



Welcome to Writtle University College

Residents Handbook

A residents guide to living in Halls

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Welcome to Writtle University College

We would like to welcome you to Writtle University College Halls of Residence. We hope you enjoy your time here and make the most of your opportunities.



Writtle is a friendly campus and you will find people ready to help. If you have any problems, please speak to staff in the Accommodation Office, your Hall Warden, Student Representative, Welfare Officer, Student Union or any other staff member.

Please take time to read the enclosed information which will assist you to make the most of your stay at Writtle University College. Please read this in conjunction with the Halls Regulations and Student Handbooks.

Safety First

Writtle University College works hard to ensure that the Campus is as safe as possible for all students, staff and visitors.

Everyone using the campus and facilities has a responsibility to ensure that they do not take part in any activities or behaviour that is likely to put themselves or others at risk. Anyone found to be in breach of Health and Safety Regulations will face disciplinary action.

Everyone has a responsibility to report anyone or anything that they feel is a Health and Safety risk. Reports should be made to the [Accommodation Office](#), [Health and Safety Officer](#) or other staff member immediately.

If out of hours, please call the Duty Warden on 07880 557 796.

Emergencies



In an emergency, students/guests should take appropriate action and, depending on the nature of the emergency,

contact the emergency services by dialling 999.

You should also inform either the...

[Reception](#).....01245 424200

[Accommodation Office](#)01245 424212

[Duty Warden](#) (outside office hours).....07880 557796

or another staff member immediately.

First Aid



Writtle University College has people on site trained in First Aid. If you require a [First Aider](#), please contact [Main Reception](#) or ring the Duty Warden if outside office hours (contact numbers above).

Any Health and Safety incident must be recorded promptly – please contact the Health and Safety Officer – carole.wren@writtle.ac.uk - or other member of staff as soon as possible to ensure the incident is properly reported and recorded.

FIRE – a basic guide to Fire Safety

The smoke/heat detectors in the halls are very sensitive so please take care not to activate them. When the alarm sounds you must evacuate the building immediately, and you must not re-enter the building until the all clear is given by an authorised person. Anyone discovering a fire should sound the alarm and dial 999 at once.

IT IS A CRIMINAL OFFENCE TO INTERFERE WITH/REMOVE/DAMAGE ANY FIRE PREVENTION EQUIPMENT. ANY STUDENT FOUND TO BE RESPONSIBLE FOR SUCH ACTIONS WILL FACE DISCIPLINARY ACTION AND POSSIBLY LOSS OF HALLS PLACE AND A CRIMINAL CONVICTION.

Fire prevention equipment, includes (but is not limited to):

- fire extinguishers,
- fire blankets,
- fire doors
- smoke/heat detectors
- all fire action signage.

Disciplinary action and/or loss of your place in halls will apply for tampering with any fire equipment. This includes (but is not limited to):

- Propping open fire doors
- Setting off fire extinguishers
- Unwrapping fire blankets
- Removing covers from fire extinguishers
- Tampering with smoke/heat detectors
- Tampering with or removing signage

Disciplinary action and/or loss of your place in halls will also apply for non-evacuation of a building when the alarm sounds, re-entering a building without permission when the alarm has sounded or ignoring the instructions of the Emergency Services or staff.



Fire Action Notices - You should ensure you are familiar with the action required on discovering a fire, on hearing the fire alarm sound and the location of your assembly point. This information is provided on Fire Action Notices displayed in corridors and rooms.

Fire Alarms - Fire alarms are provided to give warning in case of fire, as smoke and fire can spread very quickly. Always leave the building immediately on hearing the alarm, by the nearest safe exit. You should make yourself familiar with your escape route and Fire Assembly Point.

To prevent accidental activation of the Fire Alarm, **DO NOT** use hairspray, deodorant spray or similar, under the fire detectors.

FIRE – a basic guide to Fire Safety...continued



Means of Escape - Corridors, landings, stairs and exits from a building are major escape routes in case of fire. **DO NOT** obstruct these areas by storing or placing bicycles, personal belongings or rubbish on these routes.

For the safety of yourself and others: Cooking, including the use of toasters and kettles, is strictly prohibited anywhere other than in kitchens.



All halls are **NON SMOKING**. Smoking is only permitted at the external smoking points.

The use of candles, incense sticks, aromatherapy burners or other ignitable materials is **STRICTLY PROHIBITED**.

Plug in air fresheners and electrical “Fairy” (Christmas) lights are **NOT** permitted

Do not store flammable material, liquids or lighter fluid anywhere on campus.

Fire Doors - Fire doors are provided for all accommodation rooms, corridors, and kitchen areas, storerooms and stair enclosures. Fire doors are clearly labelled ‘Fire Door Keep Shut’ and fitted with self-closing devices. They are essential in preventing the rapid spread of fire and smoke. You must not obstruct or wedge the doors open, or remove the self-closing device. If the door is damaged or not fully closing, then you must report the defect to the [Property Office](#), [Accommodation Office](#) or other staff member for repair work to be undertaken. Fire doors are safety equipment and are provided for the preservation of life in the event of a fire.



Fire Extinguishers - Fire extinguishing equipment has been provided throughout the student accommodation. **DO NOT** interfere with pins, tags or maliciously set off the fire extinguishers. These extinguishers are safety equipment and are provided for the preservation of life in the event of fire. Not all extinguishers are suitable for all types of fire – make sure you select the right one before using it – details will be on the extinguisher

Suspicious Packages - If you discover a suspicious package anywhere on campus, contact a member of staff immediately.

Resident's Charter



Writtle University College is committed to providing a high standard of residential accommodation in the Halls of Residence. It is our aim for the residence to be managed efficiently and economically and to make sure you obtain the best possible value for money. To help us to achieve this we expect you to play your part by

showing respect for the accommodation provided and to make use of the channels which exist for expressing your views on how the services might be improved (see also [Code of Practice](#) page 13.)

What you are entitled to expect from us

Facilities — Each student in residence will be provided with a desk or work surface, drawers for clothes, wardrobe space, book shelves, a study chair, easy chair (where space permits), a bed, mattress, curtains, pin board, safe for valuables, floor covering, adequate lighting, power points and waste bin. Some rooms have en-suite facilities and some rooms have wash basins. Other rooms have communal facilities. The level of provision is reflected in the room fee. Each hall has a common room/snack kitchen with hob, toaster, combi microwave, kettle, and fridge. Common areas have easy chairs and coffee table.

Staff - Identification – Cleaners and maintenance staff working in the halls will wear an identifiable uniform with lanyard.

Welfare – Each hall has a Student Hall Representative and a team of [Wardens](#) live on campus. Learning Support can offer advice and additional support for a range of issues – StudentSupport@writtle.ac.uk

Cleaning – Cleaning of all communal areas, including toilets, showers, washrooms, kitchens and corridors will be carried out daily (Monday to Friday). (See [Cleaning](#)).

Charges apply when excessive cleaning is required. (See [tariff of charges](#)).

Maintenance – Faults, repairs or damage should be reported as soon as possible. When you

report a minor defect within your room, the repair will be carried out as soon as possible. If the defect is major you will be notified of the likely time scale (see [Repairs, Maintenance, Refurbishment](#)). Out of office hours please contact the Duty Warden on 07880 557 796 and they can contact the Duty Officer.

Equipment – When faults/damage to any of the kitchen equipment is reported, we will seek to provide a replacement as soon as possible. Unsafe items will be removed.

Planned Maintenance – Where it is necessary for maintenance work to be carried out and access to your room is needed, we will give you 7 days notice, or 24 hours notice in the case of an emergency. We reserve the right to enter your room without prior notice if urgent emergency repairs are needed.

Recycling – The University College expects students to sort and recycle their own rubbish into the appropriate receptacles in the common rooms. (see Recycling). Students are also asked to consider energy efficiency in every aspect of their lives at the University College

Refurbishment – The University College may undertake refurbishment during the academic year in order to ensure continued improvement of facilities for residents. Where this is undertaken, we will ensure that residents are informed, give notice, and will ensure that there are adequate alternative facilities available.

