

2026-2027

University of
Kent

ACCOMMODATION HANDBOOK

Information for students
living on campus



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 Customer Services, Student Life 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 UUK/GuildHE Accommodation Code of Practice (ACOP)

We are a member of Universities UK and comply with the ACOP for the management of student housing. The ACOP 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 ACOP website: accommodationcode.ac.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 Customer Services reception (more on this later). They can handle any day-to-day queries but if you want to speak with any of us in the Accommodation Team you can find us in the Accommodation Office, every weekday between 09:00-17:00.

Campus Services,
Park Wood Road, University of Kent,
Canterbury, Kent CT2 7NN

+44 (0)1227 766660

accomm@kent.ac.uk

[AccommUniKent](https://www.instagram.com/AccommUniKent)
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. 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 during this period. 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 (outside of the exclusion zone) and blue badge holders. If you have a valid reason for parking on campus, visit kent.ac.uk/transport/driving-parking/student for more information.



↩ SCAN ME
FOR CAR PARK
POSTCODES

Arriving by public transport?

You do not need to download a parking permit, but you will still need your Arrivals Pass. Before you travel, take a look at the discounts you may be entitled to: kent.ac.uk/transport/travel-discounts

Finding your Customer Services desk

Each accommodation area has its own Customer Services desk. This is where you'll need to go when you arrive to collect your key/fob and check in. Our Customer Services Assistants 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: student.kent.ac.uk/life/living-on-campus/reception-services

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

Accessing your accommodation with a fob

You may be given a fob instead of a key to access your accommodation. Fobs are easy to use, but there are two important things to remember:

Using the fob

To unlock doors, hold your fob against the sensor. These are usually:

- A white or black box near the external door
- A black section at the top of the door handle on your flat and room doors

Wait for a green light to flash on the sensor, then you can enter.

Locking your room door

Some room doors lock automatically, while others don't. If your door doesn't auto-lock, you'll need to hold your fob to the sensor again when leaving to secure it.



↵ SCAN ME
TO VIEW A VIDEO ON
USING YOUR FOB

Keep your fob with you at all times

Your flat door will auto-lock, and your room door might as well, depending on the setup. To avoid getting locked out, always take your fob with you whenever you leave your room, even for a short time.

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, smart speakers 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 Wi-Fi and connect to the internet in your room: student.kent.ac.uk/studies/get-connected

If you need any help, contact our IT Support team: kent.ac.uk/it-services

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

Not sure what to pack? You're definitely not the only one.

Our packing checklist is a great place to start, it covers the essentials and gives you a solid base to build on. But before you zip up that suitcase, here are two key things to double-check:

Know your bed size: Campus rooms vary, so make sure you check the bed size in your accommodation to bring bedding that actually fits: kent.ac.uk/accommodation/canterbury/arrivals/bedding-sizes

Avoid packing duplicates: Check what's already provided in your accommodation so you don't end up with two kettles or three desk lamps.

You can find all the info (and the checklist!) here: kent.ac.uk/accommodation/canterbury/arrivals#what-to-bring

Room inventories

It might not be the most thrilling task but it's a crucial one.

Make sure you complete your room inventory within three days of moving in. Think of it as your official record of how your room looked when you arrived. Noting down any marks, scratches, or missing items now means no surprises when it's time to move out.

// I was nervous but excited for living on campus. It was going to be hard being away from home, but living in halls made the transition smooth as it set me up for a really easy living experience, even away from family. //

Lowena Norton,
BA (Hons) Film and Media





Pro tip: If you spot any issues, log them in your inventory and report them online so the Maintenance Team can sort them out.

Wondering how to do it? Super simple, the inventory form will pop up automatically the first time you log in to the Home at Halls app after arriving. Quick, easy, and definitely worth it.

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. 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 and more.

