Welcome to the start of your journey at the University of Reading! We are looking forward to helping you settle in to your new ‘home away from home’.

Over the next academic year, this is where you will study, socialise and make the most of your University experience.

**YOUR HALLS HANDBOOK**

This handbook aims to provide you with information about:

- living in halls
- the help and support available
- the service levels you can expect from us
- what we expect from you in relation to living as part of the halls community.

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**Student experience in halls – our commitment to you**

The experience you get from living in our halls means more to us than anything! Our aim is to create a halls community which helps you achieve your goals – developing as an individual through providing the environment and opportunities for both social engagement and personal development.

We welcome students from different cultures and backgrounds and want everyone to feel they belong. Our halls community’s are vibrant and diverse with fantastic facilities in great surroundings and we can’t wait for you to join us!

**Our staff – here for you!**

- Our teams are comprised of trained, trustworthy individuals who understand their workplace is also your home
- We listen! And create platforms for you to tell us what living in halls means to you and how we can improve
- We provide opportunities for social and personal development which are designed to increase your overall residential experience through our bespoke Your Halls Life programme

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**University Partnerships Programme (UPP)**

UPP works in partnership with the University of Reading to run the halls on behalf of the University. Our staff deliver services to the halls including cleaning, maintenance, reception services and management.

Pastoral care staff including the Wardens and security staff are directly employed by the University. Both UPP and the University are committed to providing you with the highest quality of standards and service.

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**Your Halls Life**

Your Halls Life are here to help create and maintain a halls environment that is supportive of and responsive to student’s needs. Their primary purpose is to provide a variety of opportunities that enhance the individual and community residential experience, personal growth and sense of community. Find out more on page five.
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HALLS HOTLINE
For any issue in hall – we’re here to help 24 hours a day, 365 days a year.

halls hotline
0118 378 7777

Alternatively report issues online by following the link at http://tinyurl.com/y8uzm9jl

The student accommodation code

The University has committed to the Universities UK Code of Practice for the Management of Student Housing. The Student Accommodation Code has been designed to protect your rights to safe, good quality university accommodation, wherever you are studying, and to make sure you get the best out of your time living in university or college residences. It outlines everything you should expect from your university-managed accommodation as well as your responsibilities as tenants.

The Code protects your rights to:
- A healthy, safe environment
- Timely repairs and maintenance
- A clean, pleasant living environment
- A formal, contractual relationship with your landlord
- Access to health and wellbeing services
- A living environment free from anti-social behaviour

Information about the code and details of the full code can be viewed on the Universities UK website at www.thesac.org.uk

A complaints procedure external to the University exists in respect of breaches of the Code, should any complaint not be resolved through the accommodation services or University complaints procedures.
Halls Handbook 2018–19

UPP Halls teams

Reception team
Group receptions are open for enquiries in person Monday to Friday, except bank holidays and University closure days. The opening hours will be displayed outside the reception – these are usually 08:30 to 17:30.

Residence Managers
Each group of halls is assigned a Group Residence Manager, Deputy Group Residence Manager and Administration Services Manager whose aim is to provide you with a happy, safe and comfortable living environment.

Housekeeping and Maintenance staff
You will become familiar with our Housekeeping and Maintenance teams who provide the cleaning and repair services to your hall.

University Wardens and Hall Mentors
Student welfare, pastoral care, and the management of student conduct and behaviour are the responsibility of the Student Services. The Wardens are live-in members of staff and are there to offer help and support on any matters of concern. They have considerable experience and are an excellent source of advice and support on any academic or personal matter.

Wardens are available to see any student on a confidential basis by appointment. Find out your Warden’s contact details on from the poster in your bedroom. You can also get in touch with them via the Halls Hotline on 0118 378 7777.

Security
Our on-site security team provides mobile and foot patrols and a 24-hour control room monitoring CCTV cameras and management of electronic access control and alarm systems. If you need assistance from Security you should contact them via the Halls Hotline on 0118 378 7777 or an emergency help point. You will be required to show your ID. Please keep this with you whilst on campus.

Accommodation Office
The Accommodation Office can assist with requests for room transfers and other halls contract queries. The team is available Monday to Friday from 08:30 to 17:00. Visit the Accommodation desk in the Carrington Building or email: accommodationonline@reading.ac.uk or telephone 0118 378 4203.

Financial Support
The Student Financial Support Team hold drop-in sessions every Monday, Wednesday and Friday from 09:30–12:00 during term time. As with the Accommodation Office the team are located in the Carrington Building. They can offer support on a wide range of issues, including financial hardship, short term loans and problems with Student Finance Authorities. If you suffer from unexpected financial hardship while you’re at university, please speak to them, they’re here to help you.

Contact the Student Financial Support team on 0118 378 7781 or email studentfunding@reading.ac.uk

Reading University Students’ Union (RUSU)
RUSU is a democratic, student-led organisation here to represent the views of over 17,000 students over three campuses and help you make the most of your student experience whilst studying at the University of Reading (UoR).

As a student at UoR, you are automatically a member of Reading University’s Students’ Union (RUSU), entitled you to have a say in directing the organisation through Change It.

Students elect five Full-Time Officers in February each year to represent them and run RUSU the following academic year.

As RUSU is a separate organisation, we are unbiased when working with UoR on issues affecting students and campaign for the changes you as our members want to see.

RUSU’s ambition is to deliver what students want in an accountable, inclusive and dynamic way to enhance their university experience, with integrity at our core. We want to give you, our 17,000+ members the best possible experience. To stay true to our mission we will frequently measure our own impact and share all the information with our members.

HERE TO HELP

HALLS HOTLINE
For any issue in hall – we’re here to help 24 hours a day, 365 days a year.

hallshotline
0118 378 7777

Alternatively report non-urgent issues online by following the link at:
http://tinyurl.com/y8uzm9jl

Please note: calls are recorded for monitoring and training purposes.
Your Halls Life
Your Halls Life (YHL) is the University Accommodation’s Residence Life programme. It aims to support your transition into university life by giving you plenty of opportunity to make friends and get involved with the community.

The halls have a dedicated Residence Experience Coordinator as well as a team of YHL Reps who organise a range of free or low-cost events, activities and initiatives throughout the year, open to all halls residents.

What we do
Community – we aim to create a safe, open and inclusive community within our halls of residence. Community events include Welcome BBQs, Pizza and Games Night and Hot Chocolate Bars.

Culture – we aim to engage you in both national and local culture by offering exciting day trips and local trails. We also aim to be inclusive of the diverse student cultures we have in halls.

Life hacks – whether it’s learning how to cook or how to manage a budget, we aim to offer a smooth transition into independent living and offer chances to learn and develop new and essential life skills.

Health and well-being – we care about your health and well-being and offer a range of activities to help relax and re-energise throughout the year such as free weekly yoga.

We listen – we listen to your feedback and ideas on accommodation services and use this to develop and improve the experience. You can expect a monthly round up email from Your Halls Life with everything that is going on in and around halls, but you can also keep up to date by following us on social media or dropping us an email.

Email: Your.HallsLife@upp-ltd.com
@YHLReading
@yhl_reading
/YHLReading

Reading University Students’ Union JCRs
Your JCR (Junior Common Room) Reps are student volunteers who previously lived in your hall, recruited to enhance your experience and act as a support network to all new residents. On top of this the JCR Reps are really sociable and welcoming, going the extra mile to help you get comfortable in a new unfamiliar setting.

Halls Social Reps also organise the official university ‘Fresher’s Fortnight’ for your hall. A Freshers wristband can be purchased for your JCR. Each wristband is unique for each halls of residence, but don’t worry if you don’t want to go out clubbing every night, the JCR reps will be on hand with non-clubbing/drinking events for you guys as well.

Visit www.rusu.ac.uk/activities/jcr to find out about your reps, what they have planned for your this academic year and how you can get involved.

Find RUSU online: www.rusu.co.uk
@RUSUtweets
RUSUphotos
RUSUsnaps15
/RdgUniFreshers

Become a YHL Rep!