What you are entitled to expect from uscontinued

Services – In the event of a failure of the heating system, electricity or water supply, we will do everything possible to have the supply restored as soon as practically possible. We will inform you of the time scale to which we are working and of any information we receive from our suppliers of services.

Privacy – We will do everything possible to respect your privacy, subject to your compliance with the campus regulations. The wardens, cleaners, accommodation, welfare and maintenance staff have authority to access rooms as part of their duties. We also undertake Health & Safety Inspections in Halls once a year

which entails entering rooms. Advance notice is always given.

Code of Practice – The University College has signed up to the UUK Code of Practice for Student Residential Accommodation (see [Code of Practice](#) page 13).

Complaints – We will always listen to any complaints you may have about the residence and respond accordingly. Complaints should be submitted in writing to the [Accommodation Office](#) in the first instance.

What the University College is entitled to expect from you...

- Full co-operation with the cleaning and maintenance staff to enable them to carry out their work.
- To keep your room clean and tidy, and to clear surfaces when you are away during holiday periods to enable more thorough cleaning to take place.
- To keep the common areas, especially the kitchens clean and tidy, to wash up, clean surfaces and cookers after use and to remove rubbish, especially at weekends and holiday periods.
- To only bring personal possessions that can reasonably be accommodated within your room, and that will not cause a Health and Safety hazard.
- To take care of the fabric, furniture and fittings in your hall/room so that you vacate them in the same condition as at the start of your occupancy (fair wear and tear excepted).
- To report any damage to the [Accommodation Office](#) or direct to the Property Office via [MyWi/PRT \(Property Request Tracker\)](#). Where the damage poses a risk to Health and Safety, you must report it immediately.
- To report any [Health and Safety](#) issues immediately to a member of staff.
- To obtain permission to have overnight guests (over 18 year old only) – Guest Form available on [Moodle](#).
- No unreasonable noise or behaviour from you or your visitors which might disturb other residents or cause damage to the property.
- To ensure that your visitors respect the facilities and adhere to University College regulations.
- To ensure that all personal electrical appliances brought onto campus meet the University College's required safety standards.
- To ensure that you supply and use bed linen and that it is laundered frequently.
- To uphold the campus regulations including the Regulations for Students in Residence.
- To respect the no smoking rules and to only smoke in [designated areas](#).
- To ensure that recycling is done where possible and to give consideration to energy saving in all areas of your life at Writtle.
- Not to drop litter and to at all times respect the grounds and property.
- To vacate your room by the time requested and to remove all your belongings including wall posters, pins, blue tack adhesive, rubbish etc.

Living in Halls



Developing an effective and constructive community relies on each individual resident. Students should treat everyone with mutual respect . This includes:

- Respecting each others belongings
- Respecting each others right to privacy, peace and quiet
- Respecting communal areas and keeping them clean and tidy so that everyone can use them

What you need to bring

You will find a list of [what the University College provides](#) on page 10.

Please see a list below as a suggestion for what to bring. This list is not exhaustive, just a suggestion of what you might like to think about bringing with you:

- Bedding –Duvet, Bottom sheets , Duvet/quilt covers , Pillows , Pillow cases , Warm blanket/ fleece throw, Under-blanket/mattress protector, Bath towels and hand towels
- Other bedroom items—Alarm clock or clock radio, Posters etc., torch, Hot-water bottle perhaps
- Plates/mugs/knives/forks/spoons/saucepans etc. for use in the common room. Please do not bring kettles/toasters/irons as students are not permitted to use these items in their rooms or the common rooms. The University College provides kettles toasters etc. in the common room. The laundry room has an iron and ironing board.
- A laundry basket or bag for your room. Big nylon bag for carrying your washing to and from the laundry room.
- All the clothes you think you may need.
- Items you may need for your chosen course.
- Of course don't forget all your personal items – e.g purse, credit/debit cards, any medication you may need, Family photos, laptop etc.

What is provided

	Hamilton	Maddison	Tabor	Harvey	Dent	Gill	Strutt
	x	x	x	✓	✓	✓	✓
Bedrooms							
	✓	✓	✓	x	x	x	x
	x	x	x	✓	✓	x	x
	✓	✓	✓	x	x	x	✓
	x	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
Kitchen / Common rooms							
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓
	✓	✓	✓	✓	✓	✓	✓

	shared bathroom facilities		en-suite bathroom		sink in room		double bed
	single bed		wardrobe		desk		safe
	shelves		noticeboard		curtains		
	carpet		hob		toaster		combi/microwave oven
	kettle		fridge				
	cleaning mon-fri		Wi-fi		Meal allowance		Free parking
	Utilities						

Please note that only certain rooms in Maddison Halls and Strutt Hall and only rooms in Tabor 2 have double beds. Your offer letter will state whether you have been allocated a room with a double or a single bed.

A - Z guide

BBQs

Students wishing to hold BBQ's anywhere on the University College premises must get permission from the Warden or [Accommodation Office](#). Strict guidelines apply and these are available from the [Accommodation Office](#) and on [Moodle](#).

Bed Linen

Students are expected to bring their own bed linen. Students are responsible for using, changing and laundering all bed linen, which should be done regularly. Students will be charged for a new mattress if it is found that this is not being done.

Bicycles

Lockable Cycle Cages are available on campus. On no account are cycles to be stored in or around the Halls of Residence. For those students on the Cycling Performance course, dedicated cycle storage is available. Writtle University College is on part of the National Cycle Route and students can cycle into the city along designated cycle paths via Central Park.

Cars/Motorbikes

All vehicles must be registered and display a current vehicle permit. Currently there is no charge for registering your vehicle or parking on campus. Once registered, cars may only be parked in the areas designated for student parking (the campus map shows details). The rules apply to overnight, weekends and holiday periods as well as office hours. If you park in a staff or visitor zone, use a disabled bay when not authorised, or break any of the Vehicle Regulations, you can expect disciplinary action. Students who live on campus risk losing their place in halls. Serious or persistent offenders may be referred to the Police. All drivers must obey the traffic code including 5mph speed limits and the one-way system.

There have been several speed related accidents in Cow Watering Lane. Please ensure that you drive carefully and keep your speed down when using this lane. The Writtle University College Vehicle and Parking Regulations Policy and Procedures and the campus map are available via [MyWi – Dept. Info/Property](#). To register your vehicle and to print your permit go to: <http://student.writtle.ac.uk> Motorbikes must be registered and are subject to University College Vehicle Regulations.

Catering

Hall fees include a meal allowance which is accessed via your student ID card. The allowance equates to £40 per week (term time). Cards can be "topped up" via the Finance Office. Lost ID cards should be reported to the Registry office- a charge will be made for a replacement card.

The Garden Room opening times – weekday 7.30am to 7.30pm:

Breakfast 07.30am to 10.30am

Hot snacks 10.30am to 11.30am

Lunch service 12pm to 2pm

Dinner service 4.45pm to 7pm

The Garden Room – weekend:

Saturday Brunch service 11.30am to 1pm

Sunday lunch service 12.30 to 2.00pm

*Times may vary – see notices for details.

Writtle Village has a Fish and Chip Shop, Pubs and Co-op supermarket, as well as restaurants.



CCTV

The University College has CCTV cameras located in various locations around the Campus for your security.

Chaplaincy

The chaplain can be contacted at Chaplain@writtle.ac.uk. The inter-denomination Chapel is used not only for services, bible study and meetings of various faiths but also for music and singing practice.

Charges

Under the University College Disciplinary Procedures, Writtle University College reserves the right to make charges in connection with breaches in University College Regulations. Details of charges are available from the Accommodation Office, on [Moodle](#) and later in this booklet (See [Tariff of Charges](#)). As always, students have a right to appeal against any charges levied against them (see Complaints).

