

# ACCOMMODATION HANDBOOK / 2020-2021

*Information for students living on campus*



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# WELCOME

**We hope you will enjoy your time living on campus at the University of Kent. Our cosmopolitan student community will give you a unique opportunity to make new friends from around the world.**

The University is committed to the creation and support of a balanced, inclusive and diverse community and anticipates that all residents will contribute by treating everybody with courtesy and respect. This handbook is intended to help everyone live and work together in a safe, stress-free and civilised environment.

Your accommodation will be your home for the next nine or twelve months. We ask that you look after it, yourself and your housemates during your time here.







# ABOUT YOUR ACCOMMODATION

**The information provided in this handbook forms part of the terms and conditions which you agreed to when accepting your online offer of accommodation at the University of Kent.**

## The Student Accommodation Code

The University of Kent has signed up to the Universities UK Code of Practice for University Managed Student Accommodation (the SAC). This code covers health and safety, maintenance and repair, good management practice and will also help you to understand your obligations as responsible residents. See [www.thesac.org.uk](http://www.thesac.org.uk) for more information.

## Accommodation Office

Our office deals with applications for University accommodation, both during term-time and vacation periods. We allocate rooms to students and issue room agreements.

The Accommodation Office is located in Tanglewood, near Keynes College, and is open from 09.00 to 17.00 Monday to Friday. You can contact us for general accommodation enquiries on +44 (0)1227 766660, or [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk), or via Twitter or Facebook @AccommUniKent or visit [www.kent.ac.uk/accommodation](http://www.kent.ac.uk/accommodation)

## Arriving at the University

Your accommodation should be clean and tidy when you move in. If this is not the case and there are any existing defective items or damage within your room on arrival, you should report this straight away to the relevant housekeeping office or reception. After arrival, any faults or repairs must be reported online at [www.kent.ac.uk/accommodation/report-defect](http://www.kent.ac.uk/accommodation/report-defect)

## MyAccommodation portal

In addition to allowing you to apply for campus accommodation, the MyAccommodation portal also allows you to access important documents relating to your accommodation throughout the duration of your agreement. These include your insurance documents, T&Cs and move out dates. You can access your MyAccommodation portal at <https://kenthospitality.kent.ac.uk/MyAccommodation>

## Vacation periods

To keep your rents as low as possible, and allow the University to maximise income from the residences, our facilities are let to outside bodies for conferences and events during the spring and summer vacations.

If you live in Becket Court and Keynes College main building (blocks F, G, H and I) you will need to vacate your room and return your fob to reception for both the winter and spring vacations.

During the winter vacation you may leave your belongings in your room (at your own risk) but for the spring vacation all belongings must be removed, as the accommodation will be used by conference visitors. Please note access to your room over either vacation period will be unavailable.

Residents of Rutherford and Eliot Colleges can occupy their rooms for the winter and spring vacations, except for the University's two-week closure period over Christmas and New Year. You will need to return your fob to reception before leaving for the winter closure period, but you are able to leave your belongings in your room (at your own risk) during this time although please be aware access to the room will be unavailable.

If you wish to stay in your accommodation during any vacation not covered by your contract you may do so (subject to availability). However, you will not be able to remain in your term-time room and will be offered a room in separate student designated accommodation areas. This will be charged at normal student term-time rates.

If you are unsure of if you need to move out, or the dates and times you are required to move out by, please check your Accommodation Agreement available through your MyAccommodation portal.

# ABOUT YOUR ACCOMMODATION (CONT)

## Part-catered accommodation

Your meal entitlement will be available via your room fob, which you collect on arrival at the University.

For residents in Eliot and Rutherford Colleges, the Bed and Flex dining scheme is available at many different locations across Canterbury campus, seven days a week during term-time.

If you live in Keynes College main building (blocks F, G, H and I) or Becket Court, breakfast and an evening meal are available in Dolche Vita, Keynes College, Monday to Friday, and in Rutherford Dining Hall at weekends and bank holidays, during term-time only.

Further information on meal plans can be found in the part-catered accommodation section at [www.kent.ac.uk/accommodation](http://www.kent.ac.uk/accommodation)

## Flex catering package

If you live in self-catered accommodation you can purchase the Flex Catering Package in addition to your accommodation. This plan provides savings of up to 50% throughout the year and provides a daily £10.00 credit to use in various outlets across campus during term-time.

For more information see [www.kent.ac.uk/catering](http://www.kent.ac.uk/catering)

## College accommodation

Colleges are locked at midnight but residents can use their room fob to gain entry after this time. All non-residents are required to leave before midnight.

## College Life Team and college membership

College membership is a feature of the University's collegiate identity. Each student becomes a member of one of the seven colleges, whether they live on or off campus, in part-catered or self-catered accommodation. This also includes students living in Park Wood. Membership is assigned based on your first address on campus and you can check yours through SDS. Through College events, activities and more the College Life Team help to shape college communities and ensure that students have a positive experience of residential life.

The Head of Colleges and Community Life along with the College Life Team look after each college and are there to offer advice, help and support if you need assistance with any welfare or interpersonal issues. All matters will be dealt with in the strictest confidence. They also support you if you have minor disagreements in your household and make referrals where necessary to appropriate campus services and departments.

Find out more about college membership and how to contact the College Life Team at: [www.kent.ac.uk/guides/colleges](http://www.kent.ac.uk/guides/colleges) or reach the team by emailing [collegesandcommunity@kent.ac.uk](mailto:collegesandcommunity@kent.ac.uk)

## Student Conduct and Complaints Office

This Office is responsible for enforcing the University's Student Discipline Procedure and Code of Conduct. The Code of Conduct sets out the behaviours that we expect all student's to abide by during their time at University. A digital copy of these documents is available at: [www.kent.ac.uk/regulations/general.html](http://www.kent.ac.uk/regulations/general.html)

## Insurance

Your rent includes room insurance for loss of personal possessions up to £10,000 in respect of claims arising from fire, flood or theft within the accommodation area, including losses by walk-in theft, but does not cover accidental damage. You will be able to arrange additional cover online at the insurer's website, (eg for accidental damage or all risks on high value items such as bicycles, mobile phones and laptops). You can find your insurance documents within your MyAccommodation Portal: <https://kenthospitality.kent.ac.uk/MyAccommodation>

## Paying accommodation fees

Every student at the University has a financial account held centrally. The Income Office is responsible for applying all tuition and accommodation charges to your student account and collecting all related student income.

Accommodation fees can be paid online at <https://epay.kent.ac.uk/epay> and are due as follows:

- For undergraduates, payment is due on the first day of each term
- For postgraduates, payment is due on the first day of each quarter.

If you wish to look at your invoice for your accommodation please login to your accommodation account <https://kenthospitality.kent.ac.uk/MyAccommodation>

Statements and email reminders will be sent to all students who have an outstanding balance after the payment deadlines. They will detail the balance outstanding and any payment penalties added to your account.

Late payment penalties will be charged if the fees have not been paid in full. Non-payment of residence fees may also result in accommodation being withdrawn.

If you have trouble with accessing government funding or are experiencing a shortage of funds you are advised to visit the Financial Aid Office in the Registry.

The University's Student Finance Offices can be found in the Registry. Each office has its own opening times so please check before visiting [www.kent.ac.uk/finance-student](http://www.kent.ac.uk/finance-student)

## Fobs and keys

Upon arrival at the University you will need to collect your electronic fob or key from your accommodation reception. This key and/or an electronic fob will provide access to your bedroom and building.

If you are based in Becket Court and Keynes College main building (blocks F, G, H and I), you will be issued with a fob on a termly basis and you must return your fob to the reception at the end of each term.

If you live in Eliot and Rutherford College you must return your fob at the end of the Autumn term.

All other students must return their fob/key at the end of the period of residence. For all students, charges will be incurred if keys/fobs are not returned on the date(s) specified in your Accommodation Agreement.

