



Shropshire
Council

Student Accommodation Handbook 2022/23

A guide for students living in
Shrewsbury Halls of Residence

Welcome

A warm welcome awaits you here at Mardol House and Tannery East, Shrewsbury.

Our accommodation will be your new home for the next coming months, so we take care to provide you with the right facilities to make your time with us as rewarding as possible.

Because we recognise it's important to get these things right, we comply with the Universities UK Code of Practice for university-managed student accommodation.

This code helps us protect students' right to safe, good-quality accommodation, wherever they are studying, and makes sure students get the best out of their time living in University Centre Shrewsbury residences (see www.thesac.org.uk for more details).

In return for providing the right setting, we simply ask that you keep your accommodation clean and tidy, treat the equipment provided as you would that in your own home and take note of the details in your Accommodation Licence Agreement.

Before you arrive, please take time to read through this handbook. Not only does it contain valuable information that will help you find your feet, but it also forms part of the terms and conditions of accepting your accommodation.

Your Accommodation Licence Agreement is a legal contract between you and Shropshire Council which lays out your obligations and those of the Shropshire Council. We want our relationship with you to work well, so it's really important that you read and digest the terms and conditions so that you fully understand and can commit to what we expect from you. Abiding by the information set out in this Accommodation Handbook and your Accommodation Licence Agreement will ensure that everyone's experience here at our halls of residence is rewarding, safe and trouble free.

We look forward to meeting you!

Tim Smith

Assitant Director Commercial Services



Contents

Welcome	2
Arrival information	4
What is provided in Student Accommodation?	6
Packing list	8
Settling in	10
Behaviour, rules and regulations	12
Welfare and security	15
Facilities and services	16
Health and safety	18
Finance	22
Disciplinary procedure, charges and fines	24
Comments, compliments and complaints	26



Arrival information

We know it's important that we get everything ready for your arrival first, so please help us to prepare by taking a few minutes to read and action this information:

Before arriving

- Please ensure you have accepted your Accommodation Offer so we know to expect you (as well as agreeing the accommodation offered, this includes reviewing and committing to the Accommodation Licence Agreement).
- Confirm your planned arrival day and book a time slot so we can get your room and your keys ready for you to collect.

Arrival day

Arrivals will be staggered over a number of days this year. Dates and arrival arrangement information will be sent to you via email at the beginning of September.

If you have not received an email with these details please contact the Duty Concierge by email to book a date and time slot.

concierge.helpdesk@shropshire.gov.uk

Collecting your keys on arrival day

On your confirmed arrival day and time slot, simply head to your agreed arrival point.

Finding your student accommodation

Our safe and secure student accommodation is in a prime location in Shrewsbury town centre, just a few minutes' walk away from the nearest lecture theatres, university and college buildings, library and many other amenities.

Arriving on time

It's likely to be very busy, so sticking to your slot will really help to reduce traffic and waiting times.

Parking on arrivals day

Both Mardol House and Tannery East accommodation offer true town centre living, with the chance to live in a unique building and the opportunity to walk to a wide variety of amenities. It also brings with it some parking considerations such as limited parking. We will have this in hand on your arrival day, so just head to collect your keys – the team there will be able to direct you to your accommodation and explain the best place to park to unpack your things.

Because of the parking and our environmental considerations, we are not able to extend permanent parking facilities to students living on or close to University Centre Shrewsbury.

COVID-19

Shropshire Council confirm that we have complied with the governments guidance on managing the risk of COVID-19. Risk assessments have been conducted. There is access to water for cleaning, handwashing and hygiene. There is hand sanitiser in the reception area for visitors, students and staff. Posters are displayed around the building to help protect everyone. Detailed information for COVID-19 arrangements will be in your welcome information.



What is provided in Student Accommodation?

As you get ready to join us, you may wish to bring items which will make your room feel more at home. While that's OK, please understand that storage is limited and some items are not permitted. So that you don't bring unnecessary items, please look at the following which are provided in addition to standard 'fittings and fixtures', such as light switches (please refer to your licence agreement for full details).

Cluster apartment bedrooms contain:

- Single bed and mattress
- Workstation desk and light
- Desk chair
- Bookshelf
- Drawer unit
- Wardrobe/hanging space
- Pinboard
- Bin
- Mirror

Shared living area/kitchen (where provided) contain:

- Microwave oven
- Kettle
- Toaster
- Bin
- Sofa
- Coffee table
- Dining table and chairs

Studio apartment contain the following:

- Single bed and mattress
- Workstation with light
- Bookshelf
- Drawer unit
- Wardrobe/hanging space
- Desk chair
- Pinboard
- Mirror
- Bin
- Microwave oven
- Fridge
- Kettle
- Toaster

The following shared equipment is also available:

- Washing machine (chargeable)
- Dryer (chargeable)
- Iron
- Ironing board
- Vacuum cleaner
- Dustpan and brush



Packing List

First off, our advice would be to only bring what you really need. Not only is storage limited in the rooms, but bringing extra items means it will take longer to unpack!