Cleaning

Communal areas are cleaned daily (Monday – Friday).

Students are expected to keep their rooms reasonably clean and rubbish to be moved to the appropriate recycling point daily. The house-keeping staff are permitted to check this with-out notice and charges will be made if the rooms are not clean.

Students are required to consider other residents when using communal shower/toilet facilities and leave them clean and tidy for others to use after them. Kitchens should also be kept clean and tidy, including keeping surfaces clean and hobs clean, and washing up. The University College reserves the right to dispose of crockery etc. that is left unwashed.

It is not the responsibility of cleaning staff to wash up or clear up after students and students will be charged if the cleaners are required to carry out excessive cleaning. Where it is not possible to identify who is responsible for any mess or damage left in communal areas, the charge will be passed to the whole floor or hall.

Students are requested to dispose of rubbish (especially at weekends) and to use recycling areas as appropriate. Any problems regarding cleaning issues should be referred to the Cleaning and Housekeeping Officer (CHO) or via the Property Request Tracker (PRT) system on [MyWi](#).

Code of Practice

Where you live whilst studying is a big part of University life, which is why Writtle University College has signed up to [The Student Accommodation Code](#).



The Code protects students' rights to safe, good quality on campus accommodation, and helps to ensure that students get the best out of their time living in residences. It outlines everything students can expect from accommodation as well as their responsibilities. We are fully committed to providing a safe, comfortable living environment which will help support students in leading a successful and enjoyable student life and The Student Accommodation Code underpins this commitment. Details of the Code can be obtained from the [Accommodation Office](#), or go to www.thesac.org.uk and there is a link on [Moodle](#). The University College is audited every three years on its compliance with the Code.

Complaints Procedure

All staff at Writtle University College endeavour at all times to give an excellent service to all our residents and students. If we fail in any respect, please let us know. If you have a complaint you should take it up in the first instance with the member of staff directly concerned. This is often best done verbally and informally although you may present your complaint in writing if you wish. The member of staff will report back to you within 5 working days (usually much less), and attempt to resolve the problem. Most complaints will not need to progress beyond this stage. Student Handbooks have full details of complaints procedures.

Cooking

The common rooms/kitchens have facilities for making light snacks. Please remember the following:

- Make sure you know how to use an appliance correctly and safely (general instructions are available in the common rooms or ask in the [Accommodation Office](#)).
- Use the correct cooking utensils for the appliance i.e. do not place metal objects in the microwave.
- Never leave an appliance unattended whilst in use.
- Hobs remain hot for some time after use and this is not always obvious.
- Never place anything on a hob other than when cooking.
- Do not throw water over a fat fire.
- Do not use appliances such as toasters, kettles, rice cookers etc. in the bedrooms or corridors or elsewhere within the hall. Cooking is only permitted in the kitchen area of the common rooms. For Health & Safety reasons, students are not permitted to use any cooking or heating appliances, other than those supplied by the University College for use in the Kitchen/Common Room.
- Switch off all appliances when not in use.
- Never immerse an electrical appliance in water.
- Cover and store perishable food in the fridge and remove any out of date items.
- Wash up after you and wipe up spills taking care with hot hobs and appliances.



Counselling

If you are experiencing any psychological or emotional problems, whether past or present that are troubling you and interfering with your university or personal life, confidential counselling is available by appointment. These problems may include for example relationship difficulties, feelings of isolation, difficulties with study and university life, bereavement, depression and general anxiety. Counselling can offer you a confidential space where you can talk about your problems and be listened to without being judged. Contact the [Learner Services](#) department for more information.

Damages / Inventory

The University College will not tolerate deliberate damage being done to any University College property. If you accidentally cause damage to any area of the University College, including the Halls of Residence and grounds, you should report it to the appropriate member of staff – immediately if the damage could be a Health and Safety risk i.e. broken glass. You are responsible for any damage to your room and are jointly responsible for damage to those areas in your hall which you would normally use e.g. the kitchen, corridors, shower rooms (if communal) on your floor. Students have a responsibility to report any damage they find or see being done. Details of the [charges](#) for damage are shown later in this booklet, or are available from the [Accommodation Office](#) and on [Moodle](#). Students have the right to appeal against any charges levied against them - this should be done in writing within 14 days of the incident and should be accompanied by appropriate evidence in support of the appeal if available.

Every effort has been made to ensure that all rooms are fit for occupancy. Should there be any

faults, defects or damage when you take up residence that you wish to report, or if anything is missing, please report this via [MyWi](#) on the Property Request Tracker (PRT) system, or to the [Accommodation Office](#) within 5 working days of moving in. Any damages or items found missing after this time and not reported will be assumed as being your responsibility and you will be charged accordingly. If you are unsure about anything, a member of the Residences Team will inspect your room with you at a mutually convenient time.

Electrical Appliances

Students must ensure that any electrical appliance they bring onto campus is safe and complies with current electrical safety standards.

The [Property Office](#) may carry out checks on your electrical appliances and will remove any items considered to be unsafe. If you are unsure about the safety of any electrical equipment, do not use it and ask a member of staff for advice or remove it from campus.

The University College completes electrical testing on all appliances, for this reason, students must not place their own appliances in the common rooms for others to use. If you have an item that you would like to be tested, please speak to [Accommodation](#) staff.

Appliances must be fitted with the correct fuse, have no damage to the cable or sheathing, have no exposed wires and no damage to plug tops etc.

The use of extension leads is discouraged, however, should you need to use one, you must ensure that the extension is not overloaded and that wires do not cause a trip hazard. It is not safe to connect extension leads to each other.

Electrical Appliances....cont

Students bringing appliances from overseas must ensure they are compatible with the UK electrical system and/or use the appropriate adaptors.

Please see www.electricalsafetyfirst.org.uk for further information on the voltage differences in the UK

Students must not use any cooking appliance (including kettles) in their rooms.

End of Term

The room is yours for the whole period as indicated in your offer letter. If you vacate your room for any length of time, i.e. over the Christmas and Easter breaks, please inform the [Accommodation Office](#) and ensure that the room is left secure, windows closed, curtains drawn etc. and that any valuables are taken home with you if possible, or at least hidden away or placed in the safe (if appropriate). Please note that the University College main buildings, restaurants etc. will close over the Christmas break, however, students are welcome to make use of their rooms during this time if they wish. **N.B. Students who are under 18 are not permitted to remain in halls during the Christmas/New Year closure period.**

Furniture

The University College has provided suitable furniture for your room. You should not move the furniture either within the room or to another hall/room. Students are not permitted to bring their own furniture which includes beds, mattresses and curtains.



Guests

Residents are permitted to have an occasional guest to stay in their room, (no more than one person at a time, no more than 10 nights per term, no more than 3 consecutive nights).

Guests who are under 18 years of age are not permitted and the College reserves the right to refuse any guest who has caused problems for residents or on campus.

If you wish to have a guest stay, you should complete a Guest Form (available on Moodle) and hand it to the Accommodation Office or Hall Warden to obtain permission prior to their stay. There must be no inconvenience to other residents and the student must accept full responsibility for the actions of their guest. On no account are guests permitted to stay overnight in the kitchen/common room or anywhere other than your room or a room allocated to them.

To minimise disruption to other residents, guests are not permitted during the first two weeks of the Residential Session (i.e. until after 1st October) or during study/exam weeks. The University College reserves the right to make charges for guests who overstay or who stay without permission. Charges will be passed onto the student who is responsible for the room.

Health



If you live in halls you must be registered with the Writtle Surgery on Lordship Road. Surgery staff are available at the University College on HE student arrival day to register students with the surgery. If you miss registration on arrival you must ensure that you are registered by calling into the surgery yourself. It is sensible to make sure that a friend or perhaps the Hall Rep or Hall Warden is aware if you are ill and your illness is anything other than minor. Should you need assistance during your illness (meals, medication, doctors visit etc.) we can arrange this for you if you are unable to do so. If you go home due to illness, please make sure you inform the [Accommodation Office](#), Hall Warden, [Welfare Officer](#) or another member of staff.

