

2023-2024

University of  
**Kent**

# ACCOMMODATION HANDBOOK

Information for students  
living on campus



Stand for ambition.  
[kent.ac.uk](http://kent.ac.uk)

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# Welcome to Kent!

We're pleased you'll be joining us to live on campus this year.

For many of you, this will be your first time living away from home. This booklet gives you some useful information and contacts to help you find your feet and make the most out of your new home. It's worth keeping a copy of this Handbook so you can refer back to it. A digital copy is available at [kent.ac.uk/accommodation/canterbury/living-on-campus#documents](http://kent.ac.uk/accommodation/canterbury/living-on-campus#documents) and print copies are available upon request from the Accommodation Office or your college reception.

## About us

We are your Accommodation Team and we're here to answer all your campus accommodation questions from 'what should I pack?' to 'can I live on campus again next year.' We work closely with other teams on campus including; Reception Services, Student Services and ResLife Team, to offer you as much support as you need whilst living with us. So, if you ever have a question just reach out, we're here to help.

## Quality standards and the Student Accommodation Code of Practice (SAC)

We are a member of Universities UK and comply with the SAC for the management of student housing. The SAC sets out what you can expect from your student housing provider in the UK. This includes your right to:

- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord
- Access to health and wellbeing services
- A living environment free from anti-social behaviour.

You can read the full code on the SAC website: [thesac.org.uk](http://thesac.org.uk)

## Terms and conditions

When you applied you would have seen a link to our Terms and Conditions. Whilst living in our accommodation you agree to follow these T&Cs and any other guidance included within this Handbook. Whilst attending Kent you also agree to follow the Student Code of Conduct. Important documents relating to accommodation can be found within the MyAccommodation Portal at any time or within the important documents section of our website: [kent.ac.uk/accommodation/canterbury/living-on-campus#documents](http://kent.ac.uk/accommodation/canterbury/living-on-campus#documents)



## Where to find us

Each accommodation area has its own college reception (more on this later). They can handle any day-to-day queries but if you want to speak with any of us in the Accommodation Team you can find us in our Tanglewood Office, located next to Keynes College, every weekday between 09:00-17:00.

Accommodation Office  
Tanglewood  
Giles Lane  
University of Kent  
Canterbury  
CT2 7LX

T: +44 (0)1227 766660  
E: [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk)



# Arriving

## MyAccommodation Portal (aka your Accommodation account)

This is your online account where you applied for your accommodation and accepted your offer. You can do lots of things here from downloading documents, checking payment dates and applying for returning student accommodation.

From late August you'll be able to access your Accommodation E-induction here which contains essential information about your accommodation and allows you to book your arrival slot and download your Arrivals Pass (which you'll need to collect your keys from reception when you get to campus). You can revisit your E-induction at any time after August if you wish to revisit any information, download any documents, or amend your arrivals slot. <https://kenthospitality.kent.ac.uk/MyAccommodation>

## Arrival Pass

You'll have the option to pick your arrivals slot (when you're planning to arrive on campus) once you have completed your E-induction, this will then create your Arrivals Pass. Be prepared, you'll need a printed or digital copy of your Arrivals Pass to collect your keys from reception when you arrive. Don't forget if you change your arrivals slot, you'll need to redownload your Arrivals Pass too!

It's a good idea to print or download your Pass before you arrive. Just log in and download it now if you haven't already:



## Unloading items and cars

If you're coming by car, you'll need to print and display a copy of your unloading permit in your car before you arrive.

You can download your permit at the same time as your Arrivals Pass from the MyAccommodation Portal. So that everyone has the chance to unload their items close to their college, your unloading permit allows you to park in the college car park (displayed in the red circle) for 20 minutes to take items up to your room. After this time, we ask that you move your car to one of the overflow car parks on campus for the remainder of the day.

Due to how busy campus and the car parks are during the Arrivals Weekend, we kindly ask that you do not schedule for any

grocery deliveries during peak times (08:00-19:00). Instead we'd advise you bringing enough with you to get you started, and then heading out with the rest of your flat or housemates on your first shop together in during the week (there may be some items you want to share and you'll have a better idea of what you need). If you book a grocery delivery during peak times over the weekend, please note that we may ask the delivery driver to return to the car park/unloading area when it is quieter.

Please note, after the arrivals period, unless you have a medical reason, students living on campus are not allowed to bring a car to campus or park on site. This frees up spaces for commuting students to visit campus as needed. [kent.ac.uk/transport/driving-parking/student](https://kent.ac.uk/transport/driving-parking/student)



## Finding your reception

Each accommodation area has its own reception. This is where you'll need to go when you arrive to collect your fobs and check in. Our receptions are there for you during opening hours to ask general questions, assist with lockouts, directions, basic first aid and to collect mail. You can find out where your college reception is and its opening hours at: [kent.ac.uk/accommodation/reception-services](https://kent.ac.uk/accommodation/reception-services)

We extend our reception hours during the Arrivals period to try and welcome as many of you as possible. However, if you arrive outside of reception opening hours, you should still go to your college reception and use the help or call-point there (or call +44 (0)1227 823300 on your phone) to contact Campus Security to let them know you have arrived. They will come over, check your Arrivals Pass and help you access your room. You'll then need to revisit reception in the morning to complete the check-in process.

## How to use your fob

You might be given a fob rather than a key to access your accommodation. Fobs are easy to use but there are two things to remember. One, to hold the fob to the sensor (usually a white/black box next to your external door and the black section at the top of the door handle on your flat and room door) until a green light flashes on the sensor and then you can enter. Your room door shouldn't automatically lock so when you leave your room you'll need to put the fob back on the sensor to lock it.



The second thing to remember is to keep your fob with you at all times. Your flat door will auto-lock and whilst most times your room door won't auto lock – it does sometimes happen so avoid any lockouts by just getting into the habit of keeping your fob with you whenever you leave the room. If you have an external letterbox to your flat there will also be a small key to access this in the envelope with your fob when you arrive.

## Getting online

You have Wi-Fi in your accommodation via eduroam, the University's Wi-Fi network. Don't use Wi-Fi Guest – it's for visitors.

Devices such as smart TVs and games consoles will only work with the wired internet in your room, so it's a good idea to bring an ethernet cable with you. Printers will need to connect to your PC or laptop with a USB cable. Avoid using a wireless router or mobile hotspot as they can interfere with your neighbour's signal.

Follow our step-by-step guide to set up W-Fi and connect to the internet in your room: [kent.ac.uk/guides/get-connected](http://kent.ac.uk/guides/get-connected)

If you need any help contact our IT and Library Support team in the Templeman Library: [kent.ac.uk/library-it](http://kent.ac.uk/library-it)

Know your Kent IT Account login details? You can download and run the Wi-Fi set up tool so it's ready for when you arrive.



↩ SCAN ME  
FOR THE WI-FI  
SET UP TOOL

## Packing checklist

Finding it difficult knowing what to pack? You're not alone, but our packing checklist covers some of the essentials to give you a starting point to add to. Our two pieces of advice before you start packing – check the bed size in your room to make sure that you

**// When there were a couple of us in the kitchen after we had first arrived, we made sure to knock on the doors of other people that we hadn't met yet. We organised to do something that night and all shared our phone numbers and made a group chat. The group chat made it so much easier to communicate as people in the flat had different schedules, sleep routines etc. this way we could put reminders in about tidying up or ask if anyone wanted to make plans on certain days. //**

**Anna Waldock,**  
Positive Behaviour Support student

buy/bring bedding that fits and secondly, check what's already included in your room to avoid doubling up. You can find all this at: [kent.ac.uk/accommodation/canterbury/arrivals#what-to-bring](http://kent.ac.uk/accommodation/canterbury/arrivals#what-to-bring)

## Room inventories

Not the most exciting we know, but it is important. You should complete your room inventory within three days of arriving. It's your way of confirming to us the condition of the room and the furniture when you moved in. When you leave, we expect your room to be in the same condition as you found it. So, if you find any defects, include them in your inventory so there's a record and then report them online so the Maintenance Team can come to fix them. How do you complete your inventory and submit a report? Easy, it'll pop up when you try to log in to the Home at Halls app for the first time after arriving.

