Your Guide to Living in Halls
2019/2020
Top tips for a safe and enjoyable time throughout your stay:

- Information on Halls and catering can be found at nottingham.ac.uk/nh
- Get to know your hall tutor
- We are all here to help you, please don’t hesitate to speak to a member of team
- Keep safe, keep valuables out of sight, always close your windows and lock your door when your room is unoccupied
- Respect staff and your fellow students
- Most importantly, enjoy yourself and embrace Hall life
- It is a good idea to put important telephone numbers into your phone, for example Hall Office, Duty Tutor and Security in an emergency

Putting You First
Our mission is to provide a great sense of community in a healthy, safe, clean and pleasant environment to enable students to learn, live and socialise.

The University of Nottingham aims to provide you with quality accommodation along with efficient services delivered by our friendly staff. In return as one of our residents, you have a responsibility to make a positive contribution to your new Hall community by following regulations set out in this guide, being considerate and courteous to your fellow residents and by respecting our neighbours who also live in our nearby community.

The Accommodation Code of Practice
Where you live is a big part of your University experience, to protect you we are accredited by the Accommodation Code of Practice theaac.org.uk
Absence from Hall
In the interest of fire and safety, residents are required to sign out online, if you intend to stay away from hall overnight. The link to do this will be sent to you and will also be displayed in the hall.

Access to rooms
During your stay, access is required by University staff and third parties under our control for the following: cleaning, cleaning checks, maintenance, sanitary bin replacement, for any emergency situation and as part of an ongoing investigation. Please refer to section 5 in the Halls Licence Agreement.

Accommodation room inventory
Please complete the room inventory online within three days of your arrival or we will assume that everything is in order.

Accommodation Services
Located in the Portland Building the team are on hand to assist you through your booking process. Further support is provided once you are here with queries and next year bookings.

Address
Please see our website for the address of your Hall.

Animals
No pets are allowed in Hall.

Bars
Campus bars are open seven days a week.
- Core: Newark Hall, Jubilee Campus
- Echo: Derby Hall, University Park
- Hops: Lenton & Wortley Hall, University Park
- Latitude: Hugh Stewart Hall, University Park
- Mooch: Students’ Union, Portland Building, University Park
- Vesper: Willoughby Hall, University Park

Barbecues
These are only permitted via catering by filling in an Events Form.

Bedding
Please bring your own bedding with you to make your room more homely alternatively the Online Store retails bedding packs for you to purchase.

Bicycles
Bicycle storage areas are available around the campuses. Bicycles are left at owner's own risk and will require extra insurance cover.
Catered Halls
Included in your package:
- A daily variety of simple hot and cold breakfasts Monday to Friday at your Hall
- A daily variety of hot and cold brunch is on Saturday and Sunday at your Hall
- A weekly allowance Flexible Lunch Card transacted through your University card at numerous campus outlets
- A daily evening meal Monday to Sunday at your Hall
- Alternate packed lunches may be available by prior arrangement
- The Flexible Lunch card will carry a daily allowance and any remaining balance will be wiped clean weekly.
- To consult with the catering team regarding any specific requirements please speak with your head chef at your hall.

The catering will be provided for 31 weeks during term time.

Vacation catering packages can be added to your account. Please contact the Accommodation Office.

Cleaning
Your room will be cleaned by the housekeeping staff once every two weeks. A schedule will be posted in the Hall from the start of term. All belongings should be removed from surfaces and floor to allow access for the cleaning team (they will not move items of a personal nature).

Communal areas and pantries are cleaned every day Monday to Friday.

You must keep your room clean and reasonably tidy and take any rubbish and recycling from your room to the designated bin area.

Community
The University of Nottingham is a community of over 44,000 students from over 150 countries with a range of backgrounds, beliefs, and identities. We are committed to promoting and providing a safe and respectful environment for everyone in our community. There are clear policies around dignity, respect, and discriminatory harassment. Bullying, threatening, or offensive behaviour are all seen as examples of misconduct which could lead to disciplinary action.

We believe that everyone deserves respect. You should give it and expect it from others. And if you feel you aren’t receiving it, you should let us know.

Complaints
For any problems or issues you may have during your time in Halls, please don’t hesitate to speak to one of your Hall Management team, Warden, Deputy Warden and tutors. Alternatively, you can also contact us by email acc.feedback@nottingham.ac.uk or BH-halls-catering@nottingham.ac.uk or by text 0780 0003 285.

The student University official complaints procedure can be found nottingham.ac.uk/academicservices/currentstudents/complaints.aspx

If you require support in making a complaint, you can access help from the Student Union Advice Centre: su.nottingham.ac.uk/advice.