“Whenever I went to a Your Halls Life event, I had a really great time, could make new friends and new experiences at University, so I want to give people who come to event to the same great environment!” Haruna, YHL Rep

We are looking for positive, energetic and reliable students to volunteer for the Your Halls Life team. YHL Reps are student volunteers that help run events and promote a fun, active and inclusive halls community. It’s a great way to get more out of your University Life. Not only can you help run Your Halls Life events but you can try new things, meet new people and participate in our brand new YHL Rep reward scheme, where you’ll earn a YHL Hoodie, cinema tickets, shopping vouchers and may even have a chance to run your own event!

Contact Your.HallsLife@upp-ltd.com for more information.
Inventory forms
On arrival we will give you an inventory form to complete for your bedroom and a form will be left in your shared kitchen to complete with flatmates. This form must be returned to your group reception within 24 hours of arrival.
These are important documents as they record the condition of your room and kitchen on arrival and will be used to determine any damages to your room during your stay.
If you do not complete the inventory forms it will be assumed that your room and kitchen are in good order. The inventory forms are a record only so if there is something that requires attention please call the Halls Hotline on 0118 378 7777.

Keys/door cards
On arrival, you will be issued with a key and/or door card to your room, these are your responsibility. If you lose your key or card you must report the loss to the Halls Hotline or to your group reception. Keys that are found after being reported as lost must be returned within seven days to avoid a charge. Keys/cards must not be given to anyone else under any circumstance.
Lost keys/cards are a security risk. You must always report these items as lost to reception so that the card can be cancelled until you receive your new one. If keys/cards are lost or not returned when you leave, the hall reserves the right to change locks, at the cost to the resident, in order to maintain hall security.
If you are locked out of your room, please contact the Halls Hotline on 0118 378 7777 and a member of the security team will assist you as soon as they are able to.
Please note that for a call out for lock outs and lost keys/cards there will be a charge of £5 which will be deducted from your damage deposit.
All residents will be issued with a University Campus Card at enrolment which must be shown on request to hall and security staff.

Post and parcels
Your full postal address is available to view on the applicant web portal (www.reading.ac.uk/applicantportal) by clicking on the ‘Information’ drop down list and selecting ‘Personal data’.
When you arrive, you’ll be given a key to access your shared postbox. Your hall takes no responsibility for missing items of post.
Registered post and parcels can be collected from either the post room or group reception during opening hours depending on your hall. If a parcel or registered mail has been received you will be notified via email. Please bring proof of identity (e.g. your Campus Card) when you come to collect your delivery. Each group of halls now has access to an Amazon locker, from which parcels can be collected 24 hours a day.
We are unable to forward post to a new address – any post received after a student has departed from hall will be returned to the sender.

Internet access
readingConnect is a University service that provides a managed network connection to hall rooms delivering access to the Internet and the University’s data network. This service is included in your hall fees. Further information can be found at www.readingconnect.net
WiFi is available in all halls providing access to University services and the Internet.
Connect via the Eduroam secure access service. Further information on how to configure computers and devices to connect to Eduroam is available from wifi.reading.ac.uk.

Please note: before you can connect to the WiFi you must have completed University enrolment.

If you experience any issues with the internet, please report this to the Halls Hotline on 0118 378 7777.

Television viewing and licences
Due to recent changes in legislation, in all cases you will now need to purchase a TV licence. We advise you to check the official website to find out how to apply and pay see http://tinyurl.com/ke7m94u or call 0300 790 6131.

Heating
All bedrooms are heated to maintain an average of 20 degrees centigrade and a minimum of 18 degrees during the heating season (normally October – end of April).

This means that if the room temperature drops below 18 degrees the heating will automatically turn back on (except in some rooms at St George’s Hall) to increase the room temperature to at least 18 degrees.

Some rooms in St George’s hall are provided with electric heating which is individually controlled in the room – you will need to boost this yourself to increase the room temperature.

If the radiator has a temperature control please use this to regulate your room temperature.

During the warmer months (normally May to September) the heating system is turned off.

Lost property/property left at the end of the residency period
During term time, lost property will be collected and logged at the group reception before being sent to the central lost property store in the Palmer Building on Whiteknights campus. Lost property will be held for six weeks. Where an item has identifying marks we will attempt to find the owner. Unclaimed items are donated to charity.

At the end of the residency period, any items left in a room or shared area will be disposed of. For items that appear to be of significant value the lost property policy above will apply.

Bicycle removal policy
At the end of Academic Year, we identify bikes we believe have been left behind with a tag. If the bike has not been claimed or the local reception notified that the student is still on campus using the bike by the date stated on the tag, it will be removed.

CLEANING AND LAUNDRY
Cleaning
Areas that are cleaned by UPP
Your housekeeping team will carry out cleaning of shared kitchens, shared bathrooms, communal entrances, hallways, staircases, lifts and social space once a week.

Your cleaning responsibilities
You are responsible for keeping your room clean and tidy. We expect you to clean on a regular basis. If you have an en-suite shower room you are also responsible for keeping this clean. Although the housekeeping team regularly clean shared areas, we expect you to keep these in good order. You are expected to empty your bins in between cleans.

It is particularly important, especially on the evening before your designated cleaning day, that the following are completed:

• Glass bottles taken to the external glass recycling bins
• All supermarket delivery containers are to be returned to the supermarket (drivers will take them away if you take them to the delivery van)
• Washing up must be completed and put away
• Worktops, tables and floors are clear to allow for cleaning

To keep your room in good condition and to avoid creating issues such as condensation and attracting pests please ensure you carry out the following:

• Ventilate your room regularly (preferably daily) by opening the curtains and opening the window and any vents to minimise humidity and condensation
• Do not dry washing in your room or en-suite
• Ideally do not store food in your room, but if you do have food stored in your room keep it in air-tight containers
• Do not leave dirty plates and cups etc in your room

If you do not keep your room, shared kitchen or bathroom to an acceptable standard you will be notified and given the opportunity to clean it. If you do not clean it to a good standard you will be charged a minimum of £45 for any additional cleaning. Where vomit or other bodily fluids require cleaning there is a £100 minimum charge, see the appendix for more information.

If you do not keep your room, shared kitchen or bathroom to an acceptable standard you will be notified and given the opportunity to clean it. If you do not clean it to a good standard you will be charged a minimum of £45 for any additional cleaning. Where vomit or other bodily fluids require cleaning there is a £100 minimum charge, see the appendix for more information.
### Pest control

Common causes of pests in halls are poor housekeeping, especially in kitchens, so it is important to keep kitchens clean and tidy. Pests may also be brought into the accommodation by accidental import in luggage and food. It is best to avoid keeping any food in your bedroom.

To help identify pests and determine if any action is needed please see the Pests and Insects poster on your kitchen noticeboard. If you are concerned or see any pests please report this to the Halls Hotline on 0118 378 7777. A specialist pest control company will investigate any reports and we will address the issue in line with their recommendations.

### Toilets

**Only toilet tissue should be flushed.**

Do not dispose of any other items down the toilet. This includes, but is not limited to, items such as sanitary items, face wipes, cleaning wipes and cotton wool. This is to avoid major problems with the drainage even in the newly-built halls.

### Laundry

You will have access to a laundry service open 24 hours, within walking distance of your hall. Prices for laundry are in the following ranges:

- **Wash:** £2.50 to £3
- **Tumble dry:** from £1.20 per cycle

Washing machines are operated by smart cards that you can top-up either through the online shop or by the machines in the laundry rooms.

We find that peak times for residents doing their laundry are Wednesday, Friday, Saturday and Sunday afternoons and early evenings. We advise you try and plan your laundry at alternative times.