What to bring:

- Bedding (pillows, duvet with cover, linen, mattress protector, towels)
- Coat hangers
- Clothes
- Toiletries
- Laptop/tablet
- Crockery, cutlery, utensils, pots and pans
- Start-up groceries
- Containers for food
- Mugs
- Drawing pins for your noticeboard
- Extension leads (must be surge protected)
- Laundry basket and detergent
- Toilet roll
- Cleaning products (eg dusters, washing up liquid, teatowels)

What not to bring:

- Pets
- Cars
- Door stops
- Weapons
- Candles, joss sticks, oil burners
- Additional furniture
- Microwaves
- Refrigerators (unless for medical use, subject to prior approval and supplied by us)
- Additional kitchen appliances (eg kettles, toasters, blenders, rice/slow cookers, deep fat fryers)
- Electric blankets
- Grills of any kind
- BBQs
- Heaters
- Shisha/hookah pipes
- Cleaning equipment (there will be a vacuum cleaner, dustpan and brush and mop available for your accommodation)

Please note that the Student Accommodation Concierge / Facilities Support Team will carry out regular checks and any forbidden items must be removed from the accommodation. If you bring an item that is not listed above, please speak to the on-site Student Accommodation Concierge for clarification.



Settling in

Who's who?

As you arrive and unpack at your accommodation, you will start to get a feel for what's what and where, and who's who.

One of the first people you are likely to meet will be a Student Accommodation Concierge – they will become your first port of contact for questions and information regarding your accommodation. They form part of our wider Facilities Support Team – so if they can't help you, they will put you in contact with someone who can.

In addition, there are many other sources of support while you are studying: Resident Tutors, Students' Union, and Student Welfare and Support are provided to help and support you.

Room inventory

Before you unpack fully, please head to your room and check the equipment and facilities by completing and signing a 'room inventory' (details of how to do this will be provided with your keys). This is as important for you as it is for the council, since it is an official record of the condition of the room and equipment when you move in. These official records will be used to compare the condition of the room and property again when you leave, and if there is any damage then you may be held responsible and required to pay costs to replace or repair items.

Be ready for any emergency

Please take time to look at the emergency signage and procedures at the accommodation. If you are in any doubt about procedures, please speak to your Student Accommodation Concierge.

Moving in and occupying your room

Rooms must be personally occupied by you while you are registered as a full-time student. Rooms may not be used by or shared with anyone else. You must not assign or sublet the accommodation,

give the keys to another person, or allow others to occupy the accommodation. Your rights under the agreement are not transferable to any other person.

Insurance

All residential students are provided with a basic level of room insurance. We will send you further details separately. When you receive your insurance policy, please review it carefully, as it will outline what is and what isn't covered.

TV licence

If you choose to bring a television, you will need a valid licence. More information is available at www.tvlicensing.co.uk. Please note that Shropshire Council does not provide televisions or aerials and is not responsible for the strength of the signal that you may or may not receive.

Internet connection

All student rooms are provided with a free managed browser connection. However, because disruption in the wireless-based service may occur, service cannot be guaranteed.

To take advantage of this facility you will need the following:

- A computer with a network card
- A supported operating system such as Windows 8.1, Windows XP or above.

To help keep our living accommodation in tip-top condition, please be aware of the following considerations:

Posters and pictures

In all areas of student accommodation, posters, pictures and decorations may only be fixed on noticeboards provided by using drawing pins, or on doors by the use of white-tack. Please note that notices, posters and/or decorations must not be fixed on walls, ceilings, windows or in corridors, as this can cause damage. Under your Licence Agreement, you will be charged for any damage caused, including damage from blu tack and drawing pin marks.

Window restrictors

For safety reasons, please do not tamper with the safety restrictors on the windows in your accommodation. If restrictors have been altered or tampered with you will be charged.

Pets

We do not permit any pets in our student accommodation. If you have a guide dog/hearing dog, and have not already discussed this with us, please contact us in advance of your arrival so that we can make arrangements.

Room transfers

If you wish to move, we will do our best to transfer you to an alternative room. You can apply to change your accommodation; however, it is often best to settle in for a few weeks before requesting a move. If you wish to be considered for a move, please speak to the Student Accommodation Concierge in the first instance. Please also note that an administration cost will be charged if you decide to move.

When you leave

Before 10am on the last day of your contract, we ask you to:

- Ensure that all outstanding debts have been settled
- Remove all your personal belongings
- Check that inventory items are present
- Restore all furniture to its original position
- Clean and vacuum your room, leaving it and the communal areas clean and tidy
- Take all rubbish, waste and unwanted items to the appropriate collection and recycling areas
- Vacate your room, lock it and return your keys

Your room will be inspected by the concierge team as you leave. If your room does not pass the inspection your deposit may be retained.