Counselling Service
The University Counselling Service gives support to students by offering confidential, professional help with personal, emotional or mental health problems. nottingham.ac.uk/counselling/index.aspx

Departure
If you have booked a 31 week licence then you need to vacate your room by 10.00 am the Saturday after the last day of term. Please ensure your room is left in a clear state, all rubbish deposited in bins and fridge is emptied. Keys are to be returned to Hall reception.

If you have booked a 39 week licence then you do not need to vacate your room until the last day of your booking and follow the above instructions.

Damage / Decoration
Any damage caused to your room or any University property will be charged to you as an individual.

You are not permitted to decorate or make any alterations to your room. The use of pins or nails is restricted to the noticeboard provided.

Fixing posters or anything else to the walls, doors, ceilings or window-frames is likely to leave a mark, even if you use things which are supposed not to mark. We will not allow marks from pins, tape, blu-tak and so on as fair wear and tear.

If there is damage in shared areas, we will use reasonable efforts to try and identify who caused it. If we cannot identify the culprit, we will spread the costs of repair or replacement among the occupants who have access to that area of the Hall. We will not pass on the costs to residents if we reasonably believe that the damage was caused by an intruder.

You must notify the Halls Management Team as soon as you reasonably can (and in any event within 48 hours) after becoming aware of any damage. If you do not report damage and the damage becomes worse over time, you may have to pay for a replacement or major repair, when a simple repair should have been enough.

You must not remove any contents from the room, from the shared areas or from any other part of the residence.

Discipline
The Code of discipline is the expectations and conduct we set for all Registered Students and those in Hall Accommodation. It is important that you read this document. nottingham.ac.uk/documents/curriculum/code-of-discipline.pdf

Drugs
Students are warned that the use or possession of illicit drugs is strictly forbidden in the Hall and its precincts and will result in disciplinary action being taken. The University operates a strict tolerance on drugs.

Repeat offenders found with Class B drugs will be referred to the Senate Disciplinary Committee and will face suspension from University accommodation by The University Assessor. Students found with Class A drugs will face immediate suspension from University accommodation and referral to the Senate Disciplinary Committee.

Any student found to be using or supplying illicit drugs will be reported to the Registrar, University Assessor and Security who may inform the Police.
Electrical items
You have a responsibility to comply with electrical and fire safety requirements.
Only University owned and tested electrical appliances are permitted to be used in the Pantry areas of the Hall.

Email address
When you register with The University you will automatically be given an email address. Any Hall correspondence will be sent to this email address only.

Emergency contacts (out of hours)
Security 24 hours (0115 95) 13013
Emergency services ambulance/fire/police call Security’s emergency number: (0115 95) 18888
There are internal telephones located around the Hall – please make a note of their locations. It may be useful to programme these numbers into your mobile phone.

Events form
Any student run events need to be approved by the Hall Management team, Warden and Students’ Union. Please submit at least 14 days prior to guarantee it can take place. secure.jotformpro.com/form/42953188087971

Faith
Whatever your background or faith, our University chaplains are here to offer spiritual and pastoral support. As well as supporting you in your faith, our chaplains can help you practise and explore your beliefs. Our chaplains can also advise on:
- where to worship in the local area
- student faith societies
- balancing your faith with student
You’re always welcome to drop into our hospitality room in the Portland Building, University Park for a chat and a drink.
More information about Places of Worship and Prayer Rooms on our campuses can be found on the website: nottingham.ac.uk/chaplaincy/index.aspx

Fire safety & regulations
Fire procedures are detailed in your Hall, please ensure you familiarise yourself with these.
Tampering with fire equipment is a criminal offence, this includes the smoke detectors, which will result in a disciplinary meeting and a fine as well as the replacement/repair cost(s) of the appliance(s).
Disciplinary action may be taken if any student activates the fire alarm through negligence.
All student guests must be recorded. See Visitors.

First Aid
There are first aid boxes available in each Hall office. At other times contact the Hall porter or duty on call pastoral team. The Security team is on duty 24 hours a day and can be contacted on 0115 95 13013 or in an emergency 0115 95 18888
Hall Management team
The Hall Management team is based in the Hall office. The team are responsible for the general running and operation of the Hall facility and provide specific services such as cleaning, maintenance, safety and the security of the Hall. Please call in to see us if you have any queries.

Contact numbers are displayed on the office window. If no one is available at reception you can contact the Hall Management team via the telephone in reception.

The Hall office is open from Monday to Friday, 8.00am - 5.30pm during term time.
For vacation opening times please see in hall information.

