

Welcome to Harper Adams

A warm welcome to Harper Adams University from staff at the Accommodation Office – Student Services. We are proud to offer a wide range of comfortable and convenient accommodation on campus, and hope your stay with us is enjoyable, fulfilling and rewarding.

Abiding by the Conditions of Residence and Licence will ensure that everyone's experience at Harper Adams University remains safe and trouble-free. Please keep this document in a secure place during your stay in University accommodation and use it for reference purposes.

All members of the Student Services team are committed to providing the highest standards of service and we would ask you to participate fully in our communal living values, which promote both individual and collective responsibility.

In accepting your accommodation offer you will be agreeing to:

- The terms of your residential agreement as outlined in this document -

Please pay particular attention to:

- Dates of residency
 - Deposit information
 - Your responsibilities
 - Arrangements should you withdraw from the University
- A legally binding financial commitment upon residence of the offered accommodation
 - Individual and joint liabilities for damages, losses and replacements
 - Abide by the wider University regulations and in particular those relating to the Halls of Residence, e.g. smoking, guests, fire precautions and non-payment of fees and charges.

Agreement For Students In Residence

2015-16 Academic Session

I hereby accept a room in a Hall of Residence or University House and agree to the conditions listed below:

1. I understand that in accepting this offer I am contracting for a place in University Accommodation for a fixed period, whilst enrolled as a student, as detailed below and will be liable for the full fees including any periods when I am away from the University due to work experience, job shadowing, study tours, illness etc.
 - Undergraduates (36 Weeks): Wednesday 30th September 2015 – 8th July 2016, excludes Easter vacation.
 - Postgraduates (42 Weeks): Monday 14th September 2015 – 8th July 2016, includes induction week and vacation periods.
 - International students (42 Weeks): Monday 14th September 2015 – 8th July 2016, includes induction weeks and vacation periods.
2. I understand that my agreement is inclusive of the Christmas vacation (18th December – 18th January), during which time I may leave my belongings in my room at my own risk and in line with my own personal contents insurance agreement. Additionally, I understand that the Easter vacation (*18th March – 18th April) is not included for undergraduate students, who will be required to vacate the room in full as requested by Student Services. (N.B. The Easter vacation* is included in the rental period for postgraduate and international students.)
3. I understand that rental for a room includes the provision of the following term time services: utilities, regular cleaning, weekly laundry (where applicable dependent upon the Hall of Residence/University House), internet access. All catered accommodation is inclusive of 15 meals per week, Monday to Friday, self-catered accommodation is exclusive of meals.
4. Prior to keys being issued to me, I agree to pay a £300 deposit, to be returnable usually within 28 days of the end of the fixed period unless some or all of it is withheld to cover damage, loss of equipment, debt or additional cleaning. I understand that the deposit will also be a key deposit for the duration of my accommodation contract. I understand that the University reserves the right to withhold my deposit and use it in the way outlined in this paragraph.
5. I accept that I will be invoiced for any damages, losses or replacements, other than those in Clause 6, for which I am personally responsible, to the extent that they are not covered by a deposit. Invoices must be paid within 28 days.
6. I accept that hall related damages to any communal areas such as the kitchen and corridors, the safeguarding of which all residents are jointly responsible for, may be charged to this deposit as will any loss, damage, or request of a replacement lock for my room, this deposit will be returned to me, less any charges incurred, usually within 28 days of the end of the fixed period.
7. I understand that in the event of my decision not to take up the place, I must inform the University by 1st September 2014 in order for the room to be re-let. In the unlikely event that the University cancels my place in halls before the start of the academic session, I will receive alternative accommodation information.
8. I agree to pay the hall fees in full on or before registration on 30th September 2015 *or* in three equal instalments, at the beginning of each term and understand that the appropriate fee will be payable by the due date shown on the invoice, unless special exemption is granted by the Director of Finance. Failure to pay by the agreed date may result in a late payment charge/administration fee or other sanctions in accordance with this agreement.