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

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. Then change to: Where available, we offer B&B accommodation on the Canterbury campus for visitors throughout the year. Find out more: kent.ac.uk/conferences-and-events/accommodation/guest-b-and-b-accommodation

Alternatively, Canterbury city has a range of B&B accommodation or hotels close by.



Useful contacts

Nexus (student help desk)

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

Sibson building
University of Kent, Canterbury CT2 7FS
Open Monday – Friday, 09:00-17:00
E: Nexus@kent.ac.uk

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

Student Support and Wellbeing

Eliot Extension
Monday – Friday, 09:00-16:45
E: ssw@kent.ac.uk
T: 01227 764000
kent.ac.uk/student-support

ResLife Ambassadors

For news and events:
kent.ac.uk/reslife
E: RLATeam@kent.ac.uk
(include your college in the subject line)

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

Customer Services

Customer Services,
University of Kent, Canterbury CT2 7NN.
Monday – Friday, 08:00-17:00
T: +(0)1227 816666
E: cscustomerservices@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

cover4insurance.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

Laundries

WashCo

E: service@washco.co.uk
T: 08000 546 546

Circuit Laundry

T: +44 (0)1422 820040
circuit.co.uk/contact-us/general-enquiries
(Woolf College only)

Home at Halls (app support)

General queries:
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

Kent Students' Union

Mandela Student Centre
Monday-Friday, 10:00-17:00
T: +44 (0)1227 824200
E: hello@ksu.co.uk
ksu.co.uk



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: ksu.co.uk/activities



↪ SCAN HERE
TO FIND
A GROUP

Your accommodation

When do I need to move in/out?

Self-catered accommodation

If you are living in self-catered accommodation, you can stay on campus from 26 September 2026 until the date outlined in your accommodation agreement, which is available on the MyAccommodation portal.

Rooms with a meal plan

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:

- 26 September 2026 – 12 December 2026
- 09 January 2027 – 20 March 2027
- 10 April 2027 – 19 June 2027.

Departures

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: 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 agreement may 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. student.kent.ac.uk/support/finance. Alternatively, the Kent Students' Union offer free, impartial and confidential advice and guidance on a range of issues you may confront while at university. Find out more: ksu.co.uk/advice



↩ SCAN ME
FOR FEE
ADVICE

Fobs, keys and lockouts

Keep your fob or key with you at all times, as it gives you access to your room and building. If you get locked out or lose it, head to your reception (or contact Campus Security after hours) for a short-term loan card.

Loan cards must be returned to reception within:

- 24-hours for a lockout
- Seven days if it's lost or needed for maintenance.

Miss the deadline, and you'll be charged a replacement fee. Full details here: student.kent.ac.uk/life/living-on-campus/reception-services#fob

Noticing issues with your fob or door lock?

It might just be low batteries in the door handle. If the sensor flashes red or orange but still works, report it via Home at Halls. Include which door and the flashing pattern to help Maintenance sort it quickly and avoid a lockout later.

And one last thing. As tempting as it is to keep your fob as a souvenir, it must be returned at the end of your contract. If not, you'll be charged and your fob will be deactivated on your move-out date.

Mail

Getting post delivered? Make sure it gets to you quickly by using your full address every time. Here's what to include on your parcels and letters:

- Your full name (as it appears on your student ID)
- Your room, flat, corridor, and block number or letter
- Your college name
- The University of Kent
- Your college's postcode.

Using the correct format helps us get your mail to you without delays. You can find your college's full address format on our website: 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. Unfortunately, receptions are unable to accept deliveries of food parcels (from friends or family), takeaways, or food shop deliveries.



Mail might also be brought to your Customer Services reception desk if you're out when the initial delivery is attempted. If your item was delivered to Customer Services, 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: 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

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: 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. RLAs 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

There are lots of support teams here at Kent, ready to help if you ever need them. You can find all of them on the My Kent portal, and we've also included a quick summary below with links to their specific webpages. You might not need any of this support right now, but it's good to know what's available, just in case something comes up later. student.kent.ac.uk

Ask Nexus – Your one-stop shop for student support and questions

Nexus staff are here to help with whatever you need – no question is too big or too small. Whether you're unsure who to speak to or just need a quick answer, they'll point you in the right direction.

