+DOOV RI 5HVI HQFH
+DQGERRN

CARROCK HALLS

:HOFRPH

to the University of Cumbria…Your new home from home!

The Accommodation Team warmly welcome you to life in halls at the University of Cumbria.

(M SGHR G@MC A NKJ@XM TNU EHKDhd to of facilities and support services, as well as policies and procedures (which are detailed in your &onditions of 5esidence). On our part we want to ensure, as much as possible, that the halls are clean, safe and secure and SG@S RHCDMBD KHED OQNUHCBR@ BSHMNQSHUD DMUHQNMLE@ BHSKHSS@ SDR XNTQ KD@QMHMF DWODQHDMBD@.QMSXNTKQ@RD AD@V@QD SG@NST HKK AD GDKC QDRONMRHAKD ENQ FCSLHVH SNJMN@MC @AHCHMF AX SGD ONKHBHDR @MC OQNBDCTQDR GHRSC@MBD R @ 4MHUDQRHSX NE "NMCHSHNMR HCDMBD R @ 4MHUDQRHSX NE "TLAQH@ RXSTCDMQSD @KRN QDRONMRHAKD ENQ @CGDQHMF SHM GKHDH2SHDRDMS "NCD NE "NMCTBS XNTVDK@M@C @ BNOX EQNL KWWSV P\ FXPEULD DF XN 6WXGHQW /LIH 6XSSRUW 5HVSRQGLQJ WR \RXU FRQFHUQV 6WXGHQW &RGH RI &RQGXFW

that the accommodation may have been unoccupied for two months when you move in, and some surface dust may have gathered.

Please be afraid to ask questions and/or QDPTDRS GDKO EQNL SGD BBNLLH Residence Life Assistant, or other members of SGD TMHUDQRHSX RS@¤ NM RHSD you are unsure about.

SG@QS RHCDMBD KHED OQNUHCBR@ Best wishes for the academic year ahead.

Meet the team…

At the University of Cumbria we view living in halls as an integral part of your campus experience. As a result of your community living experience we hope that you will develop a concern and respect for others, share your social, cultural and academic experiences and learn to live in close quarters with a diverse group of students.

When you arrive at your accommodation, it should be equipped (as shown in the inventory), clean and ready to move in. Should this not be the case, or if you feel that the standard of cleanliness is not what you would expect, please contact the Accommodation .EEHBD HLLDCH@SDKX RN SG@S SGDX L@X UHRHS and assess the situation. Please bear in mind

- Single bed with under bed storage
- Mattress and mattress cover
- Desk with drawers
- # D RBJG @ H Q
- 6 @ Q C Q N A D
- ! D C R HB@DA H M D S
- # D R+J@ L O
- 6 @ R S D ! H M

K(N N U@RQED Q M HVR-HGBDCQ S @ M M R
B @ Q 8 N S H F V 8 M A Q H@R E @QKTEN Q
S GADD C Q NEKLN N Q

% D W K U R R P V

Each bedroom has an en suite shower room, with shower cubicle, washbasin and toilet.

Care must be taken not to block drains or allow A @ R H M R N Q R G N V D Q S Q @ X R S N N U D Q E K N V 3 G D R G N V D Q drain needs to be cleaned regularly and kept full of water. We provide a shower curtain.

, Q W H U Q H W $ F F H V V

Wireless internet connection is provided
H M@ E K @ H 8 R@G @ V H C Q BDNC M M D B M H N M
D U DAQDXC Q N3GLR D Q UHHBQDN U HA X D C
& K H 8 G D K M@ C C H SBHGNAMS@EHDN N E
S GHHR M B K THMDNCQQ M H S @NHGKNY N
B N M M@ BSSGD K H M DL A V K B H M
X N TVQ K B NOL@ N M@ Q Q/HKUD@MRNDSG @ S
HXENG @ @DM / @NCQO O K@DO O K HX@ WHBK
M D D@C@ C @ S BNNQM MSDSBSG@ V H C Q D C
B N M M D B S H N M

. L W F K H Q V

Each kitchen is equipped with:

- Cooker
- Microwave
- Fridge Freezer
- Kettle
- Toaster
- Vacuum cleaner
- Ironing board
- Mop and bucket
- Dustpan and brush

- all kitchen surfaces are cleared and wiped
- ¦NNQ @QD@R @QD EQDD EQNL BKTSSDQ
- sinks and surfaces are free of dirty pots, pans and cutlery
- all rubbish and recycling is removed from the kitchen on a regular basis
- cookers and microwaves are wiped out each time after use
- bath, shower and toilets are kept clean and wiped down/ventilated to avoid build-up of condensation and black mould.