The Hall Manager/Assistant Manager
Monday to Friday, 8.00am - 5.30pm

Porters
Monday to Friday, 4.30pm - midnight
Saturday & Sunday, 6.00pm to midnight

Hall Committee
The Hall Committee is made up of student volunteers, elected by the residents of their halls to represent them as part of the Students’ Union. The purpose of the committee is to lead in shaping your experience in halls. They make sure your voice is heard through meetings with Wardens, Hall Management and the Students’ Union – organising a range of inclusive events to make sure there’s something for everyone to get involved in. Hall Committees ensure that your hall experience is in your hands; so watch out for the elections happening in October.

Health and safety
Please report any health and safety issues you may have to the Hall Management team.

Heating
The building is environmentally controlled to provide a comfortable temperature whilst minimising waste. As the weather gets colder the heating system compensates for the outside temperatures to ensure a constant temperature. You can adjust your heating via the valve or thermostatic valve on your radiator. If you feel that your room is below 21°C please contact the Hall Management team.

Ice
If you need to report an emergency please refer to the hall emergency information in your hall.

Insurance
Personal contents insurance is provided under The University block Hall scheme through Endsleigh. Register online once you have accepted your place. It is important you read this thoroughly to ensure you have adequate insurance.

Internet and IT support
Wi-Fi is available in all of the Halls. This is included in your accommodation fees.
You can contact the IT helpline between 8.00am - 6.00pm. An out of hour service is provided at all other times. Telephone: 0115 95 16677 e: student-it-helpline@nottingham.ac.uk w: nottingham.ac.uk/is/help
Problems with coverage or loss of connection should be reported to the Hall Management team.

IT services and facilities are governed by policies, standards and regulations (including Code of Practice for Users, Terms and Conditions, Fair Usage Policy and JANET Acceptable Use Policy).
nottingham.ac.uk/it-services/aboutus/policies.aspx
nottingham.ac.uk/it-services/security
Junior Common Room (JCR) Committee
The JCR is a subordinate body of the Students’ Union. The aims of the JCR are to promote a community spirit in the Hall, provide a means of communication between students, other faces of the SU, Hall Management teams and the Hall Warden, see Hall Committee.

Keys
It is very important that you take care of your room key. If you lose your key please report this to the Hall office immediately and purchase a new key from the online shop.

Laundry
The laundry rooms have washing machines and dryers which are operated by downloading an App, topping up with money and scanning the machines QR code.

There is an online facility for seeing when the machines are free www.circuit.co.uk

Laundry rooms are cleaned every day Monday to Friday. Please report any issues to Circuit and the Hall office.

There is a free phone number or email to contact the company directly, regarding the laundry machines: t: 0800 092 4068
E: service@circuitgroup.com

Leaving Hall early
Should you decide to leave the university, please refer to section 14 of the Hall Licence Agreement. Please refer to the University website and complete the relevant form once your suspension of studies has been agreed. If you are experiencing difficulties please log your request and consult with the pastoral team for further support.

Maintenance & repair
Please report any maintenance issues to the Hall office and we will attend to it as quickly as possible. Priority levels can be seen on our website nottingham.ac.uk/estates/servicelevelagreements/home.aspx

Medical and disability conditions
You may already have told The University about a disability or medical condition. Please come and talk to your Hall Manager or Warden’s secretary to allow us to assist you further and create a great environment for you. All information you give us will be treated with the strictest confidence. For further support please contact the University Student support services.

Missing persons
If you notice an unexplained absence or a friend that has to stay away unexpectedly please inform the Warden or Hall Manager immediately.
Noise complaints
Excessive noise will not be tolerated within the Hall and can affect others. If you experience excessive noise between 10.30pm and 8.00am please report this at the time it is happening by ringing the on call pastoral team mobile number. Do not wait until the morning to report it. Excessive noise outside these times will not be tolerated. A Zero tolerance is applied during exams periods.

All complaints will be treated in the strictest confidence and disruptive/noisy residents may face disciplinary action.

Pantry
There are pantries throughout the Hall. Please keep these areas clean and tidy to avoid pests. The pantry bin is only for pantry waste, not bedroom waste. There is equipment available in each pantry for students to use (toaster, kettle, microwave, iron and ironing board) so there is no need for you to bring these items with you.

Parking
Visitor parking is available and parking permits/vouchers or pay and display tickets are required to be displayed on vehicles on University campuses between 9.15am and 4.00pm weekdays.

Post and parcels
Post is sorted alphabetically by surname into pigeon holes in the Halls. Parcels can be collected from the Hall office. There is no courier or Royal Mail delivery on Saturday or Sunday (please be aware of this if you pay for next day delivery).

Prohibited items
The use of candles, tea lights and incense sticks, shishas / bongs, e cigarettes or smoking in study bedrooms or any other part of the Hall and its precincts is strictly prohibited.

The use of electrical Toasters, hotplates, kettles (apart from a travel), microwaves, cookers (or any cooking appliance or food preparation item), irons, extension leads (unless it is fused), decorative lights (LED lights are permitted), electrical under-blankets, lava lamps and heaters in study rooms within Hall is also strictly prohibited.