### Waste removal arrangements

Our Housekeeping teams provide a limited waste removal service as follows:

<table>
<thead>
<tr>
<th>Area</th>
<th>Frequency</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom and en-suite shower rooms</td>
<td>As required</td>
<td>You must empty your bedroom waste in the main waste bins in the kitchen area. You will be provided with new bin liners on a weekly basis</td>
</tr>
<tr>
<td>Shared bathrooms</td>
<td>Waste will be removed on your cleaning day. Sanitary bins are emptied on a scheduled basis by our contracted providers, however our staff will swap out any that become full in the interim.</td>
<td>UPP Housekeeping</td>
</tr>
<tr>
<td>Shared kitchen</td>
<td>At least twice a week.</td>
<td>UPP Housekeeping and your responsibility</td>
</tr>
<tr>
<td>Individual kitchen e.g. in studio flat</td>
<td>As required</td>
<td>You must remove your waste to the bin store area</td>
</tr>
<tr>
<td>Communal areas and social spaces</td>
<td>Daily, Monday to Friday except bank holidays and University closure days</td>
<td>UPP Housekeeping</td>
</tr>
</tbody>
</table>

### Cleaning frequencies

<table>
<thead>
<tr>
<th>Area</th>
<th>Frequency</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom and en-suite shower rooms</td>
<td>We suggest once a week</td>
<td>Your responsibility to clean</td>
</tr>
<tr>
<td>Shared bathrooms (St Patricks Hall, Wantage Hall, Wessex Hall, Windsor Hall)</td>
<td>Cleaned every week day, except bank holidays and University closure days.</td>
<td>UPP Housekeeping</td>
</tr>
<tr>
<td>Shared bathrooms (Bridges Hall premium shared bathroom flats)</td>
<td>Twice a week – you will be informed of the exact day when you move in</td>
<td>UPP Housekeeping</td>
</tr>
<tr>
<td>Townhouse bathrooms</td>
<td>Once a week – you will be informed of the exact day when you move in</td>
<td>UPP Housekeeping</td>
</tr>
<tr>
<td>Shared kitchens</td>
<td>Once a week – you will be informed of the exact day when you move in. It is your responsibility to wash up every day and clean the insides of cupboards, fridge/freezers and ovens when necessary</td>
<td>UPP Housekeeping and your responsibility to clean</td>
</tr>
<tr>
<td>Individual kitchen e.g. in studio flat</td>
<td>We suggest once a week</td>
<td>Your responsibility to clean</td>
</tr>
<tr>
<td>Communal entrances, hallways, staircases, lifts and social spaces</td>
<td>Once a week with daily checks, Monday to Friday</td>
<td>UPP Housekeeping</td>
</tr>
</tbody>
</table>
MAINTENANCE AND DAMAGES

How to report maintenance issues
Please report any issues to the Halls Hotline on 0118 378 7777. This is operated 24/7, 365 days a year.
You can also report issues online at www.reading.ac.uk/hallshotline.aspx
Please report all issues as soon as they occur so they do not become worse or cause further damage. We want to put things right as soon as possible.

Staff ID
All staff and contractors will carry ID badges, if you are in doubt please ask to see their ID.
If you have any concerns, please contact the Halls Hotline for verification.

Rectification times
We have set response times for resolving all issues reported to the Halls Hotline. This will be advised to you when you report the fault. The response will fall into one of three categories:

- **Priority one**: Between 1- and 4-hour rectification
- **Priority two**: 24-hour rectification
- **Priority three**: One-week rectification

If a specialist part or contractor is needed in order to fix the matter the above times may be extended and you will be advised. Where possible we will provide you with a temporary solution in the interim.

If you provide your email details when reporting a fault you will receive an automated response when the fault has been completed. If on receipt of this reply, you think the fault is not completed as stated, then please contact the Halls Hotline and tell us what is outstanding.

We would encourage you to tell us if you are unhappy about any aspect of our service provision at the earliest possible time so that we can resolve any problems.

Damages
Damage is considered to be any deterioration to the property over and above that which is accepted as ‘fair wear and tear’.

Some damages are easy to identify, for example where items have been broken. Some damages are less immediately obvious – marks left on walls due to use of blu-tac, staining to a mattress, for example, but could still result in charges.

You must report any damage to your room or common areas to the group reception or Halls Hotline on 0118 378 7777 without delay. Please do not attempt to rectify faults yourself.

The cost of repair or replacement of any damage or loss that is attributable to a resident or a guest of a resident will be charged to that resident. If those responsible cannot be identified, the following procedure will come into effect:

- Damage found in a communal area of the hall e.g. hallways, lifts, staircases, laundry areas, kitchen, shared bathroom – all residents with access to the affected area will be charged equally
- Damage found in a bedroom, the occupant of that room will be charged

Charges for damage will normally be deducted from the £250 damage deposit. However, if the cost of an individual item of damage is in excess of £100 you will be asked to pay within 14 days. The amount charged for damage includes charges for disposal, delivery, out-of-hours call out charges where applicable and any other costs associated with remedying the damage. Charges are made at a commercial average replacement cost is often in the region of £800.

A list of example damage charges can be found in the appendix.

To avoid common damage charges:
- Look after your keys and cards
- Don’t use sticky tape, sticky hooks, blu-tac, drawing pins or nails to affix posters, pictures or other items to the walls.
- Please use the pin boards provided
- Always use the mattress protector provided

A list of example damage charges can be found in the appendix.

DAMAGE EXAMPLES

Unfortunately, there are occasions where a small amount of damage can cost a large amount to fix. Here are some real life examples of damage to our accommodation over the past year and the cost involved to put these right.

1. **Damage to a fire panel.**
   - A replacement fire panel is £2,300

2. **Damage to a fire door.**
   - When a fire door has been damaged, the whole door needs to be replaced as the integrity of the door was breached.
   - The average replacement cost is often in the region of £800.

3. **A broken window – due to the access to windows and the specialist contractors required to fix it, this can often be a charge of around £400.**

Furniture

Your accommodation is fully furnished so you should not need to bring additional items. If you have a specific need please contact the Halls Hotline on 0118 378 7777 before you arrive.

- **Examples:**
  - A list of example damage charges can be found in the appendix.
Access to rooms

Room checks will be conducted at least once a term – staff will check for health and safety issues, maintenance, damages and cleanliness. We will give at least seven days’ notice for planned maintenance and 24 hours’ notice for other purposes prior to entering the accommodation.

There are a number of instances where advance notice will not be provided:

- Where a resident has reported a problem requiring work
- Where we have significant health and safety concerns
- In an emergency such as flood, fire or suspected fire
- Fire drills (twice annually)
- Where a complaint has been received regarding an issue such as noise, behaviour or issues with visitors
- Where a resident is reported as smoking in the building or possessing illegal drugs

Staff will always carry identification. You should refuse access to anyone who cannot provide ID.

Lifts

The lifts in the halls are tested to the highest standards. However, as with all lifts, occasionally they can break down. If you do get stuck in the lift, stay put, stay calm, and follow the simple instructions provided on the instruction card located in the lift.

Please do not overload the lifts. Tampering with the security telephone in the lift will result in disciplinary action.

Grounds

You are encouraged to make use of the grounds in the vicinity of the halls. However please be considerate of other residents by keeping noise to a minimum and do not play music outside. Barbecues and ball games are not allowed in the hall buildings or grounds. Please use the litter bins provided and do not leave rubbish or glass outside.

Snow clearing and gritting

During freezing weather the maintenance team will grit main access footpaths in the local hall areas. All roads and other main footpaths will be treated before 12 noon. The University has a clear snow clearance and gritting plan in the event of bad weather. In all but the most exceptional circumstances this plan means that all roads and other main footpaths will be treated before 12 noon.
CATERING OPTIONS AT READING

The University of Reading has a collection of 18 different bars, cafes and restaurants with the first opening at 07:30am and the last closing at 01:30am giving you plenty of time and locations to visit.

**What are Meal Plans?**

Is beans on toast the limit of your cooking ability? Do you just hate shopping and cooking and the hassle of all the washing up? We may have just the thing for you!

If you live in a self-catered hall you might want to consider purchasing one of our two Meal Plan add-ons. The University has over 18 different catering and bar outlets opening from 07:30am to 01:30am offering loads of choice in lots of great locations.

You can choose from two plans – the **Chilli** and the **Lime**. The Chilli package is the most extensive and can cover up to 21 meals per week (if you budget wisely!), the Lime package would cover around seven hot meals a week (again – as long as you don’t spend it all at once!)

**Please note:** If you live in one of our Catered Halls (Wantage, Windsor, St. Patricks or Dunsden Crescent) you will automatically be on our fabulous Chilli package!

To find out more and to apply please go to www.reading.ac.uk/catering/mealplans.aspx

**How much are Meal Plans?**

**Chilli £67.34 per week**

This Meal Plan is our most extensive and can cover up to 21 meals per week, depending on how you choose to spend your credit. The chilli package is the meal plan offered as part of the Catering Accommodation package.

