



BUCKINGHAMSHIRE
NEW UNIVERSITY
EST. 1891

THE ACCOMMODATION SERVICE RESIDENTIAL SURVIVAL GUIDE



Welcome from The Accommodation Service

We hope that you are settling into your room.

The information provided in this booklet will assist you during your stay in halls.

Please ensure that you attend your kitchen meeting as other useful information will be given to you and you can ask questions in return. Should you have any questions or problems do not hesitate to talk to your Senior Resident as they are here to help you. Alternatively, you can contact us directly on **01494 603063**, or call in to The Accommodation Service, at the Student Hub (N1.02).

Welcome from the Senior Resident (SR) Team

Hello, welcome to High Wycombe, welcome to Buckinghamshire New University, but most importantly, welcome to the halls of residence. This will be your home from home for the next nine months or so, and your time here could be a life-changing experience. The SR team are here to help make sure it's a good one.

We will be doing our best to help you settle in over the next few days and weeks, and one of us is always on call to help if needed. We're all experienced and trained in dealing with a whole range of problems you may face; and remember we've all been first year students at BNU before, so if it happens to you, it probably happened to one of us!



COVID-19 - Coronavirus

The world is still in the midst of a pandemic, although restrictions are starting to ease. Therefore, it is important to be aware of guidance and take appropriate precautions.

Government Guidance

It is important to observe government guidance in relation to Covid-19. In terms of the guidance, each flat is considered a 'household'.

Guests and Flats Mixing

- Currently no guests are permitted in the halls. We will keep the policy under review and let you know if it changes.

Symptoms, Diagnosed Cases and Self-isolation

- If you find you develop symptoms of coronavirus you need to inform **students@bucks.ac.uk**, self-isolate immediately, and only leave your flat for the purpose of getting a test. The student Centre will send you further guidance.
- If you are asked to self-isolate, please do so and stick to the rules, so you don't put others at more risk.

Face Coverings

All students and staff (unless they are exempt) are recommended to always wear a face covering, if they are moving around any space shared by more than one flat e.g. landings, entrances and stairwells. Face coverings do not need to be worn within your own flat – that area is considered a household, and your home.

Flat Cleanliness & Personal Hygiene

You need to do your bit to keep your flat clean, in order to help to prevent the spread of coronavirus. Please make sure you:

- Wash your hands whenever you can, use hand sanitiser when you can't.
- Wipe down kitchen surfaces before and after use – use the provisions supplied or use disposable cloths.
- Doing washing up straight away and keeping the kitchen tidy so that the cleaner can clean on the relevant day.
- Cleaning communal bathroom facilities after use.

In order to keep the halls Covid-Secure we've put the following in place:

- Installed hand sanitiser dispensers in flats.
- Put 'sanitiser stations' (spray and kitchen roll) in kitchens, to help you keep the flat clean.
- Enhanced the cleaning to include touch point cleaning in the circulation areas.



Halls facilities and general information

Universities UK Code of Standards

Our halls of residence meet the standards laid down by the UUK code of standards, which is nationally recognised. For more information you can visit uukcode.info.



Licence Agreement

The licence you accepted when you completed your online application is a very important document. It is essential that you familiarise yourself with the clauses in the licence as breaching them could result in you being asked to leave the accommodation.

Please note that the Licence Agreement is a binding document; before deciding to leave the halls, you should speak to The Accommodation Service as you may still be required to pay your rent.

Rent

Rent will undoubtedly be one of the most expensive outgoings you will have when at University. It is essential that you budget well to ensure your rent is paid on time. If you are struggling financially, please do not hide away from the problem or The Accommodation Service; make an appointment to see us or the Students' Union Advice Centre. We can offer help and advice.

Emergencies

24-hour support is available. In the case of an emergency, you should first contact the halls security/reception immediately. They will either help you directly or ask a Senior Resident to attend. The number for security/reception will be displayed in your flat.

Mail

You need to collect your post as it is not delivered. To ensure post isn't returned to sender, make sure people sending you post know your full name and address. You will need to show your ID card when collecting post.

When you have left our accommodation we cannot hold mail for you or redirect it; therefore, if you want it to be forwarded, then you will need to make arrangements with Royal Mail.

Safety and security

All residents share the responsibility for safety and security to themselves, others and all property. All efforts should be made to keep the accommodation secure when unattended. All emergency procedures should be understood and adhered to.