3GD BBNLLNC@SHNM 3D@L will carry out weekly inspections to ensure this is happening.

8SRQ (QG RI 7HQDQF\ ,QVSHFWLRQ
GHSHQGDQW RQ WKH &RQGLWLRQ RI \RXU 5RRP

0DLQWHQDQFH

0DLQWHQDQFH

Requests for maintenance are PDGH by completing a maintenance request on our Richmond app via 2STCDMS 'TAE. On completion

SGDQRDPTDVRAKRQDEDSQNTQDBDOSHNM
SD@@LMCRS@RSDQHEK@SKR RSDQRDR
OQNAKDL

(SHXNTQDRONMSHBAHKHXSD
L@HMSDM@nce request when reporting a defect. When Estates have visited your room in response to a maintenance request, they will leave a card so that you know they have been to determine the fault. If the problem has not been resolved e.g. parts are required, this Information will be given on the card.

3ODQQHG 0DLQWHQDQFH

Routine and statutory maintenance inspections will be carried out throughout the year. You will be emailed a schedule of planned preventative maintenance work D@BG LNMSG 8NT VHKK AD MNSHEHDC NE @MX additional maintenance in advance by email to your university email account with at least 7 days notice.

(PHUJHQF\ 0DLQWHQDQFH 5HTXHVWV

These should be reported to main reception who

VHSXKBMMS@BSNQDMXSGDQOQNOQH@SD
RDQUHQBDRHSNEEHSDQRD@RD
BNMSNTRSBTQDXGMVHKMUDRSHF@SD
OQHSNQMBX@NKS

0DLQWHQDQFH 5HVSRQVH 7DE

The table shows the response time that Estates will endeavour to achieve. A response can mean a visit by a member of the Estates team. The repair may take longer should parts need to be ordered or a specialist called in.

5HVSRQVH 7LPH	([DPSOH RI PDLQWHQDQFH LVV
(PHUJHQF\ LPPHGLDWH UHVSRQVH¥QD ¦NNC	Gas leaks, water leaks, total power failure, no lighting, no water, alarm fault or activation, external doors not closing, lock out due to failed lock, broken glass which cannot be repaired by Night Security
5HVSRQVH QHHGHG ZRUNLQJ GD\V	No hot water, no heating, blocked drain/WC, faulty light, broken internal glazing, door entry system fault, infestation.
5HVSRQVH ZLWKLQ GD\V	Wash taps, faulty door closers, repairs to broken items of furniture, replacement light bulbs, faulty door bell

2STCDMSR @QD MNS ODQLHSSDC
SGDHNLR NQ QDLNUD ETQMHSTQD
B@QQX QDO@HQR SGDLRDKUDR

0LGHUP ,QVSHFWLRQV

All university accommodation is visited by

)LUH 6DIHW\ DQG (YDFXDWLRQ 3URFHGXUHV

- (M SGD DUDMS NE @ EHQD ENRKRV SGD HMRSQTBSHNMR posted in each room and on hall notice boards.
- Fire blankets and small extinguishers are provided in the kitchens, to deal with RL@KK EHQDR $MRTQD SG@S XNT JMNV VGDIDD this equipment is located and that you are familiar with the instruction for its use.
- 3GD EHQD @K@QL HR @BSHU@SDC AX AQD@JHME glass cover on the red break glass ONHMS SGDRD @QD RHST@SDC MDWS SN EHQD DWHS doors in residences.
- Make sure that you are familiar with all the escape routes out of the residences, including routes that you may not normally use.
- Do not block corridors, stairs, doorways or landings with boxes, cases, bicycles or outdoor equipment.
- Do not allow combustible materials, such as old newspapers, bags of rubbish/ recycling etc. to accumulate in kitchens.
- Fire doors are designed to protect your emergency escape routes, they must be kept shut and never be wedged open or obstructed.
- The use of candles, oil/essence burners, joss sticks etc. is strictly prohibited within the residences and because of the potential harm to others in the university BNLLTMHSX EHQDVNQJR B@MMNS AD KDS NEE HM halls or on campus.
- 2STCDMSR LTRS MNS HMSDQEDQD VHSG EHQD EHFGSHMF DPTHOLDMS (E @ RD@K NM @M extinguisher is discharged for any other reason than one which is deemed KDFHSHL@SD SGD BNRS NE QDEHKK QDMDV@K replacement will be proportionally BG@QFDG SN @KK RSTCDMSR NE SGD EK@S EKNNQ @R appropriate. This applies to all safety equipment in halls.

