

Halls of Residence Handbook 2017-2018



OFFER LETTER • LICENCE TO OCCUPY ACCOMMODATION (CONTRACT) • HALLS RULES AND REGULATIONS • ACCOMMODATION INFORMATION





Our accommodation provides everything that you need to feel happy and settled while studying at Loughborough College. Our Accommodation Team have experience helping thousands of students who choose to move away from home and are on call 24 hours a day.

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Offer Letter

Dear Student

Re: Offer of a room in a Loughborough College Hall of Residence 2017/18

We are pleased to offer you a room in a hall of residence. The exact details of the offer, including the hall and room number, accommodation fees and occupancy periods, are detailed on the Attached Allocation Notice and Licence to Occupy Accommodation Agreement (Contract) along with this Handbook. Before you accept the offer, it is very important that you read and understand the details of the offer, contractual agreement terms and conditions, hall regulations, payment terms and conditions, and general information contained in this handbook. In particular, you should note the following:

If you decide to accept this offer, you must complete and sign the attached Licence to Occupy Accommodation (Contract) and complete the Arrival Notification Form, and return them within 7 days of the email sent date to: The Accommodation Service, Loughborough College, Radmoor Road, Loughborough, LE11 3BT. Failure to respond within 7 days may result in the room being cancelled for reallocation to students on the waiting list.

If your offer commences at the start of the of the 2017/18 academic year, you will be required to pay the accommodation fees for Term 1 in full. If you are waiting for funding, you will be expected to make a £500 minimum payment and then make arrangements for further payments to be made by direct debit before collecting your keys and moving in. If you are an international student, you will be expected to pay the full contractual period accommodation fees before collecting your keys and moving in. Accommodation fees are due in September, January and April. If you are a late arrival, you will be expected to pay the remainder of fees for the term you arrive in before your keys are issued. Payment can be made in person, by direct debit, by cheque or credit/debit card. Cheque payments should be made payable to "Loughborough College".

If you are using your student loan to pay your accommodation fees, you are strongly advised to pay your fees termly and to confirm the loan arrangements to the Accommodation Service Team by providing a copy of the Loan Payment Schedule on arrival.

To make arrangements to pay your accommodation fees by direct debit or for any other accommodation fee payment enquiries, you should contact the Finance Service Team using the contact details below:

In person to the Finance Representative in The Hub, Loughborough College, Radmoor Road, Loughborough, LE11 3BT.

By phone to the Finance Service Team using **01509 618316** or **01509 618306**

By email to the Finance Service Team **sara.cook@loucoll.ac.uk** or **donna.jones@loucoll.ac.uk**

Please take note of the accommodation fees due dates detailed in Section 2.3 on page 7 of this booklet.

We look forward to welcoming you to the halls of residence and wish you every success in your studies at Loughborough College. If you have any queries regarding your allocation, please contact the Accommodation Service Team, **accommodation@loucoll.ac.uk** or **0844 3320206**.

Cheryl M. Darnell - Hayes
Accommodation and Cleaning Services Manager

The premises are being provided for the purpose of enabling the student to attend a designated full-time course at Loughborough College and consequently this Licence (Contract) does not create a secure tenancy being exempt by virtue of Paragraph 10 of Schedule One of the Housing Act 1985.

The accommodation in the Hall which the College may allocate to the student is in accordance with the terms of this Licence. By this agreement the college grants the student a Licence to Occupy the accommodation for a period of 43 weeks within the academic year:

Commencing on Sunday September 3rd 2017.

Ending on Saturday 30 June 2018, rooms to be vacated by 10am Sunday July 1st 2018.

(If you need to stay longer than Sunday July 1st 2018, extensions to the 43-week agreement can be applied for by contacting the Accommodation Service Team)

- The agreed cost is due in full on arrival, prior to the keys being issued, and subsequent terms fees are due on the payment dates detailed in Section 2.3 on page 7 of this booklet.

Term 1	3rd September 2017–6th January 2018	18 weeks
Term 2	7th January 2018–27th April 2017	13 weeks
Term 3	8th April 2018–30th June 2018	12 weeks
		43 weeks total

- Other forms of payment agreed with the Finance Officer must be paid on or before the stipulated date. All outstanding debts or fines must be paid by the student before the end of the academic year. If debts remain outstanding academic progress may be prevented and debt recovery procedures will be applied and a process of legal action will be taken to recover monies.
- A booking fee, damage, key and door entry card deposit, and social fund payment, totalling £280, payable to Loughborough College, must be sent with the Accommodation Application Form and the Student Visits Annual Consent Medical Form.

This deposit will be forfeited if the student fails to take up the place in halls or if they leave before the end of the licence period without paying fees due in full. The deposit will be retained during occupancy and will be refunded at the end of the licence period, subject to keys being returned and no outstanding damage charges and debts, within 4 working weeks.
- The Accommodation Service is responsible for the allocation of rooms. Once rooms have been allocated, there must be no changes except with the specific consent of the Accommodation and Cleaning Services Manager. When the need arises, a student may be asked by the Accommodation and Cleaning Services Manager to move rooms or halls during the contract period.
- The premises shall be used only as a residence and no trade, profession or business shall be conducted in any halls or their grounds.
- The Licence to Occupy Accommodation Agreement (Contract) shall not be assigned or transferred; neither shall the student grant a sub-licence of the premises nor any part thereof to any other person.

- Occasionally, services can be suspended and facilities could be out of action/service due to unforeseen circumstances. Residents will be kept appropriately informed and disruption time will be kept to a minimum.
- Residents must keep their bedrooms in a tidy state and are responsible for the cleaning as described in Section 6.21 on page 34 of this booklet.
- Rooms may be inspected by a college representative at any reasonable time during the period of occupation in the course of investigating circumstances that may cause harm, injury or illegal actions. Appropriate notice will be given for routine inspections. Any resident failing to maintain their room in a clean and tidy condition could be subject to disciplinary action and may have their Licence (Contract) terminated.
- The College Student Disciplinary Procedure will be enforced on any student who fails to comply with any college regulations, or is behaving in an anti-social manner.
- The halls of residence are for resident students only. Residents must therefore ensure that they do not invite non-resident students under the age of 18 years into the halls at any time. Guests other than family members and guardians are not permitted for under-18 students at any time. All guests must be signed in and out of the hall of residence using the books located in the entrance halls.
- Residents in the over-18 halls are allowed overnight guests for up to 2 nights per week. Residents in the designated under-18 flats are not allowed overnight guests unless they are a family member or a guardian and residents have obtained permission from the Accommodation and Cleaning Services Manager. Guests of under-18 residents may stay for up to 2 nights per week. Residents must sign all overnight guests in and out of the property using the books located in the entrance halls.
- Residents are responsible for their guests, and their behaviour, and must remain with them at all times when they are on-site.
- Residents must advise Accommodation Service Staff or the Duty Accommodation Warden in advance if they are staying away from the campus overnight, and sign out of the hall of residence using the book provided in the entrance halls. Parents/Guardians of students under 18 must provide their consent for the resident to stay off-campus overnight, giving a minimum of 24 hours' notice that the student will not be in residence.
- All college premises and grounds, including the halls of residence, are completely NON-SMOKING, with the exception of the designated smoking areas. Disciplinary action will be taken against any person found smoking outside the permitted area.
- The possession, storage, consumption or association with any illegal substances on college property or grounds is forbidden. The college will inform the police of any suspected contravention of this regulation, and the College Student Disciplinary Procedure will be applied.
- Drunkenness and disorderly conduct will be subject to the College Student Disciplinary Procedure.
- Any unnecessary noise that disturbs other residents is unacceptable at any time, and will be treated as gross misconduct under the College Student Disciplinary Procedure.
- Litter must not be thrown out of windows or dropped anywhere around the campus. All waste should be disposed of in the appropriate containers in compliance with the Gables Waste Management Guidelines and **Local Authority Recycling scheme**.
- The use of radios and music centres, including those situated in cars, may cause a nuisance and disturb other residents. Their use outside the residences is not permitted unless permission is given by the Accommodation and Cleaning Services Manager .
- The installation and use of personal Wi-Fi routers is not permitted.
- No aerial or satellite dish shall be affixed to the premises without the prior consent of the Head of Estates.
- The possession and use of candles, incense sticks and other ignitable materials is forbidden, as they pose a serious risk of fire.