By taking a few simple precautions you can lower the risk of you being a victim of crime.

On campus

Like any other university campus there are people accessing the grounds and facilities and some areas that are less well lit than others. Therefore, follow the simple steps below to keep you and your property safe:



- If in a downstairs bedroom shut windows when you are not in your room and close curtains to hide valuables.
- Ensure your room is locked when you are not in.
- Do not leave valuables in the kitchen.
- Remove any identification from your keys.
- Ensure the front door to your flat and block is always locked shut.
- Please report anyone acting suspiciously to security immediately.

Off campus

- Don't write down your pin number for your bank card.
- Try and take money out of cash machines during the day.
- Walk in groups at night.
- Prebook a taxi for a night out or use the SU minibus service.
- Don't leave drinks unattended.
- Be vigilant when using your mobile in public.

Health

To register with a doctor, go to nhs.uk/service-search to find the nearest GP surgery to you.

Students going to university or college for the first time, including overseas and mature students up to the age of 25, should contact their GP to have the Men ACWY vaccine, ideally before the start of or in the first few weeks of the academic year.

Kitchen Appliances

Instructions for all kitchen appliances are available on Blackboard under: My Organisations - Accommodation Service - Appliances. If you need any help to find anything, please contact us.

Maintenance

A dedicated maintenance team is on hand to ensure all problems you report are resolved as soon as possible. You should report maintenance online at https://badger.bucks.ac.uk/BUCKS_HELPDESK/login.html and login using your normal Bucks login details. If you are unable to do this, then you can report maintenance directly to the security/reception teams at the halls.

All maintenance matters, including pests, will be dealt with as soon as possible; however, emergencies and urgent matters will be given priority and minor matters may take slightly longer to resolve.

Smoking

Smoking is prohibited in all University buildings, including halls. It is illegal to smoke in communal areas within the halls of residence and within 10 metres of a door or window.

Laundry

A communal laundrette is available in each of the halls.

The machines are card operated and cards can initially be purchased from the machines in the laundry rooms; once purchased they can be topped up online. You will also be able to view current usage online, so you won't need to hang around waiting for a machine. These laundry services are supplied by Circuit Managed Laundry Systems.

You can download the Circuit app now, available for iPhone and Android.

Please familiarise yourself with the instructions on each machine as the University cannot accept responsibility for loss or damage to any item of clothing whilst using the facilities; the machines are used at your own risk at all times.

Keys

Your keys allow you access to your room. Your card/fob will give you access to your flat and building front door. Please take care not to lose your keys, however if you do, please report it to security/reception immediately. If you lose your keys or card/fob, there will be a replacement cost and it is a security risk. Please try not to lock yourself out, it is easily done but can be disruptive for others who have to let you in.

Guests

The usual guest procedure is below, but please see the Coronavirus section for current guest restrictions.

Students are responsible for the actions of their guests/visitors. Any guest causing a disturbance will be asked to leave the accommodation immediately and the student responsible for that guest will be subject to action under the licence.

All guests must be signed in and out and abide by the guest procedure. There is a guest policy for the halls of residence, which you must adhere to; please familiarise yourself with that procedure at bucks.ac.uk/life/accommodation/essential-information as your guest will be refused access if you don't abide by the rules.

The University can exclude any guest from visiting halls.

Inventories

You will be given an inventory to complete within the first few days. All residents are required to complete these along with a separate inventory form for communal areas. Please note that if loss or damage is noted when you vacate the halls and it is not detailed on your inventory, you will be charged accordingly.

Cleanliness

Although cleaners are employed and will visit each week to assist you with the cleaning of communal areas and to remove the recycling and waste, you are responsible for cleaning your own kitchen, hallway and bathroom areas, so please make sure you remove, clean and tidy up daily. Dishes should also be washed as you go.

Individual perceptions of what is clean and hygienic can vary a great deal. It is essential for everybody's enjoyment that residents clean all communal areas themselves. Regular checks of all areas will take place and failure to keep accommodation clean will lead to additional cleaning charges and action under the Licence Agreement. If you are finding difficult, a rota may prove helpful.

Residents should not throw anything out of bedroom or kitchen windows; again, it will lead to additional cleaning charges and action under the Licence Agreement.

The University works closely with Buckinghamshire Council to provide recycling facilities and promote environmental awareness. Bins for plastic, paper, glass and cans are provided. Please do not contaminate any of the recycling bins with waste that should not be in them; do not put regular waste in recycling bins. If bins are contaminated none of the recycling can be used.