## Home at Halls

Our residents' app is here to make your life easier. You should download the app before you arrive, but you won't be able to log in properly until after you have checked in so hold off doing anything else until then.

Once you've checked in, you'll be able to use your Kent login details to access the features including issue reporting, notifying us of visitors/when you're away, parcel collection, news and events updates and downloading important documents. All the app features are accessible from the main screen so just follow the on-screen instructions.

[kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls](http://kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls)



↩ SCAN ME  
TO DOWNLOAD  
HOME AT HALLS







## KentOne card

Your KentOne card is your student ID card and you should always keep it with you. However, that's not all it can do – it's also your access card for the library, gym, your exams, student elections and more. Plus, if you've purchased one of our meal plans this will be added to your card too.

You can also turn your KentOne Card into a cashless card by uploading money to it online. You can then use in our Hospitality catering outlets and bars across campus. Why? Most of our outlets give you a 10% discount when you pay this way!

You'll be collecting your KentOne card from Nexus in Templeman Library.

Remember, we need to be able to identify you from the photo you submit for your ID card so there are some guidelines you'll need to follow when you submit your photo as part of the enrolment process.

More information about your KentOne card, photo guidelines and what to do if you lose it can be found at: [kent.ac.uk/kentonecard](http://kent.ac.uk/kentonecard)

## Visiting family

You're probably going to need some help moving to Kent and if you've come a long way then those helpful friends or family who came with you may want to spend the night. We discourage having family or friends staying in your room during Arrivals Weekend and Welcome Week, but there are lots of B&Bs or hotels surrounding campus and in Canterbury itself. A good place to start looking for these is: [canterbury.co.uk/places-to-stay](http://canterbury.co.uk/places-to-stay)

The good news is that during the rest of the year, we have guest accommodation available on campus for any of your visitors. Find out more at: [kent.ac.uk/accommodation/canterbury/visitor-accommodation](http://kent.ac.uk/accommodation/canterbury/visitor-accommodation)



**// You can even use your KentOne card in the Co-Op, when paying at the kiosk! Just remember it cannot be used a valid ID when purchasing restricted products (such as alcohol). //**

**Pheobe Phillips,**  
Law (LLM) student









# Useful contacts

## Student Welfare

Locke Building, University of Kent, Canterbury CT2 7UG.  
(Mon-Fri, 09:00-17:00)

T: +(0)1227 827010 (College Life)  
+(0)1227 823141 (Community Life)  
E: studentwelfare@kent.ac.uk

## ResLife Ambassadors

ResLife Team, Tanglewood, University of Kent,  
Canterbury CT2 7LX

E: RLATeam@kent.ac.uk (include your college in the subject  
line)

## Nexus (student help desk)

Templeman Library (block D), University of Kent, Canterbury  
CT2 7NU. (Mon-Fri, 09:00-19:00)

Online support available at: [kent.ac.uk/student/nexus](https://kent.ac.uk/student/nexus)

## IT and Library Support

Templeman Library (block D, ground floor), University of Kent,  
Canterbury CT2 7NU.

(Mon-Fri, 09:00-19:00; Sat-Sun, 12:00-18:00)

T: +(0)1227 824888  
E: helpdesk@kent.ac.uk

## Estates Customer Services (maintenance helpdesk)

Estates Department, University of Kent, Canterbury CT2 7NN.  
(Mon-Fri, 08:00-16:00)

T: +(0)1227 816666 (Mon-Fri, 08:00-17:00)  
E: estatescustomerservices@kent.ac.uk

## Campus Security

Transport and Security Building, University of Kent, Canterbury  
CT2 7NQ. (Open 24/7)

T: +(0)1227 823300 (Non-emergencies)  
+(0)1227 823333 (Emergencies)  
E: security@kent.ac.uk

## Endsleigh Insurance

Your policy document is available at:  
[kent.ac.uk/accommodation/canterbury/living-on-campus#documents](https://kent.ac.uk/accommodation/canterbury/living-on-campus#documents)

To make a claim: <https://propertyclaims.zurich.co.uk>

T: 08009 234200 (Mon-Fri, 09:00-17:00)

## Circuit Laundry

T: +44 (0)1422 820040  
[circuit.co.uk/contact-us/general-enquiries](https://circuit.co.uk/contact-us/general-enquiries)

## Home at Halls (app support)

General queries: [kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls](https://kent.ac.uk/accommodation/canterbury/living-on-campus/home-at-halls)

For any technical difficulties with the app a support team is  
available at:  
E: [support@homeathalls.com](mailto:support@homeathalls.com)

Did you know there are over 250 student groups at Kent? We couldn't list them all here, but let's just say there really is something for everyone with culture, faith, hobbies, sports networking, politics and interest groups you can join. The Freshers Fair is a fantastic way to check out lots of groups at once, but you can also find all the groups contact information at: [kentunion.co.uk/activities#find-a-group](https://kentunion.co.uk/activities#find-a-group)



↵ SCAN HERE  
TO FIND  
A GROUP

# Your accommodation

## When do I need to move in/out?

If you are living in self-catered accommodation you can live on campus from 16 September 2023 to 15 June 2024. You do not need to move out for spring or winter vacation periods. If you are a postgraduate student, your contract lengths will match your term dates (which you can double check on the MyAccommodation portal).

For Becket Court and Keynes College (Blocks F, G,H and I) residents, you will need to move out for the Winter and Spring vacation periods as this is not included in your contract. For the Spring break you'll also need to remove all items from your room. You can live in your room during the following term times:

- 16 September 2023 – 10:00, 16 December 2023
- 13 January 2024 – 10:00, 6 April 2024
- 4 May 2024 – 10:00, 15 June 2024.

If you live in Eliot or Rutherford College, you will only need to move out during the University's closure period in the Winter vacation, meaning you can stay on campus from 16 September 2023 – Wednesday 20 December 2023 and then 2 January 2024 – 15 June 2024.

You'll need to move out by 10:00 on your day of departure.

If you want to stay on campus during vacation periods, that aren't included in your contract we have vacation accommodation available for you to book so that you don't need to leave campus. To find out more visit: [kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation](https://kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation)

## Paying your rent

Your accommodation fees are due to be paid on the first day of every term for undergraduate students and at the start of each quarter for postgraduate students. You can check your payment dates and invoices within the MyAccommodation portal.

Make sure you don't fall behind with your payment as there can be overdue payment penalties. If you don't pay your fees, your accommodation will be withdrawn and you will not be able to return to live on campus. If you are having financial difficulties, don't let it get on top of you. Please reach out to the Income Office as soon as possible as they can offer great advice and have several support schemes which may help. [kent.ac.uk/guides/browse/finance-and-funding](https://kent.ac.uk/guides/browse/finance-and-funding)



← SCAN ME  
FOR FEE  
ADVICE

## Fobs, keys and lockouts

Your fob or key will give you access to your accommodation and room so always keep them with you to avoid lockouts.

Sometimes accidents happen and you'll lock yourself out of your room or lose your keys. When this happens, you'll need to go to your reception (or contact Campus Security out of hours) to collect a short-term loan card, which will give you temporary access to your room. All short-term loan cards must be returned to reception by the date agreed (24 hours for a lockout, seven days if lost or for a maintenance issue) otherwise you will be charged a replacement fee. You can read the full lockout/lost fob procedure at: [kent.ac.uk/accommodation/reception-services#fob](https://kent.ac.uk/accommodation/reception-services#fob)

If you are noticing issues with your fob/lock it may be that the batteries in the handle are low rather than a fault with the fob. The best way to tell this is to look at the lights which flash on your door handle sensor. If the light flashes red or orange, but the door still works normally, your batteries are running low and you should report this using Home at Halls. In your report, include which door is affected and the light pattern displayed so maintenance can come and fix it. That way you can hopefully avoid a lock-out. But if you can't access your room, go to reception who will be able to issue a short-term loan card until the door is fixed.