- The misuse of, or tampering with, fire appliances, fire notices, fire detection system and fire doors is a criminal offence and disciplinary action will be taken against those persons identified as having tampered with them.
- Stairs, passageways, exits or any means of escape from fire must be kept clear of rubbish, bicycles or other obstructions. Disciplinary action will be taken against any person responsible for obstructing fire escape routes.
- Bicycles must not be kept inside the halls of residences under any circumstances. Secure storage is provided for bicycles.
- Ball games, skateboards, hover boards and Segways are not allowed on the Gables Site. Disciplinary action will be taken against any person found playing ball games or using a skateboard on the Gables site, either in the grounds or inside any of the buildings.
- Students are not allowed to bring firearms, air weapons, imitation firearms or air weapons, BB guns, catapults, knives, incendiary devices (including fireworks), ammunition, dangerous weapons, or items that could be used as dangerous weapons (e.g. darts) into the halls or their grounds.
- The use of electrical cooking appliances (rice cookers, kettles, toasters, slow cookers, deep fat fryers etc.) is not allowed in student study bedrooms because of the serious risk of fire. Any of these items found in rooms will be removed and stored until the end of the occupancy period.
- Food and drink preparation is allowed only in the communal kitchens.
- The use of chip pans and deep fat fryers is forbidden, as they pose a serious risk of fire.
- Portable heaters of any description, cookers, freezers, fridges, tumble dryers and items of furniture other than those provided by the college are not allowed in halls. Fridges and freezers may be allowed if their necessity is supported by medical evidence or special circumstances.
- All electrical appliances brought into halls must conform to UK safety standards and will be visually inspected. There should be no more than 5 electrical items connected at any one time, as this may overload the electrical system.
- Drying and ironing of laundry is not permitted in study bedrooms. There are tumble dryers in the Gables Site Launderette, and a clothes line is situated on the grassed area behind B Block. Ironing should be done in the kitchens or the launderette.
- Pictures and posters must only be attached to notice boards provided. Charges to rectify any damage caused by attaching pictures and posters to other surfaces will be applied.
- In addition to personal items, such as clothes, footwear, toiletries and books, residents should bring with them: crockery, pots and pans, cutlery, an initial supply of food, cleaning products to use in their room, towels, bed linen (if not purchasing a pack from Loughborough College) and an iron. Residents with en-suite facilities should also bring their own toilet tissue.
- The college accepts no responsibility for the security of students' personal possessions (including bicycles and cars) brought to the college. Residents are strongly advised to insure their belongings, as they are NOT covered by the college's insurance policy.
- The keeping of pets of any species, is not allowed in halls, unless their requirement is supported by medical evidence, i.e. medical support dogs.
- Permission must be obtained from the Accommodation and Cleaning Services Manager to organise or participate in any function or party held on the premises.



**HALLS OF RESIDENCE
ACCOMMODATION LICENCE AGREEMENT (CONTRACT)**

I, the undersigned, accept a Licence to occupy accommodation (contract) in Halls of Residence at Loughborough College on the terms and conditions detailed in the Halls of Residence Handbook.

Licence Duration:	Start date	Sunday 03 September 2017
	End date	Saturday 30 June 2018
Invoice amount	£00.00	per week
Student's Name:	Student No	
Home Address		
Emergency Telephone No:		
Student Mobile No:		
e-mail address:		
Signed	
Date	
Hall	Room No	Full address below:
		The Gables Site, 115 Forest Road Loughborough Leicestershire, LE11 3NW

COPY 1 - TO BE COMPLETED, SIGNED AND RETURNED TO US **WITHIN 7 DAYS**. BY POST TO THE ACCOMMODATION SERVICE, LOUGHBOROUGH COLLEGE, RADMOOR ROAD, LOUGHBOROUGH, LEICESTERSHIRE LE11 3BT OR SCANNED AND EMAILED accommodation@loughcoll.ac.uk

COPY 2 - TO BE KEPT BY STUDENT (NOT RETURNED TO ACCOMMODATION SERVICE)

All residents are required to pay for the first term's fees prior to arrival, or on collection of keys. If there is a reason why you are not able to do this, there are a number of payment options available, which the Accommodation Service Team can explain to you. A minimum payment of £500 and an agreed arrangement for the payment by instalments will still be required before keys can will be issued to you.

You can pay your fee by credit or debit card, cash or cheque. You will be asked to pay the second and third terms' fees by Direct Debit payments. Please bring your ID with you so that the Direct Debit Mandate can be completed. Suitable ID includes a driving licence, utility bill (the address on this should be your current address) or passport.

You must also provide a bank statement in the name of the person who will be paying the fees, and that person must sign the Direct Debit Mandate either prior to your arrival or on the day you arrive.

Gables A Block—shared facilities		
Total for the year: £4,343 (43-week contract @ £101 per week)		
Term 1	£1,818	18 weeks
Term 2	£1,313	13 weeks
Term 3	£1,212	12 weeks

Gables B and C* Block—en-suite (*for under-18 students)		
Total for the year: £4,773 (43-week contract @ £111 per week)		
Term 1	£1,998	18 weeks
Term 2	£1,443	13 weeks
Term 3	£1,332	12 weeks

Gables D and E Block—en-suite		
Total for the year: £5,203 (43-week contract @ £121 per week)		
Term 1	£2,178	18 weeks
Term 2	£1,573	13 weeks
Term 3	£1,452	12 weeks

Elite Athletes Performance Centre*— Standard single en-suite (* for under-18 Elite Athletes only)		
Total for the year: £5,117 (43-week contract @ £119 per week)		
Term 1	£2,142	18 weeks
Term 2	£1,547	13 weeks
Term 3	£1,428	12 weeks

ACCOMMODATION FEES AND DUE DATES (CONTINUED)

Elite Athletes Performance Centre* – Standard single en-suite (* for under-18 Elite Athletes only)		
Total for the year: £5,375 (43-week contract @ £125 per week)		
Term 1	£2,250	18 weeks
Term 2	£1,625	13 weeks
Term 3	£1,500	12 weeks

Stan Bell Hall en-suite		
Total for the year: £5,375 (43-week contract @ £125 per week)		
Term 1	£2,250	18 weeks
Term 2	£1,625	13 weeks
Term 3	£1,500	12 weeks

Accommodation Fees Due Dates:

Term 1: Sunday 3th September 2017, or on arrival

Term 2: Monday 8th January 2018

Term 3: Monday 9th April 2018

In the event of payment being delayed without prior agreement, a 10% late payment fee may be applied.

GUARANTOR'S RESPONSIBILITIES

All accommodation applicants have been asked to provide the name of a guarantor.

The guarantor has agreed to guarantee your ability to pay the accommodation fees, along with any further payments required from damage that occurs during your tenancy.

Should there be a default on rent payments and/or failure to pay for any damage caused to the property, the college will proceed against the tenant and the guarantor for payment to be made. In the event of payment being delayed without prior agreement, a 10% late payment fee may be applied.

2.5 WITHDRAWAL FROM LICENCE TO OCCUPY ACCOMMODATION AGREEMENT

The Licence to Occupy Accommodation Agreement (Contract) is binding for the period of occupancy as specified on the agreement. The college ensures that students are informed of this prior to signing the agreement and taking occupation of their rooms.

Please note that for the purposes of Consumer Protection (Distance Selling) Regulations 2000, your right to cancel the contract ceases as soon as you take up occupancy.

The Head of Estates may discretionally terminate the Licence to Occupy Accommodation Agreement (Contract) on behalf of the college by giving not less than one week's written notice to the student in cases where the resident:

- Has broken any of the conditions of the Licence **or** committed any serious offence such as stealing, assault, using or possessing illegal substances, etc.
- Has failed to pay their rent by the due date in any period
- Has been expelled or excluded from the college, or suspended from attendance for more than one month

If a resident is under 18 years of age, the college will ensure that they are given adequate time to find alternative accommodation.

The amount due under Licence to Occupy Accommodation Agreement (Contract) will be apportioned and the resident reimbursed for any full weeks' accommodation fees already paid that fall after the date of termination.

2.6 SPECIAL CIRCUMSTANCES RELEASE

Residents wishing to terminate their Licence to Occupy Accommodation Agreement (Contract) prior to the end of their agreed occupation period should apply to be released from the contract in writing. This must be sent to the Accommodation and Cleaning Services Manager, stating in full the reasons for their request. If a change of circumstances that affects residency occurs, such as medical grounds, evidence of the change of circumstance will be required. See Section 4.2 on page 16 of this booklet for contact details.

Any accommodation fee refunds, or adjustments, will be made in full weeks only, with either the Sunday prior to the return date of the keys or the agreed academic withdrawal date, whichever is the latest, being the date used for calculating the number of full weeks fees to be refunded.



General Hall Regulations

Residents must not bring their cars with them while they stay at the Gables Site unless they have an identified off-road parking space. Loughborough College is extremely keen to contribute to reducing the number of vehicles in Loughborough town centre, and is required to comply with a Section 106 Agreement for the Gables Site, which has been agreed with Charnwood Borough Council.

Parking is therefore extremely restricted, both on- and off-site, and there will be no on-site parking available for residents other than to drop off and pick up, unless they are displaying either a Residents' Parking Permit for an identified parking space or a Disabled Persons Parking Permit (Blue Badge). Residents' Parking Permits can be purchased on a first-come first-served basis on arrival, and are issued in line with college parking and traffic policies.

