

2024-2025

University of  
**Kent**

# ACCOMMODATION HANDBOOK

Information for students  
living on campus



Stand for ambition.  
[kent.ac.uk](https://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 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 <http://student.kent.ac.uk/life/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, 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 you 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: <http://student.kent.ac.uk/life/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 is in the Accommodation Office, every weekday between 09:00-17:00.

Estates Department, Park Wood Road, University of Kent,  
Canterbury, Kent CT2 7NN  
T: +44 (0)1227 766660  
E: [accomm@kent.ac.uk](mailto:accomm@kent.ac.uk)  
[kent.ac.uk/accommodation/contact](http://kent.ac.uk/accommodation/contact)



# Arriving

## MyAccommodation Portal (aka your Accommodation account)

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

From September 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 any information from your E-induction or download or amend your arrivals slot any time after August.  
<https://kx-web.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:



↩ SCAN ME  
TO DOWNLOAD  
YOUR PASS

## Unloading items and cars

If you plan to arrive by car, make sure you print and display a copy of your Unloading Permit, downloadable from the MyAccommodation Portal along with your Arrivals Pass. Ensure that all fields are filled in correctly for the day of your arrival.

The permit allows you to park and unload your vehicle for 20 minutes in designated unloading areas near your accommodation. After 20 minutes, you will need to move your car to one of the overflow car parks on campus.

Due to the high volume of traffic during Arrivals Weekend, please avoid scheduling grocery deliveries between 08:00 and 19:00. It's recommended to bring enough supplies to get you started and plan a trip to the store with your flatmates. Please note deliveries scheduled during peak times may be instructed to return at a later time.

If you need parking after Arrivals Weekend, note that it's restricted to commuting students. If you have a valid reason for parking on campus, visit [kent.ac.uk/transport/driving-parking/student](https://kent.ac.uk/transport/driving-parking/student) for more information.



↩ SCAN ME  
FOR CAR PARK  
POSTCODES

## Finding your reception

Each accommodation area has its own reception. This is where you'll need to go when you arrive to collect your key/fob 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: <https://student.kent.ac.uk/life/living-on-campus/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: <https://student.kent.ac.uk/studies/get-connected>

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

If you know your Kent 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 to know 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

**// 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

packing – check the bed size in your room to make sure that you 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](https://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 and 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 defect 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.  
<https://student.kent.ac.uk/life/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 it in our Commercial Services catering outlets and bars across campus. Why? Most of our outlets give you a 10% discount when you pay this way!

You'll be able to collect your KentOne card from the Arrivals Hub in Templeman Library during Arrivals Weekend.

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 as a valid ID when purchasing restricted products (such as alcohol). //**

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







# Useful contacts

## Student Engagement: Welfare and Community Life

Keynes College  
Room M1.12, University of Kent, Canterbury CT2 7UG  
Monday – Friday, 08:00-17:00

For questions or concerns related to university-related community projects or students within the community, contact Community Life:  
T: +44 (0)1227 823141

For safety and support queries, or for questions related to hardship funding or household and accommodation issues, contact Student Welfare:  
T: +44 (0)1227 824950  
E: StudentWelfare@kent.ac.uk

Student drop-in:  
Monday – Friday, 11:00-13:00 and 14:00-16:00

Visit by appointment: To schedule a meeting please use the booking link of the Student Welfare and Community Life webpage.  
<https://student.kent.ac.uk/life/welfare-and-community-life>

## ResLife Ambassadors

<https://student.kent.ac.uk/life/living-on-campus/reslife>  
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. Monday – Friday, 09:00-19:00

Online support available at:  
<https://student.kent.ac.uk/support/nexus>

## IT and Library Support

Templeman Library (block D, ground floor), University of Kent, Canterbury CT2 7NU.  
Monday – Friday, 09:00-19:00; Saturday – Sunday, 12:00-18:00  
T: +44 (0)1227 824888  
E: helpdesk@kent.ac.uk

## Estates Customer Services (maintenance helpdesk)

Commercial Services and Estates, University of Kent, Canterbury CT2 7NN. Monday – Friday, 08:00-17:00  
T: + (0)1227 816666  
E: [estatescustomerservices@kent.ac.uk](mailto: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](mailto:security@kent.ac.uk)

## cover4student.com

Your policy document is available at:  
<http://student.kent.ac.uk/life/living-on-campus#documents>

Monday – Friday, 08:00-17:00  
T: 0161 772 3382

## Circuit Laundry

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

## Home at Halls (app support)

General queries: <https://student.kent.ac.uk/life/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: <https://ksu.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 14 September 2024 to 16 June 2025. 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:

- 14 September 2024 – 10:00, 14 December 2024
- 11 January 2025 – 10:00, 5 April 2025
- 3 May 2025 – 10:00, 14 June 2025.