9. I understand that any outstanding hall fees including damage charges (ref. Clause 5 above) will result in the termination of this agreement and loss of my place in halls and that I will be requested to vacate my room and move into alternative accommodation off campus within one week unless the Director of Finance is satisfied that there are genuine reasons for the delay in payment (ref. clause 8 above).
10. I understand that breaches of this agreement including breaches of the Halls or General University Regulations may result in the termination of this agreement by notice and loss of my place in halls and that in those circumstances I will be requested to vacate my room and move into alternative accommodation off campus and will be liable for fees in accordance with clauses 11 & 12 below.
11. If I leave my accommodation before 18th January 2016 due to:
- voluntarily withdrawing from the University
 - being required to leave because my place at the University is terminated on academic grounds
 - financial arrears (ref. clause 9)
 - disciplinary grounds because I have been in breach of the Halls or General University Regulations

I understand that I will be charged for the autumn term only. A refund of the deposit will be made (usually within 28 days from departure date) less any amount withheld in accordance with this agreement. Amounts due will be calculated up to and including the date of my withdrawal. This date will be calculated from the date of receipt of your Harper Adams University Withdrawal Form (available from the Registry Office) which must be completed and signed by the Course Manager.

12. If I leave my accommodation on or after 18th January 2016 due to:
- voluntarily withdrawing from the University
 - being required to leave because my place at the University is terminated on academic grounds
 - financial arrears (ref. clause 9)
 - disciplinary grounds because I have been in breach of the Halls or General University Regulations

I understand that I will be charged for the entire academic year. A refund of the deposit will be made (usually within 28 days from departure date) less any amount withheld in accordance with this agreement. Amounts due will be calculated up to and including the date of my withdrawal. This date will be calculated from the date of receipt of your Harper Adams University Withdrawal Form (available from the Registry Office) which must be completed and signed by the Course Manager.

13. I accept that if I request to move to a different room or hall and this is agreed by Student Services, a fee of £15 must be paid to cover the costs associated with the move. I also understand that either I will be invoiced for any increase in fees appropriate to my new room, or if applicable, a refund will be given. Any keys for the original room must be returned or my deposit will be forfeited, any additional cleaning costs, damage, loss or replacements within my original room that are not covered by the £300 deposit will be payable and I will be invoiced accordingly.
14. I understand and accept that in exceptional circumstances, the University may require me to move to a different room or hall at their discretion (this may also include students who are having difficulty paying and who would benefit from a lower rate of hall fee). I understand that in such an event I will not incur any increase in fees even if the standard of room is at a higher tariff. Where the standard of room is at a lower tariff I will receive the appropriate refund.
15. I understand that the allocated room in halls is for my use only during term time and the Christmas vacation and that I am not permitted to allow other persons to make use of the room during my absence without prior consent from Student Services.
16. I agree to abide by the regulations relating to the Halls of Residence attached to this agreement and to conform to the wider University Regulations as detailed and updated from time to time on

the University website and published in the Student Handbook, which you can download from the documents section in http://www.harper-adams.ac.uk/student_services/ .