Smoke detectors and heat detectors are located in the halls of residence, misuse of these will be treated in the same way @R LHRTRD NE ¥QD ¥FGSHMF DR

3GDQD VHKK AD @ ETKK EHQD DU residences at least once during the academic year, when all the alarm bells will be activated continuously and you will be expected to vacate the residences. Residents that fail to vacate the premises during an evacuation SDRS L@X AD EHMDC @MC CHRBHOKHMD

If you have a disability you should contact @ 2STCDMS @MC 2S@EE 2DQUHBD front line services in the Library to ensure that you aware of the support available to you. Additionally as a resident student we have duties to ensure your safety in the event of @M DLDQFDMBX D F EHQD HM G@KKF 2DQUHBDR VHKK HE MDBDRR@QX emergency evacuation plan for you.

:LQGRZ 5HVWULFWRU

4MCDQ 'D@KSG @MC 2@EDSX +DF VHMCNVR VHSGHM NTQ QDRHCDME

P2]CD€ Eá-Ð00 ¤@Ð DÏ_—° à PTCDMS vD530003051004400005300470040520055>0042gu5h0

#NNQ "KNRTQDR

1NNL CNNQR JHSBGDM CNNQR @MC CNNQR @CI@BDMS SN RS@HQB@RDR @QD EHSSDC VHSG GXCQ@TKHB CNNQ BKNRTQDR 3GDX @QD EQDPTDMSKX BNMRHCDQDC @ MTHR@MBD ATS @QD CDRHFMDC SN QDCTBD SGD QHRJ NE ROQD@C NE EHQDR (S HR @M NEEDMBD SN S@LODQ VHSG SGDRD CDUHBDR NQ SN OQNO NODM @MX CNNQ VHSG @ BKNRTQD @SS@BGDC @MC XNT VHKK AD EHMDC /KD@RD QDONQS @MX E@TKSR @RRNBH@SDC VHSG CNNQ BKNRTQDR AX RTALHSSHMF @ 1HBGLNMC QDPTDRS UH@ 2STCDMS 'TA

2LNJHMF

2LNJHMF NE @MX RTARS@MBD HMBKTCHMF SGD TRD NE D BHF@QDSSDR U@OHMF HR MNS @KKNVDC VHSGHM SGD G@KKR NE QDRHCDMBD /KD@RD TRD SGD CDRHFM@SDC @QD@R NTSRHCD /KD@RD CN MNS KD@UD BHF@QDSSD DMCR NM SGD FQNTMC @MC @KV@XR CHRONRD NE SGDL R@EDKX HM @ AHM

(E SGDQD HR DUHCDMBD SG@S XNT G@UD RLNJDC HM G@KKR HMBKTCHMF XNTQ ADCQNNL XNT VHKK AD BG@QFDC @ EHWDC ODM@KSX MNSHBD @KNMFRHCD @ ONRRHAKD $MC NE 3DM@MBX "G@QFD @MC SGDQD L@X AD @ CHRBHOKHM@QX (MSDQUHDV

General safety

(OHFWULFDO $SSOLDQFHV

The use of kettles, cooking equipment, “one cup” elements, rice cookers, fridges, freezers, toasters, microwaves, sunbeds or heaters in bedrooms is prohibited. Washing machines and dryers are not allowed in the halls of Uesidence, other than those provided by the university in the launderette.