**Lime £37.03 per week**

This Meal Plan is specifically designed for those in Self-Catered Halls or private housing and covers around seven hot meals a week. Again, this depends on how you choose to spend your credit.

*Express Cafes are a planned service improvement.
**Emergencies**

<table>
<thead>
<tr>
<th>IMPORTANT TELEPHONE NUMBERS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>999</td>
<td>UK Emergency Services – fire, ambulance, police – emergencies only</td>
</tr>
<tr>
<td>111</td>
<td>UK Medical advice non-life threatening</td>
</tr>
<tr>
<td>101</td>
<td>Thames Valley Police urgent but non-life threatening</td>
</tr>
<tr>
<td>7777</td>
<td>For non-emergency first aid and to report any accident or concerns call the Halls Hotline on 0118 378 7777 from your mobile phone</td>
</tr>
<tr>
<td>6300</td>
<td>Security Services (in an emergency). Call 0118 378 6300 from your mobile.</td>
</tr>
</tbody>
</table>

There are emergency help points across the halls which connect directly with the security team. There are also internal telephone extensions throughout the halls in key locations to allow residents to contact the Halls Hotline and other University departments and services.

**Your safety responsibilities**

As a student you must take reasonable care for your own health and safety and that of other people who may be affected by what you do.

You must:
- Comply with all safety rules and instructions
- Report any accidents, near misses or significant hazards to the Halls Hotline on 0118 378 7777
- Not misuse or interfere with anything provided for your health, safety and welfare, such as fire alarms, fire extinguishers and fire doors
- Ask for help or clarification if required

**Personal safety**

Although Reading is a safe area in general, you should take precautions to look after yourself:
- Avoid being out on your own after dark
- Avoid dark alleys, parks and isolated areas, especially at night
- Let your friends know when you are going out, where you are going and roughly what time you expect to be back

Personal alarms are available for purchase from the Whiteknights House reception at a cost of £1.

The University’s website provides excellent additional security advice and information about the security services available: [www.reading.ac.uk/security-services](http://www.reading.ac.uk/security-services)

**Safe behaviour around campus**

Our campuses, and Whiteknights in particular, are shared by pedestrians, cyclists and vehicles. To keep yourself and others safe, please be considerate and follow the simple guidance below:
- When moving around campus be aware of other road users – cyclists, vehicles and pedestrians. Walk on pathways wherever possible and use designated crossings
- If you cycle, please stick to the roads and only cycle on footpaths where there is no alternative – note that pedestrians have priority on footpaths and may not see or hear you coming
- Be aware of your surroundings – avoid wearing headphones or texting on your mobile whilst moving around campus
- If you cycle, please make sure you have good lights and wear something high vis so that other road users can see you, especially in the dark
- Obey all road safety signs, including speed restrictions and no entry signs

For more information on campus safety see: [http://tinyurl.com/mfo5dfy](http://tinyurl.com/mfo5dfy)

**Look out for each other!**

**Security**

Security is provided through mobile and foot patrols by University security staff, a 24 hour control room monitoring CCTV cameras and management of electronic access control and alarm systems. The University and halls staff also work closely with local police.

If you need assistance from security you should contact them via the Halls Hotline on 0118 378 7777 or an emergency help point.

If security attend an incident or job you may be asked to show your student ID card, which you must do if requested.

**Safety of possessions**

You are asked to pay attention to security at all times and to use the security measures that are provided. The following are common sense tips for keeping your accommodation secure:
• Don’t leave room and flat doors unlocked, even if you are just out for a short time
• Don’t allow people into your room or flat that you do not know, and don’t leave them unaccompanied
• Always ask contractors and staff for ID – if you are unsure about their identity, ask them to wait and telephone the Halls Hotline on 0118 378 7777 to check
• If you live in a ground floor room always shut your window when you are away from your room. Do not leave expensive items in view of any passer-by and if you are returning to your room late at night consider closing the curtains before you depart
• If you see someone or something suspicious, tell a member of staff (via the Halls Hotline on 0118 378 7777)
• Keep your accommodation keys/access card safe and do not keep your address with them
• Ensure you have the necessary level of insurance cover for your possessions

Student occupied properties can be targets for burglary. We strongly advise that you do not leave valuables, especially laptops unattended on view in your accommodation.

If you are burgled or become a victim of any crime you should contact both the Police and the Halls Hotline on 0118 378 7777 immediately. Call 101 to report a non-emergency crime, or to give information to Thames Valley Police. Call 999 in an emergency.

We encourage students to register their property at www.immobilise.com. This is a free service which helps police identify stolen property and makes insurance claims for lost property easier as you will have all of the information required to hand. You may also wish to mark your property using a UV pen. We recommend you mark all of your text books, study notes, USB sticks etc in case they are handed into University lost property.

**Fire safety**

**If you hear the fire alarm**
• Evacuate the building immediately
• Go to the assembly point and wait for instructions from the person in charge. Follow any instructions given. Remain at the assembly point until told otherwise.
• Tell the person in charge if you believe someone is still inside the building
• Never assume it is a false alarm
• Never go back into the building until the person in charge says that it is safe to do so

**If you see a fire**
• Press the nearest red ‘BREAK GLASS’ button
• Do not fight the fire
• Leave the building immediately and go to the assembly point outside
• Tell the person in charge what you know about the fire

To avoid a fire (or avoid setting off the fire alarm)
• Never cover a fire alarm detector
• **Strictly no smoking** (this includes conventional cigarettes, electronic cigarettes and all types of smoking equipment)
• Do not use candles or anything with flames or burning action such as joss sticks
• Only cook in the kitchen
• Watch your cooking carefully so it does not burn – never leave cooking unattended
• Never use chip pans or deep fat fryers or deep fry in a saucepan
• Keep all doors closed
• Do not spray deodorant or similar near fire alarm sensors
• When you shower, keep the shower door closed as steam can activate the fire alarm

**Fire safety equipment**
• Never set off a fire alarm unless you suspect a fire – the University has a zero-tolerance approach to malicious activations of fire alarms
• Never cover, remove or tamper with smoke detectors
• Never wedge open fire doors
• Do not block or obstruct fire exit doors, routes, corridors or stairs
• Never use fire safety equipment (e.g. fire extinguishers, fire blankets) unless there is a fire

Abuse of any fire equipment will result in you having to pay a charge for damages and disciplinary action (normally a fine, but serious or repeat offences could lead to a ‘notice to quit’ being served).

**Disabled persons emergency evacuation**
• If you have a disability ensure your Group Residence Manager is aware of this
• We will discuss with you if you need a Personal Emergency Evacuation Plan (PEEP) for living in hall. Your help in developing and following this is essential
• If you have a visitor who is disabled you are responsible for their evacuation. The lift facilities within Windsor Hall cannot be used by wheelchair users to evacuate the building. This means that wheelchair users should not visit the upper floors of Windsor Hall.

• If any medical issues occur while you are living with us, that may effect your ability to evacuate your room in the event of an emergency, please inform the Halls Hotline as soon as possible.

Electrical safety

You shouldn’t need to bring any additional electrical equipment for the kitchen with you as the accommodation is well supplied with all the basics. Electrical items that for use in the kitchen e.g. kettles, fridges and toasters, must not be used in the bedroom.

• Electrical equipment must be safe – preferably it should be new. If there are any doubts about the safety of the equipment, it must be given a formal inspection and/or test (Portable Appliance Test). Hall staff can conduct a check for you - please contact the Halls Hotline on 0118 378 7777.

• The UK electrical supply is 240V and all appliances must be rated for this voltage. Do not use electrical items made for other countries’ electrical supply.

• Only use CE marked plugs and appliances with the correct rated fuse.

• Never overload electrical sockets or use adaptors unless these have been provided in your room

• Electric heaters, electric blankets, air conditioning units and mains powered Christmas/fairy lights must not be used or brought into hall

Drinking water

Not all tap water in halls is suitable for drinking. Cold water taps that cannot be used for drinking are clearly labelled. All water is safe for washing and cleaning teeth.