**If you do not return your fob, you risk a charge being applied to your student account to cover the actual replacement cost. You may also be charged for not vacating your room on the specified date as stipulated in the T&Cs of your Accommodation Agreement.** Please note in this instance you will also not be able to re-enter your room as the fob will have expired. New fobs can be collected again from your nearest accommodation reception when you arrive for the new term.

**You are not permitted to give your keys to any other student or unauthorised person or to sublet your room, under any circumstances. No fob or key can be handed out from reception to anyone other than the room's occupant.**

It is important that rooms are never left unlocked when you are away from your residence. Security of keys and fobs is paramount to the safety of personal belongings and if they are lost this should be reported to your reception without delay.

When reporting a lost fob/key to reception you will be given seven days to find it by being issued a temporary replacement (your ID or security questions will be asked to verify you are the room occupant). This temporary key/fob will stop working after seven days at which point upon issuing a new fob/key a fee will be applied to your student account to cover the permanent replacement of each lost key/fob.

Please note that if you find the original fob after a new replacement has been made, a refund cannot be issued as the original fob will no longer work and is not reusable. Duplicate keys cut outside the University are not acceptable.

**Misuse of keys/fobs may be considered a disciplinary offence and you should be aware that handing back keys to a room does not free you from the charges or obligations of your room agreement.**

# ABOUT YOUR ACCOMMODATION (CONT)

## Reporting accommodation repairs and maintenance defects

You must report any maintenance defects online via the defect reporting system at the earliest opportunity. In all colleges (except Woolf College, please see below) reports can be via [www.kent.ac.uk/accommodation/report-defect](http://www.kent.ac.uk/accommodation/report-defect)

For any emergency fault or issue (such as flooding) please contact your college reception immediately, or out of hours, Campus Security.

The maintenance and repairs of University buildings are carried out by University Estates staff. In Woolf College and Turing and Keynes flats and houses, maintenance is carried out by University Partnership Programme (UPP) staff, whose response times may differ to those outlined below. In addition, approved external contractors may also need to access buildings on occasion to carry out necessary specialist repairs or maintenance.

Please note, the University and UPP do not offer a 24-hour, seven days a week maintenance service, unless a call out is required for any major emergency, such as a flood or power failure.

Normal working hours are 08.00 to 16.00, Monday to Friday, when all minor maintenance work is undertaken. Any faults reported outside of these hours will be reviewed the next working day and prioritised in accordance with the Estates Department service levels.

Any emergency repairs required outside office hours should be reported to Campus Security +44 (0)1227 823300, who will decide whether a repair is urgent and will call out a member of the maintenance team where necessary.

Maintenance service level of response is indicated below:

### Emergencies – within one hour

- Floods (either from pipework or leaking roofs)
- Glazing (where security or safety is compromised)
- Electrical shutdown of a building
- People trapped in a lift
- Gas leaks
- Fire alarms
- Serious trip hazard
- Bare electrical cables

### Urgent – within 24 hours

- No heating (when reported before 15.00)
- No water
- Lighting (where it provides the only illumination in an area)
- Lights on staircases
- No hot water
- Shower not working (where it is the only one in a house)
- Localised electrical failure
- Security lighting
- Blocked toilets or drains
- Lifts out of action
- Corridor lights
- Removal of graffiti

### Routine – within five working days

- Lighting (where it is one of a number in an area)
- External lighting

- Door closers
- Unable to open windows
- Tiling to showers

### Scheduled – within 20 working days

- All other Maintenance items required

This list can be found online at [www.kent.ac.uk/estates/customer-services/maintenancelevels.html](http://www.kent.ac.uk/estates/customer-services/maintenancelevels.html)

Estates and UPP staff aim to carry out all necessary maintenance work so as to minimise inconvenience to residents. This will not always be possible if unexpected and unplanned (reactive) maintenance is needed.

For planned maintenance seven days' notice will normally be given, where possible, to residents and every effort will be made to avoid examination periods. For urgent work the minimum notice will be 24-hours unless an emergency requires immediate action.

Not all defects can be fixed immediately, as sometimes delays can occur if replacement parts are difficult to obtain or the fault needs an outside contractor. You should check with the Housekeeping Supervisor on the progress of any repairs. Where repair or maintenance work is necessary due to damages caused by you, your housemates or your guests, you will be notified of the total actual costs for repair or replacement which will be added to your student account with the University.



Any faulty street lighting should be reported to the nearest reception or Campus Security on ext 3300.

Refurbishment work may be carried out while you are in residence – we aim to respect your privacy and keep any disruption to a minimum.

Refunds of rent for maintenance failures are only made in very exceptional circumstances and only following a written report to the Executive Manager of Housekeeping at Kent Hospitality.

No refunds are considered where the fault is beyond the University's control, eg a power cut or difficulty or delays in obtaining a spare part. Refunds of rent are not made in respect of noise disturbance.

To report a defect at Woolf College you can either go to Woolf reception, call +44 (0)1227 378700 or email [woolfreception@kent.ac.uk](mailto:woolfreception@kent.ac.uk).

Please note, reported defects in Woolf College are responded to by UPP, as such the above information will differ for Woolf College.

Information regarding the University's adverse weather policy is available here: [www.kent.ac.uk/estates/policies/?tab=adverse-weather](http://www.kent.ac.uk/estates/policies/?tab=adverse-weather)

## Launderettes

Self-service, mobile app/laundry card operated launderettes with washing machines and tumble dryers are available for you to use across all accommodation areas on campus.

Launderette faults should be reported directly to the operator using the numbers located within the launderette.

You can purchase laundry cards (including some with pre-loaded credit) from dispensing machines located in Park Wood Flats launderette, Turing College launderette and in Keynes College near reception. A laundry card costs £2.00 with no credit loaded, as such this will be deducted from the total credit included when purchasing a pre-loaded card (ie a card purchased for £10.00 at a vending machine will have £8.00 credit included). Please also note, these laundry card vending machines do not give change so please use the correct money.

To use the mobile app, download the free 'Circuit' app from the Play or App store and follow the in-app instructions to top up.

Irons and ironing boards are provided in kitchens of self-catering accommodation.

Please note you use the launderettes at your own risk and the University accepts no liability for any damage that may result from the use of these facilities. For information about launderette facilities in your accommodation area, see [www.kent.ac.uk/accommodation/canterbury/living-on-campus/laundry-facilities.html](http://www.kent.ac.uk/accommodation/canterbury/living-on-campus/laundry-facilities.html)

## Reception services

Receptions are located in Darwin, Eliot, Keynes, Turing and Woolf Colleges, in Park Wood Administration Building and in Tyler Court, Block A. This is where you collected your keys/fobs on arrival and can collect mail and parcels (see below). The receptions also provide a general information service. Details of opening hours are available at [www.kent.ac.uk/receptions](http://www.kent.ac.uk/receptions)

## Mail

All internal mail should be collected from your accommodation reception and it is your responsibility to check regularly for any mail. Any mail not collected within two weeks of delivery will be returned to the sender. Residents living in the following accommodation should collect their mail as follows:

- Tyler Court A, B and C, and Rutherford College from Tyler Court A Reception
- Becket Court from Eliot College Reception
- Darwin Houses from Darwin College Reception

In self-catered accommodation at Park Wood, Keynes and Turing College, Royal Mail and couriers will deliver all correctly addressed external mail directly to the house/flat. You should try to arrange for items to be delivered when you know you will be available, as receptions may not be able to accept deliveries on your behalf.

## ABOUT YOUR ACCOMMODATION (CONT)

Please note receptions are unable to take delivery of any fresh food items including online supermarket deliveries (see page 11).

An automated email will be sent from your accommodation reception when a parcel or piece of registered mail has been delivered and processed by reception for you to collect. You will need to show your KentOne card (student ID) to collect all mail.

The University does not accept any responsibility or liability for forwarding mail to a new address, as such mail will require a new stamp within 24-hours of receipt.