If you bring electrical equipment into Halls you must ensure that only one appliance is wired to one plug and that each appliance is:

- in good working order
- covered by a current portable appliance test
- ¥SSDC VHSG SGD BNQQDBS ETHRD

% NRQ@ EQDS@ RHEMRNTQHMF PT@MSHSX NE BNLOTSDQ DPTHOLDMS XNT RGNTKC G@UD @ FNNC PT@KHSX A@Q HMBNQONQ@SDR HSR NVM ETRD EQNL NTSRHCD SGD 4* OKD@RD DMRTOD OKTFR @OD BNLO@SHAKD VHSG 4* UNKS@FD RXRSDL 4MR@ED NO E@TKSX @C@OSDQR EHSSHMFR @MC C@MFDONTR VHQHMF VHKK AD BNMEHRB@SDC @MC VHKK AD HLONRDC

Holes must not be made in furniture or fabric to accommodate wiring. You must not carry out repairs to university electrical equipment, but report any faults by completing a maintenance request.

3HUVRQDO 6DIHW\

Any violent acts, or incidents that cause distress, whether directed towards you or someone else, should be reported as soon as possible to any of the following:

- Residence Life Assistant
- BBNLLNC@SHNM .EEHBD
- 1DBDOSHNM
- 2DBTQHSX

1DONQSR VHKK AD SQD@SDC HM BNMXCDMBD@QR FM@ as possible. Please assist us in discouraging unauthorised persons from coming on to the university site. If at anytime you are suspicious, please report the circumstances at once to the campus reception NQ RDBTQHSX.

A student should never leave his or her room without locking it. &QNTMC EKNNQ @MC A VHMCNVR RGNTKC @KRN be locked when left empty, after dark and before retiring. It is most important that students, entering or leaving a building, ensure that doors are closed securely behind them. 1HYHU DGPLW RWKHU UHVLGHQWV[YLVLWRUV

6DIHW\ DQG 6HFXULW\ LQ 5HV

It is the responsibility of all residents to ensure that the hall of residence is a safe place to live and work, any suspected hazards should be reported immediately to the Accommodation @C@OSDQ VGHBG EEHBD 3GD NMCHSHNMR NE 1DR (E XNT @QD SQ@UDKKHMF explicit. Doors should never be propped open, doing so is considered a serious breach of safety and security. Overloading of electric sockets is extremely dangerous and can lead SN DKDBSQHBR SQHOOHMF NQ EH extension blocks will be considered to be a breach of health and safety regulations and a disciplinary/Fixed Penalty Notice may be necessary.

:LQGRZ /RFNV

6HMCNV KNBJR @QD EHSSDC SN Q anyone falling from a window and to reduce SGD QHRJ NE HMSQTCDQR F@HMH EKnoSn through the window. They are regarded as health and safety equipment. Any tampering with such equipment is treated seriously @MC may QDRTKS HM @ CHRBHO ODM@KSX

6HFXULW\

2DBTQHSX RS@EE @QD NM RHSD O L@M@L,HMC&NQH@ SGQNTFGNTD J DLC JHMDFTK@Q O@ SQNSGB@ L3TRLX@ AVD@QHMF ANCBK@ L DQGHL@ BDNTAKDR DUHCDMBBR BHGKHMQHMF

5HVLGHQFH /LIH $VVLVWDQW

The mission of the Residence Life Assistant is

…….to provide an environment that is

supportive of a resident student's basic and developmental needs and to generate a sense of belonging to a living community that emphasi Ves mutual respect and understanding and awareness of diverse cultures.

The RLA is responsible for the welfare of the residential students and balances discipline and community development in SGD G@LKQHR RNTFFDRSHNMR ENQ HLOQNUHMF your life in the halls and enjoy a living learning experience.

The RLA works closely with the Accommodation .§BDQ @MC SGD RDBTQHSX SD@L @MC HR @M HMSDFQ@K part of university life for residential students, making a vast contribution towards your safety, security and well-being. The RLA is part of a team with responsibility for carry0.125 <004E0052r2bD004300mbameasupart oojsour 5<he Ac

the rareness otT* [,

(PHUJHQFLHV

,OOQHVV

Lists of local doctors and dentists are @U@HK@AKD EQNL SGD BBNLL NC@SHNM FEHBD@MC 2STCDMS @MC 2S@EE 2DQUHBDR @MC XNT @QD advised to register with a local practitioner before an emergency arises, otherwise you may experience some delay before receiving attention.

Students requiring urgent medical attention at night or during the weekend should telephone CHoC 111 (the out-of-hours GP service) or the Medical Practice where you are registered. In the event of a medical emergency you should dial ring 999 (or 112) and inform the duty Residence Life Assistant if further assistance is required.