The cost of a full parking permit for 17/18 is £430 for a car permit and £25 for a motorbike permit, which must be paid for in a single full payment. Each permit will identify the permit holder's allocated parking space number.

Residents must be aware of the parking regulations listed below, and they are advised that failure to observe the conditions will result in immediate disciplinary action, which could include the termination of the Licence to Occupy Accommodation Agreement (Contract) and fines in line with the college parking and traffic policies.

The college does not accept responsibility for any damage caused to vehicles.

- All vehicles must be registered with the Accommodation Service on arrival.
- Registered vehicle owners must purchase and display a full parking permit in the vehicle at all times.
- Permit holders will be assigned a car parking space and must only park their car in this space.
- Residents who secure off-site parking must inform the Accommodation Service where their assigned space is.
- Registering a vehicle with the Accommodation Service does not permit residents to park on the main college campus.
- The college does not accept responsibility for any damage caused to vehicles.
- Long-term parking in spaces assigned to residents with Blue Badge permits is not permitted at any time by residents who do not hold a Blue Badge and /or permission to park in them.
- Short-stay parking in vacant spaces assigned for residents with Blue Badge permits is permitted for drop-off and pick-up purposes only, for a maximum of 20 minutes in a 24-hour period.
- The maximum speed allowed on college roads is 5mph.
- Normal road traffic legislation applies to all college roads, e.g. seat belts must be worn and mobile phones are not to be used whilst driving.
- Learner drivers may not use the college roads or car parks to practise their driving skills.
- Any vehicle parked in the halls grounds must comply with all legal requirements of safety. Valid Road Tax, MOT Certificate and insurance documentations must be shown.
- Disciplinary action will be taken and fines will be applied for illegal or inappropriate parking of vehicles, such as parking in restricted areas, obstructing fire escape routes, obstructing access to facilities (e.g. waste bins).

3.2 BICYCLES

Bicycles still remain the best form of college transport and secure cycle storage is provided. It is advisable to insure your bicycle against theft; expensive bicycles are a favoured item for thieves. Bicycles must be stored in the cycle storage provided as they are not allowed inside the halls of residence.

Secure lockers and hoops are provided in the secure cycle store.

Contact the Accommodation Service Team for full details about applying for cycle storage
accommodation@loucoll.ac.uk



3.3 COMPLAINTS PROCEDURE AND APPEAL

We will always listen to any complaints you may have about the residence and respond accordingly. In the first instance speak with Accommodation Service staff or email SomethingToSay@loucoll.ac.uk. Remember, we can only put something right, if we know there is a problem. The college has an official complaints procedure, details of which are available from Reception, the Gables Site Office or the College website

Additionally complaints concerning the ANUK/Unipol Code of Standards and the National Minimum Standards for Accommodation of Students Under Eighteen by FE Colleges that we operate to are dealt with by external procedures. The following links will provide you with more information about the [ANUK/Unipol Code of Standards](#) Complaints Procedure and making a **complaint to Ofsted**.

3.4 DISCIPLINARY PROCEDURES

The College Disciplinary Procedure will be applied to any student not complying with the contractual obligations of living in the halls. Details of the College Disciplinary Policy for Students and Student Disciplinary Procedure are available from Reception or from the college website.

A management information system is used to inform tutors of any concerns about residents. Any non-compliance will be reported via this system as a “cause for concern (may result in disciplinary action)” for tutors and Accommodation Staff to initiate disciplinary action if required, which may ultimately affect your academic progress and residential occupancy.

3.5 INVENTORY AND DAMAGES

You have paid £280 deposit which incorporates a £50 non-refundable booking fee, £200 damage deposit, key, and door entry card deposit, and a £30 social fund contribution. Your damage deposit will be credited to your account at the end of your stay, less any deductions. Deductions will be made from your deposit for:

- Damage and extra cleaning charges to your room
- Damage and extra cleaning charges to any other areas, including communal damage, caused by yourself or guests
- Non-return of keys at the end of your stay. Residents are not permitted to cut their own keys, and replacement keys will be charged at the following rates:

INVENTORY AND DAMAGES (CONTINUED)

Room key	£50
Block key	£50
Post Box key	£20
Cycle locker key	£20
Door entry system card	£5

Residents are required to complete an inventory of the room on arrival, where any faults and defects can be recorded. Rooms will be inspected regularly and any damage recorded. Any damage caused in communal areas, where it cannot be ascertained who is responsible, will be the collective responsibility of all students living in the flat, hall or site, and will be charged accordingly.

Should the cost of rectifying any damage amount to more than £200, or should there not be enough money in your account at the end of the licence period, you will be invoiced for the additional charges.

Deposits will be returned within 4 working weeks of the Licence to Occupy Accommodation Agreement (Contract) end date, providing you have no outstanding debts with the college. Any disputes regarding deposit refunds should be emailed to the Accommodation Service Team on accommodation@loucoll.ac.uk before September 30th 2018, otherwise it will assumed that you accept the charges. Any disputes received after this date will not be investigated.

All replacement charges will be at the cost of replacement, taking into account fair wear and tear. In addition, it may be necessary to apply labour charges to rectify the damage.

A list of charges that may be applied to deposit refund are available on the [college website](#).



ENVIRONMENTAL MANAGEMENT

Residents are expected to remove their own rubbish from their rooms and dispose of it in the appropriate bin in the kitchen to comply with the Gables Waste Management Guidelines and the **Local Authority Recycling Scheme**. The bins will be labelled and the Accommodation Wardens will monitor the use of the bins and apply disciplinary action/procedures to students who are not complying with the procedure.

Residents are also expected to conserve energy, by turning off lights and appliances, and water, by turning off taps, and this will also be monitored by the Accommodation Wardens.

EQUALITY AND DIVERSITY

Loughborough College aims to ensure that no student receives less favourable treatment, either directly or indirectly, on the grounds of age, colour, creed, disability, ethnic or national origin, religion or belief, marital or parental status, race, or sexual orientation.

The Equality and Diversity Policy can be found on the **Documents and Policies** page of the college website.

Information Applicable to All Halls



All the staff are committed to making the halls as safe, comfortable and pleasant as possible for you. While any member of staff will be pleased to assist you wherever possible, certain members of staff have responsibility for specific aspects and you may need to be referred to other colleagues or teams for assistance, e.g. Finance, Student Support, Wellbeing or Counselling. The most important thing is that you seek the support and advice that is in place to support you with your studies.

The Accommodation Service Team works within the Estates Team, which is managed by the Head of Estates and Facilities.

The team comprises of:

- Accommodation and Cleaning Services Manager – Cheryl Darnell-Hayes
- Senior Accommodation Officer – Paula Moylan Mathers
- Accommodation Service Officer – Martyn Hobbins
- Accommodation Wardens – The duty warden displays their photograph in C Block, Common Room Entrance
- Premises Officers
- Housekeepers

The team's responsibilities include the security, health, safety and welfare of all resident students. They are there to help you, but to do this they will require your cooperation.

The Accommodation Service Team can assist with issues such as lost keys, payments, cleaning, damage and defect reporting, sickness, and any general questions or concerns you might have. You will have the opportunity to meet the Accommodation Wardens, as well as your fellow residents at the Welcome and Induction events arranged for your accommodation. You will be advised about this event on your arrival.

In Person:

Estates Office Opening Times:

Monday – Thursday 9.00am – 5.00pm

Friday 9.00am – 4.30pm

or Gables Site Offices, C Block (Common Room entrance) as per rota

Post:

The Accommodation Service, Estates Office - L011

Loughborough College, Radmoor Road

Loughborough, Leicestershire

LE11 3BT

Telephone

Loughborough College switchboard:

01509 215831

Accommodation Service Team – Main Campus:

0844 3320206 (UK only)

Accommodation Service Team – Gables Site:

01509 515435

Accommodation Wardens/Emergency Contact

Number: 07909892602

Accommodation and Cleaning Services Manager:

07768707544

Email: accommodation@loucoll.ac.uk

Prior to arrival, you will be required to complete an online induction, which will include fire safety advice. Residents' safety in the event of a fire is an absolute priority, and we can reassure you that we have the following in place to ensure your safety.

- Robust fire risk assessment that is reviewed regularly
- Buildings, policies and procedures comply with all existing regulations
- Automatic fire detection system in all buildings, including bedrooms, kitchens, plant rooms and communal areas
- Staff are properly trained to undertake proactive and reactive fire safety management, which includes building inspections and routine fire alarm testing

On arrival you should read the Fire Evacuation Procedure displayed in your room and familiarise yourself with the exit routes. The fire alarm is directly linked to the Fire Service and false alarm responses may result in charges being applied. These charges will be passed on to the person/s responsible for the fire alarm activation.