It is your responsibility to arrange to have your mail redirected if you change your campus accommodation and before leaving campus at the end of the summer term, whether you are returning in September or not. All mail received during the summer vacation is returned to the sender.

You are able to buy postage stamps and post mail and small parcels from the Estates Post Room on Park Wood Road. Items may be sent using a range of standard Royal Mail services. The Estates Post Room is open limited times Monday to Friday. Check online for opening times and further information [www.kent.ac.uk/estates/services/postal.html](http://www.kent.ac.uk/estates/services/postal.html)

In order to get your mail delivered to you correctly it is important to use the correct postal address for your accommodation area. Please use the following address formats.

<b>Darwin College</b>	Name Corridor/Room Number (eg G1-5 or Finch 2) Darwin College The University of Kent, Canterbury CT2 7NY
<b>Eliot College and Becket Court</b>	Name Corridor/Room Number (eg E3-N2 or 12 Becket Court) Eliot College The University of Kent, Canterbury CT2 7NS
<b>Keynes College (blocks F, G, H and I)</b>	Name Block/Floor/Room Number (eg F1/12) Keynes College The University of Kent, Canterbury CT2 7NP
<b>Keynes College (blocks P, Q, R, S and T)</b>	Name Block/Flat Number/Room Letter (eg R6/A) Keynes Flats/Houses The University of Kent, Canterbury CT2 7FH
<b>Park Wood</b>	Name House (or Flat) Name/House (or Flat) Number/Room Letter (eg Tudor Court 5A or Stock 6B) Park Wood The University of Kent, Canterbury Postcode (each court has its own postcode as listed below)  Bishopden CT2 7UY; Bossenden CT2 7WS; Clowes CT2 7SX; Denstead CT2 7SJ; Ellenden CT2 7SH; Farthings CT2 7UZ; Grimshill CT2 7ST; Homestall CT2 7SU; Kemsdale CT2 7WW; Lypeatt CT2 7SR; Marley CT2 7UU; Nickle CT2 7WU; Purchas CT2 7SY; Stock CT2 7WT; Thornden CT2 7SS; Tudor CT2 7UX; Willows CT2 7UT
<b>Rutherford College</b>	Name Corridor/Room Number (eg E3-N2) Rutherford College The University of Kent Canterbury CT2 7NX



## Heating

Heating in the accommodation will not be on 24 hours per day and will be turned off during the summer. All student residences are fitted with centrally controlled thermostats meaning that your heating will automatically turn on between 06.30 and 23.00 if the room's temperature drops below 21 degrees Celsius or below 18 degrees Celsius outside. If your radiator is not working when these conditions have been met, first check your radiator is on (lift the head and turn it anti-clockwise) then check the rest of the house's radiators before reporting a faulty radiator using the online defect reporting system.

The University does not provide individual additional heating or cooling appliances in the accommodation in winter or summer.

## Internet and Wi-Fi

Your bedroom on campus has wired internet for your laptop. It's easy to set up: plug in the red Ethernet cable (available in receptions if needed) and open a web browser to follow the process on screen. Step by step instructions are in the Get Online booklet in your bedroom.

The student Wi-Fi service (eduroam) works in your accommodation and across campus. Check your phone, tablet, laptop etc is using eduroam. There is also free public Wi-Fi for visitors (WiFiGuest), but it won't offer the full speed and access that eduroam gives you. For more details see [www.kent.ac.uk/guides/wi-fi](http://www.kent.ac.uk/guides/wi-fi)

Turing College	Name Block/ Corridor Room Number (eg G/8D) Turing College The University of Kent, Canterbury CT2 7FN
Tyler Court (Blocks A, B and C)	Name Tyler Court Block/Flat Number/Room Letter (eg Tyler Court A/32 or Tyler Court B21/K) The University of Kent, Canterbury CT7 7UF
Woolf College	Name Block letter Flat Number/Room letter (eg H2/B) Woolf College The University of Kent, Canterbury CT2 7BQ

## ABOUT YOUR ACCOMMODATION (CONT)

### Weekly fire alarm tests

Location	Time	Day
Becket Court	08.35	Tuesday
Darwin College	08.15	Wednesday
Darwin Houses – Phase One	09.10	Wednesday
Darwin Houses – Phase Two	09.15	Wednesday
Eliot College	08.15	Tuesday
Keynes College	08.55	Tuesday
Keynes Flats and Houses	09.00	Tuesday
Park Wood – Administration Building	09.50	Monday
Park Wood – Bossenden Court	09.30	Monday
Park Wood – Grimshill Court	09.40	Monday
Park Wood – Kemsdale Court	09.15	Monday
Park Wood – Nickle Court	09.20	Monday
Park Wood – Stock Court	09.25	Monday
Rutherford College	08.55	Wednesday
Turing College	10.00	Tuesday
Tyler Court, Block A	09.20	Wednesday
Tyler Court, Block B	09.25	Wednesday
Tyler Court, Block C	09.35	Wednesday
Woolf College – residences	11.00	Tuesday
Woolf College – academic building	08.25	Wednesday

**At all other times you must evacuate immediately when the alarm sounds continuously.** Even at the test times listed above, you must evacuate if the alarm sounds for more than one minute.

**If you do not evacuate immediately, you are potentially putting yourself and others at risk. The University will treat this and tampering with fire safety equipment as a serious disciplinary offence.**

### Animals

Animals are not permitted in University accommodation. However, assistance dogs are acceptable, but this must be arranged in advance of your arrival with the Accommodation Office and Student Support and Wellbeing.

### Telephones and messages

Please ensure that you keep in regular contact with your families to avoid unnecessary worry and inform one of your housemates if you intend to be away from your accommodation.

It is not possible to provide an individual message service for so many residents and the administration staff will only take extremely urgent emergency messages.

Where provided with a telephone, you are able to use the University internal telephone system only. It is not possible to receive incoming telephone calls to this system. No additional telephone lines or satellite dishes may be installed in any University accommodation.

### Bikes

You are welcome to bring your bike to campus with you as there are a number of bike shelters (open and lockable) available across campus. Bikes are not allowed to be kept in your accommodation. If requested, bike shelter access can be placed on your KentOne card at the Security and Transport Centre. Please note all bikes are left at the owner's risk.

Together with ByCycle there is an affordable cycle hire scheme on campus. During term-time ByCycle also provide a weekly Dr Bike service where trained bicycle mechanics check and adjust your bike for free.

Find out more about the cycling facilities on campus at: [www.kent.ac.uk/transport/cycling](http://www.kent.ac.uk/transport/cycling)

## TV licence

A TV licence is required by UK law for each television in a shared house, flat or college bedroom. The University does not guarantee TV reception in residential buildings. If however, the room has a fixed television provided, then the University will cover the TV licence. One licence does not cover several televisions in shared student accommodation. Please note that detector vans patrol the campus regularly, and fines can range up to £1,000 for unlicensed televisions.

Use of a laptop, games console or mobile phone to watch live TV will still require an individual TV licence. For further information and guidance, visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk)

## Electoral roll

You should register to vote in local or national elections, to do this you need to register at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote). The University is not permitted to register you.

## Shopping deliveries

If you are ordering your shopping online to be delivered to campus, it is your responsibility to return the crates to the driver immediately afterwards. If you fail to do so, please take the crate(s) as soon as possible to the dedicated supermarket crate collection point nearest to your accommodation. Details of the collection points are displayed in your kitchen.

Failing to return supermarket crates could result in tripping hazards or obstruction of fire evacuation escape routes and throughways.

## Transport and car parking

We regret that we are unable to provide parking for students living in any on-campus accommodation. Parking is only available to students who hold a Disability Blue Badge or those living off-campus, a long distance away from the University campus. For information on whether you are eligible for a student parking permit visit: [www.kent.ac.uk/transport/byroad/student](http://www.kent.ac.uk/transport/byroad/student)

The University is well connected via public transport. The Estates department work with Stagecoach to provide a frequent, 24-hour, affordable bus service between the Canterbury campus and Canterbury City centre.