Shropshire Council's behaviour, rules and regulations

The easiest way to avoid fines, charges and disciplinary proceedings is to follow the guidelines set out in your Accommodation Licence Agreement and in this Accommodation Handbook.

Any resident in breach of the rules and guidelines will be subject to disciplinary procedures. The details of any breach will be shared with Facilities Support and your chosen University or College, who will respond as appropriate.

Responses to disciplinary procedures range from verbal and written warnings to fines and, in certain circumstances, termination of the accommodation licence, depending on the nature and severity of the issue. Full details of disciplinary procedures will be available to you when you arrive.



Getting along

Life in our student accommodation has many advantages, as the facilities are close together and everything is easily accessible. However, there are lots of people around you and sometimes small tensions can become problems. Please be considerate to others and avoid the following:

- Playing music too loudly, especially after 11pm. Everyone has a right to expect to sleep without disturbance.
- Having noisy friends over to your room, especially late at night
- Having friends constantly over to your kitchen/room without consulting flatmates
- Clattering around in rooms, corridors or kitchens, and banging doors
- Leaving dirty dishes, food and rubbish lying around
- Playing pranks on others, eg hiding belongings
- Taking food or drink from shared kitchens that does not belong to you.

Noise

Noise must be kept to a reasonable level at all times, and should be kept within the confines of your room between 11pm and 8am. Our student accommodation is designated as quiet accommodation. If you are disturbed by noise, try to sort the issue out yourself if possible; however, if the noise continues after you have asked for it to stop, please contact the Student Accommodation Concierge immediately, who will be able to assist you.

Harassment and intimidation

If you feel you are the subject of harassment or any sort of intimidation, you are advised to discuss it informally with Student Support and Guidance or the Assistant Resident Tutor, who will offer you advice about what to do next.

Visitors

If you wish for a guest to stay overnight, you can book them in for a maximum of two nights, twice per term. All guests must be signed in with the

Student Accommodation Concierge. All guests must be aged 18 or older. You are responsible for the behaviour of your guests and are responsible for any damage that they may cause. Keys, access cards or university ID cards should not be given to guests under any circumstances.

Drugs

We operate a zero-tolerance policy on drugs. Any student found in possession of or using drugs, or permitting the use of drugs in their accommodation, will automatically have their accommodation agreement terminated. In such cases, the tenant will be liable for at least six weeks' rent or until another student currently not in accommodation replaces them.

Smoking

Smoking is not permitted. All student accommodation is non-smoking (including e-cigarettes). Please be considerate of other residents and their visitors when smoking outside the accommodation.

Vandalism and damage

If you are found to be responsible for vandalism or damage (accidental or deliberate) to the fixtures, fittings, furniture or decoration of any part of your residence which exceeds reasonable wear and tear, you will be liable to pay for the costs and labour involved in making good the damage. You will also be fined if carelessness results in an emergency callout.

Cleaning

Keep your accommodation in a clean state and carry out your share of cleaning in the communal areas, eg the kitchen. If areas are not kept clean, the Student Accommodation Concierge may issue a warning and request that the areas be cleaned properly. If you are given repeated warnings, you may be charged for a contract cleaning company to bring the accommodation back up to the required standard.





Welfare and Security

Student life isn't always plain sailing, and moving away from home into new accommodation can be an exciting but also a slightly daunting experience. Your wellbeing and security is important to us, so you will have a vast array of support around you.

Security

As part of the commitment to provide secure accommodation, there is a combination of security CCTV coverage and support from the Student Accommodation Concierge. The Concierge will often be your first point of contact for any incidents, problems or emergencies. If you have an urgent problem at night or during the weekend, you are taken ill, you are involved in an accident, or an emergency repair is required outside normal working hours, please contact the Student Accommodation Concierge in the first instance.

Pastoral care

You may find the transition to life at University or College easy, or you may find it takes you slightly longer to adjust. Each property has an Assistant Residential Tutor who will help you settle in and answer any questions you have. If they can't help, they will put you in touch with someone who can.

If you ever find things more difficult than you imagined or start to feel overwhelmed, please do talk to someone. Your Assistant Residential Tutor, Student Support and Guidance or the Students' Union will all be pleased to see you and help in any way that they can.

Student support and guidance

Student support and guidance offers a wide range of services, all of which can contribute to a positive student experience. These include welfare support and guidance, counselling provision, disability support, student mentoring schemes, other citizenship initiatives, financial advice and support, and international student support services.

Facilities and services

Locks and keys

You will be issued with a room key and a building access fob. Please take care of these and keep them with you at all times. If you are going away for several days, please leave your key with the Student Accommodation Concierge.