For questions about IT Support (who are co-located with Nexus in the Nexus Space in the Templeman) you can email them via helpdesk.kent.ac.uk

You can reach Nexus:

- Online via the help form
- In person at the Templeman Library, Sibson Building, or on the Medway campus
- By phone at 01227 827932
- By email at Nexus@kent.ac.uk

Learn more at: student.kent.ac.uk/support/nexus

Health, wellbeing and safety

Your wellbeing is important, and there's plenty of support available to help you stay healthy, safe, and supported while at Kent.

Student Support and Wellbeing (SSW)

The SSW team offers expert help with:

- Mental health and wellbeing
- Disability and autism support
- Specific learning differences (SpLDs, including ADHD and dyslexia)
- Academic adjustments and accessibility
- General wellbeing concerns like financial worries or issues with housemates

Whatever you're going through, they're here to listen and help.

Find out more: student.kent.ac.uk/support



// 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

Healthcare on campus

Make sure you register with a local GP near your term-time address, so you can access health services when needed. There's an NHS Medical Centre on campus in Canterbury for appointments and prescriptions.

More info: student.kent.ac.uk/support/health-services

Campus Security and safety

Campus Security is on duty 24/7, 365 days a year to help keep you safe.

You can:

- Pick up a free personal safety alarm
- Get safety advice from a Security Officer
- Use the SafeZone app for quick access to first aid or security support. Learn more and download the app: student.kent.ac.uk/support/safezone

Find out more: kent.ac.uk/commercial-services-estates/security

Careers, employability and skills

Whether you're looking for part-time work, internships, volunteering opportunities, or preparing for your future career, the Careers and Employability Service is here to help.

They offer:

- One-to-one advice and guidance
- Skills workshops and CV support
- A wide range of online resources tailored to your course and career goals
- Help finding part-time jobs, work experience, or your graduate role

They also have a handy FAQs page to answer common questions.

Find out more: student.kent.ac.uk/careers

Appeals, Conduct and Complaints Office

This team handles issues related to student conduct, formal complaints, and the appeals process. If you need support with a concern or want to better understand your rights and responsibilities, they're the people to speak to.

Learn more: student.kent.ac.uk/support/student-complaints



↙ SCAN ME TO
VISIT THE STUDENT
SERVICES WEBSITE

Eating on campus and Meal Plans

Campus has a range of food outlets for eating, drinking and socialising, with plenty of options to suit different tastes and dietary requirements. Everyone quickly finds their own favourite spot, so make sure to explore what is available across campus.

If you are living in Becket Court or Keynes College (blocks F, G, H and I), the Flex Meal Plan is included in your accommodation agreement. Students living in self-catered accommodation can also choose to purchase a meal plan online, with annual, termly and mini flex options available to suit different lifestyles and budgets.

// **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

Meal Plan credit is £15 (Monday – Sunday term time only), added daily to the Time2Eat App, which can be used across participating campus outlets. The app also allows you to browse menus, check outlet opening times and access exclusive offers.

For more information about meal plans, dietary and allergen information, and vacation opening times, visit the Catering webpages before you arrive. Learn more about the meal plans available at: kent.ac.uk/catering/meal-plans

Food safety and 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.

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.

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 events that are sure to add a fun and adventurous twist to your campus life.

Find out more at: student.kent.ac.uk/life/getting-active/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/arrivals/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 by multiple bus routes, including a 24-hour service to Canterbury city centre during term-time. Grab a Unirider ticket for unlimited travel across East Kent all year.

Medway

The Campus Shuttle runs regularly during term-time.



Prefer cycling?

Visit the Cycle Hub (Canterbury Bike Project) for affordable pre-owned bikes, free checks, and services. All colleges have secure cycle shelters -access them with your KentOne Card.