THE WRITTLE SURGERY NUMBER IS 01245 421205.

You should call the NHS 111 service if you need medical help fast, but it's not a 999 emergency. You will be assessed, given advice and directed straight away to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones. www.nhsdirect.nhs.uk/

Insurance

Students are advised to make sure that their personal items are covered as appropriate. You may be covered by your own or your parents current home insurance. The internet will provide details of companies that offer specialist student insurance.

WRITTLE UNIVERSITY COLLEGE DOES NOT ACCEPT LIABILITY FOR LOSS OR DAMAGE TO ANY PERSONAL ITEMS OTHER THAN THAT CAUSED BY THE UNIVERSITY COLLEGES OWN NEGLIGENCE.

International Students

A lot of help and advice is available across the University College in support of students from overseas including help with setting up bank accounts, visa issues, welfare, support and advice. Please contact [Learner Support](#) for more information, or visit the International Student Adviser in the Learner Services office.



Internet

Students in halls have free use of the wireless internet. Information on set up can be obtained from [IS & T Support Desk](#). Students should adhere at all times to the [Information Services Policies and Procedures](#). Students who are under 18, should not disclose personal information on public websites, especially their location and phone numbers. It is against Writtle University College Regulations to post derogatory remarks about the University, staff or other students on any Social Networking site or by email or other means. Students who do so will face disciplinary action.

Invoices - Making Payments

An invoice for the full hall fees will be issued on or soon after arrival. Fees are payable in full by the due date indicated or in instalments as detailed in the Offer Letter. It is the student's responsibility to ensure that invoices are paid promptly by the date due. The University College will make admin charges for late payments and for repeated letters that may be required to chase non-payment. If you have a problem making payments, or, if there is a genuine reason for a delay, please ensure that the [Accommodation Office](#) is informed immediately (but no later than the due date) to obtain a delayed payment date and avoid extra charges. Depending on circumstances, additional funding may be available to you (subject to availability). Contact [Learner Support](#) for further information.

PLEASE ENSURE THAT YOU CHECK YOUR WRITTLE UNIVERSITY COLLEGE EMAILS REGULARLY FOR MESSAGES

Keys

In the event of a room key being lost, replacement room keys are available from the [Accommodation Office](#) at a cost of £25 per key (refundable if the lost key is found and returned within 7 days). If a replacement lock is required the cost will be £75 to include labour, lock and one replacement key. If you are locked out, come across to the Accommodation Office (9am – 5pm) or ring the Duty Warden on 07880 557796 (after office hours or during weekends/holidays). Charges will be made for late night or repeated lockouts.

Laundry

The campus laundry is situated in Harvey 1. The laundry is run by an external company—Circuit Laundry www.circuit.co.uk. You will need to download the Circuit laundry App from the App Store and set up a laundry account. This account can be topped up with cash by credit/debit card or PayPal account. Standard wash costs £2.60 and a Tumble Dry: £1.50

You can check availability of washers and dryers in real time using Laundry View.

Troubleshooting and help can be found on the circuit laundry website

Report a faulty machine by calling 0800 0924 068

You will require the location of the laundrette and the machine number, which can be found on the front of the machine.

Writtle University College are unable to issue refunds on Circuit Laundry's behalf.

An ironing station is also available. Students can check on the availability of machines and report faults by going to www.laundryview.com/viewwrittle

Lighting / Returning to Halls at Night

There are pathways around campus that are lit at night.



These should be used when walking around campus

after dark. Students leaving the bar late at night should do so quietly and respect residents who may wish to sleep!

Litter

Students should respect the campus at all times and not drop litter including cigarette butts. Please use the bins provided or take it back to your hall and dispose of it there. Smoking should only take place in the designated areas and cigarette butts must be disposed of in the receptacles provided – see [Smoking](#).

Lost Property - Lost and found

If you have lost or found something, please go along to the University College Reception in the main building.

Moodle

[Moodle](#) is the University College's Virtual Learning Environment where teaching material for most of the courses run at Writtle can be found. There is also an Accommodation section where you will find information and advice including the regulations and policies, emergency contact numbers, off campus housing advice and housing lists, guests forms etc.

Multi Faith Room

The University College Multi Faith Room is an inter-denominational space used for prayer, chaplaincy services, religious study and meetings. It can also be used for music practice.

Pets



NO pets are allowed in Halls of Residence or anywhere else on campus.

Post

Post for residents, including parcels, can be collected from the [Student Union](#) office Monday–Friday during office hours. Please ensure that you check regularly (daily if possible) for your mail. Any mail (including junk mail) not collected will be returned to sender after 2 weeks and you will be charged an administration charge of £25 for doing this. With on line shopping and eBay items being ordered frequently, the number of parcels can stack up so if you have ordered something please make sure you collect it as soon as possible. Lecturers may also send information via the post so please remember to check even if you are not expecting anything. At the end of the academic year, students who are not returning to University College should ensure that they inform anyone who may send post to them, of their new address. Post for those not returning to Writtle will be sent back to sender. Students returning to University College and wishing to receive mail should give their summer address to anyone who may send mail to them. The University College cannot send post onto students over the summer, however it will be held until you return in the autumn.

Postgraduate Students

Postgraduate students who wish to continue to live on campus over the summer (i.e. from June -August) will need to apply to the [Accommodation Office](#) for a room, no later than the end of April. Please note that separate charges apply over the summer and you may be asked to move to a different hall, not necessarily at the same level of accommodation you were currently living in. Rooms for the summer period will only initially be available until the end of August. A further application will be required if you need to stay in halls for a further period and any accommodation offer will be subject to availability and cannot be guaranteed.

As an alternative the [Accommodation Office](#) can provide lists of alternative summer accommodation off campus in shared housing (sharing with other students) or lodgings (renting a room in a house and living with the owner).

Recreation Centre / BAA

The University College Baa is where students and staff can come and relax, have a drink and a chat. The Baa is regulated by national legislation and therefore under 18s are unable to be served any alcohol. The Baa is open from 12pm, every day until around midnight.



The Recreation Centre is located near the BAA (main bar for social events) on the main campus. The Recreation Centre has Squash Courts, a Sports Hall and a Fitness Suite which can all be used by students. If you wish to find out any information about any of these facilities then please speak to the [Sports Co-ordinator](#)

Recycling – Saving Energy

Writtle University College encourages students to use the recycling facilities around the campus. Students are also asked to consider energy efficiency in every aspect of their lives at the University College. Re-cycling bins are located in all kitchens/common rooms. Residents are expected to sort their own rubbish into the appropriate recycling bins in the kitchen/common rooms.

CLEANING STAFF ARE NOT EXPECTED TO SORT THE WASTE.

Cleaners are responsible for removing all pre-sorted waste from Halls and place it in the correct council bin for collection. Items for recycling such as bottles/cans etc. should be clean. It is particularly important that cardboard is not contaminated so food cartons such as pizza boxes cannot be recycled. It is not acceptable to litter the campus, or to leave recycling around the halls where it could become a trip or fire hazard. If a bank is full, items for recycling should be disposed of with general rubbish.

Repairs / Maintenance / Refurbishment

If you need any repair in your room or other area of your hall you should:

- report this via the Property Request Tracker (PRT – available via MyWi)
- Please be as specific as possible – i.e. location of light/socket – especially if there is more than one.
- Remember to put in your room number!
- The request goes direct to the Property Office who will allocate the job to the appropriate staff member/department.
- The request will be copied back to you so you know it has been received and allocated.
- The job will be actioned as soon as possible – often the same day – but jobs will be prioritised – especially at peak times.
- Advance notice for entering rooms will **not** usually be given for faults reported via PRT.
- You will get a copy of the “closed” request once the job has been completed.
- If there are still concerns or if a problem remains un-resolved, please contact the [Accommodation Office](#) in the first instance.

