

ACCOMMODATION HANDBOOK / 2022-23

Information for students living on campus



CONTENTS

Welcome	1	Leaving your University accommodation	
About your Accommodation	3	early before the end of your contract	15
The Student Accommodation Code	3	Completion of residence period	15
Accommodation Office	3	Storage	15
Arriving at the University	3	Student Behaviour	16
MyAccommodation portal	3	No smoking policy	16
Home at Halls	3	Behaviour	16
Vacation periods	3	Penalties	17
Part-catered accommodation	4	Noise and neighbours	17
Flex catering package	4	Visitors	18
College accommodation	4	Housekeeping information	19
College and Community Life Team	4	Arriving	19
Student Conduct and Complaints Office	4	Bedrooms	19
Insurance	5	Cleaning	19
Paying accommodation fees	5	Furnishings, fittings and equipment	19
Fobs and keys	5	Charges for damage, breakages or losses	20
Reporting accommodation repairs		Housekeeping team	20
and maintenance defects	6	Visual room/house checks and inspections	20
Reception services	7	Laundry facilities	20
Mail	7	Recycling facilities and waste disposal	21
Internet and Wi-Fi	9	Environment	21
Heating	10	Moving out	21
Animals	10	Safety and security	22
Weekly fire alarm tests	11	Campus Security	22
Telephones and messages	11	Coronavirus	22
Bikes and e-scooters	11	Personal safety and security	22
TV licence	12	SafeZone app	22
Electoral roll	12	Lost and found property	22
Shopping deliveries	12	University GP Surgery and Nursing	
Transport and car parking	12	Services	22
Kent Sport Membership	12	Student Support and Wellbeing	23
University ID	13	Health and safety	24
KentOne Card	13	General health and safety	24
Prohibited items	13	Fire safety	25
Room occupancy	14	Electrical safety	28
Room transfers and vacancies	14		
Withdrawing from the University	14		

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 while you are staying with us. 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 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, or via Twitter or Facebook @AccommUniKent or visit 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 by completing your room inventory using the Home at Halls app or website or for urgent issues by reporting these at reception. After arrival, any faults or repairs must be reported online at www.kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls#defect-reporting

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>

Home at Halls

The Home at Halls app is here to make your life easier while living on campus. It has a whole host of features just for residential students. It's where you go to to complete your room inventory when you arrive, report any defects in your accommodation and track their progress, register overnight guests,

and stay up to date with the latest news and events from the College and Community Life Team. Learn more at: www.kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls

You should download the app before you arrive, however for security you will only be able to log in after you have arrived and collected your keys on campus.

If you can't access the app then you can access Home at Halls via a website: www.homeathalls.com

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.

ABOUT YOUR ACCOMMODATION (CONT)

Residents of Eliot College 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.

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 College, 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 online: www.kent.ac.uk/catering/meal-packages

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 £12.00 credit to use in various outlets across campus during term-time.

For more information see www.kent.ac.uk/catering/flex-catering-package

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 and Community Life Team

Every student at the University of Kent is a member to one of our eight Colleges, your College plays a role in your identity as a Kent student, and later as part of the Kent alumni community.

Your College is usually assigned in line with your accommodation from your first year on-campus. You can find out your College through your KentVision portal, listed under 'My Details'.

The College and Community Life Team is there to ensure you have the best possible experience while living and studying at the University of Kent. The team of College and Community Life Officers can provide friendly advice, informal conflict resolution within your household and co-ordinate support through more specialist services at Kent and beyond. The team is also there to support you if, and when, you decide to move off-campus, living within the local community.

The College and Community Life Team also work alongside your College Residential Life Assistants, students who organise College events and are there to get you involved in student life at Kent.

If you need to get in touch with the College and Community Life Team you can email cclteam@kent.ac.uk, and for more information on Colleges at Kent or the team's services, you can visit: www.kent.ac.uk/student-services/college-and-community-life

Student Conduct and Complaints Office

The Student Conduct and Complaints Office is a friendly, approachable team responsible for investigating all student complaints and student conduct issues.