17. I agree to allow appropriate University staff to access my bedroom at reasonable times and with reasonable notice for the purposes of viewing, inspection, cleaning and routine maintenance and repair. I accept that in the event of non-routine maintenance and repairs access will be required within 24 to 48 hours of a request being made.
18. I accept that in the event of an emergency or cause for concern regarding my safety and wellbeing, my bedroom may be accessed without advance notice.
19. I understand that the University does not accept responsibility for the loss of or damage to any of my personal possessions on campus, other than that resulting from the University's own negligence. I therefore accept responsibility for insuring my own possessions and belongings.
20. At the end of the spring and summer terms I agree to yield up my allocated room and all communal areas with vacant possession and I understand that should I fail to remove all personal possessions and rubbish I will receive a charge of £50 for their removal. I accept that the University reserves the right to dispose of rubbish and perishable items. I understand that the University will make every effort to contact me regarding any left items however I accept that I am responsible for their collection, storage or postage costs. I accept that unclaimed items will be disposed of after three months.
21. All resident students must adhere to the fire prevention and evacuation procedures as outlined in the University Fire Prevention / Evacuation and Test Procedures.
22. All resident students must inform Student Services of planned periods of absence for health and safety reasons.
23. This Licence is governed by English law which international students might find different to the law which applies in their own country. If you do not understand any of the licence terms and conditions, seek clarification from student services? Take independent advice before proceeding if you think you need it.
24. This licence does not, and is not intended to create a tenancy. Occupation of University accommodation will be as a licensee only.
25. This licence is personal to the parties and is not intended to confer rights or benefits upon any successor or third party under the Contracts (Rights of Third parties) Act 1999,
26. This licence will be considered complete and legally binding from the date of residence of the accommodation offered.

End of Agreement – see following pages for regulations (ref. Clause 16) and fire safety information (ref. Clause 21).

<p style="text-align: center;">This document should be read in conjunction with the University rules and regulations outline in the Student Handbook.</p>
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University Regulations for Halls of Residence

General

The Regulations for Halls of Residence will apply to all students living in a University Hall or rooms. No student may occupy a University room unless he/she accepts and conforms with Hall Regulations. In the event of any infringement of Regulations for Halls of Residence, the Vice-Chancellor or other senior authorised member of staff may require the student concerned to vacate his/her University room forthwith and go into outside accommodation without any waiver or refund of residential charges and in addition to any other action that may be taken.

Property

Halls of Residence: Whilst acknowledging a student's right to privacy, the University reserves the right for its officers, agents or staff

to enter a student's room in an emergency and at 24 hours' notice for any reasonable purpose.

Damage

- (a) Each student's room, and its contents, is under the charge of the occupant who will be held responsible for any damage or loss. Students may also be held accountable for damage to communal areas for which they are jointly held responsible.
- (b) Damage to University property must be reported to the Hall Warden. If responsibility for the damage cannot be ascribed to one person, or it is not reported, appropriate charges will be levied against the student body at the end of the term. In addition, disciplinary action may be taken.

Summary of costs (note that this list is not exhaustive and is intended for guidance only)

BEDS	COST - £	REPAIRS	COST - £
New Single Mattress	57.70	Paint door	60.00
Cover	5.68	Replace toilet seat	21.95
Base	59.00	Replace study door & painting of	130-170
New Duvet	9.95	Replace door lock	35.00
Quilt Cover	8.18	Replace door closer	34.00
Pillow	2.38	Replace door furniture (coloured)	25.30
Pillow Case	2.13	Replace showerhead (ASPA 2000)	30.00
New fitted sheet	5.58	Replace mirror	60.00
Bath towel	3.96	Replace corridor 2D light fitting	71.50
Hand towel	1.89	Replace electrical socket (double)	28.60
		Replace ceiling tile (per tile)	9.00
		Replace carpet tiles /m ²	25.00
CHAIRS / FURNITURE		Replace carpet section (not tiles) /m	11.00
Replacement of study chair	29.42	Toilet door locks	21.30
Poly stacking type	13.95		
Bedside drawers	15.00		
Bedside table	63.00	FIRE EQUIPMENT (Refill)	
Kitchen chair	47.00	Water/Gas	17.90
Kitchen table	87.00	CO2	24.50
Trestle Table (Mobilite International)	149.00	New water gas unit	52.15
		Hose Assembly (incl. call out of £30.00)	45.25
		Fire Extinguisher Alarm Box	45.69
GENERAL ITEMS		Wire for alarm	4.00
Microwave	28.50	Fire Alarm System – Call Points	10.69
Toaster	20.00	Replace call point cover complete	56.07
Kettle	20.00	Fire Blanket	21.50
Window hinges	6-12	Fire Marshal & Box	20.76
Re-glaze fire doors - safety glass per pane	70-110	Waistcoat only	16.26
Redecoration of study bedroom	120.00		
Ash bins	177.60		

The University will charge VAT to all of the above items plus £15 administrative cost and labour costs of £10 p/h for each member of estates staff required. Cleaning following unacceptable behaviour will be charged at £10 p/h for each member of domestic services staff required. If deemed appropriate, external cleaners will be contracted to carry out the cleaning work and invoice costs will be recharged accordingly.