If you discover a fire:

- Immediately operate the nearest fire alarm call point (break fire glass)
- Then LEAVE the building, or area, closing all doors behind you, and go the designated fire assembly point
- Telephone the emergency services on 999, from another building, and ask for the Fire Service
- Contact the Duty Accommodation Warden for assistance and support on **07909892602**

On hearing the fire alarm:

- Immediately LEAVE the building, or area, closing all doors behind you
- Report to the fire assembly point outside your hall of residence
- DO NOT re-enter the building until permission is given
- Obey instructions given to you by college staff at all times

The spread of smoke during a fire kills more people than the actual fire. Fire doors, smoke/heat detectors and fire fighting equipment, such as fire extinguishers and fire blankets, play a vital role in allowing people to escape from the building, but the fire safety equipment cannot do this job if it is misused.

It is therefore prohibited to:

- Wedge fire doors open
- Block fire escape routes
- Cover smoke/heat detectors
- Tamper with or move any fire fighting equipment
- Damage fire doors

For useful fire safety information in many languages, visit:
www.fireservice.co.uk/safety



You are welcome to use your own electrical equipment, such as computer or stereo in your room and electrical cooking equipment such as rice cookers, toasted sandwich makers and electric whisks in the kitchen. Please note that the use of deep fat fryers is not permitted in halls.

We would ask you to ensure that your electrical equipment complies with UK safety standards and is in sound condition, e.g. with no loose/fraying wires.

Please note the following:

- Cube socket extensions are not allowed and will be confiscated if found. Residents must use bar extensions with power indicator lights that are compliant with UK safety standards
- The electrical system must not be overloaded by using too many appliances. There should be no more than 5 appliances in each room
- Electrical items brought into halls will be visually inspected and may be condemned if found to be faulty and/or unsafe

During room checks, staff will undertake visual inspections of electrical equipment.

For further useful electrical safety information, visit: www.esc.org.uk/public/guides-and-advice/leaflets/

International students, please note that if you wish to use a rice cooker or other electrical appliance, you will require a UK three-pin plug, as pictured here. You must use a UK safety-regulated adapter, or purchase an appliance with a three-pin plug once you are in the UK.



The Licence to Occupy Accommodation Agreement (Contract) states that “the college accepts no responsibility for the security of students’ personal possessions (this includes bicycles and cars) brought to the college. Students are recommended to insure their belongings, as they are NOT covered by the college’s insurance policy”.

This may be done through existing household insurance policies or separately as an individual policy. There are many policies specifically designed for students in halls of residence.

Please make sure that you arrange your insurance before you arrive.

For more information about insurance, contact the Accommodation Service Staff on accommodation@loucoll.ac.uk or for specialist student insurance web sites and quotations, visit: www.endsleigh.co.uk

Internet access both wired and wireless is available at The Gables Halls of Residence and this is included in the accommodation fees. This access becomes available once the resident is registered on at least one course and receives their Student ID.

Games consoles can only be connected to the wired connection located within the room of residence. Mobile phones, tablets, PCs and laptops may use the wireless connection provided in bedrooms and communal areas, but availability cannot be guaranteed in the grounds. Accommodation staff can provide you with a list of the details that IT support require to enable game console access to the internet. Without providing these details, the games console will not work.

The Gables Site's internet connection provides bandwidth up to 5Mbps for each student. Access is managed through the College Firewalls, which will restrict access to illegal and explicit websites in accordance with the College IT Policy. It also provides regular reports of misuse to the College IT Department and Head of IT.

Sometimes websites get blocked that may be classed as acceptable. Please contact IT Support on the below email if you believe that a website may have been blocked in error.

If you need any further Information regarding the Internet at the Halls of Residence or need to report a blocked website, please contact the IT Team directly on: itsupport@loucoll.ac.uk

Loughborough College provides safe access to the internet and digital technology to help students to learn and achieve. Staying safe in the digital world is as important as staying safe in the real world. KEEP SAFE.

Keep it private

- Online - Make sure that you keep your and other people's personal information private. Adjust the privacy setting on your personal profiles so that you can control who views your pictures
- On your mobile - Don't give out your mobile number to people you don't know. Keep your security number or PIN private. Keep your mobile hidden when you're on the street

Keep it cool

- Online - If you are being bullied online, you have a right not to have to deal with it on your own. Save any bullying messages or conversations and show them to an adult or member of staff who you trust to help you to deal with the problem
- On your mobile - If you start getting texts that upset or annoy you, don't reply. Keep a record and report the texts to an adult, network operator or the police. You can also speak to a Learning Coach, a Counsellor or member of the Safeguarding Team

Keep it legal

- Online - Be aware of the effects of your online activities. This includes illegally downloading media, as well as bullying others. You are not anonymous online and things can be traced back to you
- On your mobile - If you receive a rude or embarrassing picture or text about someone, don't pass it on. Sending sexual pictures of other young people by mobile phone is illegal

Keep in mind

- Online - Not everything you see or everyone you meet online is trustworthy. People you have met online are still strangers, no matter how long you have been talking to them. Anyone can put or say anything on the internet
- On your mobile - Think before you send a picture or video from your phone. Don't give out anyone else's number or take a photo of them without their agreement

Keep in control

- Online - Adults who go online to chat to young people and arrange to meet in order to have sex are breaking the law. If a person who you are speaking to online makes you feel uncomfortable, tell an adult you trust, report it to the police or contact the Safeguarding Team
- On your mobile – If you are uncomfortable about any pictures or messages that you are sent, keep a record of them, as they could be used as evidence. Your network operator may be able to help against nuisance calls. You can also speak to a Learning Coach or member of the Safeguarding Team

Remember - keep safe and healthy

For help with e-safety, contact Student Engagement on StudentSupportAndEngagement@loucoll.ac.uk

If you feel that you or someone you know may be at risk, contact the Safeguarding Team on **07979 737474**.

- Avoid returning to the halls of residence alone, especially in the evening and at night. If possible, always return with a friend, or contact a friend to make them aware that you are returning on your own
- Always stick to well-lit roads and use the main entrance. Avoid shortcuts at all times
- Avoid confrontations

For further useful personal safety information, visit:
www.crimestoppers-uk.org

Keeping Safe:

We want you to be safe at all times: at college, travelling to and from college, when you are out and about, when you are online, and when you are at home. If for any reason you do not feel safe, or you know someone who does not feel safe, please contact the college Safeguarding Team on **07979 737474**.

Be Safe From:**Bullying**

No one should say or do anything that makes you feel scared. You should not be made to do anything that you do not want to do.

Discrimination

No one should treat you badly because of your age, gender, disability, ethnicity, religion or sexual orientation.

Physical Abuse

No one should cause you physical hurt or be violent towards you.

Sexual abuse

No one should touch you in a way that makes you feel uncomfortable. No one should make suggestive sexual remarks to you. Remember we all have a right to healthy relationships.

Emotional Abuse

You don't have to accept other people's opinions about you. No one should upset you by making hurtful remarks in person, online, by text, by email or on the phone.

Neglect

You should not be neglected by whoever looks after you. You should feel cared for.

SAFETY IN THE HALLS AND THE SECURITY PLAN

STUDENTS MUST CARRY THEIR COLLEGE ID CARD WITH THEM AT ALL TIMES

For the halls of residence to remain safe and secure, as well as for your personal safety, access to all residential accommodation must be a priority for residents. Keys and door entry system cards issued to you for the outer doors, flat doors, bedroom doors, post boxes and bicycle storage are your personal responsibility. You should therefore ensure that:

- Main entrances are kept secure. Under no circumstances should these doors be wedged open, tampered with or left in an insecure manner at any time. The doors are there to provide safety and protection for everyone
- Keys and door entry system cards must remain in the resident's possession at all times. They must not be given to anyone else under any circumstances
- Lost keys and door entry cards should be reported immediately to the Duty Accommodation Warden or Accommodation Service Staff to maintain security. A charge of up to £250 is made for lock changes. Replacement keys can cost up to £50 each.
- You are not permitted to get copies of keys cut privately, as only specialist suppliers are legally allowed to replicate the suited keys for security purposes
- Always keep your room and flat door locked even when you are away for just a couple of minutes
- Your property should be security marked and insured
- Keep ground floor windows closed and curtains/blinds closed when out

SECURITY PLAN, GABLES SITE, HALLS OF RESIDENCE

The following measures are in place to ensure security on the Gables site:

- 24/7 site support is available. This is actioned by the Accommodation Service Team and the Wardens working to a rota which enables them to have a physical handover of shifts. In addition, a senior member of staff holds a call-out phone, which the wardens can use for support in the event of an emergency
- Access to entrance doors is by a lock or an electronic card door entry system
- All internal doors are lockable and are on a secure suited system
- The building has external lighting, which is operated by a daylight sensor
- Security cameras with external views are situated at appropriate points on the Gables site
- Security cameras are installed in the entrance halls
- Wardens have access to the use of a bodycam, which will be used in the event of an incident occurring
- All windows have restrictors fitted
- Security issues are addressed during hall inductions, particularly locking doors and closing windows
- Residents in ground-floor rooms are advised not to leave valuable items on show
- Staff and students are required to complete Safeguarding and Prevent training

WINDOW OPENING RESTRICTORS

These are provided for your own safety and must not be tampered with. Any attempt to tamper with the restraints will result in disciplinary action and the cost to replace the restrictor/s will be charged to residents.