Most students purchase a heavily discounted academic year ticket (Student Unirider) which allows unlimited travel around Kent and East Sussex. For more information see: [www.kent.ac.uk/transport](http://www.kent.ac.uk/transport)

The Campus Shuttle service provides free transport between the Canterbury and Medway campus during term-time. You can book a seat on the shuttle online [www.kent.ac.uk/campus-shuttle](http://www.kent.ac.uk/campus-shuttle)

The nearest train stations to the Canterbury campus are Canterbury West and Canterbury East. From Canterbury West station you can catch the high speed service to St Pancras and then connect to the Eurostar train service, London Underground or National Rail services.

National Express operate a regular coach service to London Victoria from Keynes bus stop on campus.

Learn more about all of our travel discounts and how we are trying to be greener at [www.kent.ac.uk/transport](http://www.kent.ac.uk/transport) or keep up to date by following @unikent\_travel on Twitter

## Kent Sport Membership

Kent Sport Premium Plus membership is included in your accommodation fees for all undergraduate students living in our accommodation on the Canterbury campus.



## ABOUT YOUR ACCOMMODATION (CONT)

Alternate sport membership is included for first year students living in Pier Quays at the Medway campus.

You cannot return/not use your sports membership in exchange for a reduction to your accommodation fees.

Read more about your sports membership at: [www.kent.ac.uk/sports/membership/free-membership](http://www.kent.ac.uk/sports/membership/free-membership)

### KentOne Card/University ID

You'll use this card in many areas of your life at Kent! It is produced from the KentOne desk, which is situated at the Central Student Administration reception, at the student entrance of the Registry.

The card is multi-functional and enables you to access and borrow books from the library, join Kent Sports and go to the gym, gain entry to the examinations hall, participate in student elections and lots more.

You must carry your KentOne card/University ID on you at all times and should show it on request. In particular you must show your KentOne card to Security Personnel when requested to do so. This is to assist in maintaining a safe campus environment for the benefit of all. Failure to co-operate, in particular failure to show your card, may be considered as a breach of the Student Discipline Procedure.

Any separately purchased meal packages are added to the KentOne card.

You can also use your KentOne card as a cashless purchasing card. All Kent Hospitality catering outlets (as listed below plus Gulbenkian Café and The Pavilion Café Bar) are cashless meaning you must pay via your KentOne card or a credit/debit card when making a purchase. Once you have credited your KentOne card account with funds, you will be able to use the card at numerous campus outlets to pay for food, drinks and shopping.

When doing this you will receive an exclusive **10% discount** at the till in all of Kent Hospitality's outlets: Bag It, Create, Dolche Vita, Hut 8, K-Bar, Mungo's, Origins, Rutherford Dining Hall, Sibson Café, Sports Café and The Street Kitchen. Your card can be instantly topped up online at [www.kent.ac.uk/kentonecard](http://www.kent.ac.uk/kentonecard)

If you lose your card you will be charged for a replacement, which can be obtained from the KentOne desk in the Registry on weekdays from 09.00 to 17.00 and 09.00 to 13.00 in vacation periods. Please note that as they are unable to take cash, you will need to have sufficient funds on your KentOne account or have a debit/credit card with you. Cards which have been stolen are replaced free of charge if you can provide a crime reference number.

Further details of the KentOne card are available at [www.kent.ac.uk/kentonecard](http://www.kent.ac.uk/kentonecard)

### Prohibited items

The following items and actions are prohibited in your accommodation for health, safety and fire reasons:

- smoking, shisha pipes, vaping and use of e-cigarettes (also prohibited within 5 metres of all buildings under the University's No Smoking policy except in outside areas of licensed premises)
- nitrous oxide or nos canisters\*
- candles, incense/joss sticks, oil burners and all other naked flames
- storage or use of fireworks of any kind
- storage of dangerous flammable liquids, acids or other strong chemicals, such as bleach, petrol or other fuels and solvents
- use of barbecues
- heating appliances
- cooling appliances including refrigerators\* and air conditioning units
- tumble/spin dryers
- multi-way cube adaptors
- travel adaptors – except the approved types (available from Housekeeping or receptions)
- suspending cord for use as a clothes line
- storage of bicycles
- storage of firearms, knives, dangerous implements or weapons of any kind
- tampering with any of the heating or electrical systems
- accessing any roof or entering any roof space.

\* Exceptions can occasionally be made for genuine medical requirements.

Residents in part-catered accommodation (Rutherford, Eliot, Becket Court and Keynes College main building – blocks F, G, H and I) are not allowed any additional cooking equipment – prohibited items include toasters, microwaves, grills and deep fat fryers.

Additional cooking appliances are only permitted in self-catered accommodation kitchens (Darwin College, Tyler Court, Woolf College, Keynes flats and houses, Park Wood flats and houses, Turing College flats and houses) but must not be used in study bedrooms or corridors at any time (this applies to all equipment including toasters and kettles).

For more information, see the Health and Safety section of this handbook.

## Room occupancy

Single rooms are designed for occupancy by one person only. No persons other than the authorised resident are permitted to occupy the room or any other part of the accommodation. Visitors are allowed but for no longer than three nights.

## Room transfers and vacancies

Please note you are not permitted to make informal exchanges of rooms. All room transfers must be arranged with and authorised by the Accommodation Office. This is to ensure a new room agreement is created so that each resident is charged accurately.

Room transfers are not automatically granted and requests from new students or those living off-campus are given priority for any vacant rooms.

Reasons for moving that involve housekeeping or maintenance problems must be first be directed to the Housekeeping department so the issue can attempt to be resolved.

Reasons for moving that involve disputes or complaints with neighbours should in the first instance be referred to the College Life Team who may be able to resolve the cause of any problem and escalate it to the Student Conduct and Complaints Team if necessary.

Due to the Covid-19 situation, the Accommodation Office will endeavour to assist with room move requests as permitted under government guidance and subject to available suitable alternative accommodation. You should email [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk) regarding your request provided your reasons are not already covered above.

## Withdrawing from the University

If you decide to leave the University and withdraw or intermit from your course, you must inform the Accommodation Office, at Tanglewood, and your academic school in writing, as confirmation will be required in order to process your Notice Letter.

Details on the procedures you should follow can be found at: [www.kent.ac.uk/csao/support/withdraw.html](http://www.kent.ac.uk/csao/support/withdraw.html). If you fail to do this, you will continue to be charged for your accommodation whether or not you are still living there.

You should vacate the accommodation within a reasonable time period, usually within four weeks of your official intermission/withdrawal or de-registration.

Once your departure date has been confirmed, before or on that date, you must:

- return your keys or key fobs
- leave your room and the property in a clean and tidy condition
- have paid any accommodation fees due to the University.

Any refunds of accommodation fees due after departure are administered by the University Income office.

## Leaving University accommodation to move home or into privately rented accommodation

If you wish to leave your accommodation, but are intending to continue to be a registered student of the University, you will only be released from your licence if a suitable replacement student (ie one who is not currently in University managed accommodation, and who is the same gender can be found).

## ABOUT YOUR ACCOMMODATION (CONT)



You will have to pay for your University accommodation until a replacement student accepts liability for your room and a new Agreement.

### Completion of residence period

At the end of the period of residence, the following arrangements should be made:

- Inform the Central Student Administration Office of any forwarding address
- 10.00 is checkout time on the morning of your agreement expiry date
- All rubbish should be removed, the room/house/flat cleaned by the resident and furniture restored to its original position

- The University will not accept liability for items left in the accommodation at the end of the letting period. Any items found will be treated as unwanted refuse and disposed of immediately.

Please note that charges may be added to your student account to cover the actual costs of returning your accommodation to the standard it was when you moved in if you were deliberately responsible for these damages. For example this would include repairs, redecorating, replacement of appliances or furniture, appliance or furniture moving, excess rubbish removal. Where damages are in communal areas and the perpetrators not identifiable charges will be equally applied to the accommodation's residents.