Sustainability

BNU is committed to increasing energy efficiency and sustainability in halls. You can help with this by ensuring that you turn lights off when not in use and recycling where possible.

Damage and vandalism

As a resident of your allocated block/flat, you, together with other residents occupying the same block/flat, must take responsibility for the condition of the communal areas. Any damage caused to communal areas or equipment is the responsibility of all residents, and if the individual(s) responsible for the damage cannot be identified, the University will charge all residents of that block/flat for reimbursement of the costs.

All damage and vandalism to buildings or property is unacceptable. It constitutes a criminal offence and, in appropriate situations, the police may be notified.

Furniture

Residents are not permitted to bring furniture inside halls, which includes inflatable chairs. Additional nets and curtains are not permitted. Any item found will be removed and disposed of.

Bicycles

Residents are strictly prohibited from bringing their bikes inside halls. Bicycle racks are provided outside. Any bikes found within halls will be removed immediately without notice, and any damage caused will be charged for.

Community

Whilst living in halls of residence it is essential to be aware of the community around you. This is not just the student community, but also the wider local community.

The University relies on the support of the local community when providing accommodation for students; we also have a reputation to think of. For that reason, we ask you to be considerate of the local community while living in halls as well as when walking home.

Check the Community Guide at bucksstudentsunion.org for further information.

Fire safety and fire alarms

You must immediately vacate the halls when the fire alarm sounds. Familiarise yourself with the fire exit(s) in your flat, so you know where to go when the alarm sounds. Those who do not vacate are breaching the licence and putting people's lives at risk.

Any propping or wedging open of fire doors, removal of door closures, tampering with or vandalising the automatic fire detection sensors, blocking of any escape route or misuse and/or malicious discharge of firefighting equipment is prohibited. It will also lead to action being taken under the halls licence and could result in you losing your accommodation. This could subsequently lead to loss of life for you, other residents, or a fire fighter.

The following are common causes of fire:

- electrical equipment left switched on when not in use
- careless disposal of cigarettes
- accumulation of paper and other materials which can catch fire
- combustible materials left close to sources of heat
- inadequate supervision of cooking activities
- candles and incense sticks being used (this is against your licence).

Statistics show that inadequate supervision of cooking activities and careless disposal of cigarettes are the main causes of fire in student accommodation.

First aid

If you require first aid please contact security or a SR, who will advise you. Ambulances should only be called in an emergency. If you call an ambulance, please let the security team know immediately so they can direct the ambulance to you.

Electrical equipment

You are permitted to bring your own electrical appliances, but you must make sure they are safe; if they are not new then they will need to be PAT tested.

Electrical power circuits in rooms and flats must never be overloaded (maximum capacity for each individual socket is 13 amps) and all power plugs and adaptors must be of a suitable standard i.e. BS1363 pt 1 (plugs) and BS 1363 pt 3 (adaptors). UK voltage is 230 volts and may differ from other countries. Residents must therefore ensure that all electrical appliances operate safely using 230 volts. Trailing power cables can be dangerous and in the interests of safety must be avoided. Students should only use 4-gang socket adaptors with a single plug and not the 2 or 3 plug-in, box-type adaptors. Other useful interactive information is available from the Electrical Safety Council at electricalsafetyfirst.org.uk/guides-andadvice/electrical-items/overloading-sockets.

Any equipment considered to be unsafe must be reported via our maintenance system and any appliance deemed unsafe by the university will be removed immediately, regardless of ownership. Portable heaters are not permitted. Any unsafe items will be removed in line with your Halls Licence.

Drinking water

Only the water supply in the kitchen should be used for drinking.

Ball games

Residents are not permitted to play ball games in or around the halls. This is for health and safety reasons, to prevent damage and to prevent disruption to other residents.

Heating

The radiator in your bedroom is controlled by a central thermostat and can also be adjusted by using the numbered control to the side. Please note that the heating will only switch on when the weather becomes sufficiently cold, and this is monitored regularly by the Estates Department.

Student Success

The university's Student Services team offers a number of important services that you may feel the need to make use of.

- The **Student Hub** is the place to go if you need to change your address, pay tuition fees or request proof of student status.
- While the accommodation team and SRs are more than happy to talk and listen, the **Counselling Service** has trained counsellors who you can arrange to speak to.
- You could receive support from our **Inclusion, Diversity & Disability Service**, who can support you with any disability you may have; they can also guide you on funding that may be available. So, if you have any disability, please consider registering with them.