Food must not be cooked or prepared in study rooms. Illegal drugs must not be brought onto University property, this includes associated paraphernalia such as bongs.

The possession, use or discharge of any weapon, explosive or detonator or the discharge of any fireworks is forbidden.

We may remove any of the items listed above or anything else which is a hazard.

Further regulations on weapons and drugs can be found in The University’s Code of Discipline.

Print hub
The University of Nottingham Print Service uses Multifunctional Devices (MFDs) which offer printing, copying and scanning. You can release your print or copy job at any MFD across The University (each Hall has this facility).

Rubbish and recycling
All students are asked to empty their own bins by taking the contents to the bin store outside of the Hall. There are recycling facilities for you to use outside the Hall, please use them.

You are asked not to leave bags of rubbish in the corridors and pantries as this is a fire risk to you and others.
Security
The University employs its own in-house Security Team and uniformed security officers providing 24-hour security which provide secure and safe campuses for all.

Smoking Policy
The University operates a strict no smoking policy and smoking inside all buildings is strictly prohibited (including e-cigarettes). nottingham.ac.uk/safety/documents/smoking-policy.pdf

Sports facilities
The new £40 million David Ross Sports Village is now open on University Park offering an inspirational and accessible sports provision for all.

Our indoor and outdoor facilities include state-of-the-art fitness suites, three sports Halls, swimming pool, climbing and bouldering wall, 3G and sand-dressed pitches, water-based hockey pitch, over 40 grass pitches, three pavilions and a boathouse (students only). https://www.nottingham.ac.uk/sport/davidrosssportsvillage/david-ross-sports-village.aspx

Jubilee Sports Centre offers a variety of facilities including a sports Hall, squash courts, fitness suite and an outdoor 3G playing field. nottingham.ac.uk/sport/facilities/jubilee/index.aspx

Students’ Union shop
The Student’s Union have partnered with SPAR for it’s on-campus shops.

Portland Building
Monday to Friday 8.30am - 9.30pm
Sat 10.00am - 5.00pm
Sun 11.00am - 5.00pm

Exchange Building
Monday to Friday 8.30am - 8.30pm
Sat 11.30am - 5.30pm
Sun 1.30pm - 5.30pm

Opening times vary during vacation.

Student Service Centre’s
Student Services offers a wide range of help and support related both to your course and to the wider University experience. They help you with course-related matters, academic, finance and also signpost you for any disability and counselling services. Find out more: nottingham.ac.uk/studentservices

Social & Study areas
Halls offer a vibrant and sociable environment and we have a range of areas to suit your needs, mood and requirements.

Our study areas offer space to meet with small study groups or for some quiet study time. Some Halls also offer a traditional library, libraries are available at most halls.

For when you want to meet friends we provide five Hall bars across our campuses each serving a themed food and drink menu and you can even use your lunch card here.

Sustainability - Student Switch Off
Residents can win prizes while reducing environmental impact with Student Switch Off - an energy saving and recycling competition.

Visit studentswitchoff.org/unis/nottingham for information on how to get involved in your hall.
Television
There is a TV available in the communal area which is covered by The University’s TV licence. However, you will need your own separate TV licence if you watch your own TV in your room.

University Card
Look after your University Card – if lost it will cost you £15 to replace. Lost or damaged cards need to be reported to the Security Office at the rear of Hallward Library, University Park Campus.

Visitors
Any overnight visitors must be signed in online for fire and safety purposes. Visitors are only permitted to stay for a maximum of three nights. You are responsible for your guest’s behaviour throughout their stay. Visitors will be removed if they are found causing damage, nuisance or annoyance to others.

Water
The water from the taps in the bedrooms and pantries is suitable for drinking.

Warden
The Hall Warden, Deputy Warden and tutors are responsible for your pastoral care, welfare and discipline. For out of hours please contact the on call pastoral team on the number displayed in reception.

The Warden and team are available for support and advice and can refer to other services as appropriate to ensure that students are well supported and the Hall functions as a community that benefits everyone. The Warden’s Secretary can be contacted during office hours.
Useful Contacts

Accommodation Services
+44 (0)115 951 3697
accommodation@nottingham.ac.uk

Health Centre, University of Nottingham
+44 (0)115 846 8888
www.unhs.co.uk/the-university-of-nottingham-health-service.aspx

International Office
+44 (0)115 951 5247
nottingham.ac.uk/InternationalOffice

Student Services
+44 (0)115 748 6500
nottingham.ac.uk/StudentServices/index.aspx

Students’ Union
+44 (0)115 84 68800
su.nottingham.ac.uk

Correct at time of print Feb 2019