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:

- 14 September 2024 – Wednesday 20 December 2024
- 2 January 2025 – 14 June 2025.

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: <https://student.kent.ac.uk/life/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: <https://student.kent.ac.uk/life/living-on-campus/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. If for any reason you can't access your room, reception will be able to help you.

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). You can find your college's full address format on our website: <https://student.kent.ac.uk/life/living-on-campus/reception-services#post>

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 will 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 will need your KentOne card to collect your 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: <https://student.kent.ac.uk/life/living-on-campus/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://www.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 RLAs. They're returning undergraduate or postgraduate students who are at the heart of our student community on campus. Each college area has two RLAs 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, RLAs can often point you in the right direction.



↪ SCAN ME  
TO MEET YOUR  
RLAS

## Student Services

This department looks after lots of non-academic aspects of your student experience, with services available throughout the year.

Student Services include:

- **Student Engagement and Student Welfare:** The Student Engagement service comprises the Student Welfare and Community Life team, as well as the Engagement Support teams. Working together, these teams serve as the initial point of contact for any student requiring support, ensuring that all students feel safe, that they belong, and have the necessary assistance to fully engage in their studies and make the most of their time at the University. If you encounter any incidents

or personal circumstances that impact your studies or your life at the University, the team can discuss the options available for support.

- **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](https://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 <https://student.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 <https://student.kent.ac.uk/support/student-complaints>

This team can help with questions <https://student.kent.ac.uk/support/student-conduct-and-complaints>



↪ SCAN ME TO  
VISIT THE STUDENT  
SERVICES WEBSITE



// RLAs are here to help make you feel at home while you are staying on campus. We arrange a wide range of events, so there is always something on! Whether you want to get creative, connect with nature, or make new friends, our goal is to create inclusive and fun experiences for every student. Hope to see you at our ResLife events this year! //

**Sarah Resanovich,**  
PhD student  
RLA for Woolf College



## 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 essentials you need to follow:

- 1 Wash your hands before preparing food
- 2 Keep uncooked meat separate and store in the fridge/freezer
- 3 Never leave cooking unattended or cook when very tired or intoxicated
- 4 Keep an eye on food use by dates and responsibly dispose of items after this date
- 5 Avoid pushing items to the back of the fridge, keep items away from the back wall and water drain at the bottom, to allow condensation to drain away. Also, clean your fridge freezer (especially after spillages) and defrost the freezer regularly to ensure maximum performance
- 6 Report any malfunctioning thermostats (eg in fridges, ovens or cooking appliances included in the accommodation) as soon as possible, using the Home at Halls app
- 7 If you have a food allergy/intolerance, make sure your flatmates are aware of the allergy and what precautions need to be taken. Also, be proactive and 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
- 8 Clean grills, pans and other cooking equipment (such as microwaves) after use to prevent a build up of grease or food
- 9 Turn off the oven/hob as soon as you've finished cooking
- 10 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.

## Food hygiene

It's important to avoid leaving food out at room temperature, especially perishable items that should be refrigerated. Always reseal items and put them back in the fridge after use to keep them fresh and safe to eat.

// 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. //

Minetou Mbodje,  
Law student

## Your sport membership

Living on campus comes with some amazing perks, including a complimentary Kent Sport Premium Plus membership! With this membership, you can enjoy unrestricted access to the gym, exciting fitness classes, and the chance to join organised sports activities. You don't have to be a sports pro or fitness guru to make the most of this opportunity. There's something for everyone, and you'll especially love the awesome 'ALL Active' and ResLife Cup events that are sure to add a fun and adventurous twist to your campus life.

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



↓ SCAN ME TO  
TAKE A LOOK AT  
WHAT'S ON OFFER  
AT KENT SPORT

## 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 while on campus
- No keys, fobs or short-term loan cards are given to your guests.

If a guest is disruptive to the safety or wellbeing of other residents, causes damage to the campus, or exploits visiting rights, we reserve the right to ban your guest from campus or withdraw your guest privileges.