The Conduct and Complaints Officers aim to ensure all students have a positive experience, both on- and off-campus, by following the University of Kent's Regulations (www.kent.ac.uk/regulations) and Student Discipline procedure (www.kent.ac.uk/studentservices/files/Student-Disciplinary-Procedure.pdf). The team is here to support an inclusive and diverse community which is open and accessible to all students. We do not tolerate discrimination, harassment or bullying of any groups or individuals.

If you have a complaint, or you are concerned about staff or student misconduct, you can make a report which will be investigated by a member of the team. To make a report you can, make an appointment with a Student Conduct and Complaints Officer, fill out a Student Complaints Form online (www.kent.ac.uk/student-support/student-conduct-and-complaints-forms#student-disciplinary-form), or speak with any member of staff. You can find out more online by visiting: www.kent.ac.uk/student-services/student-conduct-complaints-office

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

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.

All students must return their fob/key to reception at the end of their period of residence (or if departing earlier during the academic year for example withdrawing from University). For all students, charges will be incurred if keys/fobs are not returned on the date(s) specified in your Accommodation Agreement.

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 College you must return your fob at the end of the Autumn term.

ABOUT YOUR ACCOMMODATION (CONT)

If your local reception is closed on the day of your departure, please leave your key in your reception's key drop box. Alternatively, you can leave your key with Campus Security, who are open 24/7, and email (accomm@kent.ac.uk) us the following day to notify us you have returned your room key.

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.

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 reports can be via the Home at Halls app: www.kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls#defect-reporting

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. 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 appropriate 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
- 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

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 Student Accommodation Manager.

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.

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

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

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 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.

ABOUT YOUR ACCOMMODATION (CONT)

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.

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 Postal Counter at the Design and Print Centre on Park Wood Road. Items may be sent using a range of Standard Royal Mail services.

The The Postal Counter is open 13.00 to 14.00, Monday to Friday and further information can be found at: 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.

Darwin College	Name Corridor/Room Number (eg G1-5 or Finch 2) Darwin College The University of Kent, Canterbury CT2 7NY
Eliot College and Becket Court	Name Corridor/Room Number (eg E3-N2 or 12 Becket Court) Eliot College The University of Kent, Canterbury CT2 7NS
Keynes College (blocks F,G, H and I)	Name Block/Floor/Room Number (eg F1/12) Keynes College The University of Kent, Canterbury CT2 7NP
Keynes College (blocks P, Q, R, S and T)	Name Block/Flat Number/Room Letter (eg R6/A) Keynes Flats/Houses The University of Kent, Canterbury CT2 7FH
Park Wood	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



Internet and Wi-Fi

The University's Wi-Fi service is called eduroam. It works in your accommodation and across campus. Visit www.kent.ac.uk/guides/wi-fi and follow the eduroam instructions to set it up. Don't use WiFi Guest as it doesn't offer the same speed or reliability as eduroam.

Your accommodation also includes a wired Internet connection. We recommend using this for streaming, gaming or online lectures to avoid Wi-Fi congestion. You'll need an Ethernet/network cable. These are available from accommodation reception areas or from the Templeman Library.

Plug in and follow the instructions to set up the wired connection on a laptop or PC. You can also connect games consoles and some smart devices such as TVs to the wired network. To do this, see: www.kent.ac.uk/guides/get-connected

If you have any problems, contact the IT and Library Support team, email libraryhelp@kent.ac.uk; tel +44(0)1227 824888.

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)

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.