(PHUJHQF\ 6HUYLFHV

Should you require the assistance

HSX RS@EE

@U@HK@AKD ENQ consultation and advice) who may contact the emergency services and/ or a member of the Residence Life Team on your behalf. They will require your name, your location and a description of the emergency.

&ULPH 3UHYHQWLRQ

Whilst the campus is a low crime area, burglary is very much on the increase and student occupied houses/residences are often targeted. If the following guidelines are put into practice the risk is greatly reduced.

2Q 2II DPSXV $GYLFH

Lock ALL external doors and windows when house/room is unoccupied (use window

KNBJR HE EHSSDC DUDM HE NM

- ‘Postcode’ all valuable property and attractive/saleable items using a UV marker NQ @M DMFQ@UDQ @MC HMBKTC number e.g. CA1 2HH.
- Never put expensive items in view of windows.
- Open curtains in day time and leave a light on at night, preferably using a time switch VGDM SGD EK@S QNNL HR DLOS
- If you do not need a car for your course, leave it at home.
- Keep cards safe at all times.
- Report crime or damage to the Police/your landlord and/or the university. This enables early action and repair.
- Strangers seen wandering on campus should be repo Q S D C S N 2 D B T Q H S X N Q 1 D B D O S Hon.

$GPLQ LVVXHV

$EVHQFH

Whilst there is no question of residents having to ask permission to go away, it is important for them to inform their neighbours of their absence. If you are planning to be away for more than 5 days, as a matter of courtesy we ask that you please inform the Residence Life Assistant.

)HHV

The residential charge entitles you to RFFXS\ your room for the dates stipulated on your Accommodation Contract and includes CGQHR@MRR5@Q@SHNMR

BBNLLNC@BSHR@MC@NHCKTHRHBMF CDAHBSQDE@HSXCNT@UDTDQ@XANTS O@XLDKSR@RVHSG@MHUDQRHSX %HM@BNDM NQL@HK

Following your arrival you will be emailed an invoice for accommodation / catering (if applicable). You will then be able to go to KWWSV SD\PHQWV FXPEULD DF X

Log on using your student ID and DOB. You can then select the option to pay in full or by instalments. The system will guide you through the process and once completed an email will AD RDMS SN XNT BNMEHQLHMF XN insta KLDMK@XNT@CDMHSDNOSHNM O@AXHMRS@KLDMQSHM@MBD BNMSN@QSHM@MBD

Finance will endeavour to support students VGN DWODQHDMBD O@XLDMS CHE students are ultimately responsible for JHMENQLHMF EHM@MBD NE L@SSD on the ability to pay on time. Students will AD MNSHEHDC AX DL@HK NE O@XLDM immediate response from students on the matter will be expected. Payment arrears will result in 1) cancellation of the instalment plan (if applicable) 2) suspension of catering (if applicable) 3) eviction, or any other sanction deemed appropriate. The University will approach guarantors for payment in full of the Accommodation Contract balance, including catering charges. Further failure to respond will result in legal action for the guarantor.

&RPSODLQWV

If you feel we have failed to meet the standards you would expect of us, please inform us of the problem. If the complaint you make is verbal, the matter will be investigated and a verbal response given within 7 working days.

If the complaint is in writing, the complaint will be investigated and a written response given within 7 working days.

(E@ ESDDQ HSBSNLM KX@NHM@SDN S R@SHREHDC by the response you have received, there is a formal university complaints procedure you can follow and details of this (and forms to EHKK HM @QD @U@HK@AKD EQNL SGD BBNLLNC@SHNM .EEHBD NQ NM SGD THUDQRHSX VDARHSD

ZZZ FXPEULD DF XN VWXGHQWVXUFHGXUH

If the response to the complaint is still not acceptable and all internal elements have been facilitated, an application may be made SN SGD EHBD NE (MCDODMCDMS 'HFGDQ $CTB@SHNM .(#DS@THRH of how to pursue redress via the OIA are provided on the university website. The policies and procedures governing independent review will be as determined by the OIA.

Alternatively if you feel we have failed to meet the standards as laid out in the Universities UK code of practice. The code allow V you to gauge your accommodation against a set of standards, and if it doesn't meet these standards there is a complaints procedure.