Insurance

A basic level of insurance cover is included for all halls residents – your possessions are insured from the day you arrive with no paperwork to complete or payments to make. Full details of the cover provided are supplied via your hall e-induction and can be viewed at www.endsleigh.co.uk/reviewcover. Your policy number is HH11098. You need to make sure that the level of cover provided is adequate – you can arrange extra cover if you need to either via Endsleigh or another provider.

UPP and the University will not accept any responsibility for loss or damage to personal items within your accommodation including those damaged or lost due to fire or flood.

UPP insures the building and its own contents against loss or damage due to fire and flood. UPP does not insure against negligence, accident or vandalism and in the event of being responsible for such an occurrence you may be charged.

IMPORTANT

Bicycles are not covered under the basic policy. If you are bringing a bicycle to University we strongly recommend that you take out additional cover. Please be aware that expensive bikes have been targets of theft in the local area. Accidental damage is not included with the basic policy.

ADAPTOR PLUGS

Students from outside the UK should only use adaptor plugs which are CE marked and fused as shown below:

<table>
<thead>
<tr>
<th>Permitted</th>
<th>Not permitted</th>
</tr>
</thead>
</table>

If your adaptor is not like the images above it will be removed by the halls teams. You are able to buy adaptors from reception for £3.

Hazardous substances

For the safety of yourself, other residents and staff you are not allowed to bring, or store, hazardous substances in hall such as petrol, gas canisters, fireworks or any other substances that could present a hazard.
Registering with a doctor or dentist

Being away from home when you are unwell can be a difficult experience. We advise you to register with the University Medical Practice or a GP when you arrive. If you fall ill during vacations or while away from Reading, you can then see a local/family doctor as a temporary resident.

For details of how to register with the University practice please see their website: www.readinguniversitymedicalpractice.nhs.uk

For a list of other local practices please visit the NHS Find a GP webpage.

Alcohol or drug related illness

If you are concerned for the health or wellbeing of anyone who has consumed excessive alcohol or may have used drugs please call Security Services on 0118 378 7799 (or 0118 378 6300 in an emergency).

Meningitis awareness

Young adults are at risk at catching this rare but serious disease caused by several different bacteria and viruses.

If any of the following symptoms develop seek urgent medical help:

• Rash of tiny red bruises that do not fade under pressure
• Severe dislike of light
• Disorientation

Call the Emergency Services on 999 and then call the Halls Hotline on 0118 378 7777 so they can assist the ambulance on site.

For further information see: www.meningitis.org

Personal problems and advice

During your time at University you may need additional advice and support. The University offers advice on a wide range of problems regarding work, academic, medical, family and beyond. Do not hesitate to seek advice for yourself or for another; what you say will be treated confidentially and with discretion at all times (see confidentiality statement on page 16). We recommend the following sources of advice:

• Your Hall Warden or Hall Mentor(s), see your bedroom poster for more details
• Student Welfare Team, see Essentials webpages
• The University’s Counselling & Wellbeing service offers professional support to all current students. They run a programme of talks ‘Life Tools’ throughout the academic year, to help you manage academic demands effectively
• The Counselling & Wellbeing service is able to give free and confidential assistance with any problem which is impacting on your ability to study. Contact them at the Carrington building, first floor, room 106 or counselling@reading.ac.uk or 0118 378 4216. A range of supportive resources are available via Blackboard and also through their web pages: http://tinyurl.com/lfdocr
• The University Medical Practice 0118 987 4551 www.readinguniversitymedicalpractice.nhs.uk
• Academic tutors/supervisors
• University chaplains are available to students of any, or no, religious belief 0118 378 8797 www.reading.ac.uk/chaplaincy
• Your hall JCR welfare officer
• Reading University Students’ Union advisors 0118 378 4100 www.rusu.co.uk/advice

IMPORTANT TELEPHONE NUMBERS

Medical emergency
For an ambulance call 999
Then call the Halls Hotline on 0118 378 7777 so we can direct the ambulance
The nearest accident and emergency department is at the Royal Berkshire Hospital www.royalberkshire.nhs.uk

Medical illness – non-urgent
For telephone advice call 111
For a doctor, contact the University Medical Practice
0118 987 4551
www.readinguniversitymedicalpractice.nhs.uk
or, you can visit the NHS walk-in centre in Reading Town Centre www.readingwalkinhealthcentre.nhs.uk

Medical minor injury
For first aid help call the Halls Hotline on 0118 378 7777

Medical illness – non-urgent
For telephone advice call 111
For a doctor, contact the University Medical Practice
0118 987 4551
www.readinguniversitymedicalpractice.nhs.uk
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• Student Welfare Team, see Essentials webpages
DON’T IGNORE

The signs

Fever? Headache? Vomiting?
Stiff neck?
Rash?
Cold hands & feet?

Sleepy? Confused?
Pale, blotchy skin?
Dislike bright lights?
Limb Pain?

Meningitis can kill in hours
It could happen to anyone
It could happen to you!

These are just some of the warning signs. If you are worried for yourself or someone else get medical help immediately. For more information visit www.meningitis.org or www.meningitis-trust.org
6 LIVING IN A HALLS COMMUNITY

Every resident has the right to fully enjoy their time in hall. Help us achieve this through a few simple steps:

- **Respect your fellow students** – halls are a place for both study and leisure where everyone has different timetables and tolerances. Respecting one another will ensure the harmony of the whole student resident community.

- **Respect staff** – all staff both Academic and Non Academic have a key role to play in running the halls and the University and all staff deserve respect when carrying out their duties.

- **Show consideration for your room and communal areas** – look after your room and the communal areas shared with other students and ensure you give due consideration to health and safety provisions and requirements.

Some aspects of University Halls community life quite often give rise to issues, so it’s worth highlighting the below.

**What happens if I do not get on with the people I am living with?**

If you are experiencing difficulties with another hall resident then you should first of all try and discuss the problem with them and attempt to work together to resolve it. Sometimes this may seem like a difficult prospect but often a simple conversation can go a long way to solving compatibility issues.

If you find that you are unable to resolve the situation you should seek advice or help from your Warden as soon as you are able to.

If you are unable to resolve your problem by mutual agreement and discussion and wish to make a formal complaint this must be done in writing to the Warden.

**Visitors**

- You are responsible for the behaviour of your visitors at all times.
- You must register overnight visitors by completing the form at the group reception (any visitor who is in a hall after 02:00 will be regarded as an overnight visitor) outside of reception opening hours, visitors can be registered with the Halls Hotline.
- No overnight visitors under the age of 18 are permitted.
- Overnight visitors should not stay for longer than eight nights in one calendar month. The same visitor cannot be re-registered with another resident within these parameters (if this rule causes a particular problem at any time please do not ignore it, but write to the Warden explaining the circumstances and asking if anything can be done to solve the problem). Only one visitor at a time may be signed-in to any one room.
- Consideration must always be given to neighbours when entertaining and particularly when visitors leave.
- Visitors must be willing to identify themselves and their hosts if challenged. Otherwise they may be asked to leave the hall immediately.
- Visitors must be accompanied by their hosts in any communal area after midnight.
- Nobody may sleep overnight in any shared common area or communal room (including the JCR).
- You must not allow visitors to use your room in your absence.
- Sub-letting of rooms is strictly not allowed.
- Visitor parking permits need to be purchased online in advance at [www.store.reading.ac.uk](http://www.store.reading.ac.uk).

**Pets and animals**

You must not keep pets or animals (including fish) in hall unless it is an assistance animal agreed with the University and declared on your accommodation application.

**Alcohol**

The University recognises that drinking can be an enjoyable and harmless feature of student life, and it has no wish to discourage sensible drinking.

For many, socialising in University bars or in pubs or clubs is all part of the student experience. The vast majority of students are over 18 years old and therefore legally free to consume alcohol.

However, the University has a concern for its students and wishes to try and protect its students from the harmful effects of excessive consumption of alcohol.

Alcohol is a common factor in anti-social behaviour and in accidents leading to physical injury. Anti-social behaviour could lead to disciplinary action.

Students’ behaving in an anti-social manner reflects poorly on the University and impacts both on other members of the University community and the wider local community.

Noise

Halls are shared buildings where people live in very close proximity to each other. It is therefore essential to remain mindful of the noise level at all times. In community living, residents should be able to work and sleep in their own rooms without being unduly disturbed.