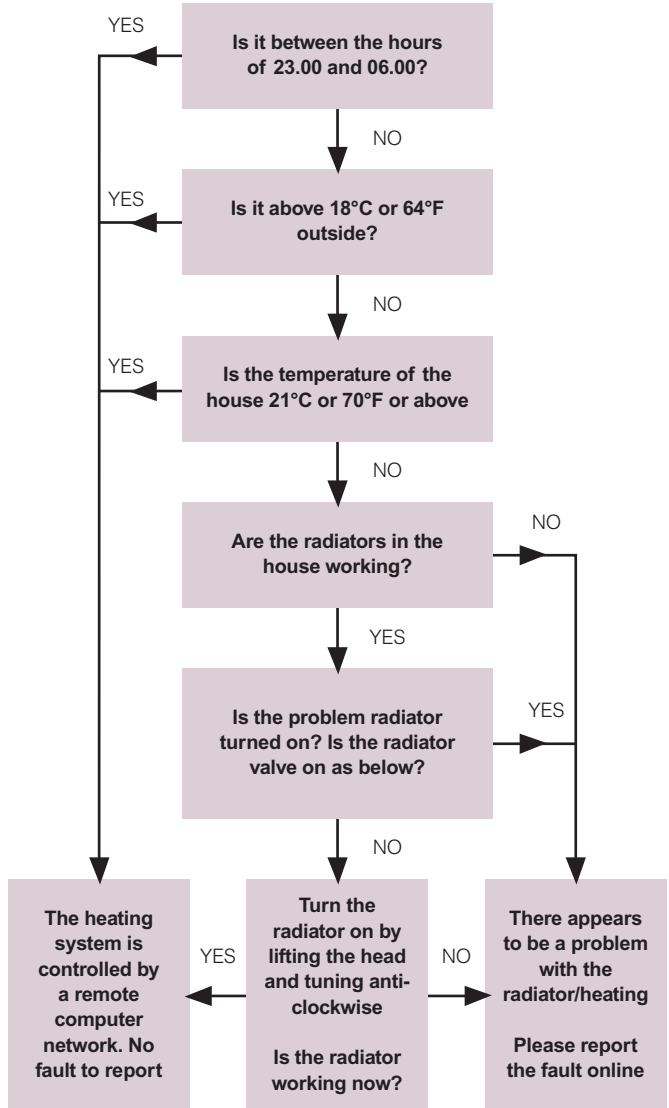
If your radiator is not working when these conditions have been met, first check your radiator is on (lift the head and turn it anti-clockwise) then check the rest of the house's radiators before reporting a faulty radiator using the online defect reporting system.

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

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.

If your heating is not working, please refer to the flow chart below



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 – 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

Grimshill Court, Park Wood fire alarms are tested once a month.

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.

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.

No telephone lines or satellite dishes may be installed in any University accommodation.

Bikes and e-scooters

You are welcome to bring your bike to campus with you as there are numerous bike shelters (open and lockable) available across campus, if requested online (via www.kent.ac.uk/estates/feedback/shelter-access/new) bike shelter access can be placed on your KentOne card, but please note all bikes are left at the owner's risk and are not allowed to be kept in your accommodation. For more information or to request bike shelter access visit: www.kent.ac.uk/transport/commute-smarter/cycling

The University does not allow powered transporters (including personal e-scooters) on any part of the campus, but we do have an e-scooter rental scheme available on campus and around Canterbury as part of the DfT trial. For more information visit: www.kent.ac.uk/transport/commute-smarter/powered-transporters

CONTINUED OVERLEAF

ABOUT YOUR ACCOMMODATION (CONT)

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

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. 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

Parking permits are only available to students who hold a Disability Blue Badge or who are living off-campus and outside of the parking exclusion zones. If eligible you must submit an online application for a parking permit.

