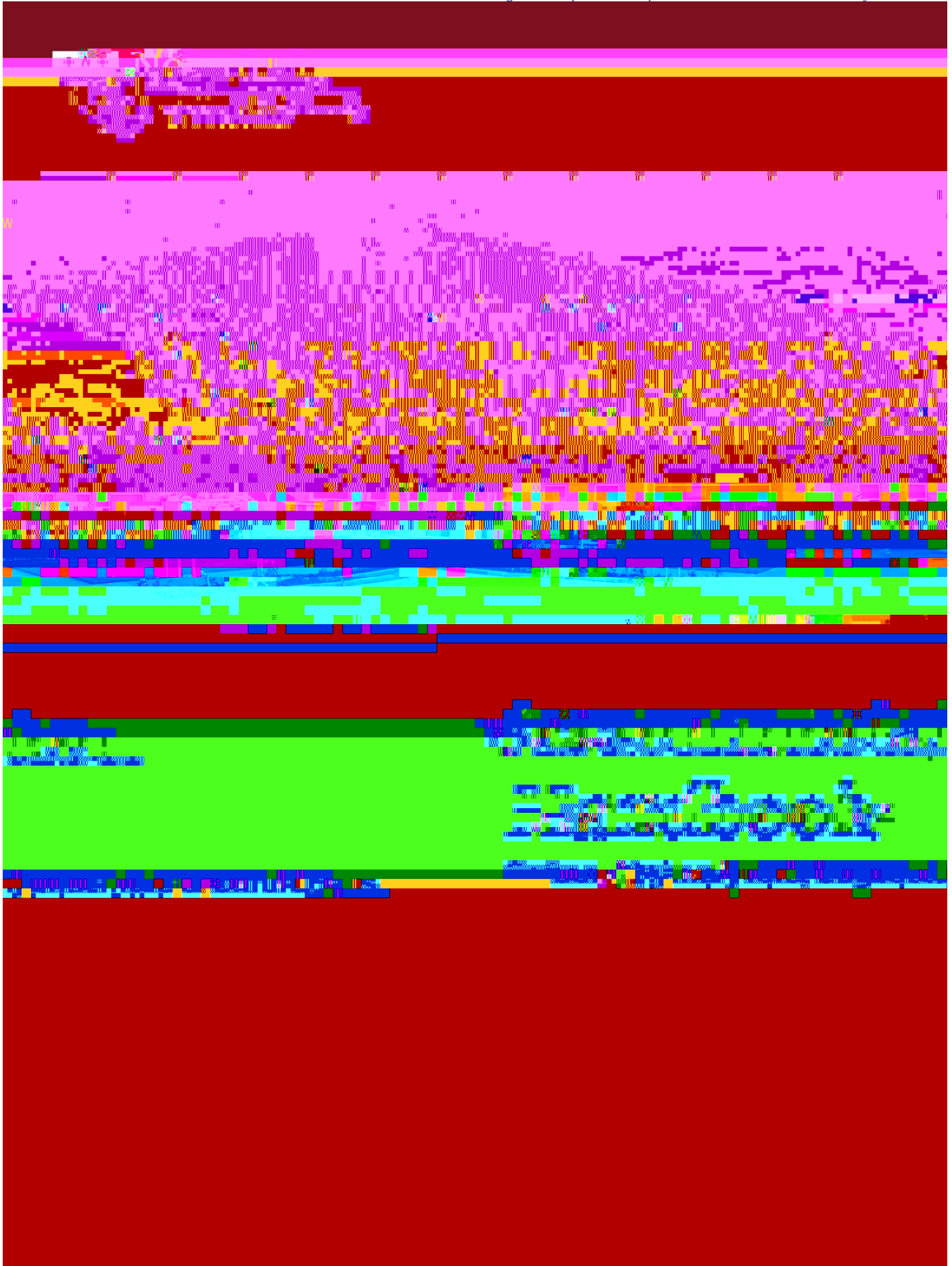


Figure 1 Cofton Halls of Residence at Newman University





## **Accommodation Services – Staff and Contact Details**

The following staff can be contacted with regards to various aspects of living in campus accommodation.