We know it makes a nice souvenir, but you must return your fob to reception at the end of your contract. Be warned, if you don't, you're likely to be charged a replacement fee and your fob will stop working on your move-out date, ready to be reprogrammed for the next student.

## Mail

We're sure you'll be receiving lots of mail over the course of the year. To make sure your post gets to you as quickly as possible, it's important to include your full address on any orders (eg your full name as it is on your student card, your room/flat/corridor/block number or letter followed by your college, The University of Kent, your college's postcode).

If your flat/house has a publicly accessible front door or doorbell (for example Park Wood Houses or Keynes Flats) your mail should be delivered directly to you. If your flat/house/corridor door is not publicly accessible, then your mail shall be delivered to reception for you to collect during opening hours.

Mail might also be brought to reception if you're out when the initial delivery is attempted. If your item was delivered to reception, you'll be notified via Home at Halls when your item has been processed and is ready for collection. You may need your KentOne card to collect mail.





If you're ordering from Amazon we also have three Amazon Lockers where you can request your items to be delivered to.

You can find Amazon Locker locations, delivery and collection information available at: [kent.ac.uk/accommodation/reception-services#post](https://kent.ac.uk/accommodation/reception-services#post)



↩ SCAN ME  
TO CHECK YOUR  
CAMPUS POSTAL  
ADDRESS

## TV licence

If you plan to watch TV in your room, you're probably going to need to purchase a TV licence. This includes if you want to watch live TV on another device such as a laptop, mobile or console. Be aware that one licence doesn't cover your whole flat so you'll each need one. You can check if you need a TV license at [tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1](https://tvlicensing.co.uk/check-if-you-need-one/for-your-home/students-aud1)

If you are in one of our rooms where a TV is included, the TV licence is also included, so you will not need to arrange this yourself.

## Room moves

We hope that you love your room on campus, however we know there can be reasons why you want to move after settling in from personal to financial reasons. If this is the case, you can apply for a room move from November onwards. Everything you need to know about the room move process is available online at: <https://blogs.kent.ac.uk/accommodation/what-you-need-to-know-room-moves-and-swaps>

It's important to know that all room moves must be arranged through and approved by, the Accommodation Office – no informal exchanges are allowed. This ensures a new room agreement is created for you, and that each resident is charged correctly for the room they're living in.

If you are looking to move off campus before the end of your contract, please go to the 'At the end of your stay' section of this booklet.

# Living on campus

## ResLife Ambassadors (RLAs)

We love our RLA's. They're returning or postgraduate students who are at the heart of our student community on campus. Each college area has two RLA's who host events and create opportunities for all residents to spend time together, socialise and have fun. If you're not sure where to go with a problem, RLA's can often point you in the right direction.



↪ SCAN ME  
TO MEET YOU  
RLA'S

## Student Services

This department looks after lots of non-academic aspects of your student experience, experience and the services are available to you throughout your studies.

Student Services include:

- **Student Engagement:** This team can help with questions about study, give advice about attendance, and support you to better engage with your studies. On occasions where your personal circumstances are having an impact on your studies, they can support you in applying for mitigating circumstances.

They are also here to provide advice and support about all aspects of living on and off-campus, including independent living, friendship and flatmate and neighbour disputes. Student Engagement also includes the Chaplaincy: facilitating faith communities on campus including Buddhist, Christian, Jewish and Muslim Faiths [kent.ac.uk/Chaplaincy](http://kent.ac.uk/Chaplaincy)

- **Student Support and Wellbeing:** Student Support and Wellbeing have expert staff to support students and discuss academic adjustments. They can help with mental health, disability, autism and specific learning differences (SpLDs, including ADHD and Dyslexia), and accessibility. Find out more at: [kent.ac.uk/ssw](http://kent.ac.uk/ssw)
- **Careers and Employability:** The Careers and Employability Service helps you to find part-time work, internships, work experience, volunteering and ultimately your graduate job. Pop in to see them, or make an appointment at [kent.ac.uk/careers](http://kent.ac.uk/careers)
- **Student Conduct and Complaints:** The Student Conduct and Complaints Team oversee procedures in relation to student conduct and complaints. Learn more at [kent.ac.uk/guides/student-complaints](http://kent.ac.uk/guides/student-complaints)

This team can help with questions [kent.ac.uk/student-services/student-conduct-complaints-office](http://kent.ac.uk/student-services/student-conduct-complaints-office)



“ As RLAs, we are responsible for creating student communities on campus. We work with staff who help students adjust to university life, including making friends and connections. In doing so, we support independent living by creating an environment of inclusivity, tolerance and social responsibility and encourage students to make the most of their university experience. Finally, RLAs organise a range of activities such as games night, quizzes, themes-based events, tea and coffee afternoon and many others. ”

**Minetou Mbodje,**

Law student and 2022-23 RLA for Woolf College





↵ SCAN ME TO  
VISIT THE STUDENT  
SERVICES WEBSITE

## Eating on campus and Meal Plans

Your tastebuds should be tingling as we have a host of places you can eat and drink on campus. Everyone has their own favourite, so some taste testing will be needed for you to find yours! All menus and opening times are available at: [kent.ac.uk/catering](http://kent.ac.uk/catering)

You can find specific information on allergies and or dietary requirements online: [kent.ac.uk/catering/dietary-requirements](http://kent.ac.uk/catering/dietary-requirements)

On campus we also have the three meal plans available for you to choose from. If you're living in Becket Court, Eliot, Rutherford or Keynes College (blocks F, G, H and I) a Flex Meal Plan will already be included with your accommodation, but if you're living in one of our self-catered colleges and are nervous about cooking for yourself (or want to make some savings because you'll be eating out a lot), then all our meal plans are available to buy separately. Learn more about the meal plans available at: [kent.ac.uk/catering/meal-plans](http://kent.ac.uk/catering/meal-plans)

If you are cooking for yourself then don't forget these six basics:

- 1 Never leave cooking unattended or cook when very tired or intoxicated
- 2 Before starting, check your food's use by dates and wash your hands
- 3 Keep cooked items away from uncooked meat
- 4 Check if any of your flatmates have any allergies before cooking. Even if they don't, it's still recommended to wipe down any used surfaces and clean utensils when you've finished
- 5 Turn off the oven/hob as soon as you've finished cooking
- 6 Keep cooking pots/pans clean, unwashed grill pans are a frequent cause of fire – so don't take the risk. When cleaning up, any cooking fat should be poured into a sealable bottle and disposed of with your general waste. It should never be poured down the sink as this will block the pipes in your building.

## Your sport membership

If you live on campus, you are entitled to a free Kent Sport Premium Plus membership, giving you full access to the gym, classes and organised sports. You don't have to be super sporty or a fitness fanatic to take advantage, there's something for everyone and some of our favourites are the one-off 'Give it a Go' events.

Find out more at: [kent.ac.uk/sports/membership/free-membership](http://kent.ac.uk/sports/membership/free-membership)

// The Flex Meal Plan is available for any students, regardless of whether you live on campus or not. It has plenty of advantages such as freeing your mind of shopping, cooking and preparing your meals in advance while focusing on your studies. You're also saving up to 50% on food and drink over the year. //

**Minetou Mbodje,**  
Law student



↵ SCAN ME TO  
TAKE A LOOK AT  
WHAT'S ON OFFER

## Having visitors

Your room is designed for single occupancy (meaning only you can live there) but you can have guest/visitors stay with you occasionally. All we ask is that:

- You talk about your plans with your flatmates before their visit to check everyone is happy/comfortable with this
- You notify us through Home at Halls that you have a guest staying, before they arrive
- Your guests stay for no longer than three consecutive nights on a non-regular basis and they are not left alone within your accommodation.
- Guests are over the age of 18
- Your guests behave appropriately and respectfully to other students and staff on campus. Remember, you will be responsible for their actions whilst on campus
- No keys, fobs or short-term loan cards are given to your guest.