Note: Bikes are not allowed inside accommodation due to fire safety rules.

Important

Leave your car, e-scooter, and powered transporters at home. They're banned on campus. Only students outside the exclusion zone or blue badge holders may apply for a parking permit.

Check timetables, travel discounts, and more at: kent.ac.uk/transport

Electoral roll

As a student in Canterbury, you can vote in local and national elections. Register online – it's quick and easy, and you can be registered at both your home and term-time addresses. Just bring your government ID when voting.

Find out more at: canterbury.gov.uk/voting-and-elections

Sustainability

We are working to embed sustainability across everything we do and need everyone to take part. There are lots of ways that you can get involved, from joining societies, attending events and by living sustainably on campus.

Find out more <https://student.kent.ac.uk/life/sustainability>

At our Kent Community Oasis garden (Kent COG) in Parkwood you can grow food, make friends and come along to regular sessions on everything from well-being cafes, biodiversity walks to nature themed crafts. We run drop-in sessions, open to all, every Wednesday and Friday from 10-2.

Find out more about Kent COG: kent.ac.uk/sustainability/kentcog

Shopping deliveries following Arrivals Weekend

Great news, you can get your supermarket shop delivered directly to campus! Sadly, Customer Service receptions cannot accept food deliveries (including takeaways or food parcels) 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: 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 Time2Eat 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 and Wi-Fi. 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 endeavour to supply 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. Radiators are fitted with control valves that allow you to increase or decrease the temperature. It's important to note that heating will not be operational 24 hours per day and will be switched off during the summer months. Students are not permitted to operate, adjust, or tamper with any boilers. 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

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 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 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.

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. If the Maintenance Team or an external contractor requires access to your accommodation, you must ensure that it is reasonably safe and accessible for them to do so. This includes keeping floors clear and ensuring that any personal items, such as cables, are positioned safely and do not present a trip hazard. Different types of defects have different expected repair response times. You can check these times and categories online.

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 has a self-service laundrette nearby. Each laundrette is open 07:00-22:00 daily.

When using the laundrettes 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: student.kent.ac.uk/life/living-on-campus/cleaning-services#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: student.kent.ac.uk/life/living-on-campus/cleaning-services#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: student.kent.ac.uk/life/living-on-campus/departures#facilities

Keeping it clean

Cleaning Services

You and your flatmates are responsible for cleaning your accommodation including the kitchen and any shared bathrooms. However, each accommodation area has its own Cleaning Services 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.

Cleaning Services 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
- **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:** Studios in Giles Court, Darwin and Keynes will be cleaned monthly, although Cleaning Services Team will visit you at the start of the year to confirm.

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

Accommodation inspections

What to expect

There are two types of checks: regular visual checks and formal inspections at the end of the winter, spring, and summer terms. These are separate from maintenance visits for reported faults or repairs.

During inspections, Cleaning Services uses a traffic light system to assess shared areas like kitchens and bathrooms:

- **Green:** All good
- **Amber:** Some concerns; Cleaning Services will offer guidance
- **Red:** Immediate action required with an additional accommodation check after seven days. If issues remain, a deep clean will be arranged and charged to you/your flatmates.

Any health or safety concerns may be referred to the Student Welfare team. You can also contact them directly if you're experiencing issues with flatmates or shared living arrangements.

These checks are part of our commitment to maintaining a safe and supportive living environment.

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. Watch our useful how to video: <https://tinyurl.com/bd9xhuj8>
- 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 Cleaning Services Team and other students online, or by visiting your local Cleaning Services office where they'll be happy to help. student.kent.ac.uk/life/living-on-campus/cleaning-services



Cleaning service

If you don't want the hassle of keeping your bedroom clean, our Cleaning Services Team also offer a bookable cleaning service. Currently, we have four options: a bedroom clean, an en-suite 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 Cleaning Services 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, Cleaning Services will not touch/move personal belongings.