The office will liaise with the [Property Department](#) to try to progress the issue. We will keep you informed as much as we can.
- Certain jobs, i.e. electrical, boiler repairs, pest control – are dealt with by contractors - it can take time to get them in and for the repair to be actioned however, we will seek to do this as soon as possible and keep you informed.
- Larger scale repairs may have to be put out to tender and it may not be possible to action them straight away.

- In order to progress works and to improve facilities, some work may take place during the academic year – at all times we will keep you informed and endeavour to keep disruption to a minimum. Where appropriate, adequate, suitable alternative facilities will be made available.
- Where it is necessary for maintenance work to be carried out and access to your room is needed, we will give you 7 days notice, or 24 hours notice in the case of an emergency.

In exceptional circumstances, the University College may require students to move temporarily or permanently to an alternative room/hall. Where this happens, no additional rent will be charged.

Damage to your room or done elsewhere by you or your guest/s will be charged to you. If the individual/s responsible for the damage to communal areas cannot be identified then, unless you can prove that you were not responsible, the cost will be distributed between all residents who would normally use the space in which the damage has occurred i.e. in your corridor, shower/toilets or in your common room.

Out of hours maintenance issues

To report maintenance issues out of office hours, please use the PRT System. Your request will be looked at and allocated the next working day. In an emergency situation, please contact the Duty Warden on 07880 557 796, and they will be able to contact the Duty Officer. If necessary, alternative accommodation can be arranged until the issue is resolved.

Infestations

To report infestations of pests, for example ants, wasps etc, please use the PRT system. This will be dealt with as soon as possible.

Room Moves

If you are not happy with your room and wish to move, please complete a room move form, which is available on Moodle under the Accommodation section. If a move is possible, a £25 administration charge will be made for work associated with the move. Please note that a room move will not be considered for the first few weeks of the main residential session unless there are extenuating or exceptional circumstances. Where a room move is agreed, you will be given two days to move. Where the keys to your previous room are not returned within two days, the University College reserves the right to charge for occupancy of both rooms until the key is returned.



Safe

Every room has a safe fitted, please ensure it is used for valuables.

(4 x AA batteries required).

HOW TO USE YOUR SAFE – Setting your personal combination:

If the door is locked you will need to contact the Accommodation Office for a key to open the safe, you will then be able to set your combination. If the door is open, please follow these instructions:

1. On the inner hinge side of the door, you will find a RED button, GENTLY press this button once, a bleeper will sound and a YELLOW light will show at the top of the panel.
2. Now you can enter the number that you wish to have as your combination (up to a maximum of 8 digits)
3. To finish setting your combination you must press either A or B button (remember to include this letter at the end of your combination when unlocking your safe).
4. After pressing the A or B button you will hear two bleeps, this indicates that your combination has been accepted. You are now able to use your safe.
5. If your combination has not been accepted, the **YELLOW** light will flash and you will hear three bleeps.
6. Press the RED button and repeat the above procedure. If the first combination was invalid, try a new combination.
7. To open your safe, enter the combination (including letter A or B). The green light will show, now turn the handle. To lock the safe turn the handle.

Security

Although the University College has very few incidents of theft or damage, everyone should take sensible precautions.

- Make sure you don't give someone the opportunity to enter your property and take your belongings. Whenever you leave your room, make sure your windows and doors are securely locked. Remember that if you leave front doors or windows open, this is an open invitation for an opportunist thief.
- Students should not allow food delivery or other delivery persons to enter the halls. Please arrange to collect any deliveries at the hall entrance.
- Tailgating is allowing someone (or being followed by someone) you don't know into student halls. If you don't know someone, don't feel bad about not letting them in and asking them to contact the person they know in the hall. It may seem rude not to hold the door for people, but students who live in the building will understand and won't be offended!
- There is CCTV in many areas, but not everywhere. Be vigilant and report any suspicious activities or persons to a member of staff.
- Avoid leaving notes on your door saying, 'I'm out!' (or similar).
- Don't leave money or credit cards lying around - all bedrooms now have a safe so please use it.

Shopping

The village has a Co-op supermarket, a Fish and Chip shop, Post Office, pubs and restaurants. A large Tesco supermarket is 5 minutes' drive away. Chelmsford is a lively shopping centre with all the usual high street shops and banks as well as a Tesco supermarket. The bus stop for Chelmsford is also in the village.



PLEASE DO NOT ARRANGE FOR INTERNET FOOD DELIVERIES TO BE MADE TO THE COLLEGE UNLESS YOU CAN GUARANTEE THAT THE SUPERMARKET CAN CONTACT YOU TO MAKE THE DELIVERY!

Smoking

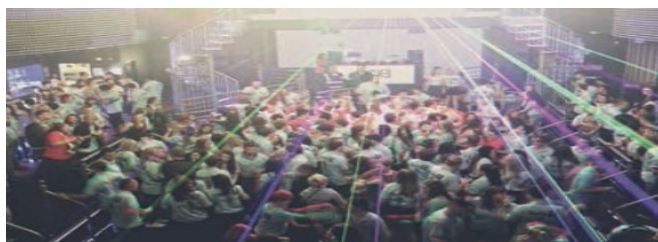
In line with legislation, all buildings at Writtle University College are non-smoking. This includes entrance ways and Halls of Residence. Smokers may smoke in designated smoking areas only and are required to respect the



environment by disposing of cigarette butts in the receptacles provided. Students who ignore these rules face disciplinary action, including loss of halls place.

Social Activities

The BAA (the name for the main College bar) is



located in the Recreation Centre and is the venue for most University College social events including RAG (Raise and Give) charity events, sports functions and SU social nights as well as the Christmas Ball and other special events.

Storage

The University College regrets that it cannot provide storage facilities at any time. The nearest storage facility is Big Yellow Warehouse, about 5 minutes' drive from the College. Telephone 01245 494954 www.bigyellow.co.uk/students

Students may be able to obtain a discount on production of a current student ID card. There are other storage companies in Chelmsford – further information can be found on the internet—or try www.lovespace.co.uk.



Students' Union

The Students' Union Office is located inside the rear entrance of the main building (north end). Details of open hours are displayed. They have an open door policy during term time and you are always welcome to call in to discuss your issues, be they academic, welfare or anything else or just call in for a chat. Post, cycle and locker keys and NUS cards are available from this office.



Tariff of Charges

Details	Tariff	Details
Lock out from room	£10 per time	Charge for repeated lock outs or calls after midnight.
Warden call out	£25 per time	Repeated, unnecessary or malicious call out of wardens after 11pm.
Key Replacement	£25	Charge per key. (No charge if keys returned within 7 days).
Lock Replacement	£75	Cost for replacement of lock/core (keys not included).
Excessive cleaning	£30	Charge made per item for cleaning over and above normal cleaning requirements, including (but not limited to): Removal of rubbish above normal daily quantities Washing up Cleaning of left spillages (including those on hobs). Deliberate damage Carpet cleaning above normal wear and tear Antisocial cleaning (vomit/urine/faeces)
Breach of Vehicle Regulations	£25 per offence	Persistent offenders will be subject to disciplinary action which may include a fine and/or vehicle ban.
Other breaches in Regulations for Students in Residence or any other University College Regulations	£25 Admin charges will be added for repeated offences and/or non payment of charge	Charges may relate to Excessive noise, especially before 8 am and after 11 pm or during exam times leaving cycles in halls unreasonable conduct or anti social behaviour of student or their guest or any other breaches in University College regulations
Tampering with Fire Equipment or other breaches in matters relating to Health and Safety	£100 plus the cost of re-commissioning any fire equipment.	Tampering with any fire equipment (which includes propping open fire doors) is a criminal offence. ANYONE FOUND TO BE RESPONSIBLE WILL BE ASKED TO LEAVE HALLS.
Damage to halls including communal areas	Cost of damages or replacement including labour and VAT + £25 admin costs	Damages caused by a student's guest/s will be charged to the student. Charge to individual or to floor/flat/hall where after reasonable endeavour, the University College is unable to identify the individual/s responsible.
Labour costs	£25.00 per hour (minimum charge 1 hour)	Charges for work/labour over and above routine day to day requirements.
Smoking in non designated smoking area	£50 (first breach) £100 subsequent breaches	Charge for being in breach of smoking laws and in breach of University College Regulations. (note – residents risk losing their halls place if they smoke in or near halls of residence including entrances).
Non-payment of hall fees	£25 Administration charge	Charges imposed per time for repeated reminders where fees not paid by the dates indicated or Delayed Payment Date (DPD) not agreed.
Administration charges for any of the above + excessive, repeated administration or workload	£25.00	Charges (per time) for costs involved in administration and investigation of incidents or in relation to any of the above.