### **Accommodation Office**

**Accommodation Manager**  
**Karen Carter ext. 2219**

**Accommodation Administrator**

**Stella Krongko ext. 2223**

**e-mail:**  
**[accommodation@newman.ac.uk](mailto:accommodation@newman.ac.uk)**

Students should report any issues regarding their stay in Halls of Residence to the Accommodation Team and staff are available, Monday to Thursday 8.30am-4.30pm and until 4.00pm on Friday. Please contact the team by e-mail, telephone or visit the office in the first instance and an appointment can be made if necessary. Out of hours any urgent issues can be reported to the Security Team who will involve the Residential Advisor's if required.

## Director of Estates

The Director of Estates, ***Paul Dean*** has overall responsibility for Halls.

## Out of Hours Team

Residential Advisors or a Security Guard are on duty 6.00pm-7.30am Monday to Thursday and the whole of the weekend from 6.00pm on Friday until 7.30am on Monday.

They can be contacted by residential students regarding any issues related to health, personal well-being, fire safety, personal safety and noise disturbance.

Out of Hours Mobile: 07535 519689 and 0753551ave9825

9 da a ear Thrd s Securatuad56( )-3(of)-7( )6(d)-4(u)5(t)-4(y2 )645 huf a da,y das per wre





sticker with a pictogram above the words “drinking water”. This advice is also reiterated in the kitchen folder in each kitchen.

### **Laundry for Personal Use**

Laundry

If the Licensee is granted termination of the Licence due to exceptional circumstances, 8 weeks' written notice will need to be given and the Licensee at the end of the 8 week period will pay in full all of the Halls fees up to and including the end of the notice period.

The Licensee has a 14 day cooling down period from the date the Licensee moves in whereby he/she can terminate his/her tenancy with no penalty.

## **Accommodation Services Provided**

### **Study Bedroom Access Policy**

Relevant staff and window cleaners can have access to bedrooms with prior warning in order to carry out periodic inspections, to view the premises with new tenants at reasonable hours of the daytime and to carry out their role



\*Terms & conditions apply. See <https://www.endsleigh.co.uk/media/PDFS/terms-conditions/2021/incentive-tcs.pdf> for further details.

Students living in Halls are strongly advised to review the level of cover provided, and if necessary, arrange top up cover in their own name.

Students should also be aware that, as part of the University's overall financial strategy, conferences and similar meetings may be held on campus during the summer vacation and thus rooms will be used by outside visitors. During the summer vacation, NOTHING may be left in students' study bedrooms or communal kitchens and anything found will be treated as abandoned and disposed of or given to charity

## **Accommodation Service Level Statements**

The Service Level Statement states what the student and staff can reasonably expect of each other with regards to conduct, communication, behaviour and mutual respect.

### **1. Professionalism/Conduct**

#### **Service Level provided**

- Provide effective services to our students in a polite, professional and courteous manner.
- To make every effort to deal with customer requests and enquiries.
- To provide advice, information and support to all students on any issues regarding accommodation.
- Investigate any complaints about the quality of service provided and rectify issues where possible

#### **Responsibility of Students**

- To liaise with all staff members in a polite and courteous manner.
- Abide by the rules and regulations of the Accommodation Handbook and the Licence to Occupy that has been signed.

### **2. Quality**

#### **Service Level provided**

- Ensure that the accommodation provided meets the needs of the Residents in terms of quality and facilities.
- Ensure that the accommodation meets all statutory standards and complies with the Universities UK/SCOP Code of Practice for the Management of Student Housing.

#### **Responsibility of Students**

- To provide feedback regarding the quality of the accommodation provided.

### **3. Communication**

#### **Service Level provided**

- To communicate effectively and advise students regarding all relevant information through the Accommodation Handbook and Accommodation website.
- To provide advance information to all prospective residential students so they are able to make an informed decision regarding their accommodation.
- To provide a summary of policies and procedures to students prior to them signing the Licence to Occupy.
- To provide a copy of the Accommodation Licence for each student.
- To deal promptly with any queries and keep the student informed regarding any developments.

### **Responsibility of Students**

- Read all information received to ensure that the contractual obligations to be signed for are fully understood.
- To complete and return all documentation fully and promptly.
- To advise staff regarding any issues or queries promptly so they can be resolved.

## **The Service Provided by the Out of Hours Team**

The Out of Hours Team comprise of the Residential Advisor Team (who are staff or previous staff/students at Newman University) and the Security Team. The team are dedicated to serving the resident student population and to ensuring, as far as practicable, that all students have a safe, healthy and secure life in the halls of residence. All of the Out of Hours Team are qualified first aiders and fire wardens. Please note that that it is important to take note of the fire alarms and to evacuate the building when requested to do so.