The above list is not comprehensive and the cost of repairing any type of damage will be determined after the event. Detailed reports of damages and associated costs will be submitted to the Student Services Manager weekly throughout the academic year.

Reckless, wilful or persistent damage caused by a student or students will lead to the loss of University accommodation and result in disciplinary action.

Noise

Students returning to University late at night must do so quietly. Failure to observe this courtesy will be regarded as a breach of regulations.

Reasonable quiet must be maintained at all times in and about the University buildings and residences. A radio, sound system or any musical instrument must be played so as to cause the least possible inconvenience and disturbance to other occupants. When it is necessary to play instruments beyond an acceptable volume, a suitable practice room may be provided on application to the Student Services Manager.

University Residential Accommodation

The order of priority for the allocation of residential accommodation in University will be:

- (a) Students in their first year of study
- (b) Overseas students
- (c) Students in their final year of study

Students in their first year of study, as a condition of entry into University, are normally required to accept allocation of University accommodation for their first year. Second

year students and those on taught postgraduate courses are normally required to be non-resident unless there are good grounds for them to be resident.

There are some mixed halls that are shared by both male and female students. If a student objects to living in a mixed hall, the University will make reasonable efforts to allocate the student a room in accommodation reserved for members of their own sex. No student allocated residential accommodation will have the right to any particular room.

Students on courses that might, exceptionally, extend beyond the normal term-time, may be required to move into alternative accommodation for the duration of the extended period of their course.

Guests in Halls of Residence

A student may have one guest of the same sex to stay overnight in his/her room, so long as the guest is booked in 24 hours beforehand with the Hall Warden. A guest is taken to mean any person not currently registered as a student at the University, a student currently registered but on 'sandwich' placement or a student currently registered but not assigned a room in University, i.e. a non-resident student.

In the case of emergency, such as a guest being unable to drive or missing the last public transport at night or for some other reasonable and sensible cause, accommodation may be given to the guest in the room of a student of the same sex without the requirement of giving 24 hours' notice to the Hall Warden, provided the Hall Warden is informed of the occurrence as soon as possible on the following day.

Under no circumstances may a guest, as defined above, stay more than any one night in a student's room without the authority of the Student Services Manager.

These regulations are designed to allow reasonable and sensible facilities for students to use their rooms in University for the entertainment of guests of either sex and students are expected to follow the spirit as

well as the letter of these Regulations. Any infringement of these Regulations will involve the student or students concerned being required to vacate their rooms in University forthwith and to become non-resident.

Fire Precautions

Petrol or other flammable liquids and candles must not be brought into students' rooms. Electric kettles, televisions, mini fridges/coolers, stereos and computers must be PAT tested (this service can be offered at registration for an additional charge). Power appliances (e.g. electric fires, cookers, toasters, microwaves, conventional fridges etc.) are not permitted in students' rooms. The room's occupant is responsible for ensuring that appliances are electrically safe. That assurance can be obtained from a qualified electrician. The University accepts no liability for accident or injury caused by faulty electrical appliances. The use of candles is not permitted in any student room.

PAT Testing

If electrical items such as electric kettles, televisions, mini fridges/coolers, stereos and computers are brand new (out of the box), you do not need to carry out PAT testing but you will need to provide the receipt to prove when it has been purchased. Inspections will be done at random at the start of the academic year. Where an electrical item fails the PAT test, it will be removed by the Estates and Facilities Department or Domestic Services Department for safe keeping. The student will be advised in person or a card will be left. The student will be required to arrange and pay for a repair and the item will be re-tested and if it passes, returned to the student. Where an item is not repaired successfully within six weeks, it will be disposed of via the correct route by the Estates Department.