If you lose your key or access fob, contact the Student Accommodation Concierge to arrange a replacement. Please note that charges will apply for this service.

If you find yourself locked out of your bedroom, please contact the Student Accommodation Concierge who will be able to provide you with a temporary key, or let you into your property. (Please note that if you get locked out three times or more, a call out fee will be charged each time you use this service.)

Cleaning communal areas

General communal areas such as hall corridors, stairs, the entrance and building reception will be cleaned by our on-site team; however, students are responsible for cleaning their own bedrooms, en suite bathrooms and allocated kitchen areas. This includes regularly cleaning appliances, like the fridge, to ensure they operate effectively (full details available on-site). It is expected that you make every effort to assist the cleaning staff by removing rubbish bags to designated refuse collection areas and recycling to the appropriate disposal area for your building, especially at the weekends. (Specific details of your disposal points and refuse collection areas will be provided when you arrive.)

Your bedroom

We expect you to keep your room clean and vacuum it regularly. A vacuum cleaner will be provided. Remove rubbish from your room to the external bin areas – not the kitchen. You will need to keep your own shower and toilet clean.

Your kitchen

You, along with the others sharing your kitchen, are jointly responsible for cleaning cookers, fridge and worktops after use; cleaning and putting away crockery, cutlery and pans after use; arranging with the other residents in the flat for ovens, fridges and freezers to be cleaned and defrosted regularly (at least once per term); and removing any items placed in rubbish and recycling bins.

Rubbish should be placed in the proper bins and not left on the floor of the bin store areas. Wrap any sharp or broken objects (eg broken glass, tin lids etc) in newspaper before throwing them out.

Accommodation checks / inspections

The Student Accommodation Concierge / Facilities Support Team will inspect student bedrooms and communal areas. Bedroom inspections will be scheduled and you will be notified, but kitchens and communal spaces will be checked on a regular basis to ensure they are being kept to a satisfactory standard.

If your kitchen is repeatedly in an unsatisfactory condition, you will receive one warning and be given the opportunity to rectify the situation. If the condition of your kitchen remains unsatisfactory, you will be charged for remedial action/specialist cleaning and may also be subject to disciplinary action. Any associated costs may be shared collectively as appropriate by all those sharing a kitchen.

If you have any queries or concerns about the cleaning service or provision, please contact the Student Accommodation Concierge in the first instance.

Laundry facilities

There are communal laundry facilities provided, including washing machines, dryers and ironing equipment. Instructions on how to use the facilities will be posted in the laundry area. If after reading these you are in doubt, please speak to the Student Accommodation Concierge for more details.

Refuse collection / recycle disposal areas

Each student is expected to regularly bring their waste and recycling to the agreed refuse collection or recycle disposal points for collection by the cleaning team. (Details of these areas will be available as you settle in.)

Student post

Residents can collect their mail from the Student Accommodation Concierge.

If an item is delivered by recorded delivery, special delivery or courier, only the named student can collect the item on production of ID. We recommend these services if you wish to collect your own mail.

Wherever your accommodation is, all post should be addressed to:

Mardol House
Claremont Street
Shrewsbury
Shropshire
SY1 1QL

All post is delivered to Mardol House. Students at Tannery East will need to collect their post from Mardol House.

Reporting a problem with your accommodation facilities or services

If you experience a problem with an item in your room or in the communal areas, please contact the Student Accommodation Concierge to report this via email. For non-urgent matters, please email concierge.helpdesk@shropshire.gov.uk

When reporting a problem, please include:

- Your name
- Your room number

Please provide as much detail as possible on the nature of the problem to ensure that the correct action can be taken, and be aware that during busy periods the Concierge will prioritise requests and will respond as soon as is appropriate.

Heating

Heating is provided. If you have any issues about heating, please speak to the Student Accommodation Concierge.

Planned maintenance and health and safety compliance

Please note that there are certain recurring maintenance and health and safety tasks that we are required to carry out by law. We ask for your co-operation in allowing staff access to carry out these tasks. We will normally give advance notification of work, but also keep an eye on noticeboards. We will try to keep disruption to a minimum.

Maintenance visits are carried out in all blocks by qualified personnel and are:

Weekly

- ✓ Tests to the fire alarm systems in all buildings

Monthly

- ✓ Routine pest control visits
- ✓ Hot and cold water temperature checks for Legionella control
- ✓ Inspections of fire extinguishers

Quarterly

- ✓ Inspection and testing of fire alarm system
- ✓ Cleaning of all shower heads for Legionella control

6 Monthly

- ✓ Inspection and testing of emergency lights
- ✓ Gas safety check to the central heating boiler

Annually

- ✓ Building Management System (BMS), heating and hot water boilers
- ✓ Pipework and pumps
- ✓ Emergency lighting
- ✓ Fire extinguishers
- ✓ Fire doors
- ✓ Security to doors and windows
- ✓ Water storage tanks

Additional unplanned maintenance may also be required. We will endeavour to give you advance notice but occasionally this will not be possible. While we are mindful of the impact on you, please note that some tasks for building and maintenance works may commence from 8am and continue after 5pm depending on the nature of the work.