The Residential Advisor Team consists of three people: James Westwood, Nathan Ganley and Leoarna Mathias. In the event of an emergency, Matthew Hammersley (Campus Protection Services Advisor) and/or Lewis Palin (Facilities Manager) will assist as required. It is their brief to respond to incidents, student queries and assist as required relating to such things as:

*health* (e.g. need for minor first aid, doctor, ambulance, hospitalisation);

*fire* (monitor fire/smoke alarms, contact Fire Service, ensure swift and safe evacuation of the building);

**Student Assistance Programme (SAP)**

The SAP is a confidential benefit designed to help you deal with personal and professional

## **Housekeeping Cleaning Schedules**

### **Cleaning Schedules during the academic year (excluding vacation periods)**

Service is provided on weekdays 8.00am-4.00pm only (until 4.30pm Fridays), throughout the year with the exception of Statutory, Public Holidays or vacation periods. There is a limited service during vacation periods.

The dedicated Halls Housekeeping team are responsible for cleaning the landings, corridors, stairways and communal bathrooms in Halls of Residence.

Cleaning Specifications and a Service Level Statement for the start of occupancy are available on request from the Accommodation Manager.

Students are responsible for keeping their bedrooms and kitchens clean.

There is an inspection three times a year of the bedrooms and weekly for the kitchens and students are advised if they are not being maintained to the required standard. Housekeeping will deep clean the kitchens in December and April.

Students allocated to an en-suite room are required to maintain the cleanliness of the bathroom.

Students in halls of residence are required to maintain the level of cleanliness in the communal bathrooms. They should clean up after they have used this area.

They need to ensure that they store the minimum number of toiletry items in this area so that it does not prevent effective cleaning by the Housekeeping Team.

## **Maintenance**

### ***Light-bulb Replacement***

Due to Health and Safety regulations, ceiling mounted light bulbs cannot be changed by students but need to be replaced by a trained member of staff. All requests need to be submitted to the Housekeeping office or the Residential Advisor on duty out of office hours. Housekeeping may change the light bulbs in the table lamps, but the ceiling mounted lights need to be changed by the Maintenance team.

### ***Snow and Ice Clearance Policy***

The University will endeavour to ensure that snow and ice on car parks and pathways is cleared as quickly and effectively as is reasonably possible. The Facilities Manager will prioritise the order in which areas need to be cleared. Clearance will only take place during working hours Monday to Friday. Please ask at the Accommodation Office for a copy of the policy.

### ***Pest Control***

Any infestations should be reported to the Maintenance team immediately via the normal maintenance request procedure. The maintenance team will attend to inspect the infestation,







## Accommodation Safety

### Building and Room Security

Each bedroom door is only accessible by the student occupant with the only master keys being held by the Facilities Manager, Security, Accommodation Manager, Maintenance and the Housekeeper/Housekeeping Team Leader. Resident students are issued with a key for their own room and kitchen cupboard and one for the communal kitchen external door (Original halls only). Students are advised to obtain a robust padlock with key to secure the lockable box that is provided in rooms.

The main entrance into Halls of Residence is accessible by **access card** and entry can only be gained by residential students or relevant staff members.

Students are issued with an access card which opens all the external doors to the Halls of Residence (which all interconnect). The doors are at:

- (a) The end of Chapel Walk.
- (b) At the junction of Littlemore Hall and Maryvale Hall.
- (c) From the entrance foyer into Littlemore leading to Edgbaston and Maryvale ground floor, stairwell and lift.
- (d) From the entrance foyer to Cofton Hall.

*NB. It is essential that students do not wedge these doors open, as this may allow unwelcome strangers to enter the Halls of Residence and will set off localised alarms.*

External doors into the building are controlled by an electronic system which is programmed to open in the event of a power failure.

The Security Guards are located in the Security Lodge on level 0 of St Chad Building and are on duty 24 hours per day and regularly patrol the grounds and University campus.

Students may retain their access card and keys during vacation periods, but the key must be returned at the end of the academic year. Students returning the next year should retain their card. Lost or damaged keys or cards must be paid for.

### Lost Keys/Access Cards

In the event of **lost keys**, during office hours, the student should report this to the Accommodation Office.