If a guest is disruptive to the safety or wellbeing of other residents, causes damage to the campus, or visiting rights are being exploited, we reserve the right to ban your guest from campus or withdraw your guest privileges. By inviting a guest onto campus you are also taking responsibility for them, meaning it is up to you to ensure they behave in an acceptable way and that you may be responsible for any damage they cause.

If you want more space or privacy, another option is to visitor accommodation available on campus all year via [kent.ac.uk/accommodation/canterbury/visitor-accommodation](http://kent.ac.uk/accommodation/canterbury/visitor-accommodation)

If you have a concern about your flatmate's visitors, you can contact the Student Engagement Team or Campus Security to notify them and discuss your options.

Darwin and Keynes Studio Flats and Park Wood Flats twin rooms are the only rooms on campus suitable for double occupancy.

## Getting around campus

Our campus is well connected with multiple bus routes, which regularly stop on campus. This includes a 24-hour service that runs to Canterbury city centre during term-time. One of our top tips is for you to grab yourself a discounted Unirider ticket as soon as you can, as it gives you the freedom to travel across Kent as often as you like for the year. If the Medway campus is your destination, then the Campus Shuttle runs regularly during term-time and you can book your seat for free.

Bus not your thing? Get on your bike! You can either bring your own bike (and lock) or rent one of ours. All colleges have a cycle shelter you can use to store your bike. If your cycle shelter is locked, all you need to do is head to Campus Security to get access added to your KentOne card. Just remember not to store your bike inside your accommodation, as it will block exits or walkways resulting in a fire hazard.

View timetables, available discounts and more at:  
[kent.ac.uk/transport/commute-smarter](http://kent.ac.uk/transport/commute-smarter)

Equally important – leave your car and e-scooter (or any other powered transporters) at home. Powered transporters are banned from campus and the only students allowed to park on campus are either commuting or blue badge holders who have applied for a permit from the Transport Office via [kent.ac.uk/transport/driving-parking/student](http://kent.ac.uk/transport/driving-parking/student)

## Electoral role

Whilst living in Canterbury, you're entitled to vote in local and national elections. It's quick and easy to register to vote online and as a student, you can be registered at your home and term-time address. Just make sure you bring your government ID when it comes time to vote. Find out more at:  
[canterbury.gov.uk/voting-and-elections](http://canterbury.gov.uk/voting-and-elections)

## Sustainability

We're aiming to be net zero on our campus by 2040. To help us achieve this, there are lots of events and ways for you to get involved and live more sustainably. One of our favourite projects is the Kent Community Oasis Garden (KentCOG) in Park Wood, but there's lots to shout about so learn more and find out how you can get involved at: [kent.ac.uk/sustainability](http://kent.ac.uk/sustainability)



↪ CHECK OUT WHAT WE ACHIEVED IN THE LAST 12 MONTHS

## Shopping deliveries

Great news, you can get your supermarket shop delivered directly to campus! Sadly, receptions cannot accept food deliveries (including takeaways) meaning you will need to be available to receive your delivery personally, so be sure to include your mobile number when ordering. Most delivery drivers will give you a call when they arrive, so you can go and collect your shopping and the supermarket crates will stay with them too. However, if you do accidentally take a supermarket crate when collecting your shopping, please return this as soon as possible to the drop-off point near your accommodation for collection. Supermarket crate drop-off points are marked on our bin compound map at:  
[kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#recycle](http://kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#recycle)

## Canterbury and beyond

There's a whole city and county beyond campus waiting to be explored, but where to start? We asked five of last year's RLA's – Pheobe, Sarah, Anna, Minetou and Susannah to share their favourite local spots:

- // **Abbots Mill Garden is a great place to have a picnic with friends or catch up on reading for class. //**
- // **Westgate gardens is a beautiful walk in the springtime. //**
- // **Whitstable is a lovely beach with really nice pubs in the local area. The seafood stalls and the fish and chip shops, are amazing! You can get the bus from campus, or anywhere in town, just hop on a triangle bus towards Whitstable. //**
- // **There are plenty of things to enjoy in Canterbury, either on or off campus. On campus, we benefit from lots of campus bars, cafes and restaurants that you will be able to easily find on the Order Up app. It gives you a lot of options, whether you are vegetarian, vegan or if you fancy a nice burger! There are also a lot of places off campus and the three main night clubs where students socialise quite a lot are Chemistry, The Tokyo Tea Room and The Cuban! //**
- // **My favourite thing about Canterbury is the amount of lovely coffee shops that you can socialise or study in; my number one has to be Fond Coffee, next to the Brewery! //**







# Your facilities

## Utilities

All utilities are included within your accommodation fees. This includes water, heating, electricity, Wi-Fi and maintenance. If you are experiencing any problems with these utilities or within your accommodation, you will need to report these as soon as possible using the Home at Halls app.

## Issue reporting

Sometimes things break or stop working. Don't worry, the on-site Maintenance Team are here to help. When you notice a fault, defect or issue, you need to report it via the issue reporting option in the Home at Halls app, as soon as possible. Faults range from an item being broken, such as the window won't lock, or the sink won't drain, through to everyday maintenance issues such as worn stair carpets or loose fittings. You'll need to provide some information about the fault before you submit any requests. The Maintenance Team will then come to inspect or fix the issue in line with the response times. The only time you/your flatmates will be charged for maintenance work is when the damage has been caused by you/your flatmates or your visitors.

Most faults are fixed by our Estates Maintenance Team or UPP maintenance team (in Keynes, Turing or Woolf Colleges), however sometimes external contractors may be required for specialist repairs.

## Repair response times

Unless the issue/defect is an emergency, it will be fixed during working hours (Monday – Friday, 08:00-16:00). It is not necessary for you to be in your accommodation when the Maintenance Team visit, however if you only want them to visit whilst you are present, please include this information and regular times you are there in your fault report and we will try to meet this request. Different types of defects have different expected repair response times. You can check these times and categories online.

For an emergency issue contact your college reception or if out of hours, call Campus Security immediately.



← SCAN ME  
ISSUE REPORT  
RESPONSE TIMES

## Refurbishment and maintenance

Sometimes refurbishment or maintenance may need to be carried out on your accommodation whilst you are living there. We try to keep disruptions to a minimum and always try to avoid exam periods wherever possible.

If large-scale maintenance or refurbishment is planned, you'll be emailed outlining the anticipated works, what you can expect and in rare circumstances, if any refunds/discounts will be applied to your fees for this period. For unexpected/emergency works we will try to contact you at least 24 hours in advance. Please note the University will not refund for circumstances that are beyond its control e.g. power cuts.

## Insurance info

Personal possessions insurance is also included with your accommodation and is provided by Endsleigh. This consists of fire, flood, theft and accidental damage inside your bedroom up to a total value of £10,000.

Full information on your policy, showing exactly what's covered and how to claim, can be downloaded within the MyAccommodation Portal. You can also pay to extend your cover with Endsleigh if you wish, by contacting them directly via [endsleigh.co.uk/my-endsleigh](https://endsleigh.co.uk/my-endsleigh)

Make a claim by visiting <https://propertyclaims.zurich.co.uk> or calling 08009234200

## Laundry

Each accommodation area has a self-service laundry which is run by Circuit Laundry. They're open 07:00-22:00 daily. To pay to use the washing machine/dryer, you'll either need a top-up card, or the Circuit Laundry app. If you experience a problem in the laundry, Circuit will be able to help. All you need to do is contact them using the information provided in your laundry room.

The Circuit View app (also accessible via Home at Halls) is a great way to check if any machines are available, or how long you have left on your cycle, without leaving your room!

When using the launderettes on campus you are responsible for your washing, the University of Kent will not take responsibility for any damages or missing items.

Information about the laundry and how to guides are available at: [kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#laundry](https://kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#laundry)





## Appliances

Some electrical appliances will be included in your accommodation. This includes a microwave, kettle, iron, fridge, vacuum cleaner and lamp for all areas. In self-catered areas, an oven/hob/grill and freezer are also included.

For environmental and safety reasons please turn off all appliances and electrical items when you've finished with them (except the fridge!)