If you want more space or privacy, another option is to use our 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 Welfare 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! Either bring a bike (and lock) along or buy a secondhand one from an online marketplace when you get here. All colleges have a cycle shelter you can use to store your bike. If your cycle shelter is locked, visit: [kent.ac.uk/transport/commute-smarter/cycling/cycle-facilities](https://kent.ac.uk/transport/commute-smarter/cycling/cycle-facilities) to find the latest guidance on gaining access. Just remember bike storage is not permitted within your accommodation as it will block exits or walkways and result in a fire hazard.

View timetables, available discounts and more at: [kent.ac.uk/transport/commute-smarter](https://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](https://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](https://canterbury.gov.uk/voting-and-elections)

## Sustainability

We are working to embed sustainability across everything we do. There are lots of ways that you can get involved, from joining societies, attending events, taking recognised sustainability qualifications or by living sustainably on campus. At our Kent Community Oasis Garden (Kent COG) in Park Wood you can grow food, make friends and come along to regular sessions on everything from climate cafes, biodiversity walks to nature themed crafts.



↪ 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 store map at: <https://student.kent.ac.uk/life/living-on-campus/housekeeping#recycle>

## Canterbury and beyond

There's a whole city and county beyond campus waiting to be explored, but where to start? We asked five RLAs – 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. Students are encouraged to practice responsible use of energy and water supplies by switching off electric lights and appliances, and ensuring taps and showers are properly closed after use. The University will ensure a consistent supply of hot and cold water, as well as heating, within the accommodation. Residences are equipped with thermostats set at 21 degrees Celsius, and heating will be activated when the temperature falls below 18 degrees Celsius between 06:30 and 23:00. It's important to note that heating will not be operational 24 hours per day and will be switched off during the summer months. For more detailed information on Energy Efficiency, please visit the Saving Electricity and Gas webpage [kent.ac.uk/commercial-services-estates/carbon-energy-and-water](https://kent.ac.uk/commercial-services-estates/carbon-energy-and-water)

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. If you notice a fault, defect, infestation 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.

If you think there might be a problem with your heating, check the Heating Information Guide before you report a defect.

<https://student.kent.ac.uk/life/living-on-campus/home-at-halls#defect-reporting>

## 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.

<https://student.kent.ac.uk/life/living-on-campus/home-at-halls#response-times>

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 at least seven-days prior to outline 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 eg power cuts.

## Insurance info

Personal possessions insurance is also included with your accommodation and is provided by cover4students.com. This consists of fire, flood, theft and accidental damage inside your bedroom.

Full information on your policy, showing exactly what's covered and how to claim, can be downloaded within the MyAccommodation Portal, or on our webpages.

<http://student.kent.ac.uk/life/living-on-campus#documents>



## 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: <https://student.kent.ac.uk/life/living-on-campus/housekeeping#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, electric or induction hob/grill and fridge-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 businesses 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: <https://student.kent.ac.uk/life/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): weekly visits, including the removal of waste/kitchen bins. Please don't wait for housekeeping to remove your bins each week if your bins are overflowing. Remove any waste to the designated bin store
- **En-suites:** monthly visual checks with clean, once per term during the winter and spring vacations
- **Shared shower rooms/toilets:** weekly visual checks and clean 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 the more formal inspections which happen at the end of the winter, spring and summer terms. These checks/inspections are separate from any planned or emergency maintenance visits that occur because of reported faults or required repairs.

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 an additional check seven days later. If there have been no improvements, Housekeeping will undertake 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 or health and safety concerns spotted may also be referred to the Student Welfare and Community Life team who can then offer guidance and support as needed.

You may also contact the Student Welfare and Community Life team as needed if you are having any issues with flatmates, or any disputes with flatmates about issues related to shared living.

As part of our commitment to students' welfare and safety, we conduct room inspections to ensure the well-being of all residents. During these inspections, we will advise students of any potential hazards, safety concerns, and prohibited items in the accommodation. Our primary goal is to ensure your well-being and safety.

## 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
- Only toilet paper should be flushed down the toilet. Wipes, feminine hygiene products (such as tampons and sanitary pads), cotton pads, and cleaning cloths do not break down, even if they are labeled as 'flushable'. To dispose of these items, use the individual feminine hygiene disposal bags provided in your bathroom/en-suite and then throw them 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 wipe any condensation off your windows. If you are experiencing any damp/mould issues report this immediately via Home at Halls app.