Students living on campus or within the parking exclusion zone use either the Health Access or Exceptional Circumstance process to appeal for a parking permit, please note you must have completed the appeals process and had a permit agreed before you bring your vehicle to campus

Full information on parking permits is available online at: www.kent.ac.uk/transport/driving-parking/student

The University actively works closely with local bus and coach providers to ensure its Travel Plans aim to reduce single car occupancy and encourage sustainable travel are achievable. We have close working partnerships with Stagecoach and Arriva bus companies to ensure that students can purchase significantly discounted bus passes to travel around Kent. See for more: www.kent.ac.uk/transport/commute-smarter/bus-travel

The Campus Shuttle service provides free transport for students and staff between the Canterbury and Medway campus during term-time. You must book a seat on the shuttle online at www.kent.ac.uk/transport/commute-smarter/campus-shuttle

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

Learn more about all our travel discounts and how we are trying to be greener at [@unikent_travel](https://twitter.com/unikent_travel) on Twitter.

Kent Sport Membership

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

Alternate sport membership is included for students living in Pier Quays at the Medway campus who booked their accommodation through the University of Kent.

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

University ID

You must carry your University ID (known as the KentOne Card) 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 identification request from a staff member will be impartial, for a genuine reason based upon information for a specific objective or an immediate necessity. Full information on Campus Security's Code of Conduct including information on why and when identification may be requested can be found on the Campus Security website: www.kent.ac.uk/estates/services/security

KentOne Card

This card isn't just your student ID, you'll use it 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.

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 catering outlets 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 with some locations offering a **10% discount** when you do.

Your card can be instantly topped up online at 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, including where to use it, are available at 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 five 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
- personal e-scooters on campus as well as the storage of bicycles, e-scooters and powered transporters* in your accommodation. You also cannot charge the large batteries for these electronic devices in your room
- storage of large/heavy gym equipment (eg dumb bells, weight bench, cycling machines etc)

ABOUT YOUR ACCOMMODATION (CONT)

- 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.
- adhesive LED strip lights or push lights (these cause damage to the paint/wall when removed which may result in repair charges)

* Exceptions can be made for genuine medical requirements (ie mobility scooters or fridges for medication).

Residents in part-catered accommodation (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).

If a prohibited item is found or reported in your room this shall be removed and stored by the Housekeeping Team.

You will receive a letter in your room to notify you of the removal and how you can arrange to reclaim your property (usually at either the end of the year or instructions on how to make arrangements for the item to be sent off-campus). Please be aware you may be charged for the removal and/or storage of these items (especially larger items).

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 Accommodation Office 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 and Community 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.

You can find out more about the room move process here: www.blogs.kent.ac.uk/accommodation/what-you-need-to-know-room-moves-and-swaps

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.** You will also need to complete an Application for an Early Termination of the Accommodation Agreement. Details on the procedures you should follow can be found at: 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 and return your room key/fob 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/fob to reception (you can use the reception's key drop box out of hours)
- 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 your University accommodation early before the end of your contract

If you wish to leave your accommodation, but are intending to continue as 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). You will have to pay for your University accommodation until a replacement student accepts liability for your room and a new Agreement.

Before you leave your campus accommodation you must also return your key/fob to your local reception before departing. If your local reception is closed on the day of your departure, please leave your key in your reception's key drop box.

The Accommodation Office is the only office authorised to give advice relating to early departures from campus accommodation and therefore any enquiries relating to this must be directed to the Accommodation Office on accomm@kent.ac.uk

Further information about your accommodation agreement and departing can be found in the Accommodation Terms and Conditions you signed at the start of the year available in the MyAccommodation Portal (www.kenthospitality.kent.ac.uk/MyAccommodation).

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. Also make sure you update your accounts at any online shops or businesses you receive mail from
- 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 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 online at www.kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#storage

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 with various penalties available. The full Student Discipline Procedure can be found online at: www.kent.ac.uk/regulations

The Student Charter and Regulations for Students including the Student Disciplinary Procedure includes health and safety, unacceptable behavior, example disciplinary offences and the policies on alcohol and controlled/illegal psychoactive substances and more.

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

- www.kent.ac.uk/regulations
- www.kent.ac.uk/about/governance/policies-and-procedures
- 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.

Penalties

Various penalties are available and a full list of penalties can be found in the Student Discipline Procedure document found online at www.kent.ac.uk/guides/student-conduct. Penalties also include the authority to recommend to us (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.