Top tips on using these items and the full instruction manuals are available at: [kent.ac.uk/accommodation/canterbury/living-on-campus/electricals](https://kent.ac.uk/accommodation/canterbury/living-on-campus/electricals)



↪ SCAN ME TO CHECK  
THE ITEMS INCLUDED IN  
YOUR ACCOMMODATION

## Storage

Sadly, we have no facilities on campus to store student belongings, however there are local and national independent providers who can provide a storage and shipping service for you. This means, whether you're hoping to store something during the vacation period or ship something home when you leave, you've got options. To find out more visit:  
[kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#storage](https://kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#storage)

# Keeping it clean

## Housekeeping and cleaning

You and your flatmates are responsible for cleaning your accommodation including the kitchen and any shared bathrooms. However, each accommodation area has its own Housekeeping Team who will clean communal areas and visit your accommodation to check its condition. You can also go to their office for cleaning advice and tips.

The Housekeeping Team will typically visit your accommodation as follows:

- **Kitchens, kitchenettes and communal areas** (eg hallways/stairs): a weekly clean including the removal of waste/kitchen bins
- **En-suites:** monthly visual checks with clean, once per term during the winter and Easter vacations
- **Shared shower rooms/toilets:** weekly visual checks and cleaned monthly
- **Bedrooms:** will not be cleaned but visual checks will happen every month
- **Studios with kitchenettes and bathroom areas:** Darwin and Keynes Studio Flats will be cleaned monthly, although Housekeeping will visit you at the start of the year to confirm.

You should not prevent Housekeeping staff from accessing your accommodation or shared facilities or conduct yourself in a way that prevents this (eg through your behaviour).

## Room inspections

There are two types of inspections, the visual checks mentioned above and a more formal room inspection which happens in the autumn term. These checks/inspections are separate from any planned or emergency maintenance visits that occur because of reported faults or required repairs.

Visual checks can happen at any time but will take place at least weekly/monthly as outlined above. You do not need to be present when these take place. Housekeeping will assess the condition of the accommodation including communal areas such as kitchens and bathrooms using a traffic light system. If the area is OK it will be rated green, an amber rating shows there are areas for improvement/concern, which will be raised with you/your flatmates directly by Housekeeping, with staff offering advice on what you need to do. You/your flatmates will also be contacted if an area is rated red, meaning immediate action must be taken to improve the area's condition. Two red ratings in a row will result in Housekeeping undertaking a deep clean of the area for which you/your flatmates will be charged. Fees depend on the area and type of cleaning needed.

Please note, any welfare concerns spotted may also be referred to the Student Services team who can then offer guidance and support as needed.

Room inspections involve a member of Housekeeping visiting your room and accommodation. They'll be looking for any potential hazards/safety concerns, prohibited items in your accommodation as well as its general condition. If any problems are found they'll either be discussed with you at the time or followed up via email.

## Cleaning rota

An easy way to make sure nobody gets left doing all the cleaning is to agree to a cleaning rota. This splits up the jobs and helps everyone know what's expected of them and when. You can make up your own or use our template:



↩ SCAN ME TO  
DOWNLOAD A  
CLEANING ROTA

## Cleaning

Top tips include:

- Use the provided laundry facilities to dry your clothes. Regularly using airers or radiators in your room to dry clothes can lead to a build-up of damp which can cause mould due to a lack of ventilation
- Don't flush wet wipes, facial wipes etc down the toilet. Despite what some claim, these items don't degrade and can cause blockages or make their way to the sea. Instead, dispose of these items in the general waste
- Bleach is a prohibited item on campus so use alternative products to clean your accommodation
- For any left-over cooking oil/fat, wait for this to cool and then pour it into a sealable container and place the container into your general waste. Cooking oil/fat should never be poured down the sink as it will cause your accommodation pipes and drains to block
- After showering, wipe off the water residue on the walls – this will help your bathroom dry out quicker and prevent mould and limescale build-up
- Clean up after yourself, it'll save you time in the long run. It's quicker to clean up little messes as you go, rather than one big mess. It only takes a couple of minutes to wash a pan or vacuum a room weekly
- Open windows for ventilation and fresh air.

You can find more advice from our Housekeeping team and other students online, or by visiting your local Housekeeping Office where they'll be happy to help. [kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information](http://kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information)

## Cleaning service

If you don't want the hassle of keeping your bedroom clean, you can always book a professional cleaning slot with our Housekeeping team. We'll be launching our cleaning service later this year, so visit our Housekeeping webpage to learn more about this service and book a slot via the Housekeeping website mentioned above.

Slots include all cleaning supplies used and the removal of rubbish from bins. Your room should be available for Housekeeping to enter at the start of the booked slot. If your bedroom is being cleaned personal items will need to be moved from the surfaces (including the floor) for you to receive the best service. Please note, Housekeeping will not touch/move personal belongings.

## Included appliances, fixtures and fittings

We encourage you to personalise your room whilst living with us, however we do ask that any decorations you use are not permanent, will cause no damage to your accommodation, are not placed in communal areas (eg stairwells) and are taken with you when you move out.

There are several appliances, furniture and fittings that are included in your accommodation. When you leave, we expect all these items to be left in the same condition/place as when you arrived. If any items are damaged or broken, you may be charged (via your student account) for the cost of repair/replacement.

You are also not allowed to install any additional furniture or electrical appliances within your accommodation eg additional heating or white goods appliances (except for new kitchen top appliances in self-catered accommodation).

When putting up posters etc. use something that will not mark the paint on the wall eg White Tak) and take care when removing items, as any new damage (not recorded on your room inventory) may result in charges being applied to your student account for the cost of repair/re-decoration. For this reason, LED light strips are banned from being used to decorate your accommodation.

## Charges for damage, breakages or loss

If the accommodation or included appliances are damaged, broken or lost, you (if within your bedroom) or collectively with your flatmates (if in a shared area where the responsible party cannot be identified) will be charged the actual cost to repair/replace/redecorate the items/area. You will be notified of any charges when they are added to your student(s) account for payment. You'll have the opportunity to appeal these charges by submitting a written request to the Accommodation Team (emailed to [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk)).

In previous years charges have ranged from £60 for a replacement microwave, £250 to redecorate a room after removing adhesive LED strip lights, to thousands of pounds to replace a burnt-out kitchen. More illustrative costs are available in your Accommodation T&Cs.

## Food hygiene

We've already mentioned some simple steps you can take when preparing and cooking food. Here are the essentials you need to follow:

- Wash your hands before preparing food
- Keep uncooked meat separate and store in the fridge/freezer
- Avoid leaving food open and out on the side. Instead reseal items (eg using a bag clip or reusable container) and replace in the cupboard/fridge after use
- Keep an eye on food use by dates and responsibly dispose of items after this date
- Clean grills pans and other cooking equipment (such as microwaves) after use to prevent a build-up of grease or food
- When putting items in the fridge freezer avoid pushing items too far in so they touch the back wall of the fridge, or cover the water drain at the bottom, as this may reduce the efficiency of the fridge. Also, clean (especially after any spillages) and defrost the fridge regularly to ensure maximum performance
- Report any malfunctioning thermostats (eg in fridges, ovens, or cooking appliances included in the accommodation) using Home at Halls as soon as possible
- If you have a food allergy/intolerance, make your flatmates aware of the allergy and what precautions need to be taken. Equally if you live in an area where someone has an allergy take extra care.

## Recycling and rubbish

Did you know that the largest lake in Britain could be filled by the UK's rubbish in just eight months? Here at Kent, we're committed to reducing the amount of waste we produce and increase our sustainable procedures, but we need your help.

It's up to you and your flatmates to take your waste and recycling to your college bin compound. You'll find green and black bin bags in your kitchen to help sort your waste. Black bags are for non-recyclable/general waste and green bags are for mixed recycling (cardboard, paper, tins, cans, plastic bottles/tubs/pots/trays). Glass can be recycled separately using the designated bin.