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. <https://student.kent.ac.uk/life/living-on-campus/housekeeping>

## Cleaning service

If you don't want the hassle of keeping your bedroom clean, our Housekeeping Team also offer a bookable cleaning service. Currently, we have three options: a bedroom clean, a bedroom and en-suite clean, and a studio clean.

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.

<https://student.kent.ac.uk/life/living-on-campus/housekeeping#cleaning-service>

## 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 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 £160 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.





## Recycling and waste

We are committed to zero waste to landfill by reducing the amount of waste we produce and promoting reuse and recycling practices as often as possible.

It's up to you and your flatmates to take your waste and recycling to your college bin store. 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.

[kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#recycle](https://kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#recycle)

To help avoid cross-contamination (misplaced items can cause the whole bin to become unrecyclable), we've labelled up the bins in the bin store 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.

Please use the black general waste bins on campus for any food waste. Currently, there is no separate collection for food waste in our accommodation, although this is something we are committed to exploring in the future.

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



↪ SCAN ME TO CHECK  
WHERE YOUR NEAREST  
COLLEGE BIN STORE,  
RECYCLING FACILITIES  
& DONATION POINTS ARE



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

// 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. //

**Anna Waldock,**  
Positive Behaviour Support student

## 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 Students' Union operate the Campus Pantry a student freecycle and foodbank. Visit <https://ksu.co.uk/here-for-you/campus-pantry> to learn more.

## 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:

- Emptying your kitchen bin frequently and cleaning up any spilled food or drink immediately
- 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 store
- Storing food away in your accommodation rather than leaving it out for long periods (including your leftovers/waste food).

# Your wellbeing

## Student Engagement

The Student Engagement service consists of the Student Welfare, Community Life, and Engagement Support teams. Student Engagement is your first point of contact for support and can assist with the following:

- Household disputes and issues while living with flatmates (on- or off-campus)
- Emergencies where you need help covering unexpected costs
- Personal circumstances affecting your attendance and engagement with your studies

If you're facing challenges and need someone to talk to but are unsure who to reach out to, they're here to help. Whatever the issue, they can guide you to the appropriate support and specialised assistance, if necessary.

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 connected.

Take a look at all Student Support and Wellbeing offers at: <https://student.kent.ac.uk/support/wellbeing>



↩ SCAN ME  
TO SEEK SUPPORT  
FROM SSW

## The University Medical Centre

### GP surgery and pharmacy

While living on campus you should register, as soon as possible after arrival, with the local doctors 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: <https://gp-registration.nhs.uk/G82140/gpregistration/landing>



↩ 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.

- **Bookable appointments:**  
10:00-17:00 (weekly, during term time)
- **Walk-in service:**  
07:00-10:00 and 17:00-00:00 (weekdays)  
07:00-00:00 (weekends, including bank holidays)
- **Emergency only walk-in service:**  
00:00-07:00 (daily via Campus Security)

Bookable appointments can be made by calling the University Nursing Service at +44 (0)1227 823503.

## Stay Safe

We want all our students to feel safe on campus. There are lots of teams and services dedicated to supporting you and forming the Stay Safe campaign. This support ranges from Connected Routes, a 24/7 safety team and an on-campus walking taxi service. <https://media.www.kent.ac.uk/se/23551/connected-routes-plan.pdf>

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 to 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. StopTopps or drink covers, specifically created to prevent drink tampering, are also available at all our campus bars.

Learn more about what's available at: <https://student.kent.ac.uk/support/safety>

// **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





## SafeZone

### SafeZone

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

### 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:  
<https://student.kent.ac.uk/support/report-and-support-guidance>

### 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 from the Campus Security's Code of Conduct: [kent.ac.uk/commercial-services-estates/security/charter-code-of-conduct](https://kent.ac.uk/commercial-services-estates/security/charter-code-of-conduct)

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 Students' Union and/or the University's discretion. Find out more at: <https://student.kent.ac.uk/studies/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](https://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 <https://student.kent.ac.uk/support/student-conduct-and-complaints>

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
- Anti-social behaviour from any occupant or their guests and visitors
- Misuse or tampering with fire alarms and safety equipment
- Intentional or reckless interference with mechanical, electrical, or 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: <https://student.kent.ac.uk/support/student-conduct>
- Student Charter: <https://student.kent.ac.uk/life/student-charter>
- Kent's Policies and Procedures: [kent.ac.uk/about/governance/policies-and-procedures](https://kent.ac.uk/about/governance/policies-and-procedures)
- Kent Regulations: [kent.ac.uk/regulations](https://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 Kent Students' Union 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 Kent 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 a 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. We encourage students to self-report incidents via The Health and Safety Incident, Accident or Near Miss form, or to their nearest accommodation reception or Campus Security who will record the details in the University's online accident reporting system.