### Storage

You should not leave any personal belongings on the premises after the end of your accommodation agreement. Any items left behind will be recycled, donated or disposed of. The University does not accept any liability for items left, either inadvertently or otherwise, after the occupant leaves the accommodation.

If you need to arrange storage of your personal effects, details of local storage companies are available from the Accommodation Office and online at [www.kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation.html](http://www.kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation.html)

### Student Guide

The Student Guide is available online and is your one-stop shop for finding out information about news, events and services available to you on campus: [www.kent.ac.uk/student](http://www.kent.ac.uk/student)

Specific information and advice on the following support services are also available:

- Wellbeing (including sections on alcohol and drugs, mental health and sexual respect): [www.kent.ac.uk/guides/wellbeing](http://www.kent.ac.uk/guides/wellbeing)
- Health services (on campus and locally): [www.kent.ac.uk/guides/health-services](http://www.kent.ac.uk/guides/health-services)
- Support contacts: [www.kent.ac.uk/guides/wellbeing-contacts](http://www.kent.ac.uk/guides/wellbeing-contacts)





# STUDENT BEHAVIOUR

**All students are required to abide by the University Regulations, for the wellbeing of our community, and you must familiarise yourself with them. The underlying principles are simple: familiarise yourself with the basic rules, treat others with respect, do not act in an inconsiderate or disruptive manner. Ignorance of the University's Regulations is no excuse.**

On campus any behaviour which puts others at risk will not be tolerated and may be subject to non-academic disciplinary action or legal proceedings.

Breaches of the Student Discipline Procedure are taken seriously. Various penalties are available and a full list of penalties can be found in the Student Discipline procedure found online at [www.kent.ac.uk/regulations/general.html](http://www.kent.ac.uk/regulations/general.html)

The Student policies and procedures includes health and safety, the general conduct expected of students, car parking and the policies on alcohol and controlled/illegal psychoactive substances.

The following University websites should be consulted for information about the regulations and policies governing the conduct of students:

- [www.kent.ac.uk/regulations/general.html](http://www.kent.ac.uk/regulations/general.html)
- [www.kent.ac.uk/governance/policies-and-procedures](http://www.kent.ac.uk/governance/policies-and-procedures)
- [www.kent.ac.uk/safety/studentsafety](http://www.kent.ac.uk/safety/studentsafety)

## No smoking policy



UK laws create a requirement for all enclosed places of work and enclosed buildings, which are accessible by members of the public to be smoke free. Therefore, smoking is not permitted within any University building, or within five metres of buildings other than within a few signposted designated shelters.

The use of e-cigarettes is treated the same as tobacco, under the University's No Smoking policy and must not be used within any building or in other prohibited areas.

## Behaviour

On campus any behaviour which puts others at risk will not be tolerated and may be subject to non-academic disciplinary action or legal proceedings. Examples of this include:

- Unacceptable behaviour
- Misuse of fire alarms or fire fighting equipment
- Intentional or reckless interference with mechanical, electrical or other services or installations, including fire extinguishers and alarm call points
- Possession, use or supply of controlled/illegal psychoactive substances
- Drunk and disorderly conduct
- Violent or threatening behaviour
- Non-compliance with notices on the campus forbidding cycling, rollerblading, skateboarding etc
- Possession or use of weapons or harmful substances (including replica weapons)
- Misuse of laser pens.





Breaches of these regulations are taken seriously. Ignorance of policies or regulations is no excuse. Anyone in breach of these regulations may be subject to non-academic disciplinary procedures, and severe penalties may apply.

## Coronavirus or COVID-19 Policies

The health, safety and wellbeing of all our students and staff on campus is always our top priority and we are continuously monitoring best practice and measures that can be put in place to allow you to still enjoy the student experience.

We request that all students comply with the current government guidance and regulations in relation to the COVID-19 pandemic while on campus and be considerate of others during this time.

The Accommodation Office have produced a COVID-19 Policy document that provides guidance regarding living on campus and the practices in place to keep everyone safe. This document is regularly updated to remain current with government guidance.

To view this Policy and the latest information visit:  
[www.kent.ac.uk/accommodation/canterbury/living-on-campus/#important-information](http://www.kent.ac.uk/accommodation/canterbury/living-on-campus/#important-information)

We also have accommodation specific COVID-19 FAQs at:  
[www.kent.ac.uk/student/coronavirus/accommodation](http://www.kent.ac.uk/student/coronavirus/accommodation)

Further University wide information can be found at:  
[www.kent.ac.uk/student/coronavirus](http://www.kent.ac.uk/student/coronavirus)

Government guidance available at:  
[www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do](http://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do)

## Penalties

Various penalties are available and a full list of penalties can be found in the 'Regulations on Student Discipline in relation to non-academic matters' document found online at [www.kent.ac.uk/regulations](http://www.kent.ac.uk/regulations) Penalties also include the authority to recommend to us (Kent Hospitality Accommodation Office) that a student's accommodation licence agreement should be terminated.

## Noise and neighbours

Failure to comply with the following regulations is a breach of the conditions of your accommodation agreement which could expose you to a variety of disciplinary actions, such as transfer to alternative accommodation, or even termination of the room agreement.

In all accommodation, noise levels must be kept at a low level at all times and cease altogether between the hours of 23.00 and 07.00.

The need for quiet is especially important during the revision and examination period. During the summer term there is a 24/7 noise ban and no noise should be audible from within an individual's room at any time of day or night. Care should also be taken not to create any disturbance in common areas, or when outside close to residences. Even if your own examinations have finished, other students may still be revising and this should be respected.

Residential accommodation is not suitable for the holding of parties. As such, advertising and holding of parties with loud music being played and heard from outside is not permitted. Gatherings of people in the accommodation will inevitably cause overcrowding, disturbance, annoyance and possible distress to other residents.

Teaching and other rooms on campus may be booked at the discretion of Kent Union in conjunction with the Timetabling Office for evening student society meetings and other activities during term time. At least one week's notice is required. For further information, terms and conditions please refer to [www.kent.ac.uk/timetabling/stusocbook/studentbooking.html](http://www.kent.ac.uk/timetabling/stusocbook/studentbooking.html)

Residents are not to play musical instruments, nor have any form of amplification or musical reproduction, outside the accommodation, nor situated so that it can be heard outside.

## STUDENT BEHAVIOUR (CONT)

Music practice rooms are available and access to these can be arranged (by permit only) through the Music Assistant in the Colyer-Fergusson building. For full details, see [www.kent.ac.uk/music/practicerooms.html](http://www.kent.ac.uk/music/practicerooms.html)

**The most important thing is to be considerate of others.** Any neighbour is entitled to ask you to stop making a noise if it disturbs them. If you are asked to be quiet, please try to co-operate with the person making the request. Certainly you should not be rude or aggressive.

If you return to your accommodation after midnight, please do so quietly. In particular you should avoid shouting or having loud conversations outside rooms where people may be sleeping and you should not slam doors or run loudly up and down stairs.

Security staff are available 24-hours a day on +44 (0)1227 823300 or ext 3300 to attend any noise disturbances. Campus Security pass reports on incidents that they attend to the Head of Colleges or Head of Student Conduct and Complaints for consideration.

Issues arising from noise are usually resolved through dialogue between residents with a view to agreeing shared expectations.

However, any complaints or disputes arising from inconsiderate or noisy neighbours, which remain unresolved, should be put in writing and directed to the Student Conduct and Complaints Office. Your complaint should be short and factual, with descriptions of the types of problems experienced including times, dates etc. You should detail your name, your campus address and email and the room number and name, if you know it, of the person or persons causing any problem.

A Student Conduct and Complaints Officer may then wish to interview you to check details before deciding on any appropriate action to take.