To help avoid cross-contamination (misplaced items can cause the whole bin to become unrecyclable), we've labelled up the bins in the bin compound to show which items can be recycled together. Only the green or clear bags supplied should be used and any recyclable items should be clean before being thrown away.

Great news, soft plastics (think yogurt pot lids, crisp packets, bread bags or biscuit wrappers) which can't be placed in your mixed recycling, can be recycled at the Co-Op on campus using the blue bin in store. All you need to do is 'clean it, scrunch it, Co-Op it.' Learn more at [coop.co.uk/environment/soft-plastics](https://coop.co.uk/environment/soft-plastics)

We're also trialling food waste caddies in some accommodation areas. If you have one in your kitchen, there will be an additional food waste wheelie bin in your college bin compound where this can be emptied.

There are also additional bins across campus for recycling batteries and ink cartridges.

Feminine hygiene products (eg tampons, sanitary pads) should not be flushed down the toilet as they cause blockages and don't break down. Instead, you'll find individual feminine hygiene disposal bags in your bathroom/ensuite so these can then be disposed of in the general waste.



↪ SCAN ME TO CHECK WHERE YOUR NEAREST COLLEGE BIN COMPOUND, RECYCLING FACILITIES AND DONATION POINTS



↪ SCAN ME TO FIND OUT MORE ABOUT WASTE AND RECYCLING ON CAMPUS

## Donating items

Items like books, clean clothing, shoes, bags, accessories and sealed non-perishable food can all be donated rather than recycled or disposed of. We have British Heart Foundation clothing donation banks (large red metal bins) across campus where you can bag items up in your own carrier bags or a charity bag or Kent Union operate the Campus Pantry a student freecycle and foodbank. Visit <https://kentunion.co.uk/here-for-you/campus-pantry> to learn more.

// **The bin rota worked really well in our flat! We arranged our names in a list and added a tally next to it when we had taken the bins out, this way the person next on the list knew it was their turn next time the bins got full.**

**When there were a couple of us in the kitchen after we had first arrived, we made sure to knock on the doors of other people that we hadn't met yet. We organised to do something that night and all shared our phone numbers and made a group chat. The group chat made it so much easier to communicate as people in the flat had different schedules, sleep routines etc. This way we could put reminders in about tidying up or ask if anyone wanted to make plans on certain days. //**

**Anna Waldock,**  
Positive Behaviour Support student

## Pest control

At Kent we're lucky to have a beautiful green parkland campus, however, that does also mean we share our environment with the local wildlife too.

As such, we hope you, like us will do what you can to maintain the biodiversity of this campus by responsibly disposing of rubbish. Easy actions you can take to deter pests from your accommodation or harming the local wildlife include:

- Using the bins provided for food and waste – all bins in the store are labelled with which items can be placed in them. Littering or leaving bin/waste bags on the ground near bins will attract pests/vermin to the area and is also harmful to other wildlife such as ducks and squirrels
- Closing the bin lid when you've finished, especially in communal bin compounds
- Storing food away in your accommodation rather than leaving it out for long periods (including your leftovers/waste food).

# Your wellbeing

## Student Support and Wellbeing

Part of Student Services, this team is home to expert staff who offer free support to all enrolled students for mental health, neurodiversity, chronic conditions and disabilities. If you might benefit from support during your studies, such as an Inclusive Learning Plan to have adjusted arrangements for exams and coursework, you can quickly register online with the Student Support and Wellbeing team who can put support in place for you when you need it.

Adjusting to university life can cause a rollercoaster of emotions. Support is available from their mental health team, online, in person and via telephone. In addition, you can access free counselling, 24/7 from their partner organisations. Student Support and Wellbeing also host events on campus and virtually and promote resources throughout the year to help you enhance your wellbeing and thrive at university. You can follow them @UniKentSSW on Instagram to see the latest and stay well and connected.

Take a look at all Student Support and Wellbeing offers at: [kent.ac.uk/student-support](https://kent.ac.uk/student-support)



↪ SCAN ME  
TO SEEK SUPPORT  
FROM SSW

## The University Medical Centre

### GP surgery and pharmacy

Whilst living on campus you should register with the local doctor's surgery so that you can access a GP and collect your medication easily, should you need it. Your nearest surgery and pharmacy are located on Giles Lane on campus. Learn more at: [umckent.co.uk](https://umckent.co.uk)



↪ SCAN ME  
TO REGISTER  
ONLINE

## Nursing services

Nursing Services are located next to Campus Security (on central campus) and is staffed by registered nurses who can help with minor illnesses, injuries and contraceptive advice. You can book appointments every weekday from 10:00-17:00 during term time and walk-in services are available from 07:00-00:00 on weekends and bank holidays during term time. You can contact Nursing Services at +44 (0)1227 823503 or visit [umckent.co.uk/university-nursing-service-uns](https://umckent.co.uk/university-nursing-service-uns)

## Stay Safe

We want all our students to feel safe on campus. There are lots of teams and services dedicated to supporting you, forming the Stay Safe campaign. This support ranges from connected routes, a 24/7 safety team and an on-campus walking taxi service.

We know it's exciting living on your own, but don't forget the basics to keep yourself and your belongings safe – always lock your doors and windows when you are out (don't forget to keep your key/fob with you to avoid lockouts!); don't leave any personal items unattended in public spaces; watch out for each other and report anything suspicious to Campus Security.

Free personal safety devices are available for students at the Security and Transport centre and are given out during Welcome Week. These can include UV security markers, personal alarms, secure pockets and bag alarms. Stop tops are also available at all our campus bars.

Learn more about what's available at: [kent.ac.uk/guides/canterbury-safety](https://kent.ac.uk/guides/canterbury-safety)



## SafeZone

### Safe Zone

This little app links to Campus Security, allowing you to contact them quickly in an emergency, if you need first aid, or feel unsafe. SafeZone is also completely free and your location stays private unless you chose to share.



↪ SCAN ME  
TO DOWNLOAD THE  
SAFEZONE APP





**// The SafeZone app can provide you with the comfort of safety, making it easy to contact Campus Security anytime. The app works both on campus and on connected routes through Canterbury. //**

**Sarah Resanovich,**  
Organisational Psychology student

## Report + Support

Report + Support is the university's reporting tool which empowers students to record details of incidents such as: sexual misconduct, discrimination, hate incidents, harassment, physical or verbal harm and/or abuse, bullying, stalking, domestic abuse, or spiking. Find out more or make a report at: [kent.ac.uk/guides/guidance-report-and-support](https://kent.ac.uk/guides/guidance-report-and-support)

## Campus Security

Our Campus Security team are available 24/7, every day of the year and are based in the Security and Transport Centre on central campus (next to Grimond). They're here to ensure the campus is a safe and welcoming environment.

The Campus Security team hold regular coffee meetings and events where you can get to know the team, talk and ask any questions you have.

The team are trained to give practical safety advice, support and resolution for any safety and security situation. Security Officers are also available to offer a walking taxi service (where a Campus Security Officer can escort you across campus).

You can reach them on +44 (0)1227 823300 or use the call points, located at receptions, to call them directly. They also have a dedicated emergency line on +44 (0)1227 823333.

There are times when a Security Officer will ask to see your KentOne Card. It's important that you keep your card with you at all times, as this is your proof of student status. More information about why and when you could be asked to show ID is available on Campus Security's Code of Conduct available at: [kent.ac.uk/estates/services/security/charter\\_code\\_conduct.html](https://kent.ac.uk/estates/services/security/charter_code_conduct.html)





Campus Security also operates a Lost and Found. Any lost items handed in will be kept for 28 days at the Security and Transport Office.

## Noise and neighbours

For many of you this will be your first time living on your own or outside the family home. The single most important thing to remember is to be considerate of others, this includes the level of noise and disruption you/your flatmates produce.