Health and safety

Your safety and health while living in our accommodation is of the utmost importance. Although we do all we can, as a student you will have an important role to play in ensuring your own and others' safety.

Fire safety

The most significant hazard for students living in accommodation is fire. The risk of fire can be reduced with your help:

Get to know what to do in the event of a fire

As soon as you move in, the most important actions that you as a new resident can take is to read the Fire Action Notices which are displayed around the building. Please familiarise yourself with the escape routes and assembly points in particular.

Routes are indicated by green 'running man' directional fire exit signs pointing out the way to go, to get through and out of the building. Remember, there may be a fire exit closer to your room than the door you normally use to enter or leave the building.

Fire doors

Important features of the fire precautions are the fire doors and self-closing mechanisms which are present throughout the residences. Smoke is often a bigger danger than the fire itself. Fire doors are located in every corridor and kitchen to prevent the spread of smoke and fire throughout the building. A fire door, provided it is closed, can hold back fire and smoke for at least 30 minutes. This will enable residents to evacuate the building before their lives are in danger.

The self-closing mechanism is intended to close the door behind the occupant and keep the door closed to prevent fire and smoke from spreading. Under no circumstances should the self-closing mechanism be disconnected or tampered with, nor should fire doors be propped or wedged open. Not only is this a criminal offence, but it may put lives at risk.

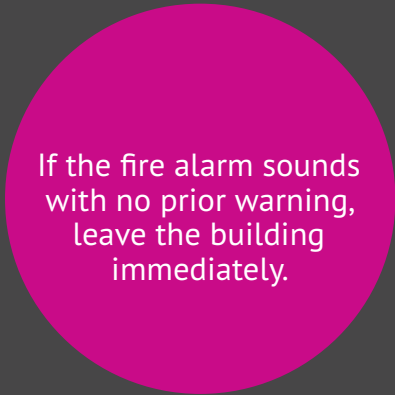
If you discover a fire

Activate the fire alarm immediately by pressing a red call point and follow the signs to nearest evacuation and assembly points. Where there is a confirmed uncontrolled fire, ie there are flames (not just smoke from burnt food etc) that have not been put out and continue to develop, phone 999 yourself from the nearest safe phone.

What to do on hearing the fire alarm

If the fire alarm sounds with no prior warning, leave the building immediately, quickly and quietly, ensuring doors are closed behind you. Follow the green 'running man' directional fire exit signs. Tell others in your accommodation to evacuate as you leave. Do not stop to collect personal items.

Your Student Accommodation Concierge will highlight the evacuation and assembly points when you join us. In addition, there are Fire Action Notices displayed around the building, which display your assembly point. On hearing an alarm, make your way to the assembly point immediately.



If the fire alarm sounds with no prior warning, leave the building immediately.

At the assembly point

The purpose of the assembly point is to enable the absence of a resident, who was known to be in the building at the time of the alarm, to be reported to the Fire Service when they arrive. It is therefore important that you go to the assembly point and do not wander off. Always tell the designated Fire Wardens or the Fire Service what you know, eg the location of the fire, who you know was in the building but is not at the assembly point, etc.

Failure to attend the assembly point yourself or update the fire service could result in a firefighter putting their life at risk searching the building for a missing person.

You may not return to your room until the alarm has stopped and a member of staff or the Fire Service has indicated that it is safe to do so.

Personal Emergency Evacuation Plans (PEEPs)

Your safety is important to us, so to help us understand any specific requirements you may have which could affect you when independently leaving the building as the alarm sounds, please review the fire evacuation information at the accommodation and raise any questions with the Student Accommodation Concierge in the first instance. If a PEEP is required, we can work together to plan and agree this with you.

Fire drills

In order for residents to be aware of the procedure to be adopted when the fire alarm sounds, and to be aware of the sound that the alarm makes, fire drills will be carried out in the first term. They are required by law, and full, immediate co-operation by all residents and visitors will ensure that minimum disturbance is caused.

Fire alarm sounding

The fire precautions at the accommodation are heavily dependent upon the fire alarm systems. In order to satisfy legal requirements, and to ensure that the fire alarms function correctly, they are sounded regularly and are also subject to maintenance and testing, which will also sound the alarm.

You will be given warning of when the regular weekly sounding will take place, and also when any other sounding will occur due to maintenance and testing. On these occasions you do not have to evacuate the building, unless the alarm continues to sound longer than you would normally expect. At any other times, you should assume that when the fire alarm sounds, there is a genuine fire and you should evacuate the building.