Deposits

All students in University accommodation must pay a deposit of £300, which will, on occupation of the room, become an outstanding deposit for the duration of the accommodation contract. All hall related damages to any communal areas for which all residents are jointly responsible for may be charged to this deposit. The deposit will be refunded less any charges incurred, within 28 days of the end of the fixed period.

Students will be invoiced separately for any damages, losses or replacements which they are personally responsible for, where these will not be covered by the deposit. Invoices must be paid within 28 days.

The loss of a key must be reported immediately to the Hall Warden or Student Services. In the event of loss £10 must be paid for a new key. Should the security of the room be a matter of concern, a further charge of £30 will be made in order to change the lock.

Non-Payment of Fees and Charges

Failure to pay any invoice within the required schedule of payments will result in any of the following sanctions, dependent on the level, timing and duration of the outstanding debt:

- late payment charges;
- administration fees;
- notice to terminate this agreement;
- legal action (including for associated legal costs);
- removal of internet access within the residences;
- withdrawal of cleaning / laundry services.

Additional Regulations

Illegal Substances

No student will possess, use or distribute any illegal substance. A breach of this regulation may be notified to the appropriate legal authorities and will result in serious disciplinary action by the University.

Firearms

Firearms, airguns, pellet guns, BB guns, paintball guns or bladed implements must not be brought onto the University premises. An exception is made for members of both the official Rifle and Gun Club whose members must apply to the Student Services Manager for a permit to keep their gun at University and agree to keep it in the University Gun Cabinet when not in use, and also for Members of the official Airgun Club who must abide by the club regulations and store their Airgun in the secure cage on site.

Under no circumstances may any firearm, airgun, pellet gun, BB gun, paint ball gun or shotgun weapons or ammunition be kept in rooms of halls of residence or other University owned residential accommodation.

The use of firearms, bladed implements or airguns in the community in such a way as to cause or potentially cause injury or to bring the University into disrepute will be considered a serious disciplinary offence by the University.

Fireworks

In the interests of animal welfare, fireworks of any kind (this includes 'bangers' etc.) are NOT to be brought on/or used on the University campus. This does not include organised firework displays arranged by the Students' Union.

Pets

No pets are allowed on University premises at any time. Guide dogs and hearing dogs are permitted for students with disabilities. A separate policy is available detailing the University policy on dogs on site.

Recycling

Recycling bins are located on the University campus. Students are expected to recycle paper, glass, plastic and cans in the bins provided and in the recycling centre. Cardboard should be placed in bins provided or can be taken to the back of the QMH kitchen or the compound by the Bamford Library in the bins provided prior to being baled.

Under no circumstances are students to try to operate the baling machines in either location for their own safety and the safety of others.

Smoking

The University operates a strict code of practice on smoking in accordance with current legislation. Smoking, including e-cigs, is not permitted in any teaching area or in any designated University buildings. Students are reminded that smoking can seriously damage health.

Please note that fines and disciplinary action will apply to any student found to be smoking in University building.

Fire Prevention / Evacuation and Test Procedures

All students are expected to take responsibility for the avoidance of fire risks. Sockets must not be overloaded, all electrical items must be PAT tested, plugs and cables well maintained and safely positioned (i.e. not trailing) and all appliances must be turned off when not in use – if in doubt double check, particularly with heated appliances such as hair straighteners and irons. Similarly, responsibility must be taken for turning off cookers, hobs and kitchen appliances, plugs and cables must be kept away from water and all kitchen activities must be undertaken in a safe and sensible manner. Kitchens are equipped with smoke detectors, fire blankets and extinguishers; please make a note of their location and the information provided regarding their use in the event of a fire. High risk items such as candles, incense sticks and flammable liquids are NOT permitted in Halls of Residence due to their risk of causing fire.