### Visitors

You should follow government guidance when considering inviting visitors to your home, and discuss potential visitors with your housemates, respecting their needs and concerns where appropriate. Once government guidance permits, visitors are allowed to stay occasionally for a maximum of three nights, preferably at weekends, provided this does not inconvenience other residents.

If you have a visitor, you are responsible for their conduct and behaviour and any damage they may cause. You should accompany them at all times to ensure they do not annoy or inconvenience other residents.

No keys and/or fobs are allowed to be given to any visitor, and they should not be left unaccompanied in the accommodation. Guests must be aged 18 or over and it is not permitted for guests to stay on a regular basis or for extended periods of time beyond this three-night period. Any visit must be planned in advance, and where available an Overnight Visitor Form must be filled out from reception. The Accommodation Office reserves the right to remove or exclude guests and withdraw this privilege if in their reasonable opinion it is necessary to do so for the safety and wellbeing of other residents, to safeguard property, or if this privilege is being exploited.

It is advisable that no guests stay in student accommodation overnight during the first week of the start of the accommodation agreement. If complaints are received from other residents or security staff about the conduct of any visitor, the University authorities reserve the right to deny them access in the future.

# HOUSEKEEPING INFORMATION

**You are responsible for cleaning your own bedroom (and en-suite facilities where provided) and collectively responsible with your housemates for the cleanliness of communal areas (ie kitchen). All residents are expected to participate in keeping their accommodation clean.**

Helpful advice, videos, cleaning rotas and Housekeeping contact information can be found online at: [www.kent.ac.uk/accommodation/housekeeping](http://www.kent.ac.uk/accommodation/housekeeping)

## Arriving

On arrival you are required to check your room and report any problems to your local Housekeeping Supervisor in person or email, via reception, or for a maintenance fault using the online defect reporting system.

It is important that you report any damages in your accommodation on arrival, to avoid the risk of being charged for deliberately causing them at a later date.

## Bedrooms

Furniture and fittings must not be removed from rooms. When you leave, all furniture must be left in the same position as it was when you first arrived.

Pictures, posters and other decorations may only be temporarily affixed to walls, so as not to cause damage. It is your responsibility to carefully remove any items from the walls at the end of the agreement period.

Should there be any damage to walls, the actual cost for resulting redecoration may be applied to your student account.

## Cleaning

You and your housemates are responsible for the cleanliness of your accommodation. As such you should wash up your own plates, utensils etc, and clean the cooker/microwave immediately after use so your housemates are not inconvenienced.

Innuscience cleaning products and microfibre cloths have been provided in your accommodation for you to use. These products are safe and eco-friendly. We do not recommend the use of bleach in your accommodation.

Collectively, you must also regularly clean and defrost fridges and freezers. Similarly, you must clean any bath/shower immediately after use and keep the facilities in a hygienic condition.

The University reserves the right to employ contract domestic staff if hygiene and cleanliness fall below a reasonable standard. In this event you and your housemates will be collectively charged the actual cost of the cleaning.

The Housekeeping Managers maintain room and house inventories and carry out formal health and safety inspections on a regular basis. These determine whether any charges will be added to your student account.



CONTINUED OVERLEAF

# HOUSEKEEPING INFORMATION (CONT)

## Furnishings, fittings and equipment

You are responsible for your own room (and en-suite where provided) and collectively responsible with your housemates for furnishings, equipment and cleanliness in the shared parts of the buildings.

You are not permitted to install additional furniture or electrical appliances in your room or communal areas within the accommodation (eg additional heating or white good appliances) because of safety, space and other legal restrictions.

Pictures, posters or decorations are not permitted in any communal areas.

## Charges for damage, breakages or losses

Damage to University property, whether wilful or due to negligence, can result in the actual costs of replacement/repair to be charged to the account of the student(s) responsible. Where no culprit can be identified for damage caused in a shared area, the actual replacement/repair costs will be divided equally between you and your housemates.

Housekeeping Managers and Supervisors are authorised to impose charges on residents for any damages caused in their residences.

Appeals against decisions should be made in writing to the Executive Manager of Housekeeping at Kent Hospitality, whose decision is final and binding.

Students can be charged the actual cost to replace any damaged item(s) in their accommodation. In previous years this has ranged from £50 for a replacement microwave up to several thousands of pounds to replace a burnt out kitchen.

## Housekeeping team

You must allow free and unhindered access to the accommodation and shared facilities by Housekeeping staff. You must also ensure that your conduct does not prevent domestic staff from carrying out their duties.

In special circumstances, Housekeeping teams may be required to offer a limited and supplementary cleaning service under the direction of the Housekeeping Supervisors. Any such discretionary service is only intended to supplement the cleaning already carried out by the residents.

## Visual room/house checks and inspections

It is essential that all possible steps are taken to maintain safe conditions for residents and employees alike as such during the course of the letting period, regular health and safety, maintenance and housekeeping checks of all rooms/houses are carried out.

These checks will be carried out by staff from the Safety, Health and Environment Unit, Kent Hospitality Health and Safety, Estates Health and Safety and Kent Hospitality Housekeeping staff.

Visual room checks can be undertaken at any time, with or without you being present, and are in addition to any other planned or emergency maintenance visits. You will be informed after the visits if any potential health and safety hazards are discovered.

## Recycling facilities and waste disposal

You and your housemates are responsible for the removal of waste and recycling from your accommodation.

General waste must be placed in the black sacks and mixed recycling must be placed in the green sacks provided by Housekeeping and then put outside in the coordinating wheelee bins in the designated bin store areas. Recyclable items include paper, card, plastic, tins, cans and so on. Glass bottles and jars can be taken to any of the many collection points around campus.

Wet wipes and feminine hygiene products must **not** be flushed down the toilet as they cause blockages resulting in potential disruption of facilities while repairs are carried out. For feminine hygiene products individual disposal bags will be provided in toilet facilities.



## Moving out

Inspections are carried out during and at the end of the residency period. More detailed advice concerning cleanliness etc will be issued to you prior to the end of the agreement when the accommodation is vacated. You (individually or along with your housemates) may be charged the actual costs for replacing any missing items or repairing any damage caused by you/your housemates to any part of the accommodation.

Sani bins are located in communal toilets in campus buildings and colleges.

Your college reception has recycling facilities for batteries and ink cartridges/toner as well as charity bags for the British Heart Foundation Donation banks on campus where clothes, shoes, books and accessories can be donated. Regular food drives occur on campus throughout the year, and extra events are in place during moving out.

To find out more about what you can recycle on campus and in which bins, including maps of recycling locations and initiatives that we have to reduce our general waste while increasing our reuse and recycling options visit: [www.kent.ac.uk/recycling](http://www.kent.ac.uk/recycling) or tweet @UniKentRecycle

## Environment

The University aims to behave as an environmentally responsible body and to incorporate environmental awareness and sustainable development into all its activities.

You can help the environment by:

- Reducing the amount of resources you use, for example only buy the food you need
- Reusing items and getting the most from every product, for example using up your food leftovers to make up meals
- Donating unwanted good such as clothes, books, bags etc at the British Heart Foundation Donation points
- Recycling waste from within your accommodation and when around campus
- Only putting items that cannot be recycled such as food waste and polystyrene into your general waste bin.



# SAFETY AND SECURITY

## Campus Security

A professional security team of over 50 members of staff are available on campus on a 24-hour basis every day of the year, based at the Security and Transport Centre, near the Grimond Building, telephone +44 (0)1227 823300 (or extension 3300).

Campus Security staff offer support, advice, guidance, free personal safety alarms, and lost property.

In every college reception area (with the exception of Woolf College), there is a community internal use phone to call Campus Security if necessary.

Find out more about Campus Security at [www.kent.ac.uk/estates/services/security](http://www.kent.ac.uk/estates/services/security)

## Personal safety and security

You should lock your room and close any windows when you are out and carry your room key/fob/swipe card and KentOne card (University ID) at all times. You are responsible for the security of your own personal possessions.