What is Prevent?



Prevent aims to stop people becoming involved in terrorism, or becoming a terrorist.

Loughborough
COLLEGE est. 1909

If you are worried about a friend who might be vulnerable, please call the **Safeguarding Team 07979 737474**

WHAT ARE BRITISH VALUES?

Democracy: Use your vote	Mutual Respect and Tolerance:		Individual Liberty: Freedom of speech
	All cultures and races	All religions	
Acceptance of Different Faiths and Beliefs	All ages	All abilities and disabilities	Rule of Law: Nobody is above the law
	All genders and sexualities	All partnerships and marriages	

Information Specific
to Individual Halls

In addition to the rules for under-18 year students (See Section 5.2 on page 24), residents who live in the Elite Athletes Performance Centre are only allowed visitors from 6pm to 10pm and must also agree to abide by the following Residents' Charter.

EAPC Residents' Charter:

Ethos: To be the best I can possibly be

To: Uphold principles driven by the F.R.E.D.I.C.E. Olympic and Paralympic values, which are defined below:

Friendship

- Treat others how you want to be treated; it's OK to be different

Respect

- Keep your room clean and tidy
- Respect people and property
- Stay healthy and hygienic
- Wash up
- Clean up after preparing food
- Recycle rubbish
- Respect the rules for under-18 students, including signing guests in/out
- Go to bed at a sensible time
- Do your laundry
- Keep the noise down
- Use rooms for the correct purpose
- Be mindful about energy conservation
- Abide by payment schedules
- Report maintenance issues regularly

Excellence

- Always pursue excellence
- Eat to win

Determination

- Overcome adversity
- By failing to prepare, you are preparing to fail

Inspiration

- Honour the past, but look to the future

Courage

- If you fail, get up and try harder next time

Equality

- "When I compete, it will be 100% me"

The EAPC residents will have additional support from Steve Wilkinson, The Elite Athlete Mentor, who will visit the residents regularly. In addition to the site visits, Steve can be contacted via email on: steve.wilkinson@loucoll.ac.uk



Students aged 16 and 17 who do not live locally will be accommodated on the Gables site or in a Homestay, separately from the over-18 students.

Accommodation for under-18 students has been inspected by Ofsted for compliance to the National Minimum Standard for Accommodation of Students Under Eighteen by Further Education Colleges, under Section 87A of the Children Act 1989 as amended by the Care Standards Act 2000. If you would like more information about this, please contact the Accommodation and Cleaning Services Manager.

Soon after your arrival, an initial assessment will be completed to establish the support that can be offered to assist your independent living skills development. The college staff will work with you and track your positive improvements. Regular progress reviews will be made during the academic year, but should you need assistance with your independent living skills at any time, don't hesitate to contact the Accommodation Team, who will be happy to support you.

- At weekends and during holiday periods, under-18 residents would normally be expected to leave halls by 8:00pm on Friday and return after 5:00pm on Sunday, unless prior permission has been given by the Accommodation and Cleaning Services Manager.
- Exceptions will be made in the case of international students and UK students, where it would be impractical for them to travel home because of the distance. Parental permission must be given for students to remain in the halls over the weekends and during holidays, either by emailing accommodation@loucoll.ac.uk or by calling the Accommodation Wardens on **07909 892602**, giving at least 24 hours' notice.
- Parental permission for residents to stay out of halls overnight must be sent to the Accommodation Service Team, either by emailing accommodation@loucoll.ac.uk or by calling the Accommodation Wardens on **07909 892602**, giving at least 24 hours' notice.
- When parental permission is given for overnight stay outside of the halls, it is a requirement that residents leave the site by 8pm and do not return until 7am at the earliest on the following morning.
- Residents must sign in and out using the books located in the entrance halls when leaving and returning to the Gables Site in the evenings and at weekends. This is so that the Duty Accommodation Warden and Accommodation Service Staff know who is in the building in the event of an emergency.
- Residents must return to their own room on campus before 11:30pm and not leave the building they are accommodated in again until 7:00am the following morning, unless in the case of an emergency evacuation. Special permission may be approved by parents for reasons such as attendance for early morning training sessions or early morning travel arrangements.
- Residents must sleep in their own room.
- No visitors or guests are permitted in under-18 residences other than family members or guardians, who should seek permission to stay from the Accommodation and Cleaning Services Manager and must be signed into the halls on arrival using the books located in the entrance halls.
- The possession or consumption of alcohol and illegal substances on college property, halls or grounds is forbidden. Drunkenness and disorderly conduct will be subject to charges, and students may be disciplined in accordance with the College Student Disciplinary Procedure, which may involve a police investigation.
- Residents who turn 18 while they are accommodated in the halls assigned to under-18s must continue to comply with rules for the under-18s. Room transfers to the over-18 halls may be possible depending on availability.



Staff who allocate accommodation to students are committed to providing a high standard of residential accommodation in halls of residence. It is our aim for the halls to be managed efficiently and safely, and to make sure that you obtain the best possible value for money.

To help us to achieve this, we expect you to play your part by respecting the accommodation provided and making use of the channels that exist for expressing your views on how the services might be improved. You can do this by contacting a member of the Accommodation Service Team, emailing your concerns to SomethingToSay@loucoll.ac.uk, completing surveys or attending Accommodation Forums.

Facilities

Each student will be provided with a furnished single study bedroom in good order.

The halls of residence operate to the ANUK/Unipol Code of Standards for Larger Student Developments, which can be seen at www.nationalcode.org.

Under-18 students are accommodated in compliance with Ofsted inspected standards for housing under-18-year-old students which can be seen here: **National Minimum Standards, Accommodation of Students under 18 by Further Education Colleges**

Cleaning

Residents are responsible for the overall cleanliness of their room, kitchens, shower rooms, and communal areas. Those with en-suite accommodation will have their shower rooms cleaned once a week, and students with shared facilities will have the shower rooms cleaned daily, Monday to Friday, so that standards can be maintained. All kitchens and communal areas will be cleaned on a rotational weekday basis.

If extra cleaning is required to maintain standards (such as residents not clearing up after a social gathering or disorderly behaviour such as throwing eggs or flour), charges for the cost of returning the affected area to the required standard will be made to the student/s responsible.

Waste Management

Bins are provided in the kitchen for the disposal of rubbish in accordance with The Gables Waste Management Guidelines.

Maintenance Reporting

The approved reporting procedure should be used to report any minor defects in your room or problems such as a drain blockage, lights not working or loose handles. The fault will then be investigated and repaired as soon as possible.

Maintenance - Planned and Reactive

Where it is necessary for maintenance work to be carried out in your room, we will seek to give you 24 hours' notice. Where the work is of an emergency nature, we reserve the right to enter your room without prior notice. We will endeavour to keep you informed about contractors working in the communal areas and give you as much notice as possible. You may, however, see them working in the communal areas without receiving prior notification. Contractors employed to work at the college are verified in the same manner as college staff. Accommodation, housekeeping and maintenance staff working in halls will wear college identification badges attached to appropriate lanyards.

Services

When there is an unexpected failure of the internet, heating systems, electricity or water supplies, we will do everything possible to have the supply returned as soon as practicably possible. We will inform you of the time scale to which we are working and/or any information we receive from our suppliers.

Privacy

We will do everything possible to respect your privacy, subject to your compliance to campus regulations. The Accommodation Service Team, Accommodation Wardens, Housekeeping and Maintenance Staff have authority to enter your room as part of their duties and will notify you if any work is completed.

Complaints

We will always listen to any complaints that you may have about the residence and respond accordingly. In the first instance, speak with Accommodation Service staff or email SomethingToSay@loucoll.ac.uk. Remember, we can only put something right if we know that there is a problem. The college has an official complaints procedure, details of which are available from Reception, the Gables Site Office or the college website .

Additionally, complaints concerning the ANUK/Unipol Code of Standards and the National Minimum Standards for Accommodation of Students Under Eighteen by FE Colleges that we operate to are dealt with by external procedures.