Here are some tips for dealing with noise:

- It is inevitable in a halls environment that noise happens. Generally noise tends to be created unintentionally and can normally be dealt with by politely asking your flatmates to keep the noise level low.

Temporary maintenance noise?

Some noise is unavoidable in order to keep the buildings in good condition or to fix any issues that may occur. If the noise is being caused by a member of the maintenance team drilling, for example, it may be worth calling the Halls Hotline to ask how long the noise is likely to continue. At this point you can make an assessment regarding other options if the noise is likely to continue for a while and is disturbing you. During the first two terms (except for emergencies) work is limited to a time period of 08:00 – 20:00. During the Quiet Period (April – June) no noisy works will be scheduled, except in an emergency situation.

Unknown mechanical noise?

Occasionally we get reports of mechanical noise from within the buildings. We would like to know about this as soon as possible. Please call the Halls Hotline so we can attend and investigate.

Persistent noise issues?

If you feel there is a continuing problem with noise in your hall that you have been unsuccessful in resolving, the Hall Warden and their team will happily work with you and your flatmates to seek a resolution with those involved.

Halls Hotline

If you are faced with any noise issue situation that you are unable to resolve, please call the Halls Hotline and we will assist you.

Parties

Parties cannot be held in bedrooms, kitchens or other living areas as these are not suitable for this purpose and disturb others living nearby.

Smoking

Smoking indoors in Hall is not allowed and contravenes the University’s Regulations (this includes conventional cigarettes, electronic cigarettes and all types of smoking equipment) – it is a serious fire risk and an inconsiderate annoyance to the non-smoking majority. It is also against the law. The University will always take disciplinary action against students who are caught breaking this rule. The standard fine for a first offence is £50 fine. Repeat offenders will face larger penalties and can also have their Student Residence Agreement terminated.

Weapons

Weapons and firearms including and not limited to: firearms, ammunition, swords, collector’s knives, replica guns, all BB guns, airsoft guns and paintball guns are strictly prohibited in halls and at the University.

Illegal drugs

The University has a zero tolerance approach to drug taking. At the same time we are concerned for your well-being and the impact drugs may have on your health, academic and personal life. It is strongly recommended any student with a drug problem should seek medical help and counselling. For more information on the University Welfare team visit: Visit [http://student.reading.ac.uk/essentials/_support-and-wellbeing/counselling-and-wellbeing.aspx](http://student.reading.ac.uk/essentials/_support-and-wellbeing/counselling-and-wellbeing.aspx).

Students’ who breach University policy will be treated with serious disciplinary actions which may result in being excluded from University and served a notice to leave the hall.

Possession or supply of illegal drugs is a criminal offence. The University will report to the police whenever there is an incident involving taking illegal drugs or the supply on University premises. This is a requirement as stated in the Misuse of Drugs Act 1971, and the University may decide to take disciplinary action with the students involved whether the authorities decide to prosecute or not. The University retains the right to maintain discipline where there is a breach of University rules.

The University’s Drug and Alcohol Policy (and links to sources of guidance and support) can be found at [http://tinyurl.com/lpj9w4h](http://tinyurl.com/lpj9w4h).

Harassment

Harassment, in any form (verbal or physical), will not be tolerated. Harassment offenders, will be subject to the University’s disciplinary procedure outlined in the Regulations for Student Conduct. Please talk to your Warden if you feel this is affecting your stay in hall.

Personal attacks

RUSU’s website has a specific section for dealing with personal attacks. This includes but is not limited to: rape, sexual assault, sexual harassment, stalking, physical violence and or domestic violence. For more information on help available please visit their Welfare Advice.

University disciplinary procedures

The University regulations for conduct operate in conjunction with the Student Residency Agreement and forms part of the University disciplinary procedures. The procedures and appeal process are set out in the University calendar. There is a copy of the calendar at [http://tinyurl.com/ku2omsy](http://tinyurl.com/ku2omsy).

Fines and other consequences of breaches

During your time in hall your behaviour reflects on you and the University of Reading. If your behaviour contravenes the Regulations you will be subject to disciplinary action which may include a fine. All such matters are initially dealt with by the Warden of your Hall, who will see individuals on a case by case basis. A fine is a penalty or punishment for breach of the University’s Regulations for Conduct. The maximum fine for ‘serious’ misconduct is £1500 and would be dealt with by the Dean of Student Discipline and the Student Disciplinary Committee and will appear on your student record.
Commonly, fines are between £25 and £300 and relate to issues such as:

- anti-social behaviour
- unreasonable noise
- failure to evacuate in the event of a fire alarm
- mis-use or abuse of fire equipment
- breach of safety regulations.

Persistent and/or serious breaches of the code may lead to you being served Notice to leave the accommodation. Breaches of the code may also lead to future applications to live in hall as a returner being rejected.

In addition, if your actions damage property you will be liable for a damage charge. See Section 2 and the appendix for details about damage charges.

**University regulations for conduct**

The University’s Regulations for Student Conduct apply to all students. For Hall residents, compliance with the Regulations forms part of your Residency Agreement (and your Residency Agreement requires that you comply with the Regulations). The Regulations can be viewed at [http://tinyurl.com/n2hndgy](http://tinyurl.com/n2hndgy).

In summary the Regulations require student residents to:

- behave in a reasonable manner giving consideration to other residents and the local community
- not to cause damage
- not do anything to jeopardise the health and safety of other residents or put their property at risk
- comply with reasonable requests from staff (including providing ID when required)
- comply with all fire regulations and not tamper with any fire safety equipment
- not to threaten, bully or cause nuisance or disturbance to other students, staff or member of the public.
Reducing carbon emissions and energy consumption

The University has a target to reduce carbon emissions by 45% by 2021, here’s what we have done so far to help:

• Installed 2500 low flow showerheads reducing water consumption by up to 30% in some areas
• Replaced in excess of 4000 florescent lights with LEDs, reducing carbon output in all halls.
• Installed individual heating controls in the majority of the halls. This led to a significant reduction in gas consumption combined with allowing students better control of their individual radiators.

What can you do to reduce this target?

The University and the halls work hard to ensure its waste has the lowest impact on the environment as possible. From 2017, all halls now facilitate food recycling meaning over half of all waste is recycled.

REDUCE

Buy only what you need, avoid buying items with lots of packaging print double sided, share common household items e.g. washing up liquid, use up or give away leftover food rather than throwing it away.

REUSE

Use ‘Bags for Life’, swap unwanted clothes with friends or donate to charity and participate in RUSU ‘free cycle’ events.

RECYCLE

There are different coloured bins in each kitchen and also in the bedrooms. The recyclable bins will be supplied with clear bin liners – clean waste only. For more information on what you can recycle, please check the poster on your kitchen noticeboard.

Non-recyclable material placed in the clear liners contaminates the contents, causing it to be re-directed to general waste sites. Where kitchens continually contaminate bags, the residents may be charged the extra cost of general waste.

Clothing, shoes, bicycles and electrical equipment recycling

Recycling banks are provided near your hall. At the end of the year, if you no longer need your bicycle and wish to donate it to charity, please contact your group reception. UPP distributes donated bicycles to the Bike Project.

Batteries, postage stamps and toner cartridges

Recycle these items in the group receptions.

Your environmental ideas, suggestions and involvement

We want to hear your thoughts. Please email your group reception with your suggestions on green issues and recycling. For more information email energy@reading.ac.uk

GLASS RECYCLING/BROKEN GLASS

For health and safety, glass items should be disposed of in the bottle banks/skips in the grounds of the hall. Broken glass items should be disposed of safely in the sharps collection box in your kitchen.