For everyone's comfort you should:

- Listen if a neighbour asks you to stop/reduce the noise you are making, they live there too and have the same rights as you. Talk out the problem and either co-operate with the request or find a compromise you are both happy with
- Do not hold parties within your accommodation where loud music can be heard from outside the flat/house. Group gatherings can cause overcrowding, annoyance and possible distress to other residents. Other rooms on campus may be available to book in advance for student society meetings or other activities on campus at Kent Union and/or the University's discretion. Find out more at: [kent.ac.uk/timetabling/student-room-booking](http://kent.ac.uk/timetabling/student-room-booking)
- During exam periods noise should be kept to a minimum to avoid disturbing those revising nearby. Even if your exams have finished your neighbours may not have, please show them consideration by maintaining a quiet household
- Musical instruments or any sound amplification should be avoided in your accommodation. Music practice rooms can be booked on campus via [kent.ac.uk/music/practice-rooms](http://kent.ac.uk/music/practice-rooms)
- If returning after midnight, please be quiet – avoid slamming doors, having loud conversations in hallways, or running up/down stairwells.

If you do not follow this guidance, you could be in breach of your accommodation agreement and be subject to further disciplinary actions, including termination of your accommodation contract or a move request.

Problems caused by noisy neighbours can often be resolved through discussion. If you are experiencing ongoing issues with your flatmates or neighbours, please contact the Student Welfare Team at [studentwelfare@kent.ac.uk](mailto:studentwelfare@kent.ac.uk). The team will be able to provide you with practical advice and support to help you resolve issues and live harmoniously. They will also be able to signpost you to alternative services if required, such as Student Support and Wellbeing or the Student Conduct and Complaints Team.

Learn more about the Student Conduct and Complaints Office at [kent.ac.uk/student-services/student-conduct-complaints-office](http://kent.ac.uk/student-services/student-conduct-complaints-office)

Campus Security are on site 24 hours a day to attend any noise disturbance reports made to them. Any incidents reported are then passed on to the Head of Student Conduct and Complaints for consideration.

## Your behaviour

For the wellbeing of our Kent community, you are required to follow the University regulations to ensure your behaviour meets everyone's expectations. The basics are to treat others with respect, not to be inconsiderate, rude or disruptive and to familiarise yourself with the rules.

Ignorance of the regulations is not considered an acceptable excuse. A range of penalties are in place depending on the behaviour breach, one of which is the recommendation that a student's accommodation agreement be terminated.

Any behaviour that puts others at risk of harm will not be tolerated and will be subject to disciplinary action or legal proceedings. Some examples of unacceptable behaviour include:

- Abusive verbal/physical conduct towards another, including drunk and disorderly conduct, violent and threatening behaviour
- Misuse or tampering of fire alarms and safety equipment
- Intentional or reckless interference with mechanical, electrical, other service installations/provisions
- Possession, use or supply of illegal substances and weapons.

The Student Charter, Regulations for Students and Student Discipline Procedure further covers aspects of health and safety, unacceptable behaviour, disciplinary offences and alcohol and drugs.

You can find full copies of all the policies and documents relating to behaviour and student conduct online:

- Student Discipline Procedure and Student Code of Conduct: [kent.ac.uk/guides/student-conduct](http://kent.ac.uk/guides/student-conduct)
- Student Charter: [kent.ac.uk/guides/student-charter](http://kent.ac.uk/guides/student-charter)
- Kent's Policies and Procedures: [kent.ac.uk/about/governance/policies-and-procedures](http://kent.ac.uk/about/governance/policies-and-procedures)
- Kent Regulations: [kent.ac.uk/regulations](http://kent.ac.uk/regulations)

## Your responsibilities

We expect you to:

- Respect and observe University rules and regulations
- Behave respectfully towards groups or individuals, regardless of gender, age, ethnic origin, disability, sexual orientation, religion or belief, marriage or civil partnership, gender identity and pregnancy or maternity
- Respect the rights and privacy of others
- Behave in an orderly manner in your academic and recreational activities on and off campus, in university accommodation and in your daily life
- Be a proud ambassador for the University and the Students' Unions and represent them in a manner that best promotes their respective reputations
- Take shared responsibility for your guests when on university premises
- Take appropriate action when you see others acting inappropriately, for example by bringing it to the attention of the University, Campus Security or Students' Union rather than intervening yourself
- Follow the relevant standards when undertaking professional training and undertaking organised sporting activities
- Act professionally when working on placements or other work experience.





# Keeping it safe

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.

## Prohibited items

The following items are banned from your accommodation for health, fire and safety reasons. If one of these items is found by Housekeeping or an authorised member of staff, it will be removed from your room and temporarily stored. You will receive a letter in your room to notify you of this and you'll need to visit your local Housekeeping Office to arrange collection of your item at the end of the year or arrange for the item to be sent off-

campus. For larger items you may be charged for the removal/storage of items.

- **Adhesive LED strip or push lights:** these items often cause damage to the paint/walls when removed which can result in repair costs so are best avoided
- **Additional cooking appliances (eg toasters, microwaves, grills, deep-fat fryers):** these are banned from Becket Court, Eliot College, Rutherford College and Keynes College (Blocks F, G,H and I). In self-catered accommodation additional cooking appliance can only be used/stored in the kitchen and not your bedroom
- **Barbeques:** this includes outside areas
- **Candles, incense/joss sticks, oil burners:** any items that require a naked flame
- **CCTV or personal cameras:** cannot be placed inside or outside the accommodation
- **Cooling appliances:** including refrigerators\*, mini-fridges and air conditioning units
- **Dangerous chemicals:** including flammable liquids, acids or strong chemicals (eg bleach, petrol), solvents
- **Fireworks**
- **Gym equipment:** smaller, light weight items are fine, but please avoid large/heavy items (eg dumb bells, weight bench, cycling machines) which restrict access. You can use all the machines for free in the gym on campus
- **Heating appliances:** eg radiators, halogen heaters, heated airers
- **Multi-way cube adaptors or travel adaptors:** these are fire hazards. Please only use surge protected extension cables and never daisy chain them (connect multiple together). If you need a travel adaptor, approved ones are available to purchase from reception for a small charge
- **Nitrous oxide or nos cannisters\***
- **Personal transportation devices (eg e-scooters, powered transporters):\*** Apart from bikes, these devices are banned from campus. Bicycles are banned from being stored anywhere within your accommodation, please lock and store your bikes within the cycle shelters near your accommodation
- **Smoking, shisha, vaping, e-cigarettes:** are banned from use within your accommodation and within five meters of buildings. Please use the designated smoking areas only
- **Tumble/spin dryers**
- **Washing line:** please do not suspend a clothesline/cord for drying washing
- **Weapons:** guns, knives or dangerous implements of any kind.

\* Exceptions can be made for medical requirements (eg mobility scooters or fridges for medication) please discuss this with the Accommodation Office (accomm@kent.ac.uk) to arrange/approve in advance.





## 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.

## Fire safety

Key requirements you must observe:

- Always evacuate immediately when the fire alarm sounds
- Cook safely – do not overheat or overcook food
- Stay with it – never leave cooking unattended (including toasters)
- Don't trail kettle cables, tea towels etc across cooker surfaces
- Always switch hobs and ovens off after use
- 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
- **Never use water on a cooking fire.**

If your cooking does catch fire, raise the alarm and evacuate immediately. Do not be tempted to use an extinguisher – leave this to Security or the Fire and Rescue Service.

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.

If you cause any fires or damage you may be responsible for the cost of the repairs and if negligent this may result in disciplinary action.

### 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 29). 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 and 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.

Fire alarms are tested on a weekly basis as 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
Turing Hub	08:50	Monday
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.**

### 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 07826 850872) 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 and keep them shut when not in use – unless they are marked 'Automatic Fire Door' (in which case you must only use the device provided, eg DorGard or electromagnetic holdback). Never tamper with the self-closing devices and always report any faults with fire doors immediately.

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.

### Smoking

By law, smoking is not permitted within any university building or within 5 meters of any building. The only places you can smoke on campus are within the few designated smoking shelters across campus and make sure any cigarettes are extinguished properly before leaving.

Smoking includes e-cigarettes and vapes as well as all tobacco products. Kent's full No Smoking policy is available at: [kent.ac.uk/about/governance/policies-and-procedures](http://kent.ac.uk/about/governance/policies-and-procedures)

### 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).

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 to purchase from the college receptions on campus.