For the ANUK/Unipol Code of Standards Complaints Procedure, see: www.unipol.org.uk/home/new-site

For making a complaint to Ofsted, see: contact.ofsted.gov.uk/onlinecomplaints

WHAT THE COLLEGE IS ENTITLED TO EXPECT FROM YOU

- Full cooperation with the housekeeping and maintenance staff to enable them to carry out their work
- To keep your room and communal areas tidy and avoid mess. This includes disposing of your rubbish in the appropriate containers (i.e. recycling bins in the kitchen or site management area) and ensuring that the kitchen is cleaned and the washing up done after food preparation
- To take care of and respect the fabric, furniture and fittings in your room and communal areas so that you vacate the accommodation leaving it in the same condition as when you first occupied it
- To report any accidental damage immediately to the Accommodation Service staff or your housekeeper
- To ensure that all electrical appliances comply with the college's required safety standards
- To vacate your room promptly at the end of your stay
- To comply with the College Rules and Regulations for residential students and to uphold these regulations





Frequently asked questions





6.1 HOW CAN I PAY MY FEES?

You are expected to pay your first term, or part of, prior to moving in. The payments are scheduled on your Allocation Notice Letter and in Section 2.3 on page 7 of this booklet.

When you arrive, you will be expected to pay the first term's accommodation fees and you will be asked for your preferred payment method. Payment can be made by cash, cheque, credit or debit card or bank transfer.

Should you wish to pay the accommodation fees prior to arrival or by bank transfer, you should contact Finance Services:

Donna Jones by phoning **01509 618316** or emailing donna.jones@loucoll.ac.uk

or

Sara Cook by phoning **01509 618308** or email sara.cook@loucoll.ac.uk

You are reminded that all of our halls are self-catered and you will need to make provisions for purchasing food while you stay in the accommodation.

6.2 WHAT DO I DO IF I CANNOT PAY MY FEES TERMLY?

If you are not able to pay your first term's fees in full because you are waiting for your loan or external funding, you need to bring proof that the funding has been agreed, such as your Student Loan Schedule or documentation that confirms the funding.

You will be asked to pay the first £500 towards your fees before the keys are issued. The remaining first term's fees can then be paid when your loan or funding is received.

If you are not able to pay your first term's fees in full and prefer to pay by direct debit, you should bring with you everything that you require to make the payment by your preferred method, including identification for completing a direct debit mandate.

Identification required:

2 forms of identification, such as utility bill, passport or driving licence.

AND

Proof of the bank account being used for the direct debit, such as a bank statement.

You will be expected to pay a minimum of £500 towards your first term's fees before your keys are issued. The direct debit payment options can be found at www.loucoll.ac.uk/student-services/accommodation

6.3 WHO IS RESPONSIBLE FOR PAYING MY FEES?

Residents over the age of 18 are responsible for ensuring payment of their own fees. The Data Protection Act does not allow the college to discuss students' financial affairs with others, including parents, unless the student has given prior permission in writing.

Residents under the age of 18 will require parental/guardian permission in writing for all contractual obligations, including payment of accommodation fees.

You have given details for your guarantor and this person has accepted that they will pay your fees if you fail to make the payments on the required dates.

NON-PAYMENT OF FEES WILL RESULT IN LEGAL ACTION BEING TAKEN. THIS ACTION WOULD EXCLUDE YOU FROM HALLS AND MAY AFFECT YOUR ACADEMIC PROGRESS AND CREDIT HISTORY.

6.4 IS THERE ANY FUNDING ASSISTANCE AVAILABLE?

For information regarding any funding assistance that may be available for the accommodation fees, contact The Student Finance Officer on studentfinance@loucoll.ac.uk or **01509 618375**

6.5 WHAT IF I NEED ADAPTED ACCOMMODATION OR HAVE SPECIAL REQUIREMENTS?

The Stan Bell Hall and several flats on the Gables site have facilities that have been adapted for wheelchair users or mobility-impaired students. If you have any special accommodation requirements, you should make the Accommodation Service Team aware when you apply and supply medical evidence regarding your specific requirements. If specialist equipment is required, you may have to acquire the funding for supplying it.

WHAT DO I GET FOR MY SOCIAL FUND CONTRIBUTION?

A payment of £30 is taken from all residents as part of the accommodation deposit to provide funding for social events and equipment for the halls. Residents will be asked to give their ideas regarding the events that they would like to see arranged at the Welcome Event or, alternatively, ideas can be given to the Accommodation Service Team Staff. In the past, events such as Loughborough University Students' Union Freshers' Week, Film Nights, Curry Nights, Ice Skating, Go Kart Racing and themed events have been organised.

Loughborough College students are automatically members of the Loughborough Students Union (LSU), which is located on the Loughborough University Campus on the opposite side of Epinal Way. Over-18 students are encouraged to participate in LSU Freshers Week Events and all students are encouraged to join the many clubs and societies that are available. You may be required to pay an additional fee to participate in the LSU Freshers' Week Events. Visit the **LSU website** for further information www.lufbra.net

The LSU College Executive member will hold regular drop-ins at the Gables Site to keep all residents updated with LSU events.

WHAT IS PROVIDED AND WHAT DO I NEED TO BRING?

Please note that this is not an exhaustive list.

PROVIDED	NEED TO BRING	PROVIDED	NEED TO BRING
KITCHEN		COMMUNAL LAUNDRETTE	
White Goods, including: <ul style="list-style-type: none"> Oven Fridge Freezer Microwave Kettle Toaster Cleaning Equipment, including: <ul style="list-style-type: none"> Vacuum Cleaner Mop and Bucket Dustpan and Brush 	<ul style="list-style-type: none"> Food Food storage containers Items used to prepare and eat your meals, such as: <ul style="list-style-type: none"> Crockery Cutlery Pots Pans Cooking utensils Washing-up liquid 	<ul style="list-style-type: none"> Coin-operated washing machines Coin-operated dryers Iron Ironing board 	<ul style="list-style-type: none"> Washing detergent Fabric conditioner



PROVIDED	NEED TO BRING
BEDROOM	
<p>Furniture, including:</p> <ul style="list-style-type: none"> • Bed • Mattress with cover • Wardrobe • Desk chair • Bedside cabinet • Bookshelves <p>Furnishings, including:</p> <ul style="list-style-type: none"> • Curtains • Carpet • Mattress cover • Shower Curtain in some en-suite rooms <p>Equipment, including:</p> <ul style="list-style-type: none"> • Desk lamp • Ethernet socket for internet connection 	<ul style="list-style-type: none"> • Bedding and towels • Personal belongings • Clothing and footwear • Toiletries • Toilet paper for en-suite rooms • Any cleaning products that you wish to use to keep your room clean



PROVIDED
COMMON ROOM
<ul style="list-style-type: none"> • Chairs and tables • Flat-screen TV • Xbox and various games • Table tennis table (C Block common room) • Various board games • Vending machine in (C Block common room) • Payphone in (C Block common room entrance)



WHEN CAN I MOVE IN?

You can move in on any date from the start of the contractual agreement, which is Sunday September 3rd 2017, and you are asked to complete an Arrival Notification Form, which should be returned with your signed Licence to Occupy Accommodation Agreement (Contract). You are advised to move in as close to your enrolment date as possible. The Gables Site is manned 24/7 but your arrival is preferred during weekday office hours or at the weekend prior to your enrolment date.

It may be possible to move in prior to the contract start date. If you need to do this, please contact the Accommodation Service Team to make arrangements. There will be additional charges for the extra nights that you stay added to your accommodation account, and you may have to stay in an alternative room if your allocated room is not available until the contractual start date.

CAN I TRANSFER TO ANOTHER HALL ROOM?

Generally, it is not possible to transfer to another room in the first 6 weeks of the academic year. In exceptional circumstances, however, you may request a transfer from the Accommodation and Cleaning Services Manager. Transfers are reliant on a suitable vacancy arising and a satisfactory finance check. If permission to transfer to another room is given, your accommodation fees will be altered according to any change in room rate. If it is not possible to transfer rooms, the Accommodation Service Team will help you to resolve any issues that have caused you to request a transfer, such as not getting on with your flatmates or problems settling in to the room.

CAN I STAY IN HALLS OVER THE HOLIDAYS?

You can stay in halls over the holidays that fall during the academic year, as accommodation fees are charged for 43 weeks per academic year. Payment is applicable for each teaching week and throughout Christmas, Easter and half term holiday weeks.

Rooms are available during the summer vacation for short-stay lets. Availability, location and fees will be announced in the summer term.

CAN I BUY A BEDDING PACK?

Students are expected to provide their own bed linen, duvet and pillow. This may be difficult for students travelling from abroad; therefore it is possible for them to purchase a bedding pack on arrival. The cost of the bedding pack is £40 and it includes a duvet, pillow, sheet, duvet cover and pillowcase. Students wishing to purchase a bedding pack should arrange payments by contacting Finance Services:

Donna Jones by phoning **01509 618316** or emailing donna.jones@loucoll.ac.uk

or

Sara Cook by phoning **01509 618308** or email sara.cook@loucoll.ac.uk

WHERE CAN I GET FOOD IF I DON'T WANT TO COOK?

There are several catering outlets on the main college campus where meals can be purchased. Meals such as breakfast, lunch and light snacks are available at The View and the Box Office in the Hub building, where you can pay using your student card, so you don't have to carry cash. Money can be paid onto your card by contacting Finance Services at the main reception desk or by calling **01509 618316** or **01509 618308**.