You can book a cleaning service at: store.kent.ac.uk/product-catalogue/estates/services/bookable-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).

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.

Sorting your waste: What goes where

It's your responsibility, along with your flatmates, to take your waste, recycling and food waste to your college bin store regularly.

Here's how to sort it:

- **Green bin bags:** For mixed recycling: cardboard, paper, tins, cans, plastic bottles, tubs, pots, and trays
- **Black bin bags:** For general (non-recyclable) waste
- **Glass:** Use the separate glass recycling bin (don't put glass in green bags)
- **Food waste:** Use your food waste caddy for leftovers and scraps. When full, empty it into the food waste bin in your college bin store.

Bin bags (green and black) and food waste caddy liners are provided in your kitchen. Make sure you're sorting correctly to help us reduce waste and keep shared spaces clean!

student.kent.ac.uk/life/living-on-campus/cleaning-services#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 keep all food waste out of general waste and recycling bins.

Food caddies and liners are provided in your kitchen or kitchenette for proper food waste disposal.

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 donate items in your own carrier bag or BHF donation bag. Alternatively, you can donate items to the campus charity shop, Parkys, or the Kent Students' Union, who operate the Campus Pantry, a student freecycle and foodbank.

- Campus pantry: <https://ksu.co.uk/campus-pantry>
- Kent Students' Union Freecycle: <https://ksu.co.uk/freecycle>
- Waste and recycling: <http://student.kent.ac.uk/life/living-on-campus/cleaning-services#recycle>

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 Support and Wellbeing

Adjusting to university life can cause a roller-coaster of emotions. From emergency or issues with your finances, to problems or disputes with your housemates, support is available from the Student Support and Wellbeing team (SSW). They provide a range of services from general welfare advice, through to more specialist mental health, counselling and wellbeing support.

In addition, you can access free counselling, 24/7, from their partner organisations. The SSW team also host events on campus and virtually, and promote resources throughout the year to help you enhance your wellbeing so that you can thrive at University. You can follow them @UniKentSSW on Instagram to see the latest and stay well connected.

Find out more at: student.kent.ac.uk/support



↩ SCAN ME
TO SEEK SUPPORT
FROM SSW

Student retention and engagement

Alongside the Student Support and Wellbeing team, the Student Retention and Engagement team is here to support you if personal circumstances are affecting your attendance or ability to stay engaged with your studies.

If you're going through something and not sure who to talk to, they're a great first point of contact. Whatever the issue – big or small – they'll listen and help guide you to the right support, including more specialised services if needed.

To speak to someone from the team, just get in touch via Nexus – online, or in person at the Templeman Library, Sibson Building, or on the Medway campus.

The University Medical Centre

GP surgery and pharmacy

To make sure you can access medical care and prescriptions when needed, it's a good idea to register with a local GP soon after you arrive. The nearest doctors' surgery and pharmacy are conveniently located on Giles Lane, right on campus.



Learn more at: 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. 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: student.kent.ac.uk/support/safety



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: 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. If you don't have access to a phone, you can use one of the call points located outside various Customer Services receptions across campus to contact Campus Security directly. They also have a dedicated emergency line on +44 (0)1227 823333. Alternatively, find out more at kent.ac.uk/commercial-services-estates/security

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

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: 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
- 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. 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 Appeals, Conduct and Complaints Office.

Learn more about the Student Conduct and Complaints Office at 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 Appeals, 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: student.kent.ac.uk/support/student-conduct
- Student Charter: student.kent.ac.uk/life/student-charter
- Kent's Policies and Procedures: kent.ac.uk/about/governance/policies-and-procedures
- Kent Regulations: 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 Customer Service Assistance 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: kent-hs.e-dob.com

Pets/animals

Students are not to bring any animals into the accommodation, unless it is a certified 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. student.kent.ac.uk/life/living-on-campus#documents