For more information on how to do this and details of the standards set out in the code please go to: ZZZ XQLYHUVLWLHVXN DF XN

7HOHYLVLRQV

Any equipment receiving a live TV Vignal must be covered by an appropriate licence. The university television licence does not cover the use of students' personal televisions.

External wireless or television aerials must not be erected N M HU DQ QR HS X Q S X

/K D @BRGDVH 3 6+ H B D MQRDHMQF Q C H M F K H B DQMDBPDT H Q D@LSD M S R ZZZ WYOLFHQVLQJ FR XN

Please note that there is not a TV aerial socket in student bedrooms.

6WRUDJH

Outside the period of your contract, the university cannot provide storage space for your belongings, though we will give you information about local storage companies. You should make appropriate arrangements for your belongings well in advance of the summer vacation. Any items left in rooms or communal areas after the contract has ended will be disposed of.

/RVW 3URSHUW\

For any property "lost or found" within halls QK D@RDBNMSBS@RS SGD main Reception D C T C H B@SNQ E NQ Details of items found will be logged and the property stored for 30 days, after this time unclaimed items will be disposed of.

5RRP &KDQJHV

All room changes must be approved in writing AXSGDB BNLLNC@ESEHHDMDQT AIDBS SNB G@QFD

1 NNB G@ MVFHDSRSHDD RHC@MDBDDM Q SGED@BHESADRHL@AKTSHSG@QKX QDRHCHDMSRQKL@QKQB DMS@FD VHRGSHMFUB@CNMRHCSNQ@DAKX @CLHMHRVNQ@KSMQDC Bt(SN

%LF\FOHV

!HBXBKDR LTRS MNS AD RSNQDC HM EK@SR NQ SGD corridors of the halls of residence. There are under-cover bike stores on the campus, please use these. Locks should be brought with bicycles for safe storage.

There are bike storage facilities outside SGD DMSQ@MBD SN SGD @ccommodation block and lockable storage between the Learning Gateway and Calva Buildings. Before using the bike sheds provided students are advised to read the displayed advice notice.

9DFDWLRQV

Your accommodation contract is inclusive of Christmas and Easter vacations and you can remain in halls/leave your possessions in your room during these periods.

in any public areas within the residences,

8VH RI 3UHPLVHV

Students are advised to read the Conditions of Residence prior to arrival to ensure that they are in compliance with all the conditions. Furnishings and equipment are provided for SGD AHMNDE¥@KK QDRHCDMSR @MC LTRS MNS therefore be removed from communal rooms. This applies to tables and chairs.

Dart boards and the throwing of darts or other sharp objects in and around the halls of residence is not permitted, nor is the playing of @MX A@KK NQ EQHRADD F@LD ENNC NQ V@SDQ ¥FGSR nor any other dangerous horseplay.

Portable barbecues, paddling/swimming pools, camping stoves, tents, awnings etc. are not permitted in or around the halls of residence.

Residents may not store collections of empty B@MR ANSSKDR QN@C SQ@EEHB RHFMR BNMDR HM SGDHQ study bedrooms/kitchens.

2STCDMSR VHKK AD BG@QFDC ENQ SGD QDLNU@K NE SGHR DWBDRRHUD QTAAHRG ATHKC TO HM G@KKR NE QDRHCDMBD %@HQX KHFGSR @QD @ EHQD G@Y@QC @MC @QD MNS permitted at Christmas nor at any other time of the year. Christmas decorations must be put in safe places and removed before leaving for the seasonal break.

5HVLGHQWLDO /LIH WKH UHDOLW\ FKHFN

Everyone enjoys a healthy social life and it is a big part of university life, especially as you are getting to know each other at the beginning of term. However, be aware that persistent drunken behaviour can create noise and antisocial problems for others that live with you which can lead to arguments and resentment.

‘God that kitchen was a mess. But just a simple thing like a rota with your name on it and job for that week really helped us get to grips with the cleaning... best kitchen in the whole block by Xmas... I kid you not!’