False alarms and fire prevention

The installed fire detection equipment is designed to give early warning of a fire, and consists of heat detectors in the kitchens and smoke detectors in the residence rooms, corridors and staircases. The smoke detectors in particular are very sensitive and are often activated by smoke or steam from cooking in the kitchen. They can also be activated by aerosols such as deodorants and hair sprays, steam from showers or hot taps, smoking, and the use of hair dryers or straighteners. If a detector is activated, the fire alarm will sound and you will have to evacuate the building. If called, the Fire Service will attend, and in the case of all alarms, including suspected false alarms, they will check the building and you will not be allowed to return until the check is completed.

False alarms can cause you and your neighbours great inconvenience, particularly if the false alarm occurs in the middle of the night. Another, more serious consequence of false alarms is that when the Fire Service are dispatched to the accommodation, they are not available to attend a genuine emergency elsewhere, which could have tragic consequences for those involved in the genuine emergency.

The following actions will help to prevent fires and minimise the number of false alarms:

- ✓ Never wedge fire doors open – keep them closed at all times
- ✓ Keep any cookers and grill pans clean, as burning fat creates smoke. Lining the grill pan with foil which can be discarded when dirty will make it easy to keep the grill pan clean.
- ✓ Never leave cooking food unattended.
- ✓ Never leave an iron unattended while plugged in, and store it safely after use.
- ✓ When using aerosols, ensure that they are not pointed towards the detector.
- ✓ Keep the shower door shut while taking a shower and afterwards, in order to prevent steam from entering your room or the corridor.
- ✓ If you use a hair dryer or hair straighteners, try to avoid any fumes/heat entering the detector.
- ✓ Do not use any items that are forbidden in your accommodation. These are:
 - Chip pans/oil in saucepans for deep fat frying
 - Deep fat fryers, slow cookers and rice cookers
 - Extra fridges, microwaves and grills
 - Traditional smoking materials, shisha pipes and e-cigarettes
 - Candles and incense sticks
 - Indoor BBQs
 - Fireworks
 - Portable heaters and electric blankets
 - Clip-on desk lamps
 - Socket cube adaptors
 - Fairy lights.

In addition to the false alarms caused by cooking and use of forbidden items, there are a significant number of false fire alarms, usually due to pressing the red manual call point of the fire alarm maliciously. Anyone who is identified as having done so is likely to be subject to disciplinary procedures and may be excluded from accommodation. Please note that as this is a criminal act and we may decide to prosecute.

Electrical safety

You will probably bring with you several items of electrical equipment for use in your accommodation. It is particularly important to take care with electrical equipment which does not originate from within the United Kingdom. It is recommended that you undertake a regular check of your electrical items, including checking plugs and cables for wear, damage and missing parts.

Electrical equipment that is faulty can cause electric shocks or electrocution. In addition, electrical appliances are often the cause of fires, both due to faults with the equipment or misuse of the equipment.

Do not bring any item into the residences which may put others at risk, and take care not to overload electrical sockets.

Always ensure that electrical appliances are switched off when not in use and not left unattended while switched on.

Opening windows

For your safety, all windows have restrictors fitted to stop the window from being opened out fully. Fully opened windows present a risk to you and your guests of falling out and to the ground below. You are therefore not permitted to release, unlock or force these restrictors.

Protecting yourself

There is CCTV in the accommodation, and the Student Accommodation Concierge also patrols the area at night. However, you shouldn't take unnecessary risks. Please report any incident (whether directed towards you or someone else) to the Student Accommodation Concierge, the Resident Tutor or Student Support and Guidance. Such reports will be treated in confidence unless we are legally obliged to pass information on.

Protecting your belongings

Although the crime rate is expected to be relatively low, we cannot over-emphasise the importance of keeping residential areas locked. Always keep your bedroom and external doors closed and locked. Most insurance policies only cover your belongings if your door and windows are locked. Remember not to leave valuable items on your window ledge. Please use your common sense when allowing visitors into the property and, where possible, ascertain the validity of the visitor before allowing admission.

Accidents and serious illness

If you have an accident in the accommodation, you must complete an accident form to help us understand what happened. These are available from the Student Accommodation Concierge. If you are taken ill, let someone know as soon as possible so we can help. If you need to call the emergency services, please inform the Student Accommodation Concierge as soon as possible so they can guide the police, ambulance or fire service to the correct location.

Illness

From time to time we all get ill. If you have a non-urgent health need, please contact and join a local doctor's surgery or dentist or visit a local pharmacist, who will be able to advise you.

If you urgently need medical help or advice, but it's not life-threatening, please call 111. This is the National Health Service (NHS) non-emergency number. It's fast, easy and free, and you will be able to speak to a highly trained adviser who is supported by healthcare professionals.