Prohibited items

The following items are prohibited in your accommodation for health, fire and safety reasons, or because they may cause damage to rooms, furnishings or facilities. If one of these items is found by Cleaning Services 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 Cleaning Services 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, portable campus stoves):** these are banned from Becket Court 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. All lithium-ion batteries above 100 Wh capacity (the typical size of a laptop battery) are strictly prohibited
- **Candles, incense/joss sticks, oil or wax melt 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 and pressurised gases
- **Dartboards**
- **Drugs:** (covered by the Misuse of Drugs legislation) and their paraphernalia including use and storage of nitrous oxide canisters



- **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 such as single hand free weights are fine, but please avoid large/heavy items are banned (eg dumb bells free weights, weight benches, cycling machines) which restrict access
- **Heating appliances:** eg radiators, halogen heaters, fan heaters, heated airers and all additional heating appliances
- **Kettles/coffee makers:** in accommodation bedrooms
- **Multi-way cube adaptors or travel adaptors:** these are fire hazards. Surge-protected extension leads may be used, but are not endorsed by the University. Extension leads must never be connected or chained together
- **Offensive weapons:** a tool designed or adapted to cause physical harm to another person (including: guns, knives or dangerous implements of any kind)
- **Personal transportation devices (eg e-scooters, powered transporters):*** Apart from bikes, these devices are banned from campus. Bicycles and any e-batteries are banned from being stored anywhere within your accommodation, please lock and store your bikes within the cycle shelters near your accommodation
- **The use of cigarettes, shisha, vapes, and e-cigarettes** is strictly prohibited within your accommodation and within a five-meter radius of any building. Furthermore, you are permitted to keep only a minimal, short-term personal supply of vaping devices or e-cigarettes that contain flammable substances or batteries
- **Washing line:** please do not suspend a clothesline/cord for drying washing
- **Washing machines and tumble/spin dryers**

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 or signs 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, Campus Security 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 Campus Security.

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 (see page 30)
- **Never use water on a cooking fire.**

If your cooking does catch fire, do not be tempted to extinguish the fire. Evacuate immediately raising the alarm by breaking the nearest fire alarm call point

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
Giles Court	09:20	Tuesday
Keynes College	from 08:55	Tuesday
Keynes Flats and Houses	09:00	Tuesday
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
Turing College	from 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	from 11:00	Tuesday

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 Health, Safety and Environmental Sustainability department (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:

TO PREVENT FIRES AND FALSE ALARMS YOU SHOULD:



Never leave cooking unattended.

Follow all cooking and appliance instructions carefully and use the correct settings.



Don't tamper with the fire detector in your room.

Also avoid standing too close when using aerosol sprays, hair straighteners etc.



Keep the shower room door shut when in use.

Only open the door to enter/exit the shower room as excessive steam can trigger the detector.



Smoking and vaping are prohibited in buildings.

This includes your whole accommodation. Designated smoking areas are available on campus.

Heat detectors are placed in kitchens, with more sensitive smoke detectors placed in corridors and bedrooms. Always ventilate excessive cooking fumes by opening the windows rather than the corridor door.

More fire safety information is available in the Accommodation Handbook.

University of
Kent

- 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)

Never prop, wedge or hold fire doors open and keep them shut when not in use – unless they are marked 'Automatic Fire Door'. Never tamper with the self-closing devices and always report any faults with fire doors immediately.



Fire doors save lives – in the fire pictured on page 28, the kitchen fire doors prevented smoke and fire from entering the hallways/corridors, allowing everyone to escape safely. If you spot any problems with fire doors please report them using the Home at Halls app.

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 in any university building, and you must not smoke within five metres of any building. The only exceptions are immediately outside licensed premises such as Woodys, K Bar and the Gulbenkian café. Always make sure cigarettes are extinguished fully.

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

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.