Students may be charged for the offence plus administration charges. The University College has an appeals procedure. Details can be found in the University College Student Handbooks.

Transport

The University College operates a minibus service morning and evenings to and from the main campus to Cow Watering Lane and to Chelmsford Railway and Bus stations. For further information email transport@writtle.ac.uk



Public Transport

Buses run from the village into Chelmsford at around 15 minute intervals ([First Bus](#)). Regal Busways operates a bus service from outside the College to/from Canvey Island calling at Chelmsford. Visit www.regalbusways.com for timetable details.

TV Licence



Not all halls have a TV aerial socket in the room and signal quality cannot be guaranteed. You may wish to wait before deciding to bring a TV and buying a licence – a lot of students choose to watch TV via the internet or watch DVD's.

If you do decide to bring a TV or any other device to receive or record TV programmes (VCR, set top box or a PC with a broadcast card, laptop, etc.), you must have a licence. You are not covered by a licence at home. This also applies if you place a TV in the Common Room. You may be able to claim back fees for the summer period when you are back at home. Visit www.tvlicensing.co.uk/students for full details.

Vacating Halls

Students who wish to leave halls before the end of the agreed Residential Session (as detailed in the Offer Letter) will be subject to the terms and conditions of the Occupancy Agreement and should discuss this with the Accommodation Office. If you are leaving halls at the end of the Residential Session, you must vacate your room no later than 10am on the date indicated on your Offer Letter, there will be no exceptions. Students who have to book flights home should make sure that they book their flights accordingly.

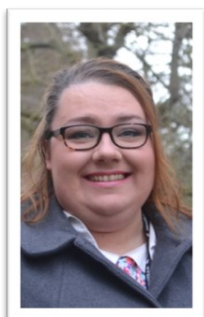
All students who are vacating halls at any time must ensure that all rubbish is removed and the room left clean and tidy and all furniture returned to its original place. Charges will be made for the removal of rubbish and excessive cleaning or moving of furniture. Remember to return your key. Some students may be required to move to a different room for the last few weeks of their stay. We will endeavour to keep these moves to a minimum and to advise you in good time if this is necessary. In all cases (other than those where an additional period in halls has been agreed) there will be no additional cost to the student and, where the move is to a lower band room, the appropriate refund will be made.

The damage deposit that you paid when applying for Halls will be refunded within 28 days of your departure once rooms and returned keys have been checked.

Wardens

Duty Warden's Mobile: 07880 557796 (out of office hours only)

Wardens Flats are located in the following Halls:



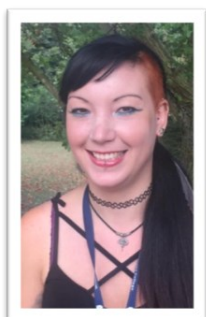
Strutt House

Tracey Coop
Senior Warden
Tabor 1 Flat



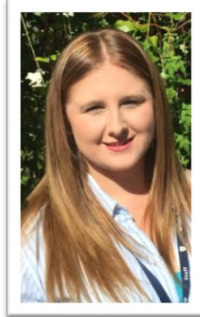
Ground Floor Tabor 1

Roy Browne
Deputy Senior
Warden



North end Strutt

**Hannah
Scott-Browne**
Warden



First Floor Hamilton 1

Sarah Guffogg
Warden
Hamilton 1 flat



First floor Gill

Jamie Finch
Warden
Gill Flat

Welfare

Writtle University College is a friendly place to be and quite often, any problems you may be experiencing are the same for others too. Don't suffer in silence. Each hall has a Student Representative (usually a 2nd or 3rd year student) who will be happy to help as well as the Senior and Hall Warden. The [Accommodation Office](#) has staff who are experienced at listening to and helping students with difficulties. There is a [Welfare Officer](#) based in Learner Services, and the University College can also advise on Counselling Services (see Counselling). All you have to do is talk to someone. Staff are more than happy to speak with you privately and in confidence.

Useful Contacts

Internal

Accommodation -

accommodation@writtle.ac.uk

Careers -

careers@writtle.ac.uk

Catering -

writtle@caterlinkltd.co.uk

Children's Nursery -

kiddiwrittlecollege@childcare.uk.com

Reception -

info@writtle.ac.uk

Finance -

finance.office@writtle.ac.uk

Information Services Support Desk -

supportdesk@writtle.ac.uk

Learner Services -

student.support@writtle.ac.uk

Marketing -

marketing@writtle.ac.uk

Media Resources -

media.resources@writtle.ac.uk

Registry and Admissions -

admissions@writtle.ac.uk

Sports and Fitness Coordinator -

sports.coordinator@writtle.ac.uk

Students' Union (SU) -

student.union@writtle.ac.uk

Transport -

transport@writtle.ac.uk

External

Citizens Advice Bureau -

www.chelmsfordcab.org

01245 205656

Doctors Surgery

www.writtle.gpsurgery.net

01245 421205

Environmental health –

www.chelmsford.gov.uk/contact-planning-and-environment

01245 606437

Essex County Fire and Rescue Service (non emergency contact no): 01376 576000

Essex Police (non emergency enquiries): 101

First Bus

www.firstgroup.com/ukbus/essex

0345 6020121

Taxis

Chelmsford Taxibus

www.chelmsfordtaxibus.co.uk

01245 350350

A1 Cars

www.a1carschelmsford.com

01245 838383

Trains

www.nationalrail.co.uk

08457 484950

REGULATIONS FOR STUDENTS IN RESIDENCE

These Regulations have been drawn up to serve the best interests of all members of the residential community with regard to their safety, protection and well-being. Students and their guests are therefore required to abide by these regulations at all times.