Campus Security provide a walking taxi service for anyone wanting to be accompanied across campus by a member of their team.

A number of free personal safety items are available to all students. Items are given out during Arrivals weekend and other induction events. You can also visit Campus Security at any time, to pick up a selection of items (stock permitting) which include purse/bag cable, UV security marker, charm alarm, secret pocket and bag alarms.

Accommodation receptions also provide personal safety and security information.

## SafeZone app

The SafeZone app gives you quick access to emergency services, first aid and Campus Security. Once you have a Kent IT account, we will pre-register you for this service and you will receive an email from the SafeZone provider, CriticalArc.

For further information on safety and security see [www.kent.ac.uk/staysafe](http://www.kent.ac.uk/staysafe)

## Lost and found property

Any lost property should be reported to the nearest reception and the Security and Transport Centre, which is near the Grimond Building. Please hand in any lost property you may find at the Security and Transport Centre. Found property is held for 28 days only.

## Medical Centre and Nursing Services

The University has a large purpose built Medical Centre, which is located in Giles Lane and is open from 08.00 to 18.30 Monday to Friday. During the opening hours call +44 (0)1227 469333. You should register with the Medical Centre on arrival, or shortly afterwards in order to receive treatment by the NHS.

An independent pharmacy is located next to the Medical Centre.





The Medical Centre provides all students with medical consultations, access to mental and sexual health services, vaccinations, treatment of minor ailments, counselling and help with personal problems. A confidential 'morning after' emergency contraception service is also available. [www.umckent.co.uk/contraception](http://www.umckent.co.uk/contraception)

Alternatively in term-time contact Nursing Services next to the Security and Transport Centre (telephone +44 (0)1227 823503 or internal extension 3503). A nurse is on duty every day during term time. In addition to medical advice and assistance, Nursing Services also provide an emergency contraceptive service.

When the Medical Centre is closed, an out of hours NHS service is available by calling 111. This number is free of charge from mobiles and landlines.

For further medical advice, see the Medical Centre's web pages at [www.umckent.co.uk](http://www.umckent.co.uk)

### **Student Support and Wellbeing**

The team offers support to students with disabilities, specific learning difficulties, mental health difficulties and medical conditions during their time at the University and can assist in a number of ways. Visit [www.kent.ac.uk/studentssupport](http://www.kent.ac.uk/studentssupport) for more information.

If you require additional support should make contact with Student Support and Wellbeing and complete a registration form.

The Student Support and Wellbeing office is located on the ground floor of H-block, Keynes College. You can call on +44 (0)1227 823158 or email [accessibility@kent.ac.uk](mailto:accessibility@kent.ac.uk)

There may be occasions during your time at the University when you feel in need of some support. If this is the case, we would encourage you to speak to someone at an early stage. Student Support and Wellbeing provides a confidential Counselling Service [www.kent.ac.uk/counselling](http://www.kent.ac.uk/counselling) as well as Big White Wall, which is a free online mental health and wellbeing service and can be accessed through [www.kent.ac.uk/wellbeing](http://www.kent.ac.uk/wellbeing)

In addition, the Directorate of Student Services co-ordinate a range of easy to access specialist services for students, offering the opportunity to derive maximum benefit from the University experience. These include:

- College Life Team – [www.kent.ac.uk/guides/colleges](http://www.kent.ac.uk/guides/colleges)
- Chaplaincy (covering most denominations) – [www.kent.ac.uk/chaplaincy](http://www.kent.ac.uk/chaplaincy)
- Medical Centre – [www.kent.ac.uk/medical](http://www.kent.ac.uk/medical)

# HEALTH AND SAFETY

**While at the University you are expected to act responsibly and behave in a way that does not endanger you or other people, and does not damage property. As such you must obey all safety signs, warnings and instructions, in addition to following the below guidelines.**

## General health and safety

### What you should do in the event of serious accident or illness

Stay calm – act quickly – call for assistance

All Campus Security staff are trained first aiders. Names of additional local first aiders are displayed on noticeboards.

If first aid is required, contact Campus Security by telephoning +44 (0)1227 823333 from a mobile phone (3333 on an internal phone) and/or by using the SafeZone app. Report the accident or problem briefly and accurately, stating the exact location.

A trained first aider will take over on arrival, but be aware of the following basic first aid actions:

- Do not move the casualty unless in imminent danger. Stay with the casualty if possible. Take care not to endanger yourself
- In the case of suspected electric shock, do not touch the casualty unless confident that the current is switched off
- If vomiting, turn the casualty on their side to allow draining
- Stem any bleeding by applying pressure to the wound and elevating the affected area
- Reassure the casualty that help is on the way.

In case of an obviously life threatening condition such as heart attack or suspected stroke, dial 999 immediately for an ambulance, then advise Campus Security of the location (they may need to guide the ambulance driver).

## Accidents

All accidents and near misses (events with the potential to cause harm or injury, however trivial, must be reported immediately to the nearest accommodation reception, who will record the details in the University's online accident reporting system.

First aid boxes are kept at every reception desk and most Receptionists and Campus Security staff are trained first aiders.

For 24-hour assistance in the event of an emergency, please call Campus Security on +44 (0)1227 823333 or extension 3333.

## Food hygiene

The responsibility is yours. Please observe the following simple rules when preparing and storing food:

- Wash your hands before preparing food
- Keep cooked items separate from uncooked raw meat
- Do not eat food when the 'use by' date has expired
- Clean and defrost the fridge regularly, particularly if you have any spillages
- Keep the grill pan and all other cooking equipment clean





- Report any malfunctioning thermostats to the Housekeeping Office.

### Window Restrictors

For safety reasons, you should not tamper with the safety restrictors on the windows in your accommodation.

### Syringes, needles and other sharps

If you have to inject prescription medication you should ensure that you have your own sharps disposal box. However, the receptions do have some spare sharps boxes if you do not possess one. When your sharps box is full please take it to your reception, where staff will arrange for its safe disposal.

In the interest of everyone's health and safety, do not leave syringes, needles and other sharp objects (including broken glass and razor

blades) lying around where they could injure someone. Such items must be disposed of safely and not included with general rubbish.

### Litter and pest control

Your University accommodation is located in an attractive green countryside setting. We hope that everyone who has the chance to live and work here will value and help preserve its natural beauty and biodiversity by taking care when disposing of rubbish, and not cause litter around the campus.

You are responsible for the safe removal of refuse, which should be placed in the correct designated bin before ensuring the lid is closed before leaving. **Please do not leave refuse bags outside the large sealed waste containers provided** as if food or other debris is dropped on open ground it will attract pests

and vermin as well as potentially being harmful to the natural wildlife such as squirrels and ducks on campus.

### Other potential safety hazards

- Worn or dangerous stair carpets
- Loose fixtures and fittings

Please ask for advice from Housekeeping staff on any safety matter which you are unsure about.

### Fire safety

Key requirements you must observe:

- Always evacuate immediately when the fire alarm sounds
- Cook safely – do not overheat or overcook food, and never leave cooking unattended
- Do not use candles, incense or prohibited electrical appliances
- Do not tamper with any fire equipment and do not hold fire doors open
- Know how to avoid causing false fire alarms.

See below for further details on all the above.

The University takes fire safety very seriously – offences or negligence can result in substantial fines. If the individual responsible cannot be identified, fines can be distributed between all residents of the house, flat or corridor. The University reserves the right where appropriate to apply other disciplinary measures or to terminate the accommodation Agreement. Certain offences may also be subject to criminal proceedings.

## HEALTH AND SAFETY (CONT)

### Fire evacuation – what you should do

Fire procedures are very simple but could save your life. Fire Action Notices are displayed near all building exits – make sure you are familiar with them, and with your escape route(s).

Failure to evacuate promptly may put other people's lives at risk too, and is a disciplinary offence.

Be aware of the day and time of the weekly fire alarm test (see page 10). Even at these times, if the alarm sounds continuously for longer than one minute you must evacuate immediately.