A payment of **£10.00 per key** is required for a replacement key for original halls and **£15.00** for Cofton Hall bedrooms and **£10.00** for a cupboard key unless the key has been stolen and the student can supply a police crime number. The replacement bedroom and kitchen door keys are













## ***Evacuation***

A fire evacuation drill is carried out at least once a semester, the first of which is in the first few days of occupancy. If the fire alarm sounds at any time, please evacuate immediately and report to the assembly point. Please refer to the Fire Action notice affixed to your bedroom door in halls and on notice boards for further information. Residential students in original halls should evacuate to fire assembly point 3 located on the student car park and from Cofton hall to fire assembly point 1 on the staff car park.

If the alarm is sounded in only one block, all students and guests within are required to evacuate and are not permitted to move to another block. Students or their guests in the interest of safety are not allowed to use the lift if the alarm sounds.

## ***Distribution of Information***

Fire prevention and safety information is distributed throughout student housing as follows:

- a. Health and Safety notice boards at the entrances to Halls on the Ground floors of Cofton and Maryvale Halls.
- b. In kitchens in Halls of Residence.
- c. Accommodation handbook.
- d. Fire Safety 'Power Point' Presentation given to all new students during the induction period.

## **Health and Safety**

### ***Health and Safety Policy***

The University Health and Safety Policy can be downloaded from the intranet for reference.

### ***Information Folders/Notice boards***

Important information is located in the Information Folders available in each communal kitchen and students should familiarise themselves with the information provided.

The Accommodation Manager will send a regular bulletin to all residential students

## **Keeping your room and kitchen clean**

#### ***4. MICROWAVE***

A toilet brush and holder are provided for cleaning the toilet.

#### **14. SHOWER**

##### **EN SUITE ROOMS ONLY**

Always clean the shower tray after use.

Regularly clean the shower screen/curtain and tiles removing all soap splashes, etc.

Damp wipe all fixtures and fittings.

Ensure that the plughole/outlet is free from hair.

Clean the floor regularly.

#### **The following are provided:**

**Kitchens:** Mop/bucket, broom, dustpan/brush. Cleaning spray will be supplied which will be replenished by the Housekeeping Team. J cloths will be supplied initially but will need to be restocked by students.

**Toilets:** Toilet Brush/Holder

**Bathrooms:** Cloth, green scourer, cleaner, bathmat and shower curtain

#### **Things you will need to purchase for cleaning:**

##### **KITCHEN:**

Washing up liquid

Cleaning cloths

Green scourer

Cream cleaner

All-purpose cleaner

Air freshener (optional)

Oven cleaner

Rubber gloves

Ironing board/iron

**PLEASE ASK THE HOUSEKEEPER IF YOU REQUIRE ANY ADVICE REGARDING CLEANING.**

## **GUIDELINES FOR FOOD HYGIENE IN HALLS**

### ***Wash your hands***

Your hands can easily spread bacteria around the kitchen and onto food. This is why it's important to always wash your hands thoroughly with soap and warm water at each of these times:

- before starting to prepare food
- after touching raw meat, including poultry
- after going to the toilet
- after touching the bin

**Don't forget to keep worktops clean** Don't forget to change dish cloths and tea towels regularly. They may look clean, but they're the perfect place for bacteria to grow.

### ***Keep worktops clean***

Don't forget to change dish cloths and tea towels regularly. They may look clean, but they're the perfect place for bacteria to grow.

It's very important to keep worktops and chopping boards clean because they touch the food you are going to eat. If they aren't properly clean, bacteria could spread to food and make you ill.

- Always wash worktops before you start preparing food.
- Wipe up any spilt food straight away.
- Always wash worktops thoroughly after they have been touched by raw meat, including poultry, or raw eggs.
- Never put ready-to-eat food, such as salad, bread or fruit, on a worktop or chopping board

- Always wash your hands thoroughly after touching raw meat or fish and before you touch anything else.
- Always cover raw meat or fish and store them on the bottom shelf of the fridge where they can't touch or drip onto other foods.
- Don't wash raw meat before cooking it. Washing doesn't get rid of harmful bacteria – the only way to do this is by cooking the food thoroughly. If you wash raw meat or fish, you also run the risk of splashing bacteria onto worktops and utensils.
- If you are preparing chicken don't wash poultry or game-bird meat because any splashing might spread bacteria around the kitchen
- Wash utensils and work surfaces thoroughly in warm soapy water after use and, if possible, disinfect them
- Wash your hands thoroughly in warm soapy water after handling raw poultry and dry thoroughly
- Never refreeze food that has already been frozen then defrosted.