<p>ALCOHOL – Alcohol is permitted but students are not allowed to take their own drinks into the Bar. Students who are under 18 are not allowed to purchase or drink alcohol and over 18's are not permitted to provide it for them. Students are asked to drink sensibly and not allow the effects of drinking alcohol to disturb others.</p>
<p>CARS – Students with cars or motorbikes must register their vehicles and obtain a parking permit in order to park on campus. Parking is only permitted in areas designated as student parking. Students are required to comply with the Campus Vehicle Regulations and drive with extreme care at all times.</p>
<p>CLEANING – Residents are required to keep their study rooms tidy, especially over the holiday periods, to allow cleaning to take place. Common rooms and public areas must also be left in a tidy/clean condition. Dirty crockery should be washed up and not be left lying around. Kitchen surfaces should be wiped clean, spillages cleaned up and rubbish placed in the bins provided. A charge will be made for any excessive cleaning. The University College reserves the right to dispose of any dirty crockery that is not cleaned or removed within 48 hours.</p>
<p>CYCLES - Cycles may not be kept in bedrooms or anywhere else within the halls. Cycles should only be stored in cycle racks or secure cycle cages available via the Student Union Office.</p>
<p>CONDUCT - A reasonable standard of behaviour is required in the Halls of Residence. Any behaviour likely to cause offence or disturbance to others is not acceptable at any time.</p>
<p>DAMAGE - Residents will be held responsible for the condition of their room and hall and will be required to pay for any damage or unacceptable condition, whether caused by themselves or their guests. This includes damage to common areas. Un-attributed damage will be shared between residents of the floor/hall. Residents should report any damage or faults to the Accommodation Office as soon as possible. Any faults or damage likely to be a risk to Health and Safety should be reported immediately to the Accommodation Office (or Duty Warden if outside office hours).</p>
<p>DRUGS - The use of any form of prohibited substance, including cannabis is strictly forbidden anywhere on campus. Any student involved in the use of a prohibited substance will face disciplinary action.</p>
<p>ELECTRICAL SAFETY - Any item of electrical equipment brought into halls must be correctly fused and safe to use. If required, only fused single or multi-gang socket leads may be used in study rooms. For Health & Safety reasons, students are not permitted to use any cooking or heating appliances, other than those supplied by the University College for use in the Common Room. Cooking or heating appliances must not be used in study rooms or corridors or placed in common rooms/kitchens for others to use. Students must ensure that any electrical appliance they bring onto campus is safe and complies with the current electrical safety standards. Appliances from overseas must be used with the correct adaptor. The Property & Facilities Team may carry out checks on electrical appliances and will remove any appliance considered to be unsafe. Students can request an electrical check on electrical equipment if they have concerns.</p>
<p>FIRE SAFETY - Interference with any fire fighting equipment is a criminal offence and any student involved will face disciplinary action, which may include the loss of hall place and a substantial fine. Interference includes, but is not limited to,</p> <ul style="list-style-type: none"> the removal from their location or the activation of fire extinguishers, removal of Fire Extinguisher Anti Tamper Seals, the unwarranted activation of the fire detector or alarms, the covering of smoke detectors, the tampering with or wedging open of fire doors, removal of safety signage, obstruction of corridors and exit routes. <p>The use of items likely to be a fire risk are not permitted, this includes, but is not limited to:</p> <ul style="list-style-type: none"> candles, joss sticks and other ignitable material or naked flame plug in air fresheners decorative fairy/Christmas lights fireworks petrol, paraffin, bottled gas, pressurised gas canisters, oil (including oil filled radiators) or other dangerous materials inflatable items i.e. chairs, cushions <p>The University College reserves the right to confiscate any items it considers a Health and Safety risk.</p> <p>All Halls of Residence are NON SMOKING.</p>

REGULATIONS FOR STUDENTS IN RESIDENCECONTINUED

FURNITURE/BEDDING

Items of furniture or equipment must not be removed from the bedrooms or common rooms. The appropriate linen must be used on beds and must be changed and laundered frequently. Curtains must not be removed or replaced.

GUESTS - Residents are permitted to have an occasional guest to stay in their room (no more than one person at a time, no more than 10 nights per term, no more than 3 consecutive nights) and there should be no disruption to other residents. Guests who are under 18 years of age are not permitted. If you wish to have a guest stay, you should complete a Guest Form (available on Moodle) and hand it to the Accommodation Office or Hall Warden. There must be no inconvenience to other residents and the student must accept full responsibility for the actions of their guest. On no account should guests sleep in common rooms or other communal areas.

HEALTH – All resident students must register with the Writtle Surgery.

INTERNET - All halls have internet access provided on a best endeavours basis. Students must adhere to the IS & T Usage policy for usage restrictions.

NOISE - It is a civil offence to cause unreasonable noise before 8 am or after 11 pm and residents must ensure that they do not behave anti-socially or cause unacceptable disturbance to other residents at any time whether by shouting, loud music or with motor vehicles. This is especially relevant during study and exam periods. Music must not be audible outside the room in which the equipment is located. The University College reserves the right to confiscate music equipment (or any other equipment) causing a disturbance to other residents.

OBSCENE or ABUSIVE MATERIAL – Students must show respect for others and not display material of an obscene nature where people may see it and be offended (i.e. cleaning staff, visitors, other students). Students should also be aware of the I.S. usage policy in this regard. It is against University College regulations to make derogatory remarks about the University College, its staff or other students in any form, including on social networking sites.

PETS - Residents are not permitted to have or to keep **any** pets within the Halls of Residence or elsewhere on campus.

RECYCLING – All residents will be responsible for their own recycling by emptying bins appropriately into the correct receptacle in the kitchen / common rooms. Cleaning staff are NOT responsible for sorting recycling.

SECURITY - Every resident has a responsibility for security and should ensure that external and corridor doors are not wedged open to prevent unauthorised access. Bedroom doors and windows should be secured when residents are not in their room. A charge will be made for the replacement of room keys/locks. Safes are provided in all rooms and should be used to secure valuable items.

Writtle University College does not accept liability for the loss or damage to any personal items on University College premises, other than any loss caused by the University Colleges own negligence. Residents should consider insuring their personal possessions.

SMOKING – All University College buildings including all Halls of Residence are **NON-SMOKING**. It is not permitted to smoke in, or near buildings or to cause litter with cigarette butts. Smokers should use one of the designated smoking areas provided. Breaches in this regulation will result in disciplinary action which may include a fine and loss of halls place. The rules relating to smoking must be strictly observed by residents and their guests and equally apply to electronic cigarettes.

WEAPONS - **No weapons of any kind** (including, but not limited to, knives, blades, air rifles) may be brought onto the campus. Weapons registered to gun club users must be registered with the Sports Co-ordinator responsible and stored in a locked cabinet in the Recreation Centre. On no account should any weapons be stored at any time, anywhere in Halls of Residence or elsewhere on campus.

Failure to comply with any of these Regulations or the Residents' Charter will result in disciplinary action, which may include a loss of hall place and/or charges. Writtle University College reserves the right to impose charges to recover the cost of damages and for any excessive cleaning, wardening or administration that maybe required as a result of non-compliance with these regulations.

**OCCUPANCY LICENCE AGREEMENT
STUDENTS IN RESIDENCE**

Please read this Agreement carefully. It is a formal document intended to create legally binding obligations and you must ensure you understand it before you sign. You should read it in conjunction with the Offer Letter which details the Residential Session and Hall Fees and the documents as detailed at the end of this Agreement. You cannot terminate this Agreement early except in very limited circumstances and you will be held responsible for the payment of the Hall Fees for the whole period of this Licence.

Licence

1. Writtle University College ("WUC") allows students to occupy rooms in Halls of Residence on the understanding that they are enrolled on and attending a full time course of study at WUC. In this Licence Agreement the student is a Licensee and WUC is the Licensor. As a Licensee, the student is given a contractual right to occupy the room but not as a Tenant. As a Licensee, the student has no legal interest in the property.

Acceptance of Place

2. By accepting a place in a Hall of Residence at WUC, you agree to the conditions detailed in this document. Your acceptance will be confirmed by you paying the Deposit, signing and returning the Agreement, taking the key or moving in (whichever is first).
3. You accept a place in halls for the Residential Session (as set out in the Offer Letter) and you will be liable for the full Hall Fees (as set out in the Offer Letter) for that entire period, including any periods when you are away from the University College due to work experience, job shadowing, study tours, illness etc.

Deposit

4. You agree to pay a £225.00 fee to secure your place in hall, which comprises a £25.00 non-refundable administration charge ("Administration Charge") and a £200.00 deposit ("Deposit"), which will, on your occupation of the room, become a damage deposit.
5. Providing all Hall Fees have been paid, the Deposit will be refunded at the end of the Residential Session less any deductions made for damage or excessive cleaning or to offset any outstanding fees, fines or other charges due to WUC.
6. If you do not take occupation of the room or if you terminate this Agreement early (except if you terminate in accordance with clause 19 below), the Deposit will not be refunded.

Hall Fees

7. You agree to pay the Hall Fees when invoiced in full by the due date shown. Failure to pay the Hall Fees on time will result in the imposition of an administration charge of £25 per time for reminders for late payment of fees which will be levied unless exemption is granted by WUC.