Trailing 4-in-line or similar extension leads are acceptable, providing they are in good condition, are not overloaded, are not linked together as part of a chain 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 adaptors

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.





# At the end of your stay

## Moving out

We'll email you as the time to move out approaches with information on what you need to do, so keep an eye on your emails. But essentially, you need to:

- **Pack all your belongings:** Sadly, we don't have any storage facilities on campus meaning any items left behind after you move out will be disposed of or donated to charity by Housekeeping. The University does not accept any liability for any students' personal possessions and will not be held responsible for any losses incurred. Your room needs to be empty when you check out (except for the mattress, mattress protector and furniture that was there when you arrived). So, if you're not taking something home, you should arrange for independent storage or shipping or donate your items before you go.
- **Carefully remove all posters from walls**, noticeboards and other surfaces (except official notices).
- **Remove all rubbish** from your accommodation, kitchen and bins and dispose of any perishable foods. Your fridge and freezer should be empty too.
- **Clean your room, kitchen and en-suite/bathroom.** Your accommodation should be left in the same condition as when you and your flatmates arrived. So, wipe down those surfaces, clean any appliances and whip out the vacuum. If any areas of your accommodation are left dirty or with damage, you may (collectively as a flat/house or individually) be charged the cleaning/maintenance cost.
- **Turn off all electrical items and close any windows.** This includes lights but not the fridge, also make sure you don't accidentally close your window vent too.
- **Make sure you've redirected your mail before leaving.** You can either manually update your delivery/postal address for your accounts or arrange for your mail to be forwarded or redirected through the Royal Mail. It's also a good idea to check your mailbox/at reception for any mail before you leave.
- **Lock all doors** as you leave and return your keys to your college reception by 10:00.

If you are late moving out, you may also be charged for not vacating your room by the time specified on your Accommodation agreement and charged for any additional day the fob is not returned/you are in the room. Please also be aware that fobs will stop working after your move out date, meaning you won't be able to re-access the room without the fob being reactivated at reception.



↪ SCAN ME  
TO SEE MORE OF  
OUR MOVING OUT  
ADVICE

## Returning keys and fobs

You'll need to return your key/fob (and letterbox key if you were given one) to reception by 10:00 on the last day of your contract. Don't give your key to a friend or flatmate to return on your behalf as you'll also need you to sign-out at the same time.

You can leave your accommodation any time before move out day in the final term, if this suits you better. Just follow the same checklist above to make sure you and your room are ready to go for when you plan to leave. Remember that there is no reduction in fees even if you leave before your contract's end date.

If you will be departing outside reception opening hours, please place your key/fob into the reception's key drop box. If you're not sure where to find the key drop box, please visit reception during opening hours and someone will be able to show you where it is. If you are unable to arrange to return the key in the reception or cannot leave in the key drop box, please return the key to the Campus Security building who are open 24/7.

It's important to return your fob and any keys to reception before you leave and if you forget to do this you are likely to incur a replacement charge.

## Accommodation condition

You'll have to leave your accommodation in the same condition that it was in when you arrived. This means ensuring that all personal items have either been packed to take with you, donated or disposed of before you depart.

Housekeeping will carry out inspections every summer to assess the condition of the accommodation. If there are damages, losses or breakages caused by you/collectively with flatmates you will be charged the actual costs for the repairs/replacements to return your accommodation to the standard it was when you moved in. For example, this can include repairs of broken fittings/furniture/appliances, redecorating of damaged walls, or excessive rubbish. Where damage is in a communal area, charges will be split equally amongst all flatmates unless the responsible party has been identified/come forward.

Equally if belongings or rubbish are left in the room/kitchen after your departure you will be charged the actual cost for the removal of these items. The University accepts no liability for items that have been left behind in the accommodation at the end of your contract and any items found will either be disposed of, recycled or donated.



## Donating items

Both the British Heart Foundation Donation banks and Kent Unions Campus Pantry are available on campus all year round to accept donations.

For the end of term, additional donation drives and drop-off points are available to help you donate suitable items. Keep an eye on your emails and the Home at Halls app for info.

## Vacation/summer accommodation

If you want to stay on campus over the summer, or any vacation not included in your contract, we have vacation accommodation available to book at a discounted rate for students. You will need to book this before the end of term. Vacation accommodation is always in one or two locations on campus so there will be students nearby, however this also means you will need to move to a new room for the vacation. Information about vacation accommodation is available at:

[kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#summer](https://kent.ac.uk/accommodation/canterbury/living-on-campus/vacation-accommodation#summer)

## If you want to end your contract or move out of your accommodation early.

You may wish to leave your accommodation earlier than planned for a few different reasons. The Accommodation Office is the only department that is authorised to give you advice relating to leaving your accommodation early and ending your agreement so please contact us as soon as possible.

Depending on your situation, there are different things you'll need to do, however in all circumstances you will first need to complete an Application for an Early Termination of the Accommodation Agreement and submit this to the Accommodation Office. This is available online at: [bit.ly/23-24-accomm-early-termination-application](https://bit.ly/23-24-accomm-early-termination-application)

Please note submitting this form does not guarantee that your accommodation agreement has/will be terminated. The Accommodation Office will contact you to discuss your situation and the outcome of your application. Your next steps:

- **If you'll still be a Kent student but just wish to leave your accommodation.** Your Accommodation Agreement will only be terminated if a suitable replacement student tenant can be found to take up the rest of your lease. A suitable tenant is a current University of Kent student, not living in university accommodation and the same gender). You will need to pay for your accommodation until the new student tenant accepts the Accommodation Agreement. You will also need to remove any belongings/items from the accommodation, pay any outstanding fees, move out and return your fob before this point.
- **If you will no longer be a student at Kent.** If you are withdrawing or intermitting from the University and will no longer be studying at Kent, you will need to inform the Accommodation Office and your academic school in writing in advance of your departure. Once you have notified the Accommodation Office and submitted an Application for an Early Termination of the Accommodation Agreement, more information will be sent to you. You will be expected to have emptied your accommodation, paid any outstanding accommodation fees, moved out and returned your key/fob within four weeks of your official intermission/withdrawal date. More information about withdrawing is available at: [kent.ac.uk/guides/taking-a-break-from-or-leaving-your-studies#withdrawing](https://kent.ac.uk/guides/taking-a-break-from-or-leaving-your-studies#withdrawing)

Any refunds of accommodation fees due after departure will be facilitated by Kent's Income Office. If you have any concerns, you can contact them at: [kent.ac.uk/guides/finance-contacts](https://kent.ac.uk/guides/finance-contacts)

More information about terminating your Accommodation Agreement early is available in the Accommodation T&Cs you signed when accepting your accommodation offer. A copy of these is available from your MyAccommodation Portal at: [kenthospitality.kent.ac.uk/MyAccommodation](https://kenthospitality.kent.ac.uk/MyAccommodation) or online at: [kent.ac.uk/accommodation/canterbury/living-on-campus#documents](https://kent.ac.uk/accommodation/canterbury/living-on-campus#documents)

# Key locations

## Park Wood

Co-op  
Woody's

## Kent Sport

Accommodation Office

## Nursing Services

Bookable appointments available every weekday during term time and out of hours walk in services also available.

01227 823503

## Campus Security

Campus Security  
365 days a year

Non-emergency  
Emergencies



## Turing College

Hut 8 restaurant

## Keynes College

Dolche Vita restaurant  
K-Bar  
Student Support and Wellbeing

## Plaza

Co-op

The Venue nightclub



**Security**  
Security is open 24 hours a day,  
7 days a week.  
For more information, contact:  
Security Services 01227 823300  
Security Operations 01227 823333

**Templeman Library**  
IT and Library Support  
Library Café  
Nexus

**Gulbenkian Arts Centre**  
Gulbenkian Café  
**Woolf College**



**Becket Court**  
**Eliot College**  
Mungo's

**Rutherford College**  
Rutherford Dining Hall

**Darwin College**  
**Tyler Court**