The adviser will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. This number should be used if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to a hospital's Accident and Emergency Department or need another NHS urgent care service
- you don't know who to call or you don't have a doctor to call
- you need health information or reassurance about what to do next.

For immediate, life-threatening emergencies, call 999.



Please see this webpage for more information:

www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/NHS-111.aspx

Finance

Accommodation – deposit and fees

Once you have confirmed your requirement for accommodation you will be required to pay a holding deposit of £250.00. You will receive a sales invoice directly from Shropshire Council which must be paid in full prior to your arrival.

In respect of your accommodation charges Shropshire Council will issue you with a sales invoice via email for the full fee at the commencement of the academic year or whenever you take up occupancy whichever is first. The fee is payable in three equal instalments to coincide with the start of each academic term. Multiple payment options are available which are listed in full on the reverse of the invoice.

If you do not use the property for a period of the time (for example going to another address during the holidays or leaving earlier than the licence end date) you will still need to pay all of the licence fee that you have agreed to within the licence agreement.

Any queries in relation to payment of your deposit and fees should be made directly to the Shropshire Council Corporate Landlord Finance Team by calling 01743 281257 or by email to corporatelandlordfinance@shropshire.gov.uk

Cancellation prior to arrival

If, prior to the start of the residential year, for whatever reason you decide to cancel your accommodation the full deposit will be retained.

Return of deposit

At the end of your period of occupation arrangements will be made to return your holding deposit. Please note this will be dependent on your room and equipment being left in a satisfactory condition. If there is any damage or missing items the cost will be deducted from your deposit or, if the cost is in excess of the amount held, you will be invoiced directly for the excess. Any enquiries in relation to the return of deposits should be directed to the Shropshire Council Corporate Landlord Finance Team by calling 01743 281257 or by email to corporatelandlordfinance@shropshire.gov.uk

Guarantor

The provision of a Guarantor is a mandatory requirement when making an application for accommodation. Your Guarantor will be required to fill out and sign the Guarantor Application Form in addition to reviewing and undersigning the Accommodation Licence Agreement. Please note your Guarantor will be subject to approval based on financial checks made by the Shropshire Council Corporate Landlord Team.

Financial difficulties

If you are experiencing financial difficulties, contact your Student Support and Guidance, the Students' Union or the Assistant Residential Tutor for further advice and assistance.

Failing to pay

Any student who fails to pay their rent will still be liable for all outstanding charges. Please note that the recovery of any unpaid rent or fees will be subject to Shropshire Council's normal debt recovery process which may mean you are required to vacate your accommodation. As per the terms of your Licence Agreement demand for payment can also be made from your Guarantor and if required, Shropshire Council will seek to recover the debt through the County Court. As such, should you have any difficulty in paying it's imperative that you contact the Corporate Landlord Finance Team straight away by calling 01743 281257 or by email to corporatelandlordfinance@shropshire.gov.uk

Please note that if you are in arrears or you have not settled your invoice, you will not be permitted to book for the next academic year.



Disciplinary procedures, charges and fines

We take our commitment to providing good-quality student accommodation seriously, and ask that all students and visitors also take this commitment seriously. To ensure that we are all clear what is expected, we have outlined a number of requirements in the Accommodation Licence Agreement and in this Accommodation Handbook.

We urge you to become familiar with and live by these requirements, as anyone in breach of the requirements outlined in both your Accommodation Licence Agreement and Accommodation Handbook will be considered as a disciplinary offence and subject to disciplinary procedures which will be referred to the Facilities Support Team and / or your university or college.

Disciplinary procedures range from verbal and written warnings to fines and, in certain circumstances, termination of the accommodation licence depending on the nature of the breach.

Where appropriate, issues can be dealt with as first and second warnings. If a third incident occurs, you would be given notice to vacate (depending on the severity of the situation).

Here are examples of some common areas:

Charge or warning letter

On some occasions we may issue a charge or warning letter to students. An administration charge for this will be applicable, in addition to the possible replacement charges or fines.

Accidental damages

Accidents happen, but anything that you break or damage will have to be paid for in order to maintain the facilities. All students living in Mardol House and Tannery East accommodation are responsible for damages or loss.

Communal area damages

The cost of repairing or replacing damaged items in communal areas such as kitchens and corridors, and general areas, will be divided equally between the students using the particular kitchen or corridor, living in a flat, or living in a complete block, whichever is the most obvious as assessed by the Facilities Support Team, unless the individuals responsible are identified.

Possible replacement charges

Charges are issued following investigation. Should you wish to appeal against the charge, you should contact the Facilities Support Team in the first instance within five working days of the damage charge issue date, and they will explain the process in more detail.