Students with disabilities who feel that they may require a personal fire evacuation plan and/or special arrangements should make themselves known to Student Services as soon as practicable so that appropriate arrangements can be made.

Fire Evacuation

Fire evacuation tests in your Hall of Residence will be co-ordinated and supervised by a representative of Modern Fire Extinguisher Services Ltd with assistance provided by members of HAUC Estates and Facilities Staff. These tests are designed to make you aware of the procedures in the event of a fire and are therefore for your own safety – please take note and act accordingly. The recommended time frame for evacuation is 3 minutes – any students found in the Hall after this time will be reported to Student Services by the Estates and Facilities Staff. Disciplinary action and/or fines may apply.

Timing of Test: A drill will occur during the first week of each term. Test Procedure: When the

alarm sounds, make your way very quickly, but without running to the nearest fire exit (not main stairway), once outside make your way to the evacuation area outside as marked on the fire information panel in your room.

<p>THIS IS AN IMPORTANT HEALTH & SAFETY ISSUE – DISREGARD OF THE EVACUATION TESTS WILL BE TREATED VERY SERIOUSLY BY THE UNIVERSITY.</p>
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Your Hall Warden will check who is present at the evacuation area and when the test is complete you will be able to return to your rooms.

Subsequent Fire Alarms will require you to follow exactly the same procedure as carried out in the practice test. Any students found to be deliberately triggering fire alarms, tampering with fire safety equipment or failing to follow the above procedure will be subject to disciplinary measures.

In agreeing to the terms and conditions outlined in this document you are agreeing to adhere to the procedure outlined above. Please ensure that you understand this procedure. Upon occupation of your room please familiarise yourself with the Hall of Residence, the location of fire exits and the evacuation procedure.

General Considerations

Letting period

36 week undergraduate contract – for the full academic year with the exception of the Easter break when students will be expected to vacate in full on the last day of the spring term (usually a Friday).

42 week international and postgraduate contract – for the full academic year including Christmas and Easter breaks and relevant induction periods (usually for international cohorts and postgraduate students).

Paying your fees

As a resident you will have received your accommodation agreement, included in this document. This entitles you to occupy a room for one residential year, starting at the beginning of the first term, through to 8th July 2016, including Christmas and Easter breaks (for international and postgraduate students only).

Residential fees are charged for the whole year and you will be issued with an invoice for the total amount on the day of registration (undergraduate students). You can choose to pay the full amount before or on the day of arrival to qualify for a £100 discount.

Alternatively you can pay in three equal instalments – 23rd October 2015; 22nd January 2016; 22nd April 2016.

Resident students are required to pay the £300 deposit before or on the day of arrival. Students will not be allowed to take possession of rooms unless the deposit has been paid.

Once you have received your invoice, you should make your payment either online or at the Student Finance office, located on the ground floor of the Main Building. If you are paying by direct debit, please ensure that the Student Finance office have all the necessary

details in advance of the deadlines stipulated above.

Should any additional fees be payable, due to the unauthorised use of a room, they will be the responsibility of the person who was allocated the room.

Should you experience any financial difficulties in relation to paying your accommodation fees or any other amount payable to the University, please contact the Student Finance office or Student Services as soon as possible.

Keeping your room clean

As a resident in campus accommodation you will be expected to keep your own study bedroom, communal areas such as kitchens and bathrooms clean and tidy to an acceptable standard. Domestic Services staff will service these areas regularly during term-time, but you will be expected to help maintain them.

We ask all students to dispose of rubbish as quickly as possible, and in an appropriate manner, and not to let it accumulate in study bedrooms or kitchens where it may pose a health hazard. Please wrap broken glass in newspaper before disposing of them, and place all other recyclable materials in the appropriate recycling banks on campus at least weekly.

Reporting a maintenance issue

To report any maintenance, heating or water problems, please contact Student Services Monday to Friday between 9am and 5pm. Out of working hours, including weekends, please contact the duty warden and/or security. Action will then be taken as soon as it is practical; there is always a member of staff from the Estates team on-call for out of hours emergencies.