BRITISH HEART FOUNDATION

2021 bags of unwanted items were collected across the halls in Reading and donated to the BHF last year

£28,294 raised through shop sales with the average price of £14 per bag applied

REDUCING YOUR ENERGY CONSUMPTION

Here are some examples of what you can do:

• Turn off your lights when you leave your room
• Don’t leave the oven on any longer than necessary and share with flatmates if you can
• Draw the curtains at night to keep the heat in

If your room is too warm turn your radiator off/down rather than opening a window. If you can’t control the temperature of your radiator please report this to the Halls Hotline on 0118 378 7777

Switch all electrical appliances off at the plug instead of using the ‘standby’ function. Items on standby can use up to 75% of their full power

You could become a Green Ambassador and earn RED Award points – See the Sustainability Website for more information

Something working incorrectly and creating energy waste? Please report this to the Halls Hotline on 0118 378 7777
TRAVEL AND TRANSPORT

Reading offers excellent transport links and the University has dedicated web pages for sustainable travel information – please see https://sites.reading.ac.uk/sustainability/travel/travel-offers-students/ for full details. You can also sign up to the Twitter @UniRdg_Sust and Facebook Sustainability Services University of Reading groups to ensure you receive up to date notifications of the latest events and offers.

Walking
All halls are within easy walking distance of the Whiteknights Campus. The London Road Campus can be reached by foot in about 15 minutes.
Remember to share space safely. Paths on campus are used by cyclists and pedestrians so to help clarify who can go where the University has produced a guide. See: http://tinyurl.com/n536omc

Cycling
Lockable bicycle sheds and storage areas are provided across the halls. Please ask at your group reception if you require access to a bicycle shed. Bicycles must not be brought into buildings at any time.
Make sure you have lights on your bicycle for cycling in the dark. This is important to avoid accidents with pedestrians, drivers and other cyclists. It’s also part of the law in the UK and you can be fined if you don’t.
All bicycles should be securely locked with a good quality solid D-lock. D-locks, lights and other cycle security equipment are available to purchase from the Security Services in Whiteknights House. It is also strongly recommended you get your bicycle labelled for free with University Security, see www.reading.ac.uk/security-services/staying-safe/sec-safe-cycling.aspx, and register your bike with www.immobilise.com

No bike? No problem. With the Readybike street hire scheme you can hire a bike from any of the stations around the town or on campus. You can pay by the hour or sign up for annual membership and take advantage of their great student offer, £35 per year. For more information see www.readybike.co.uk Alternatively you could hire a bike from UniCycle, run by the RUSU. This is a small scheme with a limited number of new and second-hand bicycles for hire by the term or year. For more details on these hire schemes visit http://tinyurl.com/kpnn9q
Please make sure you cycle safely and considerately both on and off campus. Pedestrians have priority on paths on campus at all times. We run free cycling training courses to ensure you’re cycling safely and confidently on the roads. See our webpages for more information.
Look out for our ‘on your bike day’ at the start of term where you can find out about cycling, and buy equipment and second-hand bikes.

Buses
Reading Buses run frequent services that stop near, and on, campus throughout the day and night with free WiFi! The route 21 runs frequent services that stop near, and on, campus throughout the day and night with free WiFi! The route 21 runs from town to campus, 24 hours a day. New first year students will receive a Reading Buses smart card with two free bus trips when they register for their Campus Card. You can top these cards up online for future use. Buses also accept mobile tickets through their app and contactless cash payments. Please note Reading Buses do not give change. For more information on Reading Buses, visit www.reading-buses.co.uk/university or download their free app on iOS or Android by searching for ‘Reading Buses’. There are a number of discounted fares for students, the sustainable travel pages have a guide to choosing the right fare for you, see See our travel offers for more information www.reading.ac.uk/sustainabilityservices/travel/bus

Car and motorcycle parking
Except in very specific cases, students living in halls are unable to bring a car or to park either on campus or within a 1 mile radius of the University. The area around the University is for residents parking only. For information regarding car, motorcycle or visitor parking please see www.reading.ac.uk/parking.

Co-wheels Car Club
Our Co-Wheels car hire scheme means not having your car in Reading is no problem! You can hire a car for as little as half an hour from Dunsden Crescent at Park Group Halls.
Anyone with a year’s clean driving license can sign up and membership is free for University students. When you sign up, you’ll get £10 free driving credit.
Co-wheels also have further cars around Reading, including on Addington Road. For more information see www.co-wheels.org.uk/uor

Visitor parking
Visitors on site between 8.00 am and 5.00 pm Monday to Friday will be required to display a temporary parking permit. Permits must be purchased online in advance at www.store.reading.ac.uk and cost £5 per half day or £8 per day.
Once you have made the online payment please ensure you print your receipt and take it to your group reception so they can issue your permit.
Accommodation offer
The University’s offer of accommodation and the standard terms and conditions of residence can be found at: http://tinyurl.com/nxmulxv

What does this mean for you?
These provide the legally binding obligations between the University and the student. This Handbook provides practical guidance for your time in hall.

Hall fees and how to pay
The 2018–19 Hall fees can be found here.

Your accommodation contract includes details about your accommodation fees, the payment instalment dates and amount due on each date. It also includes the date your contract starts and ends. To view your contract go to www.reading.ac.uk/applicantportal, select ‘Actions’ from the top menu and ‘Accommodation’ from the drop down menu. Follow the link to ‘Connect to Accommodation Online’ to view your contract.

Please refer to http://tinyurl.com/mbz5zh4 for information on ways to pay your bill.

For 40 week contracts (including ITT courses) the accommodation charges are payable in three stages on or before the following dates:
- 1st Instalment: Monday 1 October 2018
- 2nd Instalment: Monday 14 January 2018
- 3rd Instalment: Monday 29 April 2018

For 51 week residency periods, there will be an additional instalment:
- 4th Instalment: Monday 24 June 2018

For students on a part year contract your payment dates and fees due may vary, please log in to the applicant portal to view your accommodation contract for your individual details.

Please note that failure to pay the January instalment fees by the due date will result in you not being eligible to apply to return to halls the following academic year.

Payments cannot be made at any group reception or via the Accommodation Office. Queries about your account should be made in the first instance to the Student Services Helpdesk at the Carrington Building or go to the RISIS web portal, click ‘Helpdesk (students)’ and log a call.

Deposit
You will have paid a deposit when you accepted your offer of accommodation. This amount will be held by UPP during your time in halls. This will be refunded by UPP within 28 days of the end of your residency period, less any charges for damages, unpaid rent etc. To enable UPP to refund your deposit you will need to provide your bank details when requested.

Conditions of residence
The University’s offer of accommodation, the standard terms and conditions of residence: http://www.reading.ac.uk/web/files/Student-Accommodation-Policy-18-19.pdf create a legally binding contract between the University and the student. Please read all of the conditions and make sure you understand and agree to all of them. The agreement becomes binding when the student indicates on the portal that he/she accepts the University’s offer of accommodation or, if earlier, when the student is given possession of the accommodation, which includes acceptance of the keys.

If you are considering any of the following:
- withdrawing from the University
- leaving halls to move home or into privately rented accommodation
- transferring properties or room
please refer to the standard terms and conditions of residence and: http://tinyurl.com/nxmulxv and www.reading.ac.uk/currentstudents/AccommodationMenu.aspx for more information.
Outstanding service
If you feel that you have received service above and beyond the call of duty we would love to hear from you. Every month a member of staff can receive an award for outstanding service. If you feel a staff member has done something to deserve this award please email accommodationonline@reading.ac.uk.

Suggestions and feedback
We conduct a range of surveys and focus groups throughout the year and welcome your suggestions on how the halls or our service could be improved. There are suggestion boxes at each of the group receptions, or you can email us with your ideas at accommodationonline@reading.ac.uk. The quotes from residents in this handbook have been taken from the 2016–17 Customer Satisfaction Survey.

Complaints and appeals
UPP are committed to resolving any issue you may have with your halls accommodation and always aim to deal with problems efficiently and effectively.

If you have any issue relating to living in halls your first point of call should be the Halls Hotline on +44 (0)118 378 7777 or complete the form on www.reading.ac.uk/HallsHotline.aspx.

How to complain
This section is only for issues that have already been raised and you feel have not been dealt with properly. All issues should be logged with the Halls Hotline on 0118 378 7777 as soon as possible in the first instance.

If you have previously contacted us and remain dissatisfied with how we have helped you with this, then we need you to tell us about it through the complaints procedure.

To register an informal complaint (Stage 0), you should email the Halls Hotline at Reading.Helpdesk@upp-ltd.com.

A complaint will normally only be accepted within one month of the relevant matter occurring.

You should:
- be specific about the problem
- describe the problem succinctly
- provide supporting evidence where available and appropriate
- state the outcome requested – be clear and realistic.