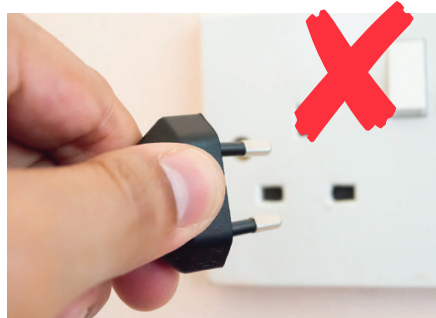
Preventing false alarms

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 room 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 aereals anywhere in or on University buildings (other than domestic type free-standing aereals 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
- UKCA 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 adapters

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

University-approved travel adapters are available from Customer Services receptions or Cleaning Services offices located within each college. 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.

Lithium batteries

Devices containing lithium-ion batteries, such as phones, laptops and vaping devices, can present a serious fire risk if damaged, overheating or used incorrectly. These fires spread quickly, produce toxic fumes and can reignite after appearing to be extinguished.

To reduce risk:

- Buy devices and chargers from reputable UK suppliers and only use manufacturer-approved chargers
- Never leave devices charging overnight, on beds, under pillows or near combustible materials
- Only charge devices in your room – never in corridors or staircases
- If a battery shows signs of swelling, leaking or overheating, stop using it immediately and take it to Security for safe disposal
- If a lithium battery fire starts, leave the room, activate the nearest fire alarm call point, evacuate and call Security immediately. Never attempt to extinguish the fire yourself.

Please note that e-scooters are prohibited on campus, and e-bikes and their batteries are not permitted inside buildings.

Air fryers

Air fryers are only permitted in kitchens within self-catered accommodation. To use them safely:

- Plug directly into a wall socket – never use an extension lead
- Allow space around the appliance for ventilation
- Never leave an air fryer unattended while in use
- Clean the basket and heating area regularly to prevent grease build-up.

At the end of your stay

Moving out

What you need to know

As your move-out date approaches, we'll email you with important reminders, so please keep an eye on your inbox. In the meantime, here's what you need to do before leaving:

- **Pack up completely:** There is no storage available on campus. The University is not liable for personal belongings, so your room must be empty when you check out, except for the mattress, mattress protector, and original furniture. If you're not taking something with you, arrange for storage, shipping, or donation in advance
- **Take down decorations:** Carefully remove any posters or personal items from walls and noticeboards (leave official notices in place)
- **Dispose of waste:** Empty your bins, fridge, and freezer, and remove all rubbish and perishable food from your room and kitchen
- **Clean thoroughly:** Leave your room, kitchen, and shower room as you found them, clean and damage-free. Charges may apply for extra cleaning or repairs. If needed, you can book a professional cleaning service at: store.kent.ac.uk/product-catalogue/estates/services/bookable-cleaning-service
- **Turn off and close up:** Switch off electrical appliances (except the fridge), turn off lights, and ensure windows are closed—leaving vents open
- **Redirect your mail:** Update your postal addresses or set up mail redirection via Royal Mail. Check your mailbox and reception before you go
- **Return keys and lock up:** Lock all doors and return your keys to your college reception by 10:00am on your move-out day

Late departures may result in charges, and your key fob will deactivate after your move-out date.



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OUR MOVING OUT
ADVICE

Returning keys and fobs

You'll need to return your key or fob (and letterbox key, if issued) to reception by 10:00am on the last day of your contract.

- Don't give your key to a friend or flatmate to return for you. You must sign out in person
- Leaving earlier than your contract end date? No problem, just:
 - Follow the move-out checklist
 - Make sure everything is clean, packed, and ready before you go
 - Be aware: no refund is given for early departures.

If you're leaving outside reception hours:

- Use the key drop box at reception
- Not sure where it is? Visit reception during opening hours and they'll show you

If you can't access the drop box or reception:

- Hand your key/fob in at the Campus Security building, open 24/7

Important reminder:

- Make sure to return all keys/fobs before you leave
- Forgotten returns may result in 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.

Inspections will be carried out 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 and Freecycle are available on campus all year round to accept donations.

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

Vacation/summer accommodation

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

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

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

Key locations