Electrical Equipment

As a resident, you are responsible for ensuring any electrical equipment you bring into a Hall of Residence has been Portable Appliance Tested and is safe to use. Under the Electricity at Work regulations, we are empowered to disconnect and/or remove any equipment thought to be unsafe. Careless use of electrical appliances can cause fires, severe injuries or even lead to fatalities.

Emergency Fire Fighting Equipment

Emergency fire fighting equipment is provided for the safety of all. It is important that it is maintained in an efficient manner.

Disciplinary action will be taken against anyone found to have damaged, misused or tampered with fire fighting equipment of any kind or associated notices. If you discover any fire equipment to be faulty or missing, please report it as soon as possible to Student Services. Charges will be made for all fire extinguishers released without due cause.

Caution – disciplinary/damage costs can be expensive.

Keys / ID Cards

Your key will be issued when you take up possession of your room and must not be given to anyone else, as this constitutes a breach of security. Once you have enrolled and received your Student ID card, any temporary cards must be returned. All losses must be reported to Student Services. For key and ID card replacements, please refer to your Hall Handbook, issued on registration day.

Keys must be returned upon vacation of your room.

Security

Residents are solely responsible for the security of their personal belonging and the University accepts no responsibility for loss or damage. Your study bedroom should be locked whenever you leave it unattended and

all windows should be secured even for a short period of absence. The same applies to kitchen and flat doors which should remain locked, particularly at night. Any loss/damages should be reported to Student Services and/or Security (out of office hours).

All staff and students are issued with identity cards and any stranger should be asked for proof of identity. Any person seen acting suspiciously should be reported to Student Services staff and Security. If you see, hear or experience any unusual occurrence (e.g. the presence of an intruder), report immediately to Security. The University operates 24-hour CCTV coverage for the protection of staff, students and visitors, and our Security Staff patrol the campus regularly.

Parties

Parties must be cleared with Student Services. A party is a social gathering which may involve for example music and/or alcohol and which may result in the disturbance of other residents in the same hall/house/area. You must apply in writing to Student Services 72 hours in advance of the event. In most cases parties are permitted but you must take responsibility to ensure that disturbance to other neighbours, fire alarms and damage does not occur. You will be responsible for ensuring that cleaning up takes place promptly and is not left for Domestic Services staff to deal with. Duty Wardens and Security have delegated authority to shut down any party they consider to be getting out of hand or causing a major nuisance.

Noise Nuisance

Residents should be considerate of flatmates or neighbours when playing music and respond positively to requests to turn down loud music, especially after 11pm or during exams and revision periods. Headphones are a wise investment if you like late night music.

You may complain the Duty Warden or Security if you cannot convince a neighbour to lower the music level when asked. If for any reason you feel unable to ask the other student, the Duty Warden/Security may intervene and insist on lower noise levels.

Anything other than a positive response to such a request will lead to referral to the Student Services for disciplinary action.

Damage caused to University property

It is the Student Services policy to recoup the cost of repairing damage to University Property as detailed in the accommodation agreement and University regulations. Student Services will seek to recover all costs relating to loss or damage to University property or furniture, which in the opinion of Student Services exceeds fair wear and tear, as set out in the accommodation agreement.

It is your duty to report promptly all damages to Student Services. Student Services expect you to take responsibility for damages caused by yourself and/or provide further details of others who may be involved. Honesty and cooperation are greatly appreciated by Student Services and usually lead to reduced fines and penalties.

Furniture and fittings must not be tampered with or removed from residences or from designated rooms, and must be returned to their original position when vacating the room.

Posters etc. should only be displayed on the notice board provided and not on any other surface as this will result in damage to walls. There will be charges for any damage caused to the walls or paintwork.