8. If you are unable to pay your Hall Fees in full and by the due date, you agree to inform the Accommodation Office in person, no later than the payment due date on the invoice in order to avoid late payment administration charges.

Meals

9. Hall Fees include a meal allowance equivalent to up to 10 meals per week (assumes meal deals) during term time. Allowances are added every 4 weeks (pro rata if applicable – no cash equivalent). If you choose not to use your meal allowance, you will not be entitled to any refund.

Your Obligations

10. You agree to abide by the Regulations for Students Living in Halls of Residence and the Residents' Charter published in the Residents Handbook, available on the website. Charges may be imposed for breaches in WUC Regulations and serious breaches may result in WUC terminating this Agreement early.
11. The allocated place in halls is for your use only and other persons are not permitted to make use of the place at any time, including any periods you are absent. You must not sublet or in any way allow any other person to be in joint occupation (except for the authorised occupier of a shared room). Guests are permitted for limited periods only (as detailed in the Residents' Handbook) and residents may be charged for unauthorised guests.
12. You must not use any WUC premises or address for business purposes.
13. You agree to vacate the room no later than the last date of the Residential Session and return your key to the Accommodation Office. You must leave the room in a clean and tidy condition with furniture in its original place and remove all personal possessions. Charges will apply for damage, excessive cleaning or removal of rubbish and for non-return of keys.
14. You must pay the reasonable cost of repairing any damage to the halls or WUC property that you or your guests are responsible for. If the damage is to a common area for which you share responsibility, you must pay a fair share of the reasonable cost of repair or replacement unless you can show that on the balance of probabilities you were not responsible.
15. You must give us access to your room for the following purposes:
 - (i) To clean, repair or maintain the room or building;
 - (ii) To abate a nuisance;
 - (iii) To deal with an emergency;
 - (iv) If you have not responded to our requests to make contact; or
 - (v) In the opinion of WUC there is reasonable cause to suspect breach of WUC Regulations that may impact on the Health and Safety of yourself or others;
 - (vi) For any other reasonable purpose connected with the management of the halls.

WUC's Obligations

16. WUC will use all reasonable endeavours to provide you with the room allocated to you.
17. WUC will keep the Halls of Residence insured against loss or damage by fire and such other risks as we may think necessary. Please note we do not insure your personal possessions and you are responsible for arranging this.
18. Except in an emergency or for routine cleaning or repairs you have reported, WUC will give you at least 24 hours' notice before entering your room.

Room Changes

19. If you ask to move to a different room or hall and this is agreed by the Accommodation Office, a fee of £25 must be paid to cover the costs associated with the move. You will be invoiced for any increase in fees appropriate to the new room, or if applicable, a refund will be given.
20. In exceptional circumstances, WUC may require you to move to a different room or hall at their discretion. Such moves may apply to students who are having difficulty paying and who would benefit from a lower rate of hall fee. In such an event you will not incur any increase in fees even if the standard of room is at a higher tariff. Where the standard of room is at a lower tariff you will receive the appropriate refund.
21. If you share a double room and one occupant vacates, you may be asked to move to a single occupancy room in halls, if available. Where the standard of the room is at a lower tariff you will receive the appropriate refund. If you decide to stay in the double room, the fee will become that of a large single en-suite and you will be required to pay the increased rate from the date the second occupant vacates. If a single occupancy room is not available, you may remain in the double room at the current rate but WUC reserves the right to require you to move when a single occupancy room becomes available.

Termination of Agreement

22. When you accept the Agreement you make a commitment for the whole of the Residential Session as detailed in the Offer Letter and you remain liable for the Hall Fees for this entire period if:
 - (i) You do not move into halls after accepting a place; or
 - (ii) You decide to leave halls voluntarily; or
 - (iii) You are required to leave halls on disciplinary grounds (you will be required to leave halls as directed by the Accommodation Manager and/or the Senior Warden).
23. **Before the start of the Residential Session**, if you have not moved into halls, WUC will agree termination of this Agreement only in the following limited circumstances:
 - (i) You tell WUC that you no longer wish to take up your room in halls within 14 days of accepting the offer of a place;
 - (ii) You are unable to begin, or continue studies at WUC. In which case you must notify WUC in writing by 1st September or within 7 days of acceptance if you accept a room in halls after this date;

- (iii) There are proven extenuating circumstances and cancellation of the Agreement is agreed by WUC.

Provided you have informed the Accommodation Office in writing by the deadlines indicated, you will receive a refund of the £200 Deposit and Hall Fees, where paid.

24. In the unlikely event that WUC cancels your place in halls before you take up residency, you will receive the return of the Deposit together with the Administration Charge and any Hall Fees paid.
25. **After the start of the Residential Session** or, if you have moved into halls (whichever is soonest) WUC will agree termination of this Agreement in the following limited circumstances only if:
- (i) you withdraw from your studies; or
 - (ii) your place in halls is withdrawn because, in the reasonable opinion of WUC, remaining in halls would be detrimental to your health or welfare or the health or welfare of others; or
 - (iii) there are proven extenuating circumstances which prevent you from living in halls, which are agreed by WUC. In this situation you should write a Letter of Appeal, addressed to the Accommodation Office, detailing the circumstances and evidence must be provided to support your request for release. Requests relating to financial difficulties would not normally be considered and WUC may offer a cheaper room if available.

If release is agreed, you will be required to vacate your room within 1 week and will be required to pay for the weeks up to your departure* plus 4 weeks (calculated Monday – Sunday) or to the end of the Residential Session, whichever is the lesser. (*Departure will be assumed from the date the room is cleared and keys returned). If a replacement occupant can be found, you will be liable for the Hall Fees up to the date the new occupant takes over payments and a £25 administration charge will be levied. Providing WUC has no other vacancies, you may propose a replacement occupant to the Accommodation Office. This must be a student registered at WUC who is not already in residence (or on the waiting list), who does not have accommodation fee debts and who is acceptable to WUC. WUC shall be entitled to place such person on the reserve waiting list.

26. WUC will only replace you with a person on the waiting list (where one exists);
- (i) After 1st September;
 - (ii) Providing WUC has no other vacancies; and
 - (iii) Providing that to do so would not cause a loss of income to WUC.

At all times it is your responsibility to ensure that the Accommodation Office has been informed in writing of your intentions.

Notice to Quit (NTQ)

27. WUC may terminate this Agreement by serving a Notice to Quit if:

- (i) without authorisation, any payment of Hall Fees is overdue;
- (ii) you or your visitors are in breach of any of these terms and conditions;
- (iii) you are in breach of disciplinary regulations/Regulations for Students in Residence;
- (iv) you are considered a danger or risk to yourself or others; or
- (v) you are no longer attending lectures.

28. Once you have received a NTQ you must vacate your room within the time stated. You will remain liable for the Hall Fees for the remainder of the Residential Session.
29. Any charges incurred with the collection of debt or the issuing of a NTQ will be passed onto you, including solicitors' charges and court costs.
30. WUC has an appeals procedure – details can be found in the Student Handbook or you can ask the Accommodation Office.

Limit of Liability

31. WUC does not accept liability for the loss of or damage to any personal possessions on campus, other than that resulting from WUC's own negligence. WUC recommends that students make sure their personal possessions are insured during their stay at Writtle.

Data Protection

32. By accepting this Agreement, you agree that all data supplied to WUC can be shared with other departments in the University College and to third parties if it is reasonable for us to do so. This includes for the purposes of debt recovery or crime prevention/detection and providing the local authority with a list of students in halls for the purpose of supporting the process of student exemptions for Council Tax and Voting Register.

Every effort is made to ensure that the information in this guide is correct. Writtle University College does not accept liability for any errors or omissions and reserves the right to make changes.

The websites referred to in this handbook are provided for reference only. With the exclusion of its own website, Writtle University College does not operate these sites and is not responsible for their content. Furthermore, inclusion of these sites does not imply any recommendation or endorsement of services provided or material contained on such websites.



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