The need for quiet is especially important during the revision and examination period. 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

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.

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/practice-rooms

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.

CONTINUED OVERLEAF

STUDENT BEHAVIOUR (CONT)

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 any government or university guidance or regulations in place when considering inviting visitors to your home, and discuss potential visitors with your housemates, respecting their needs and concerns where appropriate.



We also expect you to enact your personal responsibility concerning the safety of yourself, your housemates and visitor when planning any visits. 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, reported via Home at Halls. 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

Arriving

On arrival you are required to check your room and report any problems using the Homes at Hall app or webpage. If you find any maintenance faults you should also report this via Home at Halls using the defect reporting option using the Homes at Hall app or webpage. If you find any maintenance faults you should also report this via Home at Halls using the defect reporting option.

It's important to complete your inventory on arrival so that you have a record of any damage to the room that was there before you arrived. This prevents you being mis-charged for causing damage.

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. Please note LED light strips are a prohibited item as these often cause damage, removing paint from the walls when removed.

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

Cleaning

Innoscience cleaning products and microfibre cloths have been provided in your accommodation for you to use. These products are safe and eco-friendly. You should avoid using bleach as this is a prohibited item as it is a hazardous substance that also doesn't mix with Innoscience cleaning products.

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

The Housekeeping Supervisors maintain room and house inventories and carry out formal health and safety inspections on a regular basis.

The Housekeeping team will regularly visit your accommodation and provide support and guidance on keeping it clean. Warnings will be issued when an improvement in the standard of hygiene and cleanliness is required. Should standards not improve following a warning, the University reserves the right to employ contract domestic staff to bring the accommodation back to an acceptable level. In this event you and your housemates will be collectively charged the actual cost of the cleaning.

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 such as stairwells.

CONTINUED OVERLEAF

HOUSEKEEPING INFORMATION (CONT)

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 Head of Facilities Management at Commercial Services and Estates, 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 your conduct does not prevent domestic staff from carrying out their duties.

We check the accommodation in both communal areas and bedrooms regularly. If required, we will offer advice on how to keep your accommodation clean and tidy.

Concerns may be reported to the College and Community Life team who may reach out to you to offer guidance, mediation and support. Should it be necessary for the housekeeping team to conduct exceptional cleaning in your accommodation, the actual cost of this will be passed to you for any areas where you have sole or joint responsibility.

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, Commercial Services and Estates 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.

Laundry facilities

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

Please only dry your clothes using the laundry facilities provided. Drying clothes in your bedroom on radiators or using airers can cause a build-up of damp in your room which should be avoided.

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

You can purchase laundry cards (including some with pre-loaded credit) from dispensing machines located in Park Wood, 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.

You can monitor the status of your wash/dryer cycle online via CircuitView which will also tell you when your cycle is due to finish (www.circuit.co.uk/circuit-view/laundry-site/?site=5067). As such, we do not recommend waiting in the launderette for your cycle to finish but instead to return when your cycle is due to complete and collect

your belongings as soon as possible after the cycle's completion to avoid leaving items unattended and to allow fair usage of the launderette for others.

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

Please note you use the laundry facilities 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 laundry facilities in your accommodation area, see www.kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#laundry

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 wheelie bins in the designated bin store areas. If your accommodation has food waste caddies then these must be emptied into the food waste wheelie bin in your waste compound. 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.

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.

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 and how you can recycle on campus www.kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#recycle, tweet @UniKentRecycle or follow on Instagram at [unikent.sustainability](https://www.instagram.com/unikent.sustainability).

Environment

The University is committed to embedding environmental awareness and sustainable development into all its activities.

You can help the environment by:

- Reusing items and getting the most from every product
- Donating unwanted goods such as clothes, books, bags etc at the British Heart Foundation Donation points. You can alternatively take items to the Kent Union food bank and freecycle (STUFF) at www.kentunion.co.uk/here-for-you/stuff

- Only putting items that cannot be recycled such as food waste, thin plastics and polystyrene into your general waste bin
- Switching off lights and electrical items when you leave your room
- Not pouring cooking oil (or any other type of grease) down the sink
- Not flushing disposable wipes of any kind (including any saying they are biodegradable) as this can also cause blockages and harm.