TV Licence

You are allowed to have a television in your bedroom/flat, but not to install additional aerials, satellite or other reception

equipment. You must obtain your own individual television licence; one licence does not cover the whole flat. If you have a television and watch/record from live television on any device including computer or Ipad, you will be committing a criminal offence and the Licensing Authority, who have access to the campus, can impose a heavy fine.

Student contents insurance

It is the students' responsibility to organise their own contents insurance. The University's building insurance does not cover students' possessions (loss, theft, damage, etc.). If you have not organised your contents insurance in advance of arriving, it is strongly recommended that you do this as soon as possible after arrival. Should you require information about specialist student content insurance companies, please contact Student Services.

Bicycles

Bicycle racks are located around the campus – please do not store bicycles or cycle parts within your residence (bedroom, communal corridor, kitchen, etc.). Bicycle pods and bikes can be hired from Student Services, subject to availability and a small charge. Bicycles are left at the owner's risk and the University cannot accept loss or damage responsibilities. We strongly advise you to insure your bicycle and make sure that it is secured at all times.

Changing rooms

If you want to change rooms, an official room transfer process will start at the beginning of November. It includes a £15 admin charge. Details of the process are included in the hall handbook and will also be disseminated by Student Services and student wardens. Please note that transfers are subject to availability and considered on a case-by-case basis. Students are NOT allowed to change rooms without permission.

Postponement / Withdrawal

Please note that if you decide to postpone or withdraw from your studies, you will need to notify Student Services as soon as possible and you will be expected to vacate your room within 24 hours and return your room key to Student Services. If you are unable to vacate within 24 hours, please contact Student Services to discuss alternative vacating arrangements. For additional information about accommodation charges liability, please consult the Student Handbook.

The Student Community

As a student enrolled at Harper Adams University, you agree to abide by the Charter, Statutes, Ordinances and Regulations of the University. It is your responsibility to familiarise yourself with these. Not only do they cover the structure of your degree programme and your conduct at examinations, they also relate to student discipline – and apply as much in residences as elsewhere in the University. Resident students form a community and, like any other community, this depends on its members playing an active and responsible role in maintaining a safe and healthy environment. As a provider of accommodation, the University is also subject to various acts of statutory legislation and codes of practice, covering such matters as Health & Safety, fire equipment and fire precautions.

Student Services are responsible for the maintenance of discipline and good order in the residences. It is their responsibility to ensure that the University and statutory requirements are followed and that behaviour in residences is of an acceptable standard.

The University regulations include regulations on student behaviour and discipline. If you fail to observe or comply in full with any of the conditions of residence and the

accommodation agreement, you may be subjected to the procedures and penalties outlined in the Student Handbook, a copy of which is available from Student Services office or webpage.

Student Welfare

The Student Services Manager is responsible for all aspects of communal life including student welfare and discipline. Also assisting are the Assistant Student Services Manager, a team of 16 Student Wardens, all resident on campus, as well as a counsellor and a mental health advisor. The Student Services team is able to help or offer advice in most matters or direct you to the right person.

Equal Opportunities Policy

The University is committed to promoting a culture and environment in which its students, staff and others are treated fairly and are not discriminated against without lawful cause, on the basis of race, religion or belief; gender (including gender reassignment); marital/civil partnership status; sex; sexual orientation; disability; age; parental, pregnancy or maternity status; social or economic group.

Victimisation is also prohibited under this Policy, as well as harassment related to any of the protected characteristics. Discrimination, harassment and victimisation are defined in Appendix B of the University's Equality and Diversity Policy. For more information please consult the Equality and Diversity Policy document, which can be accessed on the Harper Adams University website.

In case of emergency

During office working hours please contact Student Services on 01952 815396. Out of office hours, please call the Duty Warden on 07976 881772 or Security on 07980 061128.

Complaint Procedure

Should you have any concerns or wish to make a complaint about accommodation, please take these up with the Student Services team in first instance. If the matter is not resolved, you can send your concerns in writing to the Student Services Manager, who will normally respond within 5 working days.