Insurance

Standard contents insurance from Endsleigh is provided within the rent you pay. More details can be found at endsleigh.co.uk/reviewcover.

Feedback

Occasionally you may feel you need to contact The Accommodation Service regarding an aspect of accommodation. Please do not hesitate to contact us, we will be ready to help, we cannot resolve an issue or make appropriate changes without feedback.

Living with others

When sharing any accommodation, it is vital that you communicate with other residents to achieve consideration for all. Most problems can be solved between residents themselves, however, please use your SR or The Accommodation Service to assist you with more difficult issues. A problem ignored will only get worse.

It is important that everyone attends meetings arranged by your SR. This is essential to allow everyone a chance to air their views, listen to feedback from others and to receive advice from Senior Residents.

Drugs and alcohol

The University will not tolerate the use of illegal drugs or certain legal highs in the halls. Any student suspected of, or found to be linked with, any illegal activity will face disciplinary action and could face criminal prosecution. Any controlled substances found will be forwarded to the police for analysis and further proceedings. When there is a suspicion of supply of drugs to others the police will be called immediately.

Excessive intake of alcohol harms the individual and its effect on behaviour can harm others. Drunkenness is not an excuse for vandalism or anti-social behaviour anywhere, at any time.

Noise

Noise is probably the single biggest issue to affect residents and neighbours. Consideration must be given at all times to the effect of noise created in and around your accommodation. People's lives can be seriously disrupted by inconsiderate behaviour.

Diversity

At BNU, we value the diversity of our students and embrace the differences in people from a variety of different backgrounds and cultures. Just think how awful the world would be if everyone was the same, if they all looked the same, had the same values and beliefs and liked the same things.

We need to treat everyone with an equal level of respect and ensure that any issues arising from differences are discussed and that mutually agreed solutions found.

Unacceptable behaviour should always be challenged appropriately. Senior Residents and The Accommodation Service will be able to advise. Acts of discrimination, victimisation or harassment will not be tolerated and may lead to disciplinary action being taken.

LIFESTYLE AGREEMENT

What is the Lifestyle Agreement?

The Lifestyle Agreement is an understanding between residents, which agrees a reasonable way in which to live. The purpose of this guide is to support the Licence Agreement, not to replace it, and much of what you will read is addressed formally in the Licence Agreement.

What follows is designed help you to establish an environment which everyone can enjoy and gain from. Residential life can be a very rewarding and enjoyable experience; however, through the inconsiderate behaviour of some it can be unpleasant for others.

The Accommodation Service, halls team and SRs are here to help things run smoothly but the bottom line is that accommodation can be withdrawn from those being repeatedly disruptive.

Please ensure that your enjoyment does not detract from that of others.

Please read what follows before your first kitchen meeting as it will form a guide for discussion.



Agreed commitment on living with others

We agree to consider those we live with and attempt to resolve issues amicably. We understand that we need to attend all lifestyle meetings which are aimed to promote a good shared living environment.

Agreed commitment on cleanliness

We agree to keep all accommodation clean and tidy and will refrain from leaving rubbish around in the accommodation and grounds/gardens. We also agree to follow recycling policies whenever possible.

Agreed commitment on drugs

We understand that certain drugs are illegal and the action that will be taken if such substances are found on our person or within the accommodation. We agree it is appropriate for individual residents to inform a SR should they become aware of or concerned about the activities of others with regard to drug usage.

Agreed commitment on Alcohol

We agree to show respect and consideration to others even when under the influence of alcohol. We accept the need to inform a SR or appropriate staff member should we become concerned about the alcohol consumption of others.

Agreed commitment on safety and security

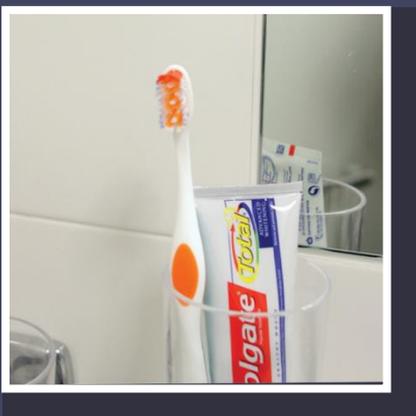
We agree to ensure that all accommodation and property within is secure when unattended. All emergency procedures and instructions from emergency services, University employees or representative and SR will be responded to immediately.

