a term-time address can be lawfully registered at both addresses. This will then entitle you to vote in local elections for two different local councils. However, you will only be allowed one vote in all other elections (including parliamentary elections). In October of each academic year, the University will email you to ask you to undertake an online process, which will allow

you to submit your personal details for electoral registration through to the local authority who will then process your application. Alternatively, you can register online at gov.uk/register-to-vote. In some circumstances, the local authority may contact you by post to encourage registration if you do not register.





Release from your contract

See section 17 of the Terms and Conditions.

You have signed a legally binding agreement which is governed by English law. You are, therefore, bound by your contract to pay the rent for the full period of the contract, even if you vacate your room for a period or leave before the end of the agreement. It may be possible to release you from your contract if you withdraw from the University, take a leave of absence, or if you find a suitable replacement tenant who is acceptable to the University, is a full time registered student and is not already living in University accommodation. The criteria for a suitable replacement tenant includes someone who is eligible to live in University accommodation and is of the gender and year of study for the room type and location.

The University usually gives 28 days written notice to vacate the accommodation, usually following your withdrawal from the University. You will be liable for rent until keys are returned.

Vacation periods

All letting periods (tenancies) include Christmas and Easter vacations. The 44 week tenancy runs until after Graduation and the 51 week tenancy covers the summer vacation. If you would like to stay on campus during the summer vacation, you will need to book a room through the Student Accommodation team. Information on how to book is available on the on the accommodation web pages in the A-Z section – **keele.ac.uk/accommodation/atoz** – look under 'Vacation accommodation'.

Resit examinations

If you would like to stay on campus for resit examination periods, you will need to book a room through the Student Accommodation team (subject to availability). Information on how to book is available on the on the accommodation web pages in the A-Z section – **keele.ac.uk/accommodation/atoz** – look under 'Resit accommodation'.

Feedback

We value and recognise the importance of your comments and welcome them. Any feedback given to us will be used to improve the service we provide. You can either email us at **accommodation@keele.ac.uk** or contact your Residence Life Manager.

Complaints

If you wish to make a complaint, in the first instance, please discuss it with the member of staff involved to try and resolve the matter. If you are unhappy with the response, please should refer to the University's complaints procedure – **keele.ac.uk/studentcomplaints**. The Student Accommodation Code protects your rights to a safe, good quality place to live. It outlines everything you should expect from your accommodation as well as your responsibilities as a tenant.



Moving out

At the beginning of the second semester, students often begin thinking about who they might to live with off campus in the next academic year. There is *no rush* to start thinking about this sooner than you are ready, as there is *plenty* of student accommodation available locally.

Before your accommodation contract comes to an end, we will send you a reminder, together with information on what to do when you move out, including handing in your key.

Moving off campus

If you will be living off campus after this year, make sure you look out for details of the Housing Fair that is held after Christmas and take a look at our House Hunting Guide. It has lots of useful information, including a checklist to help you view properties. Get your copy from keele.ac.uk/accommodation/downloads. You can find a list of council-accredited landlords on the accommodation web pages at keele.ac.uk/accommodation/livingoffcampus. The Student Accommodation team can provide assistance in contacting local landlords and finding out more about the local area.

We would always recommend that you speak to ASK before signing up for a property off campus, as they will be able to review your contract. Find out how to contact them at keelesu.com/advice.

Preparing to leave

See section 18 of the *Terms and Conditions*.

In advance of the end of your tenancy period, we will email you about what you will need to do and any deadlines. You must remove all of your belongings (including food in the kitchen) and rubbish from the room and ensure the room is clean. If you don't want to take everything with you, then please try to donate or recycle as much as possible (see Recycling on page 19 of this handbook). You must return your keys to the Student Accommodation team by the due date. If you don't remove your belongings, or fail to return your room keys, you will be charged for this.

Unreturned room keys are charged at the full daily room rate until they are returned.

Redirecting your post

Make sure you notify everyone who sends you post as soon as you know your new address and the date you will be moving there. As the University doesn't redirect mail, you may want to arrange for your post to be redirected by Royal Mail. You can find out how to do this at: royalmail.com/redirection.

Summer storage

There is no storage space on campus during vacations. If you would like to leave your belongings and are returning to campus at the end of the vacation, you will need to put them into storage. You can find a list of local companies on the accommodation web pages in the A-Z section - keele.ac.uk/accommodation/atoz - look under 'Storage'.

Moving out

You must move out and clear your room by 09:00 on the last day of your tenancy. When you have moved out, we will inspect your room as quickly as possible. If damage is found, or items are missing, the cost of repair or replacement will be deducted from your deposit. We will also charge you reasonable costs for any additional cleaning and £5 for each full bag of rubbish that is removed by staff. This includes communal areas such as kitchens.

Find out more at: keele.ac.uk/accommodation/movingout



Contacts



Here are some key contacts you might need over the year, listed alphabetically:

Accommodation Services

For queries about your room: **accommodation@keele.ac.uk** **+44(0)1782 734152** (or **34152** from an internal phone) **keele.ac.uk/accommodation**

Cleaning

For any cleaning requests: **servicedesk.keele.ac.uk**

Complaints

Find out more at **keele.ac.uk/studentcomplaints**

Counselling and Mental Health Support

counselling@keele.ac.uk **+44(0)1782 734187**

Finance Income Office

For rent payment queries: **finance.income@keele.ac.uk** **+44(0)1782 733152 / 734324** (or **33152 / 34324** from an internal phone)

IT

For anything to do with your IT account or wi-fi access: **servicedesk.keele.ac.uk** **it.services@keele.ac.uk** **+44(0)1782 733838** (or **33838** from an internal phone)

Maintenance

For non-urgent maintenance requests: **servicedesk.keele.ac.uk**

For emergency repairs (Mon - Fri 8:00-17:00): **+44(0)1782 733137**

For emergency repairs (outside the above hours): **+44(0)1782 733004**

Resident Advisers

For anything to do with your welfare; these are students who live in halls with you. Contact via Security: **+44(0)1782 733004 (33004)** from an internal phone)

Residence Life Managers

For anything to do with welfare or student behaviour, our Residence Life Managers are available to support you during your time in halls. You can find who your Residence Life Manager is here: **keele.ac.uk/residencelifeteam**

Get in touch via Student Services: **keele.ac.uk/studentsservices**

Security

For emergency or out of hours support; available 24/7 every day: **+44(0)1782 733004** (or **33004** from an internal phone, or **888** in emergencies) **security@keele.ac.uk** (for non-urgent enquiries) Darwin Building

Student Services

Your one stop shop for information, support and guidance, including Residence Life, Student Support and Experience, International Support, Money Support, Disability and Dyslexia Support.

+44(0)1782 734481 **student.services@keele.ac.uk**
Other ways to contact: **keele.ac.uk/studentsservices**



@LifeAtKeele



Keele

UNIVERSITY

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+44 (0) 1782 734152

keele.ac.uk