



SAFETY AND SECURITY

- Close and lock doors and windows when going out
- Walk to lectures with friends or in a group
- Be aware of anyone suspicious
- Keep your keys in your pockets
- Use the designated safe walking routes
- Consider buying a personal safety alarm.
- Don't let anyone into your block/corridor that you do not know
- Avoid short cuts through dark alleys, parks or across waste ground
- When out, do not leave your drink unattended
- Storing bikes in any of the communal areas is strictly forbidden
- Scooters/Bikes are not allowed anywhere on campus

FIRE

- On finding a fire, raise the alarm and evacuate the building immediately.
- Upon hearing the fire alarm, evacuate the building immediately.
- Tampering and misuse of fire equipment is a criminal offence which could result in a fine or a custodial sentence.
- Candles are not allowed to be used anywhere in the Accommodation.

MALICIOUS ACTIVATION

- Tampering with or vandalism to these fire safety devices will result in disciplinary action and you may be reported to the Police. First malicious activation will result in a final warning and an Anti - Social Behavioural Contract signed. Second Malicious activation of fire alarm will be passed to the Conducts & Appeals Unit and this may result in the student receiving a Notice to Quit accommodation or being suspended pending an investigation.
- If an occupant maliciously activates the fire alarm via the "Break Glass" point without due cause a first warning will be issued to the student. If this is repeated again a final warning will be imposed and a contract of an Anti-social Behavioural contract will need to be signed. Thereafter, the student will be passed to the Conducts and Appeals Unit.

TV LICENCING

To use the University's TV in the communal area you will need to buy a TV licence. Without one, you may receive a fine. More information can be found in leaflets available at your campus reception or by visiting: tvlicensing.co.uk

PARTIES

You must have permission for any party held in the University Accommodation. A form is available to download from our **webpages**. You must give at least 48 hours' notice. Please note, your party will be stopped if there are reports of excessive noise. Unauthorised parties will be stopped and reported to Campus Hub Staff. Please be considerate of others who may be studying around you.

RUBBISH AND RECYCLING

You are responsible for the safe disposal of your kitchen waste; the cleaner will not do this for you. The appropriate bins will be marked and placed outside the blocks. Don't leave full bin bags or recycling bins in the kitchen or corridor - they are a health and safety hazard

SMOKING BAN

All accommodation is no smoking and anyone found smoking will be issued with a first offence warning. After the 2nd offence, a final warning will be given to the student and an Antisocial behavioural contract will need to be signed. Thereafter, the student's details should be passed to the Conducts & Appeals unit and the student may be serviced with a Notice to Quit. Upon the occupant vacating the room, a deep cleaning charge of £250 will be levied against the student by raising an invoice (if the smell is in the room).

COOKING/APPLIANCES

Close the kitchen door and open the window when you are cooking as this will prevent the smoke alarms going off if something burns. In the event of fire, the heat detector in the kitchen will be activated or you can sound the alarm yourself by using the break-glass alarms on the walls. Please ensure that you read guidelines for the correct use of microwaves and **never** leave grill pans or hobs unattended. For general food information please refer to the Living in Accommodation Guide. A guide to the appliance manuals can be found on our web pages or from your local hub on request.

CLEANING

Kitchen inspections Communal living areas and kitchen areas are checked on a weekly basis. If a dirty kitchen is found, occupants will be given 24 hours' notice to improve the cleanliness of the communal area. All occupants will have the opportunity to appeal against the decision but appeals must be made in writing to the Campus Co-ordinator/Cleaning Supervisor before 4pm on the day of the inspection. If the kitchen remains dirty after the 24 hour period all residents on the corridor will receive a 1st warning. Your kitchen will not be cleaned that week by our cleaners and it will be the resident's responsibility to bring it back up to standard. Appeals at this stage will not be considered. If the kitchen continues to fail inspections on a regular basis, students will be dealt with via the University Disciplinary procedure. If kitchens are found to be in an unacceptable condition outside the normal inspection routine, the Cleaning Services Coordinator will attend and give occupants a reasonable amount of time to clean the area prior to alternative cleaning being arranged. The University reserve the right to call for cleaning in any kitchen that is deemed a health and safety risk immediately.

NOISE

Living in a communal environment will attract noise and occupants are asked to be tolerant and respectful of each other. You are requested to:

- Keep noise at a reasonable level between 10am and 11 pm.
- Keep noise to a minimum between 11 pm and 12am.
- Cease noise between 12am and 10am.

Contacts

City Accommodation Hub:
Tel: 01902 32 2106 (out of hours)
Tel: 01902 32 1268
email: cityaccommodationhub@wlv.ac.uk

Walsall Accommodation Hub:
Tel: 01902 32 2106 (out of hours)
walsallhub@wlv.ac.uk

Telford Hub Reception:
Tel: 01902 32 3900
telfordhub@wlv.ac.uk

www.wlv.ac.uk/university-life/accommodation/

First Aid

If you need First Aid, Call:

City Hub: 01902 32 2106

Walsall Hub: 01902 32 2106

Telford Hub: 01902 32 3900

You can also contact us via the University's chat system "Chatify" which can be accessed via our webpages:

INSURANCE

The university offer basic contact insurance within your accommodation fees. To upgrade your package please refer to <https://www.wlv.ac.uk/university-life/accommodation/residential-life/endsleigh-insurance/>

FIRE ALARM TESTING

Fire Alarm Testing is carried out on a weekly basis at each campus. If the alarm rings outside of these times then you must evacuate immediately

City: Sundays from 12pm - 5pm.

Telford: Monday from 12pm - 5pm

Walsall. Saturdays from 12pm - 5pm.