For sample prices of food available at the college, see www.loucoll.ac.uk/student-services/accommodation

There are also many restaurants close by, offering a variety of cuisine, which you may wish to visit for meals at weekends. The Accommodation Service Team will help you with directions to local restaurants.

6.13 WILL I NEED TO ARRANGE INSURANCE FOR MY BELONGINGS?

The Licence to Occupy Accommodation Agreement (Contract) states that the college accepts no responsibility for the security of students' personal possessions (this includes bicycles and cars) brought to the college. Students are recommended to insure their belongings, as they are NOT covered by the college's insurance policy.

This may be done through existing household insurance policies or separately as an individual policy. There are many policies specifically designed for students in halls of residence. Please make sure that you arrange insurance before you arrive. Whilst we are not able to recommend any particular insurance companies, we can provide you with information. Please contact the Accommodation Service Staff on accommodation@loucoll.ac.uk for advice or visit the following specialist student insurance websites for quotations:

- www.endsleigh.co.uk
- www.cover4students.com
- www.gocompare.com/student-insurance

Local police officers usually attend the Welcome Event to give safety advice, and to security scan valuable items, such as laptops, and to tag bicycles, which is helpful in the event of loss and an insurance claim being made.

6.14 CAN I HAVE A TELEVISION IN MY ROOM?

Yes, you can have a television in your room. It might be useful to bring a portable television aerial with you, as the reception may be improved by using it.

6.15 DO I NEED A TELEVISION LICENCE?

All students living in halls watching live television, either on a computer or on a normal television, will require their own television licence by law. You are not covered by the halls of residence's licence. The authorities do check and can fine you for not having a licence. Please visit www.tvlicensing.co.uk for more information.

6.16 AM I ALLOWED POSTERS ON THE WALL?

Sticking pictures and posters on walls will cause damage over a period of time, and therefore we impose restrictions on where they can be placed. Each room has a pin board designed for notices and posters. All other areas are restricted unless the Accommodation and Cleaning Services Manager has given express permission. Any damage caused will incur the cost to bring the wall or room up to standard for the next resident.

6.17 CAN I BRING A FRIDGE OR FREEZER INTO MY ROOM OR FLAT?

It is not permitted to bring an additional fridge or mini-fridge cooler for your room except, in exceptional circumstances, such as for a medical requirement, which is approved by the Accommodation and Cleaning Services Manager. Additional fridges and freezers can be placed in the kitchens, as long as permission has been given from the Accommodation and Cleaning Services Manager, the appliance is of good standard, and there are sufficient electrical sockets in the kitchen so that cables are not trailed over the floor. Additionally, a charge for PAT testing will be applied.

6.18 HOW DO I GET IN TOUCH WITH OTHER STUDENTS WHO WILL BE STAYING AT THE GABLES?

Once you have accepted your room you, will be sent details of the Gables Facebook account so that you can establish contact with other residents.

CAN I HAVE A FRIEND TO STAY OVERNIGHT?

If you are over 18 and living in rooms assigned to 18+ students, one guest is allowed to stay with you in your room overnight for up to 2 nights a week. You must sign them in to the hall using the signing in/out book in the entrance hall. This is for health and safety regulations so that they can be added to the fire list.

If you are under 18 or living in rooms assigned to under-18s, you are not allowed to have guests staying overnight unless they are a family member or a guardian and you have obtained permission for them to stay from the Accommodation and Cleaning Services Manager. If permission is obtained, guests can only stay for 2 nights a week and they must be signed in to the hall, for health and safety reasons, using the signing in/out book in the entrance hall. At all times you must stay with your guest and you are responsible for your guests' behaviour.

DO I NEED TO TELL ANYONE IF I AM GOING AWAY OVERNIGHT?

If you intend to be away from your room overnight, you should inform the Accommodation Service Team so that they know that you are off-site in the event of an emergency. You should always sign out of the hall, using the book in the entrance hall, to avoid any charges resulting from disciplinary issues in your accommodation while you are away. You may also deposit your key for safekeeping.

Under-18 students must provide parental permission to stay away from halls overnight, giving at least 24 hours notice. Please see section 5.2 on page 24 for more details.

WHO IS RESPONSIBLE FOR CLEANING MY ROOM AND FLAT?

You are responsible for cleaning your own room and flat. Hall staff are only responsible for cleaning the communal areas on a rota basis, and to maintain standards in the shared and en-suite shower rooms. Shared shower room facilities will be cleaned daily and en-suites will be cleaned weekly on a rotational basis. Staff also carry out checks in student flats and rooms to assist you in keeping satisfactory standards of cleanliness and hygiene. They will provide guidance, advice and supply vacuum cleaners and other equipment. When using shared facilities in kitchens, it is important to keep appliances such as cookers and refrigerators in a clean condition, as well as floors, worktops and other surfaces.

After using the kitchen, we ask you to work with your flatmates to leave it as you would wish to find it. This includes cleaning and tidying after food preparation and completing the washing up.

Maintaining a satisfactory standard of cleanliness and hygiene forms part of hall regulations. If hall staff consider residents not to be maintaining adequate standards of cleanliness in kitchens then they will take steps to promote satisfactory standards by providing advice and support on cleaning methods and rotas.

Where the residents of a flat fail to maintain and improve standards, the Accommodation and Cleaning Services Manager reserves the right to bring the kitchen up to an acceptable standard of hygiene and to charge the residents of the flat for reparation of costs. This also applies if individual rooms are found in a dirty condition during the periodic room checks or at the end of the stay. Residents will normally be given 2 days' advance notification of when their room check will be carried out. Hall staff are concerned with hygiene and factors that could have a permanent effect upon room surfaces and furnishings, and the health and safety of other users.

If residents behave negligently in respect to hygiene in food preparation and storage areas, creating an environment that is encouraging to pests, they will be charged for any additional costs to the college for pest control and eradication services resulting from this behaviour. This includes, but is not limited to, leaving pots, crockery and cutlery unwashed after food preparation and leaving food uncovered on work surfaces. Additionally, if dirty pots, pans, crockery and cutlery are found unwashed and unhygienic, they will be removed and disposed of. The Accommodation Service does not accept responsibility for replacing such items.

HOW DO I REPORT FAULTS AND DEFECTS?

On arrival, you will be given an inventory to complete for your accommodation, which you should use to record any faults or defects that you find in your room when you move in. This inventory is used to assess the condition of your room after you vacate it at the end of the academic year, before your damage deposit is refunded. It is therefore very important that any faults are recorded on arrival so that you are not charged for their rectification when you leave.

If during your stay you find any faults or defects in your room or hall, please either inform the Duty Accommodation Warden or Accommodation Service Staff, or email estates.helpdesk@loucoll.ac.uk immediately, as we cannot rectify faults if we do not know about them.

The Premises Officer will prioritise maintenance work on a daily basis to ensure compliance with health and safety requirements.

Any deliberate damage, use of any materials likely to block the toilets or drains, and misuse of property and equipment will result in charges being made to students to rectify the situation.

WHERE DO I COLLECT MY POST FROM AND WHAT IS THE POSTAL ADDRESS?

All incoming post will be put in your personal post box in the entrance hall, for which you will have a key. If a large letter or parcel is delivered, a note telling you to collect it from the Gables Site Office will be left in your personal post box. While the Accommodation Service staff endeavour to deliver post promptly and to be available for parcel receipt as often as possible, the postal service is not their primary priority and there may occasionally be delays.

As there is no reception service at the Stan Bell Centre, all residents should address their post to The Gables Site. Post will be delivered to you by the Accommodation Team. You should arrange for post to be sent to you by addressing it with your name, block and room number as below:

Name	Name
Block/Room Number	Stan Bell Centre
The Gables Site	Flat/Floor/Room Number
115 Forest Road	C/O The Gables Site
Loughborough	115 Forest Road
Leicestershire	Loughborough
LE11 3NW	Leicestershire
	LE11 3NW

At the end of the Licence to Occupy Accommodation Agreement (Contract) period, a post redirection and holding service is available.

This is the address of the Stan Bell Hall but it should not be used for postal delivery, as there is no reception service there.

Stan Bell Hall of Residence
74 William Street
Loughborough
LE11 3BZ

WHERE DO I FIND A FIRST AID BOX?

First aid boxes are located in the Gables Site Office in the Elite Athlete Performance Centre, and in the office in the C Block common room entrance. If you have a minor accident and need first aid, you should contact the Accommodation Service Staff or the Duty Accommodation Warden on **0790982602**.

All staff are first aid trained but in the event of an emergency, you should dial 999 for immediate medical assistance.

It is compulsory for students under 18 to register with a local doctor so that medical assistance can be obtained immediately if required. All residents are advised to register with a local dentist and doctor because if you are in need of urgent medical attention and are not registered with local practices, it may be difficult for the Accommodation Service Team to arrange appointments or for a doctor to call on you at the halls of residence.