If you request, we will arrange for the appropriate person to promptly meet with you to discuss the issue or concern.

Stage 0 will normally result in one or more of the following outcomes:

1. A solution to the issue or concern
2. An explanation where the desired outcome cannot be achieved
3. An apology, where it is appropriate to do so
4. UPP or the University may deem that it is not appropriate to consider the issue or concern informally, and direct the student to submit a formal Stage 1 complaint within five working days.

Where it is reasonable to do so, or at the request of the student, we will issue a written outcome of this stage of the procedures within five working days.

If you are dissatisfied with the Stage 0 outcome and you wish to pursue the matter as a formal complaint, or if we have deemed that it is not appropriate to consider the issue or concern informally, you should submit a formal complaint by submitting a Stage 1 complaint form no later than five working days after receiving the Stage 0 outcome.

You can find details of the full University complaints procedure including details of how to submit a Stage 1 complaint at http://tinyurl.com/kmsygdr.

Welfare/Pastoral Service
If you wish to make a complaint about Welfare or Pastoral Service provided in hall please see http://tinyurl.com/mguv6h5.

Data protection
The Data Protection Act prevents us from responding to complaints from parents/guardians without written consent from the registered student. Please note that the terms of your student residence agreement permit the transfer of your personal data from the University to UPP and from UPP to the University for any lawful purpose.

Confidentiality
The University’s policy on confidentiality is that information given in confidence by a student will be treated in confidence. Information, for example a student’s physical and mental health, will not normally be disclosed without the explicit consent of the student.

The University owes a duty of care to all its staff and students, and in extreme circumstances where a student may be ill or at serious risk to themselves or others, maintaining this duty of care without infringing confidentiality may not be possible.

For a full copy of the confidentiality statement please see http://tinyurl.com/le6egwo.
## APPENDIX: EXAMPLE DAMAGE CHARGES

<table>
<thead>
<tr>
<th>Item</th>
<th>Damage/replacement/cleaning charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>KEYS/CARDS</strong></td>
<td></td>
</tr>
<tr>
<td>Call out for lost key/card</td>
<td>£5</td>
</tr>
<tr>
<td>Replacement key (per key)</td>
<td>£25</td>
</tr>
<tr>
<td>Replacement lock following non-return of key</td>
<td>£100 minimum</td>
</tr>
<tr>
<td>Replacement access card</td>
<td>£15</td>
</tr>
<tr>
<td>Replacement laundry card</td>
<td>£2</td>
</tr>
<tr>
<td><strong>CLEANING</strong></td>
<td></td>
</tr>
<tr>
<td>Room clean (not including en-suite)</td>
<td>£45 minimum</td>
</tr>
<tr>
<td>En-suite clean (bathroom only, room is charged separately)</td>
<td>£35 minimum</td>
</tr>
<tr>
<td>Cleaning of bodily fluids</td>
<td>£100 minimum</td>
</tr>
<tr>
<td>Kitchen clean</td>
<td>£45 minimum</td>
</tr>
<tr>
<td>Oven clean</td>
<td>£65</td>
</tr>
<tr>
<td>Fridge/Freezer defrost and clean</td>
<td>£40</td>
</tr>
<tr>
<td>Carpet cleaning</td>
<td>£40 minimum</td>
</tr>
<tr>
<td>Additional window cleaning</td>
<td>£50 minimum</td>
</tr>
<tr>
<td><strong>WASTE REMOVAL</strong></td>
<td></td>
</tr>
<tr>
<td>Removal and sorting of recycling bins contaminated with general waste</td>
<td>£10 per bag</td>
</tr>
<tr>
<td>Removal of empty glass bottles from kitchen</td>
<td>£10 minimum</td>
</tr>
<tr>
<td>Removal of excess rubbish at end of residency period</td>
<td>£10 per bag</td>
</tr>
<tr>
<td><strong>SAFETY EQUIPMENT – ALL OF THE BELOW MAY ALSO RESULT IN DISCIPLINARY ACTION</strong></td>
<td></td>
</tr>
<tr>
<td>Replace tamper indicator tab on fire extinguisher</td>
<td>£15</td>
</tr>
<tr>
<td>Refill fire extinguisher</td>
<td>£65 minimum</td>
</tr>
<tr>
<td>Replace fire blanket due to mis-use</td>
<td>£38 minimum</td>
</tr>
<tr>
<td>Replace MCP glass out of normal working hours</td>
<td>£104 minimum</td>
</tr>
<tr>
<td>(includes call out charge)</td>
<td></td>
</tr>
<tr>
<td>Call out charge to fire alarm maintenance company</td>
<td>following covering of detector or tampering with system</td>
</tr>
<tr>
<td>Fire signage replacement</td>
<td>£30 minimum</td>
</tr>
<tr>
<td>Replace glass in fire door (plus out-of-hours call out charge if relevant)</td>
<td>£200 minimum</td>
</tr>
<tr>
<td>Replacement window restrictor</td>
<td>£25 minimum</td>
</tr>
<tr>
<td><strong>PAINTING AND DECORATING</strong></td>
<td></td>
</tr>
<tr>
<td>Redecoration of one wall</td>
<td>£60 minimum</td>
</tr>
<tr>
<td>Item</td>
<td>Damage/replacement/cleaning charge</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td><strong>CARPET AND FLOORING</strong></td>
<td></td>
</tr>
<tr>
<td>Replace bedroom carpet</td>
<td>£300 minimum</td>
</tr>
<tr>
<td>Replace vinyl in kitchen</td>
<td>£400 minimum</td>
</tr>
<tr>
<td><strong>KITCHEN AND CLEANING EQUIPMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Replacement iron</td>
<td>£25</td>
</tr>
<tr>
<td>Replacement ironing board</td>
<td>£30</td>
</tr>
<tr>
<td>Replacement kettle</td>
<td>£25</td>
</tr>
<tr>
<td>Replacement toaster</td>
<td>£45</td>
</tr>
<tr>
<td>Replacement kitchen bin</td>
<td>£25</td>
</tr>
<tr>
<td>Replacement bucket or mop</td>
<td>£10</td>
</tr>
<tr>
<td>Replacement dustpan &amp; brush or broom</td>
<td>£10</td>
</tr>
<tr>
<td>Replacement microwave</td>
<td>£80</td>
</tr>
<tr>
<td>Vacuum cleaner</td>
<td>£140</td>
</tr>
<tr>
<td><strong>BEDROOM</strong></td>
<td></td>
</tr>
<tr>
<td>Replacement mattress (single)</td>
<td>£135</td>
</tr>
<tr>
<td>Replacement mattress (double)</td>
<td>£160</td>
</tr>
<tr>
<td>Replacement study chair</td>
<td>£85</td>
</tr>
<tr>
<td>Replacement desk lamp (freestanding)</td>
<td>£15</td>
</tr>
<tr>
<td>Replacement desk lamp (fixed)</td>
<td>£65</td>
</tr>
<tr>
<td>Replacement Bedroom mirror</td>
<td>£40</td>
</tr>
<tr>
<td>Replacement Waste bin</td>
<td>£10</td>
</tr>
<tr>
<td>Re-arranging furniture to original position</td>
<td>£25</td>
</tr>
<tr>
<td>Replacement Internet cable</td>
<td>£15</td>
</tr>
<tr>
<td>Damage to internet port (socket on wall)</td>
<td>£80</td>
</tr>
<tr>
<td><strong>GENERAL</strong></td>
<td></td>
</tr>
<tr>
<td>Call out charge for non-emergencies</td>
<td>£60</td>
</tr>
<tr>
<td>Replacement ceiling tile</td>
<td>£35 minimum</td>
</tr>
<tr>
<td>Replacement glass</td>
<td>£200 minimum*</td>
</tr>
</tbody>
</table>

* Please note that some glass costs are very high. For example large panes at Childs/Stenton/Mackinder Halls can cost up to £1000 to replace.

All charges include cost of item, labour costs, administrative costs and VAT.
HALLS HANDBOOK
2018–19

For more information, please contact:
Accommodation Office
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University of Reading
Whiteknights
Reading RG6 6UA
accommodationonline@reading.ac.uk
Tel (0118) 378 4203
www.reading.ac.uk/accommodation