### If you discover a fire:

- Keep safe – retreat from the fire
- Raise the alarm immediately by breaking the nearest fire alarm call point
- Leave the building quickly

- Do not attempt to extinguish the fire – this can be extremely dangerous and should be left to Security staff or the Fire & Rescue Service
- For almost all buildings, Campus Security are alerted automatically and attend within seconds

For the Park Wood Houses, telephone Campus Security immediately on +44 (0)1227 823333.

### When the fire alarm sounds

- Switch off equipment and close doors and windows, only if rapid and safe to do so (a few seconds)
- Do not waste potentially life-saving time by finishing off work etc
- Do not delay or go elsewhere to collect possessions or join other people
- Leave the building quickly (but do not rush or panic unduly)

- Encourage others to leave if possible, but do not waste time persuading them
- Use the shortest exit route available if there are alternatives
- Do not use lifts
- Go immediately to the designated assembly point
- Report any relevant information to Campus Security (eg information about the fire or false alarm, or if you believe anyone is missing or needs assistance)
- Campus Security calls the Fire and Rescue Service depending on the incident
- Do not re-enter building until authorised by Campus Security staff.

Failure to evacuate promptly (five minutes maximum) may result in disciplinary action.

### Disabilities, medical conditions, illness, injury and fire safety

If you have an impairment or medical condition which might affect your ability to evacuate in a fire or other emergency, and might need assistance, please contact the Safety, Health and Environment Unit (Michelle Dawson, telephone +44 (0)1227 816163) who will arrange a Personal Emergency Evacuation Plan (PEEP) with you. Note that this also applies to temporary incapacity, eg if you are recovering from an operation, major illness or broken limb.





If you are unwell and think you might have difficulty evacuating if the fire alarm sounds, please advise Campus Security on +44 (0)1227 823300. It may be advisable to contact Nursing Services and/or the Medical Centre.

### Fire safety equipment

Respecting the fire safety equipment provided is extremely important for everyone's safety, including yours, and to comply with legal requirements. You must not move, damage or tamper with any fire safety equipment, nor prevent or alter its operation in any way. This includes:

- fire alarm systems
- smoke and heat detectors
- fire extinguishers (these are critical for the safety of our Campus Security staff, as first responders to fires)
- electronic door locks
- fire doors and self-closing mechanisms
- fire door alarms (DorWatchers)
- automatic door holdback devices (DorGards, magnetic holdback pads etc).



**Never** prop, wedge or hold fire doors open – unless they are marked 'Automatic Fire Door' (in which case you must only use the device

provided, eg DorGard or electromagnetic holdback).



Fire doors save lives – in all of the fires mentioned and pictured above, the kitchen fire doors prevented smoke and fire from entering the hallways/corridors.

Any failure to observe these rules will result in disciplinary action, and some offences risk a criminal conviction. If there has been a genuine emergency or accidental damage which has been reported to the Housekeeping Office, then the University will usually bear the cost.

Regular checks are made on all fire precautions. Should you have any doubts regarding your accommodation, please contact Housekeeping in the first instance.

### Cooking safely

Make sure you:

- Know how to cook your food
- Don't overheat or overcook it
- Stay with it – never leave cooking unattended (including toasters)
- Avoid cooking when very tired or 'under the influence' – get a takeaway instead
- Don't trail kettle cables, tea towels etc across cooker surfaces
- Always switch hobs and ovens off after use
- Keep grill pans clean (these are a frequent cause of fires).

All of the above have caused kitchen fires in the past. If you cause any fires or damage, you may be responsible for the cost of repairs, and if negligent this may result in disciplinary action.

If your cooking does catch fire, raise the alarm and evacuate immediately (see advice above). Do not be tempted to use an extinguisher – leave this to Security or the Fire & Rescue Service. Above all, do not use water on the fire.

### Other fire risks

- If you use any products in aerosols, keep only the minimum quantity and always keep them away from sources of heat
- When disposing of cigarettes outside take care that they are fully extinguished
- Always store any larger quantities of combustible materials in cupboards (eg toilet rolls, cardboard cartons, etc) and avoid accumulation
- Loose posters etc on walls can spread fire rapidly, so fix them tightly.

All escape routes (staircases, corridors, lobbies and doorways) must be kept unobstructed and free from all combustible materials and other fire risks at all times.

### Preventing false alarms

Nearly all false fire alarms in residences are caused by students. They can lead to complacency, which could lead to serious danger if someone fails to evacuate – so please help to ensure we avoid them.

Never activate the fire alarm without good intent (ie an actual fire, or genuine strong suspicion of fire).

## HEALTH AND SAFETY (CONT)

This is extremely serious, and subject to disciplinary action with the highest level of fine – it may also result in a criminal conviction and imprisonment.

Other causes of false alarms, and how to avoid them, are:

- cooking fumes – if you need to clear them, open a window, or door to the outside if you have one, not the door to the corridor or hall (there is a heat detector in the kitchen area which will not be activated, but more sensitive smoke detectors elsewhere)
- water vapour/steam from showers – make sure you keep the shower door closed until the vapour has dispersed
- hair appliances – use them away from the detector in your room, especially if your hair is wet
- aerosols (hairspray, deodorant, body spray etc) – use them sparingly and away from the detector in your room
- smoking, e-cigarettes, vaping – these are all prohibited throughout buildings, including your room.

### Fire drills

Fire drills are conducted in most University buildings at least annually. This is a legal requirement. Participation is compulsory for everyone present.

### Electrical safety

You are not permitted to install any additional electrical wiring, nor erect aerials anywhere in or on University buildings (other than domestic type free-standing aerials within study bedrooms).

The University reserves the right, in accordance with the Electricity at Work Regulations 1989, to check all electrical equipment on its premises for safety and to ensure that it is used safely.

All electrical equipment (including power supplies/transformers, chargers, extension leads etc) must be:

- either new when first brought to the University, or tested as safe by a competent UK electrician
- CE marked
- kept clean and in good condition (casings and plugs undamaged, cables not frayed, etc)
- used only as designed and intended
- fitted with the correct fuse, and not modified in any way (including the use of incorrect fuses)
- designed for 240V usage. If using an electrical item designed for other voltages (eg an item from the USA where the standard voltage is 110V) you must use a suitable transformer. Travel adapters are available from the University.

Trailing 4-in-line or similar extension leads are acceptable, providing they are in good condition, are not overloaded and are switched off when not in use.

Electrical leads must not be allowed to trail from one room to another, cause tripping hazards, or be used in such a way as to cause chafing or straining which could lead to an electrical hazard.

### When using electrical equipment:

- Keep electrical appliances away from combustible materials (paper, packaging curtains, clothing etc) – especially appliances which can get hot
- Place phone chargers, e-cigarette chargers etc on hard surfaces and never leave them unattended whilst in use – they are a known cause of fires
- Unplug equipment when not in use, especially irons, hair dryers, hair straighteners etc – place these on a hard surface to cool down. Fires can easily start after equipment cuts out due to excessive heat, then cools down and switches on again
- Do not overload electrical sockets
- Unplug all electrical appliances after use.



### Travel adapters

You must not use any electrical appliance designed for voltages other than 240V without a suitable transformer (eg from the USA where the standard voltage is 110V). To use any 240V electrical appliance with a non-UK plug, you must use only University-approved travel adaptors.

These are available from Kent Hospitality receptions and Housekeeping offices. Always choose the correct adaptor for each appliance – for example, never connect an earthed Schuko plug to an adaptor without earth contacts at the rim. Multi-way 'cube' type mains socket adaptors are strictly prohibited.



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For the University to operate efficiently, it needs to process information about you for administrative, academic and health and safety reasons. Any offer we make to you is subject to your consent to process such information and is a requirement in order for you to be registered as a student. All students must agree to abide by the University rules and regulations at: [www.kent.ac.uk/regulations](http://www.kent.ac.uk/regulations)

# FOR MORE INFORMATION

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