Agreed commitment on noise

We agree to consider other occupants and neighbours at all times and to keep noise to a level that will not be a nuisance to others. We will respond immediately to requests made by University employees or representatives and SRs.

Agreed commitment on damage and vandalism

We agree not to damage or vandalise property and that financial charges and/or police action will result if we do so.



Agreed commitment on guests

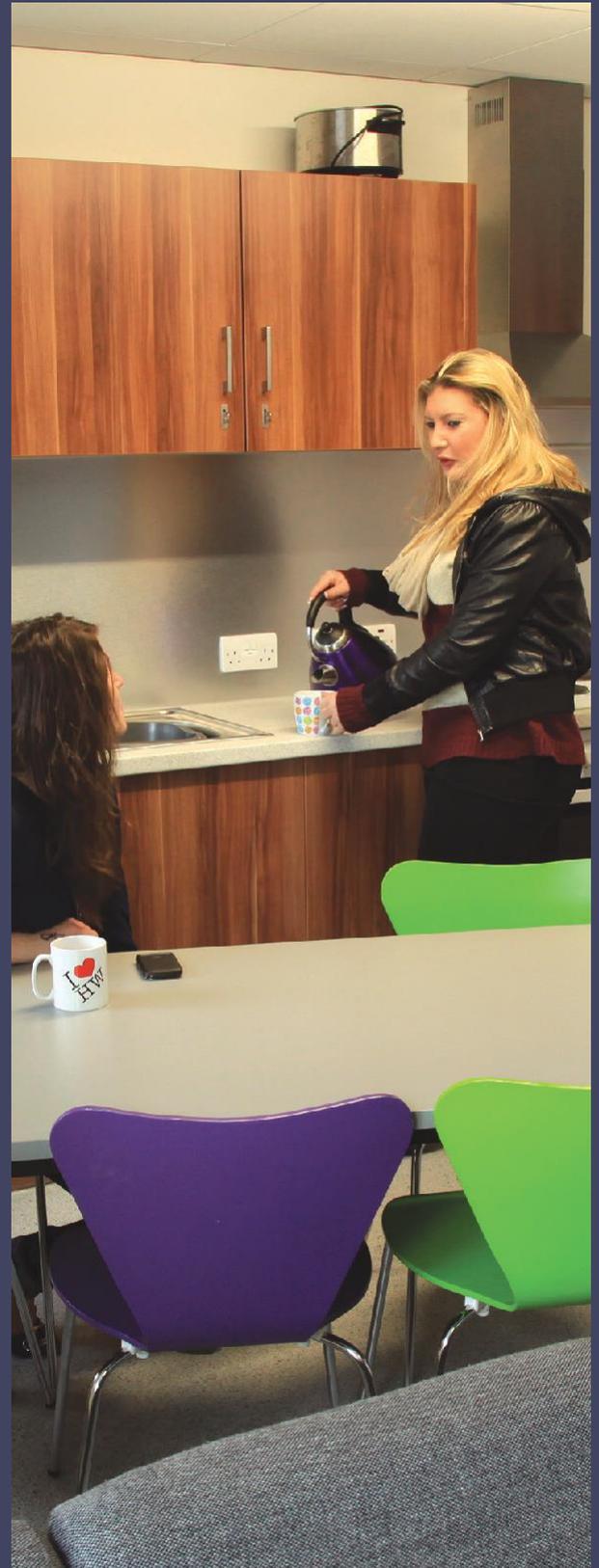
We agree to take responsibility for our guests and visitors in accommodation and to prevent them from being a nuisance to others. We understand that our neighbours have the right to ask the University exclude visitors in certain circumstances.

Agreed commitment on diversity

We agree to value and embrace the differences in people whether that relates to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including lack of belief), sexual orientation (i.e. the protected characteristics as defined by the Equality Act 2010) or different backgrounds and cultures. We understand that discrimination, victimisation and harassment will not be tolerated and actions relating to these issues will constitute a breach of the student code of conduct.

Agreed commitment on community

We agree to be respectful and considerate to the local community at all times and not to make excessive noise or do anything to disrupt the community while on route to the accommodation.



The Accommodation Service

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We will consider any requests for accessible formats that may be required.

This publication was produced by Buckinghamshire New University in September 2021, and is accurate at the time of going to press. We reserve the right to amend information within this publication without prior notice.

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