Self-report an accident or near miss online:  
<https://kent-hs.e-dob.com>

## Pets/animals

Students are not to bring any animals into the accommodation, unless it is an assistance animal for a person with a disability. If you need an assistance animal, we request that you notify and seek consent from the Student Support and Wellbeing Service, and also inform the Accommodation Office well in advance of your arrival.

Further information on assistance animals can be found in our accommodation Terms and Conditions.  
<https://student.kent.ac.uk/life/living-on-campus#documents>

## 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.

- **3D printers**
- **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
- **Animals:** pets and other animals (except assistance animals) are not allowed within any University building or residence
- **Barbecues:** this includes outside areas
- **Batteries:** you are forbidden from charging vehicle batteries, including but not limited to, car batteries, electric scooters or e-bikes batteries, within your accommodation. You are also unpermitted to store a large volume of lithium batteries and vapes containing highly flammable material
- **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
- **Drugs:** covered by the Misuse of Drugs Act legislation





- **Edged weapons:** including but not limited to swords, daggers, knives, bayonets
- **Firearms/imitation or replica firearms/airsoft weapons etc** of any description
- **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
- **Kettles/coffee makers:** except those provided by the University and kept in accommodation kitchens and kitchenettes
- **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
- **Offensive weapons:** a tool designed or adapted to cause physical harm to another person.
- **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.

**This list is not exhaustive and may encompass anything else that presents a health and safety risk**

\* 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 must 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 complete the label on the sharps box and take it to reception.

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 opposite). 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 Flats – Bossenden Court	09:30	Monday
Park Wood Flats – Kemsdale Court	09:15	Monday
Park Wood Flats – Nickle Court	09:20	Monday
Park Wood Flats – 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

Park Wood House 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. 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

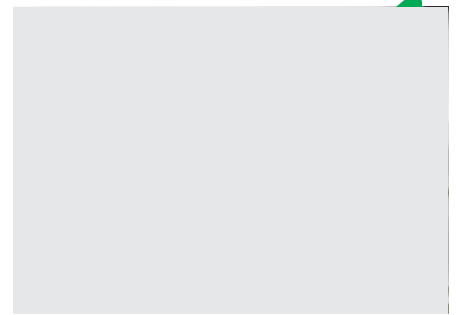
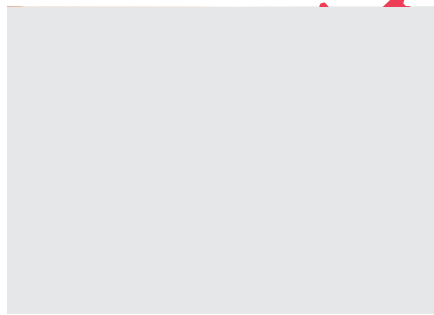
- If you use any products in aerosols, keep only the minimum quantity and always keep them away from sources of heat
- When disposing of cigarettes outside take care that they are fully extinguished
- Always store any larger quantities of combustible materials in cupboards (eg toilet rolls, cardboard 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 arials anywhere in or on University buildings (other than domestic type free-standing arials 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.

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.

University-approved travel adaptors 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 planning on 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. If you think you'll need some extra help, the University offers a bookable cleaning services, which can be booked via the website: [kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#cleaning-service](https://kent.ac.uk/accommodation/canterbury/living-on-campus/housekeeping-information#cleaning-service)
- **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 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 it 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. 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, redecoration 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 and reusing items

Both the British Heart Foundation Donation banks and Kent Students' Union 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.

In addition, and launching this year, the University is partnering with Hazaar, a digital pre-loved marketplace. Here, you'll be able to sell and buy items right from campus. Keep an eye out for more information.

## 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:

<https://student.kent.ac.uk/life/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: [kent.ac.uk/accommodation/faqs#contract](https://kent.ac.uk/accommodation/faqs#contract)



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: <https://student.kent.ac.uk/studies/taking-a-break-from-or-leaving-your-studies>

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: <https://student.kent.ac.uk/support/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: <https://student.kent.ac.uk/life/living-on-campus#documents>



# Key locations