,@JD @M D¤NQS SN RG@QD BNLLTM@K CTSHDR HS VHKK O@X N¤ HM SGD DMC– -NANCX DMINXR CNHMF SGD washing up, cleaning surfaces, emptying the bin, putting things away. But equally, nobody enjoys continually living in a mess! Work it out from the beginning who will do what each VDDJ TRD HS @R @M DWBTRD SN FDS XNTQ I@S INNQ together, its a good way to meet people and get to know them. If you ignore the problem it won’t go away! It is more likely to escalate, and SGD ¦@S BNTKC DMC TO VHSG @ BKD@MHMF BG@QFD

Z,[YH VHHQ D NLWFKHQ ³DUH XS HURP D FKLS SDQ ²UH LQ OHVV WKDQ ²YH PLQXWHV DQG WKH ²UH GHVWUR\ it, so it really gets to me when people mess ZLWK ²UH HTXLSPHQW GRQ[W WKH\ JHW LW" 7KH\[UH messing with peoples lives... and I value my life even if they don’t value theirs!!!’

In buildings this big, health and safety is paramount. If other people’s behaviour causes you concern or negatively impacts upon your enjoyment of living in halls then this should MNS AD SNKDQ@SDC S@KJ SN SGDL ¥QRS BG@KKDMFD them in a non hostile way! If that fails, speak to the RLA whether you want the person to be approached or not, they may be able to advise you as to how you can deal with the situation.

,I , OLYH LQ KDOOV DQG , KDY SUREOHP ZKR FDQ * WDON WI

6SHDN WR WKH 5HVLGHQFH /LIH $

- you are feeling isolated, disconnected homesick or ill
- XNTQ ¦@S L@SDR @QD MNHRX @ not sharing with communal jobs or using your food or possessions
- you feel you are the subject of harassment or any sort of intimidation

6SHDN WR WKH $FFRPPRGDWLRQ

- you are considering leaving or changing your accommodation
- you have you lost your key
- you want to increase your Cumbria Card meal option

6SHDN WR D 6WXGHQW 'HYHORSPH 6WXGHQW DQG 6WDII 6HUYL HV LI

- XNT @QD RSQTFFKHMF ¥M@MBH about paying accommodation fees
- you have personal issues which you wish

SN CHRBTRR HM BNM¥CDMBD

6SHDN WR WKH 6WXGHQWV[8QLR DERYH DSSO The Students’ Union 6WXGH 6XSSRUW 2DQUHBD NEEDQR BNME advice, information to all students enrolled at

.H\V

You are issued with a set of keys on arrival and it is imperative that great care is taken of them. If they are lost then found by someone with criminal intent that person can gain access to SGD VGNKD ATHKCHMF SGD VGNKD EK@S @MC XNTQ room, putting yourself and others at risk.

If you are locked out of your hall you should BNMS@BS XNTQ EK@S L@SDR SN KDS XNT A@BJ HM HE XNT know your keys are inside, or you may have to wait in another friend's hall until your own hall mates come home. Only if you cannot gain access any other way you should -

- #TQHMF N§BD GNTQRUB@KK SGD BBNLLNC@SHNM .§BD SGDX VHKK RDMC RNLDNMD SN KDS XNT HM @S SGD ¥QRS convenient opportunity.
- .TSRDHNCEEHNDQRMS2@BSQHSX SG1DDRHCEHMBDRHRS@MS (CDMSHELHTRGDSHNMDNCDX VH@KK@NBD@QN NL

If keys are lost you must contact the BBNLLNC@SHNM .EEHBD ENQ @ QDOK@BDLDMS O@X@AKD NM HRRTD NE SGD JDXR (E lost keys are subsequently found you may be entitled to a partial refund for one set of keys.

'DPDJH WR 8QLYHUVLW\ 3URSHUW\

8NT @QD EHM@MBH@KKX QDRONMRHAKD NQ C@L@FDR (other than fair wear and tear) in your bedroom @MC @KK BNLLTM@K @QD@R NE XNTQ EK@S HMBKTCHMF stairwells and entrances). Damage to furniture @MC EHSSHMFR LTRS AD QDONQSDC SN SGD BBNLLNC@SHNM .EEHBD 'E SGD JÊÊ³• "XA yB"68 NLLGD ‘ p9$P 0—qð @ 0 À

'HSDUWXUH

'HSDUWXUH

The contract you signed when you agreed to take on the accommodation will stipulate the date on which your contract expires and you must vacate the property on or before that date.

Towards the end of the summer term, you will receive a copy of the end of tenancy notes which will advise you in detail of the correct procedures to follow when vacating your accommodation.

When you depart at the end of your contract:

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