### ***Cooking***

Cooking food properly will help make sure that any harmful bacteria are killed. Eating food that isn't properly cooked could give you food poisoning.

### ***Making sure food is hot enough***

To test if food has been properly cooked, check that it's steaming hot all the way through. This means it's hot enough for steam to come out.

### ***Checking if meat has been properly cooked***

It's very important to make sure that poultry, pork and meat products such as burgers, sausages and kebabs are properly cooked all the way through.

If you're checking a burger, sausage, or a portion of chicken or pork, cut into the middle and check there is no pink meat left. The meat should also be steaming hot in the middle.

### ***Leftovers***

If you have cooked food that you aren't going to eat straight away, cool it as quickly as possible (ideally within one to two hours) and then store it in the fridge. Make sure your fridge is between 0°C and 5°C.

Don't keep leftovers for longer than two days.

When you reheat food, make sure that it's steaming hot all the way through. If the food is only warm it might not be safe to eat. Don't reheat food more than once.

## ***Storing***

It's important to take care how you store food, to make sure it's safe to eat.

You need to make sure your fridge is cold enough otherwise food poisoning bacteria will still be able to grow. Your fridge should be between 0°C and 5°C. If you're not sure how the temperature







## **Recycling**

### ***Halls Communal Kitchen***

The yellow bin is for plastic bottles only.

The clear bin is for any cardboard. No paper is to be recycled in this bin.

The black bin is for metal. Any cans can be recycled in this bin.



of their allocated kitchen. The University does not accept responsibility for any loss or damage to residents' or other individual's property. Disciplinary procedures or the imposition of a fine against the users of a kitchen may occur if the door is found to be propped open.

- The University does not accept any responsibility for frozen food lost as a result of a breakdown or power cut. The student would need to check with the insurance provider to find out if they are eligible to make a claim.
- The use of chip pans or deep fat fryers in kitchens or anywhere else in Halls of Residence is

In the event of this issue not being resolved, the Housekeeping staff will be commissioned to clean the kitchen. The costs will be shared between the students allocated to the kitchen. If payment is not subsequently received, then the Debt Management procedure will commence.

Failure to maintain the kitchen to an acceptable standard may result in Disciplinary Procedures being instigated.

### ***Closure of Kitchens***

The kitchen will be closed for cleaning by the Housekeeping Department for up to a maximum of one day. During this time the students allocated to this kitchen will not have access and a notice will be displayed on the kitchen door.

### ***Condition of Bedrooms***

Bedrooms will officially be checked, with prior notice, three times a year by the Halls Housekeeper and another staff member.

The student has the right to be present at the inspection if they wish and must make arrangements with the Housekeeping department.

- The student is obliged to maintain a safe environment for Newman employees who may have to access the premises, for instance by ensuring that cables to personal electrical equipment do not cause a hazard.
- The curtains provided in bedrooms are fire retardant and should therefore, due to health and safety regulations, not be replaced by alternative curtains belonging to the student.
- Washing lines are not permitted in bedrooms although students are able to use clothes airers if they wish.
- Clothing or other items are not to be hung from the smoke detector wiring in the bedrooms and the smoke detectors should never be covered up as this contravenes fire safety regulations.
- Students may store a fold up bicycle in their bedroom providing there are no marks or damage caused.
- Students are not allowed to charge electric bikes or scooters in halls or any other Lithium battery other than those supplied in phones, tablets or computers. Personal devices should only be charged or connected to our power system if students are using the original charging cable or the manufacturers authorised replacement.
- The student will be charged a fine if they contravene the health and safety regulations in their bedroom.

## **Doors**

Students are required to keep the kitchen doors shut at all times, when the kitchen is not in use, and also when occupied. The kitchen door should be kept shut and cupboards locked, in order to prevent theft from kitchens as an unlocked door is an invitation to any would be thief.

It is a requirement of the Fire Regulatory Reform Act Risk Assessments that have been carried out, to keep the kitchen door closed when unoccupied. It is also identified as best practice to keep the kitchen door closed, even when occupied, to avoid setting off the smoke alarms and so that the doors are closed in the event of a fire. This is to prevent the spread of fire and combustion products. Wedges of any description should not be used to prop open any doors in Halls of Residence at any time.

The same applies to bedroom doors which should be closed when the room is unoccupied or when students leave their room, even if only for a brief period.