Local Doctors

Loughborough Urgent Care Centre

Loughborough Hospital

Hospital Way, Loughborough, LE11 5JY

Tel: **01509 568800**

Opening Times: 24 hours a day, every day

Rosebery Medical Centre

Rosebery Street, Loughborough, LE11 5DX

Tel: **01509 324115**

For opening times and more information, please see:
www.charnwoodcommunitymedicalgroup.co.uk

Bridge Street Medical Practice

20 Bridge Street, Loughborough, LE11 1NQ

Tel: **01509 263018**

For opening times and more information, please see:
www.bsmp.co.uk

Park View Surgery

24-28 Leicester Road, Loughborough, LE11 2AG

Tel: **01509 230717**

For opening times and more information, please see:
www.parkviewsurgery.nhs.uk

Woodbrook Medical Centre

28 Bridge Street, Loughborough, LE11 1NH

Tel: **01509 239166**

For opening times and more information, please see:
www.woodbrookmedicalcentre.co.uk

Maxwell Drive Surgery

32 Maxwell Drive, Gorse Covert, Loughborough,
LE11 4RZ

Tel: **01509 646550**

For opening times and more information, please see:
www.dishleygrangemedicalpractice.co.uk

Local Dentists

Your Smile Dental Care

91 Ashby Road, Loughborough, LE11 3AB

Tel: **01509 267451**

For opening times and more information, please see:
www.yoursmiledentalcare.co.uk

Carillon Dental Care

44 Baxter Gate, Loughborough, LE11 1TQ

Tel: **01509 219699**

For opening times and more information, please see:
www.carillondentalcare.com

The Dental Suite

27 Park Road, Loughborough, LE11 2ED

Tel: **01509 231144**

For opening times and more information, please see:
www.dental-suite.co.uk

Granby House Dental Practice

25 Granby Street, Loughborough, LE11 3DU

Tel: **01509 212170**

For opening times and more information, please see:
www.granbyhousedental.co.uk

Victoria House Dental Practice

2 Victoria Street, Loughborough, LE11 2EN

Tel: **01509 611035**

For opening times and more information, please see:
www.victoriahousedental.co.uk

Gorse Covert Dental Practice

34 Maxwell Drive, Gorse Covert, Loughborough,
LE11 4RZ

Tel: **01509 844118**

For opening times and more information, please see:
www.gorsecovertdental.co.uk

IS THERE A LAUNDRY ROOM?

The laundry room is located next to the student common room in Gables C Block. It has three washing machines and three dryers. These are coin operated. The washing machine currently costs £2.50 per wash, and you will need £1.20 minimum for the dryer. The washing machines accept £2, £1, 50p, 20p and 10p coins. The dryers accept £1, 50p and 20p coins.

You must provide your own washing detergent, taking care not to overload the machines, and you must remove the lint from the dryers after use.

The dryers will not work efficiently and effectively when filled with a full wash load. It is recommended that you only dry half of your wash load at a time.

The Accommodation Service does not accept any responsibility for loss or damage to any items of clothing whilst using the washing and drying machines.

Ironing facilities are available for use in the laundry room. You are not permitted to iron in your bedroom, but if you do bring your own iron you may use it in the kitchen in your flat.

WHAT DO I DO IF I HAVE LOST MY KEYS AND/OR ENTRY SYSTEM CARD ?

Lost keys and door entry system cards must be reported to the Duty Warden or Accommodation Service Staff immediately to maintain security. You should be aware that if you lose your keys, a charge of approximately £250 is made for lock changes, and replacement keys can cost up to £50 each. A charge for the replacement of any lost door entry system cards, bike lockers and storage compound keys, and post box locker keys will also be applied. You are not permitted to cut your own replacement keys because they are suited keys which only licensed locksmiths approved by the college are allowed to cut.

WHAT DO I DO IF MY NEIGHBOURS ARE NOISY?

We try to ensure that everyone living in halls is able to study in peace and therefore we take noise pollution very seriously. Amplified musical instruments and DJ decks are not permitted in halls. If they are brought into halls and cause a nuisance to other residents, disciplinary action will follow.

Any student who feels that their neighbours are creating a noise nuisance of any description should not feel that they have to put up with it. The Accommodation Service Team or the Duty Accommodation Warden should be informed so that they can investigate and hopefully resolve the problem.

In the event of being disturbed by noise nuisance, call for assistance using the Warden's contact number, **07909 892602**. It is not advisable for you to deal with the issue yourself by entering into a confrontational situation.

IS THERE A PUBLIC TELEPHONE ON-SITE?

There is a payphone at The Gables Site, located in the C Block, Common Room entrance.

6.30 WILL I BE LIVING NEAR TO SHOPS?

Loughborough town centre has a good variety of shops and there is a local market twice a week on Thursdays and Saturdays. The town centre is within walking distance of the campus, and there is also an international supermarket, Tesco and Sainsbury's supermarkets, as well as other smaller grocery shops close to the campus. If you need help with directions the Accommodation Service Staff and Wardens will be able to help you. For more information on shopping in Loughborough, please see: www.charnwood.gov.uk/pages/shopping

6.31 CAN I COOK IN MY ROOM?

Under no circumstances are you allowed to cook in your room. Appliances such as microwaves, toasters and electric rice cookers should not be brought to the hall for use in your room, though they may be used in the kitchen. See section 4.5 on page 18 for more. Deep fat fryers are not allowed to be used on-site in any location.

6.32 HOW DO I REPORT THAT I AM SICK AND CANNOT GO INTO COLLEGE?

If you are feeling unwell, you must inform a member of staff. You can do this by telling the Duty Warden, the Housekeeper or Premises Officer, or ask a friend to speak to a member of staff on your behalf. If you are not well enough to attend college, you should ring the Absence Hotline on **01509 618252** to confirm your absence.

All students coming into halls are advised to register with a medical practice as soon as possible after arrival. A list of local Doctors and Dentists can be found in Section 6.25 on page 36 of this booklet. Please don't leave it until you become unwell, as this could create problems and possible delays in receiving treatment.

Residents are required to complete a form giving the Accommodation Service Team information about any existing medical conditions and medication taken.

6.33 WHAT HAPPENS IF THERE IS ANY DAMAGE AT HALLS?

Any damage should be reported to the Accommodation Service Team or Duty Wardens as soon as it occurs, so that it can be rectified to maintain the standards in the accommodation. Charges may be applied if the damage has been caused maliciously. If the person/s responsible for causing the damage accepts responsibility for their actions, it will be their responsibility to pay for damages, otherwise the cost will be attributed to the whole site, building or flat. If staff find any damage then the cause will be fully investigated and charges applied to rectify damage.

6.34 WHAT IS THERE TO DO AROUND LOUGHBOROUGH?

As a Loughborough College student, you are automatically a member of the **Loughborough Students' Union**, allowing you to join in with many social activities.

Find out more about LSU at www.lsu.co.uk

There are also lots of local attractions in Loughborough and the surrounding county of Leicestershire, including regular events, music festivals, museums, parks and more.

For information on local attractions, visit www.goleicestershire.com

WHAT HAPPENS AT THE END OF THE ACADEMIC YEAR?

At the end of the academic year, you will need to follow the moving out instructions, which will be given to you shortly before the end of your stay. You will need to vacate your room no later than 10am after your last night of stay, unless the Accommodation and Cleaning Services Manager gives you permission to extend your stay. You should hand in all keys and door entry cards issued to you to the Accommodation Service Team. Failure to hand in your keys will result in lock replacement charges being made. To ensure security, please ensure that you take all personal property with you and that your room is left clean and tidy, and in the same condition that you found it when you moved in.

You must also inform the Accommodation Service Team where to return your deposit to and where to redirect your post. We are not responsible for storing items left after departures.

When you have returned your keys, your room and flat will be checked and any damage recorded. See Section 3.5 on pages 12–13 for examples of charges that may be made. Refund amounts will be sent to the Finance Team so that they can action the refund within 4 weeks from the end of the contractual arrangement for your accommodation.

7 FINAL NOTE

By reading this booklet, you should now be familiar with all the dos and don'ts about living in halls and communal living. This booklet makes several references to the College Disciplinary Procedure and you are politely reminded that this procedure requires staff to make comments on your student record.

We hope that you have found the information useful, but should there be anything else we can help you with please do not hesitate to contact us using the details provided in section 2.5 on page 16.

We hope that you enjoy your stay and enjoy the experience of student life at the Gables.





Contact us

Accommodation Service
Estates Office
Loughborough College
Radmoor Road
Loughborough
LE11 3BT

Phone: 0844 332 0206

Phone: 0044 0844 332 0206
(if calling from overseas)

Email: accommodation@loucoll.ac.uk

Fax: (0)1509 618109
(please add 00 44 if faxing from overseas)

LOCATION OF HALLS OF RESIDENCE