Please note:

- This is a guide only and is not an exhaustive list.
- Below is an example of possible costs that could be incurred.
- Please see the Student Accommodation Concierge for details of current charges.
- All costs are inclusive of labour and VAT. Please note that if a charge or warning letter is sent to you, an administration cost will also be applied.

Replacement furniture, fixtures and fittings charges

Replacement Bedroom Door	From £130	Replacement Kitchen Cupboards	From £100
Replacement Wardrobe	From £260	Replacement Kitchen Dining Table	From £150
Replacement Desk	From £135	Replacement Microwave	From £80
Replacement Bookshelf	From £95	Replacement Kettle	From £25
Replacement Notice Board	From £30	Replacement Oven	From £395
Replacement Blinds	From £100	Replacement Hob	From £120
Replacement Desk Chair	From £52	Replacement Fridge	From £180
Replacement Bed with Storage	From £250	Replacement Freezer	From £220
Replacement Mattress – Single	From £75	Replacement Toaster	From £30
Replacement Bathroom Door	From 100	Replacement Bin	From £20
Replacement Toilet	From £110	Replacement Ironing Board	From £25
Replacement Toilet Seat	From £40	Replacement Iron	From £45
Replacement Wash Basin	From £90	Replacement Bedroom Carpet	From £280
Replacement Pin Board	From £38	Removal of Blu-tack, including	
Replacement Table Top/Work Surfaces	From £80	Repaint	From £80 per wall
Replacement Kitchen Chair	From £50		

Fire safety equipment

Replacement Fire Blanket	From £20	Replacement Smoke Detector	From £70
Replacement Fire Extinguisher – Water	From £25	Replacement Heat Detector	From £70
Replacement Fire Extinguisher – Foam	From £25	Replacement Hours for call out charge between 8am – 5pm	From £80
Replacement Fire Extinguisher – Wet Chemical	From £115	Replacement Hours for call out charge outside 8am – 5pm	From £180
Replacement Fire Extinguisher – Carbon Dioxide	From £30	Fire Extinguisher Recharge	From £20
Replacement Fire Extinguisher – ABC Powder	From £40		

Cleaning

Additional Cleaning	From £25 per hour	Specialist Cleaning	From £50 plus call out fee
---------------------	-------------------	---------------------	----------------------------

Locks and keys

Lost/Replacement Keys	From £50 per key	Replacement Lock	From £75
-----------------------	------------------	------------------	----------

Caretaking

Removal of incorrectly disposed rubbish – external to a property	From £50
Removal of items left in accommodation at the end of tenancy	From £50
Removal of unauthorised furniture or appliances from student bedrooms/communal areas	From £50

Accommodation transfers

Transfer rooms within Accommodation	From £25
-------------------------------------	----------

Comments, compliments and complaints

We are equally as keen to hear what we do well or what we can improve on, so welcome your feedback. This can be shared with the Student Accommodation Concierge informally or emailed to Concierge.Helpdesk@shropshire.gov.uk (please indicate if you would like a response).

Informal complaint

Please raise your concerns with the Student Accommodation Concierge to try and resolve the matter.

Formal complaint – Stage 1

If you remain unhappy or the issue is not resolved, please submit your complaint in writing to Concierge.Helpdesk@shropshire.gov.uk in the first instance (Please note formal complaints must be submitted in writing).

Formal complaint – Stage 2

We aim to acknowledge your complaint within 48 hours (excluding weekends, public holidays), and you will be responded to fully within five working days of the receipt of the complaint. If we feel more time is required we will keep you informed.

Formal complaint – Stage 3

If you are unhappy with the response given at Stage 2, you may state your reasons for appeal to the Shire Services Area Manager. You will receive an acknowledgement and a response will be provided within ten working days.

Formal complaint – Stage 4

If you feel after communicating your concerns to the Shire Services Area Manager that the complaint has not been resolved to a satisfactory level, you may request that your complaint is reviewed by Shire Services Manager or Assistant Director Commercial Services as appropriate.

Informal complaints

If you have a complaint, the first step is to discuss your concerns with the Student Accommodation Concierge to try and resolve the matter. Whilst it isn't always possible for us to change our processes, we will listen and try to find the best possible solution.

If you are still unhappy or the issue is not resolved, please submit your complaint in writing to **Concierge.Helpdesk@shropshire.gov.uk** in the first instance. This will then be taken as a formal complaint.

Formal complaints

We usually find complaints can be dealt with amicably and to the satisfaction of all concerned using the informal complaints procedure. In the first instance, complaints must be issued using the informal complaints procedure listed above. However, if you are unhappy about a response you have received via the informal procedure, or the complaint is about a member of staff, you may wish to initiate a formal complaint using the following procedure.



Email: conciergen@shropshire.gov.uk

Student Accommodation Handbook 2022/23

A guide for students living
in Shrewsbury Halls of Residence



www.shropshire.gov.uk