Moving out

Inspections are carried out during and at the end of the residency period. You'll receive an email about departing and what you need to do before moving out at the end of your residency. Please follow any instructions included in this email.

You are expected to return your accommodation in the same condition that you found it in, so please remove or donate all items/waste/food that you will not be taking with you.

Please note you (individually or along with your housemates) may be charged the actual costs for cleaning, replacing any missing items, removing belongings, or repairing any damage caused by you/your housemates to any part of your accommodation.

Find out more about moving out at: www.kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#leaving

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, there is a call point to contact Campus Security if necessary.

Find out more about Campus Security at www.kent.ac.uk/estates/services/security

Coronavirus

The health, safety and wellbeing of our students and staff on campus is always our 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.

If you experience symptoms of Covid-19, you should self-isolate immediately. You can report it online to let your academic division know that you will not be attending your teaching in person. Further University wide information can be found at: www.kent.ac.uk/student/coronavirus

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

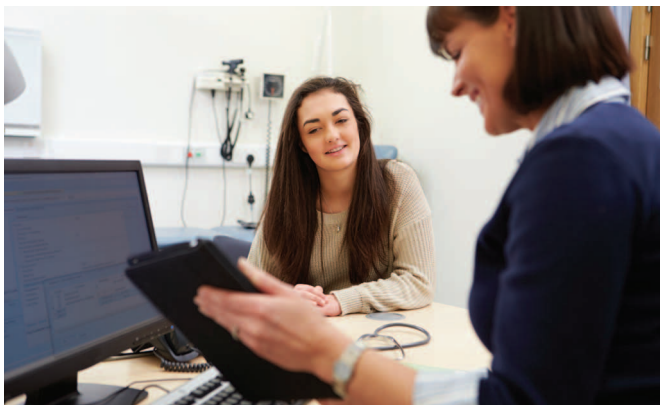
Lost and found property

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.

University GP Surgery and Nursing Services

The University has a large purpose built University GP Surgery, 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 University GP Surgery on arrival, or shortly afterwards in order to receive treatment by the NHS.

An independent pharmacy is located next to the University GP Surgery.

The University GP Surgery 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

We recommend that all students ensure their vaccinations are up to date for Covid-19, measles, mumps, rubella (MMR) and MenACWY

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 University GP Surgery 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 University GP Surgery's web pages at www.umckent.co.uk

Student Support and Wellbeing

The team offers support to students with disabilities, specific learning difficulties, mental health difficulties and long-term medical conditions during their time at the University and can assist in a number of ways. Visit 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 kentssw@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 as well as Spectrum Life – Mental health crisis or emergency wellbeing/counselling available out of hours support. Spectrum Life can be accessed by online, text and telephone support and our wellbeing service can be accessed through www.kent.ac.uk/student-support/emergency-support

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 and Community Life Team – www.kent.ac.uk/student-services/college-and-community-life
- Chaplaincy (covering most denominations) – www.kent.ac.uk/chaplaincy
- University GP Surgery – 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

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

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

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.

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

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 the fire pictured previously, 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 safety measures in your accommodation. 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:

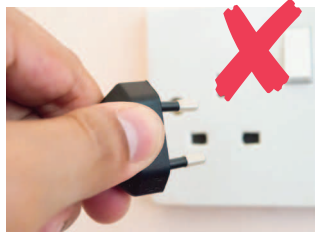
- either new when first brought to the University, or tested as safe by a competent UK electrician
- CE marked
- kept clean and in good condition (casings and plugs undamaged, cables not frayed, etc)
- used only as designed and intended
- fitted with the correct fuse, and not modified in any way (including 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 accommodation college 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

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