Kitchens will be regularly checked in Halls of Residence to ensure that this regulation is being adhered to. Further action will be taken against students if they contravene this important Health and Safety regulation.

## **Windows**

- Screws should not be removed from window opening restraints fitted to bedroom, kitchen or any other window in Halls of Residence. This contravenes Health and Safety regulations and students may be subject to a fine or Disciplinary Procedure. This regulation is to protect the safety of residents, their guests and staff.
- No flags, towels or any other items are to be hung out of the windows.
- No adhesive items are to be attached to the windows in bedrooms or kitchens.



- Students cannot display posters etc on walls or doors on the lan

Vacuum cleaners, irons and ironing boards are to be removed from landings when not in use. There is to be no tampering with electrical fittings by students and all electrical faults or dangerous equipment should be reported to the University Maintenance Department.

Compact fridges up to a maximum size of 500mm x 500mm x 500mm and mini-fridges may be used in study bedrooms. No fridges are to be sited on landings and will be removed immediately if found. Any personal fridges/freezers must be removed from the premises or disposed of by the owner at the end of the contract period, if they break down or if they are no longer required. If the University has to remove and dispose of any fridge/freezer, this will result in a charge being incurred by the student.

Cookers should only be plugged into the socket outlets fitted with Residual Current Devices (RCD). RCD socket outlets can be identified by having the additional *test* and *reset* buttons on them.



Microwave £80.00  
Microwave plate £24.00  
Fridge £250.00  
Freezer £250.00  
Small fridge £150.00  
Small freezer £150.00  
Kettle £25.00  
Toaster £22.00  
Mop head and handle £6.20  
Mop bucket £6.17  
Dustpan/brush £3.82  
Broom £9.29  
Bin £8.58  
Fire extinguisher refill £21.12 – dry powder  
Fire extinguisher refill £21.50 – water  
Fire extinguisher replacement - £50.00  
Fire blanket £15.00  
Kitchen folder 0.70p  
Cupboard key £10.00  
Kitchen key £10.00  
Bedroom key (original) £10.00  
Bedroom key (Cofton Hall) £15.00  
Toilet roll holder - small £6.75  
Toilet roll holder – large £11.75  
Toilet Brush/Holder £3.34

Bedding pack includes quilt, quilt cover, two sheets, two pillows, two pillow case's, two pillow protectors and two towels. Duvet cover £7.50, Sheet £5.00.

### ***Additional Charges***

Unless a student is shown to be solely responsible, communal areas are the shared responsibility of residents and all students allocated to the kitchen will be charged for the cost of replacing damaged or missing items from within these areas, plus the cost of the damage or loss.

***The use of pins, tacks, blu tack or white tack, adhesive tape or any other sticky substances is not permitted on the walls or ceilings of the accommodation. A charge of £25.00 will be levied for removal of adhesive materials from walls etc.***





The Newman Students' Union is available to offer support to students who have disciplinary procedures instigated against them.

### **Pets**

No pets of any description are to be brought into Halls of Residence, except for guide dogs.

### **External Advertising Procedure**

Students are not permitted to distribute calling cards, leaflets, fliers, posters or any other advertising materials within halls of residence or on campus on behalf of any internal or external organisations. Any such requests need to be referred to the Development Manager, Newman Students' Union.

### **End of Year**

Students will be issued with clear guidelines regarding the standard of cleaning and other arrangements that will be expected when the tenancy comes to an end.

Current undergraduate students will be required to vacate their bedroom by the end of the Sunday after the last day of their Licence.

Unfortunately, there will be limited storage space available for belongings during the vacation period. No liability can be accepted for any items left in rooms and these will be disposed of after the end of year. Students must remove fridges from rooms as these will be disposed of if left behind.

All bedrooms and kitchens will be checked to ensure that all items listed on the bedroom and kitchen inventory are in place and undamaged and charges will be raised against the student for any loss, damage or additional cleaning costs.

If on departure there is any damage, items missing, keys not handed in, room/kitchen left in an unacceptable state, or outstanding fees etc. the costs incurred will be either deducted from the deposit or invoiced to the student if they are returning to halls. The deposit will be refunded normally within eight weeks after the end of the agreement. The accommodation deposit, minus any deductions if applicable, will be paid into the bank account that was used originally to pay for the deposit on the e-store or a refund form will need to be completed depending on when/how payment was made.